27 November 2023

[redacted]

By email: [redacted]

Tēnā koe [redacted]

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

Airihi Mahuika
GM Legal, Monitoring and Compliance

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	32	40	4	21	11	10	118
All survey respondents excluding gen-tailers	2022/23	23	33	4	20	7	10	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	9	7	0	1	4	0	21
Primarily an electricity retailer	2022/23	1	5	1	2	1	2	12
EDB	2022/23	12	7	1	2	1	3	26

The electricity system will maintain reliability through the transition to low-emissions energy

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	34	31	4	29	9	11	118
All survey respondents excluding gen-tailers	2022/23	24	25	4	27	7	10	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	6	0	2	2	1	21
Primarily an electricity retailer	2022/23	6	1	1	2	1	1	12
EDB	2022/23	7	6	1	8	1	3	26

The electricity industry is meeting consumers' needs

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	41	35	2	18	9	13	118
All survey respondents excluding gen-tailers	2022/23	30	34	2	15	7	9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	1	0	3	2	4	21
Primarily an electricity retailer	2022/23	1	4	1	0	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	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	33	29	3	33	13	7	118
All survey respondents excluding gen-tailers	2022/23	23	25	3	29	10	7	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	4	0	4	3	0	21
Primarily an electricity retailer	2022/23	1	3	1	4	1	2	12
EDB	2022/23	8	5	1	7	4	1	26

I have confidence in the role the EA plays as kaitiaki of the electricity sector

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	30	29	3	38	4	14	118
All survey respondents excluding gen-tailers	2022/23	20	26	3	32	3	13	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	3	0	6	1	1	21
Primarily an electricity retailer	2022/23	1	4	0	1	2	4	12
EDB	2022/23	6	7	0	10	0	3	26

The electricity sector operates efficiently

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	36	28	3	31	8	12	118
All survey respondents excluding gen-tailers	2022/23	27	25	3	28	4	10	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	9	3	0	3	4	2	21
Primarily an electricity retailer	2022/23	1	3	1	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	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	59	10	1	22	23	3	118
All survey respondents excluding gen-tailers	2022/23	51	9	1	19	14	3	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	8	1	0	3	9	0	21
Primarily an electricity retailer	2022/23	4	1	1	3	2	1	12
EDB	2022/23	16	2	0	5	2	1	26

The EA actively monitors market outcomes

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	60	12	4	22	11	9	118
All survey respondents excluding gen-tailers	2022/23	47	11	4	20	6	9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	13	1	0	2	5	0	21
Primarily an electricity retailer	2022/23	1	3	1	2	2	3	12
EDB	2022/23	14	2	5	0	2	3	26

The EA actively monitors participant behaviour

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	54	13	3	27	13	8	118
All survey respondents excluding gen-tailers	2022/23	44	12	3	26	5	7	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	1	0	1	8	1	21
Primarily an electricity retailer	2022/23	0	4	1	3	2	2	12
EDB	2022/23	16	1	0	6	0	3	26

The EA holds participants to account for their actions

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	32	29	3	30	13	11	118
All survey respondents excluding gen-tailers	2022/23	23	26	3	27	7	11	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	9	3	0	3	6	0	21
Primarily an electricity retailer	2022/23	0	4	1	0	2	5	12
EDB	2022/23	8	6	0	9	1	2	26

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	20	38	17	16	3	24	118
All survey respondents excluding gen-tailers	2022/23	9	35	16	12	2	23	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	3	1	4	1	1	21
Primarily an electricity retailer	2022/23	0	4	1	0	0	7	12
EDB	2022/23	4	9	4	3	1	5	26

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	27	25	19	25	6	16	118
All survey respondents excluding gen-tailers	2022/23	16	23	17	22	5	14	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	2	2	3	1	2	21
Primarily an electricity retailer	2022/23	0	5	3	2	0	2	12
EDB	2022/23	4	4	4	6	3	5	26

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	16	50	5	29	3	15	118
All survey respondents excluding gen-tailers	2022/23	8	43	5	24	3	14	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	8	7	0	5	0	1	21
Primarily an electricity retailer	2022/23	0	5	1	3	0	3	12
EDB	2022/23	2	9	2	6	3	4	26

The current market settings encourage innovation in generation

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	20	37	12	36	5	8	118
All survey respondents excluding gen-tailers	2022/23	14	34	11	28	3	7	97

Both generator and electricity retailer ("Gen-tailer)	2022/23	6	3	1	8	2	1	21
Primarily an electricity retailer	2022/23	0	6	2	4	0	0	12
EDB	2022/23	5	7	4	5	3	2	26

The current market setting encourage innovation in distribution network management

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	14	41	8	36	3	16	118
All survey respondents excluding gen-tailers	2022/23	12	35	8	26	3	13	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	2	6	0	10	0	3	21
Primarily an electricity retailer	2022/23	0	5	2	3	0	2	12
EDB	2022/23	6	5	0	9	3	3	26

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	27	28	10	33	9	11	118
All survey respondents excluding gen-tailers	2022/23	20	25	10	27	6	9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	7	3	0	6	3	2	21
Primarily an electricity retailer	2022/23	0	3	1	4	1	3	12
EDB	2022/23	5	7	3	6	4	1	26

The current market setting encourage innovation in transmission network management

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	17	25	22	45	2	7	118
All survey respondents excluding gen-tailers	2022/23	14	21	21	33	2	6	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	3	4	1	12	0	1	21
Primarily an electricity retailer	2022/23	1	4	2	4	0	1	12
EDB	2022/23	3	4	5	12	1	1	26

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	39	27	10	12	9	21	118
All survey respondents excluding gen-tailers	2022/23	29	23	10	11	4	20	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	4	0	1	5	1	21
Primarily an electricity retailer	2022/23	1	2	3	1	0	5	12
EDB	2022/23	9	4	4	3	1	5	26

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	33	20	10	25	12	18	118
All survey respondents excluding gen-tailers	2022/23	23	17	10	23	7	17	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	3	0	2	5	1	21
Primarily an electricity retailer	2022/23	0	1	3	3	0	5	12
EDB	2022/23	8	2	2	6	3	5	26

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	22	28	8	25	10	25	118
All survey respondents excluding gen-tailers	2022/23	12	26	8	23	5	23	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	2	0	2	5	2	21
Primarily an electricity retailer	2022/23	0	3	1	1	1	6	12
EDB	2022/23	3	8	1	5	3	6	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	30	26	12	24	10	16	118
All survey respondents excluding gen-tailers	2022/23	19	25	11	22	6	14	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	1	1	2	4	2	21
Primarily an electricity retailer	2022/23	1	6	1	0	2	2	12
EDB	2022/23	7	5	2	6	3	3	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	37	18	19	20	7	17	118
All survey respondents excluding gen-tailers	2022/23	29	15	18	17	2	16	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	8	3	1	3	5	1	21
Primarily an electricity retailer	2022/23	1	4	1	2	0	4	12
EDB	2022/23	11	2	6	2	1	4	26

