



Tēnā koe ^{\$9(2)}

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 oia@ea.govt.nz.

Nāku noa, nā,

Airihi Mahuika

GM Legal, Monitoring and Compliance

Dirihi mahrile

Electricity market settings will support an efficient transition of the energy sector to low emissions								
Organisation type	Year	Agree		gree N/A	Neither agree or disagre			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23		32 23	40 33	4			10 118 10 97
Both generator and electricity retailer ("Gen-tailer)	2022/23		9	7	0	1	4	0 21
Primarily an electricity retailer EDB	2022/23 2022/23		1 12	5 7	1		1	2 12 3 26
					-		-	
The electricity system will maintain reliability through the transition to low-emissions energy Organisation type	Year	Agree	Disa	gree N/A	Neither agree or disagre	e Strongly agre	e Strongly disagr	ee Count (n=)
All respondents	2022/23	Agree	34	31	4			11 118
All survey respondents excluding gen-tailers	2022/23		24	25	4			10 97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23		10 6	6 1	0		2	1 21 1 12
EDB	2022/23		7	6	1	_	1	3 26
The electricity industry is precising consumers' people								
The electricity industry is meeting consumers' needs Organisation type	Year	Agree	Disa	gree N/A	Neither agree or disagre	e Strongly agre	e Strongly disagr	ee Count (n=)
All respondents	2022/23		41	35	2			13 118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23		30 11	34 1	2		7 2	9 97 4 21
Primarily an electricity retailer	2022/23		1	4	1		1	5 12
EDB	2022/23		10	8	1	3	3	1 26
The electricity industry will meet consumers' evolving needs in the future								
Organisation type	Year	Agree		gree N/A	Neither agree or disagre			
All respondents	2022/23		33 23	29 25	3		13	7 118 7 97
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23		23 10	25 4	3 0		3	7 97 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						•.	•	
Organisation type	Year	Agree		gree N/A	Neither agree or disagre			
All survey respondents excluding gen-tailers	2022/23 2022/23		30 20	29 26	3			14 118 13 97
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23		10	3	0		1	13 97
Primarily an electricity retailer	2022/23		1	4	0		2	4 12
EDB	2022/23		6	7	0	10	0	3 26
The electricity sector operates efficiently								
Organisation type	Year	Agree		gree N/A	Neither agree or disagre		e Strongly disagr	
All survey respondents excluding gen-tailers	2022/23 2022/23		36 27	28	3			12 118 10 97
Both generator and electricity retailer ("Gen-tailer)	2022/23		9	3	0		4	2 21
Primarily an electricity retailer	2022/23		1	3	1		1	5 12
EDB	2022/23		8	8	0	8	1	1 26
The electricity system delivers a high level of reliability								
Organisation type	Year	Agree		gree N/A	Neither agree or disagre			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	• 0	59 51	10 9	1		14	3 118 3 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	'\'(8	1	0		9	0 21
Primarily an electricity retailer	2022/23		4	1	1		2	1 12
EDB	2022/23		16	2	0	5	2	1 26
The EA actively monitors market outcomes								
Organisation type	Year	Agree		gree N/A	Noither agree or disagre			
All respondents		Agree					e Strongly disagr	
	2022/23	Agree	60	12	4	22 1	1	9 118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)		Agree				22 1 20		
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	Agree	60 47 13 1	12 11 1 3	4 4 0 1	22 1 20 2 2	1 6 5 2	9 118 9 97 0 21 3 12
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23	Agree	60 47 13	12 11 1	4 4 0	22 1 20 2 2	1 6 5	9 118 9 97 0 21
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	Agree	60 47 13 1 14	12 11 1 3 2	4 4 0 1 5	22 1 20 2 2 2 0	11 6 5 2 2	9 118 9 97 0 21 3 12 3 26
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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	Agree	60 47 13 1 14	12 11 1 3 2	4 4 0 1 5	22 1 20 2 2 2 0 e Strongly agre 27 1	11 6 5 2 2	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97
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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 ("Gen-tailer) 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) All survey respondents excluding gen-tailers 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	Agree Agree	00 47 13 1 14 14 10 16 16 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 25 23 2	Neither agree or disagre	22 1 20 2 2 2 2 0 8 e Strongly agree 27 1 26 1 3 6 8 e Strongly agree 30 1 27 3 0 9 e Strongly agree 4 0 3 0 1 27 3 0 9 e Strongly agree 25 22 3 2 22 3 2 2	e Strongly disagr Strongly disagr Strongly disagr Strongly disagr Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 21 5 26 ee Count (n=) 24 118 23 97 1 21 7 12 7 12 5 26 ee Count (n=) 16 118 14 97 2 21
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 ("Gen-tailer) 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) All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/33	Agree Agree	00 47 13 1 14 14 10 16 16 16 16 16 16 16 16 17 16 16 17 16 16 17 16 16 17 17 16 17 17 16 17 17 16 17 17 16 17 17 16 17 17 16 17 17 17 16 17 17 17 17 17 17 17 17 17 17 17 17 17	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 25 23 25 5	Neither agree or disagre	22 1 20 2 2 2 2 0 8 e Strongly agree 27 1 26 1 3 6 8 e Strongly agree 30 1 27 3 0 9 e Strongly agree 4 0 3 0 1 27 3 0 9 e Strongly agree 25 22 3 2 22 3 2 2	e Strongly disagr Strongly disagr Strongly disagr Strongly disagr Currently disagr Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 12 2 26 ee Count (n=) 24 118 23 97 1 21 5 26 ee Count (n=) 16 118 14 97 2 21 2 12
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) 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 ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) 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 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 excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/33	Agree Agree	00 47 13 1 14 14 10 16 16 11 10 16 16 11 10 16 16 11 10 16 16 17 17 16 17 17 16 17 17 16 17 17 16 17 17 16 17 17 17 17 17 17 17 17 17 17 17 17 17	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 25 23 25 5	Neither agree or disagre	22 1 20 2 2 2 2 0 8 Strongly agree 27 1 26 1 3 3 6 8 Strongly agree 27 3 3 0 9 9 4 Strongly agree 25 22 3 4 0 3	e Strongly disagr Strongly disagr Strongly disagr Strongly disagr Company disagr Strongly disagr Company disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 12 2 26 ee Count (n=) 24 118 23 97 1 21 5 26 ee Count (n=) 16 118 14 97 2 21 5 26
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 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 ("Gen-tailer)	2022/23 2022/3	Agree Agree	00 47 13 1 14 14 10 0 16 16 16 16 16 16 16 16 16 16 16 16 16	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 25 23 2 5 4 gree N/A	Neither agree or disagre	22 1 20 2 2 2 2 0 8 8 Strongly agre 27 1 26 1 3 6 6 1 27 3 0 9 8 Strongly agre 27 1 3 0 9 9 1 27 3 3 0 1 27 3 3 0 9 9 1 28 Strongly agre 27 2 1 29 4 0 3 3 1 20 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	e Strongly disagr s Strongly disagr s Strongly disagr s Strongly disagr t Strongly disagr t Strongly disagr s Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 26 ee Count (n=) 24 118 23 97 1 21 7 12 5 26 ee Count (n=) 16 118 14 97 2 21 5 26 ee Count (n=) 15 26
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 actively monitors participant behaviour Organisation type All respondents 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 excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/23	Agree Agree	00 47 13 1 14 14 10 16 16 16 16 16 16 16 16 16 16 16 16 16	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 38 35 4 9	Neither agree or disagre	22 1 20 2 2 2 2 0 0	e Strongly disagr Strongly disagr Strongly disagr Strongly disagr Strongly disagr Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 1 5 12 2 26 ee Count (n=) 24 118 23 97 1 21 5 26 ee Count (n=) 16 118 14 97 2 21 5 26 ee Count (n=) 15 128
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 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 ("Gen-tailer)	2022/23 2022/33	Agree Agree	00 47 13 1 14 14 10 16 16 16 16 16 16 16 16 16 16 16 16 16	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 25 23 2 5 4 gree N/A	Neither agree or disagre	22 1 20 2 2 2 2 0 8 Strongly agre 27 1 26 1 3 6 6 8 Strongly agre 30 1 27 3 0 9 9 8 Strongly agre 16 1 12 4 0 0 3 3 8 Strongly agre 25 22 2 2 6 6 8 Strongly agre 25 22 2 6 6	e Strongly disagr s Strongly disagr s Strongly disagr t Strongly disagr	9 118 9 97 0 21 3 12 3 26 8 118 7 97 1 21 2 12 3 26 8 ECOUNT (n=) 11 118 11 97 0 21 5 12 2 26 8 ECOUNT (n=) 24 118 27 12 5 26 8 ECOUNT (n=) 15 12 2 26 8 ECOUNT (n=) 16 118 14 97 2 21 5 26 8 ECOUNT (n=) 15 118 14 97 1 21 3 112
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 ("Gen-tailer) 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	Agree Agree	Disa	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 25 23 2 5 4 gree N/A 7	Neither agree or disagre	22 1 20 2 2 2 2 0 8 Strongly agre 27 1 26 1 3 6 6 8 Strongly agre 30 1 27 3 0 9 9 8 Strongly agre 16 1 12 4 0 0 3 3 8 Strongly agre 25 22 2 2 6 6 8 Strongly agre 25 22 2 6 6	e Strongly disagr Strongly disagr Strongly disagr Strongly disagr Strongly disagr Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 12 2 26 ee Count (n=) 2 11 2 11 3 26 ee Count (n=) 2 2 26 ee Count (n=) 2 2 26 ee Count (n=) 2 2 26 ee Count (n=) 16 118 14 97 2 2 12 5 26 ee Count (n=) 15 118 14 97 1 21 15 118
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 ("Gen-tailer)	2022/23 2022/33	Agree Agree	00 47 13 1 14 14 10 16 16 16 16 16 16 16 16 16 16 16 16 16	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 25 25 23 2 5 4 gree N/A 25 50 43 7 5	4 4 4 7 8 10 11 5 8 Neither agree or disagree 3 3 0 1 1 0 8 Neither agree or disagree 17 16 1 1 4 8 Neither agree or disagree 19 17 2 3 4 Neither agree or disagree 19 17 2 3 4 Neither agree or disagree 19 17 18 19 19 10 10 11 11 11 12 13 14 15 16 16 16 17 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	22 1 20 2 2 2 2 0 8 Strongly agre 27 1 26 1 3 6 6 8 Strongly agre 30 1 27 3 0 9 9 8 Strongly agre 16 1 12 4 0 0 3 3 8 Strongly agre 25 22 2 2 6 6 8 Strongly agre 25 22 2 6 6	e Strongly disagr s Strongly disagr s Strongly disagr t Strongly disagr	9 118 9 97 0 21 3 12 3 26 8 118 7 97 1 21 2 12 3 26 8 ECOUNT (n=) 11 118 11 97 0 21 5 12 2 26 8 ECOUNT (n=) 24 118 27 12 5 26 8 ECOUNT (n=) 15 12 2 26 8 ECOUNT (n=) 16 118 14 97 2 21 5 26 8 ECOUNT (n=) 15 118 14 97 1 21 3 112
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 ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/3	Agree Agree	00 4 7 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 7 5 9 gree N/A	Neither agree or disagre	22 1 20 2 2 2 2 0 0	e Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 12 2 26 ee Count (n=) 14 21 5 26 ee Count (n=) 16 118 14 97 2 21 2 5 26 ee Count (n=) 15 118 14 97 1 21 5 26 ee Count (n=) 15 12 2 12 3 12 4 26 ee Count (n=) 15 12 3 12 4 26 ee Count (n=) 15 12 16 12 17 12 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 18 18 18 18 18 18 18 18 18 18 18 18
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 generation of new business models and technolog 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 2022/33	Agree Agree Agree	00 47 13 1 14 14 10 16 16 16 16 16 16 16 16 16 16 16 16 16	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 25 23 2 5 4 gree N/A 38 35 3 4 9 gree N/A 38 35 3 4 9 gree N/A 37 59	Neither agree or disagre	22	in the strongly disagrates and the strongly disagrates are strongly disagrates	9 118 9 9 97 0 21 3 12 3 26 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 26 ee Count (n=) 24 118 23 97 1 21 7 12 2 12 5 26 ee Count (n=) 16 118 14 97 2 21 2 5 26 ee Count (n=) 15 118 14 97 1 21 3 26 ee Count (n=) 15 12 14 97 1 22 2 12 5 26 ee Count (n=) 15 12 14 97 1 22 15 26 ee Count (n=) 15 12 14 97 1 22 15 26 ee Count (n=) 15 12 14 97 1 22 15 26 ee Count (n=) 16 12 17 12 18 12 19 26 ee Count (n=) 19 3 12 19 3 12 20 4 26
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) Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer ("Gen-tailer)	2022/23 2022/3	Agree Agree Agree	00 4 7 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 11 1 3 2 gree N/A 13 12 1 4 1 1 gree N/A 29 26 3 4 6 gree N/A 29 26 3 4 6 gree N/A 38 35 3 4 9 gree N/A 7 5 9 gree N/A	Neither agree or disagre	22	e Strongly disagr	9 118 9 97 0 21 3 12 3 26 ee Count (n=) 8 118 7 97 1 21 2 12 3 26 ee Count (n=) 11 118 11 97 0 21 5 12 2 26 ee Count (n=) 14 21 5 26 ee Count (n=) 16 118 14 97 2 21 2 5 26 ee Count (n=) 15 118 14 97 1 21 5 26 ee Count (n=) 15 12 2 12 3 12 4 26 ee Count (n=) 15 12 3 12 4 26 ee Count (n=) 15 12 16 12 17 12 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 14 97 19 18 18 18 18 18 18 18 18 18 18 18 18 18

