



## 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 2015, an overview of the issues in complaints received in the period, and members share of complaints that reached deadlock. The term ‘deadlocked’ refers to a complaint that is unresolved after a period of time, or if the Commissioner is satisfied certain criteria have been met.

### Total workload

The total workload at the EGCC is measured by the number of enquiries and complaints. EGCC recorded 1915 enquiries, down 21.4% on the previous six month period. Complaints also decreased by 16.7% with 1617 recorded complaints.

Issues other than seasonality have affected complaint numbers in the six month period from 1 April to 30 September 2015. Implementation of a retailer’s new billing system was nearly complete, resulting in a reduction in enquiries and complaints.

Complaints reaching deadlock, decreased by 26.6% against the same six month period in 2014. Deadlocked complaints in the six-months from 1 April to 30 September 2015 were 208, down from 261.

### Issues in complaints

Billing continues to be the most common issue in complaints, followed by customer service, disconnection and meters. Many complaints have more than one issue, therefore these figures are calculated by looking at the frequency of the issues in all complaints. The table below shows the top four complaint issues for the six-month period compared to the same six-month period in 2014, and the previous 12 months.

Issue	% of complaints in period 1 April to 30 September 2015	% of complaints in period 1 April to 30 September 2014	% of complaints in 12 months to 31 March 2015
Billing	44%	41%	47%
Customer Service	20%	27%	26%
Meter	10%	5%	7%
Disconnection	5%	3%	4%

### Member share of complaints reaching deadlock

Since October 2012 the EGCC Board has published the number of complaints reaching deadlock per member. This information is presented separately for retail and lines members, and shows the share of such complaints and market share for the category of membership. Most members, 149 out of 172, did not have any complaints reaching deadlock. 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 ICPs
Bosco Connect (Includes Tiny Mighty Power)	5	2.99%	1.43%
Contact Energy (Includes Empower)	90	53.89%	22.28%
Genesis Energy Ltd (Includes Energy Online)	15	8.98%	26.69%
Mighty River Power (Includes GLOBUG & Mercury Energy)	14	8.38%	14.87%
Pulse Utilities (Includes Pulse Energy, Just Energy and Grey Power Electricity)	14	8.38%	2.30%
Meridian Energy	8	4.79%	9.18%
Nova Energy	7	4.19%	5.67%
Powershop	4	2.40%	2.42%
Trustpower (Includes Energy Direct NZ)	10	5.99%	11.09%

Lines	Number of deadlocked complaints	Share of category complaints that reached deadlock	Market share of ICPs
Aurora Energy	3	7.32%	3.71%
Counties Power	3	7.32%	1.70%
Electra	2	4.88%	1.88%
Electricity Invercargill	1	2.44%	0.75%
Northpower	1	2.44%	2.41%
Orion	1	2.44%	8.14%
Powerco	2	4.88%	18.07%
The Lines Company	17	41.46%	1.00%
Unison	2	4.88%	4.72%
Vector	6	14.63%	20.94%
WEL Networks	2	4.88%	3.78%
Wellington Electricity Lines	1	2.44%	7.18%

The Board acknowledges members' role in ensuring consumers know they can access the EGCC. 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's systems, customer service, or complaint handling processes
- A member may not believe they are liable and the dispute about this remains unresolved
- A member may extend the Commissioner's jurisdiction to consider a particular complaint
- The complaint involves complex and unusual events that present unexplored issues.

The EGCC is the approved resolution scheme for complaints about electricity and gas companies. All electricity and gas companies must belong to the EGCC and tell customers they are members. The EGCC can consider complaints up to \$50,000, or up to \$100,000 with the agreement of the member.

For more information, contact:

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