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	24	19	31	22	3	19	118
All survey respondents excluding gen-tailers	2022/23	17	14	28	17	2	19	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	7	5	3	5	1	0	21
Primarily an electricity retailer	2022/23	0	1	1	3	0	7	12
EDB	2022/23	7	1	11	3	1	3	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	23	8	33	41	6	7	118
All survey respondents excluding gen-tailers	2022/23	17	7	31	32	3	7	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	6	1	2	9	3	0	21
Primarily an electricity retailer	2022/23	0	0	3	8	0	1	12
EDB	2022/23	5	2	10	4	3	2	26

There is a reliable supply of electricity each day

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	54	11	1	17	34	1	118
All survey respondents excluding gen-tailers	2022/23	47	10	1	15	23	1	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	7	1	0	2	11	0	21
Primarily an electricity retailer	2022/23	5	0	1	2	4	0	12
EDB	2022/23	14	3	0	4	5	0	26

There is enough electricity to meet ongoing needs

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	41	37	2	20	11	7	118
All survey respondents excluding gen-tailers	2022/23	31	32	2	17	9	6	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	5	0	3	2	1	21
Primarily an electricity retailer	2022/23	1	5	1	3	2	0	12
EDB	2022/23	9	7	1	2	4	3	26

The current electricity market arrangements ensure an appropriate balance between reliability and cost

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	37	30	3	36	5	7	118
All survey respondents excluding gen-tailers	2022/23	26	28	3	30	3	7	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	2	0	6	2	0	21
Primarily an electricity retailer	2022/23	1	5	1	4	0	1	12
EDB	2022/23	11	6	0	7	1	1	26

Over the next 10 years the electricity system will strike a balance between reliability and cost

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	27	36	6	33	6	10	118
All survey respondents excluding gen-tailers	2022/23	21	29	6	29	3	9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	6	7	0	4	3	1	21
Primarily an electricity retailer	2022/23	2	4	1	4	0	1	12
EDB	2022/23	9	5	0	8	1	3	26

The New Zealand electricity market ensures electricity is generated efficiently

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	46	24	6	21	14	7	118
All survey respondents excluding gen-tailers	2022/23	37	22	5	21	7	5	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	9	2	1	0	7	2	21
Primarily an electricity retailer	2022/23	1	5	2	2	2	0	12
EDB	2022/23	11	4	2	4	4	1	26

The New Zealand electricity market ensures electricity is transmitted efficiently

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	49	10	11	32	14	2	118
All survey respondents excluding gen-tailers	2022/23	42	7	9	28	9	2	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	7	3	2	4	5	0	21
Primarily an electricity retailer	2022/23	4	1	2	4	1	0	12
EDB	2022/23	10	2	1	9	3	1	26

The New Zealand electricity market ensures electricity is distributed efficiently

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	40	27	9	30	7	5	118
All survey respondents excluding gen-tailers	2022/23	32	20	8	26	7	4	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	8	7	1	4	0	1	21
Primarily an electricity retailer	2022/23	2	5	2	2	0	1	12
EDB	2022/23	10	5	0	6	4	1	26

New Zealand's wholesale market efficiently coordinates electricity production and consumption.

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	50	16	10	17	15	10	118
All survey respondents excluding gen-tailers	2022/23	40	13	10	14	11	9	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	3	0	3	4	1	21
Primarily an electricity retailer	2022/23	4	3	1	0	0	4	12
EDB	2022/23	10	4	2	3	5	2	26

New Zealand's hedge market efficiently coordinates electricity production and consumption.

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	21	21	30	27	3	16	118
All survey respondents excluding gen-tailers	2022/23	10	17	29	24	2	15	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	11	4	1	3	1	1	21
Primarily an electricity retailer	2022/23	1	3	2	1	0	5	12
EDB	2022/23	3	3	11	6	1	2	26

New Zealand's wholesale market efficiently facilitates timely investment in the electricity system.

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	22	32	12	27	6	19	118
All survey respondents excluding gen-tailers	2022/23	10	27	12	24	5	19	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	12	5	0	3	1	0	21
Primarily an electricity retailer	2022/23	2	1	1	1	0	7	12
EDB	2022/23	3	5	6	6	3	3	26

New Zealand's hedge market efficiently facilitates timely investment in the electricity system.

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	22	17	28	29	3	19	118
All survey respondents excluding gen-tailers	2022/23	12	14	27	23	2	19	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10	3	1	6	1	0	21
Primarily an electricity retailer	2022/23	1	3	2	1	0	5	12
EDB	2022/23	4	2	11	5	1	3	26

Competition between electricity retailers promotes efficiency within retail operations

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2022/23	35	27	6	18	13	19	118
All survey respondents excluding gen-tailers	2022/23	21	27	6	17	9	17	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	14	0	0	1	4	2	21
Primarily an electricity retailer	2022/23	0	3	1	1	3	4	12
EDB	2022/23	4	9	2	4	3	4	26

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	8%	34%	18%	27%	9%	3%	118
All survey respondents excluding gen-tailers	2022/23	10%	34%	21%	24%	7%	4%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	33%	5%	43%	19%	0%	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-emissions energy

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	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 ag	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	2022/23	42%	33%	0%	8%	8%	8%	12
EDB	2022/23	4%	31%	12%	38%	12%	4%	26

The electricity industry will meet consumers' evolving needs in the future

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	6%	25%	28%	28%	11%	3%	118
All survey respondents excluding gen-tailers	2022/23	7%	26%	30%	24%	10%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	19%	19%	48%	14%	0%	21
Primarily an electricity retailer	2022/23	17%	25%	33%	8%	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	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	12%	25%	32%	25%	3%	3%	118
All survey respondents excluding gen-tailers	2022/23	13%	27%	33%	21%	3%	3%	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

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	10%	24%	26%	31%	7%	3%	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 system delivers a high level of reliability

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	3%	8%	19%	50%	19%	1%	118
All survey respondents excluding gen-tailers	2022/23	3%	9%	20%	53%	14%	1%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	5%	14%	38%	43%	0%	21
Primarily an electricity retailer	2022/23	8%	8%	25%	33%	17%	8%	12
EDB	2022/23	4%	8%	19%	62%	8%	0%	26

The EA actively monitors market outcomes

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	8%	10%	19%	51%	9%	3%	118
All survey respondents excluding gen-tailers	2022/23	9%	11%	21%	48%	6%	4%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	5%	10%	62%	24%	0%	21
Primarily an electricity retailer	2022/23	25%	25%	17%	8%	17%	8%	12
EDB	2022/23	12%	8%	0%	54%	8%	19%	26

The EA actively monitors participant behaviour

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	7%	11%	23%	46%	11%	3%	118
All survey respondents excluding gen-tailers	2022/23	7%	12%	27%	45%	5%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	5%	5%	48%	38%	0%	21
Primarily an electricity retailer	2022/23	17%	33%	25%	0%	17%	8%	12
EDB	2022/23	12%	4%	23%	62%	0%	0%	26

