

# Electricity Authority

Regulatory framework survey

Quantitative report

June 2015



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# Background and Methodology

## 1.1 Background

The Electricity Authority (the Authority) is an independent Crown entity responsible for the efficient operation of the New Zealand electricity market and is also the electricity market regulator. Part of this responsibility is to develop and administer the Electricity Participation Industry Code (Code) and also ensure that industry participants comply with the Regulations and the Code. The Code sets out the duties and responsibilities that apply to industry participants and the Authority.

Benchmark research was undertaken in October 2012 to help the Authority understand how market participants, perceive, use and understand the Code.

This study was repeated in 2014 and now in 2015 as a follow-up to the benchmark research and provides an update of industry participant's knowledge, use and understanding of the Code.

## 1.2 Methodology

The quantitative research used is the same online methodology as previous stakeholder studies in 2012 and 2014.

- The questionnaire was similar to 2012 and 2014, with only some wording changes and new options in questions relating to communication channels.
- There were 68 completed surveys. The margin of error for sample size of 68 and population of 201<sup>1</sup> for a 50% figure at the '95% confidence level' is  $\pm 9.7\%$ .
- The question on the effectiveness of communication channels did not initially show all the communication channels to respondents. A follow up survey that asked respondents only the options respondents had not answered was subsequently sent out. 54 out of the 68 initial respondents completed the follow up; this is shown in the variable sample sizes for this question in the report.
- The 2015 survey was conducted from 17th Mar to 22nd April 2015. The follow up survey was conducted from the 14<sup>th</sup> May to 8<sup>th</sup> June.

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<sup>1</sup> The total number of stakeholders provided by EA

## 1.3 Reporting

Where appropriate, results are compared to the 2012 and 2014 surveys throughout the report.

<i>What is your type of business in relation to electricity? Tick all relevant boxes</i>			
	<b>2012</b>	<b>2014</b>	<b>2015</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Base:</i>	<b>70</b>	<b>70</b>	<b>68</b>
Retailer	21	29	<b>35</b>
Distributor (local or embedded network owner or operator)/grid owner	43	39	<b>31</b>
Generator	30	31	<b>29</b>
A trader in electricity	14	13	<b>28</b>
A purchaser from the clearing manager	14	10	<b>26</b>
A metering equipment owner	23	21	<b>15</b>
A metering equipment provider*			<b>15</b>
A consumer directly connected to the grid	16	11	<b>9</b>
An ancillary service agent	9	9	<b>6</b>
A test house	10	10	<b>4</b>
A load aggregator	4	-	<b>3</b>
A contracted Electricity Authority service provider	9	4	<b>1</b>

Base: All respondents  
 \* Not a prompted option in 2012 and 2014  
 Multiple response question – percentages may add to more than 100%

**Figure 1. Type of business. Tracked 2012-2015**

<i>What is the size of your organisation (number of employees)?</i>			
	<b>2012</b>	<b>2014</b>	<b>2015</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Base:</i>	<b>70</b>	<b>70</b>	<b>68</b>
10 or less employees	23	24	<b>29</b>
11 to 50 employees	13	13	<b>21</b>
51 to 100 employees	10	11	<b>7</b>
More than 100 employees	54	51	<b>43</b>

Base: All respondents

**Figure 2. Size of business. Tracked 2012-2015**

# Executive summary

## ■ Overview

- The Participation Code was seen as less costly to apply by respondents than previously and it was rated easier to understand and to apply.
- Though more respondents felt it was adding value to the electricity industry than previous years, again it was only a minority. About half of respondents knew 'how to make a Code amendment', again up from previous years.
- This year; given a choice between greater flexibility or more certainty for the Code, respondent views were about equal in favour of flexibility and certainty.
- Authority guidelines and information papers were regarded as the most effective way for raising awareness of the Code followed by Industry workshops and talking to Authority staff.

## ■ Awareness of the Act, Regulations and Code

There were moderate levels of awareness<sup>2</sup> of the Electricity Industry Act, Regulations and Code. Overall, awareness was similar to previous years.

**72%** awareness of the Code.

**55%** awareness of the Low Fixed Tariff Regulations for Domestic Users.

**53%** awareness of the Act.

**43%** awareness of the Regulations.

## ■ Understanding of the Act, Regulations and Code

Declared understanding<sup>3</sup> of the Act, Regulations and Code were similar to levels of awareness. Declared understanding ranged from 49% for the Enforcement Regulations to a high of 63% for the Participation. This year had generally high declared understanding of the Act, Regulations and Code than previous years.

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<sup>2</sup> Awareness was measured on a 1-5 scale where 1 meant 'fully aware' and 5 'not at all aware'. Those who are described as aware are the aggregate of 1+2 and those unaware the aggregate of 4+5 with '3' being neutral.

<sup>3</sup> Declared understanding was measured on a 1-5 scale where 1 meant 'fully understand' and 5 'do not understand at all'. Those who are described as understanding are the aggregate of 1+2 and those who do not understand are the aggregate of 4+5 with '3' being neutral.

## ■ Participation Code - ease of keeping up-to-date, understanding, value for money, ease to apply and low cost to apply

Only a small minority (26%) rated the Code well<sup>4</sup> as 'easy to keep up-to-date' with changes. Slightly more (34%) rated it well for being 'easy to understand' and 'easy to apply' (35%). While 44% rated it well for 'adding value to the industry' and 26% rated it well for 'having a low cost to apply'.

These measures were all **higher** than those recorded in 2014.

## ■ Compliance costs

The Participation Code was again rated as carrying the most compliance cost. Less than half (43%) rated compliance with the Participation Code as high<sup>5</sup>. This was significantly more than those who rated the Low Fixed Tariff Regulations for Domestic Users (25%), the Act (24%) and the Enforcement Regulations (18%) as costly to comply with.

The costs of complying with the Act, Code and Regulations were seen to be **not as high** as in 2012 and 2014.

## ■ Regulatory risk management profile

Less than two-thirds (62%) have a risk management programme and just over a quarter (28%) have a regulatory compliance manager, the same proportion use a third party to carry out compliance obligations while almost two-thirds (63%) answered that regulatory compliance was part of the role of their staff, but did not have a regulatory compliance manager. Similar results to previous years.

## ■ Code amendment proposals

For the first time since tracking, a slight majority (51%) of respondents knew how to make a Code amendment proposal.

## ■ Use of communication channels

91% of respondents stated they used the 'Guidelines and information papers', the most used channel for maintaining awareness of the Code. This was followed by 'industry workshops/forums/training sessions' (75%), talking to Authority staff (74%) and the Authority's weekly publication *Market Brief* (74%).

## ■ Effectiveness of communication channels

Talking to Authority staff was seen as the most effective communication channel followed by the publication *Market Brief*.

**85%** of respondents saw talking to Authority staff as effective.

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<sup>4</sup> These attributes were rated on a 1-5 scale where 1 meant 'very good' and 5 'very poor'. Those who rated an attribute well are the aggregate of 1+2 ratings, those who rated them poorly are the aggregate of 4+5 ratings and '3' is the neutral rating.

<sup>5</sup> Compliance costs were rated on a 1-5 scale where 1 meant 'very high' and 5 'very low'. Those who rated compliance as high are the aggregate of 1+2 ratings and those who rated costs as low are the aggregate of 4+5 ratings with '3' the neutral number.

## ■ Awareness of the Ruling Panel's role

Two thirds (65%) were aware of the role of the Rulings Panel. Down from 2012 and 2014.

## ■ How well the Code balances reliability of supply with competition and efficiency

Over one-third (35%) rated the Code as balanced<sup>6</sup> compared with 22% who rated it as unbalanced and 43% who gave a neutral rating.

## ■ Flexibility and encouraging of innovation versus clarity and certainty of the Code

This year opinions were evenly split between those in favour of the code being flexible and encouraging innovation but may be uncertain (32%)<sup>7</sup> and those that felt that the code should be certain and clear but may be inflexible (29%) while over a third (38%) were neutral.

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<sup>6</sup> Balance was rated on a 1-5 scale where 1 meant 'very balanced' and 5 'not at all well balanced'. Those who rated the Code as balanced are the aggregate of 1+2 and those who rated it as unbalanced are the aggregate of 4+5. '3' is the neutral mid-point.

<sup>7</sup> Respondents gave a rating on a 1-5 scale where 1 meant 'flexible and encouraging of innovation but may be uncertain' and 5 meant 'certain and clear but may be inflexible'. The aggregate of 1+2 are those who preferred flexibility, the aggregate of 4+5 are those who preferred certainty and '3' is the neutral mid-point.

# Main report

## 2.1 Awareness of the Act, Regulations and Code

Awareness of the Electricity Industry Act, Regulations and Code remained relatively similar to 2012 and 2014, reflecting moderate awareness among industry participants. A small majority continue to state they are 'aware' of the Code, Act and Regulations; with the highest levels of awareness recorded for awareness of the Code.

- 72%<sup>8</sup> are aware of the Code, the highest awareness recorded.
- 56% are aware of the Electricity (Low Fixed Charge Tariff option for Domestic Consumers) Regulations.
- 53% total aware of the Electricity Industry Act, down slightly from 2014.

As in previous years, less than half (43%) are aware of the Enforcement Regulations.

Looking at specific business types, consumers directly connected to the grid had significantly lower awareness of the Electricity Industry Act, Regulations and Code compared to all respondents.

- Electricity traders (n=19), Distributors (n=21), Purchasers from clearing manager (n=18) and Retailers (n=24) had highest awareness of the Electricity Industry Act. Ranging from 63%- 68% awareness. Businesses with more than 100 employees were more likely to be aware (59%) of the Act than business with up to 100 employees (49%).
- Electricity traders, Distributors and Purchasers from clearing manager had highest awareness of the Enforcement Regulations. Ranging from 56%- 63% awareness. About a third, 35%, of Generators (n=20) are aware of the Enforcement Regulations.
- There was generally high awareness amongst all business types and size of the Electricity Industry Participation Code. Lowest awareness of 50% was amongst consumers directly connected to the grid (n=6) while many business types had 100% awareness.
- Awareness of the Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations is higher amongst businesses with up to 100 employees (67%) than businesses with over 100 employees (41%).

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<sup>8</sup> 1+2 on a scale of 1 to 5, where 1 is 'I am fully aware' and 5 is 'I am not aware at all'



# Awareness of the Act, Regulations and Code

Total aware (%) (1+ 2)

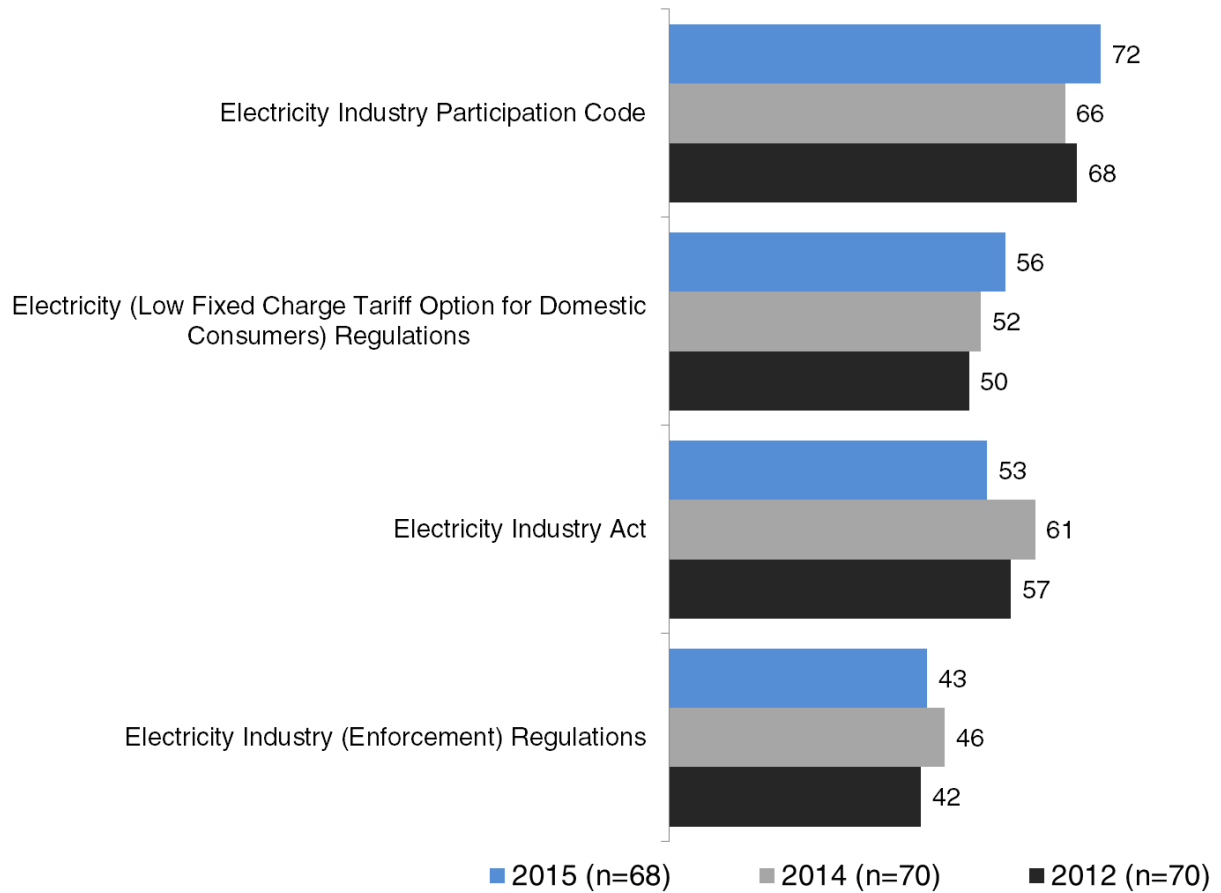


Figure 3. A summary of awareness of the Act, Regulations and Code. Tracked 2012-2015

## 2.2 Understanding of the Act, Regulations and Code

Similar to previous years, declared understanding of the Act, Regulations and Code was lower than level of awareness. This year, 2015, generally had higher declared understanding of the Act, Regulations and Code than in 2012 and 2014; ranging from 49%<sup>9</sup> for the Enforcement Regulations to a high of 63% for the Code.

