

27 November 2023



Tēnā koe s9(2)(a

Thank you for your request, received on 7 November 2023, and clarified on 13 November 2023 for the following information under the Official Information Act 1982 (the Act):

- 1. "A copy of the 2022/23 market perception survey results (a referred to in the latest EA annual report) broken down into:
 - a. All respondents
 - b. All respondents excluding gentailers
 - c. Gentailers
 - d. Primarily an electricity retailer (excluding gentailers)
 - e. EDB/Transpower (additional from previous requests including the results from the first two surveys).
- 2. With the results for each including strongly agree, agree, N/A, neither agree or disagree, disagree and strongly disagree.
- 3. Could you also please provide a breakdown of the number of survey respondents in each category.
- 4. It would be appreciated if the response could include an update of the survey excel spreadsheet that was provided in response to my last request."

The information you requested is presented in the attached excel spreadsheet which is a breakdown of Appendix B: Survey-based Impact Measures in the Annual Report 2022/23.

Please note, survey invitations were sent to a random sample of 431 individuals employed within the industry. The Authority received responses from 118 individuals. When interpreting the information, please consider that, of the 118 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 <u>oia@ea.govt.nz</u>.

Nāku noa, nā,

Airihi Mahrik

Airihi Mahuika GM Legal, Monitoring and Compliance

Electricity market settings will support an efficient transition of the energy sector to low emissions								
Organisation type	Year	Agree		Disagree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23		32 23	40 33	4 2 4 2		1 10 7 10	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23		9	7			4 0	21
Primarily an electricity retailer	2022/23		1	5	1	2	1 2	12
EDB	2022/23	:	12	7	1	2	1 3	26
The electricity system will maintain reliability through the transition to low-emissions energy								
Organisation type	Year	Agree		Disagree N/A			e Strongly disagree	
All respondents	2022/23		34	31	4 2		9 11	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23		24 10	25 6	4 2 0		7 10 2 1	97 21
Primarily an electricity retailer	2022/23		6	1			1 1	12
EDB	2022/23		7	6			1 3	26
The electricity industry is meeting consumers' needs Organisation type	Year	Agree	r	Disagree N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23		41	35	2 1		9 13	118
All survey respondents excluding gen-tailers	2022/23	:	30	34	2 1		7 9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23		11	1			2 4	21
Primarily an electricity retailer EDB	2022/23 2022/23		1 10	4			1 5 3 1	12
	2022/20			U	-	5		
The electricity industry will meet consumers' evolving needs in the future							b	
Organisation type	Year	Agree		Disagree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23		33 23	29 25	3 3 3 2			118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23		10	4			3 0	21
Primarily an electricity retailer	2022/23		1	3	1	4	1 2	12
EDB	2022/23		8	5	1	7	4 1	26
I have confidence in the role the EA plays as kaitiaki of the electricity sector			-				-	
I have confidence in the role the EA plays as kaltiaki of the electricity sector Organisation type	Year	Agree	ſ	Disagree N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23		30	29	3	8	4 14	118
All survey respondents excluding gen-tailers	2022/23		20	26	3 3		3 13	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23	:	10 1	3 4	0		1 1 2 4	21 12
Primarily an electricity retailer EDB	2022/23 2022/23		1 6	4 7			2 4 D 3	12 26
	,							20
The electricity sector operates efficiently								
Organisation type	Year	Agree		Disagree N/A			Strongly disagree	
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23		36 27	28	3 3 3 2		8 12 4 10	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23		9	3			4 2	21
Primarily an electricity retailer	2022/23		1	3			1 5	12
EDB	2022/23		8	8	0	8	1 1	26
The electricity system delivers a high level of reliability								
The electricity system delivers a high level of reliability Organisation type	Year	Agree	ſ	Disagree N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23		59	10	1 2			118
All survey respondents excluding gen-tailers	2022/23		51	9	1 1			97
Both generator and electricity retailer ("Gen-tailer)	2022/23	NU	8	1			9 0	21
Primarily an electricity retailer EDB	2022/23 2022/23	\mathbf{C}	4 16	1 2			2 1 2 1	12 26
	2022/25			-		5		20
The EA actively monitors market outcomes	X							
Organisation type	Year	Agree		Disagree N/A	Neither agree or disagree			
All respondents	2022/23 2022/23		50 47	12	4 2 4 2		1 9 6 9	118 97
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23		47 13	11			5 0	21
Primarily an electricity retailer	2022/23		1	3	1	2 :	2 3	12
EDB	2022/23	:	14	2	5	0 :	2 3	26
The EA actively monitors participant behaviour								
Organisation type	Year	Agree	(Disagree N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23		54	13	3 2	7 1		118
All survey respondents excluding gen-tailers	2022/23		44	12	3 2		5 7	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23		10 0	1 4			8 1 2 2	21 12
EDB	2022/23	:	16	4			2 2 D 3	26
The EA holds participants to account for their actions	м.				at the second	6 1 1		.
Organisation type All respondents	Year 2022/23	Agree	1 32	Disagree N/A 29	Neither agree or disagree 3 3			Count (n=) 118
All survey respondents excluding gen-tailers	2022/23		23	29	3 2		7 11	97
Both generator and electricity retailer ("Gen-tailer)	2022/23		9	3	0	3	6 0	21
Primarily an electricity retailer	2022/23		0	4			2 5	12
	2022/23		8	6	0	9	1 2	26
	2022/25		0					
	2022/25		0					
New entrant retailers can operate on a level playing field with established retailers Organisation type	Year	Agree	[Disagree N/A	Neither agree or disagree			
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents	Year 2022/23		1 20	38	17 1	6	3 24	118
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23		[38 35	17 1 16 1	6 : 2 :		
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2022/23 2022/23 2022/23 2022/23		20 9 11 0	38 35 3 4	17 1 16 1 1	6 : 2 : 4	3 24 2 23 1 1 0 7	118 97 21 12
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2022/23 2022/23 2022/23		20 9 11	38 35 3	17 1 16 1 1 1	6 : 2 : 4 : 0 :	3 24 2 23 1 1	118 97 21
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	Year 2022/23 2022/23 2022/23 2022/23		20 9 11 0	38 35 3 4	17 1 16 1 1 1	6 : 2 : 4 : 0 :	3 24 2 23 1 1 0 7	118 97 21 12
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New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	Year 2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23	Agree	11 9 11 0 4 12 27	38 35 3 4 9 Disagree N/A 25	17 1 16 1 1 1 4 4 Neither agree or disagree 19 2	6	3 24 2 23 1 1 0 7 1 5 e Strongly disagree 6 16	118 97 21 12 26 Count (n=) 118
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree	20 9 11 0 4 27 16	38 35 3 4 9 Disagree N/A 25 23	17 1 16 1 1 4 Neither agree or disagree 19 2 17 2	6 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 24 2 23 1 1 1 5 2 Strongly disagree 6 16 5 14	118 97 21 12 26 Count (n=) 118 97
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey respondents All survey respondents Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23 2022/23 2022/23	Agree	20 9 11 0 4 (27 16 11	38 35 3 4 9 Disagree N/A 25 23 2 2	17 1 16 1 1 1 4 Neither agree or disagree 19 2 17 2 2	6 2 2 4 3 5 5 7 3 5 5 7 3 7 5	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 6 16 5 14 1 2	118 97 21 12 26 Count (n=) 118 97 21
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree	1 20 9 11 0 4 11 27 16 11 0	38 35 3 4 9 Disagree N/A 25 23 2 2 5	17 1 16 1 1 4 Neither agree or disagree 19 2 17 2 2 3	6 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 24 2 23 1 1 0 7 1 5 5 6 16 5 16 5 14 1 2 0 2	118 97 21 12 26 Count (n=) 118 97 21 12
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey respondents All survey respondents All survey respondents All survey respondents Companies Compa	Year 2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23 2022/23 2022/23	Agree	20 9 11 0 4 (27 16 11	38 35 3 4 9 Disagree N/A 25 23 2 2	17 1 16 1 1 4 Neither agree or disagree 19 2 17 2 2 3	6 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 6 16 5 14 1 2	118 97 21 12 26 Count (n=) 118 97 21
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All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The electricity regulatory environment supports incorporation of new business models and technolog Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer EDB The electricity regulatory environment supports incorporation of new business models and technolog Organisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree ymanner Agree	20 9 11 0 4 27 16 11 0 4 11 0 4 16 11 0 4	38 35 3 4 9 Disagree N/A 25 23 2 5 4 Disagree N/A 50 43	17 1 16 1 1 1 1 1 1 2 17 2 18 2 19 2 2 3 4 2 3 4 Neither agree or disagree 5 2	6	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 5 14 1 2 0 2 3 5 2 Strongly disagree 3 15 3 15	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97
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New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The electricity regulatory environment supports incorporation of new business models and technolog Organisation type All respondents All survey respo	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree ymanner Agree	11 9 11 0 4 16 11 0 4 16 16 8 8	38 35 4 9 Disagree N/A 25 23 2 5 4 Disagree N/A 50 4 3 7	17 1 16 1 1 1 1 1 1 2 19 2 3 4 Neither agree or disagree 5 2 5 2 0 1	6	3 24 2 23 1 11 0 7 1 5 5 Strongly disagree 6 16 5 14 1 2 0 2 3 5 6 Strongly disagree 3 15 3 14 0 1 1 2 1 2 1 2 1 2 1 1 1 1 1 1 1	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer generators Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an ele	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree ymanner Agree	11 0 4 127 16 11 0 4 16 11 0 4 16 8 8 0	38 35 3 4 9 Disagree N/A 25 23 2 5 4 Disagree N/A 50 43 7 5	17 1 16 1 1 1 1 1 1 2 19 2 3 4 Neither agree or disagree 5 2 5 2 0 1	6	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 6 16 5 14 1 2 3 5 5 14 0 1 0 1 0 3	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 21
New entrant retailers can operate on a level playing field with established retailers Organisation type All respondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents All survey respondents EDB The electricity retailer EDB The current market settings encourage innovation in generation	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree	20 9 11 0 4 27 16 11 0 4 16 16 8 8 0 2	38 35 3 4 9 Disagree N/A 25 23 2 5 4 Disagree N/A 50 43 7 5 9	17 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 10 2 2 2 3 4 Neither agree or disagree 5 2 0 2 1 2	6	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 6 16 5 14 1 2 3 5 2 Strongly disagree 3 15 3 14 0 1 0 3 3 4	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 22 26
New entrant retailers can operate on a level playing field with established retailers Organisation type All sepondents All survey respondents excluding gen-tailers Both generators and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant generators can operate on a level playing field with established generators Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) EDB The electricity regulatory environment supports incorporation of new business models and technolog Organisation type All survey respondents All survey respondents All survey respondents All survey respondents All survey respondents (cluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree	20 9 11 0 4 27 16 11 0 4 16 16 8 8 0 2	38 35 3 4 9 Disagree N/A 25 23 2 5 4 0 Sogree N/A Disagree N/A	17 1 16 1 1 1 1 1 1 2 19 2 3 4 Neither agree or disagree 5 2 5 2 0 1	6	3 24 2 23 1 1 0 7 1 5 2 Strongly disagree 6 16 5 14 1 2 3 5 2 Strongly disagree 3 15 3 14 0 1 0 3 3 4	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 22 26

