27 February 2023

ELECTRICITY AUTHORITY
TE MANA HIKO

[redacted]

Dear [redacted]

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

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

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

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

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

The aggregate version of request 1 appears in *Appendix B: Survey based Impact Measures* and the aggregate version of request 2 appears in *Appendix A: Outcome Measures*, both found in the Electricity Authority's *Annual Report 2021/22*.

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

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

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

Yours sincerely,

Peter Kerr
GM Legal, Monitoring and Compliance (Acting)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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	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

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	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

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	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

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

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

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

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

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

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

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

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

Organisation type	Year	Strongly d	Disagree	Neither ag	Agree	Strongly a	N/A	Count (n=)
All respondents	2021/22	7.02%	26.32%	27.19%	19.30%	14.04%	6.14%	114
All survey respondents excluding gen-tailers	2021/22	8.60%	26.88%	30.11%	17.20%	10.75%	6.45%	93
Both generator and electricity retailer ("Gen-tailer)	2021/22	0.00%	23.81%	14.29%	28.57%	28.57%	4.76%	21
Primarily an electricity retailer	2021/22	26.67%	20.00%	20.00%	13.33%	0.00%	20.00%	15

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

Organisation type	Year	Strongly d	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

The electricity industry is meeting consumers' needs

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

The electricity sector operates efficiently

Organisation type	Year	Strongly d	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

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly d	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

The EA actively monitors market outcomes

Organisation type	Year	Strongly d	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

The EA actively monitors participant behaviour

Organisation type	Year	Strongly d	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

The EA holds participants to account for their actions

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

The current market settings encourage innovation in generation

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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 d	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

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 d	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

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 d	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

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 d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

The electricity industry is meeting consumers' needs

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

The electricity sector operates efficiently

Organisation type	Year	Strongly d	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

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly d	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

The EA actively monitors market outcomes

Organisation type	Year	Strongly d	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

The EA actively monitors participant behaviour

Organisation type	Year	Strongly d	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

The EA holds participants to account for their actions

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

The current market settings encourage innovation in generation

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly d	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

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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

Organisation type	Year	Strongly d	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

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 d	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

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 d	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

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 d	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

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 d	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

The electricity industry is meeting consumers' needs

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

The electricity sector operates efficiently

Organisation type	Year	Strongly d	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	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

The electricity system delivers a high level of reliability

Organisation type	Year	Strongly d	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	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

The EA actively monitors market outcomes

Organisation type	Year	Strongly d	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	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

The EA actively monitors participant behaviour

Organisation type	Year	Strongly d	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	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

The EA holds participants to account for their actions

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

The current market settings encourage innovation in generation

Organisation type	Year	Strongly d	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	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

The current market setting encourage innovation in distribution network management

Organisation type	Year	Strongly d	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	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

The current market setting encourage innovation in consumer-facing services

Organisation type	Year	Strongly d	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	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

The current market setting encourage innovation in transmission network management

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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

Organisation type	Year	Strongly d	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	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

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 d	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	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

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 d	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	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

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 d	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	19%	20%	35%	10%	2%	15%	81
Both generator and electricity retailer ("Gen-tailer)	2020/21	11%	5%	5%	42%	16%	21%	19
Primarily an electricity retailer	2020/21	38%	46%	8%	8%	0%	0%	13

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

Organisation type	Year	Strongly d	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	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