



Dear s9(2)(a)

Thank you for your request, received on 13 February 2023, for the following information under the Official Information Act 1982 (the Act):

 "The same information that was supplied in the 21 December 2022 letter, but with the agree/strongly agree and disagree/strongly disagree separated out."

The information supplied to you in the 21 December 2022 letter was in response to your request received on 6 December 2022 for the following information:

- 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."

The information you requested is presented in the attached excel spreadsheet. As requested, agree and strongly agree, as well as disagree and strongly disagree, are now separated out. As with the December request, percentages have been rounded to the nearest whole number.

The aggregate version of request 1 appears in *Appendix B: Survey based Impact Measures* and the aggregate version of request 2 appears in *Appendix A: Outcome Measures*, both found in the Electricity Authority's *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.

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,

Peter Kerr

GM Legal, Monitoring and Compliance (Acting)

Electricity market settings will support an efficient transition of the energy sector to low emission	15							
Organisation type All respondents All survey respondents excluding gen-tailers	Year Agree 2021/22 2021/22	22	agree N/A 30	Neither agree or disa	31	16	8 :	114
An survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22	16 6 2	25 5 3	6 1 3	28 3 3	10 6 0	0	93 21 15
The electricity system will maintain reliability through the transition to low-emissions energy Organisation type	Year Agree	Dies	agree N/A	Neither agree or disa	area Strongly	agree Strongly dis-	agree Count Ir	n-1
All respondents All survey respondents excluding gen-tailers	2021/22	42 34	23	7	24	17 10	1 1	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	8	5	1 2	4	7		21 15
The electricity industry is meeting consumers' needs Organisation type All respondents	Year Agree	Disa 48	agree N/A	Neither agree or disa	gree Strongly	agree Strongly dis-		1=) 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22	39 9	34 2	1 0	10 7 3	3 6	9	93 21
Primarily an electricity retailer The electricity industry will meet consumers' evolving needs in the future	2021/22	3	6	0	1	0	5	15
Organisation type All respondents	Year Agree 2021/22	40	agree N/A 26	Neither agree or disa	26	11	10 :	114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22	29 11 1	26 0 6	0 0	21 5 2	6 5 0	0	93 21 15
I have confidence in the role the EA plays as kaitiaki of the electricity sector	W	Pin	agree N/A	Neither agree or disa				
Organisation type All respondents All survey respondents excluding gen-tailers	Year Agree 2021/22 2021/22	22 14	31 27	5	36 30	5 3	15 :	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	2	3	0	6 1	2 1		21 15
The electricity sector operates efficiently Organisation type All respondents	Year Agree 2021/22		agree N/A	Neither agree or disa				
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	34 26 8	33 31 2	5	21 16 5	11 6 5	9	93 21
Primarily an electricity retailer The electricity system delivers a high level of reliability	2021/22	2	7	1	1	0	4	15
Organisation type All respondents	Year Agree 2021/22	57	agree N/A 6	Neither agree or disa	13	32	3 :	114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22	50 7 6	6 0 2	3 0 1	12 1 4	19 13 1	0	93 21 15
The EA actively monitors market outcomes								
Organisation type All respondents All survey respondents excluding gen-tailers	Year Agree 2021/22 2021/22	53 41	13 11	6 5	26 22	9	7 :	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	12	2	1	4	2 2	0	21 15
The EA actively monitors participant behaviour Organisation type	Year Agree		agree N/A	Neither agree or disa				
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22	51 39 12	13 10 3	5 5 0	26 24 2	9 4	6 0	114 93 21
Primarily an electricity retailer The EA holds participants to account for their actions	2021/22	4	2	1	2	3		15
Organisation type All respondents	Year Agree 2021/22	45	agree N/A 20	Neither agree or disa	23	7	13 :	114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22	32 13 4	18 2 1	6 0 1	20 3 1	4 3 1	13 0 7	93 21 15
New entrant retailers can operate on a level playing field with established retailers Organisation type	Year Agree	Dies	agree N/A	Neither agree or disa	gree Strongly	agree Strongly dis-	agree Count (r	
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	18 15	29 24	12 11	14 10	10	31 30	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	3	5 2	0	2	7		21 15