| Both generator and electricity retailer ("Gen-tailer) | | | |
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| Primarily an electricity retailer
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| The current market setting encourage innovation in distribution network man
Organisation type | nagement
Year | Agree | Disagre | n N/A
 | Neither agree or disagree

 | Strongly agree
 | Strongly disagree Co | ount (n=) | | | | |
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| All respondents | 2022/23 | | |
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| All survey respondents excluding gen-tailers
Both generator and electricity retailer ("Gen-tailer) | 2022/23
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| Primarily an electricity retailer | 2022/23 | | |
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| The current market setting encourage innovation in consumer-facing services | | | |
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| Organisation type | Year | Agree | | e N/A
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 | Strongly disagree Co | | | | | |
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All survey respondents excluding gen-tailers | 2022/23
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| Both generator and electricity retailer ("Gen-tailer) | 2022/23 | | |
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| Primarily an electricity retailer | 2022/23 | | |
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| The current market setting encourage innovation in transmission network ma | inagement | | |
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| All survey respondents excluding gen-tailers | 2022/23 | | | 21 2
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| Both generator and electricity retailer ("Gen-tailer) | 2022/23 | | |
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| Competition between electricity generators ensures wholesale market prices a
Organisation type | are set at an efficient level
Year | Agree | Disagre | n N/A
 | Neither agree or disagree

 | Strongly agree
 | Strongly disagree | ount (n=) | | | | |
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| All respondents | 2022/23 | | | 27 1
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| All survey respondents excluding gen-tailers | 2022/23 | 3 | | 23 1
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| Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer | 2022/23
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| Competition between electricity server the server the build at a server | iont nowor stations | | |
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| Competition between electricity generators ensures they build the most efficie
Organisation type | ient power stations
Year | Agree | Disagre | e N/A
 | Neither agree or disagree

 | Strongly agree
 | Strongly disagree Co | ount (n=) | | | | |
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| All respondents | 2022/23 | 3 | 33 2 | 20 1
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| All survey respondents excluding gen-tailers
Both generator and electricity retailer ("Gen-tailer) | 2022/23
2022/23 | | | 17 1
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| Primarily an electricity retailer | 2022/23 | | |
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| Competition between retailers ensures that consumer prices only rise in line v | with costs to the electricity compa | anies | 1 | <u>. (</u>
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| Organisation type | Year | Agree | Disagre | e N/A
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| All respondents
All survey respondents excluding gen-tailers | 2022/23
2022/23 | | |
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| Both generator and electricity retailer ("Gen-tailer) | 2022/23 | | |
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| Percentage of participants who agree that prices in the following electricity m | arkets reflect the outcomes expect | cted in a workabh | competitiv | e market:
 | Retail market

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| Organisation type All respondents | Year
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| All survey respondents excluding gen-tailers | 2022/23 | | | 25 1
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| Both generator and electricity retailer ("Gen-tailer) | 2022/23 | | |
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| Percentage of participants who agree that prices in the following electricity m
Organisation type | harkets reflect the outcomes expect
Year | cted in a workably
Agree | | e market: :
ee N/A
 | Neither agree or disagree

 | Strongly agree
 | Strongly disagree Co | ount (n=) | | | | |
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| All respondents | 2022/23 | | | 18 1
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| All survey respondents excluding gen-tailers
Both generator and electricity retailer ("Gen-tailer) | 2022/23
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| Primarily an electricity retailer | 2022/23 | 2 | | 2
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| Percentage of participants who agree that prices in the following electricity m | | 3 | 8
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| Percentage of participants who agree that prices in the following electricity m
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Both generator and electricity retailer ("Gen-tailer) | harkets reflect the outcomes expect
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| Organisation type
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Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer
EDB
Percentage of participants who agree that prices in the following electricity m | harkets reflect the outcomes expect
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Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer ("Gen-tailer)
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Percentage of participants who agree that prices in the following electricity m
Organisation type
All respondents
Both generator and electricity retailer ("Gen-tailer)
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There is a reliable supply of electricity each day
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| Organisation type
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Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer ("Gen-tailer)
Percentage of participants who agree that prices in the following electricity m
Organisation type
All respondents
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There is a reliable supply of electricity each day
Organisation type
All respondents
All survey respondents excluding gen-tailers
Both generator and electricity retailer ("Gen-tailer)
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Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer ("Gen-tailer)
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| Organisation type
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Both generator and electricity retailer ("Gen-tailer)
Primarily an electricity retailer ("Gen-tailer)
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Primarily an electric | harkets reflect the outcomes expect
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Over the next 10 years the electricity system will strike Organisation type		Year	Agree	Disa	agree N/A	Neither	agree or disagree	Strongly agree	e Strongly disagre	e Count (n
All respondents		2022/23		27	36	6		3		.0 1
All survey respondents excluding gen-tailers		2022/23		21	29	6		9		9
Both generator and electricity retailer ("Gen-tailer)		2022/23		6	7	0		4		1
Primarily an electricity retailer		2022/23		2	4	1		4		1
EDB		2022/23		9	5	0		8	1	3
The New Zealand electricity market ensures electricity i	generated efficiently							. .		- ·
Organisation type All respondents		Year 2022/23	Agree	Disa 46	agree N/A 24	6 Neither		Strongly agree	Strongly disagre 4	e Count (n= 7 1
All survey respondents excluding gen-tailers		2022/23		37	22	5		1		5
Both generator and electricity retailer ("Gen-tailer)		2022/23		9	2	1		0		2
Primarily an electricity retailer		2022/23		1	5	2		2	2	0
EDB		2022/23		11	4	2		4	4	1
The New Zealand electricity market ensures electricity i	s transmitted efficiently									
Organisation type	·····	Year	Agree		agree N/A				Strongly disagre	
All respondents		2022/23		49	10	11		2 1		2 1
All survey respondents excluding gen-tailers		2022/23		42 7	7 3	9 2		4		2
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer		2022/23 2022/23		4	1	2		4		
EDB		2022/23		10	2	1		9		1
The New Zealand electricity market ensures electricity i	s distributed efficiently	_								
Organisation type	astributed enciently	Year	Agree	Disa	agree N/A	Neither	agree or disagree	Strongly agree	Strongly disagre	e Count (n=
All respondents		2022/23		40	27	9	3	0	7	5 1
All survey respondents excluding gen-tailers		2022/23		32	20	8		6		4
Both generator and electricity retailer ("Gen-tailer)		2022/23		8	7	1				1
Primarily an electricity retailer		2022/23		2	5	2		2		1
EDB		2022/23		10	5	0		6	4	1
New Zealand's wholesale market efficiently coordinates	electricity production and consumption.									
Organisation type All respondents		Year 2022/23	Agree	Disa 50	agree N/A 16	Neither 10		Strongly agree	Strongly disagre	e Count (n=
All survey respondents excluding gen-tailers		2022/23		40	13	10		4 1		9
Both generator and electricity retailer ("Gen-tailer)		2022/23		10	3	0		3		1
Primarily an electricity retailer		2022/23		4	3	1		0	D	4
EDB		2022/23		10	4	2	<u>'0'</u>	3	5	2
New Zealand's hedge market efficiently coordinates ele	ctricity production and consumption.									
Organisation type		Year 2022/23	Agree		agree N/A		agree or disagree		e Strongly disagre	
III respondents III survey respondents excluding gen-tailers		2022/23 2022/23		21 10	21	30 29		4		.6 1 .5
Both generator and electricity retailer ("Gen-tailer)		2022/23		10	4	1		3		1
Primarily an electricity retailer		2022/23		1	3	2		1		5
EDB		2022/23		3	3	11		6		2
New Zealand's wholesale market efficiently facilitates ti	mely investment in the electricity system.									
Organisation type	, mestilent in the electricity system.	Year	Agree	Disa	agree N/A	Neither	agree or disagree	Strongly agree	e Strongly disagre	e Count (n=
All respondents		2022/23		22	32	12		7	6 1	.9 1
All survey respondents excluding gen-tailers		2022/23		10	27	12		4		.9
Both generator and electricity retailer ("Gen-tailer)		2022/23	NU	12	5	0		3		0
Primarily an electricity retailer EDB		2022/23 2022/23	CN	2 3	1 5	1 6		6		7 3
		-, ()		-	-	-		-	-	-
New Zealand's hedge market efficiently facilitates timel Organisation type	Investment in the electricity system.	Year	Agree	Disa	agree N/A	Neither	agree or disagree	Strongly agree	e Strongly disagre	e Count (n=
All respondents	C C	2022/23		22	17	28		9	3 1	.9 1
All survey respondents excluding gen-tailers		2022/23		12	14	27		3		9
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer		2022/23 2022/23		10 1	3 3	1 2		6 1		0 5
EDB	0.	2022/23		4	2	11		5		3
Competition between electricity retailers promotes effi	ciency within retail operations									
Organisation type		Year	Agree	Disa	agree N/A	Neither	agree or disagree	Strongly agree		e Count (n=
All respondents All survey respondents excluding gon toilors		2022/23 2022/23		35 21	27 27	6 6		8 1	3 1	.9 1 .7
Both generator and electricity retailer ("Gen-tailer)		2022/23		14	0	0		1		2
Primarily an electricity retailer		2022/23		0	3	1				4
DB	NO	2022/23		4	9	2				4
Competition between electricity retailers promotes effi Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	100									