### ■ The Act

A majority of respondents declared they had an understanding of the Act (54%), an increase of 5% from 2014.

- Understanding of the Act amongst Distributors increased from 2014 to 71% declared understanding in 2015. Electricity traders also showed an increased understanding of the Act in 2015, up 19% to 63%.
- There was no difference between the sizes of businesses.
- There was a decrease of declared understanding of the Act from 2014 amongst purchasers from the clearing manager, down 16%.

### ■ The Enforcement Regulations

About half of respondents (49%) declared they had an understanding of the Enforcement Regulations, up slightly from 2014.

- There was higher declared understanding amongst businesses with more than 100 employees (55%) compared with those with less than 100 employees (44%).
- Retailers (50%) and purchasers from the clearing manager (56%) both had a decreased understanding of the Enforcement Regulations than in 2014.

### ■ The Participation Code

Almost two thirds (63%) declared they had an understanding of the Electricity Industry Participation Code, an increase of 12% from 2014.

- There was significantly higher declared understanding amongst businesses with more than 100 employees (72%) than those with less than 100 employees (56%). Both business size categories had higher declared understanding than 2014, up 17% and 9% respectively.
- Generators (60%), Electricity Traders (68%) and Distributors (71%) had significant increases in declared understanding of the Electricity Industry Participation Code, up 15%, 13% and 8% respectively.

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<sup>9</sup> 1+2 on a scale of 1 to 5, where 1 means 'they fully understand' and 5 means 'they do not understand at all'.

## ■ The low fixed charge tariff regulations for domestic consumers

Half of respondents (50%) have an understanding of the low fixed charge tariff regulations for domestic consumers, relatively unchanged from 2014 and 2012.

- Smaller businesses, up to 100 employees, had higher understanding (59%) than businesses with more than 100 employees (38%). This represents a flip from 2014 where businesses with more than 100 employees (58%) had higher declared awareness than smaller businesses (44%).

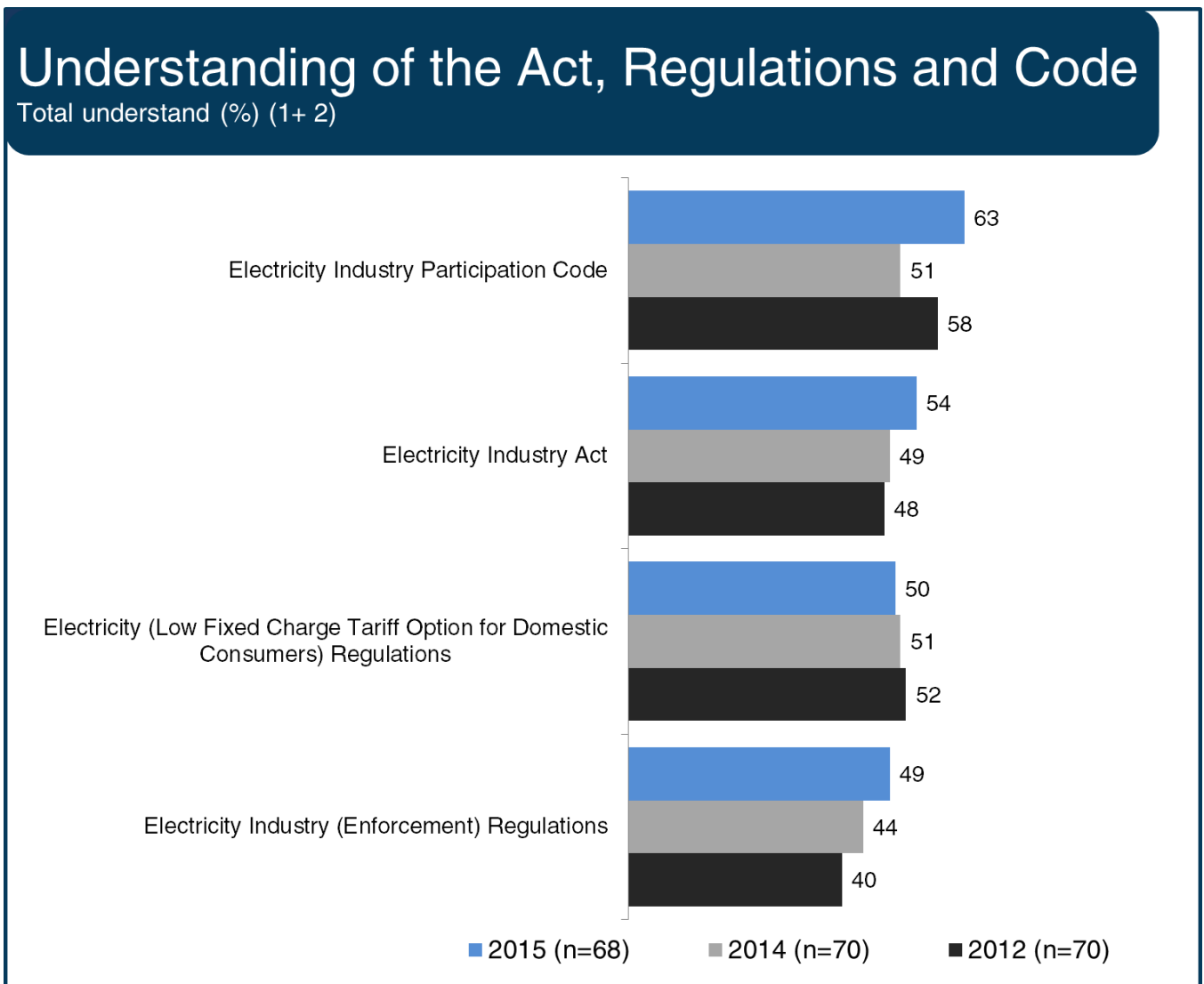


Figure 4. A summary of understanding of the Act, Regulations and Code. Tracked 2012-2015

## 2.3 Participation Code - ease of keeping up-to-date, understanding, value for money, ease to apply and low cost to apply

Looking at the performance measures for the Participation Code, all measures rated higher than in 2014 and most rated higher than in 2012. Compared to 2014, positive ratings<sup>10</sup> were up between 8% and 15%. Adding value to the industry rated highest as in previous years (44%, up 10%) while having a low cost to apply (26%, up 15%) and Ease of keeping up to date (26%, up 8%) rated the lowest.

### ■ Ease of keeping up to date

A quarter of respondents (26%) gave a positive rating for being 'easy to keep up-to-date with changes', up 8% from 2014.

- It rated highest amongst Retailers (29%) and Distributors (29%, up 17%), and lowest amongst Generators (15%), purchasers from clearing manager (17%) and electricity traders (21%).

### ■ Ease of understanding

A third of respondents (34%) rated the Code well for 'ease of understanding', an increase from 2014 (15%) and 2012 (9%).

- The largest increase was amongst distributors (38%, up 23%).

### ■ Ease to apply

Across all respondents, 35% were positive of the Code for 'ease to apply'. This is up 12% from 2014.

- Smaller businesses found the Code more difficult to apply than larger businesses. Only 28% of businesses with up to 100 employees felt the Code was easy to apply compared to 45% of businesses with over 100 employees.

### ■ Adding value to the industry

Just under half of respondents (44%) rated the Code well for 'adding value to the industry', up 10% from 2014.

- Distributors (57%, up 24%) and purchasers from clearing manger (61%, up 18%) had the highest increases in ratings amongst the businesses.

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<sup>10</sup> 1+2 on a scale of 1 to 5, where 1 means 'very good' and 5 means 'very poor'.

## ■ Having a low cost to apply

Twenty six percent of respondents were positive of the Code for 'having a low cost to apply'. Though it was equally the lowest rated performance measure in 2015, it had the largest rating increase from 2014 of 15%.

- This rating increase is replicated when looking at the specific business types with most rating the Code better than in 2014. The largest were purchasers from clearing manager (22%), an increase of 22% from 2014, and Electricity traders (32%, up 20%).

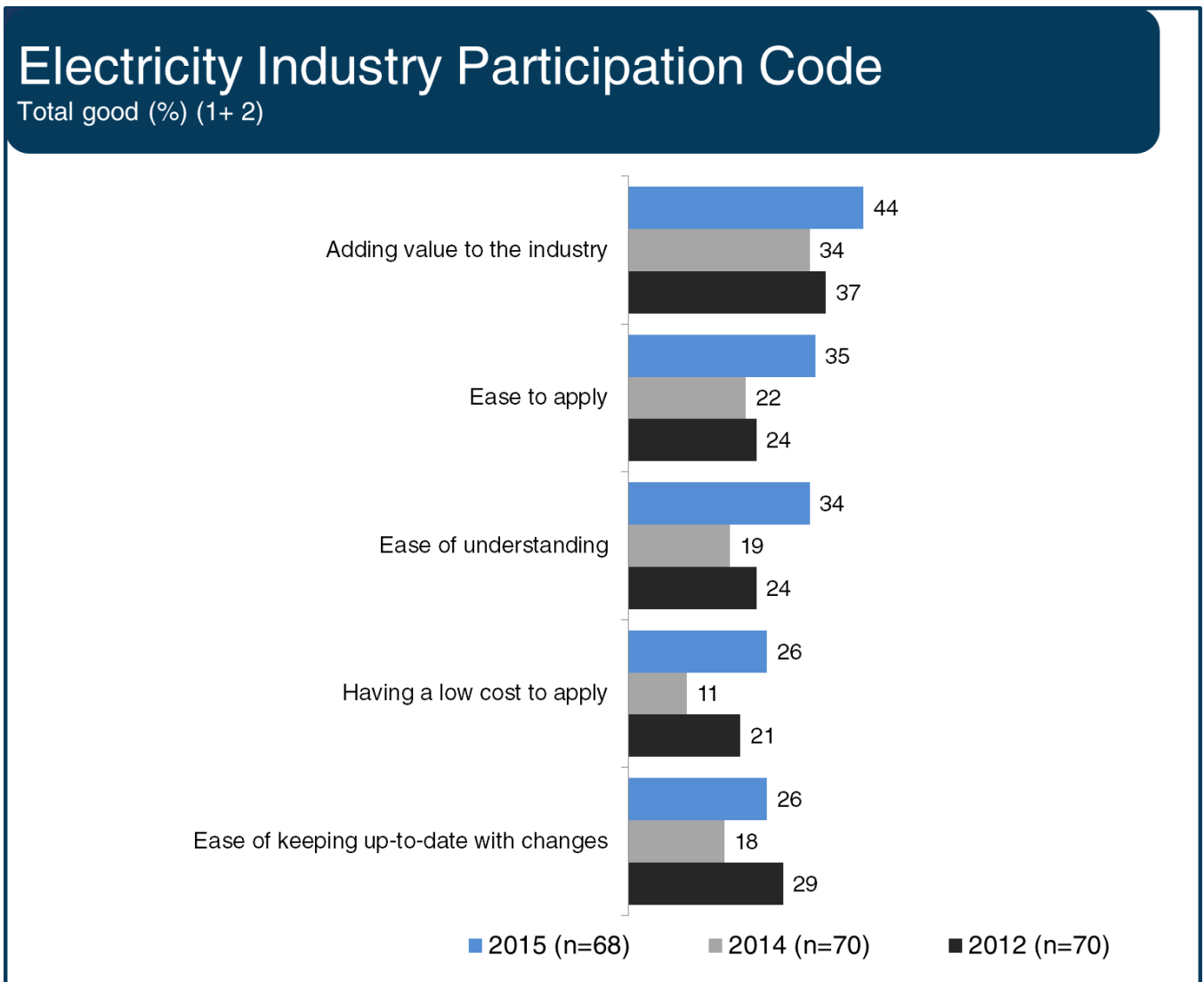


Figure 5. Ratings of the Participation Code. Tracked 2012-2015

## 2.4 Compliance costs

In Comparison to previous years, respondents felt that the costs of complying with the Act, Code and Regulations were not as high<sup>11</sup> as in 2012 and 2014.

### ■ The Act

The reported 'higher' cost of complying with the Act fell slightly from 2014 and 2012, with about a quarter stating it was high (24%).

- A lower proportion of retailers (17%), purchasers from clearing manager (17%) and electricity traders (16%) felt that the costs of complying were high compared with other businesses.
- Forty percent of metering equipment owners (up 13%) and providers were the only businesses that had a significant proportion who felt complying to the Act was high compared to other business types.

### ■ The Enforcement Regulations

The cost of complying with the Enforcement Regulations also fell this year with 18% of all respondents believed it was high, a fall from 2014 and from 2012.

- The proportions were lower for businesses with more than 100 employees (10%), retailers (13%), and generators (15%).

### ■ The Participation Code

The reported cost of complying with the participation code was down 13%, the largest decrease from 2014. Under half of respondents (43%) now think that the Code is high cost of complying.

All business types were less likely to believe compliance costs with the Code was high.

- The biggest decrease came from purchasers from clearing manager (67%, down 19%).

### ■ Low Fixed Charge Tariff for Domestic Consumers Regulations

There was a 9% decrease in reported high costs for Domestic Consumers Regulations.

- Electricity traders (53%), purchasers from clearing manager (44%) and retailers (42%) had the highest proportion the felt the Low Fixed Charge Tariff for Domestic Consumers Regulations was a high cost.

