21 December 2022

[redacted]

Dear [redacted],

Thank you for your request, received on 6 December 2022, for the following information under the Official Information Act 1982 (the Act):

1. “A breakdown of Appendix B of the 2021/22 Annual Report for (i) "Primarily an electricity retailer" only, (ii) "Both generator & electricity retailer (“Gen-tailer”)" only, and (iii) all participants excluding "Both generator & electricity retailer (“Gen-tailer”)".
2. Where not covered in 1. above, the equivalent information provided in the Appendices of the 15 March 2022 OIA response.
3. A breakdown of the survey participants for 2021/22 (as per Section 3.2 of the 2020/21 survey).”

The information you requested in requests 1 and 2 above are presented in Appendices 1 and 2. Appendix 1 (request 1) is a breakdown of Appendix B: Survey-based Impact Measures in the Annual Report 2021/22. Appendix 2 (request 2) is a breakdown of participant perceptions used in the Competition outcome measures (for the same groups listed in request 1) and is the equivalent of the information provided in the Appendices of the 15 March 2022 OIA response not covered in request 1. The aggregate version of Appendix 2 appears in Appendix A: Outcome Measures of the Annual Report 2021/22. For completeness, the Authority has also included in these tables the total results from all survey respondents, as reported in the Annual Report 2021/22.

Please note, survey invitations were sent to a random sample of 428 individuals employed within the industry. The Authority received responses from 114 individuals. When interpreting the information, please consider that, of the 114 respondents, there may be more than one respondent from an individual industry participant.

The information you requested in request 3 is on page 9 of the *Survey of electricity industry participant perceptions 2021/22* report prepared by AK Research and Consulting (formerly UMR Research New Zealand). This is available on the Electricity Authority’s (Authority) website here: [Survey of electricity industry participant perceptions 2021/22 (ea.govt.nz)].

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact us by emailing oia@ea.govt.nz.

Yours sincerely,

Doug Watt
GM Legal, Monitoring and Compliance (Acting)

Appendix 1: A breakdown of Appendix B of the Annual Report 2021/22 for (i) "Primarily an electricity retailer" only, (ii) "Both generator & electricity retailer ("Gen-tailer")" only, and (iii) all participants excluding "Both generator & electricity retailer ("Gen-tailer")".

Low-emissions energy

Measure: Improved participant confidence in settings to facilitate an efficient transition

Percentage of participants who agree with the following statement:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
Electricity market settings will support an efficient transition of the energy sector to low emissions	All survey respondents	**2021/22**	**33%**	**27%**	**33%**	**7%**	**114**
		2020/21	38%	16%	37%	9%	100
	All survey respondents excluding gen-tailers	**2021/22**	**35%**	**30%**	**28%**	**6%**	**93**
		2020/21	42%	20%	31%	7%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**24%**	**14%**	**57%**	**5%**	**21**
		2020/21	21%	0%	63%	16%	19
	Primarily an electricity retailer	**2021/22**	**47%**	**20%**	**13%**	**20%**	**15**
		2020/21	62%	15%	23%	0%	13

Measure: improved participant confidence in reliability as New Zealand transitions to low-emissions energy

Percentage of participants who agree with the following statement:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The electricity system will maintain reliability through the transition to low-emissions energy	All survey respondents	**2021/22**	**21%**	**21%**	**52%**	**6%**	**114**
		2020/21	26%	19%	48%	7%	100
	All survey respondents excluding gen-tailers	**2021/22**	**25%**	**22%**	**47%**	**6%**	**93**
		2020/21	30%	20%	44%	6%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**5%**	**19%**	**71%**	**5%**	**21**
		2020/21	11%	16%	63%	11%	19
	Primarily an electricity retailer	**2021/22**	**40%**	**27%**	**20%**	**13%**	**15**
		2020/21	38%	31%	31%	0%	13

Consumer centricity

Measure: Improved participant perceptions in the electricity system's ability to meet consumers' ongoing needs

Percentage of participants who agree with the following statements:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The electricity industry is meeting consumers' needs	All survey respondents	**2021/22**	**41%**	**9%**	**50%**	**0%**	**114**
		2020/21	43%	8%	47%	2%	100
	All survey respondents excluding gen-tailers	**2021/22**	**46%**	**8%**	**45%**	**1%**	**93**
		2020/21	51%	9%	38%	2%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**14%**	**14%**	**71%**	**0%**	**21**
		2020/21	11%	5%	84%	0%	19
	Primarily an electricity retailer	**2021/22**	**73%**	**7%**	**20%**	**0%**	**15**
		2020/21	85%	8%	8%	0%	13
The electricity industry will meet consumers' evolving needs in the future	All survey respondents	**2021/22**	**32%**	**23%**	**45%**	**0%**	**114**
		2020/21	35%	22%	41%	2%	100
	All survey respondents excluding gen-tailers	**2021/22**	**39%**	**23%**	**38%**	**1%**	**93**
		2020/21	38%	25%	35%	2%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**0%**	**24%**	**76%**	**0%**	**21**
		2020/21	21%	11%	68%	0%	19
	Primarily an electricity retailer	**2021/22**	**80%**	**13%**	**7%**	**0%**	**15**
		2020/21	77%	8%	15%	0%	13