Organisation type	sector to low emis Year	Strongly disagree	Disagree	M	either agree or di Agree	Strongly or N/A	-	Count (n=)
All respondents	Year 2022/23	Strongly disagree 8%	-	N 34%	either agree or di Agree 18% 2	Strongly ai N/A 7% 9%	3%	Lount (n=) 118
All respondents All survey respondents excluding gen-tailers	2022/23	10%		34% 34%		7% <u>9%</u> 1% 7%	5% 4%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%		33%		3% 19%	0%	21
Primarily an electricity retailer	2022/23			42%		3% 8%	8%	12
EDB	2022/23	12%	:	27%	8% 4	5% 4%	4%	26
The electricity system will maintain reliability through the transition to low-	amissions on argu							
Organisation type	Year	Strongly disagree	Disagree	N	either agree or di Agree	Strongly at N/A	c	Count (n=)
All respondents	2022/23		-	26%		9% 8%	3%	118
All survey respondents excluding gen-tailers	2022/23	10%	:	26%	28% 2	5% 7%	4%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	:	29%	10% 4	3% 10%	0%	21
Primarily an electricity retailer	2022/23	8%		8%	17% 5	0% 8%	8%	12
EDB	2022/23	12%	:	23%	31% 2	7% 4%	4%	26
The electricity industry is meeting consumers' needs								
Organisation type	Year	Strongly disagree	Disagree	N	either agree or di Agree	Strongly at N/A	C	ount (n=)
All respondents	2022/23	11%		30%		5% 8%	2%	118
All survey respondents excluding gen-tailers	2022/23	9%		35%	15% 3	L% 7%	2%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	19%		5%	14% 5	2% 10%	0%	21
Primarily an electricity retailer	2022/23	42%	:	33%	0%	3% 8% 🔶	8%	12
EDB	2022/23	4%	:	31%	12% 3	3% 12%	4%	26
The electricity industry will meet consumers' evolving needs in the future								
Organisation type	Year	Strongly disagree	Disagree	N	either agree or di Agree	Strongly at N/A	c	Count (n=)
All respondents	2022/23		-	25%		3% 11%	3%	118
All survey respondents excluding gen-tailers	2022/23	7%		26%		10%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%		19%	<u> </u>	3% 14%	0%	21
Primarily an electricity retailer	2022/23	17%		25%	33%	3% 8%	8%	12
EDB	2022/23	4%		19%	27% 3	L% 15%	4%	26
I have confidence in the role the FA view or left-lift of the statistic								
I have confidence in the role the EA plays as kaitiaki of the electricity sector Organisation type	Year	Strongly disagree	Disagree	N	either agree or di Agree	Strongly at N/A	c	Count (n=)
All respondents	2022/23	12%		25%		5% 3%	3%	118
All survey respondents excluding gen-tailers	2022/23			27% _*		L% 3%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23			14%		3% 5%	0%	21
Primarily an electricity retailer	2022/23	33%		33%		3% 17%	0%	12
EDB	2022/23	12%		27%	V	3% 0%	0%	26
				_				
The electricity sector operates efficiently	Neer	Character d'an and				Character and A		
Organisation type	Year	Strongly disagree			either agree or di Agree	Strongly at N/A		Count (n=)
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	10%		24% 26%		L% 7% 3% 4%	3% 3%	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%		20% 14%		3% 4% 3% 19%	5% 0%	21
Primarily an electricity retailer	2022/23			25%		3% <u>1</u> 5% 3% 8%	8%	12
EDB	2022/23			31%		L% 4%	0%	26
	C.							
The electricity system delivers a high level of reliability								
Organisation type	Year	Strongly disagree			either agree or di Agree	Strongly at N/A		Count (n=)
All respondents	2022/23			8%		0% 19%	1%	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	3%		9% 5%		3% 14% 3% 43%	1% 0%	97
Primarily an electricity retailer	2022/23	8%		5% 8%		3% 43% 3% 17%	8%	12
EDB	2022/23	4%		8%		2% 8%	0%	26
The EA actively monitors market outcomes								
Organisation type	Year	Strongly disagree			either agree or di Agree	Strongly at N/A		Count (n=)
Organisation type All respondents	2022/23	8%	:	10%	19% 5	L% 9%	3%	118
Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	8% 9%	:	10% 11%	19% 5 21% 4	1% 9% 3% 6%	3% 4%	118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23	8% 9% 0%	:	10% 11% 5%	19% 5 21% 4 10% 6	1% 9% 3% 6% 2% 24%	3% 4% 0%	118 97 21
Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	8% 9%	:	10% 11%	19% 5 21% 4 10% 6 17% 5	1% 9% 3% 6%	3% 4%	118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25%	:	10% 11% 5% 25%	19% 5 21% 4 10% 6 17% 5	1% 9% 3% 6% 2% 24% 3% 17%	3% 4% 0% 8%	118 97 21 12
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour	2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12%	:	10% 11% 5% 25% 8%	19% 5 21% 4 10% 6 17% 5 0% 5	1% 9% 3% 6% 2% 24% 3% 17% 1% 8%	3% 4% 0% 8% 19%	118 97 21 12 26
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree	Disagree	10% 11% 5% 25% 8%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree	1% 9% 3% 6% 2% 24% 3% 17% 4% 8% Strongly a _i N/A	3% 4% 0% 8% 19%	118 97 21 12 26 Count (n=)
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23	8% 9% 0% 25% 12% Strongly disagree 7%	Disagree	10% 11% 5% 25% 8% N 11%	19% 5 21% 4 10% 6 17% 5 0% 5 either agree or di Agree 23% 4	1% 9% 3% 6% 2% 24% 3% 17% 4% 8% Strongly at N/A 5% 11%	3% 4% 0% 8% 19% C 3%	118 97 21 12 26 Count (n=) 118
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7%	Disagree	10% 11% 5% 25% 8% N 11% 12%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5%	3% 4% 0% 8% 19% 0 3% 3%	118 97 21 12 26 Count (n=) 118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4	1% 9% 3% 6% 2% 24% 3% 17% 3% 3% Strongly aį N/A 5% 11% 5% 5% 3% 38%	3% 4% 0% 8% 19% 0%	118 97 21 12 26 Count (n=) 118 97 21
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17%	Disagree	10% 11% 5% 25% 8% N 11% 12%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5%	3% 4% 0% 8% 19% 0 3% 3%	118 97 21 12 26 Count (n=) 118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 33%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4	1% 9% 3% 6% 24% 24% 3% 17% 4% Strongly a _l N/A 5% 11% 5% 5% 3% 5% 3% 38% 0% 17%	3% 4% 0% 8% 19% 0% 3% 0% 8%	118 97 21 12 26 Count (n=) 118 97 21 12
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 33% 4%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 27% 4 5% 4 25% 6	1% 9% 3% 6% 2% 24% 3% 17% 3% 5% 5% 11% 5% 5% 3% 38% 3% 17% 2% 0%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 33% 4%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4 25% 1 23% 6 either agree or di Agree	1% 9% 3% 6% 2% 24% 3% 17% 3% 17% 3% 5% 5% 11% 5% 11% 5% 5% 3% 38% 9% 17% 2% 0% Strongly aj N/A	3% 4% 0% 8% 19% 3% 3% 0% 8% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=)
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 33% 4% N 25%	19% 5 21% 4 10% 6 17% 3 0% 5 23% 4 23% 4 23% 4 25% 4 23% 6 23% 6 23% 6	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 8% 3% 38% 3% 38% 3% 0% Strongly aj N/A 0% Strongly aj N/A 11% 5% 11%	3% 4% 0% 8% 19% 0% 3% 0% 8% 0% 0%	118 97 21 12 26 Count (n=) 118 20 21 12 26 Count (n=) 118
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11%	Disagree	10% 111% 5% 25% 8% N 11% 12% 5% 33% 4% N 25% 27%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 25% 4 25% 6 either agree or di Agree 23% 23% 6 23% 2 28% 2	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly at N/A 5% 11% 5% 38% 3% 7% Strongly at N/A Strongly at N/A Strongly at N/A 5% 11% 3% 7%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 8% 0% 8% 0% 0% 2% 0% 2% 0% 2% 0% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11%	Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 33% 4% N 25%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4 23% 6 23% 6 either agree or di Agree 25% 2 28% 2 28% 2 14% 4	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 8% 3% 38% 3% 38% 3% 0% Strongly aj N/A 0% Strongly aj N/A 11% 5% 11%	3% 4% 0% 8% 19% 0% 3% 0% 8% 0% 0%	118 97 21 12 26 Count (n=) 118 20 21 12 26 Count (n=) 118
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type 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) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11%	Disagree	10% 111% 5% 25% 8% 8% N 11% 12% 5% 33% 4% 8% 25% 27% 14%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4 23% 6 either agree or di Agree 23% 6 either agree or di Agree 25% 2 28% 2 28% 2	1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 0% 17% 2% 0% Strongly aj N/A 7% 11% 3% 29%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 8% 0%	118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type 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-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0%	Disagree	10% 111% 5% 25% 8% 8% N 11% 12% 5% 33% 4% 8% 12% 5% 33% 4% 12% 5% 33%	19% 5 21% 4 10% 6 17% 5 either agree or di Agree 23% 4 27% 4 5% 4 23% 6 either agree or di Agree 23% 6 either agree or di Agree 25% 2 28% 2 28% 2	1% 9% 3% 6% 2% 24% 3% 17% 1% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 9% 17% 2% 0% Strongly aj N/A 7% 11% 1% 7% 3% 29% 0% 17%	3% 4% 0% 8% 19% 3% 3% 3% 0% 8% 0% 0% 5% 6% 8%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8%	Disagree	10% 11% 5% 25% 8% N 11% 5% 33% 4% N N 25% 4% 27% 14% 33% 22%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 25% 4 25% 6 either agree or di Agree 25% 23% 2 24% 2 25% 2 28% 2 14% 4 0% 1 35% 3	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 5% 11% 5% 5% 3% 38% 0% 17% 2% 0% Strongly aj N/A 1% 5% 11% 3% 29% 9% 17% 1% 4%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 8% 0% 3% 0% 6% 8% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Organisation type 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 EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8%	Disagree Disagree Disagree	10% 11% 5% 25% 8% 8% 11% 12% 5% 33% 4% 8% 8% 11% 12% 5% 33% 27% 14% 33% 22% 8% 8% 8% 8% 8% 8% 8% 11% 12% 12% 12% 12% 12% 12% 12% 12% 12	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 27% 4 5% 4 23% 6 either agree or di Agree 23% 23% 6 23% 2 24% 2 28% 2 14% 4 0% 1 35% 3 either agree or di Agree 1	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 9% 17% 2% 0% Strongly aj N/A 7% 11% 3% 29% 3% 29% 3% 17% 1% 4% Strongly aj N/A	3% 4% 0% 19% 19% 3% 3% 0% 8% 0% 0% 0% 2% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=)
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Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("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 retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24%	Disagree Disagree Disagree	10% 11% 5% 25% 8% 11% 5% 5% 33% 4% 25% 27% 14% 33% 27% 33% 27% 33% 8% 25% 5% 5% 33%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 27% 4 5% 4 25% 1 23% 6 25% 2 28% 2 14% 4 0% 3 35% 3 either agree or di Agree 1 14% 1 12% 1 12% 1 19% 5	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 3% 17% 2% 0% Strongly aj N/A 7% 11% 3% 29% 9% 17% 1% 4% Strongly aj N/A 7% 3% 29% 3% 27% 2% 28 5%	3% 4% 0% 19% 2% 3% 3% 0% 8% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 26 Count (n=) 118 26 Count (n=) 12 26 Count (n=) 12 Count (n=) 21 Count (
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Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24% 5%	Disagree Disagree Disagree	10% 11% 5% 25% 8% 11% 5% 5% 33% 4% 25% 27% 14% 33% 27% 33% 27% 33% 8% 25% 5% 5% 33%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 23% 4 23% 4 23% 4 25% 2 23% 6 25% 2 28% 2 14% 4 0% 3 35% 3 either agree or di Agree 14% 12% 1 12% 1 19% 5 0% 1	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 3% 17% 2% 0% Strongly aj N/A 7% 11% 3% 29% 9% 17% 1% 4% Strongly aj N/A 7% 3% 29% 3% 27% 2% 28 5%	3% 4% 0% 19% 2% 3% 3% 0% 8% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 26 Count (n=) 118 26 Count (n=) 12 26 Count (n=) 12 Count (n=) 21 Count (
Organisation type All respondents All survey respondents excluding gen-tailers Soft generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Soft generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Wew entrant retailers can operate on a level playing field with established r Organisation type All respondents All survey respondents EDB	2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24% 5%	Disagree Disagree Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 4% 27% 14% 33% 22% 27% 14% 33% 23% 36% 14% 33%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 27% 4 5% 4 25% 6 23% 6 either agree or di Agree 25% 28% 2 14% 4 0% 6 35% 3 either agree or di Agree 14% 12% 1 12% 1	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 38% 5% 38% 5% 0% 5% 17% 2% 0% 5% 11% 3% 28% 5% 17% 11% 7% 3% 29% 9% 17% 1% 4% Strongly aj N/A 5% 3% 2% 5% 3% 2% 3% 2% 5% 5% 5% 0%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 0% 2% 0% 2% 0% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 22 26 Count (n=) 118 97 21 22 26
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant retailers can operate on a level playing field with established r Organisation type 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 EDB New entrant generators can operate on a level playing field with established Organisation type	2022/23 2022/3	8% 9% 0% 25% 12% Strongly disagree 7% 7% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24% 5% 58%	Disagree Disagree Disagree Disagree	10% 11% 5% 5% 8% N 11% 5% 5% 3% 4% N 25% 4% 25% 14% 33% 23% N 25% 14% 33% N N N N N N N	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 23% 4 23% 4 23% 4 23% 6 either agree or di Agree 25% 23% 6 25% 2 28% 2 14% 4 0% 3 a35% 3 either agree or di Agree 14% 12% 1 12% 1 either agree or di Agree 1 12% 1	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 8% Strongly aj N/A 5% 11% 5% 5% 3% 38% 9% 17% 2% 0% Strongly aj N/A 7% 3% 29% 9% 17% 1% 4% Strongly aj N/A 2% 2% 5% 3% 2% 3% 2% 3% 2% 5% 5% 3% 2% 5% 5% 3% 2% 5% 3% 3% 4% Strongly aj N/A	3% 4% 0% 8% 19% 3% 3% 3% 3% 3% 8% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 8% 15%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 21 12 26 Count (n=) 12 26 Count (n=) 26 Count (n=) 27 21 26 Count (n=) 26 Count (n=) 26 Co
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA holds participants to account for their actions Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New entrant retailers can operate on a level playing field with established r Organisation type 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 retailer ("Gen-tailer)	2022/23 2022/23	8% 9% 0% 25% 12% Strongly disagree 7% 7% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24% 5% 58%	Disagree Disagree Disagree	10% 11% 5% 25% 8% N 11% 12% 5% 4% 27% 14% 33% 22% 27% 14% 33% 23% 36% 14% 33%	19% 5 21% 4 10% 6 17% 3 0% 5 either agree or di Agree 23% 23% 4 27% 4 5% 4 25% 2 23% 6 either agree or di Agree 25% 25% 2 28% 2 14% 4 0% 3 either agree or di Agree 14% 14% 1 12% 1 12% 1 either agree or di Agree 12% 12% 1	1% 9% 1% 9% 3% 6% 2% 24% 3% 17% 3% 17% 3% 5% 5% 11% 5% 5% 3% 38% 3% 17% 2% 0% Strongly aj N/A 1% 7% 3% 29% 0% 17% 1% 4% Strongly aj N/A 5% 3% 29% 3% 2% 5% 3% 2% 2% 5% 3% 2% 2% 5% 3% 4%	3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 0% 0% 2% 0% 2% 0% 2% 2% 19% 10% 5% 8%	118 97 21 12 26 Count (n=) 118 97 21 26 Count (n=) 118 97 21 22 26 Count (n=) 118 97 21 22 26

