Electricity Authority

The Lines Company Research

December 2016

Contents

Background and methodology

1.1 Background

The Lines Company is an electricity distribution network that operates in the King Country region of the Central North Island and provides power to a range of customers, including residential, commercial and industrial customers.

The objective of this research is to measure understanding and knowledge of electricity line charges and identify behaviours of consumers living in the area managed by The Lines Company.

1.2 Methodology

This report is based on results of a telephone survey among those responsible for paying the electricity bill.

The sample size was n=500 and fieldwork was carried out from the 3rd to the 8th of November 2016. The margin of error for a sample size of 500 is +/- 4.4%.

The survey was carried out among those residing in The Lines Company area.

Executive summary

Overall

There is potential for The Lines Company to educate their consumers about their pricing structure and the ways in which to manage their usage during periods of load control. Two-fifths (39%) of respondents stated they did not understand what makes up their line charges.

Nearly half (45%) of respondents believed they had been adversely affected by the pricing structure and associated load control employed by The Lines Company. The main issues raised by consumers related to cost.

Customers in the Taupo and Ruapehu area appeared more engaged - tending to be more knowledgeable about what makes up their line charges, more concerned about peak pricing, had taken permanent action to minimise their line charges, had invested in alternative energy sources, and were more likely to believe they had been adversely affected by The Lines Company's pricing and load control practices.

Understanding of lines charges

36% understand what makes up their lines charges

Over a third of respondents claimed to understand what makes up their lines charges. Two in five respondents (39%) claimed they did not understand and a close to a quarter (23%) were neutral.

Those who lacked an understanding or were neutral were asked what they would like to know about lines charges. These respondents wanted to know why charges were so high (mentioned by 36%) and how the charges were calculated (17%). A reasonable proportion were unengaged, with 19% of respondents that lacked knowledge stating there was nothing they wanted to know about the lines charges.

Peak pricing

63% concerned about peak pricing

Close to two-thirds (63%) of respondents claimed to be concerned about peak pricing. Thirteen percent were neutral and 18% were not concerned.

Respondents who were concerned were asked why they were concerned with peak pricing. Cost issues were the most common concerns – with unfair pricing and peak pricing being expensive mentioned by 46% and 31% respectively.

Load control

A minority of respondents (14%) monitor when The Lines Company is load controlling. Of the respondents that do monitor, the most common methods used were a Switch-it device (cited by 25%), checking the meter (24%), a mobile app (23%), and via the internet (16%).

Minimising line charges

Over a quarter of respondents (29%) indicated they have taken permanent steps to minimise their line charges. Installing energy efficient lights, using a wood burner, gas or purchasing energy efficient appliances were the most commonly mentioned steps by those who had taken permanent actions to minimise their line charges (33%, 30%, 26% and 21% respectively).

Nearly half of respondents (46%) indicated that they take ongoing actions to minimise their lines charges. Turning off lights and heating were the most common actions taken on a regular basis by these respondents.

29% taken permanent steps
46% take ongoing actions
15% invested in alternative energy sources

Those respondents who take ongoing actions were asked if they do anything else to minimise their line charges, 40% indicated they did take other actions. Commonly mentioned actions were around awareness of their usage; being careful or conscious about their usage, avoiding peak times and turning appliances off at the wall (29%, 18% and 12% respectively).

A minority (15%) of respondents had invested in alternative energy sources in order to minimise their line charges. These respondents mentioned investing in a wood burner (50%), LPG (22%), natural gas (14%) or solar panels (13%).

One in five respondents had invested $500 or less in alternative energy sources, 45% between $501 and $5,000, and 25% spending over $5,000. While 10% were unsure.

Impact of The Lines Company pricing and load control practices

12% changed long-term plans
21% noticed load control impacting their hot water supply
45% adversely affected by The Lines Company's pricing and load control practices

Around one in ten respondents (12%) indicated they have changed long-term plans as a result of The Lines Company's pricing or load control. When asked what they had changed the most common response was making allowances for the line charges in their budget (mentioned by 42%).

Forty-five percent of respondents claimed they had been adversely affected by The Lines Company's pricing and load control practices. Similar to the concerns raised earlier, the main mentions related to the financial impact of The Lines Company's practices. Financial issues and the impact on their standard of living were the most commonly mentioned impacts among those who believed they were adversely affected (39% and 25% respectively).

Improving outcomes for consumers

The main suggestions to improve outcomes for consumers were to change the billing or pricing structure offered by The Lines Company (cited by 35%). Followed by reducing prices (18%) and providing an explanation of the billing structure to consumers (11%). Another potential improvement was for better-quality communication with consumers (mentioned by 9%).

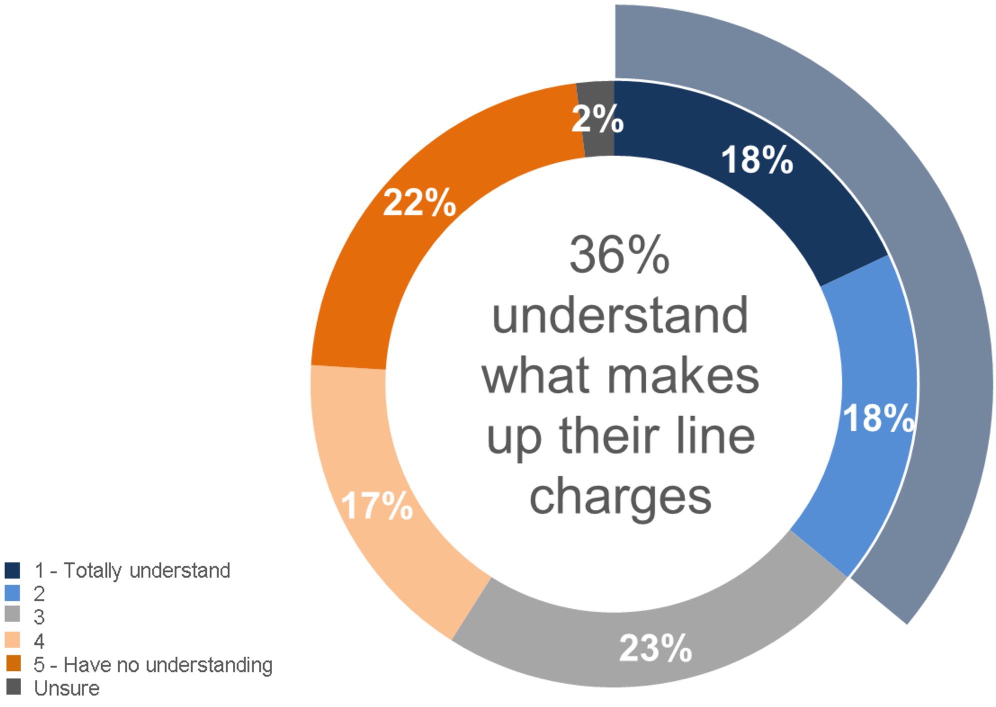
Knowledge and attitudes towards line charges

3.1 Levels of knowledge

Over a third of respondents (36%) claimed to understand (1 + 2 where 1 means totally understand) what makes up their line charges. Twenty-three percent of respondents were neutral and around two in five respondents (39%) indicated they do not understand (4 + 5 where 5 means no understanding). A minority (2%) said they were unsure.

Males tended to state higher understanding of what makes up lines charges than females (41% compared to 33% understanding). Additionally, those who were in the Taupo or Ruapehu area tended to claim higher understanding of what makes up line charges compared to those in the Otorohanga or Waitomo area (40% compared to 33%).

Using a 1 to 5 scale where 1 means you totally understand and 5 means you have no understanding - what is your level of understanding of what makes up your lines charges?



Base: All respondents (n=500)

Want clarity on why lines charges are so expensive

Respondents who were neutral or had little understanding (3-5) were asked what they would like to know about their line charges. Understanding why the lines charges were so expensive was the most commonly mentioned information these respondents wanted to know about (36%). Followed by the way in which the charges are calculated (17%). Other information respondents would like included; the reasons why the power bill is more than the lines charges, why they receive two bills and whether the charges are the same in other areas (8%, 7% and 6% respectively). Nineteen percent indicated that they do not wish to know about their lines charges.

Clarification about lines charges

What would you like to know about your lines charges?

	%
Who so expensive? / Why charge so much? / Why aren't they cheaper?	36
How is it calculated? / How do they work out charges? / Need transparency	16.7
Why is power bill more than lines charges?	8
Why two bills?	7
Are charges same in other areas? / Charges appear more than other areas	5.7
Charges should be fair/ cheaper / Can prices be reduced?	4.8
Are we being ripped off? / Why do we have them?	4.3
More information regarding maintenance charges	1.5
TLC waste of time/ General negative comment about TLC	1.3
Is there an alternative company I can use? / Any competition?	1.2
How can I reduce?	1
Why a yearly bill? Better to have monthly.	1
Appears we have no control over continual increases	0.8
Estimates aren't done at a good time	0.5
Current documentation too long	0.2
Nothing/ None	18.5
Other	2.2
Unsure	2.9

Base: Respondents who were neutral or do not understand lines charges (n=308)
Note: Multiple response question

3.2 Concern with peak pricing

Nearly two-thirds of respondents (63%) were concerned about peak pricing (1 + 2 where 1 is very concerned) – with 50% 'very concerned'. Thirteen percent of respondents were neutral and eighteen percent were not concerned (4 + 5 where 5 means not concerned at all). A minority (6%) were unsure.

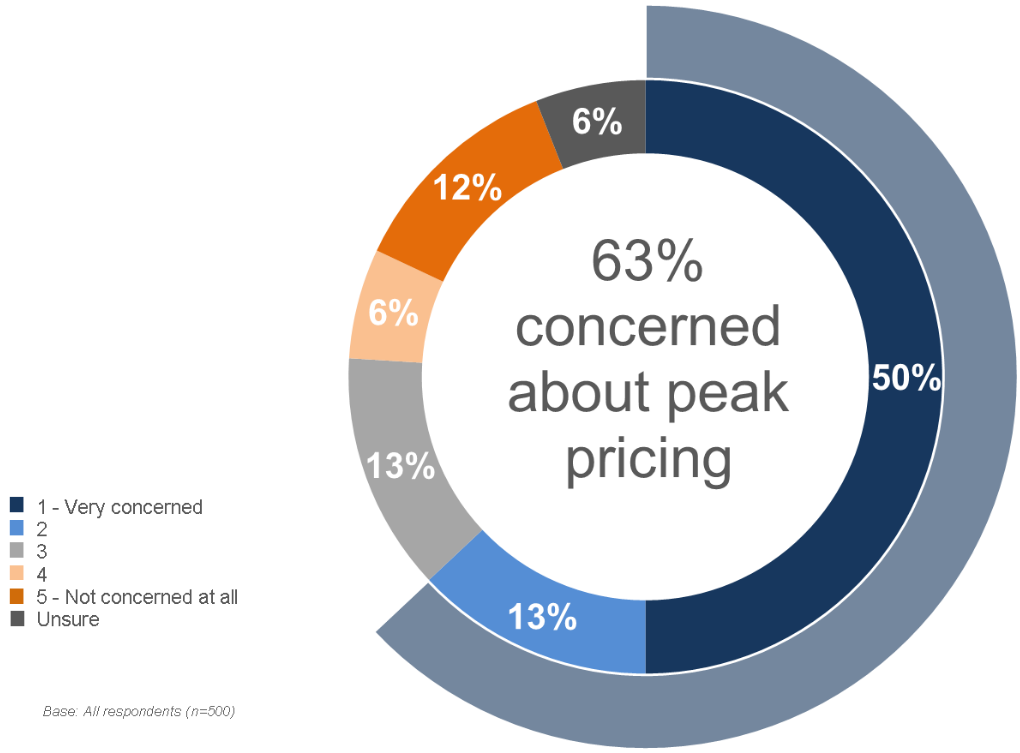
Customers in the Taupo or Ruapehu area appeared to be more concerned about peak pricing than those in the Otorohanga or Waitomo area (71% compared to 57%).

Respondents who declared they understood what makes up their lines charges had a lower declared level of concern about peak pricing than those who claimed they did not understand what their line charges were made up of (63% compared to 70%).

Respondents who had taken permanent steps to minimise their line charges indicated higher concern about peak pricing than those who had not or were unsure (72% compared to 60%).

Those who believed they were adversely affected by The Lines Company's pricing and load control practices were much more concerned about peak pricing than their counterparts (80% compared to 50%).

Thinking about peak pricing that is where your line charges are based on your actual usage - using a 1 to 5 scale where 1 means you feel very concerned about peak pricing and 5 means you are not concerned at all, how concerned are you about peak pricing?

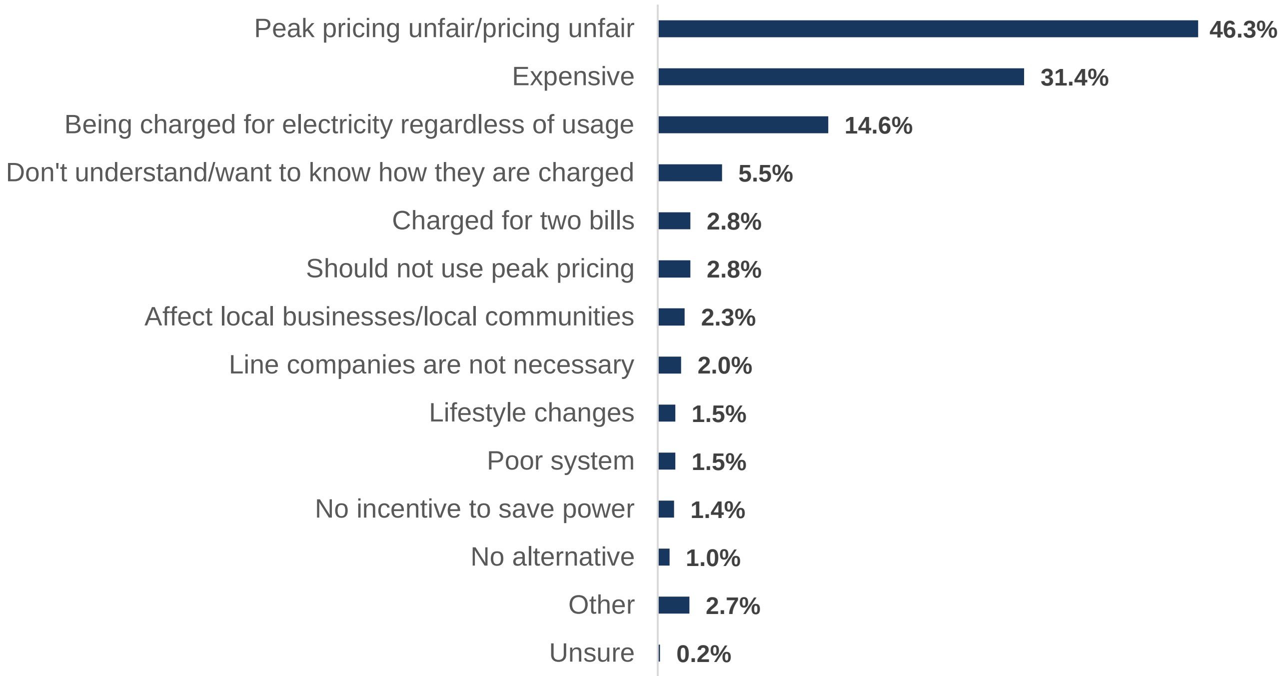


Base: All respondents (n=500)

Reasons for concern about peak pricing

Of those who said they were concerned about peak pricing the most commonly cited reasons for concern were that peak pricing was unfair (46%) and that it is expensive (31%). Followed by being charged for electricity regardless of usage (15%) and a lack of understanding of how they are charged (6%). All other reasons were cited by 3% or less of the subsample.

Why are you concerned about peak pricing?



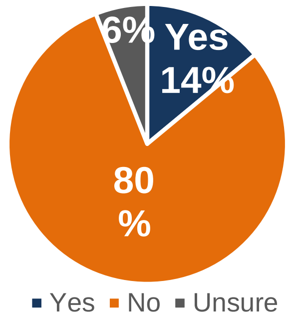
Base: Respondents who were concerned about peak pricing (n=318)
Note: Multiple response question

3.3 Monitoring load control

A minority of respondents (14%) indicated they monitor when The Lines Company is load controlling. Four in five respondents (80%) indicated they do not monitor and six percent were unsure.

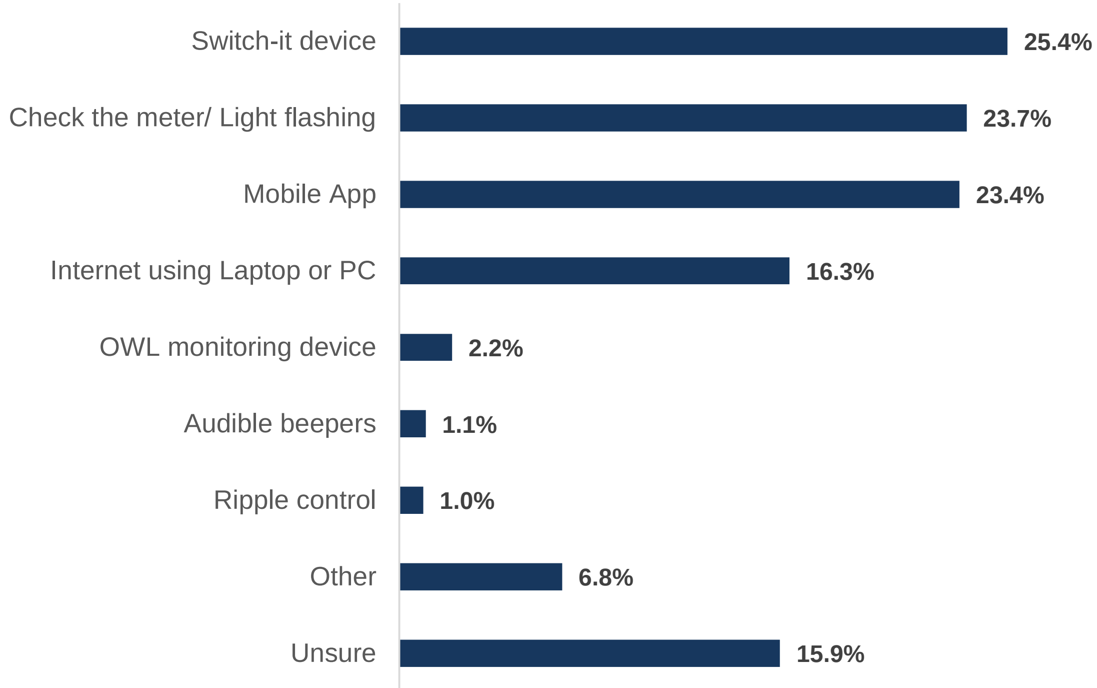
Using a Switch-it device, checking the meter and a mobile app were the most common methods of monitoring among those who claimed they keep track of when The Lines Company are load controlling (25%, 24% and 23% respectively).

