

# Complaints - Accepted Report

## Energy Complaints Scheme

### For the period 1 April 2024 – 31 March 2025



## Complaints - Accepted

The tables below show the number of deadlocked complaints that were accepted as being within jurisdiction, suitable for investigation and were referred to the Conciliation and Investigation Team. The report confirms the number of complaints accepted for the relevant provider. Not all providers in the Energy Complaints Scheme had an accepted deadlocked complaint in this period. A full provider list is available on our website: [www.udl.co.nz](http://www.udl.co.nz).

The tables also show each providers' market share, which is calculated by the number of installation control points (ICPs) or equivalent<sup>1</sup>. The data has been broken down by energy retailer and energy distributor.

The number of accepted complaints is not necessarily indicative of a provider's performance or customer service. The information should be read noting market share and the value of providers recognising complaints and referring them to UDL when they are unable to resolve them. Accepted complaints account for a small percentage of the total complaints resolved by Utilities Disputes in the relevant period.

## Distributors

Distributor	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total distribution ICPs (or equivalent)	Market share of ICPs (or equivalent)
Aurora Energy	2	4.08%	96676	3.63%
Counties Energy	1	2.04%	49304	1.85%
MainPower	6	12.24%	44855	1.69%
Powerco	1	2.04%	350638	13.18%
The Lines Company (TLC)	1	2.04%	24230	0.91%
The Power Company	1	2.04%	38040	1.43%
Unison	1	2.04%	117637	4.42%
Vector	32	65.31%	748041	28.12%
WEL Networks	1	2.04%	102044	3.84%
Wellington Electricity (WE*)	3	6.12%	176423	6.63%

<b>Total</b>	<b>49</b>	<b>100%</b>	<b>1,747,888</b>	<b>65.7%</b>
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<sup>1</sup> Total ICPs (or equivalent) were calculated on 28 February 2025 from ICPs on the electricity and gas registries, and customer numbers obtained from providers. Total ICPs (or equivalent) for all electricity and gas distributors: 2,659,999. Total ICPs (or equivalent) for all electricity and gas retailers: 2,995,742

## Retailers

Retail brand	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total retail ICPs (or equivalent)	Market share of ICPs (or equivalent)
2degrees	2	1.85%	18437	0.62%
Compass Communications <sup>1</sup>	1	0.93%	32	0.00%
Contact	4	3.70%	520676	17.38%
Ecotricity	2	1.85%	34500	1.15%
Electric Kiwi	9	8.33%	58206	1.94%
Elgas	1	0.93%	53824	1.80%
EMP	1	0.93%	2372	0.08%
Energy Hero	1	0.93%	360	0.01%
Flick Electric Co	1	0.93%	40164	1.34%
Frank Energy	6	5.56%	120522	4.02%
Genesis Energy	17	15.74%	582840	19.46%
Hanergy	2	1.85%	1642	0.05%
Home in Place <sup>3</sup>	1	0.93%	256	0.01%
Mata Gas	1	0.93%	9680	0.32%
Megatel	1	0.93%	3595	0.12%
Mercury	11	10.19%	674012	22.50%
Meridian Energy	15	13.89%	258123	8.62%
Nau Mai Rā	1	0.93%	8398	0.28%
Nova Energy	3	2.78%	118193	3.95%
Octopus Energy	1	0.93%	6911	0.23%
Orcon Power <sup>2</sup>	2	1.85%	7943	0.27%
Power Edge	1	0.93%	40	0.00%
Powershop	10	9.26%	136207	4.55%
Pulse Energy	3	2.78%	50725	1.69%
Slingshot Power	4	3.70%	27774	0.93%
solarZero	7	6.48%	15000	0.50%

<b>Total</b>	<b>108</b>	<b>100%</b>	<b>2,750,432</b>	<b>91.82%</b>
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### Key:

<sup>1</sup> ICPs are listed under Simply Energy

<sup>2</sup> ICPs are listed under 2degrees (as Switch Utilities)

<sup>3</sup> Secondary networks are networks indirectly connected to the national grid, for example office buildings, apartment complexes, campgrounds etc.