New entrant generators can operate on a level playing field with established generators Organisation type All respondents	Year Agree 2021/22	Disa 24	agree N/A 24	Neither agree or disa	gree Strongly	agree Strongly dis-		n=) 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer Thimarily an electricity retailer	2021/22 2021/22	18	18	14	16	3	24	93 21
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The electricity regulatory environment supports incorporation of new business models and techn Organization type AI respondents of the extraction type AII respondents AII respondents and the extractive retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) AII respondents AIII respondents AIII respondents AIII respondents AIII respo	ology in a timely manny Year Agree 2021/22	1 1 2 2 2 3 2 2 3 2 2 3 2 2	negree N/A 30 28 28 4 4 30 4 31 31 31 31 32 32 32 31 31 31 31 31 31 31 31 31 31 31 31 31	Neither agree or disa		agree Strongly dis. 2 1 0 0 agree Strongly dis. 2 2 2 3 3 4 4 3 4 4 4 5 6 0 0 0 agree Strongly dis. 1 1 1 1 0 0 agree Strongly dis. 2 1 1 1 0 0 agree Strongly dis. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	users Count is 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15 15 15 15 15 15 15
The electricity regulatory environment supports incorporation of new business models and techn Organisation tope at Irrespondents and technique generators and electricity retailer ("Gen-tailer) primarily an electricity ret	ology in a timely manny Year Agree 2021/22	1 isr Ones 1 isr Ones 2 isr Ones	Degree N/A 30 30 30 30 30 30 30 30 30 30 30 30 30	Neither agree or disa		agree Strongly dis. 2 1 0 3 agree Strongly dis. 2 1 1 1 1 3 2 3 2 0 0 agree Strongly dis. 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 10 10 10 10 10 10	15 15 15 15 15 15 15 15
The electricity regulatory environment supports incorporation of new business models and techn Organization type at Irrespondents of the excluding generalized and incorporation of new business models and technical respondents and incorporation and incorporation of the programment of the programmen	ology in a timely manny Year Agree 2021/22	1 isr Ones 1 isr Ones 2 isr Ones	Degree N/A 30 30 30 30 30 30 30 30 30 30 30 30 30	Neither agree or disa Neither agree or disa		agree Strongly dis. 2 1 0 3 agree Strongly dis. 2 1 1 1 1 3 2 3 2 0 0 agree Strongly dis. 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	usere Count for 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15 15 15 15 15 15 15

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Electricity market settings will support an efficient transition or Organisation type All respondents	Year 2021/22	Strongly d 7.02%	v emissions Disagree 26.32%	Neither ag 27.19%	Agree 19.30%	Strongly at	N/A 6.14%	Count (n=)		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	8.60% 0.00%	26.88% 23.81%	30.11% 14.29%	17.20% 28.57%	10.75% 28.57%	6.45% 4.76%	93 21		
Primarily an electricity retailer The electricity system will maintain reliability through the trai	2021/22	26.67%	20.00%	20.00%	13.33%	0.00%	20.00%	15		
Organisation type All respondents	Year 2021/22	Strongly d 1%		Neither ag	Agree 37%	Strongly at	N/A 6%	Count (n=) 114		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	1% 0%	24% 5%	22% 19%	37% 38%	11% 33%	6% 5%	93 21		
Primarily an electricity retailer The electricity industry is meeting consumers' needs	2021/22	0%	33%	27%	20%	7%	13%	15		
Organisation type All respondents	Year 2021/22	Strongly d	Disagree 32%	Neither ag	Agree 42%	Strongly at	N/A 1%	Count (n=)		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	10% 5%	37% 10%	8% 14%	42% 43%	3% 29%	1% 0%	93 21		
Primarily an electricity retailer	2021/22	33%	40%	7%	20%	0%	0%	15		
The electricity industry will meet consumers' evolving needs in Organisation type All respondents	Year 2021/22	Strongly d	Disagree 23%	Neither ag	Agree	Strongly a ₁	N/A 1%	Count (n=)		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22	11%	28%	23%	31% 52%	6% 24%	1%	93 21		
Primarily an electricity retailer	2021/22	40%	40%	13%	7%	0%	0%	15		
I have confidence in the role the EA plays as kaitiaki of the ele- Organisation type	Year 2021/22	Strongly d 13%	Disagree 27%	Neither ag	Agree 19%	Strongly at	N/A	Count (n=)		
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22	15% 5%	29% 19%	32% 32% 29%	15% 38%	3% 10%	5% 0%	93 21		
Primarily an electricity retailer	2021/22	40%	20%	7%	13%	7%	13%	15		
The electricity sector operates efficiently Organisation type	Year	Strongly d	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)		
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22	9% 10% 5%	29% 33% 10%	18% 17% 24%	30% 28% 38%	10% 6% 24%	4% 5% 0%	114 93 21		