The EA holds participants to account for their actions

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	9%	25%	25%	27%	11%	3%	118
All survey respondents excluding gen-tailers	2022/23	11%	27%	28%	24%	7%	3%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	14%	14%	43%	29%	0%	21
Primarily an electricity retailer	2022/23	42%	33%	0%	0%	17%	8%	12
EDB	2022/23	8%	23%	35%	31%	4%	0%	26

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	20%	32%	14%	17%	3%	14%	118
All survey respondents excluding gen-tailers	2022/23	24%	36%	12%	9%	2%	16%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	19%	52%	5%	5%	21
Primarily an electricity retailer	2022/23	58%	33%	0%	0%	0%	8%	12
EDB	2022/23	19%	35%	12%	15%	4%	15%	26

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly ag	N/A	Count (n=)
All respondents	2022/23	14%	21%	21%	23%	5%	16%	118
All survey respondents excluding gen-tailers	2022/23	14%	24%	23%	16%	5%	18%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	10%	14%	52%	5%	10%	21

Primarily an electricity retailer	2022/23	17%	42%	17%	0%	0%	25%	12
EDB	2022/23	19%	15%	23%	15%	12%	15%	26

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	13%	42%	25%	14%	3%	4%	118
All survey respondents excluding gen-tailers	2022/23	14%	44%	25%	8%	3%	5%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	33%	24%	38%	0%	0%	21
Primarily an electricity retailer	2022/23	25%	42%	25%	0%	0%	8%	12
EDB	2022/23	15%	35%	23%	8%	12%	8%	26

The current market settings encourage innovation in generation

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	7%	31%	31%	17%	4%	10%	118
All survey respondents excluding gen-tailers	2022/23	7%	35%	29%	14%	3%	11%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	38%	29%	10%	5%	21
Primarily an electricity retailer	2022/23	0%	50%	33%	0%	0%	17%	12
EDB	2022/23	8%	27%	19%	19%	12%	15%	26

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	14%	35%	31%	12%	3%	7%	118
All survey respondents excluding gen-tailers	2022/23	13%	36%	27%	12%	3%	8%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	14%	29%	48%	10%	0%	0%	21
Primarily an electricity retailer	2022/23	17%	42%	25%	0%	0%	17%	12
EDB	2022/23	12%	19%	35%	23%	12%	0%	26

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	9%	24%	28%	23%	8%	8%	118
All survey respondents excluding gen-tailers	2022/23	9%	26%	28%	21%	6%	10%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	14%	29%	33%	14%	0%	21
Primarily an electricity retailer	2022/23	25%	25%	33%	0%	8%	8%	12
EDB	2022/23	4%	27%	23%	19%	15%	12%	26

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	6%	21%	38%	14%	2%	19%	118
All survey respondents excluding gen-tailers	2022/23	6%	22%	34%	14%	2%	22%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	19%	57%	14%	0%	5%	21
Primarily an electricity retailer	2022/23	8%	33%	33%	8%	0%	17%	12
EDB	2022/23	4%	15%	46%	12%	4%	19%	26

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	18%	23%	10%	33%	8%	8%	118
All survey respondents excluding gen-tailers	2022/23	21%	24%	11%	30%	4%	10%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	19%	5%	48%	24%	0%	21
Primarily an electricity retailer	2022/23	42%	17%	8%	8%	0%	25%	12
EDB	2022/23	19%	15%	12%	35%	4%	15%	26

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	15%	17%	21%	28%	10%	8%	118
All survey respondents excluding gen-tailers	2022/23	18%	18%	24%	24%	7%	10%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	10%	48%	24%	0%	21
Primarily an electricity retailer	2022/23	42%	8%	25%	0%	0%	25%	12
EDB	2022/23	19%	8%	23%	31%	12%	8%	26

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	21%	24%	21%	19%	8%	7%	118
All survey respondents excluding gen-tailers	2022/23	24%	27%	24%	12%	5%	8%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	10%	10%	48%	24%	0%	21
Primarily an electricity retailer	2022/23	50%	25%	8%	0%	8%	8%	12
EDB	2022/23	23%	31%	19%	12%	12%	4%	26

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

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	14%	22%	20%	25%	8%	10%	118
All survey respondents excluding gen-tailers	2022/23	14%	26%	23%	20%	6%	11%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	5%	10%	52%	19%	5%	21
Primarily an electricity retailer	2022/23	17%	50%	0%	8%	17%	8%	12
EDB	2022/23	12%	19%	23%	27%	12%	8%	26

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

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	14%	15%	17%	31%	6%	16%	118
All survey respondents excluding gen-tailers	2022/23	16%	15%	18%	30%	2%	19%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	14%	38%	24%	5%	21
Primarily an electricity retailer	2022/23	33%	33%	17%	8%	0%	8%	12
EDB	2022/23	15%	8%	8%	42%	4%	23%	26

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	16%	16%	19%	20%	3%	26%	118
All survey respondents excluding gen-tailers	2022/23	20%	14%	18%	18%	2%	29%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	24%	24%	33%	5%	14%	21
Primarily an electricity retailer	2022/23	58%	8%	25%	0%	0%	8%	12
EDB	2022/23	12%	4%	12%	27%	4%	42%	26

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

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	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	Agree	Strongly a	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
Primarily an electricity retailer	2022/23	0%	0%	17%	42%	33%	8%	12
EDB	2022/23	0%	12%	15%	54%	19%	0%	26

There is enough electricity to meet ongoing needs

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	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 reliability and cost

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	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

Over the next 10 years the electricity system will strike a balance between reliability and cost

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	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

The New Zealand electricity market ensures electricity is generated efficiently

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	6%	20%	18%	39%	12%	5%	118
All survey respondents excluding gen-tailers	2022/23	5%	23%	22%	38%	7%	5%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	10%	10%	0%	43%	33%	5%	21
Primarily an electricity retailer	2022/23	0%	42%	17%	8%	17%	17%	12
EDB	2022/23	4%	15%	15%	42%	15%	8%	26

The New Zealand electricity market ensures electricity is transmitted efficiently

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	2%	8%	27%	42%	12%	9%	118
All survey respondents excluding gen-tailers	2022/23	2%	7%	29%	43%	9%	9%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	14%	19%	33%	24%	10%	21
Primarily an electricity retailer	2022/23	0%	8%	33%	33%	8%	17%	12
EDB	2022/23	4%	8%	35%	38%	12%	4%	26

The New Zealand electricity market ensures electricity is distributed efficiently

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	4%	23%	25%	34%	6%	8%	118
All survey respondents excluding gen-tailers	2022/23	4%	21%	27%	33%	7%	8%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	33%	19%	38%	0%	5%	21
Primarily an electricity retailer	2022/23	8%	42%	17%	17%	0%	17%	12
EDB	2022/23	4%	19%	23%	38%	15%	0%	26

New Zealand's wholesale market efficiently coordinates electricity production and consumption.

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	8%	14%	14%	42%	13%	8%	118
All survey respondents excluding gen-tailers	2022/23	9%	13%	14%	41%	11%	10%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	14%	14%	48%	19%	0%	21
Primarily an electricity retailer	2022/23	33%	25%	0%	33%	0%	8%	12
EDB	2022/23	8%	15%	12%	38%	19%	8%	26

New Zealand's hedge market efficiently coordinates electricity production and consumption.

