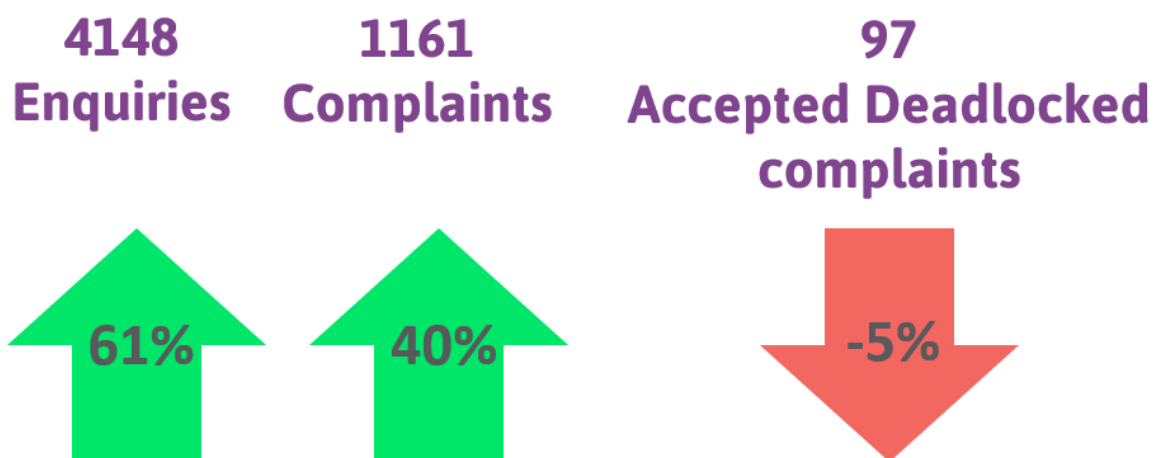


Six-monthly report: Energy Complaints Scheme

This report about the Energy Complaints Scheme operated by Utilities Disputes gives statistics for the period 1 April 2020 - 30 September 2020.

Operations workloads

1 April 2020 – 30 September 2020



1 October 2019 – 31 March 2020



Figure 1: An infographic showing a comparison of workloads between 1 April 2020 – 30 September 2020 and 1 October 2019 – 31 March 2020.

The Energy Complaints Scheme received a 61% increase in enquiries (4148) and a 40% increase in complaints (1161). However, most of these complaints were referred to the provider and resolved with the support of customer service and resolution teams. This highlights an improved commitment to managing complaints early and effectively. The number of complaints that remain unresolved or 'deadlocked' has decreased by -5% (97).