Primarily an electricity retailer	2022/23 2022/23	6	3 6	1 2	8 4	2 0	1 0	21 12
EDB	2022/23	5	7	4	5	3	2	26
The current market setting encourage innovation in distribution network manag Organisation type	Year	Agree	Disagree N/A		disagree Strongly a			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	14 12		8	36 26	3	16 13	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23	2	6	0 2	10 3	0	3 2	21 12
Primarily an electricity retailer EDB	2022/23	6		0	9	3	3	26
The current market setting encourage innovation in consumer-facing services	Voca	Agree	Disagree N/A	Neither	dicagree Strengt	grap Strongly d'	agree Carr	at (n=)
Organisation type All respondents	Year 2022/23	Agree 27		10	disagree Strongly a	9	11	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	20 7	25 3	10 0	27 6	6 3	9	97 21
Primarily an electricity retailer EDB	2022/23 2022/23	0	3	1	4	1	3	12 26
The current market setting encourage innovation in transmission network mana		3	,	,		7		
Organisation type	Year		Disagree N/A		disagree Strongly a		agree Coun	
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	17 14		22	45 33	2	6	118 97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23	3		1 2	12 4	0	1	21 12
EDB	2022/23	3	-	5	12	1	1	26
Competition between electricity generators ensures wholesale market prices are		Agrac	Dieacres 11's	Noithea	dieagrae St	groon Street in St	agree Co	ht (n=)
Organisation type All respondents	Year 2022/23	Agree 39		10	disagree Strongly a	9	21	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	29 10		10 0	11	5	20 1	97 21
Primarily an electricity retailer EDB	2022/23 2022/23	1	2	3	1 3	0	5	12 26
		9	+	-		•		20
Competition between electricity generators ensures they build the most efficient Organisation type	Year	Agree	Disagree N/A		disagree Strongly a			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	23		10	25 23	7	18 17	97
Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	10	3	0	2 3	5 0	1 5	21 12
Primarily an electricity retailer EDB	2022/23 2022/23	8		2	6	3	5	12 26
Competition between retailers ensures that consumer prices only rise in line with								
Organisation type All respondents	Year 2022/23	Agree 22	Disagree N/A	Neither agree or	disagree Strongly a 25	10	25	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	12	26	8	23 2	5 5	23 2	97 21
Primarily an electricity retailer	2022/23	0	3	1	1	1	6	12
EDB	2022/23		8	1	5	3	6	26
Percentage of participants who agree that prices in the following electricity mark Organisation type	Year	Agree	Disagree N/A	Neither agree or	disagree Strongly a			
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	30 19		12 11	24 22	10 6	16 14	97
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23	11 1	1	1	2	4	2 2	21 12
EDB	2022/23	7		2	6	3	3	26
Percentage of participants who agree that prices in the following electricity mark Organisation type	kets reflect the outcomes expect		npetitive mark Disagree N/A		dieagrae St	aron Street	agree Car	t (n=)
All respondents	2022/23	Agree 37	18	19	disagree Strongly a	7	17	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	29 8		18 1	17 3	2 5	16 1	97 21
Primarily an electricity retailer EDB	2022/23 2022/23	1 11	4 2	1 6	2	0 1	4	12 26
Percentage of participants who agree that prices in the following electricity mark								
		ed in a workably con	npetitive mark	et: Hedge market, incl				
Organisation type All respondents	Year	ed in a workably con Agree	Disagree N/A			gree Strongly dis	agree Coun	nt (n=)
Organisation type All respondents All survey respondents excluding gen-tailers	Year 2022/23 2022/23	Agree 24 17	Disagree N/A 19 14	Neither agree or 31 28	uding ASX and OTC disagree Strongly a 22 17	3	19 19	118 97
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 2022/23	24 17 7 0	19 14 5 1	Neither agree or 31 28 3 1	disagree Strongly a 22 17 5 3	3 2 1 0	19 19 0 7	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	Year 2022/23 2022/23 2022/23 2022/23 2022/23	24 17 7 0 7	19 14 5 1	Neither agree or 31	disagree Strongly a 22 17 5 3	3 2 1	19 19 0	118 97 21
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 2022/23 2022/23 2022/23 kets reflect the outcomes expect Year	24 17 7 0 7	19 14 5 1	Neither agree or 31 28 3 1 11 28: Ancillary service ma	disagree Strongly a 22 17 5 3	3 2 1 0 1	19 19 0 7 3	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 Percentage of participants who agree that prices in the following electricity mark	Year 2022/23 2022/23 2022/23 2022/23 2022/23 kets reflect the outcomes expect	Agree 24 17 7 0 7 7 reed in a workably con	Disagree N/A 19 14 5 1 1 npetitive mark Disagree N/A	Neither agree or 31 28 3 1 11 28: Ancillary service ma	uding ASX and OTC disagree Strongly a 22 17 5 3 3 3	3 2 1 0 1	19 19 0 7 3	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 Percentage of participants who agree that prices in the following electricity mark 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 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	24	Disagree N/A 19 14 5 1 1 npetitive mark Disagree N/A 8 7	Neither agree or 31 28 3 1 11 tt: Ancillary service mr Neither agree or 33 31 2	uding ASX and OTC disagree Strongly a 22 17 5 3 3 arrkets disagree Strongly a 41 32 9	3 2 1 0 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 19 0 7 3 sagree Count 7	118 97 21 12 26 at (n=) 118 97 21
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 following electricity mark Organisation type All respondents All survey respondents excluding gen-tailers	Year	24 17 7 0 7 ed in a workably con Agree 23 17	Disagree N/A 19 14 5 1 1 npetitive mark Disagree N/A 8 7	Neither agree or 31 28 3 1 11 11 et: Ancillary service mr Neither agree or 33 31	rding ASX and OTC disagree Strongly a 22 17 5 3 3 rrkets disagree Strongly a 41 32	3 2 1 0 1 1 gree Strongly dis:	19 19 0 7 3	118 97 21 12 26 at (n=) 118 97
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 following electricity mark 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 There is a reliable supply of electricity each day	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	24	Disagree N/A 19 14 5 1 1 mpetitive mark Disagree N/A 8 7 1 0 2	Neither agree or 31 28 3 1 11 11 et: Ancillary service m: Neither agree or 33 31 2 3 10	rding ASX and OTC disagree Strongly a 22 17 5 3 3 3 arkets disagree Strongly a 41 32 9 8 4	3 2 1 0 1 0 1 1 gree Strongly dis: 6 3 3 0 0 3	19 19 0 7 3 sagree Count 7 7 0 1 2	118 97 21 12 26 11 (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 Percentage of participants who agree that prices in the following electricity mark Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB There is a reliable supply of electricity each day Organisation type All respondents	Year 2022/23 2022/23 2022/23 2022/23 2022/23 kets reflect the outcomes expect Year 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	Agree 24 17 7 0 7 ed in a workably con Agree 23 17 6 0 0 5	Disagree N/A 19 14 5 1 1 Inpetitive mark Disagree N/A 8 7 1 0 2 Disagree N/A 11	Neither agree or 31 28 3 1 11 tet: Ancillary service mr Neither agree or 33 31 2 3 10 Neither agree or	rding ASX and OTC disagree Strongly a 22 17 5 3 3 3 arrkets disagree Strongly a 41 32 9 8 4 disagree Strongly a	3 2 1 0 1 1 gree Strongly dis 6 3 3 0 3 gree Strongly dis 34	19 19 0 7 3 3 sagree Count 7 7 0 1 2	118 97 21 12 26 118 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 Percentage of participants who agree that prices in the following electricity mark Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB There is a reliable supply of electricity each day Organisation type	Year	24 17 7 0 7 ed in a workably con Agree 23 17 6 0 5	Disagree N/A 19 14 5 1 1 npetitive mark Bisagree N/A 7 1 0 2 Disagree N/A 11 10	Neither agree or 31 28 3 1 11 11 et: Ancillary service m Neither agree or 33 31 2 3 10 Neither agree or	rding ASX and OTC disagree Strongly a 22 17 5 3 3 rrkets disagree Strongly a 41 32 9 8 4 disagree Strongly a	3 2 1 0 1 0 1 1 Gree Strongly dis. 6 3 3 3 0 3 3 Gree Strongly dis. 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	19 19 0 7 3 sagree Count 7 7 0 1 2	118 97 21 12 26 at (n=) 118 97 21 12 26 tt (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 Percentage of participants who agree that prices in the following electricity mark Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB 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) Primarily and electricity retailer	Year	Agree 24 177 7 07 7 08 7 19 10 10 10 10 10 10 10 10 10 10 10 10 10	Disagree N/A 19 14 5 1 1 1 1 1 Disagree N/A Disagree N/A 1 Disagree N/A 1 0 2 Disagree N/A 10 0 0 0 0 0 0 0 0 0 0 0 0	Neither agree or 31 28 3 1 11 et: Ancillary service mm Neither agree or 33 31 2 3 10 Neither agree or 1 1 0	rding ASX and OTC disagree Strongly a 22 17 5 3 3 3 rrkets disagree Strongly a 41 32 9 8 4 disagree Strongly a 17 15 2	3 2 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 19 0 7 3 3 sagree Count 7 7 7 0 1 2	118 97 21 12 26 11 (n=) 118 97 21 12 26 11 (n=) 118 97 21 12 26
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Electricity market settings will support an efficient transition of the energy s	sector to low emis:	sions						
Organisation type	Year	Strongly disagree		Neither agree or di		Strongly at N/A		Count (n=)
All respondents	2022/23	8%	34%	18%	27%	9%	3%	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	10%	34% 33%	21% 5%	24% 43%	7% 19%	4% 0%	97 21
Primarily an electricity retailer	2022/23	17%	42%	17%	8%	8%	8%	12
EDB	2022/23	12%	27%	8%	46%	4%	4%	26
The electricity system will maintain reliability through the transition to low- Organisation type	emissions energy Year	Strongly disagree	Dicagree	Neither agree or di	\area	Strongly at N/A	,	Count (n=)
All respondents	2022/23	9%	26%	25%	29%	8%	3%	118
All survey respondents excluding gen-tailers	2022/23	10%	26%	28%	25%	7%	4%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	29%	10%	48%	10%	0%	21
Primarily an electricity retailer	2022/23	8%	8%	17%	50%	8%	8%	12
EDB	2022/23	12%	23%	31%	27%	4%	4%	26
The electricity industry is meeting consumers' needs								
Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly at N/A	(Count (n=)
All respondents	2022/23	11%	30%	15%	35%	8%	2%	118
All survey respondents excluding gen-tailers	2022/23	9%	35%	15%	31%	7%	2%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	19%	5%	14%	52%	10%	0%	21
Primarily an electricity retailer EDB	2022/23 2022/23	42%	33% 31%	0% 12%	8% 38%	8% 12%	8% 4%	12 26
100	2022/23	470	31/0	12,0	30%	12/0	4,0	
The electricity industry will meet consumers' evolving needs in the future								
Organisation type	Year	Strongly disagree		Neither agree or di		Strongly at N/A		Count (n=)
All respondents	2022/23	6%	25%	28%	28%	11%	3%	118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23	7% 0%	26% 19%	30% 19%	24% 48%	10% 14%	3% 0%	97 21
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2022/23 2022/23	17%	25%	33%	48% 8%	14% 8%	8%	12
EDB	2022/23	4%	19%	27%	31%	15%	4%	26
I have confidence in the role the EA plays as kaitiaki of the electricity sector								
Organisation type	Year	Strongly disagree		Neither agree or di		Strongly at N/A		Count (n=)
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	12% 13%	25% 27%	32% 33%	25% 21%	3%	3% 3%	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	29%	48%	5%	0%	21
Primarily an electricity retailer	2022/23	33%	33%	8%	8%	17%	0%	12
EDB	2022/23	12%	27%	38%	23%	0%	0%	26
		_						
The electricity sector operates efficiently	W	Characha dianama		Mattheway and the		Character at \$1/8		C
Organisation type All respondents	Year 2022/23	Strongly disagree	Disagree 24%	Neither agree or di A	agree 31%	Strongly at N/A	3%	(n=) 118
All survey respondents excluding gen-tailers	2022/23	10%	26%	29%	28%	4%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	14%	14%	43%	19%	0%	21
Primarily an electricity retailer	2022/23	42%	25%	8%	8%	8%	8%	12
EDB	2022/23	4%	31%	31%	31%	4%	0%	26
The electricity systems delivers a high level of reliability.								
The electricity system delivers a high level of reliability Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly as N/A	(Count (n=)
	Year 2022/23	Strongly disagree 3%	Disagree 8%	Neither agree or di A	Agree 50%	Strongly at N/A 19%	1%	Count (n=) 118
Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	3% 3%	8% 9%	19% 20%	50% 53%	19% 14%	1% 1%	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	3% 3% 0%	8% 9% 5%	19% 20% 14%	50% 53% 38%	19% 14% 43%	1% 1% 0%	118 97 21
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	3% 3% 0% 8%	8% 9% 5% 8%	19% 20% 14% 25%	50% 53% 38% 33%	19% 14% 43% 17%	1% 1% 0% 8%	118 97 21 12
Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23	3% 3% 0%	8% 9% 5%	19% 20% 14%	50% 53% 38%	19% 14% 43%	1% 1% 0%	118 97 21
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	3% 3% 0% 8%	8% 9% 5% 8%	19% 20% 14% 25%	50% 53% 38% 33%	19% 14% 43% 17%	1% 1% 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 market outcomes Organisation type	2022/23 2022/23 2022/23 2022/23 2022/23 Year	3% 3% 0% 8% 4% Strongly disagree	8% 9% 5% 8% Disagree	19% 20% 14% 25% 19% Neither agree or di <i>J</i>	50% 53% 38% 33% 62%	19% 14% 43% 17% 8% Strongly a _i N/A	1% 1% 0% 8% 0%	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 market outcomes Organisation type All respondents	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23	3% 3% 0% 8% 4% Strongly disagree 8%	8% 9% 5% 8% 8% Disagree	19% 20% 14% 25% 19% Neither agree or di <i>j</i>	50% 53% 38% 33% 62% Agree 51%	19% 14% 43% 17% 8% Strongly a _i N/A 9%	1% 1% 0% 8% 0%	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 market outcomes Organisation type	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23 2022/23	3% 3% 0% 8% 4% Strongly disagree	8% 9% 5% 8% 8% Disagree 10% 11%	19% 20% 14% 25% 19% Neither agree or di <i>J</i>	50% 53% 38% 33% 62% Agree 51% 48%	19% 14% 43% 17% 8% Strongly a _i N/A 9% 6%	1% 1% 0% 8% 0%	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 market outcomes 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 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7%	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 111%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 0% Neither agree or di / 23% 23%	50% 53% 38% 33% 62% Agree 51% 48% 62% 8% 54%	19% 14% 43% 17% 8% Strongly a ₁ N/A 9% 6% 24% 17% 8% Strongly a ₁ N/A 11%	1% 1% 0% 8% 0% 3% 4% 0% 8% 19%	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 market outcomes 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 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 2022/23 2022/23	3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 5% 17%	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 11% 5% 33%	19% 20% 14% 25% 19% Neither agree or di / 10% 17% 0% Neither agree or di / 23% 27% 5% 25%	50% 53% 38% 33% 62% Agree 51% 48% 62% 8% 54% Agree 46% 45% 48%	19% 14% 43% 17% 8% Strongly a ₁ N/A 9% 6% 24% 17% 8% Strongly a ₁ N/A 11% 5% 38% 17%	1% 1% 0% 8% 0% 3% 4% 0% 8% 19%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26
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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 market outcomes 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 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 5% 17%	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 11% 5% 33%	19% 20% 14% 25% 19% Neither agree or di / 10% 17% 0% Neither agree or di / 23% 27% 5% 25%	50% 53% 38% 33% 62% Agree 51% 48% 62% 8% 54% Agree 46% 45% 48%	19% 14% 43% 17% 8% Strongly a ₁ N/A 9% 6% 24% 17% 8% Strongly a ₁ N/A 11% 5% 38% 17%	1% 1% 0% 8% 0% 3% 4% 0% 8% 19%	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 EDB The EA actively monitors market outcomes 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 ("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	3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 5% 17%	8% 9% 5% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 11% 12% 5% 33% 4%	19% 20% 14% 25% 19% Neither agree or di / 10% 17% 0% Neither agree or di / 23% 27% 5% 25%	50% 53% 38% 33% 62% Agree 51% 48% 62% 8% 54% Agree 46% 45% 48% 0% 62%	19% 14% 43% 17% 8% Strongly a ₁ N/A 9% 6% 24% 17% 8% Strongly a ₁ N/A 11% 5% 38% 17%	1% 1% 0% 8% 0% 3% 4% 0% 19% 3% 3% 0% 8% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26
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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 market outcomes 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 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	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 55% 17% 12% Strongly disagree 9% 11% 0% 42%	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 11% 12% 5% 33% 4% Disagree 25% 11% 12% 12% 14% 33%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 28% 28% 14% 0%	50% 53% 38% 38% 62% Agree 51% 48% 62% 8% 54% Agree 46% 45% 48% 0% 62% Agree 27% 24% 43% 0%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17%	1% 1% 0% 8% 0% 0% 3% 4% 0% 8% 19% 0% 3% 0% 8% 4% 0% 8%	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 12 12 12 12 12 12 12 12 12 12 12 12 12
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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 market outcomes 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	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 55% 17% 12% Strongly disagree 9% 11% 0% 42%	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 11% 12% 5% 33% 4% Disagree 25% 11% 12% 12% 14% 33%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 28% 28% 14% 0%	50% 53% 38% 38% 62% Agree 51% 48% 62% 8% 54% Agree 46% 45% 48% 0% 62% Agree 27% 24% 43% 0%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17%	1% 1% 0% 8% 0% 0% 3% 4% 0% 8% 19% 0% 3% 0% 8% 4% 0% 8%	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 12 12 12 12 12 12 12 12 12 12 12 12 12
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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 market outcomes 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 New entrant retailers can operate on a level playing field with established re Organisation type All respondents	2022/23 2022/23	3% 3% 3% 0% 88% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 117% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree	8% 9% 5% 8% 8% Disagree 10% 25% 8% Disagree 21% 4% Disagree 25% 27% 14% 33% 23% Disagree 33%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 23% 27% 5% 23% 23% 27% 5% 23% 14% 0% 35% Neither agree or di / 35%	50% 53% 38% 33% 62% Agree 51% 48% 62% Agree 46% 45% 48% 0% 62% Agree 27% 24% 43% 0% 31% Agree 17%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3%	1% 1% 0% 0% 0% 3% 4% 4% 19% 19% 0% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 12 26 Count (n=) 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 market outcomes 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	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 12% Strongly disagree 7% 7% 5% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 4% Disagree 25% 27% 14% 33% 23% Disagree 32% 36%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 5% 25% 23% Neither agree or di / 25% 25% 28% 14% 0% 35% Neither agree or di / 44% 12%	50% 53% 38% 33% 62% Agree 51% 48% 62% 46% 45% 46% 45% 48% 0% 62% Agree 27% 24% 43% 0% 61% 31%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3% 2%	1% 1% 0% 8% 0% 3% 4% 0% 19% 3% 3% 0% 8% 0% 14% 16%	118 97 21 12 26 Count (n=) 18 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 market outcomes 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 New entrant retailers can operate on a level playing field with established re 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 re Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 5% 11% 6% 42% 8% Strongly disagree 20% 244% 5%	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 33% 4% Disagree 25% 27% 14% 33% 23% Disagree 32% 36% 14%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 5% 22% 23% Neither agree or di / 23% 25% 25% 25% 25% 25% 25% 35% Neither agree or di / 25% 25% 25% 14% 0% 35% Neither agree or di / 14% 12% 19%	50% 53% 38% 33% 62% Agree 51% 48% 62% 45% 48% 0% 62% Agree 27% 43% 0% 31% Agree 17% Agree	19% 14% 43% 17% 8% Strongly a ₁ N/A 9% 6% 24% 17% 8% Strongly a ₁ N/A 11% 5% 38% 17% 0% Strongly a ₁ N/A 11% 4% Strongly a ₁ N/A 11% 5% 38% 5%	1% 1% 0% 8% 60% 3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 14% 16% 5%	118 97 21 122 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 market outcomes 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 New entrant retailers can operate on a level playing field with established re Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 12% Strongly disagree 7% 7% 5% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 4% Disagree 25% 27% 14% 33% 23% Disagree 32% 36%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 5% 25% 23% Neither agree or di / 25% 25% 28% 14% 0% 35% Neither agree or di / 44% 12%	50% 53% 38% 33% 62% Agree 51% 48% 62% 46% 45% 46% 45% 48% 0% 62% Agree 27% 24% 43% 0% 61% 31%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3% 2%	1% 1% 0% 8% 0% 3% 4% 0% 19% 3% 3% 0% 8% 0% 14% 16%	118 97 21 12 26 Count (n=) 18 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 market outcomes 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 New entrant retailers can operate on a level playing field with established re Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer EDB New entrant retailers can operate on a level playing field with established re 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	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 422 8% Strongly disagree 20% 24% 55% 55%	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 33% 4% Disagree 25% 27% 14% 33% 23% Disagree 32% 36% 14% 33%	19% 20% 144% 25% 19% Neither agree or di / 19% 21% 10% 17% 0% Neither agree or di / 23% 27% 5% 23% 28% 44% 0% 35% Neither agree or di / 14% 12% 12% 19%	50% 53% 38% 33% 62% Agree 51% 48% 54% Agree 27% 24% 43% 0% 31% Agree 17% 9% 52% 0%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3% 2% 5% 0%	1% 1% 0% 8% 0% 3% 4% 4% 19% 19% 19% 10% 34% 0% 14% 16% 16% 16% 15%	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 12 12 12 12 12 12 12 12 12 12 12 12 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 market outcomes 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 EDB New entrant retailers can operate on a level playing field with established re 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	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 5% 11% 0% 42% 8% Strongly disagree 20% 24% 5% 58% 19%	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 27% 14% 33% 23% Disagree 32% 36% 14% 33% 35%	19% 20% 14% 25% 19% 19% Neither agree or di / 19% 21% 10% 27% 28% 27% 5% 25% 23% Neither agree or di / 25% 25% 23% Neither agree or di / 25% 25% 14% 0% 35% Neither agree or di / 12% 19% 0% 12%	50% 53% 38% 33% 62% Agree 51% 48% 62% 45% 45% 46% 45% 46% 45% 48% 0% 62% Agree 27% 24% 43% 0% 51% Agree 17% 9% 52% 0% 15%	19% 14% 43% 17% 8% Strongly al N/A 9% 6% 24% 17% 8% Strongly al N/A 11% 5% 38% 17% 0% Strongly al N/A 11% 4% Strongly al N/A 11% 5% 4%	1% 1% 0% 8% 60% 3% 4% 0% 8% 19% 3% 3% 0% 8% 0% 14% 16% 5% 8% 15%	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 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 market outcomes 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 New entrant retailers can operate on a level playing field with established re 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 excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 422 8% Strongly disagree 20% 24% 55% 58% 19%	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 27% 14% 33% 23% Disagree 32% 36% 144% 33% 35% Disagree	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 17% 0% Neither agree or di / 23% 27% 5% 23% 27% 4% 14% 0% 35% Neither agree or di / 14% 12% Neither agree or di / 12%	50% 53% 38% 33% 62% Agree 51% 48% 54% Agree 27% 24% 43% 0% 31% Agree 17% 9% 52% 0% 15%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 29% 47% 4% Strongly aj N/A 3% 2% 5% 0% 4% Strongly aj N/A	1% 1% 0% 0% 3% 4% 0% 19% 19% 3% 3% 0% 4% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 12 26 Count (n=) 13 26 Count (n=) 14 27 26 Count (n=) 15 26 Count (n=) 16 27 28 Count (n=) 17 20 Count (n=) 18 20 Count (n=) 18 20 Count (n=) 18 20 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 market outcomes 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 New entrant retailers can operate on a level playing field with established re 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 or organisation type All respondents New entrant generators can operate on a level playing field with established organisation type All respondents	2022/23 2022/23	3% 3% 3% 0% 88% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 42% 8% Strongly disagree 20% 24% 5% 58% 19%	8% 9% 5% 8% 8% 8% 8% 10% 11% 12% 25% 33% 4% 25% 27% 14% 23% 23% 23% 23% 23% 23% 25% 27% 23%	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 27% 23% 27% 5% 23% 23% 27% 5% 23% 14% 0% 35% 14% 12% 19% 12% 19% 12% 19% 12% Neither agree or di / 12%	50% 53% 38% 33% 62% Agree 51% 48% 62% Agree 46% 45% 48% 0% 62% Agree 27% 244% 43% 0% 31% Agree 17% 9% 52% 0% 15%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3% 2% 5% 0% 4% Strongly aj N/A	1% 1% 0% 0% 3% 4% 4% 19% 19% 3% 3% 0% 14% 16% 15%	118 97 21 12 26 Count (n=) 12 26 Count (n=) 118 27 Count (n=) 118 119 120 120 120 120 120 120 120 120 120 120
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 market outcomes 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 New entrant retailers can operate on a level playing field with established re 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 excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23	3% 3% 3% 0% 8% 4% Strongly disagree 8% 9% 0% 25% 12% Strongly disagree 7% 7% 5% 17% 12% Strongly disagree 9% 11% 0% 422 8% Strongly disagree 20% 24% 55% 58% 19%	8% 9% 5% 8% 8% 8% Disagree 10% 11% 5% 25% 8% Disagree 25% 27% 14% 33% 23% Disagree 32% 36% 144% 33% 35% Disagree	19% 20% 14% 25% 19% Neither agree or di / 19% 21% 10% 17% 0% Neither agree or di / 23% 27% 5% 23% 27% 4% 14% 0% 35% Neither agree or di / 14% 12% Neither agree or di / 12%	50% 53% 38% 33% 62% Agree 51% 48% 54% Agree 27% 24% 43% 0% 31% Agree 17% 9% 52% 0% 15%	19% 14% 43% 17% 8% Strongly aj N/A 9% 6% 24% 17% 8% Strongly aj N/A 11% 5% 38% 17% 0% Strongly aj N/A 11% 7% 29% 17% 4% Strongly aj N/A 3% 4% Strongly aj N/A 3% 5% 5%	1% 1% 0% 0% 3% 4% 0% 19% 19% 3% 3% 0% 4% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	118 97 21 122 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 12 26 Count (n=) 13 26 Count (n=) 14 27 26 Count (n=) 15 26 Count (n=) 16 27 28 Count (n=) 17 20 Count (n=) 18 20 Count (n=) 18 20 Count (n=) 18 20 Count (n=)