Primarily an electricity retailer EDB	2022/22							
EDB	2022/23 2022/23	17% 19%	42% 15%	17% 23%	0% 15%	0% 12%	25% 15%	12 26
	2022/23	19%	15%	23%	15%	12%	15%	20
The electricity regulatory environment supports incorporation								
Organisation type All respondents	Year 2022/23	Strongly disagree		Neither agree or di	-	Strongly at N/		ount (n=)
All respondents All survey respondents excluding gen-tailers	2022/23	13%	42%	25%	14%	3%	4% 5%	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	33%	24%	38%	0%	0%	21
Primarily an electricity retailer	2022/23	25%	42%	25%	0%	0%	8%	12
EDB	2022/23	15%	35%	23%	8%	12%	8%	26
The current market settings encourage innovation in genera	tion							
Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a: N/	A C	ount (n=)
All respondents	2022/23	7%	31%	31%	17%	4%	10%	118
All survey respondents excluding gen-tailers	2022/23	7%	35%	29%	14%	3%	11%	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23	5% 0%	14% 50%	38%	29% 0%	10% 0%	5% 17%	21 12
EDB	2022/23	8%	27%		19%	12%	17%	26
	,							
The current market setting encourage innovation in distribut							\sim	
Organisation type All respondents	Year 2022/23	Strongly disagree 14%	Disagree 35%	Neither agree or di 31%	Agree 12%	//Strongly a، N 3% 🍆	A C	ount (n=) 118
All survey respondents excluding gen-tailers	2022/23	13%	36%	27%	12%	3%	8%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	14%	29%	48%	10%	0%	0%	21
Primarily an electricity retailer	2022/23	17%	42%	25%	0%	0%	17%	12
EDB	2022/23	12%	19%	35%	23%	12%	0%	26
The current market setting encourage innovation in consum	er-facing services							
Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly at N/	A C	ount (n=)
All respondents	2022/23	9%	24%	- 28%	23%	8%	8%	118
All survey respondents excluding gen-tailers	2022/23	9%	26%	28%	21%	6%	10%	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23	10% 25%	14%	29% 33%	33%	14% 8%	0% 8%	21
Primarily an electricity retailer EDB	2022/23 2022/23	25%	25% 27%	23%	0% 19%	8% 15%	8% 12%	12 26
	2022/23		2,70		_3/3			20
he current market setting encourage innovation in transmis								
Organisation type	Year	Strongly disagree	-	Neither agree or di		Strongly at N/		ount (n=)
II respondents II survey respondents excluding gen-tailers	2022/23 2022/23	6% 6%	21%	38% 34%	14% 14%	2% 2%	19% 22%	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	19%	57%	14%	0%	5%	21
Primarily an electricity retailer	2022/23	8%	33%	33%	8%	0%	17%	12
DB	2022/23	4%	15%	46%	12%	4%	19%	26
Competition between electricity generators ensures wholesa	ala manifest unicas ana sat at an affi	aiont laval						
Drganisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a: N/	A C	ount (n=)
All respondents	2022/23	18%	23%	10%	33%	8%	8%	118
All survey respondents excluding gen-tailers	2022/23	21%	24%	11%	30%	4%	10%	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 20 <mark>2</mark> 2/23	5% 42%	19% 17%	5% 8%	48% 8%	24% 0%	0% 25%	21
DB	2022/23	19%	15%	12%	35%	4%	15%	26
		•						
					Agroo			
Competition between electricity generators ensures they bu			Disagree	Neither agree or di		Strongly av N/	۸ C	ount (n-)
Organisation type	ild the most efficient power static Year 2022/23	Strongly disagree 15%	Disagree 17%	Neither agree or di 21%	28%	//Strongly a، N 10%	A C 8%	ount (n=) 118
Drganisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23	Strongly disagree 15% 18%	17% 18%	21% 24%	28% 24%	10% 7%	8% 10%	118 97
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5%	17% 18% 14%	21% 24% 10%	28% 24% 48%	10% 7% 24%	8% 10% 0%	118 97 21
Organisation type All respondents All survey respondents excluding gen-tailers Soth generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2022/23 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5% 42%	17% 18% 14% 8%	21% 24% 10% 25%	28% 24% 48% 0%	10% 7% 24% 0%	8% 10% 0% 25%	118 97 21 12
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5%	17% 18% 14%	21% 24% 10%	28% 24% 48%	10% 7% 24%	8% 10% 0%	118 97 21
Drganisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between retailers ensures that consumer prices	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5% 42% 19% electricity companie:	17% 18% 14% 8% 8%	21% 24% 10% 25% 23%	28% 24% 48% 0% 31%	10% 7% 24% 0% 12%	8% 10% 0% 25% 8%	118 97 21 12 26
Organisation type NI respondents NI survey respondents excluding gen-tailers Soth generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between retailers ensures that consumer prices Organisation type	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5% 42% 19% electricity companie: Strongly disagree	17% 18% 14% 8% 8% Disagree	21% 24% 10% 25% 23% Neither agree or di	28% 24% 48% 0% 31%	10% 7% 24% 0% 12% Strongly at N/	8% 10% 0% 25% 8%	118 97 21 12 26 ount (n=)
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer EDB Competition between retailers ensures that consumer prices Organisation type All respondents	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 42% 42% 19% electricity companie Strongly disagree 21%	17% 18% 14% 8% 8% Disagree 24%	21% 24% 10% 25% 23% Neither agree or di 21%	28% 24% 48% 0% 31% Agree 19%	10% 7% 24% 0% 12% Strongly at N/A 8%	8% 10% 25% 8% A Co 7%	118 97 21 12 26 ount (n=) 118
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) orimarily an electricity retailer EDB Competition between retailers ensures that consumer prices Organisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Strongly disagree 15% 18% 5% 42% 19% electricity companie: Strongly disagree	17% 18% 14% 8% 8% Disagree	21% 24% 10% 25% 23% Neither agree or di	28% 24% 48% 0% 31%	10% 7% 24% 0% 12% Strongly at N/	8% 10% 0% 25% 8%	118 97 21 12 26 ount (n=)
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Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between retailers ensures that consumer prices Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Percentage of participants who agree that prices in the follor Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Percentage of participants who agree that prices in the follor Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Percentage of participants who agree that prices in the follor Organisation type All survey respondents excluding gen-tailers Both generator and electricity retailer EDB Percentage of participants who agree that prices in the follor Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	ving electricity markets reflect th Year 2022/23 2022/	Strongly disagree 15% 18% 18% 42% 19% electricity companie Strongly disagree 21% 24% 10% 23% e outcomes expecter Strongly disagree 14% 10% 23% e outcomes expecter Strongly disagree 14% 10% 5% 33% 5% 33% 15% e outcomes expecter 5% 33% 15% e outcomes expecter 5% 33% 15% 20% 0%	17% 18% 14% 8% 8% 14% Disagree 24% 27% 10% 25% 31% in a workably o Disagree 15% 19% in a workably o Disagree 15% 15% 14% 33% 8% in a workably o Disagree 16% 14% 24%	21% 24% 10% 25% 23% Neither agree or di 21% 24% 19% 0mpetitive market Neither agree or di 20% 23% 10% 0% 23% 00% 23% 0% 24% 19% 0% 24% 19% 0% 23% 0% 23% 0% 23% 0% 23% 0% 23% 0% 23% 0% 24% 19% 0% 23% 0% 0% 23% 0% 23% 0% 0% 23% 0% 0% 23% 0% 0% 23% 0% 0% 0% 23% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	28% 24% 48% 0% 31% 12% 48% 0% 12% 8 Retail marl Agree 25% 20% 52% 8% 20% 52% 8% 27% 52% 8% 27% 52% 8% 27% 52% 8% 27% 52% 8% 27% 52% 8% 27% 52% 8% 20% 38% 8% 33% 8% 33% 52% 52% 52% 52% 52% 52% 52% 52% 52% 52	10% 7% 24% 0% 12% Strongly aj N/. 8% 5% 24% 12% Strongly aj N/. 8% 6% 19% 17% 12% et Strongly aj N/. 6% 2% 24% 0% 4% Ket, including Strongly aj N/. 3% 5%	8% 10% 0% 25% 8% 7% 8% 0% 10% 10% 10% 11% 5% 8% 10% 11% 5% 8% 10% 11% 5% 8% 10% 11% 5% 8% 23% ASX and C 26% 29% 14%	118 97 21 12 26 ount (n=) 118 97 21 118 97 21 118 97 21 118 97 21
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All respondents								
	2022/23	6%	7%	35%	19%	5%	28%	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	7% 0%	7% 5%	33% 43%	18% 29%	3% 14%	32% 10%	97
Primarily an electricity retailer	2022/23	8%	0%	67%	0%	0%	25%	12
EDB	2022/23	8%	8%	15%	19%	12%	38%	26
There is a valiable supply of classicity cosh day								
There is a reliable supply of electricity each day Organisation type	Year Strong	ly disagree Disag	ree Neithe	er agree or di Ag	ree	Strongly a: N/A	c	ount (n=)
All respondents	2022/23	1%	9%	14%	46%	29%	1%	118
All survey respondents excluding gen-tailers	2022/23	1%	10%	15%	48%	24%	1%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	5%	10%	33%	52%	0%	21
Primarily an electricity retailer	2022/23	0%	0%	17%	42%	33%	8%	12
EDB	2022/23	0%	12%	15%	54%	19%	0%	26
There is enough electricity to meet ongoing needs								
Organisation type		ly disagree Disag		er agree or di Ag	ree S	Strongly a _l N/A		ount (n=)
All respondents	2022/23	6%	31%	17%	35%	9%	2%	118
All survey respondents excluding gen-tailers	2022/23	6%	33%	18%	32%	9%	2%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	24%	14%	48%	10%	0%	21
Primarily an electricity retailer EDB	2022/23 2022/23	0% 12%	42% 27%	25% 8%	8% 35%	17% 15%	8% 4%	12
	2022,20			0,0			.,,,	
The current electricity market arrangements ensure an appropriate balan			n a state					
Organisation type All respondents	Year Strong 2022/23	ly disagree Disag 6%	25%	er agree or di Ag 31%	31%	Strongly at N/A	3%	ount (n=) 118
All survey respondents excluding gen-tailers	2022/23	7%	29%	31%	27%	3%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	10%	29%	52%	10%	0%	21
Primarily an electricity retailer	2022/23	8%	42%	33%	8%	0%	8%	12
EDB	2022/23	4%	23%	27%	42%	4%	0%	26
		.,.				.,,,	0,0	20
Over the next 10 years the electricity system will strike a balance between Organisation type		ıly disagree Disag	ree Noith	er agree or di Ag	ree	Strongly at N/A	~	ount (n=)
Organisation type All respondents	2022/23	siy disagree Disag 8%	gree Neithe	28%	ree : 23%	Strongly al N/A 5%	5%	ount (n=) 118