Primarily an electricity retailer	2021/22	27%	47%	7%	13%	0%	7%	15		
The electricity system delivers a high level of reliability Organisation type	Year	Strongly d	Disagree	Neither ag		Strongly a	N/A	Count (n=)		
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	3%	5% 6%	11%	50% 54%	28%	3%	114 93		
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	0% 7%	0% 13%	5% 27%	33% 40%	62% 7%	0% 7%	21 15		
The EA actively monitors market outcomes Organisation type	Year	Strongly d	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)		
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	6% 8%	11% 12%	23% 24%	46% 44%	8% 8%	5% 5%	114 93		
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	0% 13%	10% 20%	19% 20%	57% 27%	10% 13%	5% 7%	21 15		
The EA actively monitors participant behaviour Organisation type	Year	Strongly d	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)		
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	5% 6%	11% 11%	23% 26%	45% 42%	11% 10%	4% 5%	114		
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	0% 20%	14% 13%	10% 13%	57% 27%	19% 20%	0% 7%	21 15		
The EA holds participants to account for their actions Organisation type	Wasse		P.'	A1-745		č				
All respondents All survey respondents excluding gen-tailers	Year 2021/22 2021/22	Strongly d 11% 14%	18% 19%	Neither ag 20% 22%	39% 34%	Strongly a 6% 4%	5% 6%	114 93		
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22	0% 47%	10% 7%	14% 7%	62% 27%	14% 7%	0% 7%	21 15		
New entrant retailers can operate on a level playing field with		retailers								
Organisation type All respondents	Year 2021/22 2021/22	Strongly d 27% 32%	Disagree 25% 26%	Neither ag 12% 11%	Agree 16%	Strongly at 9% 3%	N/A 11% 12%	114 93		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	5% 73%	24% 13%	19%	14%	33%	5% 0%	21 15		
New entrant generators can operate on a level playing field w	ith establishe	ed generators								•
Organisation type All respondents	Year 2021/22	Strongly d 21%	21%	Neither ag 16%	21%	Strongly a ₁ 8%	13%	Count (n=) 114		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22	26% 0% 53%	19% 29% 13%	17% 10% 0%	19% 29% 7%	3% 29% 0%	15% 5% 27%	93 21 15	•	77
The electricity regulatory environment supports incorporation	of new busi	ness models :	and techno	logy in a tin	nely manne	r				
The electricity regulatory environment supports incorporation Organisation type All respondents	Year 2021/22	Strongly d 16%	Disagree 26%	Neither ag 21%	Agree 25%	Strongly at 3%	10%	Count (n=) 114	.01	5
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2021/22 2021/22 2021/22	Strongly d 16% 18% 5%	26% 30% 10%	21% 19% 29%	Agree 25% 19% 48%	Strongly a ₁ 3% 2% 5%	10% 11% 5%	114 93 21	(4)	ינ
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2021/22 2021/22 2021/22 2021/22	Strongly d 16% 18%	Disagree 26% 30%	Neither ag 21% 19%	Agree 25% 19%	Strongly at 3% 2%	10% 11%	114 93	191	ر ا
Organisation type All respondents excluding gen-tailers All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer The current market settings encourage innovation in generati Organisation type All respondents	Year 2021/22 2021/22 2021/22 2021/22 2021/22 on Year 2021/22	Strongly d 16% 18% 5%	26% 30% 10% 27%	21% 19% 29%	25% 19% 48% 13%	Strongly a ₁ 3% 2% 5%	10% 11% 5% 27%	114 93 21	1911	ינ'
Organisation type All respondents All surper yespondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer The current marinet attings encourage innovation in generation Organisation type All surper yespondents excluding gen-tailers Both generation delectricity retailer ("Gen-tailer) Both generator and delectricity retailer ("Gen-tailer)	Year 2021/22 2021/22 2021/22 2021/22 2021/22 on Year 2021/22 2021/22 2021/22	Strongly d 16% 18% 5% 27% Strongly d 6% 8% 0%	Disagree 26% 30% 10% 27% Disagree 32% 33% 24%	Neither ag	Agree 25% 19% 48% 13% Agree 23% 22% 29%	Strongly as 3% 2% 5% 0% Strongly as 4% 3% 10%	10% 11% 5% 27% N/A 13% 14% 10%	114 93 21 15 Count (n=) 114 93 21	Still	<u>ن</u>
Organisation type All respondents All survey respondents All survey respondents All survey respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer The current market settings encourage innovation in generation organisation to type Organisation to type All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly d 16% 18% 5% 27% Strongly d 6% 8% 0% 13%	Disagree 26% 30% 10% 27% Disagree 32% 33%	Neither ag 21% 19% 29% 7% Neither ag 22% 20%	Agree 25% 19% 48% 13% Agree 23% 22%	Strongly as 3% 2% 5% 0% Strongly as 4% 3%	10% 11% 5% 27% N/A 13% 14%	114 93 21 15 Count (n=) 114 93	Still	٠٠.