Do you monitor when The Lines Company is load controlling?



Base: All respondents (n=500)

How do you monitor The Lines Company's load control?



Base: Respondents who monitor when The Lines Company is load controlling (n=73)
Note: Multiple response question

3.4 Minimising line charges

Over a quarter of respondents (29%) have taken permanent steps to minimise their line charges. While seventy percent of respondents indicated they had taken no permanent steps to minimise charges and one percent were unsure.

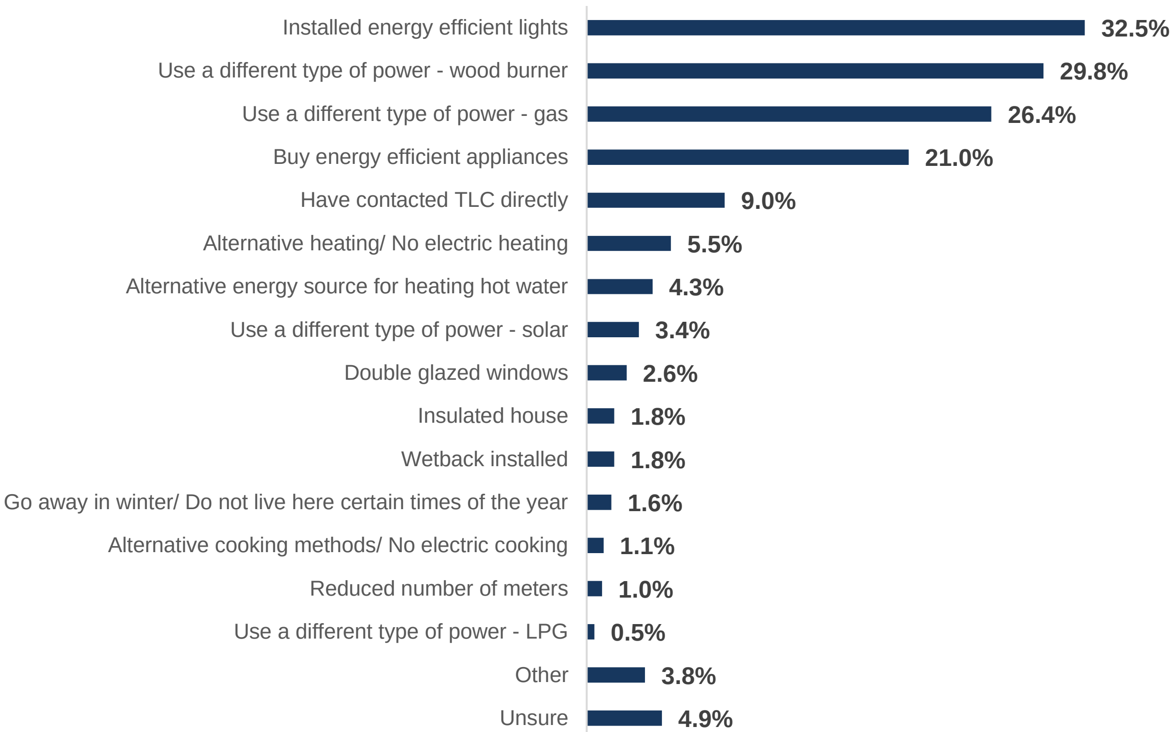
29% have taken permanent steps to minimise their line charges

A third of male customers (34%) stated they had taken permanent steps to minimise their line charges while only 24% of female customers indicated they did so.

A larger proportion of Taupo or Ruapehu customers indicated they had taken permanent steps to minimise their line charges than customers in Otorohanga or Waitomo (36% compared to 23%).

The two most common steps taken by those taking permanent steps to minimise their line charges were installing energy efficient lights (cited by 33%) and using a wood burner (cited by 30%). Followed by using gas and buying energy efficient appliances (mentioned by 26% and 21% respectively). Nine percent mentioned contacting The Lines Company directly about the charges. Other steps mentioned at lower levels were using alternative heating or no electric heating (6%), using an alternative energy source for heating hot water (4%), using solar (3%) and double glazing windows (3%). All other steps were mentioned by 2% or less of the subsample.

What steps have you taken?



Base: Respondents who have taken permanent steps to minimise their line charges (n=144)
Note: Multiple response question

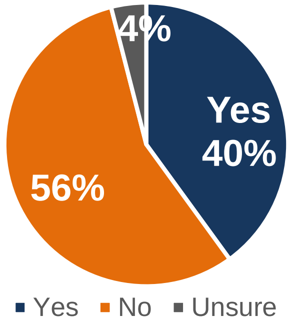
Ongoing actions to minimise line charges

Nearly half of respondents (46%) indicated they take ongoing actions to minimise their line charges. While half (51%) said they did not and a minority (3%) were unsure.

Half (51%) of the female customers stated they take ongoing actions to minimise their line charges while 41% of male customers indicated they do so.

54% of customers who indicated they were concerned about peak pricing take ongoing actions to minimise their line charges. While 37% of those who were neutral or unsure and 26% who were not concerned stated they take ongoing actions to minimise line charges.

Are there any other actions you take to minimise your lines charges?



Base: Respondents who take ongoing steps to minimise line charges(n=230)

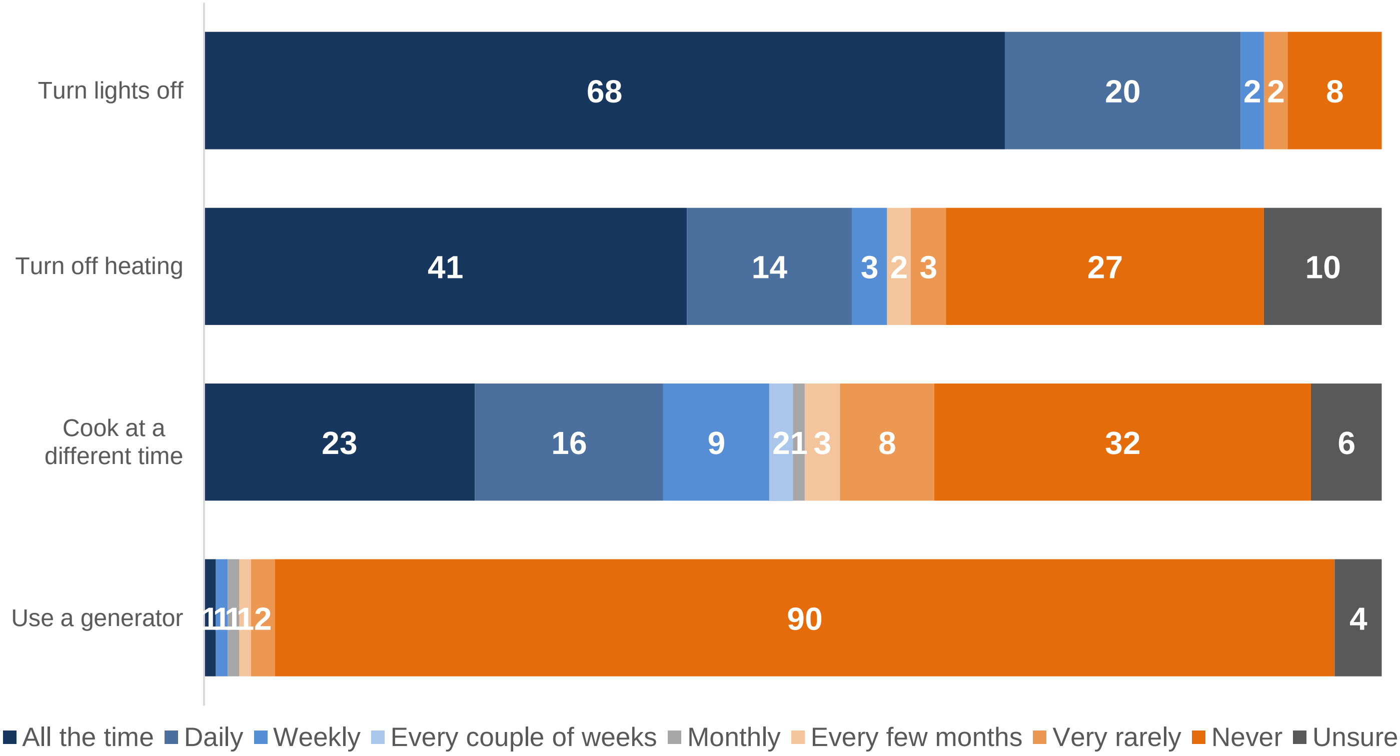
The most entrenched behaviours were turning off lights and heating. Over two-thirds of respondents (68%) who stated they take ongoing actions to minimise their line charges claimed to turn lights off all the time, one in five (20%) say they do this daily.

Over half of respondents (55%) who indicated they take ongoing actions to minimise their line charges said they turn off heating all the time or daily.

Two in five of respondents (39%) who take ongoing actions to minimise their line charges claimed they cook at a different time all the time or daily. While a third (32%) stated they never do so.

The vast majority (90%) of respondents who take ongoing actions to minimise their line charges stated they never use a generator.

How often do you take the following actions to minimise line charges?

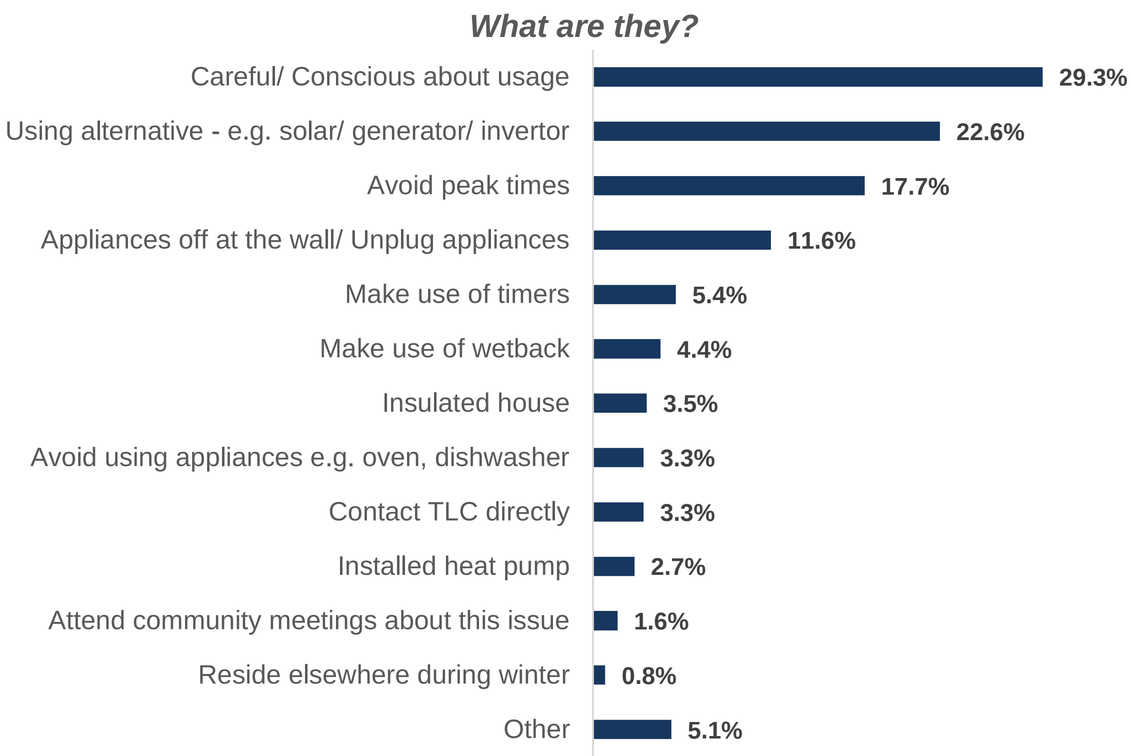


Base: Respondents who take ongoing actions to minimise line charges (n=230)

Other actions taken to minimise line charges

Two in five (40%) respondents who had taken permanent steps claimed they had also taken other actions to minimise their line charges. Over half (56%) had not and four percent were unsure.

The most commonly mentioned actions taken by respondents who claimed they take other actions to minimise line charges included being careful and conscious about usage (29%), using an alternative, for example, solar or a generator (23%), avoiding peak times (18%) and unplugging or turning appliances off at the wall (12%). Making use of timers (5%), using a wetback (4%), insulating their homes (4%), avoiding using certain appliances (3%) and contacting TLC directly (3%) all featured at lower levels.



Base: Respondents who take ongoing steps and other actions to minimise line charges (n=92)
Note: Multiple response question

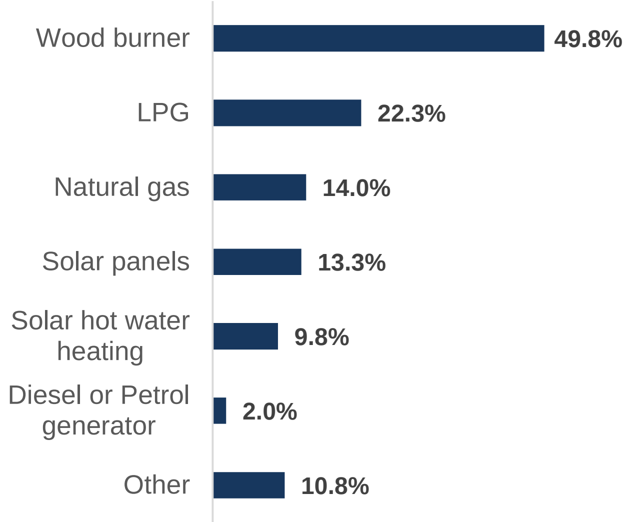
3.5 Alternative energy sources

Only fifteen percent of respondents claimed to have invested in alternative energy sources due to the way The Lines Company charges. The majority of respondents (83%) had not invested in alternative energy sources and two percent were unsure.

Around one-fifth (21%) of Taupo or Ruapehu customers had invested in alternative energy sources, compared to 11% in Otorohanga or Waitomo.

Twenty-one percent of those who believe they have been adversely affected by The Lines Company's pricing and load control practices claimed to have invested in alternative energy sources. Only 10% of those who are unsure or have not been adversely affected have invested in alternative energy sources.

What alternative energy sources have you bought?

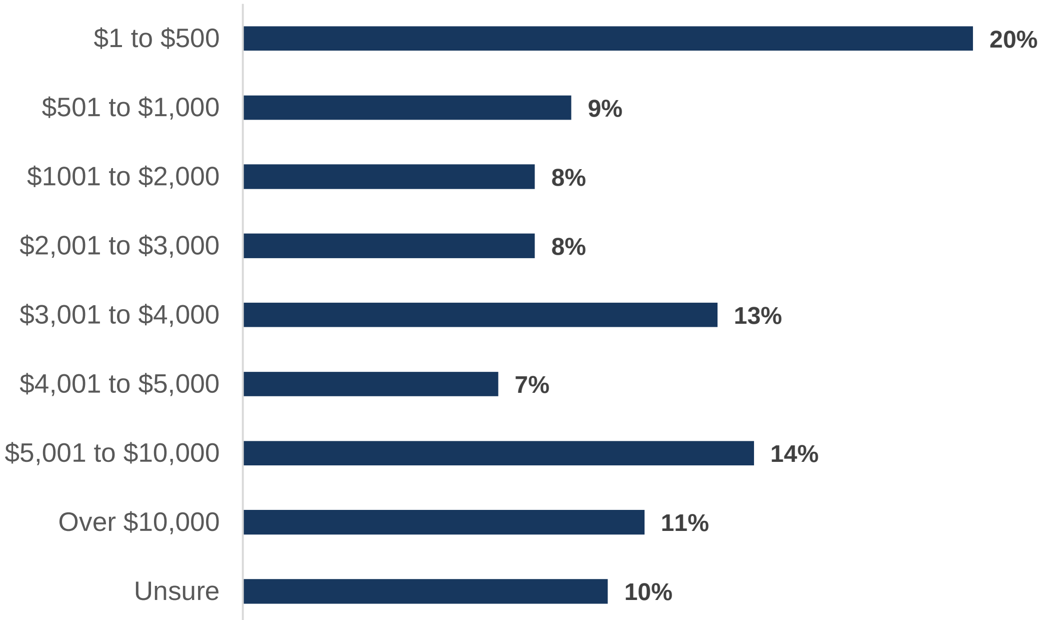


Base: Respondents who have invested in alternative energy sources due to the way The Lines Company charges (n=76)
Note: Multiple response question

Respondents who had invested in alternative energy sources were asked what they purchased. Wood burners were mentioned by 50% of these respondents. Followed by LPG (22%), natural gas (14%), solar panels (13%), solar hot water heating (10%) and diesel or petrol generator (2%).

Of the small number of respondents who stated they invested in alternative energy sources, one-fifth of respondents, (20%) indicated they invested under $500, 45% had invested between $501 and $5,000. Fourteen percent of respondents who invested in alternative energy sources indicated their investment was between $5,001 and $10,000 and 11% invested more than $10,000.

How much have you invested in alternative energy sources?



Base: Respondents who have invested in alternative energy sources due to the way The Lines Company charges (n=76)

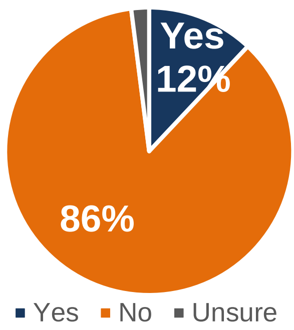
Impact of TLC pricing and load control

4.1 Impact on long-term plans

The majority of respondents (86%) indicated they had not changed long-term plans as a result of The Lines Company's pricing and load control. Twelve percent stated they had made a change and two percent were unsure.

Seventeen percent of the younger cohort (18-44) claimed they had changed long-term plans as a result of The Lines Company's pricing and load control practices. Nine percent of those over forty-five years had changed their long-term plans.