All respondents All survey respondents excluding gen-tailers	2022/23	9%	31%	30%	23%	3%	5% 6%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	33%	19%	22%	14%	0%	21
Primarily an electricity retailer	2022/23	8%	33%	33%	17%	0%	8%	12
EDB	2022/23	12%	19%	31%	35%	4%	0%	26
The New Zealand electricity market ensures electricity is generated efficie Organisation type		ly disagree Disag	ree Neithe	er agree or di Ag	ree S	Strongly at N/A	c	ount (n=)
All respondents	2022/23	6%	20%	18%	39%	12%	5%	118
All survey respondents excluding gen-tailers	2022/23	5%	23%	22%	38%	7%	5%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	10%	0%	43%	33%	5%	21
Primarily an electricity retailer	2022/23	0%	42%	17%	8%	17%	17%	12
EDB	2022/23	4%	15%	15%	42%	15%	8%	26
The New Zealand electricity market ensures electricity is transmitted effic	ciently							
Organisation type		ly disagree Disag	ree Neithe	er agree or di Ag	ree S	Strongly a _l N/A	c	ount (n=)
All respondents	2022/23	2%	8%	27%	42%	12%	9%	118
All survey respondents excluding gen-tailers	2022/23	2%	7%	29%	43%	9%	9%	97
						A 4 4 /		
	2022/23	0%	14%	19%	33% 33%	24% 8%	10%	21
Primarily an electricity retailer					33% 33% 38%	24% 8% 12%		21 12 26
Primarily an electricity retailer EDB	2022/23 2022/23 2022/23	0% 0%	14% 8%	19% 33%	33%	8%	10% 17%	12
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici	2022/23 2022/23 2022/23	0% 0% 4%	14% 8% 8%	19% 33% 35%	33% 38%	8% 12%	10% 17% 4%	12 26
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type	2022/23 2022/23 2022/23 iiently Year Strong	0% 0% 4% sly disagree Disag	14% 8% 8% gree Neithe	19% 33% 35% er agree or di Ag	33% 38%	8% 12% Strongly aį N/A	10% 17% 4%	12 26
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents	2022/23 2022/23 2022/23 2022/23	0% 0% 4% sly disagree Disag 4%	14% 8% 8% gree Neithe 23%	19% 33% 35% er agree or di Ag 25%	33% 38% ree \$	8% 12% Strongly aį N/A 6%	10% 17% 4% C	12 26 Count (n=) 118
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	0% 0% 4% sly disagree Disag 4% 4%	14% 8% 8% 23% 21%	19% 33% 35% er agree or di Ag 25% 27%	33% 38% rree 9 34% 33%	8% 12% Strongly aj N/A 6% 7%	10% 17% 4% C 8% 8%	12 26 Count (n=) 118 97
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23 2022/23	0% 0% 4% sly disagree Disag 4%	14% 8% 8% gree Neithe 23%	19% 33% 35% er agree or di Ag 25%	33% 38% ree \$	8% 12% Strongly aį N/A 6%	10% 17% 4% C	12 26 Count (n=) 118
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	0% 0% 4% ily disagree Disag 4% 4% 5%	14% 8% 8% 23% 21% 33%	19% 33% 35% er agree or di Ag 25% 27% 19%	33% 38% ree \$ 34% 33% 38%	8% 12% Strongly a _i N/A 6% 7% 0%	10% 17% 4% 0 8% 8% 5%	12 26 Count (n=) 118 97 21
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	0% 0% 4% tly disagree Disag 4% 4% 5% 8%	14% 8% 8% 23% 21% 33% 42%	19% 33% 35% er agree or di Ag 25% 27% 19% 17%	33% 38% rree 5 34% 33% 38% 17%	8% 12% Strongly a _i N/A 6% 7% 0% 0%	10% 17% 4% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	12 26 count (n=) 118 97 21 12
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's wholesale market efficiently coordinates electricity produ	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	0% 0% 4% tly disagree Disag 4% 4% 5% 8%	14% 8% 8% 23% 21% 33% 42% 19%	19% 33% 35% er agree or di Ag 25% 27% 19% 17%	33% 38% ree 5 34% 33% 38% 17% 38%	8% 12% Strongly a _i N/A 6% 7% 0% 0%	10% 17% 4% 5% 5% 17% 0%	12 26 count (n=) 118 97 21 12
Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed effici Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's wholesale market efficiently coordinates electricity produ Organisation type All respondents	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	0% 0% 4% ly disagree Disag 4% 5% 8% 8% 4%	14% 8% 8% 23% 21% 33% 42% 19% xree Neithe 14%	19% 33% 35% er agree or di Ag 25% 27% 19% 17% 23%	33% 38% 34% 33% 33% 38% 17% 38% ree 5 42%	8% 12% Strongly at N/A 6% 7% 0% 0% 15%	10% 17% 4% 8% 5% 17% 0%	12 26 00unt (n=) 118 97 21 12 26 00unt (n=) 118
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Organisation type Year Strongly di Disagree Neither ag Agree Strongly ag I		Count (n=)	
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Primarily an electricity retailer	2021/22	53%	13%	0%	7%	0%	27%	15
EDB	2021/22	23%	12%	23%	15%	8%	19%	26
The electricity regulatory environment supports incorporation	of new business models and technology in	a timely manner						
Organisation type	Year	Strongly di Disagree	e Ne	either ag Ag	gree S	trongly at N/	A (Count (n=)
All respondents	2021/22	16%	26%	21%	25%	3%	10%	114
All survey respondents excluding gen-tailers	2021/22	18%	30%	19%	19%	2%	11%	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	<u> </u>	10% 27%	29% 7%	48% 13%	5% 0%	5% 27%	21 15
EDB	2021/22	15%	23%	35%	13%	4%	4%	26
		10/0	20/0	00/0	20/0	.,,,	.,,,	
The current market settings encourage innovation in generation	n							
Organisation type	Year	Strongly di Disagree		either ag Ag		trongly as N/		Count (n=)
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	<u> </u>	32% 33%	22% 20%	23% 22%	4% 3%	13% 14%	114 93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	24%	29%	29%	10%	14%	21
Primarily an electricity retailer	2021/22	13%	33%	27%	0%	0%	27%	15
EDB	2021/22	12%	19%	19%	23%	4%	23%	26
								U
The current market setting encourage innovation in distribution	-	Strengtu di Disegnes		ither og Ag		monalu or N/		
Organisation type All respondents	Year 2021/22	Strongly di Disagree 11%	33%	either ag Ag 30%	14%	/trongly aչ N 2% 🍆	A 11%	Count (n=) 114
All survey respondents excluding gen-tailers	2021/22	11%	34%	30%	14%	1%	10%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10%	29%	29%	14%	5%	14%	21
Primarily an electricity retailer	2021/22	7%	33%	33%	0%	0%	27%	15
EDB	2021/22	12%	23%	35%	23%	4%	4%	26
The current market setting encourage innovation in consumer-	lacing convisos							
Organisation type	Year	Strongly di Disagree	e Ne	either ag Ag	ree S	trongly at N/	A (Count (n=)
All respondents	2021/22	12%	18%	27%	28%	6%	8%	114
All survey respondents excluding gen-tailers	2021/22	14%	19%	29%	25%	3%	10%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	14%	19%	43%	19%	0%	21
Primarily an electricity retailer	2021/22	40%	13%	20%	13%	0%	13%	15
EDB	2021/22	8%	19%	23%	35%	4%	12%	26
The current market setting encourage innovation in transmissic	on network management		$\mathbf{}$	•				
Organisation type	Year	Strongly di Disagree	e Ne	either ag Ag	gree S	trongly a _{ N/	A (Count (n=)
All respondents	2021/22	10%	17%	35%	11%	2%	26%	114
All survey respondents excluding gen-tailers	2021/22 2021/22	10%	16% 19%	35% 33%	10% 14%	2% 0%	27% 24%	93 21
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	0%	20%	40%	0%	0%	40%	15
EDB	2021/22	23%	4%	27%	8%	4%	35%	26
Competition between electricity generators ensures wholesale	· · · · ·							
Organisation type	Year 2021/22	Strongly di Disagree 18%	e Ne 28%	either ag Ag 11%	gree S [.] 21%	/trongly a٤ N 11%	A (11%	Count (n=) 114
All respondents All survey respondents excluding gen-tailers		10%	20%	11%	21%	11%	11%	
	2021/22	20%	22%	10%	10%	0%	0%	03
	2021/22	20%	33% 5%	10% 14%	19% 29%	9% 24%	9% 19%	93 21
Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22	20% 10% 53%	33% 5% 40%	10% 14% 0%	19% 29% 0%	9% 24% 0%	9% 19% 7%	93 21 15
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22	10%	5%	14%	29%	24%	19%	21
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2021/22 2021/22 2021/22	10% 53%	5% 40%	14% 0%	29% 0%	24% 0%	19% 7%	21 15
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build	2021/22 2021/22 2021/22	10% 53%	5% 40% 31%	14% 0%	29% 0% 31%	24% 0%	19% 7% 12%	21 15
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build Organisation type	2021/22 2021/22 2021/22 the most efficient power stations Year 2021/22	10% 53% 8%	5% 40% 31%	14% 0% 12%	29% 0% 31%	24% 0% 8% trongly a _{ N/ 13%	19% 7% 12%	21 15 26
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build Organisation type All respondents All survey respondents excluding gen-tailers	2021/22 2021/22 2021/22 2021/22 the most efficient power stations Year 2021/22 2021/22	10% 53% 8% Strongly di Disagree 12% 14%	5% 40% 31% e Ne 27% 32%	14% 0% 12% either ag Ag 12% 12%	29% 0% 31% gree S: 23% 22%	24% 0% 8% trongly a _{ N/ 13% 9%	19% 7% 12% A 12% 12%	21 15 26 Count (n=) <u>114</u> 93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22 2021/22 the most efficient power stations Year 2021/22 2021/22 2021/22 2021/22	10% 53% 8% Strongly di Disagree 12% 14% 5%	5% 40% 31% 27% 32% 5%	14% 0% 12% either ag Ag 12% 12% 14%	29% 0% 31% gree Si 23% 22% 29%	24% 0% 8% trongly aţ N/ 13% 9% 33%	19% 7% 12% A 12% 12% 12% 14%	21 15 26 Count (n=) 114 93 21
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22 2021/22 2021/22 the most efficient power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22	10% 53% 8% Strongly di Disagree 12% 14% 5% 40%	5% 40% 31% 27% 32% 5% 33%	14% 0% 12% either ag Ag 12% 12% 14% 0%	29% 0% 31% 23% 22% 29% 13%	24% 0% 8% trongly a _i N/ 13% 9% 33% 0%	19% 7% 12% A 12% 12% 12% 14% 13%	21 15 26 Count (n=) <u>114</u> 93 21 15
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB Competition between electricity generators ensures they build Organisation type All respondents All survey respondents excluding gen-tailers	2021/22 2021/22 2021/22 2021/22 the most efficient power stations Year 2021/22 2021/22 2021/22 2021/22	10% 53% 8% Strongly di Disagree 12% 14% 5%	5% 40% 31% 27% 32% 5%	14% 0% 12% either ag Ag 12% 12% 14%	29% 0% 31% gree Si 23% 22% 29%	24% 0% 8% trongly aţ N/ 13% 9% 33%	19% 7% 12% A 12% 12% 12% 14%	21 15 26 Count (n=) 114 93 21
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All respondents	2021/22	4%	5%	33%	15%	7%	36%	114
All survey respondents excluding gen-tailers	2021/22	4%	6%	35%	14%	5%	34%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	0%	24%	19%	14%	43%	21
Primarily an electricity retailer	2021/22	7%	7%	27%	0%	0%	60%	15
EDB	2021/22	4%	0%	35%	8%	15%	38%	26