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Organisation type All respondents All surper respondents All surper respondents All surper respondents All surper respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer Draination type All respondents All surper respondents excluding gen-tailer Both generator and electricity retailer Primarily an electricity retailer Draination type All surper respondents excluding gen-tailer Draination type All surper respondents Both generator and electricity retailer ("Gen-tailer) Both respondents Both res	Year 2021/22	Strongly d	Disagree 26% 30% 10% 27% 27% 27% 27% 27% 27% 27% 27% 27% 33% 24% 33% 24% 33% 24% 29% 29% 29% 29%	Neither ag 21% 19% 29% 29% 20% 27% Neither ag 30% 30% 29% 29% 27%	Agree 25% 48% 13% 13% Agree 23% 22% 29% 0% Agree 14% 14% 14% 14% 14% 14%	Strongly at 3% 2% 5% 0% 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	10% 11% 5% 27% N/A 13% 10% 27%	114 93 21 15 Count (n=) 114 93 21 15 Count (n=)	Still	``` ``
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Organization type All respondents All areapy respondents excluding gen-tailers Both pemerator and destrictivy retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) All respondents All survey respondents excluding gen-tailers Both generator and electricity generators ensures wholigate Competition het ween electricity generators ensures wholigate Competition het ween electricity generators ensures the both	Year 2011/12 2021/12 2	Strongly d	Disagree 28% 29% 29% 29% 29% 29% 29% 29% 29% 33% 29% 33% 29% 33% 29% 33% 29% 33% 34% 29% 33% 34% 29% 33% 34% 29% 33% 34% 29% 33% 35% 29% 33% 35% 29% 33% 35% 29% 33% 35% 29% 33% 35% 35% 29% 33% 35% 35% 29% 35% 35% 35% 29% 35% 35% 35% 35% 35% 35% 35% 35% 35% 35	Neither ag ag 21% 29% 29% 29% 29% 29% 20% 29% 20% 29% 20% 29% 30% 30% 30% 30% 30% 30% 30% 30% 30% 30	Agree 28% 43% 43% 43% 43% 43% 43% 43% 43% 43% 43	Strongly as (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	10% 5% 27% 11% 5% 27% 13% 14% 27% 10% 10% 10% 13% 10% 10% 10% 13% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	1114 93 21 15 Count (n=) 114 93 93 115 15 Count (n=) 114 93 93 121 15 Count (n=) 114 93 93 15 15 Count (n=) 114 93 93 15 15 Count (n=) 114 93 93 15 15 Count (n=) 114 15 15 Count (n=) 115 Count (n=) 116 117 117 118 119 119 119 119 119 119 119 119 119	Still	٠٠٠) ·
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Organization type All respondents All areapy respondents excluding gen-tailers Both pemerator and electricity retailer ("Gen-tailer) Primarily an electricity retailer Description of the pemeration of the pemera	Year 2001/12 2	Strongly d 10%	Disagree 18% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Neither as a since of the since	Agree 23% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Strongly as (24% 24% 24% 24% 24% 24% 24% 24% 24% 24%	10% 5% 11% 5% 11% 5% 11% 5% 11% 5% 11% 5% 11% 11	1144 93 215 93 215 93 215 93 115 125 125 125 125 125 125 125 125 125	iil market	
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Organization type All respondents All areapy respondents excluding gen-tailers Boths pemerator and destrictive retailer ("Gen-tailer) Primarily an electricity retailer Destruction of the state of the	Year 2001/12/2 2	Strongly d (19%) 20% 20% 20% Strongly d (19%) 20% Strongly d (19%) 20% Strongly d (19%) 20% Strongly d (19%) 20% 20% 20% 20% 20% 20% 20% 2	Disagree 18% 10% 27% 10% 27% 10% 27% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Neither as	Agree 23% 23% 23% 23% 23% 23% 23% 23% 23% 23%	Stronely a 22 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	10% 5% 11% 5% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	1144 93 215 215 215 215 215 215 215 215 215 215		
Organization type All respondents All areapy respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer Primarily an electricity retailer Primarily an electricity retailer In Ecurrent market setting encourage innovation in generati Organization type All respondents All areapy respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer In Ecurrent market setting encourage innovation in distributi Organization type All respondents	Year 2001/12 2001/22 2	Strongly d 20% 21% 25% 27% 27% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	Disagree 18% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Neither as	Agree 28% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Strongly as (15% Strong	10% 5% 11	1144 93 215 216 217 217 218 219 219 219 219 219 219 219 219 219 219		
