



Six-monthly report on electricity and gas complaints statistics

This report gives the total workload for the six months from 1 April to 30 September 2013, an overview of the issues in complaints received in the period, and member companies' share of complaints that reach deadlock.

Total workload

The total workload at the EGCC is measured by numbers of enquiries and complaints. The workload usually reflects the seasonal increase in energy use because people think more about their energy use in colder months. For this reason, the workload is compared to the same period in 2012.

The workload shows a decline in both enquires and complaints, and a decline in the percentage of complaints reaching deadlock from 12% to 10%. This suggests more complaints are being settled between complainants and member companies after the complainant contacts the EGCC.

In the six-months from 1 April to 30 September 2013 (the same period in 2012 is shown in brackets), the EGCC received:

- 2,293 enquiries - where the EGCC provided information to the caller (2,112)
- 986 complaints - where a person expressed dissatisfaction with goods or services (1,209)
- 105 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 (150)

Issues in complaints

Billing continues to be the most common issue in complaints, followed by customer service, disconnection and meters. Most complaints have more than one issue. These figures are calculated by looking at the frequency of the issues in all complaints.

This table shows the top four issues in complaints for the six-month period compared to the same six-month period in 2012, and the previous 12 months. The figures confirm there is little change in the issues that give rise to complaints.

Issue	% of complaints in period 1 April to 30 September 2013	% of complaints in period 1 April to 30 September 2012	% of complaints in 12 months to 31 March 2013
Billing	43%	45%	46%
Customer service	17%	17%	16%
Disconnection	9%	9%	9%
Meter	9%	8%	7%

Member company share of complaints reaching deadlock

Since October 2012 the EGCC Board has published the number of complaints reaching deadlock per member company. This information is presented separately for retail and lines member companies, and shows the share of such complaints and market share for the category of membership. This format was confirmed after the first report, so comparisons are made with the report for 1 October 2012 to 31 March 2013, which was included in the Annual Report.

The report shows:

- Most member companies, 37 of 59, had no complaints that reached deadlock
- More than half the companies with complaints that reach deadlock, 13 of 22, had them within one per cent of, or less than, their market share
- The list of 22 member companies is largely the same as in the previous six-monthly report, when 20 companies were named

The Board acknowledges members' role in ensuring consumers know they can access the EGCC. Member's self reviews showed their compliance with the requirement to tell complainants about the EGCC improved significantly last year, from 62% to 78%. Members who comply with this obligation promote trust in the industry through improving consumer access to external, independent complaint resolution.

Complaints reach deadlock for a number of reasons, including:

- A problem with a member company's systems, customer service, or complaint handling processes
- A member company may deny they are liable and the dispute about this remains unresolved
- A member company may extend the Commissioner's jurisdiction to consider a particular complaint
- The complaint involves complex and unusual events that present unexplored issues

The Board notes the fact a complaint reaches deadlock does not necessarily mean the company is at fault.

Retail	Number of deadlocked complaints	Share of category complaints that reached deadlock	Market share of category ICPs
Bosco Connect	1	1.35%	1.15%
Contact Energy (includes Empower)	37	50.00%	23.15%
Energy Direct NZ	1	1.35%	1.09%
Genesis Energy	10	13.51%	25.68%
Pulse Energy (includes Just Energy)	5	6.76%	1.40%
Mighty River Power (Mercury Energy)	9	12.16%	18.27%

Meridian Energy	2	2.70%	9.87%
Nova Energy	6	8.11%	6.28%
Powershop	2	2.70%	2.27%
Prime Energy	1	1.35%	0.03%

Lines	Number of deadlocked complaints	Share of category complaints that reached deadlock	Market share of category ICPs
Aurora	1	3.23%	3.70%
Counties Power	1	3.23%	1.67%
Eastland Network	1	3.23%	1.13%
Marlborough Lines	3	9.68%	1.08%
Orion	1	3.23%	8.14%
Powerco	3	9.68%	18.15%
PowerNet	1	3.23%	2.97%
The Lines Company	13	41.94%	1.02%
Unison Networks	2	6.45%	4.77%
Vector	3	9.68%	30.29%
WEL Networks	1	3.23%	3.77%
Wellington Electricity Lines	1	3.23%	7.27%