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	14%	18%	23%	18%	3%	25%	118
All survey respondents excluding gen-tailers	2022/23	15%	18%	25%	10%	2%	30%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	5%	19%	14%	52%	5%	5%	21
Primarily an electricity retailer	2022/23	42%	25%	8%	8%	0%	17%	12
EDB	2022/23	8%	12%	23%	12%	4%	42%	26

New Zealand's wholesale market efficiently facilitates timely investment in the electricity system.

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	16%	27%	23%	19%	5%	10%	118
All survey respondents excluding gen-tailers	2022/23	20%	28%	25%	10%	5%	12%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	24%	14%	57%	5%	0%	21
Primarily an electricity retailer	2022/23	58%	8%	8%	17%	0%	8%	12
EDB	2022/23	12%	19%	23%	12%	12%	23%	26

New Zealand's hedge market efficiently facilitates timely investment in the electricity system.

Organisation type	Year	Strongly disagree	Disagree	Neither agree or di	Agree	Strongly a	N/A	Count (n=)
All respondents	2022/23	16%	14%	25%	19%	3%	24%	118
All survey respondents excluding gen-tailers	2022/23	20%	14%	24%	12%	2%	28%	97
Both generator and electricity retailer ("Gen-tailer)	2022/23	0%	14%	29%	48%	5%	5%	21
Primarily an electricity retailer	2022/23	42%	25%	8%	8%	0%	17%	12
EDB	2022/23	12%	8%	19%	15%	4%	42%	26

Competition between electricity retailers promotes efficiency within retail operations								
Organisation type	**Year**	**Strongly disagree**	**Disagree**	**Neither agree or di**	**Agree**	**Strongly a**	**N/A**	**Count (n=)**
All respondents	2022/23	**16%**	**23%**	**15%**	**30%**	**11%**	**5%**	**118**
All survey respondents excluding gen-tailers	2022/23	**18%**	**28%**	**18%**	**22%**	**9%**	**6%**	**97**
Both generator and electricity retailer ("Gen-tailer)	2022/23	**10%**	**0%**	**5%**	**67%**	**19%**	**0%**	**21**
Primarily an electricity retailer	2022/23	**33%**	**25%**	**8%**	**0%**	**25%**	**8%**	**12**
EDB	2022/23	**15%**	**35%**	**15%**	**15%**	**12%**	**8%**	**26**

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	22	30	7	31	16	8	114
All survey respondents excluding gen-tailers	2021/22	16	25	6	28	10	8	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	5	1	3	6	0	21
Primarily an electricity retailer	2021/22	2	3	3	3	0	4	15
EDB	2021/22	6	5	0	10	5	0	26

The electricity system will maintain reliability through the transition to low-emissions energy

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	42	23	7	24	17	1	114
All survey respondents excluding gen-tailers	2021/22	34	22	6	20	10	1	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	8	1	1	4	7	0	21
Primarily an electricity retailer	2021/22	3	5	2	4	1	0	15
EDB	2021/22	10	5	1	4	6	0	26

The electricity industry is meeting consumers' needs

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	48	36	1	10	9	10	114
All survey respondents excluding gen-tailers	2021/22	39	34	1	7	3	9	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	9	2	0	3	6	1	21
Primarily an electricity retailer	2021/22	3	6	0	1	0	5	15
EDB	2021/22	16	7	0	2	1	0	26

The electricity industry will meet consumers' evolving needs in the future

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	40	26	1	26	11	10	114
All survey respondents excluding gen-tailers	2021/22	29	26	1	21	6	10	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	11	0	0	5	5	0	21
Primarily an electricity retailer	2021/22	1	6	0	2	0	6	15
EDB	2021/22	15	5	0	5	1	0	26

I have confidence in the role the EA plays as kaitiaki of the electricity sector

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	22	31	5	36	5	15	114
All survey respondents excluding gen-tailers	2021/22	14	27	5	30	3	14	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	8	4	0	6	2	1	21
Primarily an electricity retailer	2021/22	2	3	2	1	1	6	15
EDB	2021/22	4	7	1	10	0	4	26

The electricity sector operates efficiently

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	34	33	5	21	11	10	114
All survey respondents excluding gen-tailers	2021/22	26	31	5	16	6	9	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	8	2	0	5	5	1	21
Primarily an electricity retailer	2021/22	2	7	1	1	0	4	15
EDB	2021/22	10	6	1	4	3	2	26

The electricity system delivers a high level of reliability

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	57	6	3	13	32	3	114
All survey respondents excluding gen-tailers	2021/22	50	6	3	12	19	3	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	7	0	0	1	13	0	21
Primarily an electricity retailer	2021/22	6	2	1	4	1	1	15
EDB	2021/22	14	1	1	2	7	1	26

The EA actively monitors market outcomes

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	53	13	6	26	9	7	114
All survey respondents excluding gen-tailers	2021/22	41	11	5	22	7	7	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	12	2	1	4	2	0	21
Primarily an electricity retailer	2021/22	4	3	1	3	2	2	15
EDB	2021/22	13	0	1	7	2	3	26

The EA actively monitors participant behaviour

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	51	13	5	26	13	6	114
All survey respondents excluding gen-tailers	2021/22	39	10	5	24	9	6	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	12	3	0	2	4	0	21
Primarily an electricity retailer	2021/22	4	2	1	2	3	3	15
EDB	2021/22	12	2	1	7	3	1	26

The EA holds participants to account for their actions

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	45	20	6	23	7	13	114
All survey respondents excluding gen-tailers	2021/22	32	18	6	20	4	13	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	13	2	0	3	3	0	21
Primarily an electricity retailer	2021/22	4	1	1	1	1	7	15
EDB	2021/22	12	2	1	8	2	1	26

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	18	29	12	14	10	31	114
All survey respondents excluding gen-tailers	2021/22	15	24	11	10	3	30	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	3	5	1	4	7	1	21
Primarily an electricity retailer	2021/22	0	2	0	2	0	11	15
EDB	2021/22	12	2	1	8	2	1	26

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	24	24	15	18	9	24	114
All survey respondents excluding gen-tailers	2021/22	18	18	14	16	3	24	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	6	1	2	6	0	21
Primarily an electricity retailer	2021/22	1	2	4	0	0	8	15
EDB	2021/22	4	3	5	6	2	6	26

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	28	30	11	24	3	18	114
All survey respondents excluding gen-tailers	2021/22	18	28	10	18	2	17	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10	2	1	6	1	1	21
Primarily an electricity retailer	2021/22	2	4	4	1	0	4	15
EDB	2021/22	5	6	1	9	1	4	26

The current market settings encourage innovation in generation

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)

All respondents	2021/22	26	36	15	25	5	7	114
All survey respondents excluding gen-tailers	2021/22	20	31	13	19	3	7	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	5	2	6	2	0	21
Primarily an electricity retailer	2021/22	0	5	4	4	0	2	15
EDB	2021/22	6	5	6	5	1	3	26