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<sup>11</sup> 1+2 on a scale of 1 to 5, where 1 means 'very high' and 5 means 'very low'.

# Compliance Costs

Total high cost (%) (1+ 2)

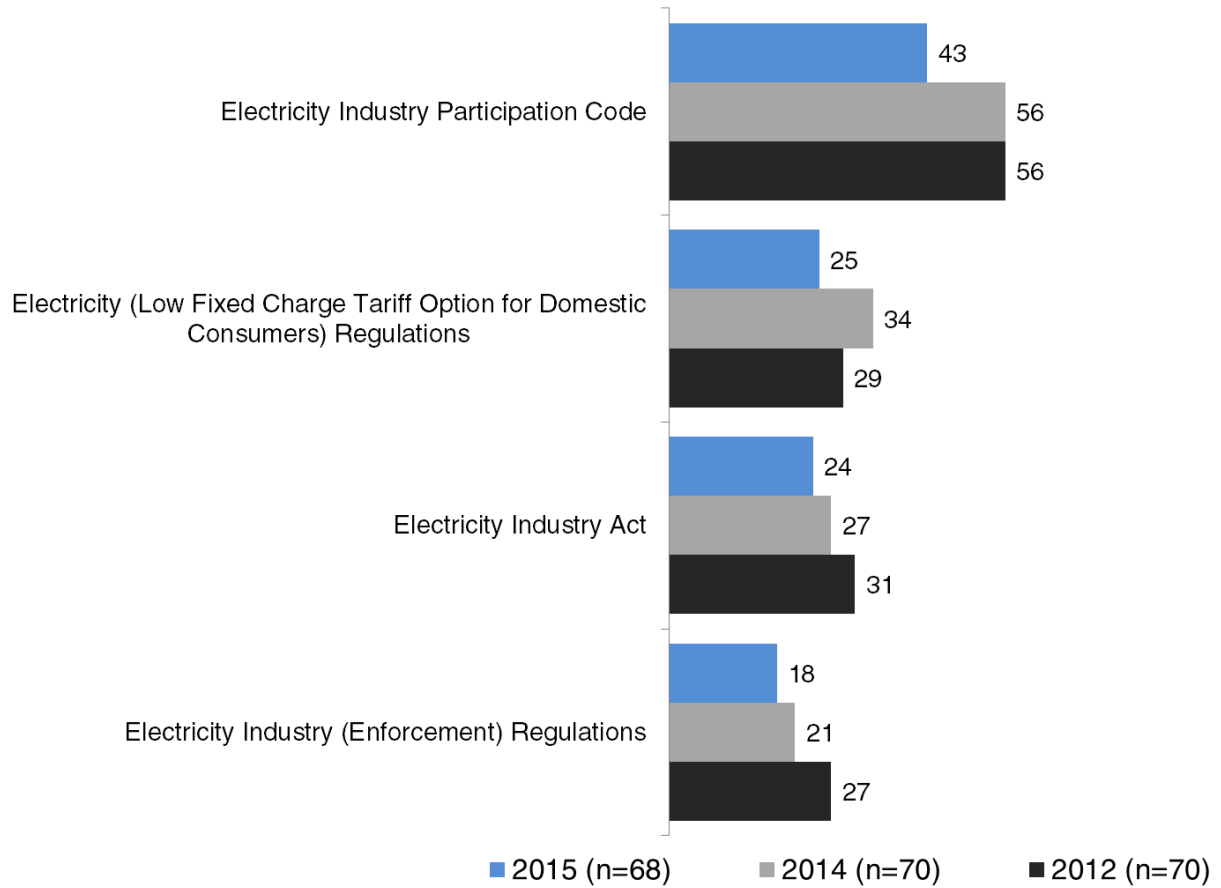


Figure 6. Cost of complying with Act, Code and Regulations. Tracked 2012-2015

## 2.5 Regulatory risk management profile

- Almost two-thirds (63%) stated that regulatory compliance was part of the role of their staff, but did not have a regulatory compliance manager. No change from 2014.
- Less than two thirds (62%) have a risk management programme and just over a quarter (28%) have a regulatory compliance manager.
- Similar to 2012 and 2014, just over a quarter (28%) used a third party to carry out compliance obligations.

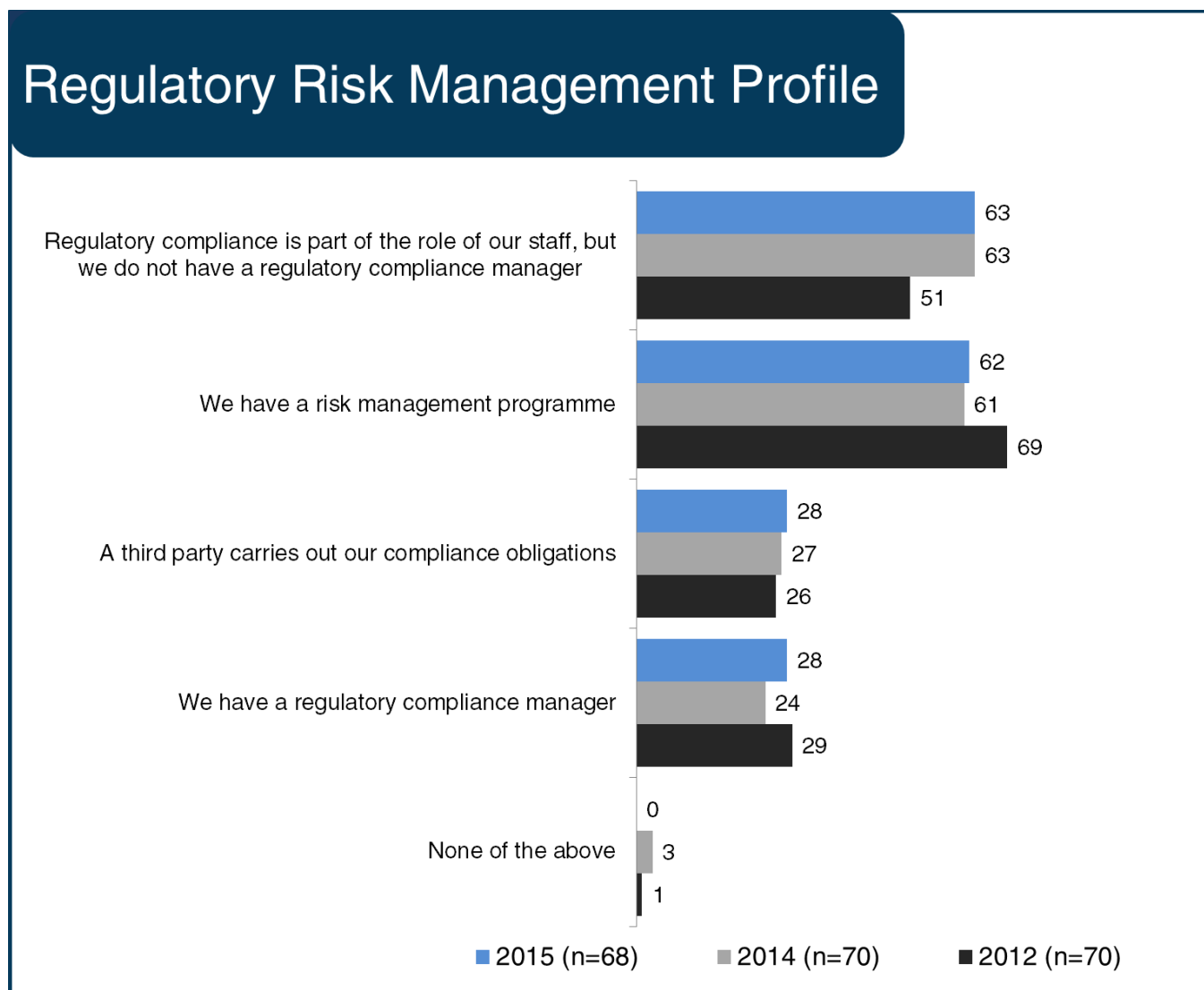


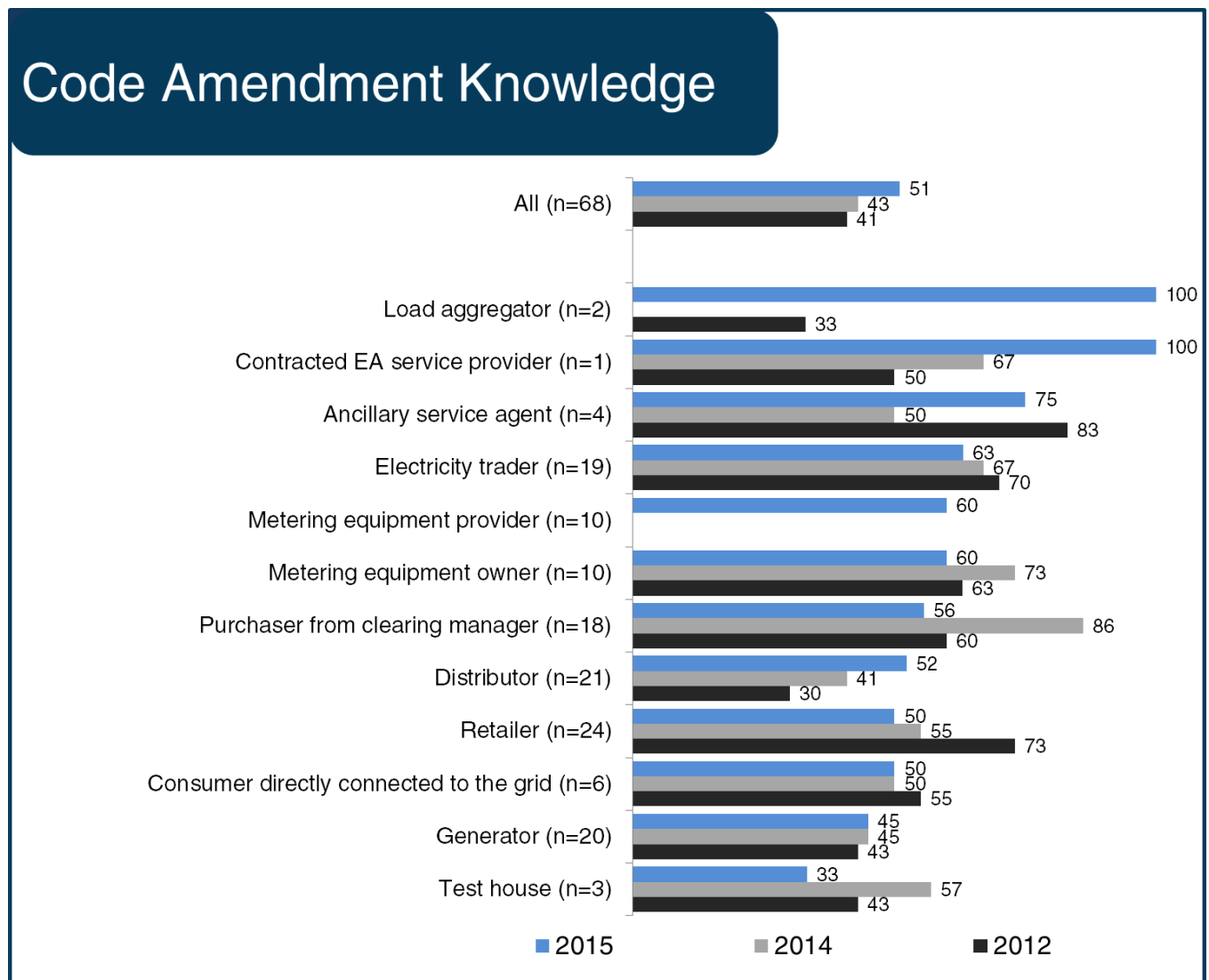
Figure 7. Apply to company. Multiple response, totals exceed 100%. Tracked 2012-2015



## 2.6 Code amendment proposals

For the first time since tracking, a slight majority (51%) of respondents knew how to make a Code amendment proposal, up 8% from 2014 and 10% from 2012.

- Distributor's knowledge on how to make a Code amendment has increased 22% since 2012 and 11% from 2014.
- Retailer's knowledge (50%) has decreased 23% from 2012.



**Figure 8. Knowledge on how to make Code amendment proposals. Due to small sample sizes, results are indicative. Tracked 2012-2015**

## 2.7 Use of communication channels

The main channel for maintaining awareness of the Code are the 'Authority guidelines and information papers' with 91% saying they had used this. This was followed by industry workshops/forums/training sessions (75%), talking to Authority staff (74%), the Authority's weekly publication 'Market Brief' (74%) and consultation and decision papers on Code amendments (63%).

*The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.*

	2012 %	2014 %	2015 %
<i>Base:</i>	<b>70</b>	<b>70</b>	<b>68</b>
Authority guidelines and information papers <sup>12</sup>	79	83	<b>91</b>
Industry workshops/forums/training sessions <sup>13</sup>	51	53	<b>75</b>
Talk to Authority staff <sup>14</sup>	36	26	<b>74</b>
The Authority's weekly publication <i>Market Brief</i> *			<b>74</b>
Consultation and decision papers on Code amendments*			<b>63</b>
Audits*			<b>54</b>
Information from Service Providers*			<b>51</b>
Functional specifications and user manuals*			<b>49</b>
Compliance Update <sup>15</sup>	39	46	<b>38</b>
Site visits <sup>16</sup>	17	21	<b>26</b>
Case studies on the Authority's website <sup>17</sup>	21	16	<b>26</b>
Facilitated settlement	16	10	<b>6</b>
Other*			<b>12</b>
None of the above	10	7	<b>1</b>

Base: All respondents

\* Not a prompted option in 2012 and 2014

Multiple response question – percentages may add to more than 100%

**Figure 9. Use of communication channels, 'Yes'. Tracked 2012-2015**

<sup>12</sup> Prior to 2015, this read "Guidelines on the Authority's website"

<sup>13</sup> Prior to 2015, this read "Industry workshop"

<sup>14</sup> Prior to 2015, this read "Talk to an investigator service"

<sup>15</sup> Prior to 2015, this read "Compliance Update link"

<sup>16</sup> Prior to 2015, this read "Responding to requests from participants to do site visits"

<sup>17</sup> Prior to 2015, this read "Placing case studies on the Authority's website"

## 2.8 Effectiveness of communication channels

The most effective communication channel this year is talking to Authority staff, 85% of respondents rating these as effective, followed by the Authority's weekly publication 'Market Brief' (72%).