Primarily an electricity retailer EDB	2022/23 2022/23	17% 19%	42% 15%	17% 23%	0% 15%	0% 12%	25% 15%	12 26
				23/0	13/0	12/0	13/0	
the electricity regulatory environment supports incorporation of new bu Organisation type		gy in a timely manne gly disagree Disagr		er agree or di Ag	roo Str	rongly a _i N/A		Count (n=)
Ill respondents	2022/23	13%	42%	25%	14%	3%	4%	118
Il survey respondents excluding gen-tailers	2022/23	14%	44%	25%	8%	3%	5%	97
oth generator and electricity retailer ("Gen-tailer)	2022/23	5% 25%	33% 42%	24% 25%	38% 0%	0%	0% 8%	21 12
rimarily an electricity retailer DB	2022/23 2022/23	15%	35%	23%	8%	12%	8%	26
e current market settings encourage innovation in generation ganisation type	Year Strong	gly disagree Disagr	ree Neith	er agree or di Ag	ree Str	rongly a _i N/A		Count (n=)
respondents	2022/23	7%	31%	31%	17%	4%	10%	118
survey respondents excluding gen-tailers	2022/23	7%	35%	29%	14%	3%	11%	97
oth generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	38%	29%	10%	5%	21
marily an electricity retailer B	2022/23 2022/23	0% 8%	50% 27%	33% 19%	0% 19%	0% 12%	17% 15%	12 26
e current market setting encourage innovation in distribution networl ganisation type		gly disagree Disagr	ree Neith	er agree or di Ag	ree Str	rongly a _i N/A		Count (n=)
respondents	2022/23	14%	35%	31%	12%	3%	7%	118
survey respondents excluding gen-tailers	2022/23	13%	36%	27%	12%	3%	8%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	14%	29%	48%	10%	0%	0%	21
marily an electricity retailer B	2022/23 2022/23	17% 12%	42% 19%	25% 35%	0% 23%	0% 12%	17% 0%	12 26
.	2022/23	12/6	1376	33/6	23/6	12/0	078	20
e current market setting encourage innovation in consumer-facing ser				. •				
ganisation type respondents	Year Strong 2022/23	gly disagree Disagr 9%	ree Neith 24%	er agree or di Agr 28%	ree Str	rongly at N/A 8%	8%	Count (n=) 118
survey respondents excluding gen-tailers	2022/23	9%	26%	28%	21%	6%	10%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	10%	14%	29%	33%	14%	0%	21
marily an electricity retailer	2022/23	25%	25%	33%	0%	8%	8%	12
В	2022/23	4%	27%	23%	19%	15%	12%	26
e current market setting encourage innovation in transmission netwo	rk management							
ganisation type		gly disagree Disagr		er agree or di Ag	ree Str	rongly a _i N/A		Count (n=)
respondents	2022/23	6%	21%	38%	14%	2%	19%	118
survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer)	2022/23 2022/23	6% 5%	22% 19%	34% 57%	14% 14%	2% 0%	22% 5%	97 21
marily an electricity retailer	2022/23	8%	33%	33%	8%	0%	17%	12
В	2022/23	4%	15%	46%	12%	4%	19%	26
annotition hotuson electricity concretent annual wholesele more than	vices are set at an efficient la	ual c	•					
mpetition between electricity generators ensures wholesale market p ganisation type		gly <mark>disagree</mark> Disagr	ree Neith	er agree or di Ag	ree Str	rongly at N/A		Count (n=)
respondents	2022/23	18%	23%	10%	33%	8%	8%	118
survey respondents excluding gen-tailers	2022/23	21%	24%	11%	30%	4%	10%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	5%	19%	5%	48%	24%	0%	21
imarily an electricity retailer DB	2022/23 2022/23	42% 19%	17% 15%	8% 12%	8% 35%	0% 4%	25% 15%	12 26
				-				
mpetition between electricity generators ensures they build the most		alu disassas Disass	una Ninish		Ch	ranahi ai N/A		Count (n=)
ganisation type respondents	2022/23	gly disagree Disagr 15%	17%	er agree or di Agr 21%	28%	rongly at N/A 10%	8%	Count (n=) 118
I survey respondents excluding gen-tailers	2022/23	18%	18%	24%	24%	7%	10%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	10%	48%	24%	0%	21
imarily an electricity retailer B	2022/23 2022/23	42% 19%	8% 8%	25% 23%	0% 31%	0% 12%	25% 8%	12 26
	2022/23	1370	0,0	2370	31/0		0,0	
empetition between retailers ensures that consumer prices only rise in		city companies gly disagree Disagr	uaa Naish	au aauaa au di Aa	Ch	ranahi ai N/A		Count (n=)
ganisation type respondents	2022/23	21%	24%	er agree or di Agr 21%	19%	rongly at N/A 8%	7%	118
survey respondents excluding gen-tailers	2022/23	24%	27%	24%	12%	5%	8%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	10%	10%	10%	48%	24%	0%	21
imarily an electricity retailer	2022/23 2022/23	50% 23%	25% 31%	8% 19%	0% 12%	8% 12%	8% 4%	12 26
	2022/23	2070	0 2/0	23/0	/-	/-	.,,	
rcentage of participants who agree that prices in the following electric	•							
ganisation type respondents	Year Strong 2022/23	gly disagree Disagr 14%	ree Neith 22%	er agree or di Agr 20%	ree Str 25%	rongly at N/A 8%	10%	Count (n=) 118
survey respondents excluding gen-tailers	2022/23	14%	26%	23%	20%	6%	11%	97
th generator and electricity retailer ("Gen-tailer)	2022/23	10%	5%	10%	52%	19%	5%	21
marily an electricity retailer	2022/23	17%	50%	0%	8%	17%	8%	12
В	2022/23	12%	19%	23%	27%	12%	8%	26
centage of participants who agree that prices in the following electric	city markets reflect the outco	mes expected in a w	vorkably compe	titive market: Sp	ot market			
ganisation type		gly disagree Disagr		er agree or di Ag		rongly at N/A		Count (n=)
respondents survey respondents excluding gen-tailers	2022/23 2022/23	14% 16%	15% 15%	17% 18%	31% 30%	6% 2%	16% 19%	118
survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer)	2022/23	5%	15%	18%	30%	24%	19%	21
marily an electricity retailer	2022/23	33%	33%	17%	8%	0%	8%	12
В	2022/23	15%	8%	8%	42%	4%	23%	26
centage of participants who agree that prices in the following electric	rity markets reflect the outco	mes expected in a v	vorkahly compo	titive market. He	dge marka	et including A	SX and	LOTC
rcentage of participants who agree that prices in the following electric ganisation type		gly disagree Disagr		er agree or di Ag	_	rongly at N/A		Count (n=)
respondents	2022/23	16%	16%	19%	20%	3%	26%	118
survey respondents excluding gen-tailers	2022/23	20%	14%	18%	18%	2%	29%	97
oth generator and electricity retailer ("Gen-tailer)	2022/23	0%	24%	24%	33%	5%	14%	21
	2022/23	58%	8%	25% 12%	0% 27%	0%	8% 42%	12 26
	2022/23	12%	4%					
•	2022/23	12%	4%	12/6	21/6	4%	42/0	
rimarily an electricity retailer EDB Percentage of participants who agree that prices in the following electric							42/0	
В	city markets reflect the outco		vorkably compe		icillary serv			Count (n=