The current market settings encourage innovation in distribution network management

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	16	38	12	34	2	12	114
All survey respondents excluding gen-tailers	2021/22	13	32	9	28	1	10	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	3	6	3	6	1	2	21
Primarily an electricity retailer	2021/22	0	5	4	5	0	1	15
EDB	2021/22	6	6	1	9	1	3	26

The current market settings encourage innovation in consumer-facing services

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	32	21	9	31	7	14	114
All survey respondents excluding gen-tailers	2021/22	23	18	9	27	3	13	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	9	3		4	4	1	21
Primarily an electricity retailer	2021/22	2	2	2	3		6	15
EDB	2021/22	9	5	3	6	1	2	26

The current market settings encourage innovation in transmission network management

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	12	19	30	40	2	11	114
All survey respondents excluding gen-tailers	2021/22	9	15	25	33	2	9	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	3	4	5	7	0	2	21
Primarily an electricity retailer	2021/22	0	3	6	6	0	0	15
EDB	2021/22	2	1	9	7	1	6	26

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	24	32	12	12	13	21	114
All survey respondents excluding gen-tailers	2021/22	18	31	8	9	8	19	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	1	4	3	5	2	21
Primarily an electricity retailer	2021/22	0	6	1	0	0	8	15
EDB	2021/22	8	8	3	3	2	2	26

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	26	31	14	14	15	14	114
All survey respondents excluding gen-tailers	2021/22	20	30	11	11	8	13	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	1	3	3	7	1	21
Primarily an electricity retailer	2021/22	2	5	2	0	0	6	15
EDB	2021/22	6	6	4	4	4	2	26

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	27	19	8	17	18	25	114
All survey respondents excluding gen-tailers	2021/22	21	18	5	15	10	24	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	1	3	3	7	1	21
Primarily an electricity retailer	2021/22	4	2	0	1	1	7	15
EDB	2021/22	5	7	3	4	3	4	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	34	16	11	22	13	18	114
All survey respondents excluding gen-tailers	2021/22	28	14	9	19	5	18	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	6	1	3	2	8	1	21
Primarily an electricity retailer	2021/22	2	5	2	0	0	6	15
EDB	2021/22	8	4	3	7	2	2	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	25	21	20	16	14	18	114
All survey respondents excluding gen-tailers	2021/22	17	20	16	15	8	17	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	8	1	4	1	6	1	21
Primarily an electricity retailer	2021/22	3	4	1	0	0	7	15
EDB	2021/22	5	2	8	7	2	2	26

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	22	17	32	25	4	14	114
All survey respondents excluding gen-tailers	2021/22	12	16	25	24	2	14	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10	1	7	1	2	0	21
Primarily an electricity retailer	2021/22	2	3	2	1	1	6	15
EDB	2021/22	2	2	10	9	1	2	26

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

Organisation type	Year	Agree	Disagree	N/A	Neither agree or disagree	Strongly agree	Strongly disagree	Count (n=)
All respondents	2021/22	17	6	41	38	8	4	114
All survey respondents excluding gen-tailers	2021/22	13	6	32	33	5	4	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	4	0	9	5	3	0	21
Primarily an electricity retailer	2021/22	0	1	9	4	0	1	15
EDB	2021/22	2	0	10	9	4	1	26

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	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)	2021/22	0%	24%	14%	29%	29%	5%	21
Primarily an electricity retailer	2021/22	27%	20%	20%	13%	0%	20%	15
EDB	2021/22	0%	19%	38%	23%	19%	0%	26

The electricity system will maintain reliability through the transition to low-emissions energy

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	1%	20%	21%	37%	15%	6%	114
All survey respondents excluding gen-tailers	2021/22	1%	24%	22%	37%	11%	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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	9%	32%	9%	42%	8%	1%	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 electricity industry will meet consumers' evolving needs in the future

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	9%	23%	23%	35%	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 EA plays as kaitiaki of the electricity sector

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	13%	27%	32%	19%	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	Strongly a	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

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	3%	5%	11%	50%	28%	3%	114
All survey respondents excluding gen-tailers	2021/22	3%	6%	13%	54%	20%	3%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	0%	5%	33%	62%	0%	21
Primarily an electricity retailer	2021/22	7%	13%	27%	40%	7%	7%	15
EDB	2021/22	4%	4%	8%	54%	27%	4%	26

The EA actively monitors market outcomes

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	6%	11%	23%	46%	8%	5%	114
All survey respondents excluding gen-tailers	2021/22	8%	12%	24%	44%	8%	5%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	10%	19%	57%	10%	5%	21
Primarily an electricity retailer	2021/22	13%	20%	20%	27%	13%	7%	15
EDB	2021/22	12%	0%	27%	50%	8%	4%	26

The EA actively monitors participant behaviour

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	5%	11%	23%	45%	11%	4%	114
All survey respondents excluding gen-tailers	2021/22	6%	11%	26%	42%	10%	5%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	14%	10%	57%	19%	0%	21
Primarily an electricity retailer	2021/22	20%	13%	13%	27%	20%	7%	15
EDB	2021/22	4%	8%	27%	46%	12%	4%	26

The EA holds participants to account for their actions

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	11%	18%	20%	39%	6%	5%	114
All survey respondents excluding gen-tailers	2021/22	14%	19%	22%	34%	4%	6%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	10%	14%	62%	14%	0%	21
Primarily an electricity retailer	2021/22	47%	7%	7%	27%	7%	7%	15
EDB	2021/22	4%	8%	31%	46%	8%	4%	26

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	27%	25%	12%	16%	9%	11%	114
All survey respondents excluding gen-tailers	2021/22	32%	26%	11%	16%	3%	12%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	24%	19%	14%	33%	5%	21
Primarily an electricity retailer	2021/22	73%	13%	13%	0%	0%	0%	15
EDB	2021/22	4%	8%	31%	46%	8%	4%	26

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	21%	21%	16%	21%	8%	13%	114
All survey respondents excluding gen-tailers	2021/22	26%	19%	17%	19%	3%	15%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	29%	10%	29%	29%	5%	21

Primarily an electricity retailer	2021/22	53%	13%	0%	7%	0%	27%	15
EDB	2021/22	23%	12%	23%	15%	8%	19%	26

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	16%	26%	21%	25%	3%	10%	114
All survey respondents excluding gen-tailers	2021/22	18%	30%	19%	19%	2%	11%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	10%	29%	48%	5%	5%	21
Primarily an electricity retailer	2021/22	27%	27%	7%	13%	0%	27%	15
EDB	2021/22	15%	23%	35%	19%	4%	4%	26

The current market settings encourage innovation in generation

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	6%	32%	22%	23%	4%	13%	114
All survey respondents excluding gen-tailers	2021/22	8%	33%	20%	22%	3%	14%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	24%	29%	29%	10%	10%	21
Primarily an electricity retailer	2021/22	13%	33%	27%	0%	0%	27%	15
EDB	2021/22	12%	19%	19%	23%	4%	23%	26