Somewhat less effective was facilitated settlements (28%).

*Regardless of whether or not you have used it, tick how effective you think each is, using a 1 to 5 scale, where 1 means 'very effective', 5 'not effective at all'.*

	2012 %	2014 %	2015 %
<i>Base:</i>	<b>70</b>	<b>70</b>	<b>**</b>
Talk to Authority staff <sup>18</sup>	51	45	<b>85</b>
The Authority's weekly publication <i>Market Brief</i> <sup>*</sup>			<b>72</b>
Industry workshops/forums/training sessions <sup>19</sup>	62	57	<b>69</b>
Authority guidelines and information papers <sup>20</sup>	59	60	<b>69</b>
Consultation and decision papers on Code amendments <sup>*</sup>			<b>55</b>
Site visits <sup>21</sup>	48	46	<b>54</b>
Audits <sup>*</sup>			<b>54</b>
Functional specifications and user manuals <sup>*</sup>			<b>48</b>
Compliance Update <sup>22</sup>	44	45	<b>47</b>
Case studies on the Authority's website <sup>23</sup>	44	40	<b>45</b>
Information from Service Providers <sup>*</sup>			<b>43</b>
Facilitated settlement	30	21	<b>28</b>

Base: All respondents  
 \* Not a prompted option in 2012 and 2014  
 \*\*The bases for 2015 are variable, as shown in figure 11, due to not each communication channel initially being answered by each respondent

**Figure 10. Summary table – effectiveness of communication channels (effective 1+2). Tracked 2012-2015**

<sup>18</sup> Prior to 2015, this read "Talk to an investigator service"

<sup>19</sup> Prior to 2015, this read "Industry workshop"

<sup>20</sup> Prior to 2015, this read "Guidelines on the Authority's website"

<sup>21</sup> Prior to 2015, this read "Responding to requests from participants to do site visits"

<sup>22</sup> Prior to 2015, this read "Compliance Update link"

<sup>23</sup> Prior to 2015, this read "Placing case studies on the Authority's website"

Regardless of whether or not you have used it, tick how effective you think each is, using a 1 to 5 scale, where 1 means 'very effective', 5 'not effective at all'.

	1 Very effective	2	Total Effective 1+2	3	4	5 Not effective at all	Total Not effective 4+5
	%	%	%	%	%	%	%
Talk to Authority staff <sup>24</sup> (n=62)	44	42	85	13	2	-	2
The Authority's weekly publication <i>Market Brief</i> (n=64)	22	50	72	27	2	-	2
Industry workshops/forums/training sessions <sup>25</sup> (n=62)	21	48	69	27	3	-	3
Authority guidelines and information papers <sup>26</sup> (n=67)	13	55	69	28	3	-	3
Consultation and decision papers on Code amendments (n=60)	10	45	55	37	7	2	9
Site visits <sup>27</sup> (n=59)	15	39	54	32	14	-	14
Audits (n=61)	16	38	54	36	10	-	10
Functional specifications and user manuals (n=60)	18	30	48	38	10	3	13
Compliance Update <sup>28</sup> (n=51)	8	39	47	43	10	-	10
Case studies on the Authority's website <sup>29</sup> (n=55)	5	40	45	38	13	4	17
Information from Service Providers (n=61)	8	34	43	49	5	3	8
Facilitated settlement (n=54)	4	24	28	61	6	6	12

Figure 11. Effectiveness of communication channels. 2015

<sup>24</sup> Prior to 2015, this read "Talk to an investigator service"

<sup>25</sup> Prior to 2015, this read "Industry workshop"

<sup>26</sup> Prior to 2015, this read "Guidelines on the Authority's website"

<sup>27</sup> Prior to 2015, this read "Responding to requests from participants to do site visits"

<sup>28</sup> Prior to 2015, this read "Compliance Update link"

<sup>29</sup> Prior to 2015, this read "Placing case studies on the Authority's website"

## 2.9 Awareness of the Rulings Panel's Role

In 2015, awareness of the role of the Rulings Panel has fallen from the previous two surveys, down 11% to 65%.

All business types had at least 50% awareness of the Ruling Panel's Role. Awareness amongst Electricity traders has decreased each year from 2012 to 63% in 2015. Retailers also had a fall in awareness, down from 2012 to 63% in 2015.

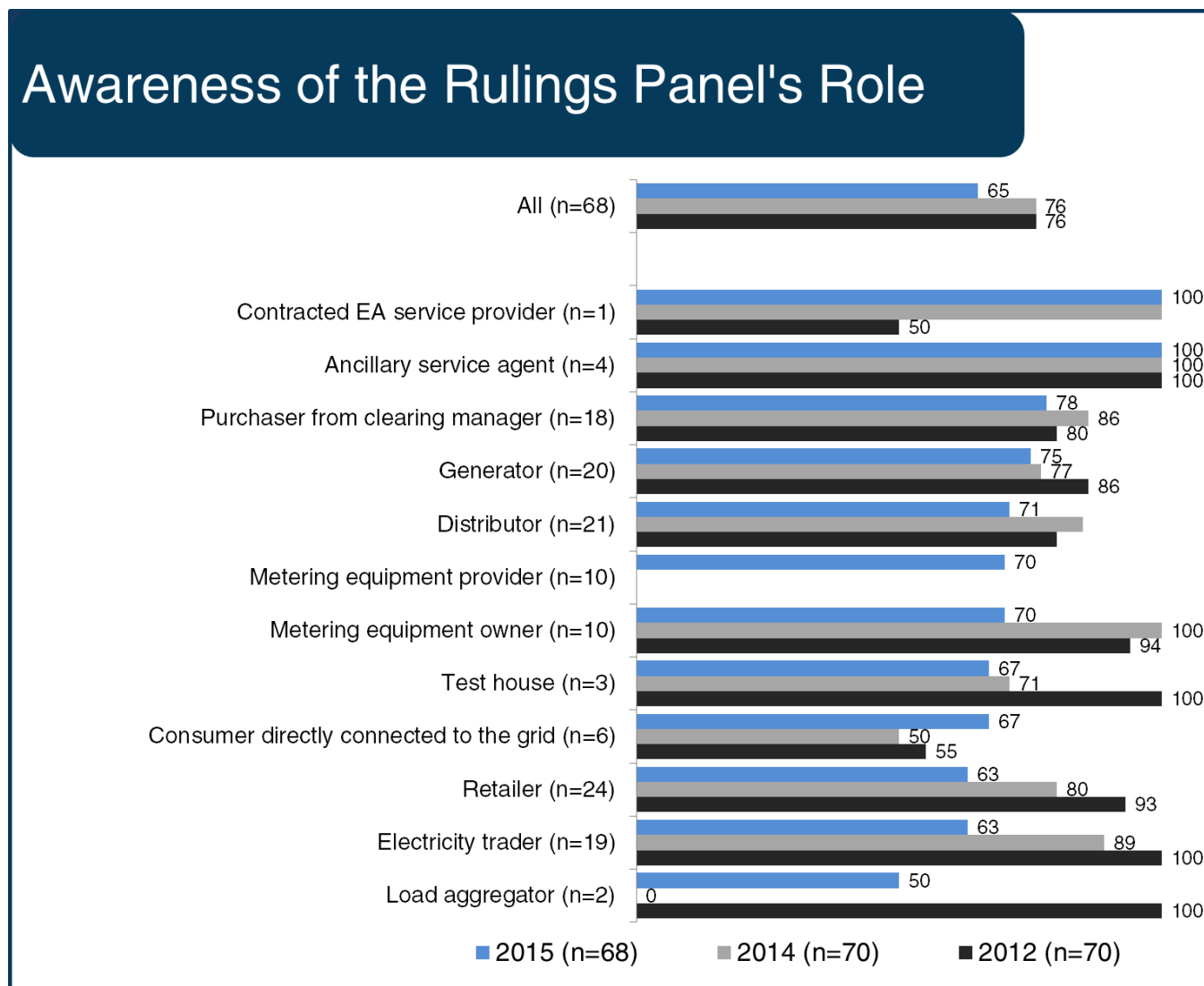


Figure 12. Awareness of the Rulings Panel's Role, 'Yes'. Tracked 2012-2015

## 2.10 How well the Code balances reliability of supply with competition and efficiency

Just over one-third (35%) rate the Code as balanced compared with 22% who rated it as unbalanced and 43% who gave a neutral rating.

- A small majority of Distributor's (52%, up 26%) felt the Code is balance.
- Retailers (38%), electricity traders (32%) and purchasers from clearing manger (33%) all had a decrease in rating the Code as balanced.

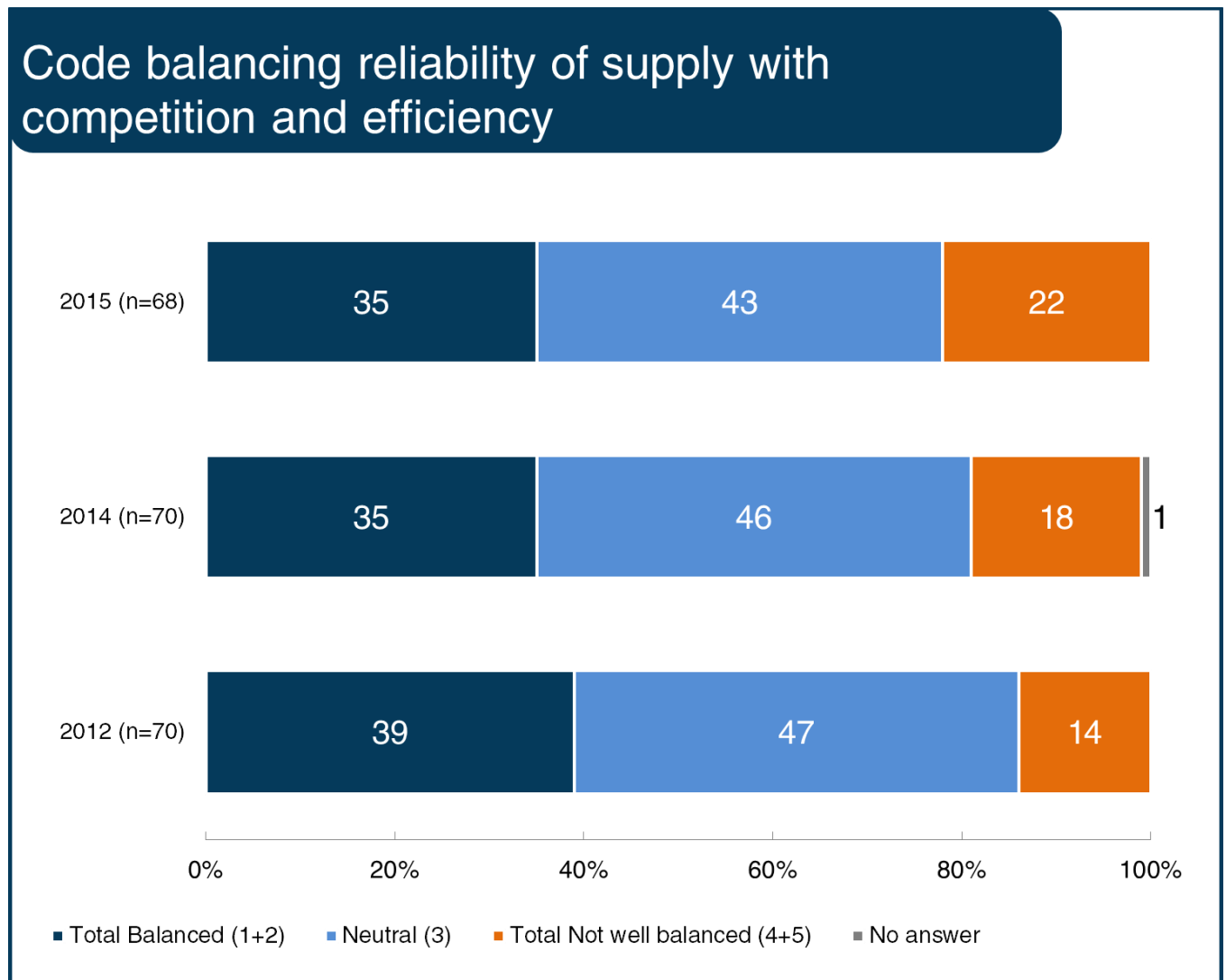


Figure 13. Showing how well the Code balances reliability of supply with competition and efficiency. Tracked 2012-2015

## 2.11 Issues with the balance of the code

Respondents that are neutral (43%) or negative (22%) on how well the Code balances reliability of supply with competition and efficiency were asked in what respect is the Code not well balanced and what improvements could be made to it.

As in 2014, one of the main points raised from the responses is that the Code is complex and not easily understood. There were also comments suggesting the code places too much constraint on smaller companies and can be seen as a barrier to entry into the market.

Below are the verbatim responses from the question.