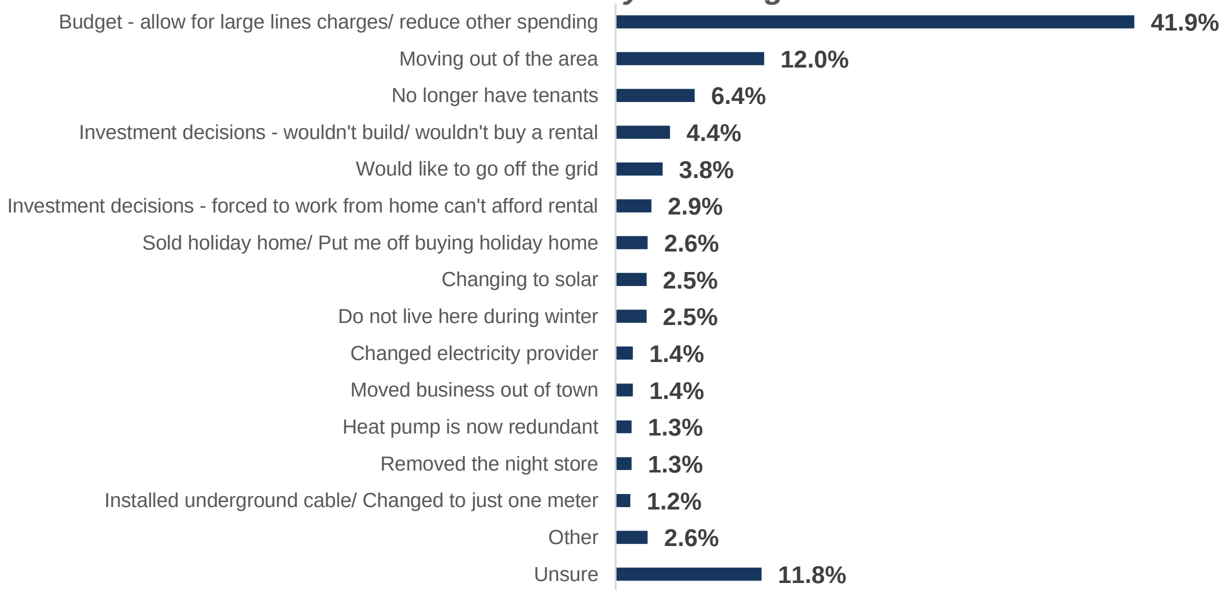
Have you have changed any other long-term plans as a result of The Lines Company's pricing and load control, for example, your living or renting arrangements, or social activities?



Base: All respondents (n=500)

The small number of those who indicated they had changed long-term plans as a result of The Lines Company's pricing and load control were asked what they changed. Allowing for the large lines charges or reducing other spending was mentioned by 42%, followed by moving out of the area (12%) and no longer having tenants (6%). Changes in investment decisions were mentioned at lower levels, would not build or buy a rental was mentioned by 4% and being forced to work from home as a commercial rental was unaffordable was mentioned by 3%. Demand factors were also mentioned at lower levels, such as a wish to go off the grid cited by 4%, changing to solar cited by 3%, and that they do not live in the area during winter mentioned by 3%.

What did you change?



Base: Respondents who have changed long-term plans as a result of The Lines Company's pricing and load control (n=61)

4.2 Impact on hot water supply

21% had noticed The Lines Company's load control having an impact on their hot water supply

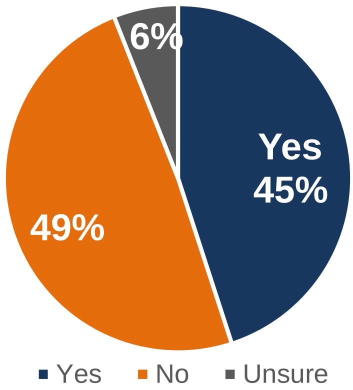
One in five respondents (21%) indicated that they had noticed The Lines Company's load control having an impact on their hot water supply. Around three-quarters of respondents (72%) stated they had not noticed an impact on their hot water supply and seven percent were unsure.

A quarter (26%) of customers in the Taupo or Ruapehu area had felt that The Lines Company's load control had impacted on their hot water supply, compared to 17% of Otorohanga or Waitomo customers.

4.3 Adverse impact of pricing and load control practices

Forty-five percent of respondents believed they had been adversely affected by The Lines Company's pricing and load control practices. Around half (49%) have indicated they had not been adversely affected and a minority (6%) were unsure.

Besides financial impacts, do you believe you have been adversely affected by The Lines Company's pricing and load control practices?



Base: All respondents (n=500)

Over half (55%) of the customers in Taupo or Ruapehu declared to have been adversely affected by The Lines Company's pricing and load control practices compared with 36% of Otorohanga or Waitomo customers.

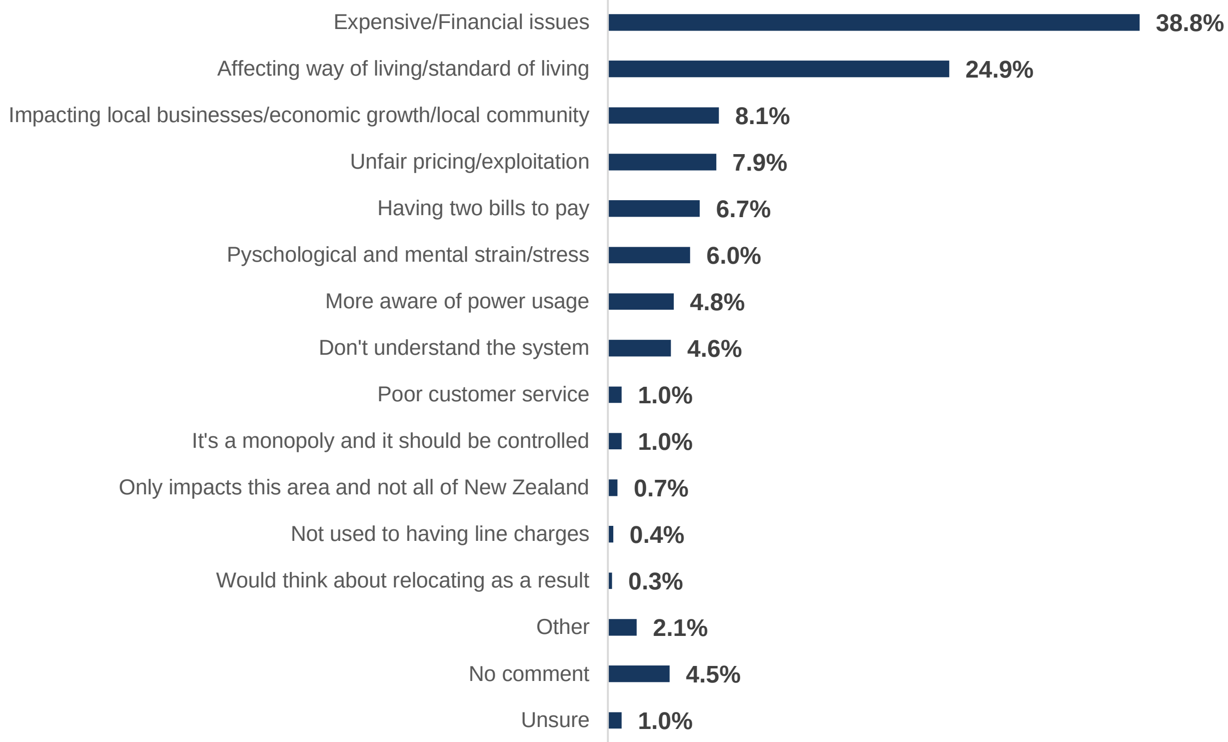
Greater understanding of lines charges had less bearing than might be expected on perceived personal impacts, with 50% of respondents who indicated they do not understand what makes up their line charges believing they were adversely affected by The Lines Company's pricing and load control practices, compared to 42% of those who understand how lines charges are made up.

Close to three-fifths of respondents (57%) concerned about peak pricing believed they have been adversely affected by The Lines Company's pricing and load control practices. Thirty percent of those who were neutral or unsure about their level of concern about peak pricing and one-fifth (20%) of those who were not concerned indicated they were adversely affected by the pricing and load control practices of The Lines Company.

Other adverse impacts

The most commonly cited impacts related to cost, including: general financial issues, the impact on their standard of living, unfair pricing and having to pay two bills mentioned by 39%, 25%, 8% and 7% respectively. The impact on local business growth, economic growth or the local community was cited by 8%. Other adverse effects mentioned were psychological and mental strain (6%), having to be more aware of power usage (5%) and that they do not understand the system (5%). All other impacts were cited by one percent or less of the subsample.

In what other ways, have you been adversely affected?

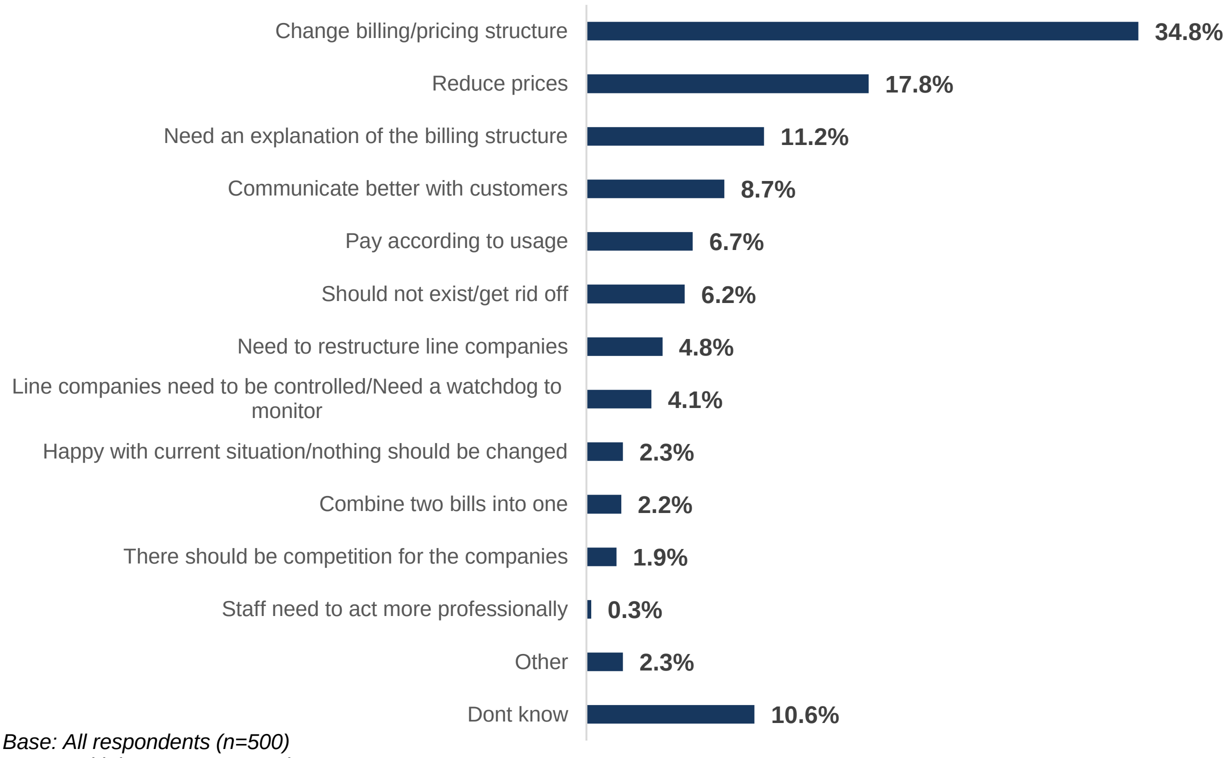


Base: Respondents who have been adversely affected by The Line's Company's pricing and load control practices (n=226)
Note: Multiple response question

Improving outcomes for consumers

When asked to relate changes to improve outcomes for The Lines Company customers, the most common suggestions related to price. Changes in billing or pricing structure, reducing prices and an explanation of billing structure were commonly mentioned (35%, 18% and 11% respectively). Other suggestions mentioned were better communication with customers (9%), paying according to usage (7%), that they should not exist (6%), restructuring line companies (5%) and that lines companies needed to be controlled or monitored by a watchdog (4%). All other suggestions were mentioned by 2% or less.

Thinking about The Lines Company - what do you think needs to change in order to improve outcomes for consumers?



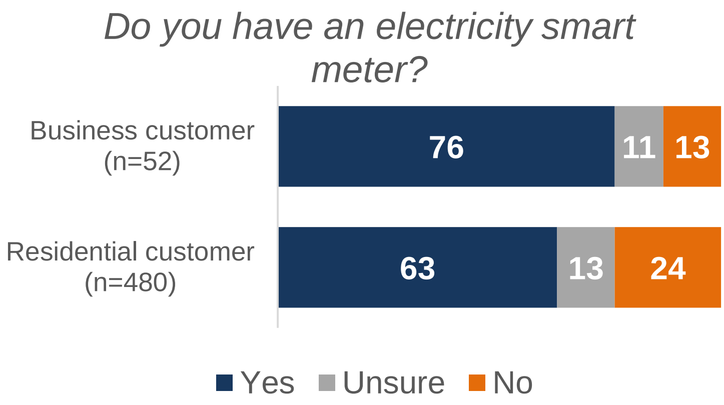
Base: All respondents (n=500)
Note: Multiple response question

User profile

6.1 Electricity smart meter

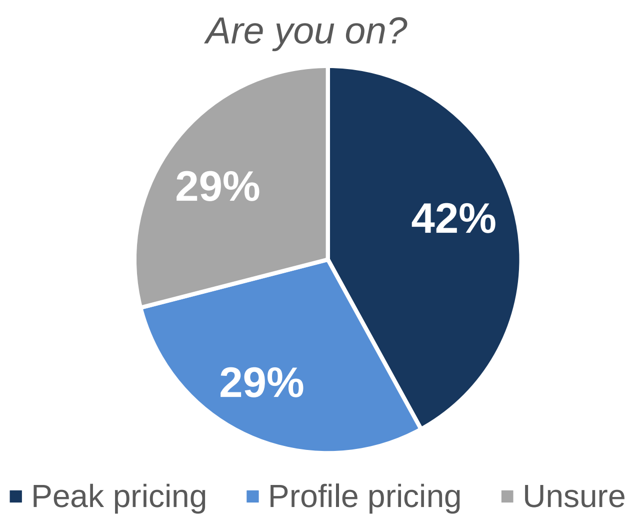
Around three in five (63%) residential customers claimed to have an electricity smart meter. While around a quarter (24%) did not and thirteen percent were unsure.

Of the small number of business customers around three-quarters (76%) indicated their business has a smart meter.



6.2 Peak pricing

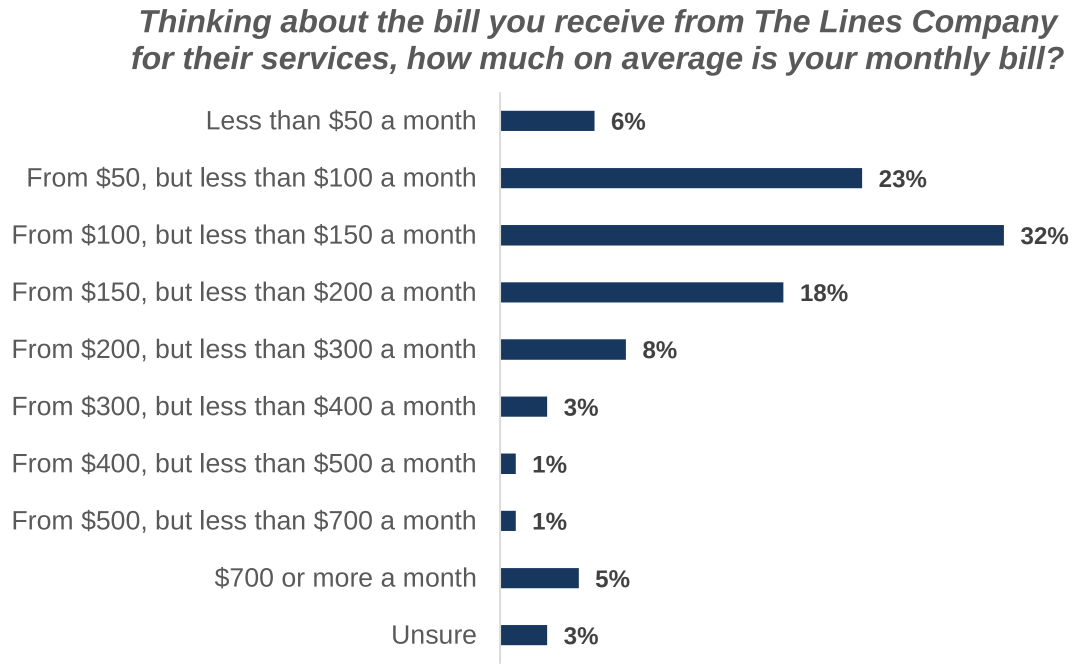
Two in five respondents (42%) indicated they were on peak pricing. Over a quarter of respondents (29%) stated they were on profile pricing, while the same proportion were unsure about which pricing structure they were on.



Base: All respondents (n=500)

6.3 Monthly bill from The Lines Company

Over a quarter of respondents indicated their monthly bill from The Lines Company was less than $100 (6% less than $50). A third of respondents (32%) claimed their monthly bill was from $100 but less than $150 per month. A minority of respondents (7%) indicated their bill was more than $400 per month.