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Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree St	trongly a _l N/A	. Co	unt (n=)	
All respondents	2020/21	14			24	13	9	100	
All survey respondents excluding gen-tailers	2020/21	12			16	9	6	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	2		2 0	8	4	3	19	
Primarily an electricity retailer EDB	2020/21 2020/21	3		5 2 2 5	1	2	0 4	13 19	
	_020/21				-	-	·		
The electricity system will maintain reliability through the transition to low-emissions energy Organisation type	Year	Strongly disagree	Dicagree	Neither	Agree	trongly aį N/A	C -	unt (n=)	
Organisation type All respondents	Year 2020/21	Strongly disagree			Agree St 38	trongly at N/A 10	7	unt (n=) 100	
All survey respondents excluding gen-tailers	2020/21				30	6	5	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	L :		8	4	2	19	
Primarily an electricity retailer	2020/21	1		4 4	3	1	0	13	
EDB	2020/21	0) !	5 2	8	1	3	19	
The electricity industry is meeting consumers' needs									
Organisation type	Year	Strongly disagree				trongly a _l N/A		unt (n=)	0
All respondents	2020/21	20			39	8	2	100	Y
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	19		2 7 1 1	26 13	5 3	2 0	81 19	
Primarily an electricity retailer	2020/21	6		5 1	13	0	0	13)
EDB	2020/21	0) !	5 0	11	2	1	19	
The electricity industry will meet consumers' evolving needs in the future									
Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree S	trongly a _l N/A	Co	unt (n=)	
All respondents	2020/21	11	L 24	4 22	36	5	2	100	
All survey respondents excluding gen-tailers	2020/21	10			24	4	2	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	1		3 2 7 1	12 2	1	0	19 13	
Primarily an electricity retailer EDB	2020/21 2020/21	-		/ 1 4 4	2	2	0 1	13	
I have confidence in the role the EA plays as kaitiaki of the electricity sector Organisation type	Year	Strongly disagree	Disagree	Neither an	Agree	trongly as N/A	. Co	unt (n=)	
All respondents	2020/21	Strongly disagree			Agree 3 33	4	2	100	
All survey respondents excluding gen-tailers	2020/21	11			23	3	2	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	1		5 📿	10	1	0	19	
Primarily an electricity retailer	2020/21	5		3	3	0	0	13	
EDB	2020/21	1		4	8	1	1	19	
The electricity sector operates efficiently			5						
Organisation type	Year 2020/21	Strongly disagree			Agree St 41	trongly at N/A		unt (n=)	
All respondents All survey respondents excluding gen-tailers	2020/21 2020/21				41	4	2	100	
Both generator and electricity retailer ("Gen-tailer)	2020/21	12			11	3	0	19	
Primarily an electricity retailer	2020/21			5 1	2	0	0	13	
EDB	2020/21	1	1 3	2 5	8	2	1	19	
The electricity system delivers a high level of reliability	•								
Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree St	trongly a _l N/A	Co	unt (n=)	
All respondents	2020/21			3 10	46	32	0	100	
All survey respondents excluding gen-tailers	2020/21	-		7 8	42	20	0	81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	(1		1 2 2 4	4	12 1	0	19 13	
Primarily an electricity retailer EDB		1		4		1	U	13	
	2020/21	() :	2 1	10	6	0	19	
	2020/21	() :	2 1	10	6	0	19	
The EA actively monitors market outcomes Organisation type						-			
The EA actively monitors market outcomes Organisation type All respondents	2020/21 Year 2020/21	Strongly disagree	Disagree	Neither ag		6 trongly aı N/A 6	• Co 5	unt (n=) 100	
Organisation type All respondents All survey respondents excluding gen-tailers	Year 2020/21 2020/21	Strongly disagree	Disagree	Neither ag 2 21 1 18	Agree Si 50 39	trongly a _l N/A 6 4	• Co 5 3	unt (n=) 100 81	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2020/21 2020/21 2020/21	Strongly disagree	Disagree	Neither ag 2 21 1 18 1 3	Agree So 50 39 11	trongly al N/A 6 4 2	5 3 2	unt (n=) 100 81 19	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21	Strongly disagree	Disagree	Neither ag 2 21 1 18	Agree Si 50 39	trongly a _l N/A 6 4	• Co 5 3	unt (n=) 100 81	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	Year 2020/21 2020/21 2020/21	Strongly disagree	Disagree	Neither ag 2 21 1 18 1 3 4 3	Agree St 50 39 11 2	trongly a _l N/A 6 4 2 1	5 3 2 0	unt (n=) 100 81 19 13	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour	Year 2020/21 2020/21 2020/21 2020/21 2020/21	Strongly disagree	Disagree 5 11 5 12 3 4 3 4	Neither ag 2 21 1 18 1 3 4 3 1 6	Agree 50 50 39 11 2 10	trongly aţ N/A 6 4 2 1 1	5 3 2 0 1	unt (n=) 100 81 19 13 19	
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Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents	Year 2020/21 2020/21 2020/21 2020/21 2020/21 Year	Strongly disagree	Disagree 5 11 5 11 9 2 8 4 9 2 9 2 9 2 9 2 9 2 9 2 9 2 9 2 9 2 9 2	Neither ag 2 21 1 18 1 3 4 3 1 6 Neither ag	Agree 50 39 11 2 10 Agree 50	trongly al N/A 6 4 2 1 1 1 trongly al N/A	5 3 2 0 1	unt (n=) 100 81 19 13 19 13 19 unt (n=)	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2020/21 2020/21 2020/21 2020/21 2020/21 Year 2020/21 2020/21	Strongly disagree	Disagree 5 11 5 11 5 11 9 1 9 1 0 1 0 1 0 1 0 1 0 1 0 1 1 1 <	Neither ag 2 21 1 18 4 33 1 6 Neither ag 2 2 27 3 4 3 4	Agree 50 39 11 2 10 Agree 51 48 38 10	trongly al N/A 6 4 2 1 1 trongly al N/A 4 2 2	Co 5 3 2 0 1 1 5 0 1 1 0	unt (n=) 100 81 19 13 19 13 19 unt (n=) 100 81 19	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	Strongly disagree	Disagree 5 11 5 12 5 12 3 44 0 22 Disagree 12 3 44 3 42 3 42 3 42 5 22	Neither ag 2 21 1 18 1 3 4 3 1 6 Neither ag 2 27 9 23 3 4 1 2	Agree 50 50 39 11 2 10 Agree 50 48 38 10 5	trongly al N/A 6 4 2 1 1 1 trongly al N/A 4 2 2 0	Co 5 3 2 0 1 4 Co 1 1 0	unt (n=) 100 81 19 13 19 13 19 unt (n=) 100 81 19 13	
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The EA actively monitors participant behaviour Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 Year 2020/21 2020/21	Strongly disagree	Disagree 5 11 5 12 5 12 3 44 0 22 Disagree 12 3 44 3 42 3 42 3 42 5 22	Neither ag 2 21 1 18 4 33 1 6 Neither ag 2 2 27 3 4 3 4	Agree 50 39 11 2 10 Agree 51 48 38 10	trongly al N/A 6 4 2 1 1 trongly al N/A 4 2 2	Co 5 3 2 0 1 1 5 0 1 1 0	unt (n=) 100 81 19 13 19 13 19 unt (n=) 100 81 19	
Organisation type All respondents Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer tebes Both Both generator and electricity retailer tebes All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	Strongly disagree	Disagree 5 11 5 11 5 11 5 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 11 0 12 0 12 0 12 0 12 0 12 0 12 0 12	Neither ag 2 21 1 18 1 31 2 27 2 27 3 44 1 2 2 27 3 24 1 2 1 2	Agree 50 39 11 2 10 Agree 51 48 38 10 5 10	trongly aj N/A 6 4 2 1 1 trongly aj N/A 4 2 2 0 1	2 Co 3 2 0 1 1 2 Co 1 1 0 0 1	unt (n=) 100 81 19 13 19 unt (n=) 100 81 19 13 19 13 19	
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rimarily an electricity retailer	2020/21	3			2	1	0	13	
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Organisation type	Year	Strongly disagree				ongly at N/A		nt (n=)	
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competition between electricity generators ensures they build the most efficient power station Drganisation type	s Year	Strongly disagree	Disagree	Neither ag Agree	Str	ongly at N/A	Cou	nt (n=)	
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rganisation type	Year	Strongly di Di	-			Strongly ag N/A		Count (n=)	
All respondents	2020/21	9%	24%	16%	24%	13%	9%	100	
Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	15% 11%	27% 11%	20%	20% 42%	11% 21%	7% 16%	81 19	
Primarily an electricity retailer	2020/21	23%	38%	15%	42 %	15%	0%	13	
EDB	2020/21	11%	11%	26%	21%	11%	21%	19	
he electricity system will maintain reliability through the tra						o		• · · · ·	
Organisation type III respondents	Year 2020/21	Strongly di Di 6%	20%	Neither ag Ag 19%	ee 38%	Strongly ag N/A 10%	7%	Count (n=) 100	
Il survey respondents excluding gen-tailers	2020/21	6%	23%	20%	37%	7%	6%	81	
both generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	16%	42%	21%	11%	19	
Primarily an electricity retailer	2020/21	8%	31%	31%	23%	8%	0%	13	
DB	2020/21	0%	26%	11%	42%	5%	16%	19	
			_						
he electricity industry is meeting consumers' needs Organisation type	Year	Strongly di Di	sagree	Neither ag Ag	.00	Strongly af N/A		Count (n=)	
All respondents	2020/21	20%	23%	8%	39%	8%	2%	100	
Il survey respondents excluding gen-tailers	2020/21	23%	27%	9%	32%	6%	2%	81	
3oth generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	5%	68%	16%	0%	19	
rimarily an electricity retailer	2020/21	46%	38%	8%	8%	0%	0%	13	
DB	2020/21	0%	26%	0%	58%	11%	5%	19	
e electricity industry will meet consumers' evolving needs	in the futu	re							
rganisation type	Year	Strongly di Di	sagree	Neither ag Ag	ee	Strongly ag N/A		Count (n=)	
All respondents	2020/21	11%	24%	22%	36%	5%	2%	100	
All survey respondents excluding gen-tailers	2020/21	12%	26%	25%	30%	5%	2%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	16%	11%	63%	5%	0%	19	
rimarily an electricity retailer DB	2020/21 2020/21	23%	54% 21%	8% 21%	15% 42%	0%	0% 5%	13 19	
	2020/21	070	21/0	21/0	4∠/0	11/0	ە <i>ر</i> د	19	
nave confidence in the role the EA plays as kaitiaki of the el	ectricity se	ctor					0	0	
Organisation type	Year	Strongly di Di				Strongly ag N/A		Count (n=)	
Il 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 2020/21	14% 5%	22% 26%	30% 11%	28% 53%	4%	2% 0%	81 19	
Primarily an electricity retailer	2020/21	38%	23%	15%	23%	0%	0%	13	
EDB	2020/21	5%	21%	21%	42%	5%	5%	19	
	_								
The electricity sector operates efficiently	Maan	Church di Di		1 - 14k		Character and I (A		Count (m.)	
Organisation type All respondents	Year 2020/21	Strongly di Di 15%	20%	15%	ee 41%	Strongly ag N/A 7%	2%	Count (n=) 100	
All survey respondents excluding gen-tailers	2020/21	17%	23%	15%	37%	5%	2%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	16%	58%	16%	0%	19	
rimarily an electricity retailer	2020/21	31%	46%	8%	15%	0%	0%	13	
DB	2020/21	5%	11%	26%	42%	11%	5%	19	
he electricity system delivers a high level of reliability									
Drganisation type	Year	Strongly di Di	sagree	Neither ag Ag	ee	Strongly a _£ N/A		Count (n=)	
All respondents	2020/21	4%	8%	10%	46%	32%	0%	100	
All survey respondents excluding gen-tailers	2020/21	5%	9%	10%	52%	25%	0%	81	
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 2020/21	0%	5% 15%	11% 31%	21% 38%	63% 8%	0% 0%	19 13	
EDB	2020/21	0%	11%	5%	53%	32%	0%	19	
he EA actively monitors market outcomes	<u> </u>								
Organisation type	Year	Strongly di Di							
All respondents				Neither ag Ag		Strongly ag N/A		Count (n=)	
	2020/21	6%	12%	21%	50%	6%	5%	100	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21 2020/21								
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21	6% 7%	12% 14%	21% 22%	50% 48%	6% 5%	5% 4%	100 81	
All survey respondents excluding gen-tailers	2020/21 2020/21	6% 7% 0%	12% 14% 5%	21% 22% 16%	50% 48% 58%	6% 5% 11%	5% 4% 11%	100 81 19	
All survey respondents excluding gen-tailers both generator and electricity retailer ("Gen-tailer primarily an electricity retailer IDB	2020/21 2020/21 2020/21	6% 7% 0% 23%	12% 14% 5% 31%	21% 22% 16% 23%	50% 48% 58% 15%	6% 5% 11% 8%	5% 4% 11% 0%	100 81 19 13	
All survey respondents excluding gen-tailers soth generator and electricity retailer ("Gen-tailer Primarily an electricity retailer EDB The EA actively monitors participant behaviour	2020/21 2020/21 2020/21 2020/21 2020/21	6% 7% 0% 23% 0%	12% 14% 5% 31% 5%	21% 22% 16% 23% 32%	50% 48% 58% 15% 53%	6% 5% 11% 8% 5%	5% 4% 11% 0% 5%	100 81 19 13 19	
Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB he EA actively monitors participant behaviour rganisation type	2020/21 2020/21 2020/21	6% 7% 0% 23%	12% 14% 5% 31% 5%	21% 22% 16% 23% 32%	50% 48% 58% 15% 53%	6% 5% 11% 8%	5% 4% 11% 0% 5%	100 81 19 13	
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer Primarily an electricity retailer	2020/21 2020/21 2020/21 2020/21 Year	6% 7% 0% 23% 0% Strongly di Dia	12% 14% 5% 31% 5%	21% 22% 16% 23% 32% Neither ag Ag	50% 48% 58% 15% 53%	6% 5% 11% 8% 5% Strongly a _£ N/A	5% 4% 11% 0% 5%	100 81 19 13 19 Count (n=)	
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All survey respondents excluding gen-tailers formarily an electricity retailer ("Gen-tailer) primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailers both generator and electricity retailer ("Gen-tailer) primarily an electricity retailer ("Gen-tailers) primarily an electricity retailer ("Gen-tailer) primarily an electrici	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	6% 7% 0% 23% 0% Strongly di Di: 8% 0% Strongly di Di: 13% 0% Strongly di Di: 13% 0% 46% 0% 46% 0% 46% 11%	12% 14% 5% 31% 5% 12% 12% 5% 5% 5% 5% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	21% 22% 16% 32% Neither ag Ag 27% 28% 21% 28% 21% 32% Neither ag Ag 19% 22% 5% 23% 32% Neither ag Ag 16% 19% 5% 8%	50% 48% 58% 53% 53% 48% 47% 53% 53% 53% 68% 33% 68% 31% 53% 68% 31% 53%	6% 5% 11% 8% 5% Strongly aţ N/A 2% 2% 5% Strongly aţ N/A 2% 0% 0% 0% 5% Strongly aţ N/A 7% 2% 2%	5% 4% 11% 0% 5% 1% 0% 5% 1% 0% 0% 5% 9% 10% 5%	100 81 13 19 100 81 19 13 19 13 19 Count (n=) 100 81 19 13 19 200 81 19	
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vey respondents excluding gen-tailers generator and electricity retailer ("Gen-tailen rily an electricity retailer A actively monitors participant behaviour isation type spondents vey respondents excluding gen-tailers generator and electricity retailer ("Gen-tailer) rily an electricity retailer A holds participants to account for their actions isation type spondents vey respondents excluding gen-tailers generator and electricity retailer ("Gen-tailer) rily an electricity retailer isation type spondents vey respondents excluding gen-tailers generator and electricity retailer ("Gen-tailer) rily an electricity retailer entrant retailers can operate on a level playing field with isation type spondents vey respondents excluding gen-tailers generator and electricity retailer vey respondents excluding gen-tailers generator and electricity retailer vey respondents excluding gen-tailers generator and electricity retailer	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	6% 7% 0% 23% 0% Strongly di Di: 8% 0% Strongly di Di: 13% 0% Strongly di Di: 13% 0% 46% 0% 46% 0% 46% 11%	12% 14% 5% 5% sagree 1 12% 11% 16% 26% 26% 26% 26% 26% 26% 26% 26% 26% 2	21% 22% 16% 23% 32% Neither ag Ag 27% 28% 21% 32% Neither ag Ag 19% 22% 5% 23% 32% Neither ag Ag 19% 5% 23%	50% 48% 58% 53% 53% 48% 47% 53% 53% 53% 53% 68% 31% 53% 68% 31% 53% 68% 31% 53% 40% 77% 22% 01%	6% 5% 11% 8% 5% Strongly aţ N/A 2% 2% 5% Strongly aţ N/A 2% 0% 0% 0% 5% Strongly aţ N/A 7% 2% 2%	5% 4% 11% 0% 5% 1% 0% 5% 1% 5% 9% 10% 5% 9% 10% 5% 11%	100 81 13 19 100 81 19 13 19 13 19 Count (n=) 100 81 19 13 19 200 81 19	