### ■ Barriers to market entry:

*Greater emphasis on the benefits of distributed generation required and greater encouragement of close- location benefits.*

*The code is set up largely around the physical buyers and sellers in the market. Broadening the code to more actively include 3rd party participants would decrease barriers to entry to the market and increase competition.*

*Costs to comply Barriers with new entrants. Major inconsistencies between distributor costs and structures.*

*Generators should not be able to be retailers as well - this reduces true competition in the market.*

*Nil incentive for small scale or new green technology generation.*

*Very difficult for new entrants to gain supply at competitive prices - larger players appear to have an ability to manipulate the market to drive greater profits from generation - effectively an industry where "publicly" owned energy supply cannot be accessed by private competitors without access to very large amounts of capital.*

*Vertical integration doesn't restrict security of supply but limits competition."*

*Too much focus on theoretical efficiency without sufficient recognition of the role of innovation and how that delivers value to consumers that isn't easily calculated in a cost benefit analysis. The Authority should push harder to enable independent startups to be viable instead of preserving the positions of the vertically integrated incumbents.*

### ■ Overly complex:

*Shorter period to make changes. Clearer (less legalise) code wording and intent.*

*In some areas it is overly prescriptive and is inconsistent with industry practise and therefore full compliance is unable to be achieved.*

*It is very technical and therefore hard for someone new to the industry to understand.*

*The complexity is so daunting that forming an opinion on balance is not really possible.*

*The code is overly complex and therefore difficult to stay on top of for a small organisation. It seems to be modelled for those organisations with an army of workers. This stifles new entrants and small competitors.*

*The Code protects the interests of the large vertically-integrated incumbents - it is unnecessarily complex to implement and manage at an operational level and prevents true competition from small operators particularly those without their own generation. Data management requirements are immense. Possible improvements: - standardisation of network tariffs including move to tariffs that can be billed at ICP level without re-packaging - removal of low user obligations - align physical/wholesale market nodes for load with financial market (ASX+FTR) nodes by moving to zonal pricing that is reflective of the current state of transmission constraints - level the playing field between Network companies and independent commercial-scale embedded generation owners - more focus on a pragmatic outcome that considers ease/cost of implementation and avoids costly complexity and a less strict adherence with economic efficiency theoretical ideals and theories - work more with the industry and technical/operational advisory groups in the development of more widely accepted ideas rather than waiting for submissions that will inevitably be aimed at promoting self-interest. - proactively seek ideas and feedback from smaller companies who do not have the resource to always be across industry developments and discussions.*

*Clarification to some parts of the code could reduce compliance time and cost, and increase efficiency, which would hopefully flow on to consumers as a cost reduction. For example: we spend considerable time and money attempting to obtain actual readings where there are meter access issues, because customer readings cannot be treated as actual. If any system validated read of the physical register could be treated as actual this cost would reduce, and accuracy would improve as we would be able to use more readings as actual. The Gas (Downstream Reconciliation) Rules allow customer reads to be treated as actual.*

*Some restrictions on participants - for example financial institutions and Hedge Settlement Agreements. Appears it could be amended to promote wider participation. Please note we are still new to the market and hence our understanding is increasing as our activities expand.*

## ■ Too rigid:

*Distributors are exempt for some key areas. FTRs are limited and could be expanded to GXP's that have more than 50MW. There are limited options available in the Hedge Market ASX. There are no Price Caps or ability to purchase quantities less than 1 MW. Smart Metering Functionality is being restricted by nearly all MEPs in category 1 metering.*

*Code is too 'black and white'. You could have two companies given non-compliance and one has minor technical issues and another has a blatant disregard. Councils have a more graded scheme whereby intent and absolute compliance with consent conditions are measured.*

*The nature of a code restricts agility, the drawn out process to consult is expensive in time. Observation only as I don't have solution.*



## ■ Reliability of supply more important:

*The impact of a reliability failure is never fully valued until it occurs - this is very difficult to balance against short term competition outcomes. I would always see reliability as being weighted more highly.*

*Additional requirements on seeking improvements to the reliability of supply.*

## ■ Cost of compliance:

*The code is poor in enforcing clear standards and minimum contracting conditions that would support standardisation and lower cost to serve.*

*Focus on competition has been huge in last few years, the benefits are starting to be being reaped, and continued focus on this area may be counterproductive as any change in regulatory environment creates overhead for all parties, but this is particularly onerous for small new entrants.*

*Efficiency is constrained by over regulation and over reporting demands on various issues. This is adding an enormous overheads cost for the poor sake of statistics. It is a very heavy burden and unnecessary for the smaller retailers.*

*The System Operator to have consideration to purchaser costs in their Policy statement. Security is obviously the highest priority for the industry, however their needs to be a commercial awareness of the impact on participants when selecting from option. All that is needed is a "back of an envelope calculation". This would be a quantum step forward.*

*Cost of new entrants. Complexity.*

*Cost of compliance must be passed on to the end customer.*

*Mass market Cat 1 metering has a number of compliance requirements that add little value but have costs. E.g., metering component certification and 'accuracy' testing in the field. The code would be improved by reconsidering the value of these activities and reducing or removing the requirements.*

*Some aspects of the Code are costly and onerous to maintain but add very little value.*

## ■ Issues for the consumer:

*From my perspective, it looks as though the industry is heavily slanted towards reliability of supply. You can debate that the industry is efficient and that the measures in place promote better market efficiency, but those same measures also create uncertainty in pricing and place a disproportionate value upon reliability of supply which seems to only be capitalised upon by infrastructure providers at the expense of competition in the retail space. The fact of the matter is that innovation is only going to be driven by the retailer, the only party with a direct interface with the general end-user, and the pressure on price that is exerted throughout the rest of the value chain means that incentives to innovate have quite simply been removed by the market conditions that have been orchestrated.*

*Focus is on competition at the expenses of reliability of supply. From a customer's point of view the reliability of supply is very important and price is secondary.*

*Complete transparency for consumer for end-to-end costs of producing and delivering power.*

*We are industry participant registered M.E.O.'s but have not been able to have our ATH Certified ferraris fully mechanical analogue meters installed with any electricity for the Waikato Region. The Code does not take into the account the need of the customer to have free choice of electricity metering equipment, electronic or non-electronic, at least for customer owned metering equipment which we have not had any success with entering into a contractual arrangement with any retailer for free use of these. Currently it seems that the Authority allows the electricity retailer to dictate that the customer cannot own their own metering equipment according to the above options. The Code appears to be in favour of the electricity industry in this respect. The Code urgently needs amending to reflect the fact that it is there primarily for the benefit of the consumer also in this regard.*

*A lot of emphasis is placed on having a fully efficient market. While the core is solid, there are doubts re the ability of the competitive model to address all situations. Reaching the best long term outcome for consumers as emerging technology comes into play is an example.*

■ **Does not consider the current state of the industry:**

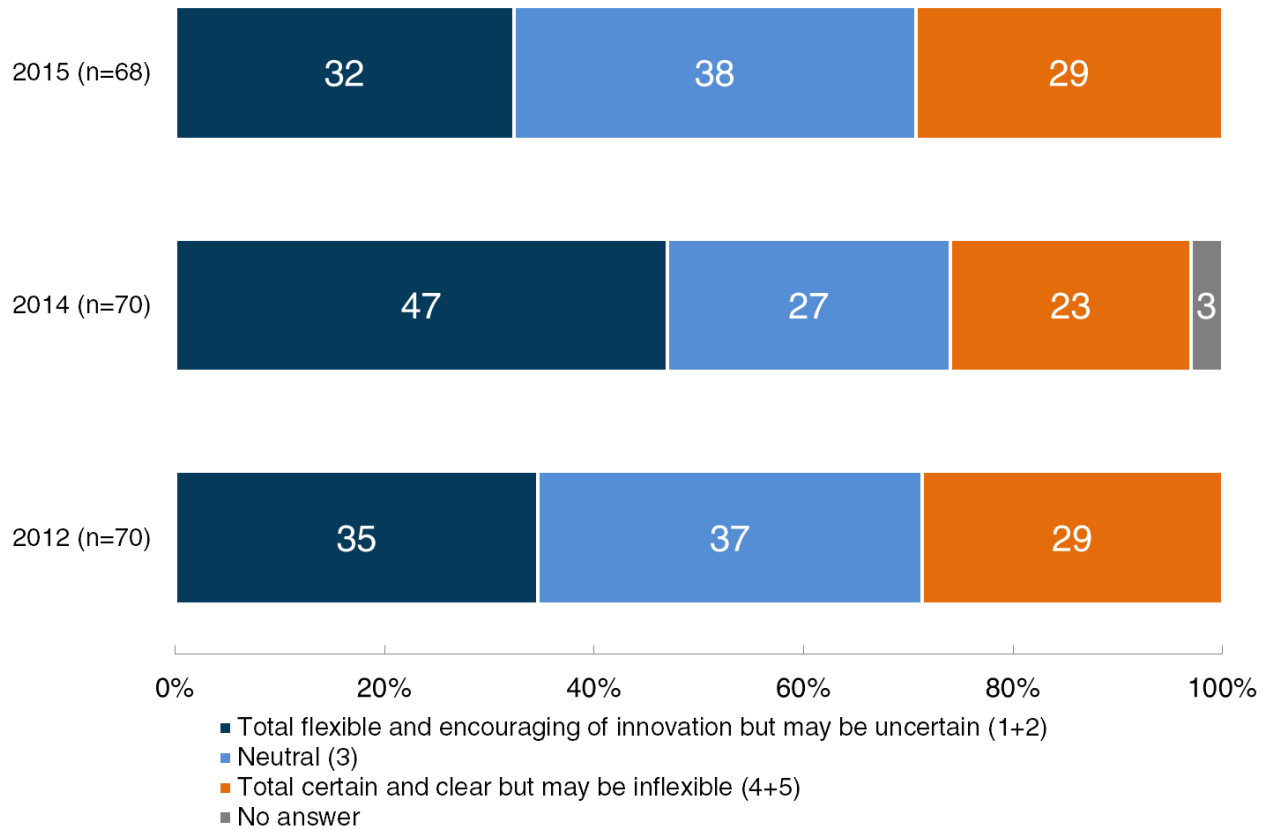
*With recent and significant grid upgrades, the TPM (schedule 12.4) as it currently stands has become suboptimal, inefficient and lacks durability going forward. The EA's TPM review currently underway needs to progress rather without any further delays (which seem to be the norm of late).*

## 2.12 Flexibility and encouraging of innovation versus clarity and certainty of the Code

A similar amount of respondents felt the Code was flexible and encouraging innovation (32%) or the Code certain and clear but not flexible (29%). The proportion of respondents that felt the Code is flexible and encouraging innovation decreased 15% from 2014, while those that rated the code a '3' on the scale and those that felt the Code is certain but may not be flexible both increased from 2014.

- Business types that have had significant change in feeling the Code is flexible and encouraging of innovation but may be uncertain are purchasers from clearing manager (down 44% to 28%), retailers (down 23% to 28%) and generators (down 21% to 20%). Businesses with more than 100 employees also had a large drop, down 23% from 2014 to 24% in 2015.
- Most business types had an increase in rating the Code a '3', a balance between flexible on one end of the scale and certain on the other end. The largest increases are seen amongst purchasers from clearing manager (up 30% to 44%), generators (up 28% to 60%) and businesses with more than 100 employees (up 21% to 20%)
- Thirty three percent of distributors rated the Code as certain, up 15% from 2014. Businesses with up to 100 employees also had an increase in respondents rating the Code as certain, up 13% to 33%.

## Flexibility and encouraging of innovation versus clarity and certainty of the code



**Figure 14. Summary showing opinion on the Code regarding flexibility compared to certainty. Tracked 2012-2015**

# Supplementary tables

		Type of Business												
		Base	What is your type of business in relation to electricity? Tick all relevant boxes-Retailer	What is your type of business in relation to electricity? Tick all relevant boxes-A load aggregator	What is your type of business in relation to electricity? Tick all relevant boxes-A trader in electricity	What is your type of business in relation to electricity? Tick all relevant boxes-A metering equipment provider	What is your type of business in relation to electricity? Tick all relevant boxes-Generator	What is your type of business in relation to electricity? Tick all relevant boxes-Distributor (local or embedded network owner or operator)/grid owner	What is your type of business in relation to electricity? Tick all relevant boxes-A consumer directly connected to the grid	What is your type of business in relation to electricity? Tick all relevant boxes-A purchaser from the clearing manager	What is your type of business in relation to electricity? Tick all relevant boxes-A contracted Electricity Authority service provider	What is your type of business in relation to electricity? Tick all relevant boxes-A metering equipment owner	What is your type of business in relation to electricity? Tick all relevant boxes-An ancillary service agent	What is your type of business in relation to electricity? Tick all relevant boxes-A test house
All	.	68	35	3	28	15	29	31	9	26	1	15	6	4
Type of business	Retailer	24	100	8	58	13	38	13	0	58	0	8	4	4
	Generator	20	45	5	40	25	100	25	15	35	0	25	10	5
	Distributor	21	14	5	5	19	24	100	5	5	0	19	0	0
	Consumer directly connected to the grid	6	0	0	0	17	50	17	100	17	0	33	0	0
	Purchaser from clearing manager	18	78	11	72	11	39	6	6	100	0	11	6	0
	Contracted EA service provider	1	0	0	0	0	0	0	0	0	100	0	0	0
	Metering equipment owner	10	20	0	20	80	50	40	20	20	0	100	10	0
	Ancillary service agent	4	25	0	25	25	50	0	0	25	0	25	100	0
	Test house	3	33	0	33	33	33	0	0	0	0	0	0	100
	Load aggregator	2	100	100	100	0	50	50	0	100	0	0	0	0
	Electricity trader	19	74	11	100	16	42	5	0	68	0	11	5	5
	Metering equipment provider	10	30	0	30	100	50	40	10	20	0	80	10	10
Number of employees	Up to 100	39	49	5	33	10	23	23	3	33	0	10	8	3
	More than 100	29	17	0	21	21	38	41	17	17	3	21	3	7