Trust and confidence

Measure: Improved participant perceptions of trust and confidence in us and how we are fulfilling our role

Percentage of participants who agree with the following statement:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
I have confidence in the role the EA plays as kaitiaki of the electricity sector	All survey respondents	**2021/22**	**40%**	**32%**	**23%**	**5%**	**114**
		2020/21	35%	26%	37%	2%	100
	All survey respondents excluding gen-tailers	**2021/22**	**44%**	**32%**	**18%**	**5%**	**93**
		2020/21	36%	30%	32%	2%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**24%**	**29%**	**48%**	**0%**	**21**
		2020/21	32%	11%	58%	0%	19
	Primarily an electricity retailer	**2021/22**	**60%**	**7%**	**20%**	**13%**	**15**
		2020/21	62%	15%	23%	0%	13

Measure: Improved participant perceptions of reliability and operational efficiency

Percentage of participants who agree with the following statements:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The electricity sector operates efficiently	All survey respondents	**2021/22**	**38%**	**18%**	**40%**	**4%**	**114**
		2020/21	35%	15%	48%	2%	100
	All survey respondents excluding gen-tailers	**2021/22**	**43%**	**17%**	**34%**	**5%**	**93**
		2020/21	41%	15%	42%	2%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**14%**	**24%**	**62%**	**0%**	**21**
		2020/21	11%	16%	74%	0%	19
	Primarily an electricity retailer	**2021/22**	**73%**	**7%**	**13%**	**7%**	**15**
		2020/21	77%	8%	15%	0%	13
The electricity system delivers a high level of reliability	All survey respondents	**2021/22**	**8%**	**11%**	**78%**	**3%**	**114**
		2020/21	12%	10%	78%	0%	100
	All survey respondents excluding gen-tailers	**2021/22**	**10%**	**13%**	**74%**	**3%**	**93**
		2020/21	14%	10%	77%	0%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**0%**	**5%**	**95%**	**0%**	**21**
		2020/21	5%	11%	84%	0%	19
	Primarily an electricity retailer	**2021/22**	20%	27%	47%	7%	15
		2020/21	23%	31%	46%	0%	13

Improved perceptions of the quality of our monitoring

Percentage of participants who agree with the following statements:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The EA actively monitors market outcomes	All survey respondents	**2021/22**	**17%**	**23%**	**54%**	**6%**	**114**
		2020/21	18%	21%	56%	5%	100
	All survey respondents excluding gen-tailers	**2021/22**	**19%**	**24%**	**52%**	**5%**	**93**
		2020/21	21%	22%	53%	4%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**19%**	**67%**	**5%**	**21**
		2020/21	5%	16%	68%	11%	19
	Primarily an electricity retailer	**2021/22**	**33%**	**20%**	**40%**	**7%**	**15**
		2020/21	54%	23%	23%	0%	13
The EA actively monitors participant behaviour	All survey respondents	**2021/22**	**16%**	**23%**	**56%**	**5%**	**114**
		2020/21	20%	27%	52%	1%	100
	All survey respondents excluding gen-tailers	**2021/22**	**17%**	**26%**	**52%**	**5%**	**93**
		2020/21	21%	28%	49%	1%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**14%**	**10%**	**76%**	**0%**	**21**
		2020/21	16%	21%	63%	0%	19
	Primarily an electricity retailer	**2021/22**	**33%**	**13%**	**47%**	**7%**	**15**
		2020/21	46%	15%	38%	0%	13
The EA holds participants to account for their actions	All survey respondents	**2021/22**	**29%**	**20%**	**45%**	**6%**	**114**
		2020/21	39%	19%	41%	1%	100
	All survey respondents excluding gen-tailers	**2021/22**	**33%**	**22%**	**39%**	**6%**	**93**
		2020/21	42%	22%	35%	1%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**14%**	**76%**	**0%**	**21**
		2020/21	26%	5%	68%	0%	19
	Primarily an electricity retailer	**2021/22**	**53%**	**7%**	**33%**	**7%**	**15**
		2020/21	46%	23%	31%	0%	13

Thriving competition

Measure: Improved participant perceptions of ability for new entrants to compete with established participants