Base: All respondents (n=500)

Appendix

7.1 Sample information

Sample information/ demographics

	2016
	%
Sex	
Male	50
Female	50
Age group	
18-44	43
45 plus	57
District	
Otorohanga District	23
Waitomo District	31
Taupo District	14
Ruapehu District	32
Household income	
$20,000 or less	9
$20,001-30,000	10
$30,001-40,000	8
$40,001-50,000	12
$50,001-70,000	15
$70,001-100,000	17
More than $100,000	15
Income was nil/or made a loss	1
Refused	13
Employment status	
Full time	34
Part time	10
Work casually	3
Self-employed	23
Unemployed	1
Retired	23
Student	1
Homemaker	4
Other	1
Customer type	
Residential customer	96
Commercial customer	10
Industrial customer	1
Unsure	1
Home ownership (n=480)	
Own	79
Rent	20
Unsure	1

Base: All respondents (n=500)

Sample information/ demographics

	2016
	%
Electricity provider	
King Country Energy	50.0
Energy Online	15.5
Genesis Energy	9.6
Tiny Mighty Power	5.7
Trustpower	5.7
Meridian	3.8
Mercury Energy	2.3
Just Energy	1.7
Contact Energy	1.4
Online Energy	1.1
Grey Power Electricity	0.9
Pulse Energy	0.1
Unsure	2.2
Monthly summer power bill	
Less than $100 a month	47
From $100, but less than $200 a month	35
From $200, but less than $300 a month	4
From $300, but less than $400 a month	2
From $400, but less than $500 a month	1
From $500, but less than $600 a month	-
From $600, but less than $700 a month	-
$700 or more a month	3
Unsure	8
Monthly winter power bill	
Less than $100 a month	26
From $100, but less than $200 a month	42
From $200, but less than $300 a month	17
From $300, but less than $400 a month	4
From $400, but less than $500 a month	2
From $500, but less than $600 a month	1
From $600, but less than $700 a month	-
$700 or more a month	2
Unsure	6

Base: All respondents (n=500)

7.2 Tables

CUSTOMER TYPE

Are you:	
	%
Base: n=	***500***
Residential customer	96
Commercial customer	10
Industrial customer	1
Unsure	1

Base: All respondents; multiple response

OWNERSHIP

Do you own or rent this property?	
	%
Base: n=	***480***
Own	79
Rent	20
Other	1

Base: Residential respondents

RESIDENCE HAS ELECTRICITY SMART METER

For your residence in The Lines Company area, do you have an electricity smart meter?	
	%
Base: n=	***480***
Yes	63
No	24
Unsure	13

Base: Residential respondents

BUSINESS HAS ELECTRICITY SMART METER

For your business in The Lines Company area, do you have an electricity smart meter?	
	%
Base: n=	***52***
Yes	76
No	13
Unsure	11

Base: Commercial/ Industrial respondents

UNDERSTANDING OF LINES CHARGES

Using a 1 to 5 scale where 1 means you totally understand and 5 means you have no understanding - what is your level of understanding of what makes up your lines charges?	
	%
Base: n=	***500***
1 Totally understand	18
2	18
TOTAL UNDERSTAND (1 + 2)	**36**
3	**23**
4	17
5 Have no understanding	22
TOTAL DO NOT UNDERSTAND (4 + 5)	**39**
Unsure	2

Base: All respondents

TYPE OF PLAN – PEAK VS. PROFILE

Are you on?	
	%
Base: n=	***500***
Peak pricing (which means your lines charges are based on your actual usage)	42
Profile pricing (which means your lines charges are based on a standard formula)	29
Unsure	29
Other	-

Base: All respondents

CONCERNS ABOUT PEAK PRICING

Thinking about peak pricing that is where your line charges are based on your actual usage - using a 1 to 5 scale where 1 means you feel very concerned about peak pricing and 5 means you are not concerned at all, how concerned are you about peak pricing?	
	%
Base: n=	***500***
1 Very concerned	50
2	13
TOTAL CONCERNED (1 + 2)	**63**
3	**13**
4	6
5 Not concerned at all	12
TOTAL NOT CONCERNED (4 + 5)	**18**
Unsure	6

Base: All respondents

MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING

Do you monitor when The Lines Company is load controlling?	
	%
Base: n=	***500***
Yes	14
No	80
Unsure	6

Base: All respondents

MONITORING THE LINES COMPANY LOAD CONTROLLING

How do you monitor The Lines Company's load control?	
	%
Base: n=	***73***
Switch-it device	25.4
Check the meter/ Light flashing	23.7
Mobile App	23.4
Internet using Laptop or PC	16.3
OWL monitoring device	2.2
Audible beepers	1.1
Ripple control	1.0
Unsure	15.9
Other	6.8

Base: Respondents who monitor when the lines company is load controlling; multiple response

TAKEN PERMANENT STEPS TO MINIMISE LINE CHARGES

Have you taken any permanent steps to minimise your line charges?	
	%
Base: n=	***500***
Yes	29
No	70
Unsure	1

Base: All respondents

PERMANENT STEPS TAKEN TO MINIMISE LINE CHARGES

What steps have you taken?	
	%
Base: n=	***144***
Installed energy efficient lights	32.5
Use a different type of power - wood burner	29.8
Use a different type of power - gas	26.4
Buy energy efficient appliances	21.0
Have contacted TLC directly	9.0
Alternative heating/ No electric heating	5.5
Alternative energy source for heating hot water/ for heating/ other	4.3
Use a different type of power - solar	3.4
Double glazed windows	2.6
Wetback installed	1.8
Insulated house	1.8
Go away in winter/ Do not live here certain times of the year	1.6
Alternative cooking methods/ No electric cooking	1.1
Reduced number of meters	1.0
Use a different type of power - LPG	0.5
Unsure	4.9
Other	3.8

Base: Respondents who have taken permanent steps to minimise line charges; multiple response

ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES

And do you take ongoing actions to minimise your line charges?	
	%
Base: n=	***500***
Yes	46
No	51
Unsure	3

Base: All respondents

FREQUENCY OF ONGOING ACTIONS

How often do you take the following actions to minimise line charges?				
	Turn lights off %	**Turn off heating %**	**Cook at a different time %**	**Use a generator %**
All the time	68	41	23	1
Daily	20	14	16	-
TOTAL: 'ALL THE TIME' + 'DAILY'	**88**	**55**	**39**	**1**
Weekly	2	3	9	1
Every couple of weeks	-	-	2	-
Monthly	-	-	1	1
Every few months	-	2	3	1
Very rarely	2	3	8	2
Never	8	27	32	90
Unsure	-	10	6	4

Base: Respondents who take ongoing actions to minimise line charges (n=230)

OTHER ACTIONS

Are there any other actions you take to minimise your lines charges?	
	%
Base: n=	***230***
Yes	40
No	56
Unsure	4

Base: Respondents who take ongoing actions to minimise line charges

OTHER ACTIONS TAKEN

What are they?	
	%
Base: n=	***92***
Careful/ Conscious about usage	29.3
Using alternative - e.g. solar/ generator/ invertor	22.6
Avoid peak times	17.7
Appliances off at the wall/ Unplug appliances	11.6
Make use of timers	5.4
Make use of wetback	4.4
Insulated house	3.5
Contact TLC directly	3.3
Avoid baking/ Avoid using dishwasher/ Avoid using other appliances	3.3
Installed heat pump	2.7
Attend community meetings about this issue	1.6
Reside elsewhere during winter	0.8
Other	5.1

Base: Respondents who take ongoing actions to minimise line charges

INVESTED IN ALTERNATIVE ENERGY SOURCES DUE TO TLC CHARGES

Have you invested in alternative energy sources due to the way The Lines Company charges?	
	%
Base: n=	***500***
Yes	15
No	83
Unsure	2

Base: All respondents

ALTERNATIVE ENERGY SOURCES

What alternative energy sources have you bought?	
	%
Base: n=	***76***
Wood burner	49.8
LPG	22.3
Natural gas	14.0
Solar panels	13.3
Solar hot water heating	9.8
Diesel or Petrol generator	2.0
Other	10.8

Base: Respondents who have invested in alternative energy sources

INVESTMENT MADE IN ALTERNATIVE ENERGY SOURCES

How much have you invested in alternative energy sources?	
	%
Base: n=	***76***
$1 to $500	20
$501 to $1,000	9
$1001 to $2,000	8
$2,001 to $3,000	8
$3,001 to $4,000	13
$4,001 to $5,000	7
$5,001 to $10,000	14
Over $10,000	11
Unsure	10

Base: Respondents who have invested in alternative energy sources

CHANGED LONG-TERM PLANS DUE TO TLC’s PRICING & LOAD CONTROL

Have you have changed any other long-term plans as a result of The Lines Company's pricing and load control, for example, your living or renting arrangements, or social activities?	
	%
Base: n=	***500***
Yes	12
No	86
Unsure	2

Base: All respondents

LONG-TERM CHANGED MADE

What did you change?	
	%
Base: n=	***61***
Budget - need to allow for large lines charges/ reduce other spending	41.9
Moving out of the area	12.0
No longer have tenants	6.4
Investment decisions - wouldn't build/ wouldn't buy a rental	4.4
Would like to go off the grid	3.8
Forced to work from home can't afford rent for separate business premises	2.9
Sold holiday home/ Put me off buying holiday home	2.6
Do not live here during winter	2.5
Changing to solar	2.5
Moved business out of town	1.4
Changed electricity provider	1.4
Removed the night store	1.3
Heat pump is now redundant	1.3
Installed underground cable/ Changed to just one meter	1.2
Unsure	11.8
Other	2.6

Base: Respondents who have changed long-term plans due to TLC's pricing and load control.

TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY

Have you noticed The Lines Company's load control impacting on your hot water supply?	
	%
Base: n=	***500***
Yes	21
No	72
Unsure	7

Base: All respondents

BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING & LOAD CONTROL PRACTICES

Besides financial impacts, do you believe you have been adversely affected by The Lines Company's pricing and load control practices?

	%
Base: n=	***500***
Yes	45
No	49
Unsure	6

Base: All respondents

7.3 Supplementary tables

CUSTOMER TYPE

Are you a... ?
ban1 by q1

	Base	Residential customer	Commercial customer	Industrial customer	Unsure
All	500	96%	10%	1%	1%
SEX					
Male	250	96%	11%	2%	0%
Female	250	96%	8%	1%	1%
AGE GROUP					
18-44	215	98%	10%	1%	1%
45 Plus	285	95%	9%	1%	1%
AREA					
Otorohanga/ Waitomo	270	95%	11%	2%	0%
Taupo/ Ruapehu	230	97%	8%	1%	1%
D4. EMPLOYMENT STATUS					
Full time	169	97%	6%	0%	1%
Self-employed	112	88%	30%	3%	1%
Retired	116	99%	1%	0%	0%
D5. HOUSEHOLD INCOME					
$30,000 or less	95	95%	6%	0%	2%
$30,001-50,000	97	97%	7%	0%	1%
$50,001-100,000	161	97%	10%	2%	0%
More than $100,000	75	97%	16%	2%	1%
Q1. CUSTOMER TYPE					
Residential	480	100%	7%	1%	0%
Commercial/ Industrial	52	70%	92%	11%	0%
Q3. HOME OWNERSHIP					
Own	380	100%	8%	1%	0%
Rent	98	100%	5%	0%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER					
Yes	302	100%	9%	1%	0%
No/ Unsure	178	100%	5%	0%	0%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	96%	13%	2%	0%
Q5. UNDERSTANDING OF LINES CHARGES					
1 + 2 Understand	183	95%	11%	1%	1%
3 or Unsure	122	95%	13%	1%	0%
4 + 5 Do not understand	205	97%	7%	2%	1%
Q6. TYPE OF PLAN - PEAK VS. PROFILE					
Peak pricing	208	95%	12%	2%	1%
Profile pricing	145	96%	7%	1%	1%
Unsure	147	98%	9%	0%	0%

CUSTOMER TYPE

Are you a... ?
ban2 by q1

	Base	Residential customer	Commercial customer	Industrial customer	Unsure
All	500	96%	10%	1%	1%
Q7. CONCERNS ABOUT PEAK PRICING					
1 + 2 concerned	318	95%	12%	2%	1%
3 or unsure	93	98%	7%	0%	0%
4 + 5 not concerned	89	98%	3%	0%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING					
Yes	73	99%	9%	0%	0%
No/ Unsure	427	96%	10%	1%	1%
Q10. TAKEN PERMANENT STEPS					
Yes	144	97%	10%	2%	0%
No/ Unsure	356	96%	10%	1%	1%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES					
Yes	230	97%	9%	1%	0%
No/ Unsure	270	95%	10%	1%	1%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY					
Yes	105	96%	13%	1%	0%
No/ Unsure	395	96%	9%	1%	1%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES					
Yes	226	94%	11%	1%	1%
No/ Unsure	274	98%	9%	1%	0%
Q23. MONTHLY LINES CHARGES					
Less than $100 a month	145	100%	1%	0%	0%
From $100, but less than $150 a month	162	99%	2%	1%	1%
From $150, but less than $250 a month	115	98%	13%	1%	0%
$250 or more a month	63	76%	42%	5%	4%
D1. ELECTRICITY PROVIDER					
King Country Energy	250	96%	10%	1%	0%
Other	239	96%	10%	1%	1%
D2. MONTHLY POWER BILL (SUMMER)					
Less than $100 a month	232	100%	2%	0%	0%
From $100, but less than $200 a month	173	98%	10%	1%	1%
$200 or more a month	53	79%	35%	5%	3%
D3. MONTHLY POWER BILL (WINTER)					
Less than $100 a month	129	99%	3%	0%	1%
From $100, but less than $200 a month	209	99%	5%	1%	1%
$200 or more a month	131	90%	21%	3%	1%

OWNERSHIP

Do you own or rent this property?
ban1 by q3

	Base	Own	Rent	Unsure
All	480	79%	20%	1%
SEX				
Male	241	81%	19%	0%
Female	240	77%	22%	1%
AGE GROUP				
18-44	210	65%	34%	1%
45 Plus	271	91%	9%	0%
AREA				
Otorohanga/ Waitomo	258	74%	26%	0%
Taupo/ Ruapehu	223	85%	14%	1%
D4. EMPLOYMENT STATUS				
Full time	165	70%	29%	1%
Self-employed	99	83%	16%	1%
Retired	115	91%	9%	0%
D5. HOUSEHOLD INCOME				
$30,000 or less	90	80%	20%	0%
$30,001-50,000	94	85%	15%	0%
$50,001-100,000	156	72%	27%	1%
More than $100,000	72	82%	17%	1%
Q1. CUSTOMER TYPE				
Residential	480	79%	20%	1%
Commercial/ Industrial	37	86%	12%	2%
Q3. HOME OWNERSHIP				
Own	380	100%	0%	0%
Rent	98	0%	100%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	79%	21%	0%
No/ Unsure	178	80%	19%	1%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	305	79%	21%	0%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	174	81%	19%	0%
3 or Unsure	116	83%	17%	0%
4 + 5 Do not understand	199	73%	26%	1%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	197	84%	16%	0%
Profile pricing	138	80%	20%	0%
Unsure	144	72%	26%	2%

OWNERSHIP

Do you own or rent this property?
ban2 by q3

	Base	Own	Rent	Unsure
All	480	79%	20%	1%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	303	81%	19%	0%
3 or unsure	91	75%	25%	0%
4 + 5 not concerned	87	76%	22%	2%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	72	85%	15%	0%
No/ Unsure	408	78%	21%	1%
Q10. TAKEN PERMANENT STEPS				
Yes	140	80%	19%	1%
No/ Unsure	341	79%	21%	0%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	224	79%	20%	1%
No/ Unsure	256	79%	21%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	101	77%	21%	2%
No/ Unsure	379	80%	20%	0%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	212	84%	15%	1%
No/ Unsure	268	75%	25%	0%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	81%	19%	0%
From $100, but less than $150 a month	161	82%	18%	0%
From $150, but less than $250 a month	113	71%	28%	1%
$250 or more a month	48	80%	19%	1%
D1. ELECTRICITY PROVIDER				
King Country Energy	240	79%	21%	0%
Other	229	81%	18%	1%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	231	85%	15%	0%
From $100, but less than $200 a month	170	75%	24%	1%
$200 or more a month	42	64%	34%	2%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	128	86%	14%	0%
From $100, but less than $200 a month	207	78%	21%	1%
$200 or more a month	118	72%	27%	1%

RESIDENCE HAS ELECTRICITY SMART METER

For your residence in The Lines Company area, do you have an electricity smart meter?
ban1 by q4a

	Base	Yes	No	Unsure
All	480	63%	24%	13%
SEX				
Male	241	69%	23%	8%
Female	240	57%	24%	19%
AGE GROUP				
18-44	210	63%	23%	14%
45 Plus	271	62%	25%	13%
AREA				
Otorohanga/ Waitomo	258	67%	20%	13%
Taupo/ Ruapehu	223	58%	28%	14%
D4. EMPLOYMENT STATUS				
Full time	165	61%	26%	13%
Self-employed	99	74%	21%	5%
Retired	115	61%	23%	16%
D5. HOUSEHOLD INCOME				
$30,000 or less	90	63%	21%	16%
$30,001-50,000	94	62%	28%	10%
$50,001-100,000	156	64%	22%	14%
More than $100,000	72	54%	34%	12%
Q1. CUSTOMER TYPE				
Residential	480	63%	24%	13%
Commercial/ Industrial	37	77%	18%	5%
Q3. HOME OWNERSHIP				
Own	380	62%	24%	14%
Rent	98	65%	22%	13%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	100%	0%	0%
No/ Unsure	178	0%	64%	36%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	305	99%	1%	0%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	174	60%	27%	13%
3 or Unsure	116	60%	27%	13%
4 + 5 Do not understand	199	67%	18%	15%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	197	68%	21%	11%
Profile pricing	138	57%	27%	16%
Unsure	144	62%	24%	14%

RESIDENCE HAS ELECTRICITY SMART METER

For your residence in The Lines Company area, do you have an electricity smart meter?
ban2 by q4a

	Base	Yes	No	Unsure
All	480	63%	24%	13%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	303	65%	21%	14%
3 or unsure	91	60%	24%	16%
4 + 5 not concerned	87	58%	33%	9%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	72	80%	15%	5%
No/ Unsure	408	60%	25%	15%
Q10. TAKEN PERMANENT STEPS				
Yes	140	66%	21%	13%
No/ Unsure	341	61%	25%	14%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	224	62%	23%	15%
No/ Unsure	256	64%	24%	12%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	101	70%	20%	10%
No/ Unsure	379	61%	25%	14%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	212	65%	26%	9%
No/ Unsure	268	61%	22%	17%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	64%	19%	17%
From $100, but less than $150 a month	161	60%	29%	11%
From $150, but less than $250 a month	113	64%	24%	12%
$250 or more a month	48	76%	18%	6%
D1. ELECTRICITY PROVIDER				
King Country Energy	240	62%	25%	13%
Other	229	63%	23%	14%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	231	61%	23%	16%
From $100, but less than $200 a month	170	65%	27%	8%
$200 or more a month	42	62%	17%	21%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	128	65%	20%	15%
From $100, but less than $200 a month	207	60%	27%	13%
$200 or more a month	118	64%	23%	13%

BUSINESS HAS ELECTRICITY SMART METER

For your business in The Lines Company area, do you have an electricity smart meter?
ban1 by q4b