Organization type All respondents All avery respondent excluding gen-tailers Soloth generator and destrictive resizier All avery respondent excluding gen-tailers Soloth generator and destrictive resizier Fremany an exclusive resizier All respondents The current market setting encourage innovation in generator Organization type The current market setting encourage innovation in distribution Organization type All survey respondents excluding gen-tailers Soloth generator and destrictivy retailer ("Gen-tailer) Frimany an exclusive resizier ("Gen-tailer) Frimany and excluding respondents All survey respondents excluding gen-tailers Soloth generator and destrictivy retailer ("Gen-tailer) Frimany and excluding respondents All survey respondents All survey respondents All survey respondents All survey respondents The current market setting encourage innovation in consume Organization type All respondents All survey respondents All su	Year 2001/12/2 2	Strongly d 10%	Disagree 10	Neither as a series of the ser	Agree 23% 43% 13% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Strongly as (1) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	10% 5% 11% 5% 11% 5% 11% 5% 11% 11% 5% 11% 11	1144 93 21 15 16 17 17 17 17 17 17 17		
Organization type All respondents All areapy respondents excluding gen-tailers Boths pemerators and electricity retailer ("Gen-tailer) Primarily an electricity retailer Designation type All respondents The current market setting encourage innovation in consume Organization type All respondents All res	Year 2001/22 2	Strongly d 10%	Disagree 18% 10% 27% 10% 27% 10% 27% 10% 10% 10% 10% 10% 10% 10% 1	Neither as	Agree 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Strongly as (15%) Strongly as	10% 5% 11% 5% 14% 10% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	1114 93 215 160 Count (n=) 114 115 15 15 160 Count (n=) 115 17 18 18 18 18 18 18 18 18 18 18 18 18 18	t market	X and OTC
Organization type All respondents All areapy respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer Description of the stress of th	Year 2001/12/2 2001/2001/	Strongly d 20% 21% 25% 27% 27% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	Disagree 18% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Neither as	Agree 14% 28% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Strongly as (15% Strong	10% 5% 11% 5% 11% 5% 11% 5% 11% 5% 11% 5% 11% 5% 11% 12% 12% 12% 12% 12% 12% 12% 12% 12	1144 93 215 215 215 215 215 215 215 215 215 215	t market	X and OTC
Organization type All respondents All avery respondent excluding genetations All avery respondent excluding genetations All avery respondent excluding genetations Both generator and dectricity retailer ("Gen-Lailer) Primarily an electricity retailer ("Gen-Lailer) All respondents All respondents All respondents All respondents The current market setting encourage innovation in generation The current market setting encourage innovation in distribution Organization type All respondents The current market setting encourage innovation in distribution Organization type All respondents All survey respondents excluding gen-Lailers Both generator and electricity retailer ("Gen-Lailer) Primarily an electricity retailer ("Gen-Lailer) All survey respondents excluding gen-Lailers Both generator and electricity generators ensures wholesal Competition between electricity generators ensures the follow Competition between electricity generators ensures wholesal Competition between electricity generators ensur	Year 2001/12/2 2	Strongly d 10%	Disagree 19% 20% 2	Neither ag ag signification of the comment of the c	Agree 23% 43% 13% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Stronely a 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	10% 5% 11% 5% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	1144 93 21 15 16 17 17 17 17 17 17 17	t market	X and OTC
Organization type All respondents All areapy respondents excluding gen-tailers Boths penerators and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer Organization type All respondents All areapy respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer All areapy respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer All respondents The current market setting encourage innovation in consume Organization type All respondents The current market setting encourage innovation in consume Organization type All respondents The current market setting encourage innovation in transmiss Organization type All respondents All survey respondents excluding gen-tailers Both generator and electricity generators ensures wholesal Organization type All survey respondents excluding gen-tailers Both generator and electricity generators ensures wholesal All survey respondents excluding gen-tailers Both generator and electricity generators ensures that consumer prices organization type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily and electricity retailer	Year 2001/12 2	Strongly d (19%)	Disagree 100 Disagree	Neither as	Agree 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Strongly as (19% Strong	10% 5% 11	1144 93 215 15 15 15 15 15 15 15 15 15 15 15 15 1	t market ige market, including AS iillary service markets	X and OTC