All respondents	2022/23	6%	7%	35%	19%	5%	28%	118
All survey respondents excluding gen-tailers	2022/23	7%	7%	33%	18%	3%	32%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	5%	43%	29%	14%	10%	21
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 reliable supply of electricity each day								
Organisation type	Year	Strongly disagree Disagree	Neither agree	or di Agre	e	Strongly as N/A		Count (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
		0%	0%	17%	42%	33%	8%	12
Primarily an electricity retailer	2022/23							
EDB	2022/23	0%	12%	15%	54%	19%	0%	26
There is a south all adultitions are a south as a south								
There is enough electricity to meet ongoing needs		o						
Organisation type	Year	Strongly disagree Disagree	Neither agree			Strongly at N/A		Count (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	2022/23	0%	42%	25%	8%	17%	8%	12
EDB	2022/23	12%	27%	8%	35%	15%	4%	26
The current electricity market arrangements ensure an appropriate balance between	en reliabili	ty and cost						
Organisation type	Year	Strongly disagree Disagree	Neither agree	or di Agre	e	Strongly at N/A		Count (n=)
All respondents	2022/23	6%	25%	31%	31%	4%	3%	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
				_ X '	1			
Over the next 10 years the electricity system will strike a balance between reliabilit	y and cost				4			
Organisation type	Year	Strongly disagree Disagree	Neither agree	or di Agre	e	Strongly at N/A		Count (n=)
All respondents	2022/23	8%	31%	28%	23%	5%	5%	118
All survey respondents excluding gen-tailers	2022/23	9%	30%	30%	22%	3%	6%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	33%	19%	29%	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
	2022/23	1270	13/0	31/0	33/0	470	0,0	20
The New Zealand electricity market ensures electricity is generated efficiently								
Organisation type	Year	Strongly disagree Disagree	Neither agree	or di Aara	_	Strongly at N/A		Count (n=)
	2022/23	6%	20%	18%	39%	12%	5%	118
All respondents			23%					97
All survey respondents excluding gen-tailers	2022/23	5%		22%	38%	7%	5%	
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 efficiently								
Organisation type	Year	Strongly disagree Disagree	Neither agree			Strongly at N/A		Count (n=)
All respondents	2022/23	2%	8%	27%	42%	12%	9%	118
All respondents All survey respondents excluding gen-tailers	2022/23 2022/23	2% 2%	8% 7%	27% 29%	42% 43%	12% 9%	9% 9%	118 97
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23	2% 2% 0%	8% 7% 14%	27% 29% 19%	42% 43% 33%	12% 9% 24%	9% 9% 10%	118 97 21
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	2% 2% 0% 0%	8% 7% 14% 8%	27% 29% 19% 33%	42% 43% 33% 33%	12% 9% 24% 8%	9% 9% 10% 17%	118 97 21 12
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2022/23 2022/23 2022/23	2% 2% 0%	8% 7% 14%	27% 29% 19%	42% 43% 33%	12% 9% 24%	9% 9% 10%	118 97 21
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	2% 2% 0% 0%	8% 7% 14% 8%	27% 29% 19% 33%	42% 43% 33% 33%	12% 9% 24% 8%	9% 9% 10% 17%	118 97 21 12
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently	2022/23 2022/23 2022/23 2022/23 2022/23	2% 2% 0% 0% 4%	8% 7% 14% 8% 8%	27% 29% 19% 33% 35%	42% 43% 33% 33% 38%	12% 9% 24% 8% 12%	9% 9% 10% 17% 4%	118 97 21 12 26
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently Organisation type	2022/23 2022/23 2022/23 2022/23 2022/23 Year	2% 2% 0% 0% 4% Strongly disagree Disagree	8% 7% 14% 8% 8%	27% 29% 19% 33% 35%	42% 43% 33% 33% 38%	12% 9% 24% 8% 12% Strongly a _i N/A	9% 9% 10% 17% 4%	118 97 21 12 26 Count (n=)
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently Organisation type All respondents	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23	2% 2% 0% 0% 4% Strongly disagree Disagree	8% 7% 14% 8% 8% Neither agree	27% 29% 19% 33% 35% e or di Agre 25%	42% 43% 33% 33% 38% e 34%	12% 9% 24% 8% 12% Strongly a _i N/A 6%	9% 9% 10% 17% 4%	118 97 21 12 26 Count (n=)
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently. Organisation type All respondents All survey respondents excluding gen-tailers	2022/23 2022/23 2022/23 2022/23 2022/23 Year 2022/23 2022/23	2% 2% 0% 0% 4% Strongly disagree 4% 4%	8% 7% 14% 8% 8% Neither agree 23% 21%	27% 29% 19% 33% 35% e or di Agre 25% 27%	42% 43% 33% 33% 38% e 34% 33%	12% 9% 24% 8% 12% Strongly a _l N/A 6% 7%	9% 9% 10% 17% 4%	118 97 21 12 26 Count (n=) 118
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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	2% 2% 0% 0% 4% Strongly disagree Disagree 4% 5%	8% 7% 14% 8% 8% Neither agree 23% 21% 33%	27% 29% 19% 33% 35% e or di Agre 25% 27%	42% 43% 33% 33% 38% e 34% 33% 38%	12% 9% 24% 8% 12% Strongly a _l N/A 6% 7%	9% 9% 10% 17% 4% 8% 8% 5%	118 97 21 12 26 Count (n=) 118 97 21
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 Year 2022/23 2022/23 2022/23 2022/23	2% 2% 0% 0% 4% Strongly disagree Disagree 4% 4% 5% 8%	8% 7% 14% 8% 8% Neither agree 23% 211% 33% 42%	27% 29% 19% 33% 35% e or di Agre 25% 27% 19%	42% 43% 33% 38% 38% e 34% 33% 38% 17%	12% 9% 24% 8% 12% Strongly a _l N/A 6% 7% 0%	9% 9% 10% 17% 4% 8% 8% 5% 17%	118 97 21 12 26 Count (n=) 118 97 21
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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	2% 2% 0% 0% 4% Strongly disagree Disagree 4% 5%	8% 7% 14% 8% 8% Neither agree 23% 21% 33%	27% 29% 19% 33% 35% e or di Agre 25% 27%	42% 43% 33% 33% 38% e 34% 33% 38%	12% 9% 24% 8% 12% Strongly a _l N/A 6% 7%	9% 9% 10% 17% 4% 8% 8% 5%	118 97 21 12 26 Count (n=) 118 97 21
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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	2% 2% 0% 0% 4% Strongly disagree 4% 4% 4% 5% 8% 4%	8% 7% 14% 8% 8% Neither agree 23% 211% 33% 42%	27% 29% 19% 33% 35% e or di Agre 25% 27% 19%	42% 43% 33% 38% 38% e 34% 33% 38% 17%	12% 9% 24% 8% 12% Strongly a _l N/A 6% 7% 0%	9% 9% 10% 17% 4% 8% 8% 5% 17%	118 97 21 12 26 Count (n=) 118 97 21
All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently, 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 production and	2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	2% 2% 0% 0% 4% Strongly disagree 4% 4% 5% 8% 4% 000.	8% 7% 14% 8% 8% Neither agree 23% 21% 33% 42% 19%	27% 29% 19% 33% 35% e or di Agree 25% 27% 19% 17% 23%	42% 43% 33% 38% 38% e 34% 33% 38% 17% 38%	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 0% 15%	9% 9% 10% 17% 4% 8% 8% 5% 17% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26
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All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23 2022/23	2% 2% 0% 0% 4% Strongly disagree 4% 4% 5% 8% 4% On. Strongly disagree B% 5%	8% 7% 14% 8% 8% Neither agree 23% 21% 33% 42% 19% Neither agree 14% 133%	27% 29% 19% 33% 35% e or di Agre 25% 27% 19% 17% 23% e or di Agre 14% 14%	42% 43% 33% 38% 8 44% 38% 17% 38% 42% 41% 48%	12% 9% 24% 8% 12% Strongly ai N/A 6% 7% 0% 0% 15% Strongly ai N/A 11% 19%	9% 9% 10% 17% 4% 8% 8% 17% 0%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118
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All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and Organisation type All respondents Both generator and electricity retailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's hedge market efficiently coordinates electricity production and consorganisation 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 2022/23 2022/23 2022/23 2022/23	2% 2% 0% 0% 4% Strongly disagree 4% 4% 5% 8% 4% On. Strongly disagree Bisagree 8% 9% 5% 33% 8%	8% 7% 14% 8% 8% Neither agree 23% 21% 33% 42% 19% Neither agree 14% 13% 14% 25%	27% 29% 19% 33% 35% e or di Agre 25% 27% 19% 17% 23% e or di Agre 14% 14% 14% 14% 0% 12%	42% 43% 33% 38% 38% 8 42% 41% 44% 33% 38%	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 0% 15% Strongly at N/A 13% 11% 19% 0% 19%	9% 9% 10% 4% 8% 8% 5% 17% 0% 10% 0% 8%	118 97 21 12 26 Count (n=) 118 97 21 12 26 Count (n=) 118 97 21 12 26
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All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electrogranisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's hedge market efficiently facilitates timely investment in the electricity primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	2022/23 2022/23	2% 2% 2% 2% 0% 0% 4% 4% 5% 8% 4% 5% 8% 9% 55% 33% 8% 55% 42% 8% 42% 8% 42% 8% 60m. Strongly disagree 14% 15% 5% 42% 8% 42% 8% 42% 8% 42% 8% 42% 8% 42% 8% 42% 8% 42% 60m. Strongly disagree 16% 20% 60% 58% 12% 558% 12% 558%	8% 7% 144% 8% 8% Neither agree 23% 211% 33% 42% 19% Neither agree 14% 13% 144% 25% 15% Neither agree 18% 18% 18% 19% Neither agree 27% 28% 244% 8% 19%	27% 29% 19% 33% 35% e or di Agree 25% 17% 19% 17% 23% e or di Agree 14% 14% 14% 14% 23% e or di Agree 23% 25% 144% 8% 23% e or di Agree 23% 25% 144% 8% 23%	42% 43% 33% 38% e e 34% 38% 41% 41% 38% 41% 42% 41% 48% 10% 8% 12% 10% 57% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 15% Strongly at N/A 13% 11% 19% 0% 19% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 5% 5% 5% 0% 12% Strongly at N/A	9% 9% 10% 10% 4% 8% 8% 17% 10% 8% 17% 10% 8% 12% 12% 8% 23%	118 97 21 12 26 Count (n=) 12 26 Count (n=) 13 26 Count (n=) 14 27 28 Count (n=) 18 29 21 21 22 26 Count (n=) 18 27 21 28 Count (n=) 18 21 22 Count (n=) 18 21 22 Count (n=)
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electroganisation 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	2% 2% 2% 2% 2% 0% 4% 4% 5% 4% 5% 4% 5% 5	8% 7% 144% 8% 8% Neither agree 23% 21% 33% 42% 19% Neither agree 14% 13% 144% 25% 15% Neither agree 27% 28% 24% 8% 19% Neither agree 27% 28% 19%	27% 29% 19% 33% 35% or di Agre 25% 19% 17% 23% or di Agre 14% 14% 14% 14% 14% 25% or di Agre 23% 25% 144 23% or di Agre 23% 25% 148 88 23%	42% 43% 33% 38% 8 e 34% 38% 38% 41% 41% 48% 38% 10% 52% 12% 12% 12% 12% 12% 12% 12% 12% 12% 1	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 15% Strongly at N/A 13% 11% 19% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	9% 9% 10% 10% 4% 8% 8% 10% 0% 8% 10% 10% 10% 10% 25% 30% 42% 23%	118 97 21 12 26 Count (n=) 12 26 Count (n=) 13 14 26 Count (n=) 118 97 21 12 26 Count (n=) 118
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electricity and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's wholesale market efficiently facilitates timely investment in the electric 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 hedge market efficiently facilitates timely investment in the electric Organisation type All respondents All survey respondents All survey respondents excluding gen-tailers	2022/23 2022/23	2% 2% 0% 0% 4% 4% Strongly disagree 4% 4% 4% 5% 4% On. Strongly disagree Disagree 8% 9% 5% 33% 8% Strongly disagree Disagree 14% 15% 5% 42% 8% Strongly disagree Disagree 14% 15% 5% 42% 8% Strongly disagree Disagree 16% 20% 0% 58% 12%	8% 7% 14% 8% 8% 8% Neither agree 13% 19% Neither agree 14% 13% 14% 25% Neither agree 18% 18% 19% Neither agree 12% Neither agree 27% 28% 24% 8% 19% Neither agree 14% 14%	27% 29% 19% 19% 33% 35% e or di Agre 25% 19% 14% 14% 14% 14% 12% e or di Agre 23% 25% 14% 8% 23% e or di Agre 23% 25% 14% 8% 23%	42% 43% 33% 38% e 34% 38% 38% 41% 41% 48% 33% 38% 10% 52% 8% 10% 57% 12% 6 e 19% 17% 6 12%	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 15% Strongly at N/A 13% 11% 19% 0% 15% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 5% 5% 0% 12% Strongly at N/A 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	9% 9% 10% 10% 4% 8% 8% 8% 17% 0% 8% 10% 6% 17% 42% 12% 0% 8% 23% 24% 28%	118 97 21 12 26 Count (n=) 118 97
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electory 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 hedge market efficiently facilitates timely investment in the electric 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	2% 2% 0% 0% 4% 4% Strongly disagree 4% 4% 4% 5% 4% On. Strongly disagree Disagree 8% 9% 5% 33% 8% Strongly disagree 14% 15% 5% 42% 8% Strongly disagree Disagree 16% 20% 0% Strongly disagree Disagree 16% 20% 0%	8% 7% 14% 8% 8% 8% Neither agree 14% 13% 14% 15% Neither agree 18% 18% 19% Neither agree 12% Neither agree 12% Neither agree 14% 19% Neither agree 14% 19% Neither agree 14% 14% 14%	27% 29% 19% 19% 33% 35% e or di Agre 25% 27% 19% 14% 14% 14% 14% 23% e or di Agre 23% 25% 14% 8% 23% e or di Agre 23% 25% 14% 8% 23% e or di Agre 23% 25% 25% 24% 29%	42% 43% 33% 38% e e 34% 41% 48% 41% 10% 52% 8% 10% 57% 11% 12% e e 19% 48% 48% 48% 48% 48% 48% 48% 48% 48% 52% 8% 10% 52% 8% 12% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	12% 9% 24% 8% 12% Strongly al N/A 6% 7% 0% 15% Strongly al N/A 13% 11% 19% 0% 15% Strongly al N/A 3% 2% 5% 0% 4% Strongly al N/A 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	9% 9% 10% 10% 4% 8% 8% 17% 0% 8% 10% 10% 10% 12% 0% 8% 25% 30% 5% 12% 0% 8% 23% 10% 5% 5% 5% 5% 5% 5% 5%	118 97 21 12 26 Count (n=) 118 97 21 12 26
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electrorganisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's hedge market efficiently facilitates timely investment in the electricity primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's hedge market efficiently facilitates timely investment in the electricity primarily an electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB New Zealand's hedge market efficiently facilitates timely investment in the electric 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	2% 2% 0% 0% 4% Strongly disagree	8% 7% 144% 8% 8% Neither agree 23% 211% 33% 42% 19% Neither agree 14% 13% 144% 25% 15% Neither agree 27% 28% 244% 8% 19% Neither agree 44% 19%	27% 29% 19% 33% 35% or di Agre 25% 17% 19% 17% 23% or di Agre 14% 14% 14% 14% 23% or di Agre 23% 25% 144% 8% 23% or di Agre 23% 25% 144% 8% 23%	42% 43% 33% 38% e e 34% 38% 38% 41% 38% 10% 41% 10% 10% 10% 12% 12% 12% 12% 12% 12% 12% 12% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 15% Strongly at N/A 13% 11% 19% 0% 19% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 5% 5% 0% 12% Strongly at N/A 5% 5% 5% 0% 12%	9% 9% 10% 4% 8% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	118 97 21 12 26 Count (n=) 118 97 21 12 26
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB The New Zealand electricity market ensures electricity is distributed efficiently 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 production and 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 hedge market efficiently coordinates electricity production and consorganisation 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 facilitates timely investment in the electory 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 hedge market efficiently facilitates timely investment in the electric 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	2% 2% 0% 0% 4% 4% Strongly disagree 4% 4% 4% 5% 4% On. Strongly disagree Disagree 8% 9% 5% 33% 8% Strongly disagree 14% 15% 5% 42% 8% Strongly disagree Disagree 16% 20% 0% Strongly disagree Disagree 16% 20% 0%	8% 7% 14% 8% 8% 8% Neither agree 14% 13% 14% 15% Neither agree 18% 18% 19% Neither agree 12% Neither agree 12% Neither agree 14% 19% Neither agree 14% 19% Neither agree 14% 14% 14%	27% 29% 19% 19% 33% 35% e or di Agre 25% 27% 19% 14% 14% 14% 14% 23% e or di Agre 23% 25% 14% 8% 23% e or di Agre 23% 25% 14% 8% 23% e or di Agre 23% 25% 25% 24% 29%	42% 43% 33% 38% e e 34% 41% 48% 41% 10% 52% 8% 10% 57% 11% 12% e e 19% 48% 48% 48% 48% 48% 48% 48% 48% 48% 52% 8% 10% 52% 8% 12% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	12% 9% 24% 8% 12% Strongly at N/A 6% 7% 0% 15% Strongly at N/A 13% 11% 19% 0% 15% Strongly at N/A 3% 2% 5% 0% 4% Strongly at N/A 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	9% 9% 10% 10% 4% 8% 8% 17% 0% 8% 10% 10% 10% 12% 0% 8% 25% 30% 5% 12% 0% 8% 23% 10% 5% 5% 5% 5% 5% 5% 5%	118 97 21 12 26 Count (n=) 118 97 21 12 26