	Base	Yes	No	Unsure
All	52	76%	13%	11%
SEX				
Male	33	88%	10%	2%
Female	20	57%	19%	24%
AGE GROUP				
18-44	22	77%	8%	15%
45 Plus	31	75%	17%	8%
AREA				
Otorohanga/ Waitomo	33	79%	9%	12%
Taupo/ Ruapehu	19	72%	20%	8%
D4. EMPLOYMENT STATUS				
Full time	11	73%	21%	6%
Self-employed	37	81%	10%	9%
Retired	2	50%	50%	0%
D5. HOUSEHOLD INCOME				
$30,000 or less	6	88%	12%	0%
$30,001-50,000	6	75%	25%	0%
$50,001-100,000	18	88%	8%	4%
More than $100,000	12	59%	13%	28%
Q1. CUSTOMER TYPE				
Residential	37	72%	17%	11%
Commercial/ Industrial	52	76%	13%	11%
Q3. HOME OWNERSHIP				
Own	31	67%	20%	13%
Rent	5	100%	0%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	28	83%	8%	9%
No/ Unsure	8	32%	47%	21%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	44	90%	5%	5%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	23	86%	7%	7%
3 or Unsure	16	70%	20%	10%
4 + 5 Do not understand	15	59%	15%	26%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	28	83%	6%	11%
Profile pricing	11	80%	20%	0%
Unsure	14	59%	23%	18%

BUSINESS HAS ELECTRICITY SMART METER

For your business in The Lines Company area, do you have an electricity smart meter?
ban2 by q4b

	Base	Yes	No	Unsure
All	52	76%	13%	11%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	44	73%	16%	11%
3 or unsure	6	88%	0%	12%
4 + 5 not concerned	2	100%	0%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	7	78%	11%	11%
No/ Unsure	46	76%	13%	11%
Q10. TAKEN PERMANENT STEPS				
Yes	15	79%	6%	15%
No/ Unsure	37	75%	16%	9%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	23	62%	17%	21%
No/ Unsure	30	87%	10%	3%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	14	79%	16%	5%
No/ Unsure	38	75%	12%	13%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	28	75%	13%	12%
No/ Unsure	25	77%	13%	10%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	1	100%	0%	0%
From $100, but less than $150 a month	4	60%	0%	40%
From $150, but less than $250 a month	16	55%	29%	16%
$250 or more a month	30	88%	7%	5%
D1. ELECTRICITY PROVIDER				
King Country Energy	27	83%	11%	6%
Other	26	69%	15%	16%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	6	64%	36%	0%
From $100, but less than $200 a month	18	64%	13%	23%
$200 or more a month	21	86%	11%	3%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	4	82%	18%	0%
From $100, but less than $200 a month	11	32%	37%	31%
$200 or more a month	32	86%	7%	7%

UNDERSTANDING OF LINES CHARGES

Using a 1 to 5 scale where 1 means you totally understand and 5 means you have no understanding - what is your level of understanding of what makes up your lines charges?
ban1 by q5

	Base	1 Totally understand	2	3	4	5 Have no understanding	Unsure
All	500	18%	18%	23%	17%	22%	2%
SEX							
Male	250	21%	20%	21%	17%	19%	2%
Female	250	16%	17%	24%	16%	26%	1%
AGE GROUP							
18-44	215	14%	21%	24%	20%	19%	2%
45 Plus	285	22%	16%	21%	14%	25%	2%
AREA							
Otorohanga/ Waitomo	270	14%	19%	24%	17%	23%	3%
Taupo/ Ruapehu	230	23%	17%	21%	17%	21%	1%
D4. EMPLOYMENT STATUS							
Full time	169	21%	16%	23%	17%	22%	1%
Self-employed	112	16%	24%	18%	22%	18%	2%
Retired	116	18%	14%	25%	12%	28%	3%
D5. HOUSEHOLD INCOME							
$30,000 or less	95	16%	17%	18%	12%	34%	3%
$30,001-50,000	97	13%	19%	23%	20%	25%	0%
$50,001-100,000	161	14%	17%	28%	18%	21%	2%
More than $100,000	75	30%	24%	18%	15%	10%	3%
Q1. CUSTOMER TYPE							
Residential	480	18%	18%	22%	17%	23%	2%
Commercial/ Industrial	52	22%	21%	27%	8%	19%	3%
Q3. HOME OWNERSHIP							
Own	380	20%	17%	24%	16%	22%	1%
Rent	98	11%	22%	15%	21%	26%	5%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER							
Yes	302	18%	17%	21%	17%	25%	2%
No/ Unsure	178	18%	21%	24%	16%	19%	2%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	18%	17%	22%	17%	24%	2%
Q5. UNDERSTANDING OF LINES CHARGES							
1 + 2 Understand	183	50%	50%	0%	0%	0%	0%
3 or Unsure	122	0%	0%	93%	0%	0%	7%
4 + 5 Do not understand	205	0%	0%	0%	41%	55%	4%
Q6. TYPE OF PLAN - PEAK VS. PROFILE							
Peak pricing	208	27%	22%	20%	12%	18%	1%
Profile pricing	145	20%	19%	28%	17%	15%	1%
Unsure	147	3%	13%	21%	23%	37%	3%

UNDERSTANDING OF LINES CHARGES

Using a 1 to 5 scale where 1 means you totally understand and 5 means you have no understanding - what is your level of understanding of what makes up your lines charges?
ban2 by q5

	Base	1 Totally understand	2	3	4	5 Have no understanding	Unsure
All	500	18%	18%	23%	17%	22%	2%
Q7. CONCERNS ABOUT PEAK PRICING							
1 + 2 concerned	318	18%	18%	19%	20%	23%	2%
3 or unsure	93	5%	20%	35%	11%	27%	2%
4 + 5 not concerned	89	35%	16%	22%	10%	14%	3%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING							
Yes	73	47%	21%	14%	12%	6%	0%
No/ Unsure	427	13%	18%	24%	18%	25%	2%
Q10. TAKEN PERMANENT STEPS							
Yes	144	24%	18%	18%	18%	21%	1%
No/ Unsure	356	16%	19%	24%	16%	23%	2%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES							
Yes	230	21%	17%	20%	20%	20%	2%
No/ Unsure	270	15%	20%	24%	14%	25%	2%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY							
Yes	105	18%	22%	22%	15%	23%	0%
No/ Unsure	395	18%	18%	23%	17%	22%	2%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES							
Yes	226	19%	15%	20%	20%	24%	2%
No/ Unsure	274	18%	21%	24%	14%	21%	2%
Q23. MONTHLY LINES CHARGES							
Less than $100 a month	145	24%	16%	19%	12%	26%	3%
From $100, but less than $150 a month	162	17%	15%	27%	22%	17%	2%
From $150, but less than $250 a month	115	12%	23%	20%	21%	24%	0%
$250 or more a month	63	20%	24%	21%	11%	24%	0%
D1. ELECTRICITY PROVIDER							
King Country Energy	250	20%	16%	23%	17%	23%	1%
Other	239	17%	20%	23%	16%	21%	3%
D2. MONTHLY POWER BILL (SUMMER)							
Less than $100 a month	232	21%	15%	25%	18%	19%	2%
From $100, but less than $200 a month	173	15%	21%	21%	16%	25%	2%
$200 or more a month	53	18%	29%	14%	16%	21%	2%
D3. MONTHLY POWER BILL (WINTER)							
Less than $100 a month	129	25%	18%	22%	10%	22%	3%
From $100, but less than $200 a month	209	16%	16%	24%	21%	22%	1%
$200 or more a month	131	17%	24%	21%	17%	20%	1%

TYPE OF PLAN - PEAK VS. PROFILE

Are you on?.
ban1 by q6

	Base	Peak pricing (which means your lines charges are based on your actual usage)	Profile pricing (which means your lines charges are based on a standard formula)	Unsure	Other
All	500	42%	29%	29%	0%
SEX					
Male	250	46%	28%	26%	0%
Female	250	37%	30%	33%	0%
AGE GROUP					
18-44	215	39%	32%	29%	0%
45 Plus	285	44%	27%	29%	0%
AREA					
Otorohanga/ Waitomo	270	40%	28%	32%	0%
Taupo/ Ruapehu	230	43%	30%	27%	0%
D4. EMPLOYMENT STATUS					
Full time	169	42%	33%	25%	0%
Self-employed	112	44%	26%	30%	0%
Retired	116	44%	26%	30%	0%
D5. HOUSEHOLD INCOME					
$30,000 or less	95	41%	29%	30%	0%
$30,001-50,000	97	35%	35%	30%	0%
$50,001-100,000	161	41%	29%	30%	0%
More than $100,000	75	39%	32%	29%	0%
Q1. CUSTOMER TYPE					
Residential	480	41%	29%	30%	0%
Commercial/ Industrial	52	53%	21%	26%	0%
Q3. HOME OWNERSHIP					
Own	380	43%	29%	28%	0%
Rent	98	33%	28%	39%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER					
Yes	302	44%	26%	30%	0%
No/ Unsure	178	36%	33%	31%	0%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	45%	26%	29%	0%
Q5. UNDERSTANDING OF LINES CHARGES					
1 + 2 Understand	183	56%	31%	13%	0%
3 or Unsure	122	36%	35%	29%	0%
4 + 5 Do not understand	205	32%	23%	45%	0%
Q6. TYPE OF PLAN - PEAK VS. PROFILE					
Peak pricing	208	100%	0%	0%	0%
Profile pricing	145	0%	100%	0%	0%
Unsure	147	0%	0%	100%	0%

TYPE OF PLAN - PEAK VS. PROFILE

Are you on?..
ban2 by q6

	Base	Peak pricing (which means your lines charges are based on your actual usage)	Profile pricing (which means your lines charges are based on a standard formula)	Unsure	Other
All	500	42%	29%	29%	0%
Q7. CONCERNS ABOUT PEAK PRICING					
1 + 2 concerned	318	46%	27%	27%	0%
3 or unsure	93	28%	26%	46%	0%
4 + 5 not concerned	89	39%	39%	21%	1%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING					
Yes	73	57%	34%	9%	0%
No/ Unsure	427	39%	28%	33%	0%
Q10. TAKEN PERMANENT STEPS					
Yes	144	44%	31%	25%	0%
No/ Unsure	356	41%	28%	31%	0%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES					
Yes	230	42%	30%	28%	0%
No/ Unsure	270	41%	28%	31%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY					
Yes	105	40%	31%	29%	0%
No/ Unsure	395	42%	28%	30%	0%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES					
Yes	226	43%	35%	22%	0%
No/ Unsure	274	41%	24%	35%	0%
Q23. MONTHLY LINES CHARGES					
Less than $100 a month	145	44%	26%	30%	0%
From $100, but less than $150 a month	162	38%	37%	25%	0%
From $150, but less than $250 a month	115	41%	23%	36%	0%
$250 or more a month	63	49%	29%	22%	0%
D1. ELECTRICITY PROVIDER					
King Country Energy	250	37%	33%	30%	0%
Other	239	47%	25%	28%	0%
D2. MONTHLY POWER BILL (SUMMER)					
Less than $100 a month	232	39%	33%	28%	0%
From $100, but less than $200 a month	173	41%	27%	32%	0%
$200 or more a month	53	53%	28%	19%	0%
D3. MONTHLY POWER BILL (WINTER)					
Less than $100 a month	129	41%	31%	28%	0%
From $100, but less than $200 a month	209	39%	30%	31%	0%
$200 or more a month	131	48%	29%	23%	0%

CONCERNS ABOUT PEAK PRICING

Thinking about peak pricing that is where your line charges are based on your actual usage - using a 1 to 5 scale where 1 means you feel very concerned about peak pricing and 5 means you are not concerned at all, how concerned are you about peak pricing?
ban1 by q7

	Base	1 Very concerned	2	3	4	5 Not concerned at all	Unsure
All	500	50%	13%	13%	6%	12%	6%
SEX							
Male	250	53%	13%	10%	7%	13%	4%
Female	250	47%	14%	16%	5%	11%	7%
AGE GROUP							
18-44	215	48%	15%	13%	7%	13%	4%
45 Plus	285	52%	12%	13%	5%	11%	7%
AREA							
Otorohanga/ Waitomo	270	44%	13%	15%	8%	13%	7%
Taupo/ Ruapehu	230	58%	13%	10%	3%	11%	5%
D4. EMPLOYMENT STATUS							
Full time	169	45%	16%	16%	5%	15%	3%
Self-employed	112	56%	12%	5%	9%	12%	6%
Retired	116	52%	14%	12%	4%	11%	7%
D5. HOUSEHOLD INCOME							
$30,000 or less	95	64%	13%	12%	2%	4%	5%
$30,001-50,000	97	51%	11%	17%	4%	11%	6%
$50,001-100,000	161	48%	13%	12%	10%	13%	4%
More than $100,000	75	38%	20%	14%	7%	12%	9%
Q1. CUSTOMER TYPE							
Residential	480	49%	14%	13%	6%	12%	6%
Commercial/ Industrial	52	73%	11%	6%	1%	3%	6%
Q3. HOME OWNERSHIP							
Own	380	51%	14%	12%	6%	11%	6%
Rent	98	43%	14%	20%	4%	15%	4%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER							
Yes	302	52%	13%	12%	7%	10%	6%
No/ Unsure	178	45%	15%	16%	4%	16%	4%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	53%	13%	11%	7%	10%	6%
Q5. UNDERSTANDING OF LINES CHARGES							
1 + 2 Understand	183	51%	12%	11%	8%	16%	2%
3 or Unsure	122	40%	14%	22%	6%	12%	6%
4 + 5 Do not understand	205	56%	14%	9%	3%	8%	10%
Q6. TYPE OF PLAN - PEAK VS. PROFILE							
Peak pricing	208	59%	12%	11%	6%	10%	2%
Profile pricing	145	46%	13%	14%	7%	17%	3%
Unsure	147	42%	17%	15%	4%	8%	14%

CONCERNS ABOUT PEAK PRICING

Thinking about peak pricing that is where your line charges are based on your actual usage - using a 1 to 5 scale where 1 means you feel very concerned about peak pricing and 5 means you are not concerned at all, how concerned are you about peak pricing?
ban2 by q7

	Base	1 Very concerned	2	3	4	5 Not concerned at all	Unsure
All	500	50%	13%	13%	6%	12%	6%
Q7. CONCERNS ABOUT PEAK PRICING							
1 + 2 concerned	318	79%	21%	0%	0%	0%	0%
3 or unsure	93	0%	0%	69%	0%	0%	31%
4 + 5 not concerned	89	0%	0%	0%	33%	67%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING							
Yes	73	61%	11%	9%	6%	12%	1%
No/ Unsure	427	48%	14%	13%	6%	12%	7%
Q10. TAKEN PERMANENT STEPS							
Yes	144	66%	6%	8%	6%	10%	4%
No/ Unsure	356	44%	16%	15%	6%	13%	6%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES							
Yes	230	63%	12%	12%	4%	6%	3%
No/ Unsure	270	39%	15%	14%	7%	17%	8%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY							
Yes	105	63%	14%	8%	5%	6%	4%
No/ Unsure	395	47%	13%	14%	6%	14%	6%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES							
Yes	226	69%	11%	8%	1%	7%	4%
No/ Unsure	274	34%	16%	17%	10%	16%	7%
Q23. MONTHLY LINES CHARGES							
Less than $100 a month	145	44%	14%	16%	5%	15%	6%
From $100, but less than $150 a month	162	49%	16%	14%	7%	9%	5%
From $150, but less than $250 a month	115	55%	11%	10%	7%	10%	7%
$250 or more a month	63	65%	9%	4%	1%	17%	4%
D1. ELECTRICITY PROVIDER							
King Country Energy	250	52%	16%	9%	7%	11%	5%
Other	239	48%	12%	16%	5%	13%	6%
D2. MONTHLY POWER BILL (SUMMER)							
Less than $100 a month	232	49%	15%	15%	4%	12%	5%
From $100, but less than $200 a month	173	49%	11%	11%	9%	12%	8%
$200 or more a month	53	65%	14%	3%	5%	13%	0%
D3. MONTHLY POWER BILL (WINTER)							
Less than $100 a month	129	53%	12%	13%	4%	12%	6%
From $100, but less than $200 a month	209	45%	17%	16%	7%	11%	4%
$200 or more a month	131	57%	9%	7%	7%	13%	7%

MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING

Do you monitor when The Lines Company is load controlling?
ban1 by q8

	Base	Yes	No	Unsure
All	500	14%	80%	6%
SEX				
Male	250	14%	81%	5%
Female	250	15%	78%	7%
AGE GROUP				
18-44	215	16%	79%	5%
45 Plus	285	13%	81%	6%
AREA				
Otorohanga/ Waitomo	270	12%	83%	5%
Taupo/ Ruapehu	230	18%	76%	6%
D4. EMPLOYMENT STATUS				
Full time	169	17%	76%	7%
Self-employed	112	11%	86%	3%
Retired	116	13%	81%	6%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	11%	83%	6%
$30,001-50,000	97	17%	77%	6%
$50,001-100,000	161	15%	81%	4%
More than $100,000	75	15%	77%	8%
Q1. CUSTOMER TYPE				
Residential	480	15%	79%	6%
Commercial/ Industrial	52	13%	86%	1%
Q3. HOME OWNERSHIP				
Own	380	16%	78%	6%
Rent	98	11%	83%	6%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	19%	78%	3%
No/ Unsure	178	8%	82%	10%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	19%	78%	3%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	27%	68%	5%
3 or Unsure	122	8%	85%	7%
4 + 5 Do not understand	205	6%	88%	6%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	20%	75%	5%
Profile pricing	145	17%	77%	6%
Unsure	147	5%	90%	5%

MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING

Do you monitor when The Lines Company is load controlling?
ban2 by q8

	Base	Yes	No	Unsure
All	500	14%	80%	6%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	16%	80%	4%
3 or unsure	93	8%	77%	15%
4 + 5 not concerned	89	15%	83%	2%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	100%	0%	0%
No/ Unsure	427	0%	93%	7%
Q10. TAKEN PERMANENT STEPS				
Yes	144	16%	79%	5%
No/ Unsure	356	14%	80%	6%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	25%	72%	3%
No/ Unsure	270	6%	86%	8%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	24%	74%	2%
No/ Unsure	395	12%	81%	7%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	19%	76%	5%
No/ Unsure	274	11%	83%	6%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	19%	73%	8%
From $100, but less than $150 a month	162	17%	79%	4%
From $150, but less than $250 a month	115	10%	86%	4%
$250 or more a month	63	10%	84%	6%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	16%	79%	5%
Other	239	12%	81%	7%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	22%	71%	7%
From $100, but less than $200 a month	173	8%	88%	4%
$200 or more a month	53	8%	86%	6%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	23%	70%	7%
From $100, but less than $200 a month	209	14%	82%	4%
$200 or more a month	131	10%	84%	6%