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	11%	33%	30%	14%	2%	11%	114
All survey respondents excluding gen-tailers	2021/22	11%	34%	30%	14%	1%	10%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10%	29%	29%	14%	5%	14%	21
Primarily an electricity retailer	2021/22	7%	33%	33%	0%	0%	27%	15
EDB	2021/22	12%	23%	35%	23%	4%	4%	26

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	12%	18%	27%	28%	6%	8%	114
All survey respondents excluding gen-tailers	2021/22	14%	19%	29%	25%	3%	10%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	14%	19%	43%	19%	0%	21
Primarily an electricity retailer	2021/22	40%	13%	20%	13%	0%	13%	15
EDB	2021/22	8%	19%	23%	35%	4%	12%	26

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	10%	17%	35%	11%	2%	26%	114
All survey respondents excluding gen-tailers	2021/22	10%	16%	35%	10%	2%	27%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10%	19%	33%	14%	0%	24%	21
Primarily an electricity retailer	2021/22	0%	20%	40%	0%	0%	40%	15
EDB	2021/22	23%	4%	27%	8%	4%	35%	26

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	18%	28%	11%	21%	11%	11%	114
All survey respondents excluding gen-tailers	2021/22	20%	33%	10%	19%	9%	9%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	10%	5%	14%	29%	24%	19%	21
Primarily an electricity retailer	2021/22	53%	40%	0%	0%	0%	7%	15
EDB	2021/22	8%	31%	12%	31%	8%	12%	26

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	12%	27%	12%	23%	13%	12%	114
All survey respondents excluding gen-tailers	2021/22	14%	32%	12%	22%	9%	12%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	5%	14%	29%	33%	14%	21
Primarily an electricity retailer	2021/22	40%	33%	0%	13%	0%	13%	15
EDB	2021/22	8%	23%	15%	23%	15%	15%	26

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	22%	17%	15%	24%	16%	7%	114
All survey respondents excluding gen-tailers	2021/22	26%	19%	16%	23%	11%	5%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	5%	14%	29%	33%	14%	21
Primarily an electricity retailer	2021/22	47%	13%	7%	27%	7%	0%	15
EDB	2021/22	15%	27%	15%	19%	12%	12%	26

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	16%	14%	19%	30%	11%	10%	114
All survey respondents excluding gen-tailers	2021/22	19%	15%	20%	30%	5%	10%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	5%	10%	29%	38%	14%	21
Primarily an electricity retailer	2021/22	40%	33%	0%	13%	0%	13%	15
EDB	2021/22	8%	15%	27%	31%	8%	12%	26

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	16%	18%	14%	22%	12%	18%	114
All survey respondents excluding gen-tailers	2021/22	18%	22%	16%	18%	9%	17%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	5%	5%	5%	38%	29%	19%	21
Primarily an electricity retailer	2021/22	47%	27%	0%	20%	0%	7%	15
EDB	2021/22	8%	8%	27%	19%	8%	31%	26

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	12%	15%	22%	19%	4%	28%	114
All survey respondents excluding gen-tailers	2021/22	15%	17%	26%	13%	2%	27%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0%	5%	5%	48%	10%	33%	21
Primarily an electricity retailer	2021/22	40%	20%	7%	13%	7%	13%	15
EDB	2021/22	8%	8%	35%	8%	4%	38%	26

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)

All respondents	**2021/22**	**4%**	**5%**	**33%**	**15%**	**7%**	**36%**	**114**
All survey respondents excluding gen-tailers	**2021/22**	**4%**	**6%**	**35%**	**14%**	**5%**	**34%**	**93**
Both generator and electricity retailer ("Gen-tailer)	**2021/22**	**0%**	**0%**	**24%**	**19%**	**14%**	**43%**	**21**
Primarily an electricity retailer	**2021/22**	**7%**	**7%**	**27%**	**0%**	**0%**	**60%**	**15**
EDB	**2021/22**	**4%**	**0%**	**35%**	**8%**	**15%**	**38%**	**26**

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	14	24	**16**	24	13	9	100
All survey respondents excluding gen-tailers	2020/21	12	22	**16**	16	9	6	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	2	**0**	8	4	3	19
Primarily an electricity retailer	2020/21	3	5	**2**	1	2	0	13
EDB	2020/21	2	2	**5**	4	2	4	19

The electricity system will maintain reliability through the transition to low-emissions energy

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	6	20	19	38	10	7	100
All survey respondents excluding gen-tailers	2020/21	5	19	16	30	6	5	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	1	3	8	4	2	19
Primarily an electricity retailer	2020/21	1	4	4	3	1	0	13
EDB	2020/21	0	5	**2**	8	1	3	19

The electricity industry is meeting consumers' needs

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	20	23	**8**	39	8	2	100
All survey respondents excluding gen-tailers	2020/21	19	22	**7**	26	5	2	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	1	**1**	13	3	0	19
Primarily an electricity retailer	2020/21	6	5	**1**	1	0	0	13
EDB	2020/21	0	5	**0**	11	2	1	19

The electricity industry will meet consumers' evolving needs in the future

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	11	24	**22**	36	5	2	100
All survey respondents excluding gen-tailers	2020/21	10	21	**20**	24	4	2	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	3	**2**	12	1	0	19
Primarily an electricity retailer	2020/21	3	7	**1**	2	0	0	13
EDB	2020/21	0	4	**4**	8	2	1	19

I have confidence in the role the EA plays as kaitiaki of the electricity sector

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	12	23	**26**	33	4	2	100
All survey respondents excluding gen-tailers	2020/21	11	18	**24**	23	3	2	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	5	**2**	10	1	0	19
Primarily an electricity retailer	2020/21	5	3	**2**	3	0	0	13
EDB	2020/21	1	4	**4**	8	1	1	19

The electricity sector operates efficiently

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	15	20	**15**	41	7	2	100
All survey respondents excluding gen-tailers	2020/21	14	19	**12**	30	4	2	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	1	**3**	11	3	0	19
Primarily an electricity retailer	2020/21	4	6	**1**	2	0	0	13
EDB	2020/21	1	2	**5**	8	2	1	19

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	4	8	**10**	46	32	0	100
All survey respondents excluding gen-tailers	2020/21	4	7	**8**	42	20	0	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0	1	**2**	4	12	0	19
Primarily an electricity retailer	2020/21	1	2	**4**	5	1	0	13
EDB	2020/21	0	2	**1**	10	6	0	19

The EA actively monitors market outcomes

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	6	12	**21**	50	6	5	100
All survey respondents excluding gen-tailers	2020/21	6	11	**18**	39	4	3	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0	1	**3**	11	2	2	19
Primarily an electricity retailer	2020/21	3	4	**3**	2	1	0	13
EDB	2020/21	0	1	**6**	10	1	1	19

The EA actively monitors participant behaviour

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	8	12	**27**	48	4	1	100
All survey respondents excluding gen-tailers	2020/21	8	9	**23**	38	2	1	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0	3	**4**	10	2	0	19
Primarily an electricity retailer	2020/21	5	1	**2**	5	0	0	13
EDB	2020/21	0	1	**6**	10	1	1	19

