

Energy Complaints Scheme – Accepted Deadlocked Complaints report

for the period 1 April 2019 – 31 March 2020

The tables below show the number of deadlocked complaints that were accepted for consideration, and 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.utilitiesdisputes.co.nz

The tables also show each providers' market share, which is calculated by the number of installation control points (ICPs) or equivalent.

Total ICPs (or equivalent) were calculated on 29 February 2020 from ICPs on the electricity and gas registries, and customer numbers obtained from providers.

Distributors

Distributor	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
Alpine Energy	1	1.4%	32,889	1.3%
Aurora Energy	9	13.0%	91,448	3.7%
Counties Power	2	2.9%	43,818	1.8%
Eastland Network	1	1.4%	25,690	1.0%
Electra	5	7.2%	45,302	1.8%
Electricity Invercargill	1	1.4%	17,401	0.7%
Horizon Networks	1	1.4%	24,769	1.0%
MainPower	1	1.4%	40,815	1.6%
Northpower	1	1.4%	59,541	2.4%
Orion	1	1.4%	204,074	8.2%
Powerco	9	13.0%	441,972	17.8%
The Lines Company	4	5.8%	23,579	0.9%
Top Energy	3	4.3%	32,664	1.3%
Unison	2	2.9%	112,408	4.5%
Vector	26	37.7%	687,627	27.7%
Waipa Networks	1	1.4%	27,217	1.1%
Wellington Electricity	1	1.4%	169,267	6.8%
Total	69	100%	2,080,481	83.8%

Total ICPs (or equivalent) for all Energy Complaints Scheme distributors: 2,483,729

Retail brands

Retail brand		Accepted deadlocked complaints	Share of accepted deadlocked complaints		Total ICPs (or equivalent)		Market share of ICPs (or equivalent)
Contact		14	9.6%		479,015		17.7%
Ecotricity		8	5.5%		7,526		0.3%
Energy Online		2	1.4%		100,604		3.7%
energyclubnz		2	1.4%		11,727		0.4%
Flick Electric Co		6	4.1%		20,240		0.7%
Genesis Energy	*	12	8.2%		564,567		20.8%
GLOBUG		2	1.4%		23,169		0.9%
Grey Power Electricity		2	1.4%		0	¹	0.0%
KiwiGas		1	0.7%		863		0.0%
Mercury		12	8.2%		376,874		13.9%
Meridian Energy		12	8.2%		234,021		8.6%
Speedster		1	0.7%		0	²	0.0%
NextGen Energy		1	0.7%		0	³	0.0%
Nova Energy	*	9	6.2%		133,549		4.9%
Orcon Power		1	0.7%		0	⁴	0.0%
Pioneer Energy		1	0.7%		1,689		0.1%
Powershop		6	4.1%		85,203		3.1%
Prime Energy	*	1	0.7%		2,340		0.1%
Pulse Energy		3	2.1%		83,115		3.1%
Rockgas	*	2	1.4%		39,978		1.5%
Slingshot Power		5	3.4%		0	⁴	0.0%
solarZero		1	0.7%		0	¹	0.0%
Supercharged Energy		7	4.8%		6		0.0%
Tiny Mighty Power		2	1.4%		0	⁵	0.0%
Trustpower		25	17.1%		308,070		11.4%
Vocus Communications	*	6	4.1%		31,511		1.2%
Secondary networks ⁶	*	2	1.4%		23		0.0%

Total	146	100%	2,504,090	92.3%
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Total ICPs (or equivalent) for all Energy Complaints Scheme retailers: 2,712,759

Key

*Only includes retail ICPs (or equivalent)

¹ ICPs are listed under Pulse Energy

² ICPs are listed under Simply Energy

³ ICPs were transferred to energyclubnz

⁴ ICPs are listed under Switch Utilities (Sling/Orcon/Vocus)

⁵ ICPs are listed under Mercury

⁶ Secondary networks are networks indirectly connected to the national grid, for example office buildings, apartment complexes, camp grounds etc.