		What is the size of your organisation? Number of employees				
		Base	1	>10 and	>50 and < 100	>100
		Count	Row N %	Row N %	Row N %	Row N %
All	.	68	29	21	7	43
Type of business	Retailer	24	50	21	8	21
.	Generator	20	15	20	10	55
.	Distributor	21	24	19	0	57
.	Consumer directly connected to the grid	6	0	0	17	83
.	Purchaser from clearing manager	18	44	17	11	28
.	Contracted EA service provider	1	0	0	0	100
.	Metering equipment owner	10	20	10	10	60
.	Ancillary service agent	4	25	50	0	25
.	Test house	3	0	0	33	67
.	Load aggregator	2	50	50	0	0
.	Electricity trader	19	37	21	11	32
.	Metering equipment provider	10	10	10	20	60
Number of employees	Up to 100	39	51	36	13	0
	More than 100	29	0	0	0	100

		Q1 – AWARENESS OF ELECTRICITY INDUSTRY LEGISLATION Using a 1-5 scale where 1 means 'I am fully a...- <u>Electricity Industry Act</u>						
		Base	1 - I am fully aware	2	3	4	5 - I am not at all aware	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	24	29	31	9	7	0
Type of business	Retailer	24	29	33	29	0	8	0
.	Generator	20	25	25	45	5	0	0
.	Distributor	21	38	29	19	10	5	0
.	Consumer directly connected to the grid	6	0	17	50	17	17	0
.	Purchaser from clearing manager	18	33	33	17	11	6	0
.	Contracted EA service provider	1	0	0	100	0	0	0
.	Metering equipment owner	10	20	30	20	10	20	0
.	Ancillary service agent	4	50	0	50	0	0	0
.	Test house	3	33	33	0	33	0	0
.	Load aggregator	2	50	50	0	0	0	0
.	Electricity trader	19	37	32	21	5	5	0
.	Metering equipment provider	10	30	30	20	10	10	0
Number of employees	Up to 100	39	23	26	31	10	10	0
	More than 100	29	24	34	31	7	3	0

		Q1 – AWARENESS OF ELECTRICITY INDUSTRY LEGISLATION Using a 1-5 scale where 1 means 'I am fully a...-' <b>Electricity Industry (Enforcement) Regulations</b>						
		Base	1 - I am fully aware	2	3	4	5 - I am not at all aware	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	18	25	31	18	9	0
Type of business	Retailer	24	25	25	33	8	8	0
	Generator	20	20	15	40	20	5	0
	Distributor	21	33	24	5	29	10	0
	Consumer directly connected to the grid	6	0	17	33	33	17	0
	Purchaser from clearing manager	18	28	28	39	0	6	0
	Contracted EA service provider	1	0	0	0	100	0	0
	Metering equipment owner	10	10	40	20	10	20	0
	Ancillary service agent	4	25	25	25	25	0	0
	Test house	3	33	0	0	67	0	0
	Load aggregator	2	50	50	0	0	0	0
	Electricity trader	19	32	32	32	0	5	0
	Metering equipment provider	10	20	40	20	10	10	0
Number of employees	Up to 100	39	18	23	31	18	10	0
	More than 100	29	17	28	31	17	7	0

		Q1 – AWARENESS OF ELECTRICITY INDUSTRY LEGISLATION Using a 1-5 scale where 1 means 'I am fully a...-' <b>Electricity Industry Participation Code</b>						
		Base	1 - I am fully aware	2	3	4	5 - I am not at all aware	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	34	38	12	15	1	0
Type of business	Retailer	24	38	38	17	8	0	0
	Generator	20	25	40	10	25	0	0
	Distributor	21	48	19	10	24	0	0
	Consumer directly connected to the grid	6	17	33	17	17	17	0
	Purchaser from clearing manager	18	39	44	17	0	0	0
	Contracted EA service provider	1	0	100	0	0	0	0
	Metering equipment owner	10	10	50	20	20	0	0
	Ancillary service agent	4	25	75	0	0	0	0
	Test house	3	100	0	0	0	0	0
	Load aggregator	2	100	0	0	0	0	0
	Electricity trader	19	47	32	16	5	0	0
	Metering equipment provider	10	30	50	10	10	0	0
Number of employees	Up to 100	39	33	38	10	15	3	0
	More than 100	29	34	38	14	14	0	0

		Q1 – AWARENESS OF ELECTRICITY INDUSTRY LEGISLATION Using a 1-5 scale where 1 means 'I am fully a...- <b>Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations</b>						
		Base	1 - I am fully aware	2	3	4	5 - I am not at all aware	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	29	26	10	12	9	13
Type of business	Retailer	24	42	38	13	8	0	0
	Generator	20	40	10	20	5	5	20
	Distributor	21	43	24	5	19	0	10
	Consumer directly connected to the grid	6	0	0	17	0	17	67
	Purchaser from clearing manager	18	33	28	11	11	6	11
	Contracted EA service provider	1	0	0	0	0	100	0
	Metering equipment owner	10	40	30	10	0	10	10
	Ancillary service agent	4	0	50	25	0	0	25
	Test house	3	33	0	0	33	33	0
	Load aggregator	2	100	0	0	0	0	0
	Electricity trader	19	42	16	21	11	0	11
	Metering equipment provider	10	50	30	10	0	0	10
Number of employees	Up to 100	39	31	36	8	13	8	5
	More than 100	29	28	14	14	10	10	24

		Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY LEGISLATION Thinking of those in your business who wor...- <b>Electricity Industry Act</b>						
		Base	1 - They fully understand	2	3	4	5 - They do not understand at all	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	26	28	22	18	4	1
Type of business	Retailer	24	33	21	21	13	8	4
	Generator	20	40	20	15	25	0	0
	Distributor	21	43	29	19	10	0	0
	Consumer directly connected to the grid	6	17	17	33	17	17	0
	Purchaser from clearing manager	18	33	22	22	17	6	0
	Contracted EA service provider	1	0	0	0	100	0	0
	Metering equipment owner	10	30	20	30	20	0	0
	Ancillary service agent	4	25	50	25	0	0	0
	Test house	3	33	0	33	33	0	0
	Load aggregator	2	50	0	50	0	0	0
	Electricity trader	19	37	26	16	11	5	5
	Metering equipment provider	10	40	30	20	10	0	0
Number of employees	Up to 100	39	21	33	18	18	8	3
	More than 100	29	34	21	28	17	0	0



		Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY LEGISLATION Thinking of those in your business who wor...- <b>Electricity Industry (Enforcement) Regulations</b>						
		Base	1 - They fully understand	2	3	4	5 - They do not understand at all	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	18	31	21	18	9	4
Type of business	Retailer	24	33	17	29	4	8	8
	Generator	20	30	15	25	15	10	5
	Distributor	21	19	48	14	10	5	5
	Consumer directly connected to the grid	6	0	33	17	0	50	0
	Purchaser from clearing manager	18	28	28	33	6	6	0
	Contracted EA service provider	1	0	0	0	100	0	0
	Metering equipment owner	10	20	30	30	20	0	0
	Ancillary service agent	4	25	25	50	0	0	0
	Test house	3	33	0	0	33	0	33
	Load aggregator	2	50	0	50	0	0	0
	Electricity trader	19	32	26	26	5	5	5
	Metering equipment provider	10	30	30	20	20	0	0
Number of employees	Up to 100	39	18	26	26	15	8	8
	More than 100	29	17	38	14	21	10	0

		Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY LEGISLATION Thinking of those in your business who wor...- <b>Electricity Industry Participation Code</b>						
		Base	1 - They fully understand	2	3	4	5 - They do not understand at all	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	32	31	15	16	4	1
Type of business	Retailer	24	42	21	21	13	0	4
	Generator	20	35	25	20	5	10	5
	Distributor	21	38	33	10	14	0	5
	Consumer directly connected to the grid	6	0	50	33	0	17	0
	Purchaser from clearing manager	18	44	22	22	11	0	0
	Contracted EA service provider	1	0	0	0	100	0	0
	Metering equipment owner	10	20	40	30	10	0	0
	Ancillary service agent	4	25	50	25	0	0	0
	Test house	3	67	33	0	0	0	0
	Load aggregator	2	50	50	0	0	0	0
	Electricity trader	19	42	26	16	16	0	0
	Metering equipment provider	10	40	40	20	0	0	0
Number of employees	Up to 100	39	33	23	18	21	3	3
	More than 100	29	31	41	10	10	7	0

		Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY LEGISLATION Thinking of those in your business who wor...- <b>Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations</b>						
		Base	1 - They fully understand	2	3	4	5 - They do not understand at all	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	34	16	15	9	9	18
Type of business	Retailer	24	50	21	8	17	0	4
	Generator	20	40	10	10	15	5	20
	Distributor	21	48	19	14	10	0	10
	Consumer directly connected to the grid	6	0	0	17	0	17	67
	Purchaser from clearing manager	18	33	22	6	11	11	17
	Contracted EA service provider	1	0	0	0	0	0	100
	Metering equipment owner	10	40	10	30	0	0	20
	Ancillary service agent	4	0	50	25	0	0	25
	Test house	3	33	0	0	0	33	33
	Load aggregator	2	100	0	0	0	0	0
	Electricity trader	19	37	16	11	16	5	16
	Metering equipment provider	10	50	10	30	0	0	10
Number of employees	Up to 100	39	36	23	13	13	8	8
	More than 100	29	31	7	17	3	10	31

		Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE Thinking about the Electricity Industry Participatio...- <b>Ease of keeping up-to-date with changes</b>						
		Base	1 - Very good	2	3	4	5 - Very poor	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	4	22	37	24	9	4
Type of business	Retailer	24	8	21	33	17	13	8
	Generator	20	0	15	45	30	5	5
	Distributor	21	0	29	43	14	5	10
	Consumer directly connected to the grid	6	0	0	50	33	17	0
	Purchaser from clearing manager	18	6	11	44	22	17	0
	Contracted EA service provider	1	0	100	0	0	0	0
	Metering equipment owner	10	0	20	40	30	10	0
	Ancillary service agent	4	0	25	0	50	25	0
	Test house	3	0	0	67	33	0	0
	Load aggregator	2	50	0	50	0	0	0
	Electricity trader	19	5	16	42	21	11	5
	Metering equipment provider	10	10	20	40	20	10	0
Number of employees	Up to 100	39	5	26	33	23	5	8
	More than 100	29	3	17	41	24	14	0

		Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE Thinking about the Electricity Industry Participatio...- <u>Ease of understanding</u>						
		Base	1 - Very good	2	3	4	5 - Very poor	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	4	29	34	16	13	3
Type of business	Retailer	24	4	33	42	4	13	4
	Generator	20	0	15	50	10	20	5
	Distributor	21	5	33	29	14	14	5
	Consumer directly connected to the grid	6	0	33	33	17	17	0
	Purchaser from clearing manager	18	6	28	56	6	6	0
	Contracted EA service provider	1	100	0	0	0	0	0
	Metering equipment owner	10	0	20	40	30	10	0
	Ancillary service agent	4	0	25	50	0	25	0
	Test house	3	0	0	33	33	33	0
	Load aggregator	2	50	0	50	0	0	0
	Electricity trader	19	5	21	58	5	5	5
	Metering equipment provider	10	0	20	50	20	10	0
Number of employees	Up to 100	39	5	31	33	13	13	5
	More than 100	29	3	28	34	21	14	0

		Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE Thinking about the Electricity Industry Participatio...- <u>Ease to apply</u>						
		Base	1 - Very good	2	3	4	5 - Very poor	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	6	29	31	19	12	3
Type of business	Retailer	24	8	25	38	13	13	4
	Generator	20	0	25	40	30	0	5
	Distributor	21	5	43	29	5	14	5
	Consumer directly connected to the grid	6	0	50	0	50	0	0
	Purchaser from clearing manager	18	11	22	39	22	6	0
	Contracted EA service provider	1	0	100	0	0	0	0
	Metering equipment owner	10	0	30	30	20	20	0
	Ancillary service agent	4	25	0	50	25	0	0
	Test house	3	0	0	33	67	0	0
	Load aggregator	2	50	0	50	0	0	0
	Electricity trader	19	11	21	42	16	5	5
	Metering equipment provider	10	0	20	40	20	20	0
Number of employees	Up to 100	39	8	21	33	18	15	5
	More than 100	29	3	41	28	21	7	0

		Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE Thinking about the Electricity Industry Participatio...- <u>Adding value to the industry</u>						
		Base	1 - Very good	2	3	4	5 - Very poor	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	10	34	31	13	9	3
Type of business	Retailer	24	21	29	29	8	8	4
	Generator	20	5	35	30	25	0	5
	Distributor	21	5	52	19	10	10	5
	Consumer directly connected to the grid	6	0	33	33	33	0	0
	Purchaser from clearing manager	18	17	44	22	6	11	0
	Contracted EA service provider	1	100	0	0	0	0	0
	Metering equipment owner	10	0	40	40	0	20	0
	Ancillary service agent	4	0	0	75	25	0	0
	Test house	3	0	0	100	0	0	0
	Load aggregator	2	50	50	0	0	0	0
	Electricity trader	19	16	37	32	11	0	5
	Metering equipment provider	10	0	40	50	0	10	0
Number of employees	Up to 100	39	8	26	36	13	13	5
	More than 100	29	14	45	24	14	3	0
		Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE Thinking about the Electricity Industry Participatio...- <u>Having a low cost to apply</u>						
		Base	1 - Very good	2	3	4	5 - Very poor	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	4	22	32	19	16	6
Type of business	Retailer	24	8	13	38	17	17	8
	Generator	20	0	20	35	30	10	5
	Distributor	21	0	29	29	24	10	10
	Consumer directly connected to the grid	6	0	17	67	17	0	0
	Purchaser from clearing manager	18	11	11	33	17	28	0
	Contracted EA service provider	1	0	0	0	0	0	100
	Metering equipment owner	10	0	10	40	20	30	0
	Ancillary service agent	4	25	0	50	25	0	0
	Test house	3	0	0	67	0	33	0
	Load aggregator	2	50	0	0	50	0	0
	Electricity trader	19	11	21	26	21	16	5
	Metering equipment provider	10	0	10	40	30	20	0
Number of employees	Up to 100	39	8	13	31	18	23	8
	More than 100	29	0	34	34	21	7	3