TAKE PERMANENT STEPS TO MINIMISE LINE CHARGES

Have you taken any permanent steps to minimise your line charges?
ban1 by q10

	Base	Yes	No	Unsure
All	500	29%	70%	1%
SEX				
Male	250	34%	66%	0%
Female	250	24%	73%	3%
AGE GROUP				
18-44	215	33%	65%	2%
45 Plus	285	25%	73%	2%
AREA				
Otorohanga/ Waitomo	270	23%	76%	1%
Taupo/ Ruapehu	230	36%	63%	1%
D4. EMPLOYMENT STATUS				
Full time	169	26%	72%	2%
Self-employed	112	35%	63%	2%
Retired	116	24%	74%	2%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	33%	65%	2%
$30,001-50,000	97	28%	70%	2%
$50,001-100,000	161	27%	71%	2%
More than $100,000	75	29%	71%	0%
Q1. CUSTOMER TYPE				
Residential	480	29%	69%	2%
Commercial/ Industrial	52	29%	71%	0%
Q3. HOME OWNERSHIP				
Own	380	29%	70%	1%
Rent	98	27%	71%	2%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	31%	67%	2%
No/ Unsure	178	26%	73%	1%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	30%	68%	2%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	33%	67%	0%
3 or Unsure	122	23%	76%	1%
4 + 5 Do not understand	205	28%	69%	3%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	31%	69%	0%
Profile pricing	145	30%	67%	3%
Unsure	147	24%	74%	2%

TAKE PERMANENT STEPS TO MINIMISE LINE CHARGES

Have you taken any permanent steps to minimise your line charges?
ban2 by q10

	Base	Yes	No	Unsure
All	500	29%	70%	1%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	33%	65%	2%
3 or unsure	93	19%	79%	2%
4 + 5 not concerned	89	25%	75%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	31%	68%	1%
No/ Unsure	427	28%	70%	2%
Q10. TAKEN PERMANENT STEPS				
Yes	144	100%	0%	0%
No/ Unsure	356	0%	98%	2%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	41%	58%	1%
No/ Unsure	270	18%	80%	2%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	31%	67%	2%
No/ Unsure	395	28%	71%	1%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	33%	66%	1%
No/ Unsure	274	25%	73%	2%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	31%	69%	0%
From $100, but less than $150 a month	162	23%	75%	2%
From $150, but less than $250 a month	115	37%	61%	2%
$250 or more a month	63	28%	71%	1%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	30%	68%	2%
Other	239	27%	72%	1%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	30%	68%	2%
From $100, but less than $200 a month	173	30%	68%	2%
$200 or more a month	53	29%	71%	0%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	35%	63%	2%
From $100, but less than $200 a month	209	25%	73%	2%
$200 or more a month	131	31%	68%	1%

ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES

And do you take ongoing actions to minimise your line charges?
ban1 by q12

	Base	Yes	No	Unsure
All	500	46%	51%	3%
SEX				
Male	250	41%	57%	2%
Female	250	51%	45%	4%
AGE GROUP				
18-44	215	49%	49%	2%
45 Plus	285	44%	52%	4%
AREA				
Otorohanga/ Waitomo	270	40%	57%	3%
Taupo/ Ruapehu	230	53%	44%	3%
D4. EMPLOYMENT STATUS				
Full time	169	47%	49%	4%
Self-employed	112	43%	55%	2%
Retired	116	45%	53%	2%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	53%	45%	2%
$30,001-50,000	97	39%	56%	5%
$50,001-100,000	161	48%	51%	1%
More than $100,000	75	39%	57%	4%
Q1. CUSTOMER TYPE				
Residential	480	47%	50%	3%
Commercial/ Industrial	52	43%	56%	1%
Q3. HOME OWNERSHIP				
Own	380	47%	50%	3%
Rent	98	45%	54%	1%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	46%	51%	3%
No/ Unsure	178	48%	49%	3%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	45%	52%	3%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	48%	49%	3%
3 or Unsure	122	42%	55%	3%
4 + 5 Do not understand	205	47%	49%	4%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	47%	51%	2%
Profile pricing	145	48%	49%	3%
Unsure	147	43%	53%	4%

ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES

And do you take ongoing actions to minimise your line charges?
ban2 by q12

	Base	Yes	No	Unsure
All	500	46%	51%	3%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	54%	44%	2%
3 or unsure	93	37%	55%	8%
4 + 5 not concerned	89	26%	73%	1%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	78%	21%	1%
No/ Unsure	427	41%	56%	3%
Q10. TAKEN PERMANENT STEPS				
Yes	144	66%	33%	1%
No/ Unsure	356	38%	58%	4%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	100%	0%	0%
No/ Unsure	270	0%	95%	5%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	62%	37%	1%
No/ Unsure	395	42%	55%	3%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	55%	42%	3%
No/ Unsure	274	39%	58%	3%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	51%	46%	3%
From $100, but less than $150 a month	162	47%	51%	2%
From $150, but less than $250 a month	115	46%	50%	4%
$250 or more a month	63	37%	60%	3%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	48%	49%	3%
Other	239	43%	54%	3%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	52%	45%	3%
From $100, but less than $200 a month	173	41%	56%	3%
$200 or more a month	53	35%	59%	6%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	53%	43%	4%
From $100, but less than $200 a month	209	47%	51%	2%
$200 or more a month	131	37%	59%	4%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - COOK AT A DIFFERENT TIME

How often do you take the following actions to minimise line charges? - Cook at a different time
ban1 by q13_1

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	23%	16%	9%	2%	1%	3%	8%	32%	6%
SEX										
Male	103	25%	13%	7%	2%	2%	3%	6%	37%	5%
Female	128	21%	19%	11%	3%	0%	3%	9%	28%	6%
AGE GROUP										
18-44	104	20%	20%	9%	3%	2%	5%	8%	30%	3%
45 Plus	126	25%	14%	9%	1%	0%	2%	7%	34%	8%
AREA										
Otorohanga/ Waitomo	109	23%	20%	5%	4%	2%	5%	7%	30%	4%
Taupo/ Ruapehu	122	22%	13%	13%	1%	0%	2%	8%	34%	7%
D4. EMPLOYMENT STATUS										
Full time	79	19%	21%	10%	2%	0%	4%	10%	29%	5%
Self-employed	48	18%	5%	3%	5%	4%	4%	6%	50%	5%
Retired	53	32%	16%	8%	1%	0%	3%	6%	24%	10%
D5. HOUSEHOLD INCOME										
$30,000 or less	50	22%	27%	9%	2%	0%	3%	6%	22%	9%
$30,001-50,000	38	27%	19%	9%	0%	0%	0%	12%	31%	2%
$50,001-100,000	78	23%	16%	8%	3%	3%	0%	8%	35%	4%
More than $100,000	29	8%	11%	14%	6%	0%	14%	5%	37%	5%
Q1. CUSTOMER TYPE										
Residential	224	23%	17%	10%	2%	1%	3%	7%	32%	5%
Commercial/ Industrial	23	22%	7%	0%	11%	0%	9%	6%	42%	3%
Q3. HOME OWNERSHIP										
Own	178	21%	16%	12%	3%	1%	2%	8%	32%	5%
Rent	44	30%	20%	0%	0%	0%	8%	7%	33%	2%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER										
Yes	139	25%	19%	10%	2%	1%	3%	5%	32%	3%
No/ Unsure	85	18%	13%	10%	2%	0%	4%	12%	32%	9%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	144	27%	19%	9%	2%	1%	3%	5%	31%	3%
Q5. UNDERSTANDING OF LINES CHARGES										
1 + 2 Understand	88	28%	16%	13%	4%	2%	4%	8%	23%	2%
3 or Unsure	51	18%	15%	9%	0%	0%	0%	8%	44%	6%
4 + 5 Do not understand	96	22%	18%	6%	2%	0%	4%	7%	32%	9%
Q6. TYPE OF PLAN - PEAK VS. PROFILE										
Peak pricing	98	29%	13%	8%	3%	2%	4%	4%	32%	5%
Profile pricing	69	18%	17%	11%	0%	0%	3%	15%	29%	7%
Unsure	64	19%	20%	9%	3%	0%	2%	5%	36%	6%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - COOK AT A DIFFERENT TIME

How often do you take the following actions to minimise line charges? - Cook at a different time
ban2 by q13_1

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	23%	16%	9%	2%	1%	3%	8%	32%	6%
Q7. CONCERNS ABOUT PEAK PRICING										
1 + 2 concerned	173	22%	18%	10%	2%	0%	2%	7%	34%	5%
3 or unsure	34	28%	17%	7%	0%	0%	7%	15%	22%	4%
4 + 5 not concerned	23	22%	3%	7%	7%	8%	4%	4%	35%	10%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING										
Yes	57	37%	17%	14%	3%	0%	6%	5%	17%	1%
No/ Unsure	174	18%	16%	8%	2%	1%	3%	8%	37%	7%
Q10. TAKEN PERMANENT STEPS										
Yes	94	24%	21%	7%	0%	2%	2%	6%	32%	6%
No/ Unsure	136	22%	13%	11%	4%	0%	4%	8%	32%	6%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES										
Yes	230	23%	16%	9%	2%	1%	3%	8%	32%	6%
No/ Unsure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY										
Yes	66	25%	22%	12%	1%	0%	2%	2%	31%	5%
No/ Unsure	164	22%	14%	8%	3%	1%	4%	9%	33%	6%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES										
Yes	123	23%	16%	9%	1%	0%	2%	6%	34%	9%
No/ Unsure	107	22%	16%	9%	3%	2%	5%	10%	31%	2%
Q23. MONTHLY LINES CHARGES										
Less than $100 a month	73	29%	18%	8%	4%	0%	2%	8%	29%	2%
From $100, but less than $150 a month	76	12%	21%	16%	0%	3%	3%	11%	29%	5%
From $150, but less than $250 a month	53	28%	14%	6%	3%	0%	3%	1%	33%	12%
$250 or more a month	23	22%	7%	0%	0%	0%	8%	6%	50%	7%
D1. ELECTRICITY PROVIDER										
King Country Energy	121	21%	12%	9%	3%	2%	3%	9%	35%	6%
Other	102	22%	20%	10%	2%	0%	3%	6%	31%	6%
D2. MONTHLY POWER BILL (SUMMER)										
Less than $100 a month	122	21%	18%	15%	2%	0%	2%	10%	28%	4%
From $100, but less than $200 a month	71	23%	21%	5%	3%	3%	5%	2%	29%	9%
$200 or more a month	18	7%	0%	0%	0%	0%	11%	4%	74%	4%
D3. MONTHLY POWER BILL (WINTER)										
Less than $100 a month	68	27%	25%	17%	4%	0%	0%	6%	21%	0%
From $100, but less than $200 a month	98	12%	19%	9%	3%	0%	6%	9%	33%	9%
$200 or more a month	49	28%	3%	2%	0%	4%	4%	5%	50%	4%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - TURN LIGHTS OFF

How often do you take the following actions to minimise line charges? - Turn lights off
ban1 by q13_2

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	68%	20%	2%	0%	0%	0%	2%	8%	0%
SEX										
Male	103	68%	18%	1%	0%	0%	0%	3%	10%	0%
Female	128	68%	22%	2%	0%	0%	0%	1%	6%	1%
AGE GROUP										
18-44	104	64%	28%	1%	0%	0%	0%	0%	7%	0%
45 Plus	126	72%	14%	1%	0%	0%	0%	4%	9%	0%
AREA										
Otorohanga/ Waitomo	109	67%	18%	0%	1%	0%	0%	2%	11%	1%
Taupo/ Ruapehu	122	69%	22%	2%	0%	0%	0%	2%	5%	0%
D4. EMPLOYMENT STATUS										
Full time	79	77%	15%	3%	0%	0%	0%	0%	5%	0%
Self-employed	48	56%	28%	0%	0%	0%	0%	0%	14%	2%
Retired	53	71%	14%	0%	2%	0%	0%	6%	7%	0%
D5. HOUSEHOLD INCOME										
$30,000 or less	50	70%	21%	2%	1%	0%	0%	3%	3%	0%
$30,001-50,000	38	73%	15%	4%	0%	0%	0%	2%	6%	0%
$50,001-100,000	78	65%	24%	0%	0%	0%	0%	2%	8%	1%
More than $100,000	29	70%	16%	3%	0%	0%	0%	3%	8%	0%
Q1. CUSTOMER TYPE										
Residential	224	69%	20%	1%	0%	0%	0%	2%	8%	0%
Commercial/ Industrial	23	46%	44%	0%	0%	0%	0%	0%	10%	0%
Q3. HOME OWNERSHIP										
Own	178	69%	18%	2%	1%	0%	0%	2%	8%	0%
Rent	44	65%	28%	0%	0%	0%	0%	2%	5%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER										
Yes	139	71%	16%	2%	0%	0%	0%	2%	9%	0%
No/ Unsure	85	64%	26%	1%	1%	0%	0%	3%	5%	0%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	144	71%	15%	2%	0%	0%	0%	2%	10%	0%
Q5. UNDERSTANDING OF LINES CHARGES										
1 + 2 Understand	88	72%	10%	1%	0%	0%	0%	3%	14%	0%
3 or Unsure	51	65%	32%	0%	1%	0%	0%	0%	2%	0%
4 + 5 Do not understand	96	66%	24%	2%	0%	0%	0%	2%	5%	1%
Q6. TYPE OF PLAN - PEAK VS. PROFILE										
Peak pricing	98	72%	13%	0%	0%	0%	0%	3%	12%	0%
Profile pricing	69	71%	19%	4%	0%	0%	0%	1%	5%	0%
Unsure	64	59%	33%	0%	1%	0%	0%	1%	5%	1%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - TURN LIGHTS OFF

How often do you take the following actions to minimise line charges? - Turn lights off
ban2 by q13_2

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	68%	20%	2%	0%	0%	0%	2%	8%	0%
Q7. CONCERNS ABOUT PEAK PRICING										
1 + 2 concerned	173	67%	24%	0%	0%	0%	0%	1%	8%	0%
3 or unsure	34	71%	11%	5%	2%	0%	0%	4%	7%	0%
4 + 5 not concerned	23	72%	8%	3%	0%	0%	0%	3%	11%	3%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING										
Yes	57	67%	16%	3%	0%	0%	0%	3%	11%	0%
No/ Unsure	174	68%	22%	1%	0%	0%	0%	2%	7%	0%
Q10. TAKEN PERMANENT STEPS										
Yes	94	59%	27%	2%	0%	0%	0%	3%	9%	0%
No/ Unsure	136	74%	15%	1%	1%	0%	0%	1%	7%	1%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES										
Yes	230	68%	20%	2%	0%	0%	0%	2%	8%	0%
No/ Unsure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY										
Yes	66	67%	21%	0%	0%	0%	0%	3%	9%	0%
No/ Unsure	164	69%	20%	2%	0%	0%	0%	1%	8%	0%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES										
Yes	123	67%	21%	2%	0%	0%	0%	2%	8%	0%
No/ Unsure	107	70%	18%	1%	1%	0%	0%	2%	7%	1%
Q23. MONTHLY LINES CHARGES										
Less than $100 a month	73	66%	16%	1%	0%	0%	0%	3%	14%	0%
From $100, but less than $150 a month	76	70%	20%	3%	1%	0%	0%	1%	5%	0%
From $150, but less than $250 a month	53	75%	20%	0%	0%	0%	0%	1%	3%	1%
$250 or more a month	23	50%	37%	0%	0%	0%	0%	3%	10%	0%
D1. ELECTRICITY PROVIDER										
King Country Energy	121	61%	26%	2%	0%	0%	0%	3%	8%	0%
Other	102	75%	14%	1%	1%	0%	0%	1%	7%	1%
D2. MONTHLY POWER BILL (SUMMER)										
Less than $100 a month	122	66%	21%	2%	1%	0%	0%	1%	9%	0%
From $100, but less than $200 a month	71	77%	16%	1%	0%	0%	0%	4%	1%	1%
$200 or more a month	18	44%	39%	0%	0%	0%	0%	4%	13%	0%
D3. MONTHLY POWER BILL (WINTER)										
Less than $100 a month	68	62%	22%	3%	0%	0%	0%	1%	12%	0%
From $100, but less than $200 a month	98	71%	20%	0%	1%	0%	0%	3%	4%	1%
$200 or more a month	49	66%	21%	2%	0%	0%	0%	1%	10%	0%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - TURN OFF HEATING

How often do you take the following actions to minimise line charges? - Turn off heating
ban1 by q13_3

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	41%	14%	3%	0%	0%	2%	3%	27%	10%
SEX										
Male	103	41%	12%	4%	0%	0%	4%	1%	25%	13%
Female	128	41%	15%	2%	0%	0%	1%	5%	28%	8%
AGE GROUP										
18-44	104	42%	16%	5%	0%	0%	0%	5%	27%	5%
45 Plus	126	40%	11%	1%	0%	0%	4%	2%	28%	14%
AREA										
Otorohanga/ Waitomo	109	37%	13%	2%	0%	0%	2%	2%	29%	15%
Taupo/ Ruapehu	122	45%	14%	3%	0%	0%	2%	5%	25%	6%
D4. EMPLOYMENT STATUS										
Full time	79	48%	9%	4%	0%	0%	1%	5%	24%	9%
Self-employed	48	28%	16%	4%	0%	0%	0%	1%	40%	11%
Retired	53	41%	14%	3%	0%	0%	6%	0%	24%	12%
D5. HOUSEHOLD INCOME										
$30,000 or less	50	37%	15%	2%	0%	0%	5%	6%	18%	17%
$30,001-50,000	38	48%	7%	6%	0%	0%	4%	6%	22%	7%
$50,001-100,000	78	38%	18%	2%	0%	0%	0%	1%	34%	7%
More than $100,000	29	49%	17%	0%	0%	0%	0%	2%	19%	13%
Q1. CUSTOMER TYPE										
Residential	224	41%	14%	3%	0%	0%	2%	3%	27%	10%
Commercial/ Industrial	23	18%	21%	0%	0%	0%	0%	6%	45%	10%
Q3. HOME OWNERSHIP										
Own	178	39%	14%	4%	0%	0%	3%	3%	27%	10%
Rent	44	50%	11%	0%	0%	0%	0%	4%	25%	10%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER										
Yes	139	38%	13%	4%	0%	0%	1%	3%	31%	10%
No/ Unsure	85	47%	15%	2%	0%	0%	4%	3%	20%	9%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	144	39%	12%	4%	0%	0%	1%	2%	32%	10%
Q5. UNDERSTANDING OF LINES CHARGES										
1 + 2 Understand	88	46%	9%	5%	0%	0%	4%	3%	27%	6%
3 or Unsure	51	36%	23%	2%	0%	0%	1%	3%	17%	18%
4 + 5 Do not understand	96	37%	13%	2%	0%	0%	1%	4%	32%	11%
Q6. TYPE OF PLAN - PEAK VS. PROFILE										
Peak pricing	98	45%	10%	5%	0%	0%	2%	1%	30%	7%
Profile pricing	69	39%	17%	2%	0%	0%	1%	6%	23%	12%
Unsure	64	36%	15%	1%	0%	0%	2%	5%	29%	12%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - TURN OFF HEATING