The EA holds participants to account for their actions

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	13	26	**19**	39	2	1	100
All survey respondents excluding gen-tailers	2020/21	13	21	**18**	26	2	1	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0	5	**1**	13	0	0	19
Primarily an electricity retailer	2020/21	6	0	**3**	4	0	0	13
EDB	2020/21	0	2	**6**	10	0	1	19

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	31	25	**16**	12	7	9	100
All survey respondents excluding gen-tailers	2020/21	28	22	**15**	6	2	8	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	3	3	**1**	6	5	1	19
Primarily an electricity retailer	2020/21	9	3	**1**	0	0	0	13
EDB	2020/21	2	4	**8**	2	1	2	19

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	20	23	**21**	13	5	18	100
All survey respondents excluding gen-tailers	2020/21	18	20	**19**	8	1	15	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	3	**2**	5	4	3	19
Primarily an electricity retailer	2020/21	5	5	**1**	0	0	2	13
EDB	2020/21	1	2	**11**	1	0	4	19

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	15	30	**30**	15	3	7	100
All survey respondents excluding gen-tailers	2020/21	13	25	**27**	10	2	4	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	5	**3**	5	1	3	19
Primarily an electricity retailer	2020/21	3	5	**3**	1	0	1	13
EDB	2020/21	2	6	**4**	5	1	1	19

The current market settings encourage innovation in generation

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	11	23	**23**	23	6	14	100
All survey respondents excluding gen-tailers	2020/21	9	20	**20**	16	5	11	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	3	**3**	7	1	3	19
Primarily an electricity retailer	2020/21	3	5	**2**	2	1	0	13
EDB	2020/21	0	1	**8**	3	1	6	19

The current market settings encourage innovation in distribution network management

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	12	40	**25**	10	2	11	100
All survey respondents excluding gen-tailers	2020/21	11	30	**24**	8	2	6	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	10	**1**	2	0	5	19
Primarily an electricity retailer	2020/21	2	8	**2**	1	0	0	13
EDB	2020/21	0	7	**7**	3	1	1	19

The current market settings encourage innovation in consumer-facing services

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	9	21	**27**	28	7	8	100
All survey respondents excluding gen-tailers	2020/21	9	20	**20**	16	5	11	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	2	**2**	10	3	1	19
Primarily an electricity retailer	2020/21	2	4	**3**	4	0	0	13
EDB	2020/21	0	3	**7**	4	2	3	19

The current market settings encourage innovation in transmission network management

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	10	13	**44**	14	3	16	100
All survey respondents excluding gen-tailers	2020/21	8	12	**36**	11	2	12	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	1	**8**	3	1	4	19
Primarily an electricity retailer	2020/21	1	2	**7**	3	0	0	13
EDB	2020/21	0	3	**7**	2	1	6	19

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	25	26	**9**	31	4	5	100
All survey respondents excluding gen-tailers	2020/21	24	23	**8**	20	2	4	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	3	**1**	11	2	1	19
Primarily an electricity retailer	2020/21	8	4	**0**	1	0	0	13
EDB	2020/21	2	5	**1**	6	1	4	19

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	14	17	**23**	29	9	8	100
All survey respondents excluding gen-tailers	2020/21	13	15	**21**	19	6	7	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	2	**2**	10	3	1	19
Primarily an electricity retailer	2020/21	3	6	**2**	1	1	0	13
EDB	2020/21	3	2	**5**	4	1	4	19

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	20	25	**16**	26	9	4	100
All survey respondents excluding gen-tailers	2020/21	19	20	**14**	20	4	4	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	5	**2**	6	5	0	19
Primarily an electricity retailer	2020/21	5	4	**1**	2	1	0	13
EDB	2020/21	2	4	**5**	5	1	2	19

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

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	13	26	**16**	32	9	4	100
All survey respondents excluding gen-tailers	2020/21	12	22	**16**	23	4	4	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	4	**0**	9	5	0	19
Primarily an electricity retailer	2020/21	3	5	**1**	3	1	0	13
EDB	2020/21	1	2	**5**	8	1	2	19

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

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	16	23	**22**	26	7	6	100
All survey respondents excluding gen-tailers	2020/21	15	19	**20**	18	3	6	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	1	4	**2**	8	4	0	19
Primarily an electricity retailer	2020/21	5	6	**1**	1	0	0	13
EDB	2020/21	0	1	**9**	5	1	3	19

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	17	17	**29**	16	5	16	100
All survey respondents excluding gen-tailers	2020/21	15	16	**28**	8	2	12	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	2	1	**1**	8	3	4	19
Primarily an electricity retailer	2020/21	5	6	**1**	1	0	0	13
EDB	2020/21	1	1	**9**	1	1	6	19

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

Organisation type	Year	Strongly disagree	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2020/21	4	7	**41**	19	1	28	100
All survey respondents excluding gen-tailers	2020/21	4	5	**36**	13	1	22	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0	2	**5**	6	0	6	19
Primarily an electricity retailer	2020/21	0	3	**6**	0	0	4	13
EDB	2020/21	0	0	**10**	0	1	8	19

Electricity market settings will support an efficient transition of the energy sector to low emissions

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (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 transition to low-emissions energy

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (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
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	16%	42%	21%	11%	19
Primarily an electricity retailer	2020/21	8%	31%	31%	23%	8%	0%	13
EDB	2020/21	0%	26%	11%	42%	5%	16%	19

The electricity industry is meeting consumers' needs

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	20%	23%	8%	39%	8%	2%	100
All survey respondents excluding gen-tailers	2020/21	23%	27%	9%	32%	6%	2%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	5%	68%	16%	0%	19
Primarily an electricity retailer	2020/21	46%	38%	8%	8%	0%	0%	13
EDB	2020/21	0%	26%	0%	58%	11%	5%	19

The electricity industry will meet consumers' evolving needs in the future

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	11%	24%	22%	36%	5%	2%	100
All survey respondents excluding gen-tailers	2020/21	12%	26%	25%	30%	5%	2%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	16%	11%	63%	5%	0%	19
Primarily an electricity retailer	2020/21	23%	54%	8%	15%	0%	0%	13
EDB	2020/21	0%	21%	21%	42%	11%	5%	19

I have confidence in the role the EA plays as kaitiaki of the electricity sector

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	12%	23%	26%	33%	4%	2%	100
All survey respondents excluding gen-tailers	2020/21	14%	22%	30%	28%	4%	2%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	26%	11%	53%	5%	0%	19
Primarily an electricity retailer	2020/21	38%	23%	15%	23%	0%	0%	13
EDB	2020/21	5%	21%	21%	42%	5%	5%	19

The electricity sector operates efficiently

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	15%	20%	15%	41%	7%	2%	100
All survey respondents excluding gen-tailers	2020/21	17%	23%	15%	37%	5%	2%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	5%	16%	58%	16%	0%	19
Primarily an electricity retailer	2020/21	31%	46%	8%	15%	0%	0%	13
EDB	2020/21	5%	11%	26%	42%	11%	5%	19

