



29 November 2012

## Six-monthly report on electricity and gas complaint statistics

This is the first six-monthly report of complaint statistics from the office of the Electricity and Gas Complaints Commissioner Scheme (EGCC). Until now, statistics have been published in the Annual Report.

In the six months from 1 April to 30 September 2012, the EGCC received:

- 2,112 enquiries - where the EGCC simply provided information
- 1,209 complaints - where a person expressed dissatisfaction with goods or services
- 150 complaints that reached deadlock (deadlocked complaints) - where a complaint is unresolved after a certain period of time, or the Commissioner is satisfied certain criteria have been met

The numbers of deadlocked complaints are reported by member company, along with the company's share of the total number of deadlocked complaints received in the period. Because there is great variation in the size of the member companies the report also shows market share, expressed as a percentage of the retail or network markets. This is calculated using installation control points (ICPs). These are the points of connection to a network from which electricity is supplied to a site.

The Board believes publishing members' names will provide member companies a benchmark and drive best practice in the industry. Consumers also have an interest in this information and the Board and Minister of Consumer Affairs agree the information should be available to everyone.

<b>Network company members</b>	<b>Number of deadlocked complaints</b>	<b>Share of total deadlocked complaints</b>	<b>Market share of members' network ICPs*</b>
Alpine Energy	0	0%	1.37%
Aurora Energy	0	0%	3.67%
Buller Electricity	1	1%	0.20%
Centralines	0	0%	0.36%
Chatham Island Electricity	0	0%	<0.20%
Counties Power	0	0%	1.64%

<b>Network company members</b>	<b>Number of deadlocked complaints</b>	<b>Share of total deadlocked complaints</b>	<b>Market share of members' network ICPs*</b>
Eastland Network	1	1%	1.13%
Electra	1	1%	1.89%
Electricity Ashburton	0	0%	0.77%
GasNet	0	0%	<0.20%
Horizon Energy	0	0%	1.08%
Mainpower	1	1%	1.53%
Marlborough Lines	1	1%	1.08%
Maui Development	0	0%	<0.20%
Nelson Electricity	0	0%	0.39%
Network Tasman	2	1%	1.63%
Network Waitaki	0	0%	0.54%
Northpower	3	2%	2.40%
Orion NZ	1	1%	8.39%
Powerco	4	3%	18.05%
PowerNet (includes OtagoNet, The Power Company, Electricity Southland and Electricity Invercargill)	0	0%	2.90%
Scanpower	0	0%	0.30%
SIESA (Stewart Island Electricity Supply Authority)	0	0%	<0.20%
The Lines Company	30	20%	1.02%
Top Energy	0	0%	1.35%
Transpower NZ	0	0%	nil
Unison Networks	0	0%	4.75%
Vector (includes OnGas)	5	3%	20.85%
Waipa Networks	1	1%	1.04%
WEL Networks	1	1%	3.72%
Wellington Electricity Lines	1	1%	7.27%
Westpower	0	0%	0.58%
<b>Retail company members</b>	<b>Number of deadlocked complaints</b>	<b>Share of total deadlocked complaints</b>	<b>Market share of members' retail ICPs*</b>
Bosco (includes Tiny Mighty Power)	0	0%	1.27%
Chatham Islands Electricity	0	0%	<.88%
Contact Energy (includes Empower)	14	9%	23.12%
E-Gas	0	0%	<0.78%
Energy Direct NZ	1	1%	<0.78%
Energy for Industry	0	0%	<0.78%

<b>Retail company members</b>	<b>Number of deadlocked complaints</b>	<b>Share of total deadlocked complaints</b>	<b>Market share of members' retail ICPS*</b>
Energy Online	3	2%	2.90%
Genesis Energy	35	23%	25.70%
Greymouth Gas	0	0%	<0.78%
Hunet Energy	0	0%	<0.78%
K Power	0	0%	<0.78%
King Country Energy	0	0%	0.78%
Mercury Energy (includes Globug)	11	7%	18.49%
Meridian Energy	1	1%	10.64%
Nova Energy (includes Auckland Gas and Bay of Plenty Energy)	16	11%	3.73%
Opunake Hydro	0	0%	<0.78%
Payless Energy	0	0%	nil
Powershop New Zealand	4	3%	2.21%
Prime Energy	0	0%	<0.78%
Pulse Energy (includes Just Energy)	10	7%	1.34%
Simply Energy	0	0%	<0.78%
TrustPower	2	1%	9.21%
<b>Total deadlock complaints</b>	<b>150</b>		

The EGCC is the approved complaint resolution scheme for the electricity and gas industries. It can look at almost any complaint about an electricity or gas company. In the period covered by these statistics the EGCC was able to look at complaints where the amount in dispute was less than \$20,000. From 1 October 2012, this was raised to \$50,000, or up to \$100,000 with the agreement of the member company. All retail and network companies must be members. The EGCC provides an option for complainants who have not been able to resolve complaints with the company.

\*The market share data is based on figures from February 2012, used for calculating levies for EGCC membership. These figures change over time. The market share is for electricity and gas.