How often do you take the following actions to minimise line charges? - Turn off heating
ban2 by q13_3

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	41%	14%	3%	0%	0%	2%	3%	27%	10%
Q7. CONCERNS ABOUT PEAK PRICING										
1 + 2 concerned	173	41%	15%	1%	0%	0%	2%	4%	26%	11%
3 or unsure	34	42%	9%	7%	0%	0%	0%	2%	33%	7%
4 + 5 not concerned	23	43%	11%	8%	0%	0%	4%	0%	24%	10%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING										
Yes	57	50%	12%	3%	0%	0%	1%	3%	24%	7%
No/ Unsure	174	38%	14%	3%	0%	0%	2%	4%	28%	11%
Q10. TAKEN PERMANENT STEPS										
Yes	94	41%	18%	5%	0%	0%	1%	5%	21%	9%
No/ Unsure	136	41%	10%	2%	0%	0%	3%	2%	31%	11%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES										
Yes	230	41%	14%	3%	0%	0%	2%	3%	27%	10%
No/ Unsure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY										
Yes	66	44%	19%	1%	0%	0%	5%	0%	25%	6%
No/ Unsure	164	40%	11%	4%	0%	0%	1%	5%	28%	11%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES										
Yes	123	41%	19%	3%	0%	0%	2%	5%	20%	10%
No/ Unsure	107	41%	7%	3%	0%	0%	2%	2%	35%	10%
Q23. MONTHLY LINES CHARGES										
Less than $100 a month	73	46%	12%	0%	0%	0%	4%	0%	28%	10%
From $100, but less than $150 a month	76	35%	15%	9%	0%	0%	1%	8%	24%	8%
From $150, but less than $250 a month	53	49%	14%	0%	0%	0%	2%	2%	24%	9%
$250 or more a month	23	26%	14%	0%	0%	0%	0%	3%	42%	15%
D1. ELECTRICITY PROVIDER										
King Country Energy	121	40%	19%	3%	0%	0%	3%	4%	23%	8%
Other	102	40%	8%	3%	0%	0%	1%	3%	33%	12%
D2. MONTHLY POWER BILL (SUMMER)										
Less than $100 a month	122	42%	13%	4%	0%	0%	1%	5%	26%	9%
From $100, but less than $200 a month	71	44%	15%	3%	0%	0%	3%	1%	22%	12%
$200 or more a month	18	24%	14%	0%	0%	0%	0%	0%	46%	16%
D3. MONTHLY POWER BILL (WINTER)										
Less than $100 a month	68	45%	13%	2%	0%	0%	2%	1%	28%	9%
From $100, but less than $200 a month	98	41%	14%	3%	0%	0%	2%	6%	24%	10%
$200 or more a month	49	37%	15%	4%	0%	0%	2%	1%	28%	13%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - USE A GENERATOR

How often do you take the following actions to minimise line charges? - Use a generator
ban1 by q13_4

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	1%	0%	1%	0%	1%	1%	2%	90%	4%
SEX										
Male	103	1%	1%	2%	1%	1%	0%	0%	90%	4%
Female	128	1%	0%	0%	0%	0%	3%	4%	89%	3%
AGE GROUP										
18-44	104	1%	0%	2%	0%	0%	2%	5%	90%	0%
45 Plus	126	1%	1%	0%	1%	1%	1%	0%	89%	6%
AREA										
Otorohanga/ Waitomo	109	0%	1%	0%	1%	0%	2%	3%	88%	5%
Taupo/ Ruapehu	122	2%	0%	2%	0%	1%	1%	1%	91%	2%
D4. EMPLOYMENT STATUS										
Full time	79	0%	0%	0%	0%	1%	0%	2%	94%	3%
Self-employed	48	0%	0%	4%	2%	1%	3%	7%	77%	6%
Retired	53	1%	2%	0%	0%	0%	0%	0%	91%	6%
D5. HOUSEHOLD INCOME										
$30,000 or less	50	0%	0%	0%	0%	2%	3%	3%	89%	3%
$30,001-50,000	38	6%	2%	0%	0%	0%	0%	0%	90%	2%
$50,001-100,000	78	0%	0%	0%	1%	0%	0%	2%	95%	2%
More than $100,000	29	0%	0%	0%	0%	3%	2%	6%	81%	8%
Q1. CUSTOMER TYPE										
Residential	224	1%	0%	1%	0%	1%	2%	2%	90%	3%
Commercial/ Industrial	23	0%	0%	0%	0%	0%	6%	0%	90%	4%
Q3. HOME OWNERSHIP										
Own	178	1%	1%	1%	0%	0%	2%	1%	90%	4%
Rent	44	0%	0%	0%	0%	2%	0%	8%	90%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER										
Yes	139	1%	0%	0%	1%	1%	1%	2%	90%	4%
No/ Unsure	85	1%	1%	2%	0%	0%	3%	2%	89%	2%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	144	1%	0%	0%	1%	1%	0%	2%	91%	4%
Q5. UNDERSTANDING OF LINES CHARGES										
1 + 2 Understand	88	3%	0%	0%	0%	0%	1%	4%	89%	3%
3 or Unsure	51	0%	2%	3%	2%	0%	0%	0%	89%	4%
4 + 5 Do not understand	96	0%	0%	0%	0%	1%	2%	2%	91%	4%
Q6. TYPE OF PLAN - PEAK VS. PROFILE										
Peak pricing	98	2%	1%	0%	0%	1%	0%	3%	89%	4%
Profile pricing	69	0%	0%	3%	1%	1%	2%	0%	88%	5%
Unsure	64	1%	0%	0%	0%	0%	3%	3%	91%	2%

FREQUENCY OF TAKING ACTION TO MINIMISE LINE CHARGES - USE A GENERATOR

How often do you take the following actions to minimise line charges? - Use a generator
ban2 by q13_4

	Base	All the time	Daily	Weekly	Every couple of weeks	Monthly	Every few months	Very rarely	Never	Unsure
All	230	1%	0%	1%	0%	1%	1%	2%	90%	4%
Q7. CONCERNS ABOUT PEAK PRICING										
1 + 2 concerned	173	1%	1%	0%	1%	0%	1%	2%	90%	4%
3 or unsure	34	0%	0%	0%	0%	2%	2%	5%	88%	3%
4 + 5 not concerned	23	0%	0%	8%	0%	0%	0%	0%	89%	3%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING										
Yes	57	3%	0%	0%	2%	0%	1%	0%	93%	1%
No/ Unsure	174	0%	1%	1%	0%	1%	1%	3%	89%	4%
Q10. TAKEN PERMANENT STEPS										
Yes	94	1%	1%	2%	1%	1%	2%	0%	89%	3%
No/ Unsure	136	1%	0%	0%	0%	0%	1%	4%	90%	4%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES										
Yes	230	1%	0%	1%	0%	1%	1%	2%	90%	4%
No/ Unsure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY										
Yes	66	1%	0%	0%	1%	0%	3%	5%	90%	0%
No/ Unsure	164	1%	0%	1%	0%	1%	1%	1%	90%	5%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES										
Yes	123	1%	0%	1%	1%	1%	1%	1%	88%	6%
No/ Unsure	107	1%	1%	0%	0%	0%	2%	3%	92%	1%
Q23. MONTHLY LINES CHARGES										
Less than $100 a month	73	1%	1%	0%	0%	0%	3%	0%	92%	3%
From $100, but less than $150 a month	76	2%	0%	2%	1%	0%	0%	0%	94%	1%
From $150, but less than $250 a month	53	0%	0%	0%	0%	2%	0%	6%	87%	5%
$250 or more a month	23	0%	0%	0%	0%	3%	6%	7%	74%	10%
D1. ELECTRICITY PROVIDER										
King Country Energy	121	2%	1%	2%	1%	1%	2%	1%	87%	3%
Other	102	0%	0%	0%	0%	0%	1%	3%	92%	4%
D2. MONTHLY POWER BILL (SUMMER)										
Less than $100 a month	122	1%	1%	0%	1%	0%	1%	0%	92%	4%
From $100, but less than $200 a month	71	1%	0%	3%	0%	1%	0%	7%	85%	3%
$200 or more a month	18	0%	0%	0%	0%	4%	4%	0%	84%	8%
D3. MONTHLY POWER BILL (WINTER)										
Less than $100 a month	68	3%	0%	0%	1%	0%	3%	0%	91%	2%
From $100, but less than $200 a month	98	0%	1%	0%	0%	1%	0%	5%	89%	4%
$200 or more a month	49	0%	0%	4%	0%	0%	1%	0%	90%	5%

OTHER ACTIONS

Are there any other actions you take to minimise your lines charges?
ban1 by q14

	Base	Yes	No	Unsure
All	230	40%	56%	4%
SEX				
Male	103	31%	66%	3%
Female	128	47%	48%	5%
AGE GROUP				
18-44	104	47%	48%	5%
45 Plus	126	34%	62%	4%
AREA				
Otorohanga/ Waitomo	109	42%	54%	4%
Taupo/ Ruapehu	122	38%	58%	4%
D4. EMPLOYMENT STATUS				
Full time	79	39%	54%	7%
Self-employed	48	45%	50%	5%
Retired	53	33%	64%	3%
D5. HOUSEHOLD INCOME				
$30,000 or less	50	32%	63%	5%
$30,001-50,000	38	52%	48%	0%
$50,001-100,000	78	38%	57%	5%
More than $100,000	29	43%	49%	8%
Q1. CUSTOMER TYPE				
Residential	224	40%	56%	4%
Commercial/ Industrial	23	47%	46%	7%
Q3. HOME OWNERSHIP				
Own	178	39%	57%	4%
Rent	44	46%	50%	4%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	139	41%	55%	4%
No/ Unsure	85	39%	58%	3%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	144	41%	55%	4%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	88	31%	66%	3%
3 or Unsure	51	41%	51%	8%
4 + 5 Do not understand	96	48%	49%	3%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	98	35%	63%	2%
Profile pricing	69	42%	49%	9%
Unsure	64	46%	52%	2%

OTHER ACTIONS

Are there any other actions you take to minimise your lines charges?
ban2 by q14

	Base	Yes	No	Unsure
All	230	40%	56%	4%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	173	41%	55%	4%
3 or unsure	34	32%	61%	7%
4 + 5 not concerned	23	46%	54%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	57	41%	58%	1%
No/ Unsure	174	40%	55%	5%
Q10. TAKEN PERMANENT STEPS				
Yes	94	37%	56%	7%
No/ Unsure	136	42%	56%	2%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	40%	56%	4%
No/ Unsure	0	0%	0%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	66	50%	50%	0%
No/ Unsure	164	36%	58%	6%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	123	37%	57%	6%
No/ Unsure	107	43%	55%	2%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	73	36%	61%	3%
From $100, but less than $150 a month	76	41%	51%	8%
From $150, but less than $250 a month	53	48%	52%	0%
$250 or more a month	23	38%	58%	4%
D1. ELECTRICITY PROVIDER				
King Country Energy	121	47%	49%	4%
Other	102	30%	65%	5%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	122	36%	59%	5%
From $100, but less than $200 a month	71	42%	53%	5%
$200 or more a month	18	40%	56%	4%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	68	34%	64%	2%
From $100, but less than $200 a month	98	41%	53%	6%
$200 or more a month	49	37%	57%	6%

INVESTED IN ALTERNATIVE ENERGY SOURCES DUE TO TLC CHARGES

Have you invested in alternative energy sources due to the way The Lines Company charges?
ban1 by q15

	Base	Yes	No	Unsure
All	500	15%	83%	2%
SEX				
Male	250	15%	85%	0%
Female	250	16%	81%	3%
AGE GROUP				
18-44	215	16%	82%	2%
45 Plus	285	15%	84%	1%
AREA				
Otorohanga/ Waitomo	270	11%	87%	2%
Taupo/ Ruapehu	230	21%	78%	1%
D4. EMPLOYMENT STATUS				
Full time	169	12%	86%	2%
Self-employed	112	17%	82%	1%
Retired	116	13%	85%	2%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	11%	88%	1%
$30,001-50,000	97	18%	82%	0%
$50,001-100,000	161	13%	83%	4%
More than $100,000	75	21%	79%	0%
Q1. CUSTOMER TYPE				
Residential	480	15%	83%	2%
Commercial/ Industrial	52	19%	80%	1%
Q3. HOME OWNERSHIP				
Own	380	18%	81%	1%
Rent	98	7%	89%	4%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	15%	83%	2%
No/ Unsure	178	16%	82%	2%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	15%	83%	2%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	15%	84%	1%
3 or Unsure	122	18%	79%	3%
4 + 5 Do not understand	205	14%	85%	1%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	16%	82%	2%
Profile pricing	145	19%	80%	1%
Unsure	147	9%	89%	2%

INVESTED IN ALTERNATIVE ENERGY SOURCES DUE TO TLC CHARGES

Have you invested in alternative energy sources due to the way The Lines Company charges?
ban2 by q15

	Base	Yes	No	Unsure
All	500	15%	83%	2%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	18%	81%	1%
3 or unsure	93	15%	83%	2%
4 + 5 not concerned	89	6%	91%	3%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	31%	69%	0%
No/ Unsure	427	12%	86%	2%
Q10. TAKEN PERMANENT STEPS				
Yes	144	21%	78%	1%
No/ Unsure	356	13%	85%	2%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	21%	77%	2%
No/ Unsure	270	10%	88%	2%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	16%	83%	1%
No/ Unsure	395	15%	83%	2%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	21%	78%	1%
No/ Unsure	274	10%	87%	3%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	12%	86%	2%
From $100, but less than $150 a month	162	17%	81%	2%
From $150, but less than $250 a month	115	17%	82%	1%
$250 or more a month	63	15%	84%	1%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	15%	84%	1%
Other	239	15%	83%	2%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	17%	82%	1%
From $100, but less than $200 a month	173	15%	82%	3%
$200 or more a month	53	12%	86%	2%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	15%	83%	2%
From $100, but less than $200 a month	209	16%	82%	2%
$200 or more a month	131	13%	86%	1%

INVESTMENT MADE IN ALTERNATIVE ENERGY SOURCES

How much have you invested in alternative energy sources?
ban1 by q17

	Base	$1 to $500	$501 to $1,000	$1001 to $2,000	$2,001 to $3,000	$3,001 to $4,000	$4,001 to $5,000	$5,001 to $10,000	Over $10,000	Unsure
All	76	20%	9%	8%	8%	13%	7%	14%	11%	10%
SEX										
Male	36	20%	14%	2%	7%	12%	0%	20%	18%	7%
Female	40	20%	4%	13%	10%	13%	14%	9%	5%	12%
AGE GROUP										
18-44	34	25%	10%	9%	10%	15%	10%	5%	6%	10%
45 Plus	42	16%	8%	7%	7%	10%	5%	22%	16%	9%
AREA										
Otorohanga/ Waitomo	29	24%	6%	3%	9%	6%	11%	15%	9%	17%
Taupo/ Ruapehu	47	18%	10%	11%	8%	16%	5%	14%	13%	5%
D4. EMPLOYMENT STATUS										
Full time	20	31%	13%	8%	4%	12%	7%	12%	4%	9%
Self-employed	20	8%	8%	7%	13%	9%	11%	15%	26%	3%
Retired	15	15%	0%	10%	10%	4%	0%	36%	5%	20%
D5. HOUSEHOLD INCOME										
$30,000 or less	11	51%	0%	14%	0%	0%	0%	29%	0%	6%
$30,001-50,000	17	14%	0%	0%	4%	42%	0%	27%	4%	9%
$50,001-100,000	21	24%	24%	11%	11%	7%	15%	4%	4%	0%
More than $100,000	16	16%	5%	10%	21%	4%	5%	5%	23%	11%
Q1. CUSTOMER TYPE										
Residential	74	21%	9%	8%	8%	13%	7%	14%	10%	10%
Commercial/ Industrial	10	0%	9%	0%	34%	0%	7%	7%	43%	0%
Q3. HOME OWNERSHIP										
Own	68	17%	10%	9%	9%	14%	8%	15%	8%	10%
Rent	6	57%	0%	0%	0%	0%	0%	12%	31%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER										
Yes	46	25%	10%	3%	10%	9%	12%	15%	11%	5%
No/ Unsure	28	14%	6%	16%	6%	19%	0%	14%	8%	17%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	47	25%	10%	3%	10%	9%	11%	15%	12%	5%
Q5. UNDERSTANDING OF LINES CHARGES										
1 + 2 Understand	28	26%	9%	5%	6%	6%	8%	11%	23%	6%
3 or Unsure	22	27%	3%	18%	11%	10%	14%	7%	3%	7%
4 + 5 Do not understand	29	11%	11%	3%	14%	20%	0%	22%	5%	14%
Q6. TYPE OF PLAN - PEAK VS. PROFILE										
Peak pricing	34	27%	9%	6%	9%	7%	12%	7%	19%	4%
Profile pricing	28	12%	12%	14%	5%	15%	5%	28%	3%	6%
Unsure	14	21%	0%	0%	12%	21%	0%	6%	10%	30%