Issues in complaints

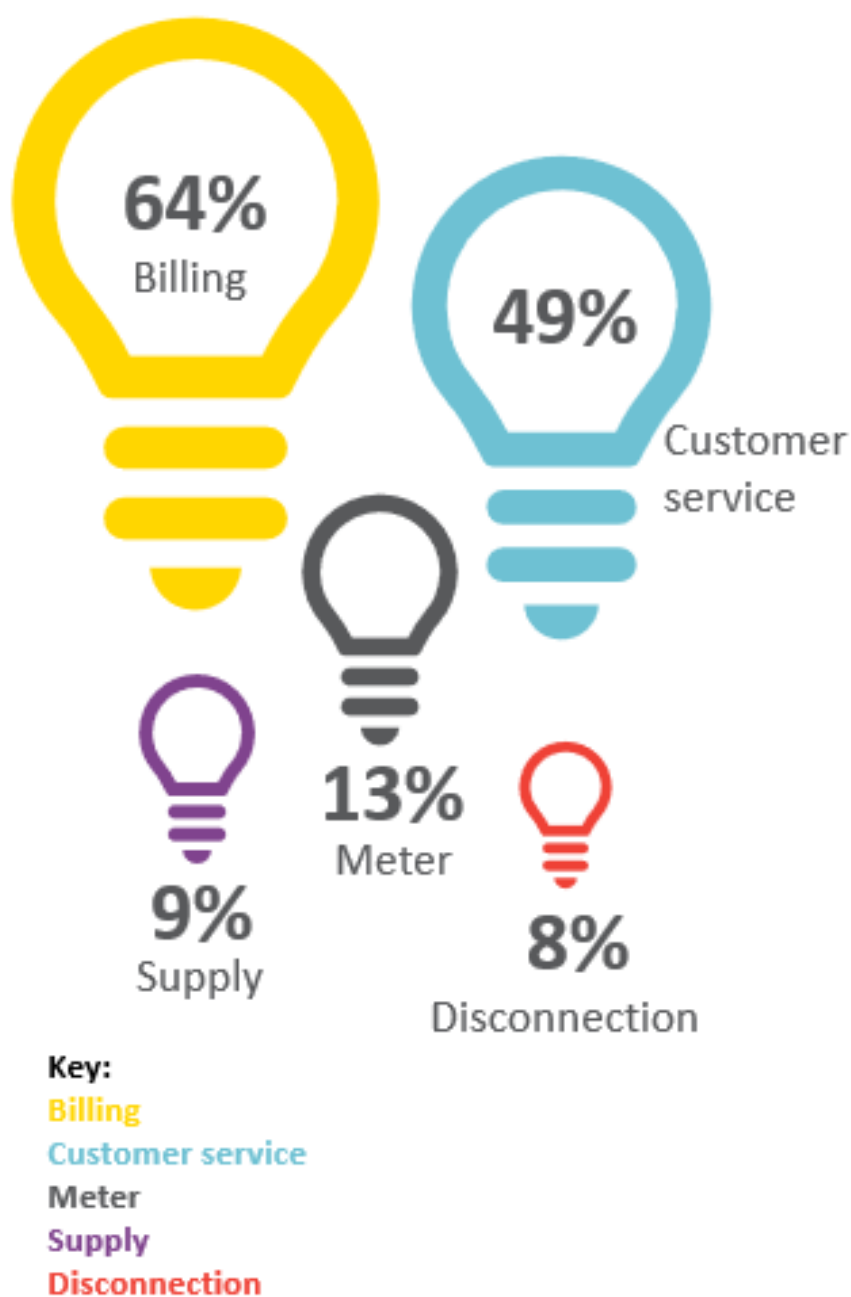


Figure 2: An infographic showing issues on complaints closed between 1 April 2020 – 30 September 2020.

Figure 2 shows the issues on complaints closed between 1 April 2020 – 30 September 2020. In this period Utilities Disputes closed 1,196 complaints. Billing was the most common issue, 64% of complaints involved billing. The second most common issue, customer service, appeared on 49% of complaints. Complaints can have more than one issue.

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.utilitiesdisputes.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 29 February 2020 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		4	14.8%		91,448	3.7%
Electra		1	3.7%		45,302	1.8%
ElectroNet Services	*	1	3.7%		0	0.0%
Northpower		1	3.7%		59,541	2.4%
Orion		1	3.7%		204,074	8.2%
Powerco		3	11.1%		441,972	17.8%
The Lines Company		3	11.1%		23,579	0.9%
Vector		11	40.7%		687,627	27.7%
WEL Networks	**	2	7.4%		94,078	3.8%
Total		27	100%		1,647,621	66.3%

Total ICPs (or equivalent) for all Energy Complaints Scheme distributors: 2,483,729

Key:

*Subsidiary of Westpower Ltd

**Only includes lines ICPs (or equivalent).

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	1.4%		0	¹	0.0%
Contact		6	8.6%		479,015		17.7%
Easy Energy	*	3	4.3%		232		0.0%
Ecotricity		3	4.3%		7,526		0.3%
Electric Kiwi		4	5.7%		52,441		1.9%
Elgas		2	2.9%		32,287		1.2%
Genesis Energy	*	10	14.3%		564,567		20.8%
Grey Power Electricity		2	2.9%		0	¹	0.0%
Mercury		5	7.1%		376,874		13.9%
Meridian Energy		4	5.7%		234,021		8.6%
Nova Energy	*	3	4.3%		133,549		4.9%
Orcon Power		2	2.9%		0	²	0.0%
Paua to the People		1	1.4%		581		0.0%
Power Edge		1	1.4%		108		0.0%
Powershop		3	4.3%		85,203		3.1%
Pulse Energy		2	2.9%		83,115		3.1%
Rockgas	*	1	1.4%		39,978		1.5%
Rockgas Wanganui		1	1.4%		1,981		0.1%
Slingshot Power		5	7.1%		0	²	0.0%
Secondary networks	*	2	2.9%		21	³	0.0%
Supercharged Energy		2	2.9%		6		0.0%
Trustpower	*	7	10.0%		308,070		11.4%

Total		70	100%		2,399,575		88.5%
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Total ICPs (or equivalent) for all Energy Complaints Scheme retailers: 2,712,759

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.