Percentage of participants who agree with the following statements:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
New entrant retailers can operate on a level playing field with established retailers	All survey respondents	**2021/22**	**52%**	**12%**	**25%**	**11%**	**114**
		2020/21	56%	16%	19%	9%	100
	All survey respondents excluding gen-tailers	**2021/22**	**58%**	**11%**	**19%**	**12%**	**93**
		2020/21	62%	19%	10%	10%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**29%**	**19%**	**48%**	**5%**	**21**
		2020/21	32%	5%	58%	5%	19
	Primarily an electricity retailer	**2021/22**	**87%**	**13%**	**0%**	**0%**	**15**
		2020/21	92%	8%	0%	0%	13
New entrant generators can operate on a level playing field with established generators	All survey respondents	**2021/22**	**42%**	**16%**	**29%**	**13%**	**114**
		2020/21	43%	21%	18%	18%	100
	All survey respondents excluding gen-tailers	**2021/22**	**45%**	**17%**	**23%**	**15%**	**93**
		2020/21	47%	23%	11%	19%	81
	Both generator and electricity retailer ("Gen-tailer")	**2021/22**	**29%**	**10%**	**57%**	**5%**	**21**
		2020/21	26%	11%	47%	16%	19
	Primarily an electricity retailer	**2021/22**	**67%**	**0%**	**7%**	**27%**	**15**
		2020/21	77%	8%	0%	15%	13

Innovation flourishing

Measure: Improved participant perceptions of the ability of the system to support rapid change

Percentage of participants who agree with the following statement:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The electricity regulatory environment supports incorporation of new business models and technology in a timely manner	All survey respondents	**2021/22**	**42%**	**21%**	**28%**	**9%**	**114**
		2020/21	45%	30%	18%	7%	100
	All survey respondents excluding gen-tailers	**2021/22**	**48%**	**19%**	**22%**	**11%**	**93**
		2020/21	47%	33%	15%	5%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**14%**	**29%**	**52%**	**5%**	**21**
		2020/21	37%	16%	32%	16%	19
	Primarily an electricity retailer	**2021/22**	**53%**	**7%**	**13%**	**27%**	**15**
		2020/21	62%	23%	8%	8%	13

Measure: Improved participant perceptions of the current market settings’ ability to encourage innovation

Percentage of participants who agree with the following statements:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The current market settings encourage innovation in generation	All survey respondents	**2021/22**	**38%**	**22%**	**27%**	**13%**	**114**
		2020/21	34%	23%	29%	14%	100
	All survey respondents excluding gen-tailers	**2021/22**	**41%**	**20%**	**25%**	**14%**	**93**
		2020/21	36%	25%	26%	14%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**24%**	**29%**	**38%**	**10%**	**21**
		2020/21	26%	16%	42%	16%	19
	Primarily an electricity retailer	**2021/22**	**47%**	**27%**	**0%**	**27%**	**15**
		2020/21	62%	15%	23%	0%	13
The current market setting encourage innovation in distribution network management	All survey respondents	**2021/22**	**44%**	**30%**	**16%**	**10%**	**114**
		2020/21	52%	25%	12%	11%	100
	All survey respondents excluding gen-tailers	**2021/22**	**45%**	**30%**	**15%**	**10%**	**93**
		2020/21	51%	30%	12%	7%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**38%**	**29%**	**19%**	**14%**	**21**
		2020/21	58%	5%	11%	26%	19
	Primarily an electricity retailer	**2021/22**	**40%**	**33%**	**0%**	**27%**	**15**
		2020/21	77%	15%	8%	0%	13

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
The current market setting encourage innovation in consumer-facing services	All survey respondents	**2021/22**	**30%**	**27%**	**34%**	**9%**	**114**
		2020/21	30%	27%	35%	8%	100
	All survey respondents excluding gen-tailers	**2021/22**	**33%**	**29%**	**28%**	**10%**	**93**
		2020/21	33%	31%	27%	9%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**19%**	**19%**	**62%**	**0%**	**21**
		2020/21	16%	11%	68%	5%	19
	Primarily an electricity retailer	**2021/22**	**53%**	**20%**	**13%**	**13%**	**15**
		2020/21	46%	23%	31%	0%	13
The current market setting encourage innovation in transmission network management	All survey respondents	**2021/22**	**27%**	**35%**	**13%**	**25%**	**114**
		2020/21	23%	44%	17%	16%	100
	All survey respondents excluding gen-tailers	**2021/22**	**26%**	**35%**	**12%**	**27%**	**93**
		2020/21	25%	44%	16%	15%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**29%**	**33%**	**14%**	**24%**	**21**
		2020/21	16%	42%	21%	21%	19
	Primarily an electricity retailer	**2021/22**	**20%**	**40%**	**0%**	**40%**	**15**
		2020/21	23%	54%	23%	0%	13

Appendix 2: Breakdown of participant perceptions for the competition outcome measure.

