

Accepted Complaints

1 April 2025 - 31 March 2026

The tables below provide a breakdown of accepted deadlocked complaints we referred to our Conciliation and Investigation Team by number and provider. It should be noted that it does not include the deadlocked complaints Utilities Disputes resolved through our Early Resolution Team (1661).

The tables confirm each provider's market share of the energy sector, calculated by the number of installation control points (ICPs) or equivalent.¹ The tables also provide separate data for energy retailers and energy distributors.

The number of accepted complaints is not necessarily indicative of the provider's performance or customer service. As stated above it does not include all deadlocked complaints, and this is something we are looking at including next year. Some providers take additional steps to ensure customers are aware of our service which can also influence the number of complaints we receive.

If you would like to discuss the attached information, please email: communications@udl.co.nz

Distributors

Distributor	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total distribution of ICPs (or equivalent)	Market share of ICPs (or equivalent)
MainPower	2	9.5%	45514	1.7%
Unison	2	9.5%	118633	4.4%
Vector	14	66.7%	756592	28.2%
Waipa Networks	1	4.8%	29652	1.1%
WEL Networks	1	4.8%	103077	3.8%
Wellington Electricity	1	4.8%	177130	6.6%
Total	21	100%		45.8%

¹ Total ICPs (or equivalent) were calculated on 28 February 2026 from ICPs on the electricity and gas registries, and customer numbers obtained from providers. Total ICPs (or equivalent) for all electricity and gas distributors: 2,687,406. Total ICPs (or equivalent) for all electricity and gas retailers: 3,024,969

Retailers

Retail Brand	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total retail ICPs (or equivalent)	Market share of ICPs (or equivalent)
Black Box Power	1	0.6%	2643	0.1%
Contact	4	2.6%	540200	17.9%
Ecotricity	2	1.3%	36742	1.2%
Electric Kiwi	17	11.0%	63560	2.1%
Elgas	5	3.2%	51124	1.7%
EMP ¹	2	1.3%	519	0.0%
Flick Electric Co ²	1	0.6%	NA	NA
Frank Energy ²	5	3.2%	NA	NA
Genesis Energy	25	16.2%	662713	21.9%
Good Power	1	0.6%	379	0.0%
Grey Power Electricity	1	0.6%	21518	0.7%
Mata Gas	1	0.6%	12500	0.4%
Megatel	2	1.3%	15056	0.5%
Mercury	7	4.5%	684881	22.6%
Meridian Energy	16	10.4%	303620	10.0%
Nau Mai Rā	1	0.6%	7262	0.2%
Nova Energy	6	3.9%	102610	3.4%
Paua to the People	2	1.3%	365	0.0%
Powershop	20	13.0%	161310	5.3%
Pulse Energy	3	1.9%	55455	1.8%
solarZero	32	20.8%	15000	0.5%
Total	154	100%		90.5%

¹ Secondary networks are networks indirectly connected to the national grid, for example office buildings, apartment complexes, campgrounds etc.

² These providers ceased operating during the year, so do not currently have any market share.