Organisation type		gly disagree Disag		agree or di Ag		rongly aį N/		nt (n=)
All survey respondents excluding gen-tailers	2022/23 2022/23	16% 18%	23%	15% 18%	30% 22%	11% 9%	5% 6%	118 97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	0%	5%	67%	19%	0%	21
rimarily an electricity retailer DB	2022/23 2022/23	33% 15%	25% 35%	8% 15%	0% 15%	25% 12%	8% 8%	12 26
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Electricity market settings will support an efficient transition of the energy sector to low emissions								
Organisation type All respondents	Year 2021/22			ree N/A 30	Neither agree or disagree 7			ee Count (n=) 8 114
All survey respondents excluding gen-tailers	2021/22							8 93
Both generator and electricity retailer ("Gen-tailer)	2021/22	22	6	5	1	3		0 21
Primarily an electricity retailer EDB	2021/22						-	4 15 0 26
	2021/22	•	6	5		10	5	0 20
The electricity system will maintain reliability through the transition to low-emissions energy	Wign		Disease	21/0	andiana	Character and	C:	Course (mail
Organisation type All respondents	Year 2021/22			ree N/A 23	Neither agree or disagree 7			ee Count (n=) 1 114
All survey respondents excluding gen-tailers	2021/22						10	1 93
Both generator and electricity retailer ("Gen-tailer)	2021/22							0 21
Primarily an electricity retailer EDB	2021/22 2021/22							0 15 0 26
	2022, -		10	,		4	0	0
The electricity industry is meeting consumers' needs Organisation type	Year	Agree	Disagr	ree N/A	Neither agree or disagree	Strongly agr	Congly disagr	co. Count (n=)
All respondents	2021/22							10 114
All survey respondents excluding gen-tailers	2021/22	22	39 3	34	1	7	3	9 93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22							1 21 5 15
Primarily an electricity retailer EDB	2021/22 2021/22							5 15 0 26
The electricity industry will meet consumers' evolving needs in the future	_				-			
The electricity industry will meet consumers' evolving needs in the future Organisation type	Year	Agree	Disagr	ree N/A	Neither agree or disagree	e Strongly agr	ee Strongly disagre	ee Count (n=)
All respondents	2021/22	22	40 2	26	1	26 1	11 1	10 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22							10 93 0 21
Primarily an electricity retailer ("Gen-tailer)	2021/22					2		6 15
EDB	2021/22					5		0 26
I have confidence in the role the EA plays as kaitiaki of the electricity sector					*			
Organisation type		Agree		ree N/A	Neither agree or disagree		ee Strongly disagree	
All respondents	2021/22					36	5 1	15 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22				5			14 93 1 21
Primarily an electricity retailer	2021/22	22	2	3	2	1	1	6 15
EDB	2021/22	2	4	7	1	10	0	4 26
The electricity sector operates efficiently								
Organisation type		Agree		ree N/A	Neither agree or disagree		ree Strongly disagree	
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							10 114 9 93
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22		26 3					9 93
Primarily an electricity retailer	2021/22	22	2	7	1	1	0	4 15
EDB	2021/22	2	10	6	1	4	3	2 26
The electricity system delivers a high level of reliability								
Organisation type				ree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							3 114 3 93
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22							3 93 0 21
Primarily an electricity retailer	2021/22	22	6	2	1	4	1	1 15
EDB	2021/22			1			7	1 26
The EA actively monitors market outcomes								
Organisation type		Agree		ree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							7 114 7 93
Both generator and electricity retailer ("Gen-tailer)	2021/22	22			1	4	2	0 21
Primarily an electricity retailer	2021/22	22	4	3	1	3	2	2 15
EDB	2021/22		13	0		7	2	3 26
The EA actively monitors participant behaviour	Yaar		Dieage	N/A	the agree or disagre	Carengly agr	a	Sount (n=)
Organisation type All respondents	2021/22		51 1			26 1	13	6 114
All survey respondents excluding gen-tailers	2021/22	22	39 1	10	5	24	9	6 93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22							0 21 3 15
EDB	2021/22							1 26
The EA holds participants to account for their actions	_			_				
Organisation type		Agree		ree N/A	Neither agree or disagree		ee Strongly disagre	
All respondents	2021/22	22	45 2	20	6	23	7 1	13 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22							13 93 0 21
Primarily an electricity retailer	2021/22	22	4	1	1	1	1	7 15
EDB	2021/22							1 26
New entrant retailers can operate on a level playing field with established retailers								
Organisation type				ree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							31 114 30 93
All survey respondents excluding gen-tailers Both gen <mark>erat</mark> or and electricity retailer ("Gen-tailer)	2021/22				1	4	7	1 21
Primarily an electricity retailer	2021/22	22	0	2	0	2	0 1	11 15
EDB	2021/22	2	12	2	1	8	2	1 26
New entrant generators can operate on a level playing field with established generators								
Organisation type				ree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							24 114 24 93
Both generator and electricity retailer ("Gen-tailer)	2021/22	22	6	6	1	2	6	0 21
Primarily an electricity retailer	2021/22	22	1	2	4	0	0	8 15
EDB	2021/22	2	4	3	5	6	2	6 26
The electricity regulatory environment supports incorporation of new business models and technology								
Organisation type	Year	Agree		ree N/A	Neither agree or disagree			
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22							18 114 17 93
Both generator and electricity retailer ("Gen-tailer)	2021/22	22	10	2	1	6	1	1 21
Dulmaville on electricity retailer	2021/22							4 15 4 26
Primarily an electricity retailer	· · · · · · · · · · · · · · · · · · ·	,)	5	6	1	9	1	4 20
	2021/22		_			_		
EDB The current market settings encourage innovation in generation								
The current market settings encourage innovation in generation Organisation type		Agree		ree N/A	Neither agree or disagree	Strongly agre	ee Strongly disagre	e Count (n=)

III respondents III survey respondents excluding gen-tailers						
	2021/22	26 36	15	25 19	5	7 114 7 93
oth generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	20 31 6 5	13 2	6	2	7 93 0 21
rimarily an electricity retailer DB	2021/22 2021/22	0 5 6 5	4 6	4 5	0 1	2 15 3 26
		0 5	U	5	*	3 26
The current market settings encourage innovation in distribution network manage Organisation type	ement Year Agree	Disagree	N/A Neither a	gree or disagree Strongly	agree Strongly disagr	ree Count (n=)
All respondents	2021/22	16 38	12	34	2	12 114
Ill survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	13 32 3 6	9	28 6	1 1	10 93 2 21
rimarily an electricity retailer	2021/22	0 5	4	5	0	1 15
DB	2021/22	6 6	1	9	1	3 26
he current market settings encourage innovation in consumer-facing services						
Organisation type NII respondents	Year Agree 2021/22	Disagree 32 21	N/A Neither ap	gree or disagree Strongly 31	agree Strongly disagr	ree Count (n=) 14 114
All survey respondents excluding gen-tailers	2021/22	23 18	9	27	3	13 93
oth generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	9 3 2	2	4 3	4	1 21 6 15
DB	2021/22	9 5	3	6	1	2 26
The current market settings encourage innovation in transmission network manage	gement					
Organisation type	Year Agree	Disagree		gree or disagree Strongly		
III respondents III survey respondents excluding gen-tailers	2021/22 2021/22	12 19 9 15	30 25	40 33	2 2	11 114 9 93
oth generator and electricity retailer ("Gen-tailer)	2021/22	3 4	5	7	0	2 21
rrimarily an electricity retailer IDB	2021/22 2021/22	0 3 2 1	6 9	6 7	0	0 15 6 26
Compatition habitan alectricity assessment as a supervision of the supervision and supervision						
Competition between electricity generators ensures wholesale market prices are or Drganisation type	Year Agree	Disagree		gree or disagree Strongly	agree Strongly disagr	ree Count (n=)
All respondents	2021/22 2021/22	24 32 18 31	12 8	42 9	13	21 114 19 93
Ill survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2021/22	18 31 6 1	4	3	8 5	2 21
rimarily an electricity retailer DB	2021/22 2021/22	0 6 8 8	1	0	0	8 15 2 26
	2021/22	8 	5	,		z 26
Competition between electricity generators ensures they build the most efficient Organisation type	power stations Year Agree	Disagree	N/A Neither a	gree or disagree Strongly	agree Strongly disagr	ree Count (n=)
All respondents	2021/22	26 31	14	14	15	14 114
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	20 30 6 1	11 3	11 3	8 7	13 93 1 21
rimarily an electricity retailer	2021/22	2 5	XV	0	0	6 15
DB	2021/22	6 6	4	4	4	2 26
Competition between retailers ensures that consumer prices only rise in line with			•			
Organisation type III respondents	Year Agree 2021/22	Disagree 27 19	N/A Neither a	gree or disagree Strongly 17		ree Count (n=) 25 114
All survey respondents excluding gen-tailers	2021/22	21 18	5	15	10	24 93
oth generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	6 1 2	3	3 1	7 1	1 21 7 15
DB	2021/22	5 7	3	4	3	4 26
ercentage of participants who agree that prices in the following electricity marks	ets reflect the outcomes expected in a w	orkably competitive	market: Retail marl	ket		
Organisation type	Year Agree	Disagree		gree or disagree Strongly		
NI respondents NI survey respondents excluding gen-tailers	2021/22 2021/22	34 16 28 14	9	19		18 114 18 93
oth generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	6 1 2 5	3 2	2	8	1 21 6 15
rrimarily an electricity retailer IDB	2021/22 2021/22	8 4	3	7	2	2 26
Percentage of participants who agree that prices in the following electricity marke	ets reflect the outcomes expected in a w	orkably competitive	market: Spot marke	et		
	Year Agree	Disagree	N/A Neither a	gree or disagree Strongly		
Organisation type	2021/22	25 21	20	16 15		18 114 17 93
	2021/22	17 20	16	15	0	
Organisation type Ill respondents Ill survey respondents excluding gen-tailers toth generator and electricity retailer ("Gen-tailer)	2021/22 2021/22	17 20 8 1	4	1	6	1 21
Organisation type All respondents All survey respondents excluding gen-tailers	2021/22	17 20				
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Into the generator and electricity retailer ("Gen-tailer) Intrimarily an electricity retailer IDB	2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2	4 1 8	1 0 7	6 0 2	1 21 7 15
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) Irrimarily an electricity retailer	2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2	4 1 8 market: Hedge mar	1 0 7	6 0 2	1 21 7 15 2 26
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) Irrimarily an electricity retailer IDB Percentage of participants who agree that prices in the following electricity market Prganisation type Ill respondents	2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17	4 1 8 market: Hedge mar N/A Neither a	1 0 7 ket, including ASX and OTC gree or disagree Strongly 25	6 0 2 agree Strongly disagr	1 21 7 15 2 26 ree Count (n=) 14 114
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity market pragnisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree	17 20 8 1 3 4 5 2 orkably competitive Disagree	4 1 8 market: Hedge mar N/A Neither a	1 0 7 ket, including ASX and OTC gree or disagree Strongly	6 0 2 agree Strongly disagr	1 21 7 15 2 26 ree Count (n=)
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) Portrimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marked Porganisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer)	2021/22 2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3	4 1 8 market: Hedge mar N/A Neither a 32 25 7 2	1 0 7 7 Sket, including ASX and OTC gree or disagree Strongly 25 24 1 1 1	6 0 2 agree Strongly disagr 4 2 2 1	1 21 7 15 2 26 ree Count (n=) 14 114 14 93 0 21 6 15
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marke organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB	2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3 2 2	market: Hedge mar N/A Neither a 32 25 7 2 10	ket, including ASX and OTC gree or disagree Strongly 25 24 1 1 9	6 0 2 agree Strongly disagr 4 2 2	1 21 7 15 2 26 ree Count (n=) 14 114 14 93 0 21
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Joth generator and electricity retailer ("Gen-tailer) Portrimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marked programisation type Ill respondents Ill survey respondents excluding gen-tailers Joth generator and electricity retailer ("Gen-tailer) Percentage of participants who agree that prices in the following electricity marked Percentage of participants who agree that prices in the following electricity marked	2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3 2 2 orkably competitive	market: Hedge mar N/A Neither a ₁ 32 25 7 2 10 market: Ancillary st	1 0 7 7	agree Strongly disagr 4 2 2 1	1 21 7 15 2 26 ree Count (n=) 14 114 14 93 0 21 6 15 2 26
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) Portionarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marks organisation type Ill respondents Ill survey respondents excluding gen-tailers toth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marks organisation type Organisation type Ill respondents	2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3 2 2 orkably competitive Disagree 17 6	market: Hedge mar N/A Neither aj 32 25 7 2 10 market: Ancillary st	ket, including ASX and OTC gree or disagree Strongly 25 24 1 1 9 ervice markets gree or disagree Strongly 38	agree Strongly disagr 4 2 1 1 agree Strongly disagr	1 21 7 15 2 26 ree Count (n=) 14 114 14 93 0 21 6 15 2 26 ree Count (n=) 4 114
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Joth generator and electricity retailer ("Gen-tailer) Portrimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marked programisation type Ill respondents Ill survey respondents excluding gen-tailers Joth generator and electricity retailer ("Gen-tailer) Percentage of participants who agree that prices in the following electricity marked programisation type Ill survey respondents excluding gen-tailers Percentage of participants who agree that prices in the following electricity marked programisation type Ill respondents Ill survey respondents excluding gen-tailers	2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3 2 2 orkably competitive Disagree 17 6 13 6	### Ancillary systems ### An	tket, including ASX and OTC gree or disagree Strongly 25 24 1 1 9 ervice markets gree or disagree Strongly 38	agree Strongly disagr 4 2 2 1 1 sagree Strongly disagr	1 21 7 15 2 26 ree Count (n=) 14 114 93 0 21 6 15 2 26 ree Count (n=) 4 114 4 93
Organisation type Ill respondents Ill survey respondents excluding gen-tailers Ioth generator and electricity retailer ("Gen-tailer) Portionarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marks organisation type Ill respondents Ill survey respondents excluding gen-tailers toth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB Percentage of participants who agree that prices in the following electricity marks organisation type Organisation type Ill respondents	2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 ets reflect the outcomes expected in a w Year Agree 2021/22	17 20 8 1 3 4 5 2 orkably competitive Disagree 22 17 12 16 10 1 2 3 2 2 orkably competitive Disagree 17 6	market: Hedge mar N/A Neither aj 32 25 7 2 10 market: Ancillary st	ket, including ASX and OTC gree or disagree Strongly 25 24 1 1 9 ervice markets gree or disagree Strongly 38	agree Strongly disagr 4 2 1 1 agree Strongly disagr	1 21 7 15 2 26 ree Count (n=) 14 114 14 93 0 21 6 15 2 26 ree Count (n=) 4 114

