

## Energy Complaints Scheme – accepted deadlocked complaints report for the period 1 April 2020 - 31 March 2021

### Accepted deadlocked complaints

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.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.

Total ICPs (or equivalent) were calculated on 28 February 2021 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	1.8%	33,113	1.3%
Aurora Energy	7	12.7%	92,584	3.7%
Counties Power	2	3.6%	44,978	1.8%
Electra	1	1.8%	45,697	1.8%
ElectroNet Services	*	1	0	0.0%
Horizon Networks	1	1.8%	24,940	1.0%
MainPower	1	1.8%	41,494	1.6%
Northpower	3	5.5%	60,326	2.4%
Orion	1	1.8%	208,259	8.2%
Powerco	6	10.9%	447,295	17.7%
The Lines Company (TLC)	3	5.5%	23,716	0.9%
Top Energy	4	7.3%	33,049	1.3%
Unison	4	7.3%	113,586	4.5%
Vector	17	30.9%	699,786	27.7%
WEL Networks	3	5.5%	95,851	3.8%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>1,964,674</b>	<b>77.8%</b>

Total ICPs (or equivalent) for all electricity and gas distributors: 2,524,362

**Key:**

\*Subsidiary of Westpower.

## Retail brands

Retail brand	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
Black Box Power	1	0.8%	0 <sup>1</sup>	0.0%
Comtricity	1	0.8%	46	0.0%
Contact	7	5.6%	477,436	17.2%
Easy Energy	* 3	2.4%	230	0.0%
Ecotricity	3	2.4%	8,677	0.3%
Electric Kiwi	10	8.1%	74,584	2.7%
Elgas	2	1.6%	30,321	1.1%
Energy Online	1	0.8%	97,807	3.5%
Genesis Energy	* 15	12.1%	562,475	20.2%
GLOBUG	1	0.8%	21,589	0.8%
Grey Power Electricity	3	2.4%	0 <sup>1</sup>	0.0%
ID Power	1	0.8%	105	0.0%
Mercury	13	10.5%	358,964	12.9%
Meridian Energy	10	8.1%	239,463	8.6%
Nova Energy	* 7	5.6%	145,318	5.2%
Orcon Power	4	3.2%	0 <sup>2</sup>	0.0%
Paua to the People	1	0.8%	466	0.0%
Power Edge	1	0.8%	29	0.0%
Powershop	10	8.1%	98,185	3.5%
Pulse Energy	3	2.4%	92,721	3.3%
Rockgas	* 1	0.8%	44,808	1.6%
Rockgas Wanganui	1	0.8%	2,315	0.1%
Secondary networks	* 2	1.6%	21 <sup>3</sup>	0.0%
Slingshot Power	7	5.6%	0 <sup>2</sup>	0.0%
Supercharged Energy	2	1.6%	0	0.0%
Trustpower	* 14	11.3%	308,915	11.1%
<b>Total</b>	<b>124</b>	<b>100%</b>	<b>2,564,475</b>	<b>92.2%</b>

Total ICPs (or equivalent) for all electricity and gas retailers: 2,780,490

**Key:**

\*Only includes retail ICPs (or equivalent)

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

<sup>2</sup> ICPs are listed under Switch Utilities (Sling/Orcon/Vocus)

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

Note: the number of accepted deadlocked complaints is not necessarily indicative of a provider's customer service. The information should be read noting market share and the value of a provider recognising complaints and referring them to UDL when they are unable to resolve them.