

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.

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 2024 from ICPs on the electricity and gas registries, and customer numbers obtained from providers.

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.

Distributors

Distributor	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
Aurora Energy	1	2.9%	95,484	3.6%
Counties Energy	1	2.9%	48,410	1.8%
Electra	1	2.9%	46,874	1.8%
MainPower	3	8.8%	44,159	1.7%
Orion	2	5.9%	222,179	8.4%
Powerco	5	14.7%	461,058	17.4%
Top Energy	1	2.9%	34,256	1.3%
Unison	1	2.9%	116,593	4.4%
Vector	17	50.0%	739,734	27.9%
Wellington Electricity (WE*)	2	5.9%	175,522	6.6%
Total	34	100%	1,984,269	74.9%

Total ICPs (or equivalent) for all electricity and gas distributors: 2,648,292

Retail brands

Retail brand		Accepted deadlocked complaints	Share of accepted deadlocked complaints		Total ICPs (or equivalent)		Market share of ICPs (or equivalent)
Body Corporate 335307	*	1	0.70%		95	²	0.00%
Compass Communications		2	1.50%		110	¹	0.00%
Contact		7	5.20%		503,747		17.10%
Electric Kiwi		13	9.60%		68,420		2.30%
Energy Hero		2	1.50%		360		0.00%
Frank Energy		2	1.50%		136,223		4.60%
Genesis Energy	*	32	23.70%		571,576		19.50%
Hanergy		1	0.70%		1,387		0.00%
Mata Gas		1	0.70%		7,250		0.20%
MegaTEL (gas)		1	0.70%		2,712		0.10%
Mercury		27	20.00%		666,537		22.70%
Meridian Energy		15	11.10%		252,373		8.60%
Nova Energy	*	6	4.40%		113,377		3.90%
Orcon Power		1	0.70%		9,575		0.30%
Powershop		10	7.40%		123,088		4.20%
Pulse Energy		3	2.20%		88,469		3.00%
Rockgas	*	2	1.50%		63,315		2.20%
Rural Energy		1	0.70%		82		0.00%
Simply Energy		1	0.70%		3,391		0.10%
Slingshot Power		6	4.40%		33,874		1.20%
solarZero		1	0.70%		28		0.00%
Total		135	100%		2,645,989		90.00%

Total ICPs (or equivalent) for all electricity and gas retailers: 2,938,359

Key:

* Only includes retail ICPs (or equivalent)

¹ ICPs are listed under Simply Energy

² Secondary networks are networks indirectly connected to the national grid, for example office buildings, apartment complexes, campgrounds etc.