

Energy Complaints Scheme – accepted deadlocked complaints report for the period 1 April 2022 - 31 March 2023

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 2023 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)
Aurora Energy	1	3.0%	94,645	3.6%
Horizon Networks	1	3.0%	25,200	1.0%
MainPower	4	12.1%	43,471	1.7%
Marlborough Lines	1	3.0%	26,527	1.0%
Powerco	4	12.1%	458,435	17.6%
Vector	19	57.6%	726,060	27.8%
Top Energy	1	3.0%	33,958	1.3%
Northpower	1	3.0%	62,110	2.4%
Wellington Electricity (WE*)	1	3.0%	174,325	6.7%
Total	33	100%	1,644,731	63.0%

Total ICPs (or equivalent) for all electricity and gas distributors: 2,611,708

Retail brands

Retail brand	Accepted deadlocked complaints	Share of accepted deadlocked complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
2degrees	0	0.0%	50,887	1.8%
Orcon Power	1	1.0%	0	0.0%
Slingshot Power	6	6.1%	0	0.0%
Contact	1	1.0%	498,280	17.3%
Ecotricity	2	2.0%	24,848	0.9%
Electric Kiwi	14	14.3%	76,808	2.7%
Elgas	1	1.0%	25,137	0.9%
EMP	1	1.0%	2,022	0.1%
Flick Electric Co	1	1.0%	26,569	0.9%
Genesis Energy	12	12.2%	677,912	23.5%
Frank Energy	1	1.0%	12,923	0.4%
Mata Gas	1	1.0%	7,095	0.2%
Mercury	8	8.2%	648,965	22.5%
GLOBUG	4	4.1%	0	0.0%
Trustpower	1	1.0%	36,112	1.3%
Meridian Energy	19	19.4%	367,735	12.7%
Powershop	11	11.2%	0	0.0%
Nova Energy	5	5.1%	134,172	4.6%
OnGas	2	2.0%	30,501	1.1%
Pulse Energy	3	3.1%	88,485	3.1%
Grey Power Electricity	1	1.0%	0	0.0%
Secondary Networks	2	2.0%	55	0.0%
solarZero	1	1.0%	0	0.0%
Total	98	100%	2,708,506	93.8%

Total ICPs (or equivalent) for all electricity and gas retailers: 2,886,150

Key:

* Only includes retail ICPs (or equivalent)

¹ ICPs are listed under Pulse Energy

² ICPs are listed under 2degrees (Slingshot/Orcon/2degrees)

³ Secondary networks are networks indirectly connected to the national grid, for example office buildings, apartment complexes, campgrounds etc. Two secondary networks received deadlocked complaints.

⁴ ICPs are listed under Meridian Energy

⁵ ICPs are listed under Mercury Energy

⁶ Frank Energy electricity ICPs are listed under Genesis Energy. ICPs listed for Frank Energy are gas ICPs.

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.