Electricity market settings will support an efficient transition of the energy sec	ctor to low emissions							
Organisation type	Year	Strongly di Disagre	•	Neither ag	Agree S	Strongly a _{ N/A		Count (n=)
All respondents	2021/22	7%	26%	27%	19%	14%	6%	114
All survey respondents excluding gen-tailers	2021/22	9%	27%	30%	17%	11%	6%	93
Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	2021/22 2021/22	0% 27%	24%	14% 20%	29% 13%	29% 0%	5% 20%	21 15
EDB	2021/22	0%	19%	38%	23%	19%	0%	26
			2570	30,0	20/0	2575	• • • • • • • • • • • • • • • • • • • •	
The electricity system will maintain reliability through the transition to low-en								
Organisation type	Year	Strongly di Disagre		Neither ag		Strongly at N/A		Count (n=)
All respondents All survey respondents excluding gen-tailers	2021/22 2021/22	1% 1%	20% 24%	21% 22%	37% 37%	15% 11%	6% 6%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	5%	19%	38%	33%	5%	21
Primarily an electricity retailer	2021/22	0%	33%	27%	20%	7%	13%	15
EDB	2021/22	0%	19%	15%	38%	23%	4%	26
The electricity industry is meeting consumers' needs	Veer	Chuanalu di Disagna		Naithauaa	A ==== ('Anamalıı az NI /A		Court (a)
Organisation type All respondents	Year 2021/22	Strongly di Disagred 9%	32%	Neither ag 9%	Agree 3	Strongly at N/A 8%	1%	Count (n=) 114
All survey respondents excluding gen-tailers	2021/22	10%	37%	8%	42%	3%	1%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	10%	14%	43%	29%	0%	21
Primarily an electricity retailer	2021/22	33%	40%	7%	20%	0%	0%	15
EDB	2021/22	0%	27%	8%	62%	4%	0%	26
The above the trade shows the control of the best of the first order.						- V		
The electricity industry will meet consumers' evolving needs in the future Organisation type	Year	Strongly di Disagre	,	Neither ag	Λατορ 9	trongly at N/A		Count (n=)
All respondents	2021/22	9%	23%	23%	Agree 35%	trongly at N/A 10%	1%	114
All survey respondents excluding gen-tailers	2021/22	11%	28%	23%	31%	6%	1%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	0%	24%	52%	24%	0%	21
Primarily an electricity retailer	2021/22	40%	40%	13%	7%	0%	0%	15
EDB	2021/22	0%	19%	19%	58%	4%	0%	26
I have confidence in the role the Ta place as height in of the allest into								
I have confidence in the role the EA plays as kaitiaki of the electricity sector Organisation type	Year	Strongly di Disagre		Neither ag	Agree 6	Strongly ag N/A		Count (n=)
All respondents	Year 2021/22	Strongly di Disagred	27%	32%	Agree :	trongiy aş N/A 4%	4%	114
All survey respondents excluding gen-tailers	2021/22	15%	29%	32%	15%	3%	5%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	19%	29%	38%	10%	0%	21
Primarily an electricity retailer	2021/22	40%	20%	7%	13%	7%	13%	15
EDB	2021/22	15%	27%	38%	15%	0%	4%	26
The electricity sector operates efficiently								
Organisation type	Year	Strongly di Disagree	,	Neither ag	Agree 9	Strongly as N/A		Count (n=)
All respondents	2021/22	9%	29%	18%	30%	10%	4%	114
All survey respondents excluding gen-tailers	2021/22	10%	33%	17%	28%	6%	5%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	10%	24%	38%	24%	0%	21
Primarily an electricity retailer	2021/22	27%	47%	7%	13%	0%	7%	15
EDB	2021/22	8%	23%	15%	38%	12%	4%	26
	2021/22	8%	23%	15%	38%	12%	4%	26
The electricity system delivers a high level of reliability Organisation type	2021/22 Year							Count (n=)
The electricity system delivers a high level of reliability		8% Strongly di Disagree 3%		15% Neither ag 11%		12% Strongly aş N/A 28%		
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers	Year 2021/22 2021/22	Strongly di Disagree 3% 3%	5% 6%	Neither ag 11% 13%	Agree 5 50% 54%	Strongly a _£ N/A 28% 20%	3% 3%	Count (n=) 114 93
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0%	5% 6% 0%	Neither ag 11% 13% 5%	Agree 50% 54% 33%	Strongly a _ξ N/A 28% 20% 62%	3% 3% 0%	Count (n=) 114 93 21
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7%	5% 6% 0% 13%	Neither ag 11% 13% 5% 27%	Agree 50% 54% 33% 40%	Strongly aş N/A 28% 20% 62% 7%	3% 3% 0% 7%	Count (n=) 114 93 21 15
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0%	5% 6% 0%	Neither ag 11% 13% 5%	Agree 50% 54% 33%	Strongly a _ξ N/A 28% 20% 62%	3% 3% 0%	Count (n=) 114 93 21
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7%	5% 6% 0% 13%	Neither ag 11% 13% 5% 27%	Agree 50% 54% 33% 40%	Strongly aş N/A 28% 20% 62% 7%	3% 3% 0% 7%	Count (n=) 114 93 21 15
The electricity system delivers a high level of reliability Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer EDB	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year	Strongly di Disagree 3% 3% 0% 7%	5% 6% 0% 13% 4%	Neither ag 11% 13% 5% 27%	Agree 50% 54% 33% 40% 54%	Strongly aş N/A 28% 20% 62% 7%	3% 3% 0% 7% 4%	Count (n=) 114 93 21 15
The electricity system delivers a high level of reliability 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 market outcomes Organisation type All respondents	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22	Strongly di Disagree 3% 3% 0% 7% 4% Strongly di Disagree 6%	5% 6% 0% 13% 4%	Neither ag 11% 13% 5% 27% 8% Neither ag 23%	Agree 50% 54% 33% 40% 54% Agree 54%	5trongly at N/A 28% 20% 62% 7% 27% 5trongly at N/A 8%	3% 3% 0% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114
The electricity system delivers a high level of reliability 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 market outcomes Organisation type All respondents All survey respondents excluding gen-tailers	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22	Strongly di Disagree 3% 3% 3% 0% 7% 4% Strongly di Disagree 6% 8%	5% 6% 0% 13% 4% 2 11%	Neither ag	Agree 50% 54% 33% 40% 54% Agree 9 46% 44%	5trongly at N/A 28% 20% 62% 7% 27% 5trongly at N/A 8%	3% 3% 0% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93
The electricity system delivers a high level of reliability 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 market outcomes Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4% Strongly di Disagree 6% 8% 0%	5% 6% 0% 13% 4% 2 11% 12% 10%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 19%	Agree 50% 54% 33% 40% 54% Agree 46% 44% 57%	5trongly at N/A 28% 20% 62% 7% 27% 5trongly at N/A 8% 8% 10%	3% 3% 0% 7% 4% 5% 5%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21
The electricity system delivers a high level of reliability 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 market outcomes Organisation type All respondents All survey respondents excluding gen-tailers	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 3% 0% 7% 4% Strongly di Disagree 6% 8%	5% 6% 0% 13% 4% 2 11%	Neither ag	Agree 50% 54% 33% 40% 54% Agree 9 46% 44%	5trongly at N/A 28% 20% 62% 7% 27% 5trongly at N/A 8%	3% 3% 0% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93
The electricity system delivers a high level of reliability 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 market outcomes Organisation type All respondents All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer) Primarily an electricity retailer	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4% Strongly di Disagree 6% 8% 0% 13%	5% 6% 0% 13% 4% 2 11% 12% 10% 20%	Neither ag 11% 13% 55% 27% 8% Neither ag 23% 24% 19% 20%	Agree 50% 54% 40% 54% Agree 46% 44% 57% 27%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13%	3% 3% 0% 7% 4% 5% 5% 5%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15
The electricity system delivers a high level of reliability 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 market outcomes 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 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4% Strongly di Disagree 6% 8% 0% 13% 12%	5% 6% 0% 13% 4% 2 11% 12% 10% 20%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 19% 20% 27%	Agree 50% 54% 33% 40% 54% Agree 46% 44% 57% 27% 50%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13% 8%	3% 3% 0% 7% 4% 5% 5% 5% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15 26
The electricity system delivers a high level of reliability 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 market outcomes 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	Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22 2021/22 2021/22 Year	Strongly di Disagree 3% 3% 0% 7% 4%	5% 6% 0% 13% 4% 2 11% 10% 20% 0%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 19% 20% 27%	Agree \$ 50% 54% 33% 40% 54% Agree \$ 46% 57% 27% 50%	Strongly a ₁ N/A 28% 20% 62% 7% 27% Strongly a ₁ N/A 8% 10% 13% 8%	3% 3% 0% 7% 4% 5% 5% 5% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15 26 Count (n=)
The electricity system delivers a high level of reliability 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 market outcomes 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 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4%	5% 6% 0% 13% 4% 4% 11% 20% 0% 0%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 20% 27% Neither ag 23%	Agree 5 50% 54% 33% 40% 54% Agree 5 46% 44% 57% 50% Agree 5 45%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13% 8% Strongly at N/A 11%	3% 3% 0% 7% 4% 5% 5% 5% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15 26 Count (n=) 115
The electricity system delivers a high level of reliability 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 market outcomes 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	Year 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 3% 0% 7% 4% Strongly di Disagree 6% 8% 0% 13% 12% Strongly di Disagree 5% 6%	5% 6% 0% 13% 4% 12% 10% 0% 0% 0% 11% 11% 11% 11%	Neither ag 11% 13% 55% 27% 8% Neither ag 23% 24% 19% 20% 27% Neither ag 23% 26%	Agree 5 50% 54% 33% 40% 54% Agree 5 46% 44% 57% 50% Agree 5 45% 42%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13% 8% Strongly at N/A 11% 10%	3% 3% 0% 7% 4% 5% 5% 4% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15 26 Count (n=) 114 93
The electricity system delivers a high level of reliability 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 market outcomes 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 2021/22 2021/22 2021/22 2021/22 2021/22 Year 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4%	5% 6% 0% 13% 4% 4% 11% 20% 0% 0%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 20% 27% Neither ag 23%	Agree 5 50% 54% 33% 40% 54% Agree 5 46% 44% 57% 50% Agree 5 45%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13% 8% Strongly at N/A 11%	3% 3% 0% 7% 4% 5% 5% 5% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 15 26 Count (n=) 115
The electricity system delivers a high level of reliability 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 market outcomes 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 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	Strongly di Disagree 3% 3% 0% 7% 4% Strongly di Disagree 6% 8% 0% 13% 12% Strongly di Disagree 5% 6% 0%	5% 6% 6% 0% 4% 4% 11% 10% 20% 0% 111% 111%	Neither ag 11% 13% 5% 27% 8% Neither ag 23% 24% 19% 20% 27% Neither ag 23% 24% 19% 19% 19% 19% 19% 10%	Agree 5 50% 54% 33% 40% 54% Agree 5 46% 27% 50% Agree 5 45% 42% 57%	Strongly at N/A 28% 20% 62% 7% 27% Strongly at N/A 8% 10% 13% 8% Strongly at N/A 11% 10% 19%	3% 3% 0% 7% 4% 5% 5% 7% 4%	Count (n=) 114 93 21 15 26 Count (n=) 114 93 21 Count (n=) 114 93 21
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rimarily an electricity retailer DB	2021/22							-
		53%	13%	0%	7%	0%	27% 19%	
	2021/22	23%	12%	23%	15%	8%	19%	
he electricity regulatory environment supports incorporation of new business		•						
rganisation type	Year	Strongly di Disagre	ee N	either ag A	gree Str	rongly a _{ N/A		Count (r
Il respondents	2021/22	16%	26%	21%	25%	3%	10%	
Il survey respondents excluding gen-tailers	2021/22	18%	30%	19%	19%	2%	11%	
oth generator and electricity retailer ("Gen-tailer)	2021/22	5%	10%	29%	48%	5%	5%	-
rimarily an electricity retailer	2021/22	27%	27%	7%	13%	0%	27%	
DB	2021/22	15%	23%	35%	19%	4%	4%	
he current market settings encourage innovation in generation								
rganisation type	Year	Strongly di Disagre	ee N	either ag A	gree Sti	rongly a _{ N/A		Count (r
Il respondents	2021/22	6%	32%	22%	23%	4%	13%	
Il survey respondents excluding gen-tailers	2021/22	8%	33%	20%	22%	3%	14%	
oth generator and electricity retailer ("Gen-tailer)	2021/22	0%	24%	29%	29%	10%	10%	
rimarily an electricity retailer	2021/22	13%	33%	27%	0%	0%	27%	
DB .	2021/22	12%	19%	19%	23%	4%	23%	
ne current market setting encourage innovation in distribution network mana rganisation type	Year	Strongly di Disagre	ao N	either ag A	aroo Sti	rongly as N/A		Count (r
-	2021/22						•	_
respondents	•	11%	33%	30%	14%	2%	11%	
I survey respondents excluding gen-tailers	2021/22	11%	34%	30%	14%	1%	10%	
oth generator and electricity retailer ("Gen-tailer)	2021/22	10%	29%	29%	14%	5%	14%	
imarily an electricity retailer	2021/22	7%	33%	33%	0%	0%	27%	
OB .	2021/22	12%	23%	35%	23%	4%	4%	
ne current market setting encourage innovation in consumer-facing services								
rganisation type	Year	Strongly di Disagre	ee N	either ag A	gree Str	rongly a _§ N/A		Count (r
I respondents	2021/22	12%	18%	27%	28%	6%	8%	
ll survey respondents excluding gen-tailers	2021/22	14%	19%	29%	25%	3%	10%	
oth generator and electricity retailer ("Gen-tailer)	2021/22	5%	14%	19%	43%	19%	0%	
imarily an electricity retailer	2021/22	40%	13%	20%	13%	0%	13%	
DB	2021/22	8%	19%	23%	35%	4%	12%	
	•		Y			·		
e current market setting encourage innovation in transmission network man	_		1	•				
ganisation type	Year	Strongly di Disagre	_	either ag A		rongly a _{ N/A		Count (
respondents	2021/22	10%	17%	35%	11%	2%	26%	
survey respondents excluding gen-tailers	2021/22	10%	16%	35%	10%	2%	27%	-
th generator and electricity retailer ("Gen-tailer)	2021/22	10%	19%	33%	14%	0%	24%	
marily an electricity retailer	2021/22	0%	20%	40%	0%	0%	40%	
В	2021/22	23%	4%	27%	8%	4%	35%	
mpetition between electricity generators ensures wholesale market prices a		Character di Discour		-141	C4-			C
ganisation type	Year	Strongly di Disagre		either ag A		rongly at N/A		Count (
respondents	2021/22	18%	28%	11%	21%	11%	11%	
I survey respondents excluding gen-tailers	2021/22	20%	33%	10%	19%	9%	9%	
oth generator and electricity retailer ("Gen-tailer)	2021/22	10%	5%	14%	29%	24%	19%	
imarily an electricity retailer	2021/22	53% 8%	40% 31%	0% 12%	0% 31%	0% 8%	7% 12%	•
	2021/22 2021/22	<u>53%</u> 8%	31%	12%	31%	0% 8%	7% 12%	
В	2021/22							-
B mpetition between electricity generators ensures they build the most efficie	2021/22		31%		31%		12%	Count (
B mpetition between electricity generators ensures they build the most efficie ganisation type	2021/22 nt power stations	8%	31%	12%	31%	8%	12%	Count (
B mpetition between electricity generators ensures they build the most efficie ganisation type respondents	2021/22 nt power stations Year	8% Strongly di Disagre	31% ee N	12% either ag A	31% gree Str	8% rongly a N/A	12%	Count (
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents	2021/22 nt power stations Year 2021/22	8% Strongly di Disagre 12%	31% ee N 27%	12% either ag A 12%	31% gree Str 23%	8% rongly a _š N/A 13%	12%	Count (
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mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) imarily an electricity retailer	2021/22 nt power stations Year 2021/22 2021/22	Strongly di Disagre 12% 14% 5%	31% ee N 27% 32%	12% either ag A 12% 12% 14%	31% gree Str 23% 22%	8% rongly a _{ N/A 13% 9% 33%	12% 12% 12% 14%	Count (
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) imarily an electricity retailer	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22	8% Strongly di Disagre 12% 14% 5% 40% 8%	31% ee N 27% 32% 5% 33%	12% either ag A 12% 12% 14% 0%	31% gree Str 23% 22% 29% 13%	8% rongly a _{ N/A 13% 9% 33% 0%	12% 12% 12% 14% 13%	Count (
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wi	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of	8% Strongly di Disagre 12% 14% 5% 40% 8% companies	31% ee N 27% 32% 5% 33% 23%	12% either ag A 12% 12% 14% 0% 15%	31% gree Str 23% 22% 29% 13% 23%	8% rongly at N/A 13% 9% 33% 0% 15%	12% 12% 12% 14% 13% 15%	Count (
B mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wiganisation type	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year	Strongly di Disagre 12% 14% 5% 40% 8% companies Strongly di Disagre	31% ee	12% either ag A 12% 12% 14% 0% 15%	31% gree Sti 23% 22% 29% 13% 23% gree Sti	8% rongly at N/A 13% 9% 33% 0% 15%	12% 12% 12% 14% 13% 15%	Count (
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wiganisation type respondents	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year 2021/22	Strongly di Disagra 12% 14% 5% 40% 8% companies Strongly di Disagra 22%	31% ee N 27% 32% 5% 33% 23% ee N 17%	12% either ag A 12% 12% 14% 0% 15%	31% gree Sti 23% 22% 29% 13% 23% gree Str 24%	8% rongly at N/A 13% 9% 33% 0% 15% rongly at N/A	12% 12% 12% 14% 13% 15%	Count (
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) imarily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wiganisation type respondents survey respondents excluding gen-tailers	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year 2021/22 2021/22 2021/22	8% Strongly di Disagra 12% 14% 5% 40% 8% companies Strongly di Disagra 22% 26%	31% 27% 32% 5% 33% 23% 17% 19%	12% either ag A 12% 12% 14% 0% 15% either ag A 15%	31% gree Str 23% 22% 29% 13% 23% gree Str 24% 23%	8% rongly at N/A 13% 9% 33% 0% 15% rongly at N/A 16% 11%	12% 12% 12% 14% 13% 15%	Count (
Impetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers the generator and electricity retailer ("Gen-tailer) imarily an electricity retailer IB Impetition between retailers ensures that consumer prices only rise in line wiganisation type respondents survey respondents excluding gen-tailers the generator and electricity retailer ("Gen-tailer)	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year 2021/22 2021/22 2021/22 2021/22 2021/22	8% Strongly di Disagre 12% 14% 5% 40% 8% companies Strongly di Disagre 22% 26% 5%	31% 27% 32% 5% 33% 23% 17% 19% 5%	either ag A 12% 12% 14% 0% 15% either ag A 16% 16%	31% gree Str 23% 22% 29% 13% 23% gree Str 24% 23% 29%	8% rongly at N/A 13% 9% 33% 0% 15% rongly at N/A 16% 11% 33%	12% 12% 12% 14% 13% 15%	Count (
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mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wiganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year 2021/22 2021/22 2021/22 2021/22 2021/22	8% Strongly di Disagre 12% 14% 5% 40% 8% companies Strongly di Disagre 22% 26% 5%	31% 27% 32% 5% 33% 23% 17% 19% 5%	either ag A 12% 12% 14% 0% 15% either ag A 16% 16%	31% gree Str 23% 22% 29% 13% 23% gree Str 24% 23% 29%	8% rongly at N/A 13% 9% 33% 0% 15% rongly at N/A 16% 11% 33%	12% 12% 12% 14% 13% 15%	Count
mpetition between electricity generators ensures they build the most efficie ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices only rise in line wiganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B	2021/22 nt power stations Year 2021/22 2021/22 2021/22 2021/22 2021/22 ith costs to the electricity of Year 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22 2021/22	8% Strongly di Disagra 12% 14% 5% 40% 8% Strongly di Disagra 22% 26% 5% 47% 15%	31% 27% 32% 5% 33% 23% 23% 17% 19% 5% 13% 27%	12% either ag A 12% 12% 14% 0% 15% either ag A 15% 16% 14% 7%	31% gree Str 23% 22% 29% 23% 23% 23% 23% 23% 29% 27% 19%	8% rongly a _f N/A 13% 9% 33% 0% 15% rongly a _f N/A 16% 11% 33% 7% 12%	12% 12% 12% 14% 13% 15% 7% 5% 14% 0%	Count
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All respondents	2021/22
All survey respondents excluding gen-tailers	2021/22
Both generator and electricity retailer ("Gen-tailer)	2021/22
Primarily an electricity retailer	2021/22
EDB	2021/22