Organization type All respondents All avery respondent excluding gen-tailers Soloth generator and dectricity retailer ("Gen-tailer) Finanziny an electricity retailer ("Gen-tailer) Finanzin and excluding gen-tailers All respondents All respondents All respondents All respondents All respondents The current market setting encourage innovation in generati Organization type All respondents All survey respondents excluding gen-tailers Solothy and an excluding gen-tailers Solothy generator and electricity retailer ("Gen-tailer) Finanziny an electricity retail	Year 2001/12/2 2	Strongly d 10%	Disagree 30% 30% 27% 30% 32% 32% 32% 32% 32% 32% 32% 32% 32% 32	Neither as a series of the ser	Agree 23% Agree 11% 13% 13% 13% 13% 13% 13% 13% 13% 13%	Strongly as (2)	10% 5% 11% 5% 11% 5% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	1144 93 21 15 16 17 17 17 17 17 17 17	t market ige market, including AS iillary service markets	X and OTC

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Electricity market settings will support an efficient transition of the energy sector to low emissions Organisation type	Year			Neither ag Ag		rongly a; N/A		ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	12	24	16 16	24 16	13 9	6	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	2	2 5	0 2	8	4 2	3	19 13	
The electricity system will maintain reliability through the transition to low-emissions energy									
Organisation type All respondents	Year 2020/21	Strongly d	Disagree 1	Neither ag Ag	ree Str	rongly a _i N/A	7	ount (n=) 100	
All survey respondents excluding gen-tailers	2020/21	5	19	16	30	6	5	81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	1	1 4	3 4	8	4	0	19 13	
The electricity industry is meeting consumers' needs									
Organisation type All respondents	Year 2020/21	Strongly d	Disagree 1	Neither ag Ag 8	ree St	rongly a N/A	2	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	19 1	22 1	7	26 13	5 3	2	81 19	
Primarily an electricity retailer	2020/21	6	5	1	1	0	0	13	
The electricity industry will meet consumers' evolving needs in the future									
Organisation type All respondents	Year 2020/21	11	24	Neither ag Ag 22	36	rongly a; N/A 5	2	100 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	10 1	21 3	20 2	24 12	4	0	81 19	
Primarily an electricity retailer	2020/21	3	7	1	2	0	0	13	
I have confidence in the role the EA plays as kaitiaki of the electricity sector Organisation type	Year	Strongly d	Disagree !	Neither ag Ag	ree St	rongly a; N/A		ount (n=)	
All respondents	2020/21	12	23	26	33	4	2	100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	11 1	18 5	24 2	10	3 1	0	19	
Primarily an electricity retailer	2020/21	5	3	2	3	0	0	13	
The electricity sector operates efficiently Organisation type	Year	Strongly d	Disagree I	Neither ag Ag	ree Str	rongly a; N/A	c	ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21	15 14	20 19	15 12	41 30	7	2	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	1 4	1	3 1	11 2	3	0	19 13	
The electricity system delivers a high level of reliability Organisation type	Year			Neither ag Ag		rongly a; N/A		ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	4	7	10 8	46 42	20	0_	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	0	1 2	2 4	4 5	12	0	19 13	
The EA actively monitors market outcomes									
Organisation type All respondents	Year 2020/21	Strongly d	Disagree I	Neither ag Ag 21	ree St	rongly a _i N/A	c	ount (n=) 100	
All survey respondents excluding gen-tailers	2020/21	6	11	18	39	4	3	81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	0	1	3	11 2	1	0	19 13	
The EA actively monitors participant behaviour									
Organisation type All respondents	Year 2020/21	Strongly d	Disagree I	Neither ag Ag 27	ree Str	rongly a _i N/A	1	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	8 0	9	23	38 10	2 2	1 0	81 19	
Both generator and electricity retailer (Gen-tailer) Primarily an electricity retailer	2020/21	5	1	2	5	0	0	13	
The EA holds participants to account for their actions Organisation type	Year	Sherrer I	Disa	ualsk		rongly a N/A			
All respondents	2020/21	Strongly d	26	Neither ag Ag 19	39	2	1	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	13 0	21 5	18 1	26 13	0	0	81 19	
Primarily an electricity retailer	2020/21	6	0	3	4	0	0	13	
New entrant retailers can operate on a level playing field with established retailers Organisation type	Year	Strongly d	Disagree I	Neither ag Ag	ree St	rongly a N/A	c	ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21	31 28	25 22	16 15	12 6	7	9	100	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21	3	3	1	6	5	0	19 13	