		Regulatory Risk Management Profile				
		Base	Q4 – REGULATORY RISK MANAGEMENT PROFILE Tick if any of the following apply to your company:-We have a risk management programme	Q4 – REGULATORY RISK MANAGEMENT PROFILE Tick if any of the following apply to your company:-We have a regulatory compliance manager	Q4 – REGULATORY RISK MANAGEMENT PROFILE Tick if any of the following apply to your company:-A third party carries out our compliance obligations	Q4 – REGULATORY RISK MANAGEMENT PROFILE Tick if any of the following apply to your company:-Regulatory compliance is part of the role of our staff, but we do not have a regulatory compliance manager
		Count	Row N %	Row N %	Row N %	Row N %
All	.	68	62	28	28	63
Type of business	Retailer	24	58	25	29	71
.	Generator	20	60	25	45	60
.	Distributor	21	52	29	14	71
.	Consumer directly connected to the grid	6	67	17	33	83
.	Purchaser from clearing manager	18	67	22	28	78
.	Contracted EA service provider	1	100	0	0	0
.	Metering equipment owner	10	60	40	30	60
.	Ancillary service agent	4	50	0	50	50
.	Test house	3	67	33	33	100
.	Load aggregator	2	50	50	50	50
.	Electricity trader	19	84	32	21	68
.	Metering equipment provider	10	70	50	10	60
Number of employees	Up to 100	39	49	15	28	67
	More than 100	29	79	45	28	59

		Q5 – COMPLIANCE COSTS Using a 1-5 scale where 1 means 'very high' and 5 'very low', tick how much...- <u>Electricity Industry Act</u>						
		Base	1 - Very high	2	3	4	5 -Very low	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	9	15	43	24	7	3
Type of business	Retailer	24	8	8	42	38	0	4
.	Generator	20	15	10	45	25	5	0
.	Distributor	21	10	24	33	24	10	0
.	Consumer directly connected to the grid	6	0	0	50	17	33	0
.	Purchaser from clearing manager	18	6	11	33	44	6	0
.	Contracted EA service provider	1	0	0	0	0	0	100
.	Metering equipment owner	10	10	30	50	10	0	0
.	Ancillary service agent	4	0	0	75	25	0	0
.	Test house	3	0	0	67	33	0	0
.	Load aggregator	2	0	0	0	100	0	0
.	Electricity trader	19	5	11	32	42	5	5
.	Metering equipment provider	10	10	30	60	0	0	0
Number of employees	Up to 100	39	13	13	44	26	3	3
	More than 100	29	3	17	41	21	14	3

		Q5 – COMPLIANCE COSTS Using a 1-5 scale where 1 means 'very high' and 5 'very low', tick how much...- <u>Electricity</u>						
		<u>Industry (Enforcement) Regulations</u>						
		Base	1 - Very high	2	3	4	5 -Very low	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	3	15	49	19	6	9
Type of business	Retailer	24	4	8	46	33	0	8
	Generator	20	5	10	50	20	5	10
	Distributor	21	0	19	48	14	5	14
	Consumer directly connected to the grid	6	0	0	50	17	33	0
	Purchaser from clearing manager	18	0	22	39	33	6	0
	Contracted EA service provider	1	0	0	0	0	0	100
	Metering equipment owner	10	0	20	70	10	0	0
	Ancillary service agent	4	0	0	75	25	0	0
	Test house	3	0	0	67	0	0	33
	Load aggregator	2	0	0	0	100	0	0
	Electricity trader	19	0	16	42	32	5	5
	Metering equipment provider	10	0	20	70	10	0	0
Number of employees	Up to 100	39	5	18	46	21	3	8
	More than 100	29	0	10	52	17	10	10

		Q5 – COMPLIANCE COSTS Using a 1-5 scale where 1 means 'very high' and 5 'very low', tick how much...- <u>Electricity</u>						
		<u>Industry Participation Code</u>						
		Base	1 - Very high	2	3	4	5 -Very low	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	18	25	40	10	4	3
Type of business	Retailer	24	17	38	29	8	4	4
	Generator	20	15	15	50	15	0	5
	Distributor	21	14	19	48	10	5	5
	Consumer directly connected to the grid	6	0	17	67	17	0	0
	Purchaser from clearing manager	18	17	50	17	11	6	0
	Contracted EA service provider	1	0	0	0	0	0	100
	Metering equipment owner	10	30	0	50	20	0	0
	Ancillary service agent	4	0	25	75	0	0	0
	Test house	3	0	33	67	0	0	0
	Load aggregator	2	0	0	50	0	50	0
	Electricity trader	19	11	42	26	11	11	0
	Metering equipment provider	10	30	10	50	10	0	0
Number of employees	Up to 100	39	21	28	33	10	5	3
	More than 100	29	14	21	48	10	3	3

		Q5 – COMPLIANCE COSTS Using a 1-5 scale where 1 means 'very high' and 5 'very low', tick how much...- <u>Electricity</u> <u>(Low Fixed Charge Tariff Option for Domestic Consumers) Regulations</u>						
		Base	1 - Very high	2	3	4	5 -Very low	Not applicable
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	21	4	29	7	6	32
Type of business	Retailer	24	38	4	38	13	4	4
.	Generator	20	25	5	25	0	5	40
.	Distributor	21	29	10	24	14	5	19
.	Consumer directly connected to the grid	6	0	0	17	0	0	83
.	Purchaser from clearing manager	18	39	6	17	6	6	28
.	Contracted EA service provider	1	0	0	0	0	0	100
.	Metering equipment owner	10	20	10	20	10	0	40
.	Ancillary service agent	4	0	0	50	0	0	50
.	Test house	3	33	0	33	0	0	33
.	Load aggregator	2	100	0	0	0	0	0
.	Electricity trader	19	47	5	11	5	11	21
.	Metering equipment provider	10	30	10	30	10	0	20
Number of employees	Up to 100	39	23	3	38	8	8	21
	More than 100	29	17	7	17	7	3	48

		Q6 – REGULATORY RISK MANAGEMENT PROFILE Do you know how to make a Code amendment proposal to sugg...		
		Base	Yes	No
		Count	Row N %	Row N %
All	.	68	51	49
Type of business	Retailer	24	50	50
.	Generator	20	45	55
.	Distributor	21	52	48
.	Consumer directly connected to the grid	6	50	50
.	Purchaser from clearing manager	18	56	44
.	Contracted EA service provider	1	100	0
.	Metering equipment owner	10	60	40
.	Ancillary service agent	4	75	25
.	Test house	3	33	67
.	Load aggregator	2	100	0
.	Electricity trader	19	63	37
.	Metering equipment provider	10	60	40
Number of employees	Up to 100	39	46	54
	More than 100	29	59	41

		Use of Communication Channels														
			Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Industry workshops/forums/training sessions	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Audits	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Consultation and decision papers on Code amendments	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Information from Service Providers	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Other (please specify)	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-None	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Authority guidelines and information papers	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-The Authority's weekly publication Market Brief	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Functional specifications and user manuals	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Case studies on the Authority's website	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Site visits	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Compliance Update	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...- Facilitated settlement	Q7a – USE OF COMMUNICATION CHANNELS The Authority uses a number of ways to try and ensure partici...-Talk to Authority staff
		Base	Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	75	54	63	51	12	1	91	74	49	26	26	38	6	74
Type of business	Retailer	24	71	67	75	63	8	4	88	79	67	33	25	29	4	79
	Generator	20	65	45	55	55	10	0	85	70	30	20	25	35	5	65
	Distributor	21	71	76	67	43	10	5	81	67	48	24	24	62	10	62
	Consumer directly connected to the grid	6	83	0	33	33	33	0	100	50	17	0	17	0	0	50
	Purchaser from clearing manager	18	83	67	89	78	28	0	100	89	72	33	28	28	6	83
	Contracted EA service provider	1	100	0	100	0	0	0	100	100	100	0	0	0	0	100
	Metering equipment owner	10	80	50	60	30	10	0	100	60	30	30	50	40	10	70
	Ancillary service agent	4	75	25	75	75	0	0	100	25	50	50	50	50	25	75
	Test house	3	100	67	33	0	0	0	67	67	0	0	0	0	0	100
	Load aggregator	2	50	100	100	100	50	0	100	50	100	0	0	0	0	100
	Electricity trader	19	84	63	100	63	11	0	95	89	74	37	32	37	5	89
	Metering equipment provider	10	90	60	80	30	10	0	90	70	30	30	30	50	10	80
Number of employees	Up to 100	39	62	56	62	54	8	3	90	72	54	23	26	31	0	72
	More than 100	29	93	52	66	48	17	0	93	76	41	31	28	48	14	76



		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <u>Industry workshops/forums/training sessions</u>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	62	21	48	27	3	0
Type of business	Retailer	21	14	52	24	10	0
.	Generator	16	13	50	38	0	0
.	Distributor	20	35	45	20	0	0
.	Consumer directly connected to the grid	6	17	50	33	0	0
.	Purchaser from clearing manager	16	25	38	25	13	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	9	11	67	22	0	0
.	Ancillary service agent	4	25	25	50	0	0
.	Test house	3	0	67	33	0	0
.	Load aggregator	1	0	100	0	0	0
.	Electricity trader	17	18	53	18	12	0
.	Metering equipment provider	10	20	60	20	0	0
Number of employees	Up to 100	33	21	45	27	6	0
	More than 100	29	21	52	28	0	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <u>Authority guidelines and information papers</u>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	67	13	55	28	3	0
Type of business	Retailer	24	21	42	38	0	0
.	Generator	19	11	53	32	5	0
.	Distributor	21	10	76	14	0	0
.	Consumer directly connected to the grid	6	0	33	67	0	0
.	Purchaser from clearing manager	18	17	50	33	0	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	10	0	80	10	10	0
.	Ancillary service agent	4	25	25	25	25	0
.	Test house	3	0	33	67	0	0
.	Load aggregator	2	50	50	0	0	0
.	Electricity trader	19	26	47	26	0	0
.	Metering equipment provider	10	0	90	10	0	0
Number of employees	Up to 100	38	13	53	29	5	0
	More than 100	29	14	59	28	0	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>The Authority's weekly publication Market Brief</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	64	22	50	27	2	0
Type of business	Retailer	24	13	58	29	0	0
.	Generator	19	21	47	32	0	0
.	Distributor	20	25	55	20	0	0
.	Consumer directly connected to the grid	6	17	33	50	0	0
.	Purchaser from clearing manager	18	17	61	22	0	0
.	Contracted EA service provider	1	100	0	0	0	0
.	Metering equipment owner	9	11	44	33	11	0
.	Ancillary service agent	3	33	0	67	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	2	0	100	0	0	0
.	Electricity trader	19	16	63	21	0	0
.	Metering equipment provider	9	22	56	22	0	0
Number of employees	Up to 100	37	11	57	30	3	0
	More than 100	27	37	41	22	0	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>Functional specifications and user manuals</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	60	18	30	38	10	3
Type of business	Retailer	23	26	30	39	4	0
.	Generator	17	6	29	59	6	0
.	Distributor	20	10	25	45	10	10
.	Consumer directly connected to the grid	6	0	0	67	33	0
.	Purchaser from clearing manager	16	25	31	31	13	0
.	Contracted EA service provider	1	100	0	0	0	0
.	Metering equipment owner	8	13	38	38	13	0
.	Ancillary service agent	3	33	33	33	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	2	50	0	50	0	0
.	Electricity trader	18	28	33	33	6	0
.	Metering equipment provider	9	22	33	33	11	0
Number of employees	Up to 100	33	21	36	27	15	0
	More than 100	27	15	22	52	4	7

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>Case studies on the Authority's website</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	55	5	40	38	13	4
Type of business	Retailer	20	10	15	60	15	0
.	Generator	15	7	40	33	13	7
.	Distributor	19	5	53	32	0	11
.	Consumer directly connected to the grid	6	0	50	0	50	0
.	Purchaser from clearing manager	13	8	31	38	23	0
.	Contracted EA service provider	1	0	0	100	0	0
.	Metering equipment owner	8	0	63	38	0	0
.	Ancillary service agent	4	25	25	50	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	1	0	100	0	0	0
.	Electricity trader	15	7	40	33	20	0
.	Metering equipment provider	9	0	44	56	0	0
Number of employees	Up to 100	30	0	40	47	13	0
	More than 100	25	12	40	28	12	8