All survey respondents excluding gen-tailers	2020/21	22%	25%	23%	10%	1%	19%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	16%	11%	26%	21%	16%	19
Primarily an electricity retailer	2020/21	38%	38%	8%	0%	0%	15%	13
EDB	2020/21	5%	11%	58%	5%	0%	21%	19

The electricity regulatory environment supports incorpora	tion of new b	ousiness models	and tec	hnology in a ti	mely ma	nner			
Organisation type	Year	Strongly di Dis	agree	Neither ag Ag	gree	Strongly ag N/A		Count (n=)	
All respondents	2020/21	15%	30%	30%	15%	3%	7%	100	
All survey respondents excluding gen-tailers	2020/21	16%	31%	33%	12%	2%	5%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	26%	16%	26%	5%	16%	19	
Primarily an electricity retailer	2020/21	23%	38%	23%	8%	0%	8%	13	
EDB	2020/21	11%	32%	21%	26%	5%	5%	19	

100	2020/21	11/0	3270	21/0	2070	570	370	15	
The current market settings encourage innovation in genera	ation								
Organisation type	Year	Strongly di Di	sagree	Neither ag A	gree	Strongly ag N/A		Count (n=)	
All respondents	2020/21	11%	23%	23%	23%	6%	14%	100	
All survey respondents excluding gen-tailers	2020/21	11%	25%	25%	20%	6%	14%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	16%	16%	37%	5%	16%	19	
Primarily an electricity retailer	2020/21	23%	38%	15%	15%	8%	0%	13	
EDB	2020/21	0%	5%	42%	16%	5%	32%	19	
The current market setting encourage innovation in distribu	ition netwo	rk management	t						
Organisation type	Year	Strongly di Di	sagree	Neither ag A	gree	Strongly ag N/A		Count (n=)	
All respondents	2020/21	12%	40%	25%	10%	2%	11%	100	
All survey respondents excluding gen-tailers	2020/21	14%	37%	30%	10%	2%	7%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	53%	5%	11%	0%	26%	19	
Primarily an electricity retailer	2020/21	15%	62%	15%	8%	0%	0%	13	
EDB	2020/21	0%	37%	37%	16%	5%	5%	19	
								- · C	
The current market setting encourage innovation in consum	ner-facing se	ervices							
Organisation type	Year	Strongly di Di	sagree	Neither ag A	gree	Strongly ag N/A		Count (n=)	
All respondents	2020/21	9%	21%	27%	28%	7%	8%	100	

The current market setting encourage innovation in distribut	tion networ	k management						
Organisation type	Year	Strongly di Disagre	e Neither a	g Agree	Strongly ag	N/A	Count (n=)	
All respondents	2020/21	12% 40	0% 25%	6 10%	5 2%	11%	100	
All survey respondents excluding gen-tailers	2020/21	14% 37	7% 30%	6 10%	5 2%	7%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	5% 53	3% 59	6 11%	5 0 %	26%	19	
Primarily an electricity retailer	2020/21	15% 62	2% 159	6 8%	5 0 %	0%	13	
EDB	2020/21	0% 37	7% 379	6 16%	5%	5%	19	_

The current market setting encourage innovation in cons	sumer-facing se	rvices							
Organisation type	Year	Strongly di Di	sagree	Neither ag A	gree	Strongly ag N	I/A	Count (n=)	
All respondents	2020/21	9%	21%	27%	28%	7%	8%	100	
All survey respondents excluding gen-tailers	2020/21	11%	25%	25%	20%	6%	14%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	11%	11%	53%	16%	5%	19	
Primarily an electricity retailer	2020/21	15%	31%	23%	31%	0%	0%	13	
EDB	2020/21	0%	16%	37%	21%	11%	16%	19	

The current market setting encourage innovation in transm	nission netwo	ork management	:			XU			
Organisation type	Year	Strongly di Disa	agree	Neither ag Ag	gree	Strongly as N/	A	Count (n=)	
All respondents	2020/21	10%	13%	44%	14%	3%	16%	100	
All survey respondents excluding gen-tailers	2020/21	10%	15%	44%	14%	2%	15%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	42%	16%	5%	21%	19	
Primarily an electricity retailer	2020/21	8%	15%	54%	23%	0%	0%	13	
EDB	2020/21	0%	16%	37%	11%	5%	32%	19	

Competition between electricity generators ensures wholesale market prices are set at an efficient level Organisation type Year Strongly di Disagree Neither ag Agree Strongly ag N/A Count (n=) All respondents 2020/21 25% 26% 9% 31% 4% 5% 100

Airrespondents	2020/21	2370	2070	· 5/0	51/0	4/0	370	100
All survey respondents excluding gen-tailers	2020/21	30%	28%	10%	25%	2%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	16%	5%	58%	11%	5%	19
Primarily an electricity retailer	2020/21	62%	31%	0%	8%	0%	0%	13
EDB	2020/21	11%	26%	5%	32%	5%	21%	19
		0						

Organisation type	Year	Strongly di Disag	ree	Neither ag Agree		Strongly ag N/A		Count (n=)
All respondents	2020/21	14%	17%	23% 2	9%	9%	8%	100
All survey respondents excluding gen-tailers	2020/21	16%	19%	26% 2	3%	7%	9%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	11%	11% 5	3%	16%	5%	19
Primarily an electricity retailer	2020/21	23%	46%	15%	8%	8%	0%	13
EDB	2020/21	16%	11%	26% 2	1%	5%	21%	19
	2020/21	10/0	11/0	20/0 2	1/0	570	21/0	15

All survey respondents excluding gen-tailers 2	2020/21 2020/21	20% 23%	25% 25%	16% 17%	26% 25%	9%	4%	100
	2020/21	23%	25%	17%	250/	50/		
Both generator and electricity retailer ("Can tailer)				1770	25%	5%	5%	81
both generator and electricity retailer (Gen-tailer) 2	2020/21	5%	26%	11%	32%	26%	0%	19
Primarily an electricity retailer 2	2020/21	38%	31%	8%	15%	8%	0%	13
EDB 2	2020/21	11%	21%	26%	26%	5%	11%	19

Percentage of participants who agree that prices in the fo	lowing electr	icity markets refle	t the	outcomes expected	l in a	a workably comp	etitive	e market: Retail marke
Organisation type	Year	Strongly di Disag	ree	Neither ag Agree	:	Strongly ag N/A		Count (n=)
All respondents	2020/21	13%	26%	16% 3	2%	9%	4%	100
All survey respondents excluding gen-tailers	2020/21	15%	27%	20% 2	3%	5%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	21%	0% 4	7%	26%	0%	19
Primarily an electricity retailer	2020/21	23%	38%	8% 2	3%	8%	0%	13
EDB	2020/21	5%	11%	26% 4	2%	5%	11%	19

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Spot mark												
Organisation type	Year	Strongly di Disagree		Neither ag Agree	Strongly ag N/	A	Count (n=)					
All respondents	2020/21	16% 2	3%	22% 26%	5 7%	6%	100					
All survey respondents excluding gen-tailers	2020/21	19% 2	3%	25% 22%	5 4%	7%	81					
Both generator and electricity retailer ("Gen-tailer)	2020/21	5% 2	1%	11% 42%	21%	0%	19					
Primarily an electricity retailer	2020/21	38% 4	6%	8% 8%	5 O%	0%	13					
EDB	2020/21	0%	5%	47% 26%	5%	16%	19					

Percentage of participants who agree that prices in the follo	wing electri	city markets re	flect the	outcomes exp	ected in	a workably com	oetitiv	e market: Hed	ge
Organisation type	Year	Strongly di Di	sagree	Neither ag Ag	ree	Strongly ag N/A		Count (n=)	
All respondents	2020/21	17%	17%	29%	16%	5%	16%	100	
All survey respondents excluding gen-tailers	2020/21	19%	20%	35%	10%	2%	15%	81	
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	5%	42%	16%	21%	19	
Primarily an electricity retailer	2020/21	38%	46%	8%	8%	0%	0%	13	

Percentage of participants who agree that prices in the Organisation type		ts reflect the o di Disagree N			orkably co ongly as N/		market: Ancillary ount (n=)	service markets	
All respondents	2020/21 49	-	41%	19%	1%	28%	100		
All survey respondents excluding gen-tailers	2020/21 59		44%	16%	1%	27%	81		
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2020/21 09 2020/21 09		26% 46%	32% 0%	0% 0%	32% 31%	19 13		
EDB	2020/21 09	6 0%	53%	0%	5%	42%	19		
EDB	2020/21 09	6 0%	53%	0%	5%	42%	19	AC	2
Released und									
2010									