New entrant generators can operate on a level playing field with established generators									
Organisation type All respondents	Year 2020/21	Strongly d	Disagree 1	Neither ag Ag 21	ree Str	rongly a; N/A	18 18	100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	18 2	20 3	19 2	8	1 4	15	81 19	
Primarily an electricity retailer	2020/21	5	5	1	0	0	2	13	
The electricity regulatory environment supports incorporation of new business models and technology in Organisation type	a timely mar Year		Disagree I	Veither ag Ag	ree St	rongly a N/A	100	ount (n=)	
Organisation type All respondents	Year 2020/21	Strongly d 15	30	30	15.	3	7	100	
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Electricity market settings will support an efficient transition of the ener Organisation type All respondents	Year 2020/21	Strongly d D 14%	isagree N	either ag A	gree Si	trongly a N,	'A Ci	ount (n=)	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	15% 11%	27% 11%	20% 0%	20% 42%	11% 21%	7% 16%	81 19	
Primarily an electricity retailer	2020/21	23%	38%	15%	8%	15%	0%	13	
The electricity system will maintain reliability through the transition to I Organisation type All respondents	Year 2020/21	Strongly d D 6%	isagree N	either ag A	gree Si	trongly a N,	'A Cı	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	6% 5%	23%	20% 16%	37% 42%	7% 21%	6% 11%	81 19	
Primarily an electricity retailer	2020/21	8%	31%	31%	23%	8%	0%	13	
The electricity industry is meeting consumers' needs Organisation type	Year	Strongly d D	isagree N	either ag A	gree Si	trongly a N,	'A Cı	ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	20% 23%	23% 27%	8% 9%	39% 32%	8% 6%	2% 2%	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	5% 46%	5% 38%	5% 8%	68% 8%	16% 0%	0% 0%	19 13	
The electricity industry will meet consumers' evolving needs in the futur	e Year								
Organisation type All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	Strongly d D 11% 12%	24% 26%	22% 25%	36% 30%	trongly a N, 5% 5%	2% 2%	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	5% 23%	16% 54%	11% 8%	63% 15%	5% 0%	0%	19 13	
I have confidence in the role the EA plays as kaitiaki of the electricity sec									
Organisation type All respondents	Year 2020/21	Strongly d D 12%	23%	either ag A 26%	33%	trongly a N _i 4%	2%	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	14% 5%	22% 26%	30% 11%	28% 53%	4% 5%	2% 0%	81 19	
Primarily an electricity retailer	2020/21	38%	23%	15%	23%	0%	0%	13	
The electricity sector operates efficiently Organisation type All respondents	Year 2020/21	Strongly d D	isagree N	either ag A	gree Si	trongly a N	'A Cı	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	17% 5%	23%	15% 15%	37% 58%	7% 5% 16%	2% 2%	81 19	
Primarily an electricity retailer	2020/21	31%	46%	8%	15%	0%	0%	13	
The electricity system delivers a high level of reliability Organisation type	Year	Strongly d D	isagree N	either ag A	gree Si	trongly a N,	'A Ci	ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	4% 5%	8% 9%	10% 10%	46% 52%	32% 25%	0% 0%	100 81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	0% 8%	5% 15%	11% 31%	21% 38%	63% 8%	0% 0%	19 13	
The EA actively monitors market outcomes	West								
Organisation type All respondents All survey respondents excluding gen-tailers	Year 2020/21 2020/21	Strongly d D 6% 7%	isagree N 12% 14%	either ag A 21% 22%	gree Si 50% 48%	trongly a N _i 6% 5%	A Ci 5% 4%	100 81	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21	0% 23%	5% 31%	16% 23%	58% 15%	11% 8%	11% 0%	19 13	
The EA actively monitors participant behaviour	2020/21	2370	3170	23/0	23/0	379	J/s	15	
Organisation type All respondents	Year 2020/21	Strongly d D 8%	isagree N	either ag A 27%	gree \$1 48%	trongly a N, 4%	1%	ount (n=) 100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	10% 0%	11% 16%	28% 21%	47% 53%	2% 11%	1% 0%	81 19	
Primarily an electricity retailer	2020/21	38%	8%	15%	38%	0%	0%	13	
The EA holds participants to account for their actions Organisation type All respondents	Year 2020/21	Strongly d D	isagree N	either ag A	gree Si	trongly a N	'A Cı	ount (n=)	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	16%	26%	22%	32% 68%	2%	1%	81 19	
Primarily an electricity retailer	2020/21	46%	0%	23%	31%	0%	0%	13	
New entrant retailers can operate on a level playing field with establishe Organisation type	Year	Strongly d D	isagree N	either ag A	gree Si	trongly a N	'A Ci	ount (n=)	
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21 2020/21	31% 35% 16%	25% 27% 16%	16% 19% 5%	12% 7% 32%	7% 2% 26%	9% 10% 5%	100 81 19	
Primarily an electricity retailer	2020/21	69%	23%	8%	0%	0%	0%	13	