INVESTMENT MADE IN ALTERNATIVE ENERGY SOURCES

How much have you invested in alternative energy sources?
ban2 by q17

	Base	$1 to $500	$501 to $1,000	$1001 to $2,000	$2,001 to $3,000	$3,001 to $4,000	$4,001 to $5,000	$5,001 to $10,000	Over $10,000	Unsure
All	76	20%	9%	8%	8%	13%	7%	14%	11%	10%
Q7. CONCERNS ABOUT PEAK PRICING										
1 + 2 concerned	56	23%	8%	5%	10%	13%	7%	15%	13%	6%
3 or unsure	14	10%	13%	17%	0%	16%	0%	17%	10%	17%
4 + 5 not concerned	6	14%	0%	12%	14%	0%	31%	0%	0%	29%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING										
Yes	23	21%	11%	3%	7%	11%	14%	18%	12%	3%
No/ Unsure	53	20%	8%	10%	9%	13%	4%	13%	11%	12%
Q10. TAKEN PERMANENT STEPS										
Yes	30	20%	5%	3%	11%	13%	8%	15%	17%	8%
No/ Unsure	46	21%	11%	11%	7%	12%	7%	13%	8%	10%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES										
Yes	49	17%	12%	9%	11%	5%	8%	19%	13%	6%
No/ Unsure	27	26%	3%	5%	3%	27%	6%	6%	9%	15%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY										
Yes	17	29%	10%	9%	0%	25%	9%	14%	4%	0%
No/ Unsure	59	18%	8%	8%	11%	9%	7%	14%	13%	12%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES										
Yes	47	21%	8%	8%	10%	12%	5%	16%	13%	7%
No/ Unsure	29	20%	9%	7%	6%	13%	11%	11%	9%	14%
Q23. MONTHLY LINES CHARGES										
Less than $100 a month	17	23%	10%	9%	4%	9%	19%	13%	8%	5%
From $100, but less than $150 a month	27	21%	9%	12%	11%	18%	3%	15%	8%	3%
From $150, but less than $250 a month	20	29%	4%	3%	13%	12%	0%	15%	4%	20%
$250 or more a month	9	0%	17%	0%	0%	0%	15%	15%	46%	7%
D1. ELECTRICITY PROVIDER										
King Country Energy	37	10%	11%	8%	4%	8%	13%	17%	16%	13%
Other	37	32%	7%	8%	13%	12%	2%	11%	8%	7%
D2. MONTHLY POWER BILL (SUMMER)										
Less than $100 a month	40	24%	8%	12%	8%	14%	10%	13%	7%	4%
From $100, but less than $200 a month	26	23%	12%	3%	13%	15%	0%	16%	6%	12%
$200 or more a month	6	0%	0%	11%	0%	0%	11%	23%	55%	0%
D3. MONTHLY POWER BILL (WINTER)										
Less than $100 a month	20	12%	13%	12%	4%	11%	21%	16%	7%	4%
From $100, but less than $200 a month	34	34%	5%	9%	14%	14%	0%	16%	6%	2%
$200 or more a month	17	9%	15%	4%	5%	15%	4%	4%	25%	19%

CHANGED LONG-TERM PLANS DUE TO TLCs PRICING AND LOAD CONTROL

Have you have changed any other long-term plans as a result of The Lines Company's pricing and load control, for example, your living or renting arrangements, or social activities?
ban1 by q18

	Base	Yes	No	Unsure
All	500	12%	86%	2%
SEX				
Male	250	12%	87%	1%
Female	250	12%	85%	3%
AGE GROUP				
18-44	215	17%	81%	2%
45 Plus	285	9%	90%	1%
AREA				
Otorohanga/ Waitomo	270	10%	89%	1%
Taupo/ Ruapehu	230	16%	82%	2%
D4. EMPLOYMENT STATUS				
Full time	169	13%	86%	1%
Self-employed	112	21%	78%	1%
Retired	116	5%	92%	3%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	11%	84%	5%
$30,001-50,000	97	16%	83%	1%
$50,001-100,000	161	15%	84%	1%
More than $100,000	75	7%	91%	2%
Q1. CUSTOMER TYPE				
Residential	480	11%	87%	2%
Commercial/ Industrial	52	27%	73%	0%
Q3. HOME OWNERSHIP				
Own	380	10%	89%	1%
Rent	98	15%	82%	3%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	12%	88%	0%
No/ Unsure	178	11%	85%	4%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	13%	86%	1%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	12%	87%	1%
3 or Unsure	122	13%	86%	1%
4 + 5 Do not understand	205	12%	85%	3%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	10%	88%	2%
Profile pricing	145	17%	81%	2%
Unsure	147	11%	86%	3%

CHANGED LONG-TERM PLANS DUE TO TLCs PRICING AND LOAD CONTROL

Have you have changed any other long-term plans as a result of The Lines Company's pricing and load control, for example, your living or renting arrangements, or social activities?
ban2 by q18

	Base	Yes	No	Unsure
All	500	12%	86%	2%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	15%	84%	1%
3 or unsure	93	6%	88%	6%
4 + 5 not concerned	89	8%	92%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	20%	80%	0%
No/ Unsure	427	11%	87%	2%
Q10. TAKEN PERMANENT STEPS				
Yes	144	18%	82%	0%
No/ Unsure	356	10%	87%	3%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	17%	82%	1%
No/ Unsure	270	8%	89%	3%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	16%	83%	1%
No/ Unsure	395	11%	87%	2%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	20%	78%	2%
No/ Unsure	274	6%	92%	2%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	7%	89%	4%
From $100, but less than $150 a month	162	11%	89%	0%
From $150, but less than $250 a month	115	16%	84%	0%
$250 or more a month	63	22%	73%	5%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	12%	86%	2%
Other	239	12%	86%	2%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	12%	88%	0%
From $100, but less than $200 a month	173	11%	86%	3%
$200 or more a month	53	24%	73%	3%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	14%	86%	0%
From $100, but less than $200 a month	209	10%	89%	1%
$200 or more a month	131	15%	81%	4%

TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY

Have you noticed The Lines Company's load control impacting on your hot water supply?
ban1 by q20

	Base	Yes	No	Unsure
All	500	21%	72%	7%
SEX				
Male	250	19%	76%	5%
Female	250	23%	69%	8%
AGE GROUP				
18-44	215	27%	67%	6%
45 Plus	285	16%	77%	7%
AREA				
Otorohanga/ Waitomo	270	17%	77%	6%
Taupo/ Ruapehu	230	26%	67%	7%
D4. EMPLOYMENT STATUS				
Full time	169	20%	73%	7%
Self-employed	112	22%	75%	3%
Retired	116	17%	72%	11%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	25%	71%	4%
$30,001-50,000	97	29%	62%	9%
$50,001-100,000	161	21%	72%	7%
More than $100,000	75	15%	84%	1%
Q1. CUSTOMER TYPE				
Residential	480	21%	72%	7%
Commercial/ Industrial	52	27%	66%	7%
Q3. HOME OWNERSHIP				
Own	380	20%	73%	7%
Rent	98	22%	71%	7%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	23%	70%	7%
No/ Unsure	178	17%	76%	7%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	24%	69%	7%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	23%	69%	8%
3 or Unsure	122	19%	75%	6%
4 + 5 Do not understand	205	20%	75%	5%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	20%	74%	6%
Profile pricing	145	23%	70%	7%
Unsure	147	21%	73%	6%

TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY

Have you noticed The Lines Company's load control impacting on your hot water supply?
ban2 by q20

	Base	Yes	No	Unsure
All	500	21%	72%	7%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	26%	68%	6%
3 or unsure	93	13%	78%	9%
4 + 5 not concerned	89	13%	81%	6%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	35%	61%	4%
No/ Unsure	427	19%	74%	7%
Q10. TAKEN PERMANENT STEPS				
Yes	144	23%	73%	4%
No/ Unsure	356	20%	72%	8%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	28%	66%	6%
No/ Unsure	270	15%	78%	7%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	100%	0%	0%
No/ Unsure	395	0%	92%	8%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	29%	64%	7%
No/ Unsure	274	15%	79%	6%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	20%	74%	6%
From $100, but less than $150 a month	162	18%	76%	6%
From $150, but less than $250 a month	115	32%	60%	8%
$250 or more a month	63	17%	78%	5%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	23%	69%	8%
Other	239	19%	76%	5%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	21%	75%	4%
From $100, but less than $200 a month	173	26%	68%	6%
$200 or more a month	53	13%	74%	13%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	24%	71%	5%
From $100, but less than $200 a month	209	18%	77%	5%
$200 or more a month	131	25%	67%	8%

BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES

Besides financial impacts, do you believe you have been adversely affected by The Lines Company's pricing and load control practices?
ban1 by q21

	Base	Yes	No	Unsure
All	500	45%	49%	6%
SEX				
Male	250	48%	45%	7%
Female	250	42%	53%	5%
AGE GROUP				
18-44	215	39%	55%	6%
45 Plus	285	50%	44%	6%
AREA				
Otorohanga/ Waitomo	270	36%	57%	7%
Taupo/ Ruapehu	230	55%	39%	6%
D4. EMPLOYMENT STATUS				
Full time	169	47%	49%	4%
Self-employed	112	47%	44%	9%
Retired	116	48%	43%	9%
D5. HOUSEHOLD INCOME				
$30,000 or less	95	53%	40%	7%
$30,001-50,000	97	42%	54%	4%
$50,001-100,000	161	43%	51%	6%
More than $100,000	75	38%	52%	10%
Q1. CUSTOMER TYPE				
Residential	480	44%	50%	6%
Commercial/ Industrial	52	53%	42%	5%
Q3. HOME OWNERSHIP				
Own	380	47%	47%	6%
Rent	98	32%	61%	7%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER				
Yes	302	45%	49%	6%
No/ Unsure	178	42%	51%	7%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	47%	48%	5%
Q5. UNDERSTANDING OF LINES CHARGES				
1 + 2 Understand	183	42%	52%	6%
3 or Unsure	122	41%	57%	2%
4 + 5 Do not understand	205	50%	41%	9%
Q6. TYPE OF PLAN - PEAK VS. PROFILE				
Peak pricing	208	47%	50%	3%
Profile pricing	145	54%	44%	2%
Unsure	147	34%	52%	14%

BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES

Besides financial impacts, do you believe you have been adversely affected by The Lines Company's pricing and load control practices?
ban2 by q21

	Base	Yes	No	Unsure
All	500	45%	49%	6%
Q7. CONCERNS ABOUT PEAK PRICING				
1 + 2 concerned	318	57%	38%	5%
3 or unsure	93	30%	58%	12%
4 + 5 not concerned	89	20%	76%	4%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING				
Yes	73	60%	37%	3%
No/ Unsure	427	42%	51%	7%
Q10. TAKEN PERMANENT STEPS				
Yes	144	52%	44%	4%
No/ Unsure	356	42%	51%	7%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES				
Yes	230	54%	42%	4%
No/ Unsure	270	38%	54%	8%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY				
Yes	105	62%	32%	6%
No/ Unsure	395	41%	53%	6%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES				
Yes	226	100%	0%	0%
No/ Unsure	274	0%	89%	11%
Q23. MONTHLY LINES CHARGES				
Less than $100 a month	145	43%	49%	8%
From $100, but less than $150 a month	162	45%	52%	3%
From $150, but less than $250 a month	115	46%	47%	7%
$250 or more a month	63	51%	42%	7%
D1. ELECTRICITY PROVIDER				
King Country Energy	250	42%	51%	7%
Other	239	48%	46%	6%
D2. MONTHLY POWER BILL (SUMMER)				
Less than $100 a month	232	46%	50%	4%
From $100, but less than $200 a month	173	46%	46%	8%
$200 or more a month	53	42%	48%	10%
D3. MONTHLY POWER BILL (WINTER)				
Less than $100 a month	129	45%	49%	6%
From $100, but less than $200 a month	209	44%	50%	6%
$200 or more a month	131	49%	44%	7%

MONTHLY BILL

Thinking about the bill you receive from the Lines Company for their services, how much on average is your monthly bill?
ban1 by q23new

	Base	Less than $50 a month	From $50, but less than $100 a month	From $100, but less than $150 a month	From $150, but less than $200 a month	From $200, but less than $300 a month	From $300, but less than $400 a month	From $400, but less than $500 a month	From $500, but less than $700 a month	$700 or more a month	Unsure	Would prefer not to say
All	500	6%	23%	32%	18%	8%	3%	1%	1%	5%	3%	0%
SEX												
Male	250	4%	26%	28%	17%	11%	3%	1%	1%	7%	2%	0%
Female	250	7%	21%	37%	18%	6%	2%	1%	2%	3%	3%	0%
AGE GROUP												
18-44	215	5%	13%	40%	22%	10%	4%	1%	1%	4%	0%	0%
45 Plus	285	6%	31%	27%	14%	7%	2%	1%	2%	5%	4%	1%
AREA												
Otorohanga/ Waitomo	270	7%	20%	31%	21%	9%	2%	1%	1%	5%	3%	0%
Taupo/ Ruapehu	230	5%	27%	34%	14%	8%	3%	1%	2%	4%	1%	1%
D4. EMPLOYMENT STATUS												
Full time	169	5%	18%	40%	21%	5%	4%	2%	0%	4%	1%	0%
Self-employed	112	2%	10%	18%	20%	18%	6%	1%	6%	16%	3%	0%
Retired	116	8%	46%	27%	10%	3%	1%	0%	0%	0%	5%	0%
D5. HOUSEHOLD INCOME												
$30,000 or less	95	8%	40%	24%	9%	4%	2%	2%	0%	6%	5%	0%
$30,001-50,000	97	3%	21%	34%	22%	11%	4%	0%	1%	1%	2%	1%
$50,001-100,000	161	6%	19%	39%	17%	8%	3%	0%	2%	5%	1%	0%
More than $100,000	75	5%	11%	36%	23%	14%	3%	2%	2%	4%	0%	0%
Q1. CUSTOMER TYPE												
Residential	480	6%	24%	33%	18%	8%	3%	1%	1%	3%	3%	0%
Commercial/ Industrial	52	0%	1%	8%	21%	15%	9%	0%	10%	33%	3%	0%
Q3. HOME OWNERSHIP												
Own	380	7%	24%	35%	16%	8%	2%	1%	1%	3%	3%	0%
Rent	98	2%	26%	29%	23%	9%	4%	2%	0%	4%	1%	0%
Q4a. RESIDENCE HAS ELECTRICITY SMART METER												
Yes	302	6%	24%	32%	18%	9%	3%	1%	1%	4%	2%	0%
No/ Unsure	178	5%	24%	36%	19%	7%	1%	1%	1%	1%	4%	1%
Q4a.Q4b. HAVE SMART METER (RESIDENCE/ BUSINESS)	318	6%	23%	30%	18%	9%	3%	1%	2%	6%	2%	0%
Q5. UNDERSTANDING OF LINES CHARGES												
1 + 2 Understand	183	7%	25%	29%	18%	7%	2%	1%	1%	9%	1%	0%
3 or Unsure	122	4%	23%	38%	11%	11%	3%	1%	3%	0%	6%	0%
4 + 5 Do not understand	205	5%	24%	32%	20%	7%	3%	1%	1%	4%	3%	0%
Q6. TYPE OF PLAN - PEAK VS. PROFILE												
Peak pricing	208	8%	23%	29%	18%	7%	3%	1%	0%	9%	2%	0%
Profile pricing	145	2%	24%	42%	14%	6%	5%	1%	4%	1%	1%	0%
Unsure	147	6%	24%	28%	20%	12%	0%	2%	0%	3%	4%	1%

MONTHLY BILL

Thinking about the bill you receive from the Lines Company for their services, how much on average is your monthly bill?
ban2 by q23new

	Base	Less than $50 a month	From $50, but less than $100 a month	From $100, but less than $150 a month	From $150, but less than $200 a month	From $200, but less than $300 a month	From $300, but less than $400 a month	From $400, but less than $500 a month	From $500, but less than $700 a month	$700 or more a month	Unsure	Would prefer not to say
All	500	6%	23%	32%	18%	8%	3%	1%	1%	5%	3%	0%
Q7. CONCERNS ABOUT PEAK PRICING												
1 + 2 concerned	318	4%	22%	33%	19%	9%	3%	1%	2%	6%	1%	0%
3 or unsure	93	8%	27%	33%	14%	7%	2%	0%	0%	3%	5%	1%
4 + 5 not concerned	89	8%	24%	29%	19%	8%	2%	2%	2%	2%	4%	0%
Q8. MONITOR WHEN THE LINES COMPANY IS LOAD CONTROLLING												
Yes	73	16%	22%	37%	12%	5%	0%	1%	1%	5%	1%	0%
No/ Unsure	427	4%	24%	32%	18%	9%	3%	1%	1%	5%	3%	0%
Q10. TAKEN PERMANENT STEPS												
Yes	144	7%	25%	26%	20%	11%	4%	2%	0%	4%	1%	0%
No/ Unsure	356	5%	23%	35%	17%	7%	2%	1%	2%	5%	3%	0%
Q12. ONGOING ACTIONS TO MINIMISE YOUR LINE CHARGES												
Yes	230	7%	25%	33%	19%	6%	2%	1%	2%	4%	1%	0%
No/ Unsure	270	4%	22%	32%	17%	10%	3%	1%	1%	6%	4%	0%
Q20. TLC's LOAD CONTROL IMPACT ON HOT WATER SUPPLY												
Yes	105	7%	20%	27%	27%	8%	6%	1%	2%	1%	1%	0%
No/ Unsure	395	5%	25%	34%	15%	8%	2%	1%	1%	6%	3%	0%
Q21. BELIEVE YOU HAVE BEEN ADVERSELY AFFECTED BY TLC's PRICING AND LOAD CONTROL PRACTICES												
Yes	226	6%	22%	32%	18%	8%	4%	1%	1%	6%	1%	1%
No/ Unsure	274	6%	24%	32%	18%	9%	2%	1%	1%	4%	3%	0%
Q23. MONTHLY LINES CHARGES												
Less than $100 a month	145	19%	81%	0%	0%	0%	0%	0%	0%	0%	0%	0%
From $100, but less than $150 a month	162	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
From $150, but less than $250 a month	115	0%	0%	0%	76%	24%	0%	0%	0%	0%	0%	0%
$250 or more a month	63	0%	0%	0%	0%	22%	21%	8%	10%	39%	0%	0%
D1. ELECTRICITY PROVIDER												
King Country Energy	250	5%	23%	31%	18%	7%	4%	1%	2%	6%	2%	1%
Other	239	6%	24%	33%	17%	10%	2%	1%	0%	4%	3%	0%
D2. MONTHLY POWER BILL (SUMMER)												
Less than $100 a month	232	10%	36%	41%	10%	1%	1%	0%	0%	0%	1%	0%
From $100, but less than $200 a month	173	2%	13%	35%	31%	16%	2%	1%	0%	0%	0%	0%
$200 or more a month	53	0%	3%	4%	15%	11%	13%	8%	8%	35%	3%	0%
D3. MONTHLY POWER BILL (WINTER)												
Less than $100 a month	129	14%	48%	24%	11%	0%	1%	0%	0%	0%	2%	0%
From $100, but less than $200 a month	209	3%	22%	50%	17%	6%	1%	1%	0%	0%	0%	0%
$200 or more a month	131	2%	7%	17%	26%	19%	7%	3%	3%	15%	1%	0%