4%	5%	33%	15%	7%	36%	114
4%	6%	35%	14%	5%	34%	93
0%	0%	24%	19%	14%	43%	21
7%	7%	27%	0%	0%	60%	15
4%	0%	35%	8%	15%	38%	26



0	lectricity market settings will support an efficient transition of the energy sector to low emissions										
	rganisation type	Year	Strongly disagree					gly aį N/A	Count		
	Il respondents Il survey respondents excluding gen-tailers	2020/21 2020/21	1		2	16 16	24 16	13 9		81	
В	oth generator and electricity retailer ("Gen-tailer)	2020/21			2	0	8	4		19	
	rimarily an electricity retailer DB	2020/21 2020/21			5 2	2	1	2		13 19	
		-11-0/21				_				-	
	he electricity system will maintain reliability through the transition to low-emissions energy Irganisation type	Year	Strongly disagree	Disagree	Neither	ag Agree	Strong	gly aį N/A	Count	(n=)	
	Il respondents	2020/21		6 2		19	38	10	7	100	_
	Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2020/21 2020/21			9 1	16 3	30 8	6 4		81 19	
	rimarily an electricity retailer	2020/21			4	4	3	1		13	
E	DB	2020/21		0	5	2	8	1	3	19	Ch
TI	he electricity industry is meeting consumers' needs										
	Organisation type	Year	Strongly disagree					gly aį N/A	Count		\cup)
	Il respondents Il survey respondents excluding gen-tailers	2020/21 2020/21	2		2	7	39 26	5		81	
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	Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	1		1 3	20 2	24 12	4		81 19	
	oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21			3 7	1	2	0		13	
	DB	2020/21			4	4	8	2		19	
H	have confidence in the role the EA plays as kaitiaki of the electricity sector						1				
o	organisation type	Year	Strongly disagree					gly aį N/A	Count		l .
	Il respondents Il survey respondents excluding gen-tailers	2020/21 2020/21	1			26	33 23	3		81	
В	oth generator and electricity retailer ("Gen-tailer)	2020/21		1	5	2	10	1	0	19	
	rimarily an electricity retailer DB	2020/21 2020/21		5 1	3	2	3 8	0 1		13 19	
El		2020/21				*	0			17	_
	he electricity sector operates efficiently	Vas	Strongly discount	Disassi	Naish	20 40	C4	alu az ALZA	Ca	(n-)	
	rganisation type II respondents	Year 2020/21	Strongly disagree			r ag Agree 15	41	gly aį N/A 7	Count ((n=) 100	1
A	Il survey respondents excluding gen-tailers	2020/21	1	4 1	9	12	30	4	2	81	
	oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21 2020/21	11		1 6	3 1	11 2	3 0		19 13	
	DB	2020/21			2	5	8	2		19	
T	he electricity system delivers a high level of reliability										1
	Organisation type	Year	Strongly disagree					gly at N/A	Count		l .
	Il respondents Il survey respondents excluding gen-tailers	2020/21 2020/21			8 7	8	46 42	32 20		81	
В	oth generator and electricity retailer ("Gen-tailer)	2020/21		0	1	2	4	12	0	19	
	rimarily an electricity retailer DB	2020/21 2020/21			2	4 1	5 10	1 6		13 19	
	he EA actively monitors market outcomes Irganisation type	Year	Strongly disagree	Disagree	Neither	ag Agree	Strong	gly aį N/A	Count (n=)	
	Il respondents	2020/21		6 1	2	21	50	6		100	
	Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer)	2020/21 2020/21			1	18 3	39 11	4 2		81 19	
	rimarily an electricity retailer	2020/21 2020/21			4 1	3 6	2 10	1 1		13 19	
Ξ		2020/21			_	U	10			1.7	
	he EA actively monitors participant behaviour	Year								(n=)	
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		2020/21	Strongly disagree			r ag Agree 27	Strong 48	gly aį N/A 4	Count (100	
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В	Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21		8 1 8 0	2	27	48	4	1 1 0	100	
B ₁	oth generator and electricity retailer ("Gen-tailer)	2020/21 2020/21 2020/21		8 1 8 0 5	2 9 3	27 23 4	48 38 10	4 2 2	1 1 0 0	100 81 19	
Bi Pi El	oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB	2020/21 2020/21 2020/21 2020/21		8 1 8 0 5	2 9 3 1	27 23 4 2	48 38 10 5	4 2 2 0	1 1 0 0	100 81 19 13	ı
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The current market settings encourage innovation in generation

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Electricity market settings will support an efficient transition	of the ene	•						
Organisation type	Year	Strongly di Di				Strongly ag N/A		ount (n=)
All respondents	2020/21	9%	24%	16%	24%	13%	9%	100
All survey respondents excluding gen-tailers	2020/21	15%	27%	20%	20%	11%	7%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	11%	0%	42%	21%	16%	19
Primarily an electricity retailer	2020/21	23%	38%	15%	8%	15%	0%	13
EDB	2020/21	11%	11%	26%	21%	11%	21%	19
The electricity system will maintain reliability through the tra	ansition to	low-emissions	nergy					pount (n=) 100 81 19 13 19 100 81 19 13 19 100 81 19 13 19 bount (n=)
Organisation type	Year	Strongly di Di	agree	Neither ag Ag	ree S	Strongly ag N/A	C	ount (n=)
All respondents	2020/21	6%	20%	19%	38%	10%	7%	100
All survey respondents excluding gen-tailers	2020/21	6%	23%	20%	37%	7%	6%	81
oth generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	16%	42%	21%	11%	19
rimarily 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 rganisation type	Year	Strongly di Di	agroo	Noithar ag Ag	roo (Strongly as N/A	C	ount (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
oth generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	5%	68%	16%	0%	19
imarily an electricity retailer	2020/21	46%	38%	8%	8%	0%	0%	13
DB	2020/21	0%	26%	0%	58%	11%	5%	19
electricity industry will meet consumers' evolving needs								
rganisation type	Year	Strongly di Di				Strongly at N/A		ount (n=)
Il respondents	2020/21	11%	24%	22%	36%	5%	2%	100
Il survey respondents excluding gen-tailers	2020/21	12%	26%	25%	30%	5%	2%	81
oth generator and electricity retailer ("Gen-tailer)	2020/21	5%	16%	11%	63%	5%	0%	19
rimarily an electricity retailer DB	2020/21	23%	54% 21%	8% 21%	15% 42%	0% 11%	0% 5%	13
VD.	2020/21	υ%	21%	21%	42%	11%	5%	19
nave confidence in the role the EA plays as kaitiaki of the el	ectricity se	ector						
rganisation type	Year	Strongly di Di	agree	Neither ag Ag	ree s	Strongly as N/A	C	ount (n=)
Il respondents	2020/21	12%	23%	26%	33%	4%	2%	100
Il survey respondents excluding gen-tailers	2020/21	14%	22%	30%	28%	4%	2%	81
oth generator and electricity retailer ("Gen-tailer)	2020/21	5%	26%	11%	53%	5%	0%	19
imarily an electricity retailer	2020/21	38%	23%	15%	23%	0%	0%	13
DB	2020/21	5%	21%	21%	42%	5%	5%	19
he electricity sector operates efficiently	.,							
Organisation type	Year	Strongly di Di				Strongly at N/A		ount (n=)
All respondents	2020/21	15%	20%	15%	41%	7%	2%	100
All survey respondents excluding gen-tailers	2020/21	17% 5%	23% 5%	15% 16%	37% 58%	5% 16%	2% 0%	81 19
oth generator and electricity retailer ("Gen-tailer)	2020/21	31%	46%	8%	15%	0%	0%	13
imarily an electricity retailer DB	2020/21 2020/21	5%	11%	26%	42%	11%	5%	15 19
	2020/21	3,0		20/0	1270	11/0	370	23
he electricity system delivers a high level of reliability				•				
Organisation type	Year	Strongly di Di	agree	Neither ag Ag	ree S	Strongly ag N/A	Co	ount (n=)
Il respondents	2020/21	4%	8%	10%	46%	32%	0%	100
Il survey respondents excluding gen-tailers	2020/21	5%	9%	10%	52%	25%	0%	81
oth generator and electricity retailer ("Gen-tailer)	2020/21	0%	5%	11%	21%	63%	0%	19
imarily an electricity retailer	2020/21	8%	15%	31%	38%	8%	0%	13
DB	2020/21	0%	11%	5%	53%	32%	0%	19
e EA actively monitors market outcomes		•						
rganisation type	Year	Strongly di Di	sagree	Neither ag Ag	ree S	Strongly ag N/A	C	ount (n=)
Il respondents	2020/21	6%	12%	21%	50%	6%	5%	100
I survey respondents excluding gen-tailers	2020/21	7%	14%	22%	48%	5%	4%	81
th generator and electricity retailer ("Gen-tailer)	2020/21	0%	5%	16%	58%	11%	11%	19
imarily an electricity retailer	2020/21	23%	31%	23%	15%	8%	0%	13
OB CONTRACTOR OF THE CONTRACTO	2020/21	0%	5%	32%	53%	5%	5%	19
e EA actively monitors participant behaviour								
rganisation type	Year	Strongly di Di				Strongly as N/A		ount (n=)
respondents	2020/21	8%	12%	27%	48%	4%	1%	100
survey respondents excluding gen-tailers	2020/21	10%	11%	28%	47%	2%	1%	81
oth generator and electricity retailer ("Gen-tailer)	2020/21	0%	16%	21%	53%	11%	0%	19
marily an elect <mark>ricity retailer</mark>	2020/21	38%	8%	15%	38%	0%	0%	13
OB CONTRACTOR OF THE CONTRACTO	2020/21	0%	5%	32%	53%	5%	5%	19
ha FA halds noutsingués to account fou their actions		Strongly di Di	agree	Noither ag Ag	roo S	Strongly as N/A	C	ount (n=)
The EA holds participants to account for their actions	Voor	July ul Di	26%	19%	39%	2%	1%	100
rganisation type	Year	13%		1370				
ganisation type respondents	2020/21	13%		22%	27%		1%	Ω1
ganisation type respondents survey respondents excluding gen-tailers	2020/21 2020/21	16%	26%	22% 5%	32% 68%	2% 0%	1% 0%	81 19
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer)	2020/21 2020/21 2020/21	16% 0%	26% 26%	5%	68%	0%	0%	19
ganisation type I respondents I survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) imarily an electricity retailer	2020/21 2020/21	16%	26%					
rganisation type I respondents I survey respondents excluding gen-tailers bit generator and electricity retailer ("Gen-tailer) imarily an electricity retailer B	2020/21 2020/21 2020/21 2020/21 2020/21	16% 0% 46% 0%	26% 26% 0%	5% 23%	68% 31%	0% 0%	0% 0%	19 13
rganisation type Il respondents Il survey respondents excluding gen-tailers ooth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB ew entrant retailers can operate on a level playing field wit	2020/21 2020/21 2020/21 2020/21 2020/21 ch establish	16% 0% 46% 0%	26% 26% 0% 11%	5% 23% 32%	68% 31% 53%	0% 0% 0%	0% 0% 5%	19 13 19
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B w entrant retailers can operate on a level playing field wit ganisation type	2020/21 2020/21 2020/21 2020/21 2020/21 th establish	16% 0% 46% 0% med retailers Strongly di Di	26% 26% 0% 11%	5% 23% 32% Neither ag Ag	68% 31% 53% gree \$	0% 0% 0% Strongly a _£ N/A	0% 0% 5%	19 13 19 ount (n=)
canisation type respondents survey respondents excluding gen-tailers h generator and electricity retailer ("Gen-tailer) marily an electricity retailer w entrant retailers can operate on a level playing field wit canisation type respondents	2020/21 2020/21 2020/21 2020/21 2020/21 th establish Year 2020/21	16% 0% 46% 0% ned retailers Strongly di Di 31%	26% 26% 0% 11% sagree 25%	5% 23% 32% Neither ag Ag 16%	68% 31% 53% sree \$	0% 0% 0% Strongly a _E N/A 7%	0% 0% 5% C c	19 13 19 Dunt (n=)
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B wentrant retailers can operate on a level playing field wit ganisation type respondents survey respondents excluding gen-tailers	2020/21 2020/21 2020/21 2020/21 2020/21 th establish Year 2020/21 2020/21	16% 0% 46% 0% ned retailers Strongly di Di 31% 35%	26% 26% 0% 11% sagree 25% 27%	5% 23% 32% Neither ag Ag 16% 19%	68% 31% 53% gree \$ 12% 7%	0% 0% 0% 5trongly a _£ N/A 7% 2%	0% 0% 5% Co 9% 10%	19 13 19 Dunt (n=) 100 81
ganisation type I respondents I survey respondents excluding gen-tailers bith generator and electricity retailer ("Gen-tailer) imarily an electricity retailer B ew entrant retailers can operate on a level playing field wit ganisation type I respondents I survey respondents excluding gen-tailers bith generator and electricity retailer ("Gen-tailer)	2020/21 2020/21 2020/21 2020/21 2020/21 th establish Year 2020/21 2020/21 2020/21	16% 0% 46% 0% ned retailers Strongly di Di 31% 35% 16%	26% 26% 0% 11% sagree 25% 27% 16%	5% 23% 32% Neither ag Ag 16% 19% 5%	68% 31% 53% gree \$ 12% 7% 32%	0% 0% 0% Strongly a _£ N/A 7% 2% 26%	0% 0% 5% Co 9% 10% 5%	19 13 19 Dunt (n=) 100 81 19
rganisation type Il respondents Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB ew entrant retailers can operate on a level playing field wit rganisation type Il respondents Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	16% 0% 46% 0% heed retailers Strongly di Di 31% 35% 16% 69%	26% 26% 0% 11% 5agree 25% 27% 16% 23%	5% 23% 32% Neither ag Ag 16% 19% 5% 8%	68% 31% 53% gree \$ 12% 7% 32% 0%	0% 0% 0% Strongly a_£ N/A 7% 2% 26% 0%	0% 0% 5% Cc 9% 10% 5% 0%	19 13 19 Dunt (n=) 100 81 19 13
he EA holds participants to account for their actions irganisation type Il respondents Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB lew entrant retailers can operate on a level playing field wit irganisation type Il respondents Ill survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21 2020/21 2020/21 2020/21 2020/21 th establish Year 2020/21 2020/21 2020/21	16% 0% 46% 0% ned retailers Strongly di Di 31% 35% 16%	26% 26% 0% 11% sagree 25% 27% 16%	5% 23% 32% Neither ag Ag 16% 19% 5%	68% 31% 53% gree \$ 12% 7% 32%	0% 0% 0% Strongly a _£ N/A 7% 2% 26%	0% 0% 5% Co 9% 10% 5%	19 13 19 Dunt (n=) 100 81 19
If respondents If respondents If respondents It survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB lew entrant retailers can operate on a level playing field wit organisation type If respondents If survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 hh establish Year 2020/21 2020/21 2020/21 2020/21 2020/21	16% 0% 46% 0% strongly di Di 31% 35% 16% 69% 11%	26% 26% 0% 11% sagree 25% 27% 16% 23% 21%	5% 23% 32% Neither ag Ag 16% 19% 5% 8%	68% 31% 53% gree \$ 12% 7% 32% 0%	0% 0% 0% Strongly a_£ N/A 7% 2% 26% 0%	0% 0% 5% Cc 9% 10% 5% 0%	19 13 19 Dunt (n=) 100 81 19 13
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B we entrant retailers can operate on a level playing field wit ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B we entrant generators can operate on a level playing field w	2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 4 establist Year 2020/21 2020/21 2020/21 2020/21 2020/21	16% 0% 46% 0% ned retailers Strongly di Di 31% 35% 16% 69% 11%	26% 26% 0% 11% sagree 25% 27% 16% 23% 21%	5% 23% 32% Neither ag Ag 16% 19% 5% 8% 42%	68% 31% 53% gree \$ 12% 7% 32% 0% 11%	0% 0% 0% 5trongly ag N/A 7% 2% 26% 0% 5%	0% 0% 5% 20 9% 10% 5% 0% 11%	19 13 19 Dunt (n=) 100 81 19 13
espondents urvey respondents excluding gen-tailers a generator and electricity retailer ("Gen-tailer) arily an electricity retailer rentrant retailers can operate on a level playing field wit anisation type espondents urvey respondents excluding gen-tailers a generator and electricity retailer ("Gen-tailer) arily an electricity retailer	2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 hh establish Year 2020/21 2020/21 2020/21 2020/21 2020/21	16% 0% 46% 0% strongly di Di 31% 35% 16% 69% 11%	26% 26% 0% 11% sagree 25% 27% 16% 23% 21%	5% 23% 32% Neither ag Ag 16% 19% 5% 8% 42%	68% 31% 53% gree \$ 12% 7% 32% 0% 11%	0% 0% 0% Strongly a_£ N/A 7% 2% 26% 0%	0% 0% 5% 20 9% 10% 5% 0% 11%	19 13 19 Dunt (n=) 100 81 19 13