New entrant generators can operate on a level playing field with establi: Organisation type	Year	Strongly d D	isagree N	either ag A	gree Si	trongly a N	'A Cı	ount (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21	20% 22%	23% 25%	21% 23%	13% 10%	5% 1%	18% 19%	100 81	. 0
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	11% 38%	16% 38%	11% 8%	26% 0%	21% 0%	16% 15%	19 13	
The electricity regulatory environment supports incorporation of new by						tronely a N	'Δ (1	ount (n=1	. ()
Organisation type All respondents	Year 2020/21 2020/21	s and technol Strongly d D 15% 16%		ely manner either ag A 30% 33%		trongly a N _i 3% 2%	'A Ci 7% 5%	ount (n=)	
Organisation type	Year 2020/21	Strongly d D 15%	isagree N 30%	either ag A	gree \$1	3%	7%		(IC)
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Organisation tree All respondents All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primarly an electricity retailer ("Gen-tailer) Primarly an electricity retailer The current market settings encourage innovation in generation Organisation tree All respondents	Year 2020/21 2020/21 2020/21 2020/21 Year 2020/21	Strongly d D 15% 16% 11% 23% Strongly d D 11%	30% 31% 26% 38% sisagree N 23%	either ag Aj 30% 33% 16% 23% either ag Aj 23%	ree S 15% 12% 26% 8% gree S 23%	3% 2% 5% 0% trongly a N,	7% 5% 16% 8%	100 81 19 13 20unt (n=)	ilon
Organisation tree All respondents All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primary's an electricity retailer ("Gen-tailer) All survey respondents All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer)	Year 2020/21 2020/21 2020/21 2020/21 Year	Strongly d D 15% 16% 11% 23% Strongly d D 11% 11% 11%	30% 31% 26% 38% sisagree N 23% 25% 16%	either ag A 30% 33% 16% 23% either ag A 23% 25% 16%	ree S 15% 12% 26% 8% gree S 23% 20% 37%	3% 2% 5% 0% trongly a N, 6% 6% 5%	7% 5% 16% 8% 4 Cr 14% 14% 16%	100 81 19 13 Dunt (n=) 100 81 19	ilon
Organisation tree All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primariy an electricity retailer ("Gen-tailer) Primariy an electricity retailer Ne current market steiling encourage innovation in generation Organisation tree All survey respondents excluding gen-tailers All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primariy an electricity retailer ("Gen-tailer) Primariy an electricity retailer ("Gen-tailer) Primariy an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 k managemen	Strongly d D 15% 16% 11% 23% Strongly d D 11% 11% 11% 23%	30% 31% 26% 38% 0isagree N 23% 25% 16% 38%	either ag A 30% 33% 16% 23% either ag A 23% 25% 16% 15%	15% 12% 26% 8% gree \$3 20% 37% 15%	3% 2% 5% 0% trongly a N, 6% 6% 5% 5%	7% 5% 16% 8% /A Co 14% 14% 16% 0%	100 81 19 13 20unt (n=) 100 81 19 13	ilon
Organisation tope All respondents All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primarly an electricity retailer ("Gen-tailer) Primarly an electricity retailer Despondents All survey respondents excluding gen-tailers All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primarly an electricity retailer ("Gen-tailer) Primarly an electricity retailer ("Gen-tailer) All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primarly an electricity retailer ("Gen-tailer) All arrespondents	Year 2020/21	Strongly d D 15% 16% 16% 11% 23% Strongly d D 11% 11% 11% 23% t Strongly d D 12%	30% 31% 26% 38% 38% 38% 38% 38% 38% 38% 38% 38% 38	either ag A 30% 33% 16% 23% either ag A 23% 25% 15% either ag A 25%	15% 12% 26% 8% gree \$' 23% 20% 37% 15%	3% 2% 5% 0% trongly a N ₁ 6% 5% 5% 8%	7% 5% 16% 8% A Co 14% 14% 16% 0%	100 81 19 13 20unt (n=) 100 81 19 13 20unt (n=)	ilon
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Organisation tope All respondents All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primary's an electricity retailer ("Gen-tailer) Primary's an electricity retailer ("Gen-tailer) Primary's an electricity retailer ("Gen-tailer) All survey respondents excluding gen-tailers Both generation and electricity retailer ("Gen-tailer) Primary's an electricity retailer The current market setting encourage innovation in distribution networt Organisation type All respondents All survey respondents excluding gen-tailers All survey excluding gen-tailers All survey excluding gen-tailers All respondents All respo	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	Strongly d D 15% 15% 15% 16% 11% 23%	30% 31% 26% 38% 38% 38% 38% 38% 38% 38% 38% 38% 38	either ag A 30% 33% 16% 23% either ag A 23% 25% 16% 15% either ag A 25% 25%	15% 12% 26% 8% 26% 8% 20% 37% 15% 10%	3% 2% 5% 5% 0% trongly a N, 6% 6% 6% 5% 5% 5% 5% 5%	7% 5% 16% 8% 14% 14% 16% 0%	100 81 19 13 0001 (n=) 100 81 19 13 0001 (n=) 100 81	ilo,
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