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	4%	8%	10%	46%	32%	0%	100
All survey respondents excluding gen-tailers	2020/21	5%	9%	10%	52%	25%	0%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0%	5%	11%	21%	63%	0%	19
Primarily an electricity retailer	2020/21	8%	15%	31%	38%	8%	0%	13
EDB	2020/21	0%	11%	5%	53%	32%	0%	19

The EA actively monitors market outcomes

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	6%	12%	21%	50%	6%	5%	100
All survey respondents excluding gen-tailers	2020/21	7%	14%	22%	48%	5%	4%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0%	5%	16%	58%	11%	11%	19
Primarily an electricity retailer	2020/21	23%	31%	23%	15%	8%	0%	13
EDB	2020/21	0%	5%	32%	53%	5%	5%	19

The EA actively monitors participant behaviour

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	8%	12%	27%	48%	4%	1%	100
All survey respondents excluding gen-tailers	2020/21	10%	11%	28%	47%	2%	1%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0%	16%	21%	53%	11%	0%	19
Primarily an electricity retailer	2020/21	38%	8%	15%	38%	0%	0%	13
EDB	2020/21	0%	5%	32%	53%	5%	5%	19

The EA holds participants to account for their actions

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	13%	26%	19%	39%	2%	1%	100
All survey respondents excluding gen-tailers	2020/21	16%	26%	22%	32%	2%	1%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0%	26%	5%	68%	0%	0%	19
Primarily an electricity retailer	2020/21	46%	0%	23%	31%	0%	0%	13
EDB	2020/21	0%	11%	32%	53%	0%	5%	19

New entrant retailers can operate on a level playing field with established retailers

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	31%	25%	16%	12%	7%	9%	100
All survey respondents excluding gen-tailers	2020/21	35%	27%	19%	7%	2%	10%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	16%	16%	5%	32%	26%	5%	19
Primarily an electricity retailer	2020/21	69%	23%	8%	0%	0%	0%	13
EDB	2020/21	11%	21%	42%	11%	5%	11%	19

New entrant generators can operate on a level playing field with established generators

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	20%	23%	21%	13%	5%	18%	100

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

The electricity regulatory environment supports incorporation of new business models and technology in a timely manner

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	15%	30%	30%	15%	3%	7%	100
All survey respondents excluding gen-tailers	2020/21	16%	31%	33%	12%	2%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	26%	16%	26%	5%	16%	19
Primarily an electricity retailer	2020/21	23%	38%	23%	8%	0%	8%	13
EDB	2020/21	11%	32%	21%	26%	5%	5%	19

The current market settings encourage innovation in generation

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	11%	23%	23%	23%	6%	14%	100
All survey respondents excluding gen-tailers	2020/21	11%	25%	25%	20%	6%	14%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	16%	16%	37%	5%	16%	19
Primarily an electricity retailer	2020/21	23%	38%	15%	15%	8%	0%	13
EDB	2020/21	0%	5%	42%	16%	5%	32%	19

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	12%	40%	25%	10%	2%	11%	100
All survey respondents excluding gen-tailers	2020/21	14%	37%	30%	10%	2%	7%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	53%	5%	11%	0%	26%	19
Primarily an electricity retailer	2020/21	15%	62%	15%	8%	0%	0%	13
EDB	2020/21	0%	37%	37%	16%	5%	5%	19

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	9%	21%	27%	28%	7%	8%	100
All survey respondents excluding gen-tailers	2020/21	11%	25%	25%	20%	6%	14%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	11%	11%	53%	16%	5%	19
Primarily an electricity retailer	2020/21	15%	31%	23%	31%	0%	0%	13
EDB	2020/21	0%	16%	37%	21%	11%	16%	19

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	10%	13%	44%	14%	3%	16%	100
All survey respondents excluding gen-tailers	2020/21	10%	15%	44%	14%	2%	15%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	42%	16%	5%	21%	19
Primarily an electricity retailer	2020/21	8%	15%	54%	23%	0%	0%	13
EDB	2020/21	0%	16%	37%	11%	5%	32%	19

Competition between electricity generators ensures wholesale market prices are set at an efficient level

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	25%	26%	9%	31%	4%	5%	100
All survey respondents excluding gen-tailers	2020/21	30%	28%	10%	25%	2%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	16%	5%	58%	11%	5%	19
Primarily an electricity retailer	2020/21	62%	31%	0%	8%	0%	0%	13
EDB	2020/21	11%	26%	5%	32%	5%	21%	19

Competition between electricity generators ensures they build the most efficient power stations

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	14%	17%	23%	29%	9%	8%	100
All survey respondents excluding gen-tailers	2020/21	16%	19%	26%	23%	7%	9%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	11%	11%	53%	16%	5%	19
Primarily an electricity retailer	2020/21	23%	46%	15%	8%	8%	0%	13
EDB	2020/21	16%	11%	26%	21%	5%	21%	19

Competition between retailers ensures that consumer prices only rise in line with costs to the electricity companies

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	20%	25%	16%	26%	9%	4%	100
All survey respondents excluding gen-tailers	2020/21	23%	25%	17%	25%	5%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	26%	11%	32%	26%	0%	19
Primarily an electricity retailer	2020/21	38%	31%	8%	15%	8%	0%	13
EDB	2020/21	11%	21%	26%	26%	5%	11%	19

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	13%	26%	16%	32%	9%	4%	100
All survey respondents excluding gen-tailers	2020/21	15%	27%	20%	28%	5%	5%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	21%	0%	47%	26%	0%	19
Primarily an electricity retailer	2020/21	23%	38%	8%	23%	8%	0%	13
EDB	2020/21	5%	11%	26%	42%	5%	11%	19

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	16%	23%	22%	26%	7%	6%	100
All survey respondents excluding gen-tailers	2020/21	19%	23%	25%	22%	4%	7%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	5%	21%	11%	42%	21%	0%	19
Primarily an electricity retailer	2020/21	38%	46%	8%	8%	0%	0%	13
EDB	2020/21	0%	5%	47%	26%	5%	16%	19

Percentage of participants who agree that prices in the following electricity markets reflect the outcomes expected in a workably competitive market: Hedge market, including ASX and OTC

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly ag	N/A	Count (n=)
All respondents	2020/21	17%	17%	29%	16%	5%	16%	100
All survey respondents excluding gen-tailers	2020/21	19%	20%	35%	10%	2%	15%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	5%	42%	16%	21%	19
Primarily an electricity retailer	2020/21	38%	46%	8%	8%	0%	0%	13

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

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

Organisation type	Year	Strongly di	Disagree	Neither ag	Agree	Strongly aş	N/A	Count (n=)
All respondents	2020/21	4%	7%	41%	19%	1%	28%	100
All survey respondents excluding gen-tailers	2020/21	5%	6%	44%	16%	1%	27%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	0%	11%	26%	32%	0%	32%	19
Primarily an electricity retailer	2020/21	0%	23%	46%	0%	0%	31%	13
EDB	2020/21	0%	0%	53%	0%	5%	42%	19