All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	22% 11%	25% 16%	23% 11%	10% 26%	1% 21%	19% 16%	81 19
Primarily an electricity retailer (Gen-tailer)	2020/21	38%	38%	8%	0%	0%	15%	13
EDB	2020/21	5%	11%	58%	5%	0%	21%	19
	· ·							
The electricity regulatory environment supports incorporation					-			
Organisation type	Year	Strongly di Di				rongly ag N/A		Count (n=)
Ill respondents Ill survey respondents excluding gen-tailers	2020/21 2020/21	15% 16%	30% 31%	30% 33%	15% 12%	3% 2%	7% 5%	100 81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	26%	16%	26%	5%	16%	19
imarily an electricity retailer	2020/21	23%	38%	23%	8%	0%	8%	13
В	2020/21	11%	32%	21%	26%	5%	5%	19
e current market settings encourage innovation in generat ganisation type	tion Year	Strongly di Di	cagroo N	oithar ag Ac	roo St	rongly as N/A		Count (n=)
respondents	2020/21	11%	23%	23%	23%	6%	14%	100
survey respondents excluding gen-tailers	2020/21	11%	25%	25%	20%	6%	14%	81
th generator and electricity retailer ("Gen-tailer)	2020/21	11%	16%	16%	37%	5%	16%	19
marily an electricity retailer	2020/21	23%	38%	15%	15%	8%	0%	13
В	2020/21	0%	5%	42%	16%	5%	32%	19
e current market setting encourage innovation in distribut	tion networ	rk managemen	t					
ganisation type	Year	Strongly di Di		either ag Ag	ree St	rongly ag N/A		Count (n=)
spondents	2020/21	12%	40%	25%	10%	2%	11%	100
urvey respondents excluding gen-tailers	2020/21	14%	37%	30%	10%	2%	7%	81
n generator and electricity retailer ("Gen-tailer)	2020/21	5%	53%	5%	11%	0%	26%	19 13
marily an electricity retailer B	2020/21 2020/21	15% 	62% 37%	15% 37%	8% 16%	0% 5%	0% 5%	13 19
	2020/21	J/0	31/0	31/0	10/0	370	J/0	13
current market setting encourage innovation in consume	er-facing se	rvices						
ganisation type	Year	Strongly di Di		either ag Ag		rongly a _ξ N/A		Count (n=)
respondents	2020/21	9%	21%	27%	28%	7%	8%	100
survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer)	2020/21	11% 5%	25% 11%	25% 11%	20% 53%	6%	14%	81 19
ith generator and electricity retailer ("Gen-tailer) imarily an electricity retailer	2020/21 2020/21	15%	31%	23%	31%	16% 0%	5% 0%	19
DB	2020/21	0%	16%	37%	21%	11%	16%	19
he current market setting encourage innovation in transmis	ssion netwo	_						
rganisation type	Year	Strongly di Di				rongly as N/A		Count (n=)
respondents survey respondents excluding gen-tailers	2020/21 2020/21	10%	13% 15%	44% 44% 🔺	14% 14%	3% 2%	16% 15%	100 81
oth generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	42%	16%	5%	21%	19
imarily an electricity retailer	2020/21	8%	15%	54%	23%	0%	0%	13
DB	2020/21	0%	16%	37%	11%	5%	32%	19
					rraa St	rongly or N/A		Count (n=)
rganisation type	Year	Strongly di Di	sagree N	either ag Ag		rongly ag N/A		Count (n=)
rganisation type II respondents					gree St 31% 25%	rongly a _ξ N/A 4% 2%	5% 5%	20unt (n=) 100 81
rganisation type I respondents I survey respondents excluding gen-tailers	Year 2020/21	Strongly di Di 25%	sagree N	either ag Ag 9%	31%	4%	5%	100
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21	25% 30% 5% 62%	26% 28% 16% 31%	9% 10% 5% 0%	31% 25% 58% 8%	4% 2% 11% 0%	5% 5% 5% 0%	100 81 19 13
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer	Year 2020/21 2020/21 2020/21	25% 30% 5%	26% 28% 16%	9% 10% 5%	31% 25% 58%	4% 2% 11%	5% 5% 5%	100 81 19
ganisation type I respondents I survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) imarily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21	25% 30% 5% 62%	26% 28% 16% 31%	9% 10% 5% 0%	31% 25% 58% 8%	4% 2% 11% 0%	5% 5% 5% 0%	100 81 19 13
ompetition between electricity generators ensures wholesa rganisation type Il respondents Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer DB ompetition between electricity generators ensures they bui transsation type	Year 2020/21 2020/21 2020/21 2020/21 2020/21 ild the mos	\$\frac{25\%}{30\%}\$ \$\frac{5\%}{62\%}\$ \$\frac{62\%}{11\%}\$ t efficient power	26% 28% 16% 31% 26% er stations	9% 10% 5% 0% 5%	31% 25% 58% 8% 32%	4% 2% 11% 0% 5%	5% 5% 5% 0% 21%	100 81 19 13 19
rganisation type Il respondents Il survey respondents excluding gen-tailers oth generator and electricity retailer ("Gen-tailer) rimarily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21	25% 30% 5% 62%	26% 28% 16% 31% 26% er stations	9% 10% 5% 0% 5%	31% 25% 58% 8% 32%	4% 2% 11% 0%	5% 5% 5% 0% 21%	100 81 19 13
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between electricity generators ensures they bui ganisation type respondents survey respondents	Year 2020/21 2020/21 2020/21 2020/21 2020/21 ild the mos Year 2020/21 2020/21	\$\frac{25\%}{30\%}\$ \$\frac{5\%}{5\%}\$ \$\frac{62\%}{11\%}\$ \$\frac{16\%}{5\%}\$ \$\frac{14\%}{16\%}\$	26% 28% 16% 31% 26% er stations sagree N 17% 19%	9% 10% 5% 0% 5% 6 seither ag Ag	31% 25% 58% 8% 32% gree St 29% 23%	4% 2% 11% 0% 5% rongly at N/A 9% 7%	5% 5% 5% 0% 21%	100 81 19 13 19 20unt (n=) 100 81
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between electricity generators ensures they bui ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer)	Year 2020/21 2020/21 2020/21 2020/21 2020/21 ild the mos Year 2020/21 2020/21 2020/21	\$\frac{25\%}{30\%}\$ \$\frac{5\%}{5\%}\$ \$\frac{62\%}{62\%}\$ \$\text{11\%}\$ t efficient pows \$\frac{5\%}{16\%}\$ \$\frac{14\%}{5\%}\$	26% 28% 16% 31% 26% er stations sagree N 17% 19% 11%	either ag Ag 9% 10% 5% 0% 5% 6 5% either ag Ag 23% 26% 11%	31% 25% 58% 8% 32% gree St 29% 23% 53%	4% 2% 11% 0% 5% rongly at N/A 9% 7% 16%	5% 5% 5% 0% 21%	100 81 19 13 19 20unt (n=) 100 81
respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer metition between electricity generators ensures they bui tanisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	\$\$\frac{25\%}{30\%}\$ \$\frac{5\%}{62\%}\$ \$\frac{11\%}{11\%}\$ \$\$\text{t efficient powers Strongly di Di 14\%}\$ \$\frac{16\%}{5\%}\$ \$\frac{5\%}{23\%}\$	26% 28% 16% 31% 26% er stations sagree N 17% 19% 11% 46%	either ag Ag 9% 10% 5% 0% 5% either ag Ag 23% 26% 11% 15%	31% 25% 58% 8% 32% gree St 29% 23% 53% 8%	4% 2% 11% 0% 5% rongly ag N/A 9% 7% 16% 8%	5% 5% 0% 21% 8% 9% 5% 0%	100 81 19 13 19 20unt (n=) 100 81 19
anisation type respondents survey respondents excluding gen-tailers h generator and electricity retailer ("Gen-tailer) marily an electricity retailer anpetition between electricity generators ensures they bui anisation type respondents survey respondents excluding gen-tailers h generator and electricity retailer ("Gen-tailer) marily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 ild the mos Year 2020/21 2020/21 2020/21	\$\frac{25\%}{30\%}\$ \$\frac{5\%}{5\%}\$ \$\frac{62\%}{62\%}\$ \$\text{11\%}\$ t efficient pows \$\frac{5\%}{16\%}\$ \$\frac{14\%}{5\%}\$	26% 28% 16% 31% 26% er stations sagree N 17% 19% 11%	either ag Ag 9% 10% 5% 0% 5% 6 5% either ag Ag 23% 26% 11%	31% 25% 58% 8% 32% gree St 29% 23% 53%	4% 2% 11% 0% 5% rongly at N/A 9% 7% 16%	5% 5% 5% 0% 21%	100 81 19 13 19 20unt (n=) 100 81
ranisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer metition between electricity generators ensures they bui tanisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer marily an electricity retailer	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	\$\frac{5\pmodermin{strongly di Di}}{25\pmodermin{strongly di Di}}\$ \$\frac{5\pmodermin{strongly di Di}}{4\pmodermin{strongly di Di}}\$ \$\frac{14\pmodermin{strongly di Di}}{23\pmodermin{strongly di Di}}\$ \$\frac{16\pmodermin{strongly di Di}}{23\pmodermin{strongly di Di}}\$ \$\frac{16\pmodermin{strongly di Di}}{16\pmodermin{strongly di Di}}\$ \$16	26% 28% 16% 28% 31% 26% er stations sagree N 17% 19% 11% 46% 11%	either ag Ag 9% 10% 5% 0% 5% 23% 26% 11% 26%	31% 25% 58% 8% 32% stree St 29% 23% 53% 8% 21%	4% 2% 11% 0% 5% rongly ag N/A 9% 7% 16% 8%	5% 5% 0% 21% 8% 9% 5% 0%	100 81 19 13 19 20unt (n=) 100 81 19
ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between electricity generators ensures they bui ganisation type respondents survey respondents excluding gen-tailers th generator and electricity retailer ("Gen-tailer) marily an electricity retailer B mpetition between retailers ensures that consumer prices	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	\$\frac{5\pmodermin{strongly di Di}}{25\pmodermin{strongly di Di}}\$ \$\frac{5\pmodermin{strongly di Di}}{4\pmodermin{strongly di Di}}\$ \$\frac{14\pmodermin{strongly di Di}}{23\pmodermin{strongly di Di}}\$ \$\frac{16\pmodermin{strongly di Di}}{23\pmodermin{strongly di Di}}\$ \$\frac{16\pmodermin{strongly di Di}}{16\pmodermin{strongly di Di}}\$ \$16	26% 28% 16% 31% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	either ag Ag 9% 10% 5% 5% 5% 26% 211% 15% 26% ctricity com	31% 25% 58% 8% 32% stree St 29% 23% 53% 8% 21%	4% 2% 11% 0% 5% rongly ag N/A 9% 7% 16% 8%	5% 5% 5% 0% 21% 8% 9% 5% 0% 21%	100 81 19 13 19 20unt (n=) 100 81 19
anisation type respondents survey respondents excluding gen-tailers h generator and electricity retailer ("Gen-tailer) marily an electricity retailer anisation type respondents survey respondents excluding gen-tailers h generator and electricity retailer ("Gen-tailer) marily an electricity retailer anisation type	Year 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21 2020/21	25% 30% 5% 62% 11% t efficient powe 576 16% 5% 23% 16%	26% 28% 16% 31% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	either ag Ag 9% 10% 5% 5% 5% 26% 211% 15% 26% ctricity com	31% 25% 58% 8% 32% stree St 29% 23% 53% 8% 21%	4% 2% 11% 0% 5% rongly as N/A 9% 7% 16% 8% 5%	5% 5% 5% 0% 21% 8% 9% 5% 0% 21%	100 81 19 13 19 Count (n=) 100 81 19 13
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2020/21

Primarily an electricity retailer

38%

46%

EDB	2020/21	5%	5%	47%	5%	5%	32%	19

EDB	2020/21	5% 59	6 47%	5%	5%	32%	19		
Percentage of participants who agree that prices in the fo	llowing electricity	markets reflect th	e outcomes ev	nected in a w	vorkahly cor	mnetitive r	narket: Ancillary se	arvica markats	
Organisation type	Year Str	ongly di Disagree	Neither ag A	gree Str	rongly at N/		ount (n=)		
All respondents	2020/21	4% 79		19%	1%	28%	100		
All survey respondents excluding gen-tailers Both generator and electricity retailer ("Gen-tailer)	2020/21 2020/21	5% 69 0% 119	6 44% 6 26%	16% 32%	1% 0%	27% 32%	81 19		
Primarily an electricity retailer	2020/21	0% 239	6 46%	0%	0%	31%	13		
EDB	2020/21	0% 09	6 53%	0%	5%	42%	19		
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