Competition in electricity markets

Measure: Improved participant perceptions of the competitiveness in electricity markets

Percentage of participants who agree with a range of statements on electricity market competitiveness:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
Competition between electricity generators ensures wholesale market prices are set at an efficient level	All survey respondents	**2021/22**	**46%**	**11%**	**32%**	**11%**	**114**
		2020/21	51%	9%	35%	5%	100
	All survey respondents excluding gen-tailers	**2021/22**	**54%**	**10%**	**28%**	**9%**	**93**
		2020/21	58%	10%	27%	5%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**14%**	**14%**	**52%**	**19%**	**21**
		2020/21	21%	5%	68%	5%	19
	Primarily an electricity retailer	**2021/22**	**93%**	**0%**	**0%**	**7%**	**15**
		2020/21	92%	0%	8%	0%	13
Competition between electricity generators ensures they build the most efficient power stations	All survey respondents	**2021/22**	**39%**	**12%**	**36%**	**13%**	**114**
		2020/21	31%	23%	38%	8%	100
	All survey respondents excluding gen-tailers	**2021/22**	**46%**	**12%**	**30%**	**12%**	**93**
		2020/21	35%	26%	31%	9%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**14%**	**62%**	**14%**	**21**
		2020/21	16%	11%	68%	5%	19
	Primarily an electricity retailer	**2021/22**	**73%**	**0%**	**13%**	**13%**	**15**
		2020/21	69%	15%	15%	0%	13
Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies	All survey respondents	**2021/22**	**39%**	**15%**	**40%**	**6%**	**114**
		2020/21	45%	16%	35%	4%	100
	All survey respondents excluding gen-tailers	**2021/22**	**45%**	**16%**	**33%**	**5%**	**93**
		2020/21	48%	17%	30%	5%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**10%**	**67%**	**14%**	**21**
		2020/21	32%	11%	58%	0%	19
	Primarily an electricity retailer	**2021/22**	**60%**	**7%**	**33%**	**0%**	**15**
		2020/21	69%	8%	23%	0%	13

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market:

	Organisation type	Year	Disagree or strongly disagree	Neither agree nor disagree	Agree or strongly agree	N/A	Count (n=)
Retail market	All survey respondents	**2021/22**	**30%**	**19%**	**41%**	**10%**	**114**
		2020/21	39%	16%	41%	4%	100
	All survey respondents excluding gen-tailers	**2021/22**	**34%**	**20%**	**35%**	**10%**	**93**
		2020/21	42%	20%	33%	5%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**14%**	**67%**	**10%**	**21**
		2020/21	26%	0%	74%	0%	19
	Primarily an electricity retailer	**2021/22**	**67%**	**13%**	**13%**	**7%**	**15**
		2020/21	62%	8%	31%	0%	13
Spot market	All survey respondents	**2021/22**	**34%**	**14%**	**34%**	**18%**	**114**
		2020/21	39%	22%	33%	6%	100
	All survey respondents excluding gen-tailers	**2021/22**	**40%**	**16%**	**27%**	**17%**	**93**
		2020/21	42%	25%	26%	7%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**10%**	**5%**	**67%**	**19%**	**21**
		2020/21	26%	11%	63%	0%	19
	Primarily an electricity retailer	**2021/22**	**73%**	**0%**	**20%**	**7%**	**15**
		2020/21	85%	8%	8%	0%	13
Hedge market, including ASX and OTC	All survey respondents	**2021/22**	**27%**	**22%**	**23%**	**28%**	**114**
		2020/21	34%	29%	21%	16%	100
	All survey respondents excluding gen-tailers	**2021/22**	**32%**	**26%**	**15%**	**27%**	**93**
		2020/21	38%	35%	12%	15%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**5%**	**5%**	**57%**	**33%**	**21**
		2020/21	16%	5%	58%	21%	19
	Primarily an electricity retailer	**2021/22**	**60%**	**7%**	**20%**	**13%**	**15**
		2020/21	85%	8%	8%	0%	13
Ancillary service markets	All survey respondents	**2021/22**	**9%**	**33%**	**22%**	**36%**	**114**
		2020/21	11%	41%	20%	28%	100
	All survey respondents excluding gen-tailers	**2021/22**	**11%**	**35%**	**19%**	**34%**	**93**
		2020/21	11%	44%	17%	27%	81
	Both generator and electricity retailer (“Gen-tailer”)	**2021/22**	**0%**	**24%**	**33%**	**43%**	**21**
		2020/21	11%	26%	32%	32%	19
	Primarily an electricity retailer	**2021/22**	**13%**	**27%**	**0%**	**60%**	**15**
		2020/21	23%	46%	0%	31%	13