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>Site visits</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	59	15	39	32	14	0
Type of business	Retailer	20	25	25	30	20	0
.	Generator	16	31	31	25	13	0
.	Distributor	20	15	25	45	15	0
.	Consumer directly connected to the grid	6	33	33	33	0	0
.	Purchaser from clearing manager	13	23	38	23	15	0
.	Contracted EA service provider	1	0	0	100	0	0
.	Metering equipment owner	9	33	44	22	0	0
.	Ancillary service agent	3	33	67	0	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	1	100	0	0	0	0
.	Electricity trader	16	25	44	13	19	0
.	Metering equipment provider	9	33	33	33	0	0
Number of employees	Up to 100	32	9	44	28	19	0
	More than 100	27	22	33	37	7	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>Compliance Update</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	51	8	39	43	10	0
Type of business	Retailer	17	6	18	59	18	0
.	Generator	14	14	29	43	14	0
.	Distributor	20	5	55	35	5	0
.	Consumer directly connected to the grid	5	20	40	40	0	0
.	Purchaser from clearing manager	11	9	18	55	18	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	6	0	50	50	0	0
.	Ancillary service agent	2	50	0	50	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	1	0	100	0	0	0
.	Electricity trader	12	8	17	58	17	0
.	Metering equipment provider	8	13	38	50	0	0
Number of employees	Up to 100	26	4	35	54	8	0
	More than 100	25	12	44	32	12	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...- <b>Facilitated settlement</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	54	4	24	61	6	6
Type of business	Retailer	19	5	21	58	11	5
.	Generator	15	0	27	67	7	0
.	Distributor	19	0	16	68	5	11
.	Consumer directly connected to the grid	6	0	17	67	0	17
.	Purchaser from clearing manager	12	0	25	58	8	8
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	8	0	13	63	25	0
.	Ancillary service agent	3	0	33	67	0	0
.	Test house	2	0	0	100	0	0
.	Load aggregator	1	0	100	0	0	0
.	Electricity trader	15	0	40	53	7	0
.	Metering equipment provider	9	11	11	56	22	0
Number of employees	Up to 100	28	7	14	64	11	4
	More than 100	26	0	35	58	0	8

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...-Talk to Authority staff					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	62	44	42	13	2	0
Type of business	Retailer	22	59	32	5	5	0
.	Generator	18	28	56	17	0	0
.	Distributor	20	20	55	25	0	0
.	Consumer directly connected to the grid	6	33	33	33	0	0
.	Purchaser from clearing manager	16	75	19	0	6	0
.	Contracted EA service provider	1	100	0	0	0	0
.	Metering equipment owner	9	22	67	11	0	0
.	Ancillary service agent	3	33	67	0	0	0
.	Test house	3	0	67	33	0	0
.	Load aggregator	2	50	50	0	0	0
.	Electricity trader	18	67	28	0	6	0
.	Metering equipment provider	9	33	56	11	0	0
Number of employees	Up to 100	34	50	38	9	3	0
	More than 100	28	36	46	18	0	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...-Audits					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	61	16	38	36	10	0
Type of business	Retailer	23	22	30	39	9	0
.	Generator	17	12	29	53	6	0
.	Distributor	21	24	43	29	5	0
.	Consumer directly connected to the grid	6	0	0	50	50	0
.	Purchaser from clearing manager	15	27	33	33	7	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	8	13	50	38	0	0
.	Ancillary service agent	3	0	0	100	0	0
.	Test house	3	0	33	67	0	0
.	Load aggregator	2	50	0	50	0	0
.	Electricity trader	18	17	33	50	0	0
.	Metering equipment provider	9	11	56	33	0	0
Number of employees	Up to 100	33	21	39	27	12	0
	More than 100	28	11	36	46	7	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick... <b>Consultation and decision papers on Code amendments</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	60	10	45	37	7	2
Type of business	Retailer	23	4	39	48	4	4
.	Generator	18	11	39	50	0	0
.	Distributor	20	15	35	35	10	5
.	Consumer directly connected to the grid	6	17	33	33	17	0
.	Purchaser from clearing manager	16	13	38	50	0	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	9	0	44	44	11	0
.	Ancillary service agent	4	25	25	50	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	2	0	0	100	0	0
.	Electricity trader	19	5	32	63	0	0
.	Metering equipment provider	10	10	30	50	10	0
Number of employees	Up to 100	34	6	35	50	6	3
	More than 100	26	15	58	19	8	0

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick... <b>Information from Service Providers</b>					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	61	8	34	49	5	3
Type of business	Retailer	23	4	30	52	9	4
.	Generator	19	5	32	58	5	0
.	Distributor	20	5	25	55	5	10
.	Consumer directly connected to the grid	6	17	33	33	17	0
.	Purchaser from clearing manager	18	11	28	44	17	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	8	0	25	75	0	0
.	Ancillary service agent	4	25	25	50	0	0
.	Test house	2	0	50	50	0	0
.	Load aggregator	2	0	50	0	50	0
.	Electricity trader	18	11	22	56	11	0
.	Metering equipment provider	9	0	11	89	0	0
Number of employees	Up to 100	35	6	34	51	6	3
	More than 100	26	12	35	46	4	4

		Q7b – EFFECTIVENESS OF COMMUNICATION CHANNELS Regardless of whether or not you have used it, tick...-Other (please specify)					
		Base	1 - Very effective	2	3	4	5 - Not effective at all
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	9	33	11	22	0	33
Type of business	Retailer	3	33	0	33	0	33
.	Generator	2	50	0	50	0	0
.	Distributor	3	0	33	67	0	0
.	Consumer directly connected to the grid	2	100	0	0	0	0
.	Purchaser from clearing manager	5	40	0	0	0	60
.	Contracted EA service provider	0	0	0	0	0	0
.	Metering equipment owner	1	0	0	100	0	0
.	Ancillary service agent	0	0	0	0	0	0
.	Test house	0	0	0	0	0	0
.	Load aggregator	1	100	0	0	0	0
.	Electricity trader	2	50	0	0	0	50
.	Metering equipment provider	1	0	0	100	0	0
Number of employees	Up to 100	4	25	0	25	0	50
	More than 100	5	40	20	20	0	20

		Q8 – AWARENESS OF RULINGS PANEL'S ROLE Are you aware of the role of the Rulings Panel?		
		Base	Yes	No
		Count	Row N %	Row N %
All	.	68	65	35
Type of business	Retailer	24	63	38
.	Generator	20	75	25
.	Distributor	21	71	29
.	Consumer directly connected to the grid	6	67	33
.	Purchaser from clearing manager	18	78	22
.	Contracted EA service provider	1	100	0
.	Metering equipment owner	10	70	30
.	Ancillary service agent	4	100	0
.	Test house	3	67	33
.	Load aggregator	2	50	50
.	Electricity trader	19	63	37
.	Metering equipment provider	10	70	30
Number of employees	Up to 100	39	54	46
	More than 100	29	79	21

		Q9 – HOW WELL THE CODE BALANCES RELIABILITY OF SUPPLY WITH COMPETITION AND EFFICIENCY Using a 1-5...					
		Base	1 - Very well balanced	2	3	4	5 - Not at all well balanced
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	10	25	43	13	9
Type of business	Retailer	24	4	33	33	29	0
.	Generator	20	5	35	40	10	10
.	Distributor	21	24	29	38	0	10
.	Consumer directly connected to the grid	6	0	33	50	0	17
.	Purchaser from clearing manager	18	0	33	33	33	0
.	Contracted EA service provider	1	0	100	0	0	0
.	Metering equipment owner	10	10	30	40	0	20
.	Ancillary service agent	4	0	25	75	0	0
.	Test house	3	0	33	67	0	0
.	Load aggregator	2	0	50	0	50	0
.	Electricity trader	19	0	32	42	21	5
.	Metering equipment provider	10	10	50	30	0	10
Number of employees	Up to 100	39	5	28	38	21	8
	More than 100	29	17	21	48	3	10

		Q11 – FLEXIBILITY AND ENCOURAGING OF INNOVATION VERSUS CLARITY AND CERTAINTY OF THE CODE Using a 1...					
		Base	1 - Flexible and encouraging of innovation but maybe uncertain	2	3	4	5 - Certain and clear but maybe inflexible
		Count	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	68	10	22	38	25	4
Type of business	Retailer	24	17	21	38	21	4
.	Generator	20	15	5	60	20	0
.	Distributor	21	5	29	33	29	5
.	Consumer directly connected to the grid	6	0	17	67	17	0
.	Purchaser from clearing manager	18	11	17	44	28	0
.	Contracted EA service provider	1	0	0	100	0	0
.	Metering equipment owner	10	10	20	50	10	10
.	Ancillary service agent	4	0	25	50	25	0
.	Test house	3	33	0	0	67	0
.	Load aggregator	2	0	50	50	0	0
.	Electricity trader	19	21	21	42	16	0
.	Metering equipment provider	10	20	20	40	20	0
Number of employees	Up to 100	39	15	23	28	26	8
	More than 100	29	3	21	52	24	0



# Questionnaire

Thank you for agreeing to complete this survey. It will take approximately 10 minutes to complete. A progress bar along the top tells you how far through the survey you are. Responses and personal information are kept completely confidential and you will never be identified in any research reports.

To move through the survey: Clicking the >> button at the bottom of each page saves your answers and moves you to the next page. The << button allows you to review your answers on previous pages. If you cannot see these buttons, maximise the page and/or scroll down. You may close the browser window at any point and when you return to the survey again (by clicking the link on the email) the answers to the questions you have already completed will be retained.

## Q1 – AWARENESS OF ELECTRICITY INDUSTRY LEGISLATION

Using a 1-5 scale where 1 means 'I am fully aware' and 5 'I am not at all aware'; tick how aware you are of those parts of the Electricity Industry Act, the Electricity Industry (Enforcement) Regulations, the Electricity Industry Participation Code and the Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations that apply to your business?

	1 - I am fully aware (1)	2 (2)	3 (3)	4 (4)	5 - I am not at all aware (5)	Not applicable (6)
Electricity Industry Act (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY LEGISLATION**

Thinking of those in your business who work in areas impacted on by the following Act, Regulations and Code, using a 1-5 scale where 1 means 'they fully understand' and 5 'they do not understand at all'; tick how well you think they understand the Act, Regulations and Code that apply to your business?

	1 - They fully understand (1)	2 (2)	3 (3)	4 (4)	5 - They do not understand at all (5)	Not applicable (6)
Electricity Industry Act (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE

Thinking about the Electricity Industry Participation Code and using a 1-5 scale where 1 means 'very good' and 5 means 'very poor', how would you rate it in terms of:

	1 - Very good (1)	2 (3)	3 (4)	4 (5)	5 - Very poor (6)	Not applicable (7)
Ease of keeping up-to-date with changes (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of understanding (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease to apply (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding value to the industry (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a low cost to apply (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q4 – REGULATORY RISK MANAGEMENT PROFILE

Tick if any of the following apply to your company:

- We have a risk management programme (1)
- We have a regulatory compliance manager (2)
- A third party carries out our compliance obligations (3)
- Regulatory compliance is part of the role of our staff, but we do not have a regulatory compliance manager (4)

### Q5 – COMPLIANCE COSTS

Using a 1-5 scale where 1 means 'very high' and 5 'very low', tick how much you rate the cost of complying with the following Act, Code and Regulations?

	1 - Very high (1)	2 (2)	3 (3)	4 (4)	5 -Very low (5)	Not applicable (6)
Electricity Industry Act (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q6 – REGULATORY RISK MANAGEMENT PROFILE

Do you know how to make a Code amendment proposal to suggest changes to the Code? Please tick which applies.

- Yes (1)
- No (2)

#### Q7A – USE OF COMMUNICATION CHANNELS

The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.

- Industry workshops/forums/training sessions (1)
- Authority guidelines and information papers (2)
- The Authority's weekly publication Market Brief (3)
- Functional specifications and user manuals (4)
- Case studies on the Authority's website (5)
- Site visits (6)
- Compliance Update (7)
- Facilitated settlement (8)
- Talk to Authority staff (9)
- Audits (10)
- Consultation and decision papers on Code amendments (11)
- Information from Service Providers (12)
- Other (please specify) (13) \_\_\_\_\_

#### Q7B – EFFECTIVENESS OF COMMUNICATION CHANNELS

Regardless of whether or not you have used it, tick how effective you think each is, using a 1 to 5 scale, where 1 means 'very effective', 5 'not effective at all'.

#### Q8 – AWARENESS OF RULINGS PANEL'S ROLE

Are you aware of the role of the Rulings Panel?

- Yes (1)
- No (2)

#### Q9 – HOW WELL THE CODE BALANCES RELIABILITY OF SUPPLY WITH COMPETITION AND EFFICIENCY

Using a 1-5 scale where 1 means 'very well balanced' and 5 means 'not at all well balanced', tick how well the Code balances the need for reliable supply by, competition in and efficient operation of, the electricity industry?

- 1 - Very well balanced (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 - Not at all well balanced (5)

#### Q10 – ISSUES WITH THE BALANCE OF THE CODE

In what respect is the Code not well balanced and what improvements could be made to it?

## Q11 – FLEXIBILITY AND ENCOURAGING OF INNOVATION VERSUS CLARITY AND CERTAINTY OF THE CODE

Using a 1-5 scale where 1 means 'flexible and encouraging of innovation but may be uncertain' and 5 means 'certain and clear but may be inflexible', tick what type of regulation you think the Code should be.

- 1 - Flexible and encouraging of innovation but may be uncertain (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 - Certain and clear but may be inflexible (5)

D1 What is your type of business in relation to electricity? Tick all relevant boxes

- Retailer (1)
- Generator (2)
- Distributor (local or embedded network owner or operator)/grid owner (3)
- A consumer directly connected to the grid (4)
- A purchaser from the clearing manager (5)
- A contracted Electricity Authority service provider (6)
- A metering equipment owner (7)
- An ancillary service agent (8)
- A test house (9)
- A load aggregator (10)
- A trader in electricity (11)
- A metering equipment provider (12)

D2 What is the size of your organisation? Number of employees

- (1)
- >10 and (2)
- >50 and < 100 (3)
- >100 (4)

Q16 We're almost at the end of this survey. If you have any further feedback that will assist to enhance your knowledge and understanding of the electricity industry regulatory framework, please record your responses below.