

Energy Complaints Scheme – accepted deadlocked complaints report for the period 1 April 2021 - 31 March 2022

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 2022 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	3	8.1%	93,701	3.7%
Counties Energy	1	2.7%	46,274	1.8%
Electra	1	2.7%	46,042	1.8%
Electricity Invercargill	1	2.7%	17,511	0.7%
MainPower	2	5.4%	42,550	1.7%
Northpower	2	5.4%	61,267	2.4%
Powerco	6	16.2%	452,258	17.6%
The Lines Company (TLC)	2	5.4%	23,892	0.9%
Top Energy	1	2.7%	33,516	1.3%
Unison	2	5.4%	114,776	4.5%
Vector	16	43.2%	710,504	27.7%
Total	37	100%	1,642,291	64.1%

Total ICPs (or equivalent) for all electricity and gas distributors: 2,563,845

Retail brands

Retail brand		Accepted deadlocked complaints	Share of accepted deadlocked complaints		Total ICPs (or equivalent)		Market share of ICPs (or equivalent)
Contact		4	3.8%		503,216		17.8%
Ecotricity		9	8.7%		11,544		0.4%
Electric Kiwi		5	4.8%		77,220		2.7%
Flick Electric Co		1	1.0%		23,720		0.8%
Frank Energy		3	2.9%		12,214		0.4%
Genesis Energy	*	3	2.9%		649,731		22.9%
GLOBUG		1	1.0%		0	⁵	0.0%
Grey Power Electricity		2	1.9%		0	¹	0.0%
Just Energy		2	1.9%		0	¹	0.0%
Mercury		10	9.6%		375,770		13.3%
Meridian Energy		25	24.0%		363,134		12.8%
Nova Energy	*	4	3.8%		145,870		5.2%
OnGas	*	1	1.0%		31,591		1.1%
Powershop		12	11.5%		0	⁴	0.0%
Pulse Energy		8	7.7%		92,125		3.3%
Secondary Networks	*	2	1.9%		264	³	0.0%
Slingshot Power		5	4.8%		0	²	0.0%
solarZero		4	3.8%		0	¹	0.0%
Trustpower		3	2.9%		314,326		11.1%
Total		104	100%		2,600,725		91.8%

Total ICPs (or equivalent) for all electricity and gas retailers: 2,831,869

Key:

*Only includes retail ICPs (or equivalent)

¹ ICPs are listed under Pulse Energy

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

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

⁴ ICPs are listed under Meridian Energy

⁵ ICPs are listed under Mercury

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.