

Electricity Authority Compliance Survey 2014

March 2014



AUCKLAND • WELLINGTON • SYDNEY

Contents

	Background and methodology	4
1.1	Background.....	4
1.2	Methodology.....	4
	Executive summary	5
1.1	Overview	5
1.2	Awareness of the Act, Regulations and Code	5
1.3	Understanding of the Act, Regulations and Code	5
1.4	Participation Code’s ease of keeping up-to-date, understanding, value for money, ease to apply and having a low cost to apply.....	6
1.5	Compliance costs.....	6
1.6	Regulatory risk management profile.....	6
1.7	Code amendment proposals	6
1.8	Use of communication channels - raising awareness of the Code	6
1.9	Effectiveness of communication channels.....	6
1.10	Awareness of the Ruling Panel’s role	7
1.11	How well the Code balances reliability of supply with competition and efficiency.....	7
1.12	Flexibility and encouraging of innovation versus clarity and certainty of the Code	7
	Main report.....	8
2.1	Awareness of the Act, Regulations and Code	8
2.2	Understanding of the Act, Regulations and Code	10
2.3	Participation Code - ease of keeping up-to-date, understanding, value for money, ease to apply and low cost to apply	12
2.4	Compliance costs.....	14
2.5	Regulatory risk management profile.....	16
2.6	Code amendment proposals	17
2.7	Use of communication channels - raising awareness of the Code	18
2.8	Effectiveness of communication channels.....	18
2.9	Awareness of the Rulings Panel’s role	20

2.10	How well the Code balances reliability of supply with competition and efficiency	20
2.11	Issues with the balance of the Code	22
2.12	Flexibility and encouraging of innovation versus clarity and certainty of the Code.....	24
	Supplementary tables	26
	Questionnaire	43

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 is 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

Fieldwork was conducted between 12 February and 19 March 2014. Four reminders to complete the survey were sent during this period to those who had not responded.

- ▶ The population of stakeholders for the survey was 161 and a total of 70 completed responses were received. This represents a response rate of 43%.
- ▶ There was one minor change to the questionnaire from 2012. Questions 7A and 7B did not include the option 'Holding a Compliance Conference each year'.
- ▶ The margin of error for sample size of 70 for a 50% figure at the '95% confidence level' is $\pm 11.7\%$.

Executive summary

1.1 Overview

- ▶ The Participation Code was generally seen as more costly to apply by respondents this year than in 2012. In addition it was not rated as either easy to understand or to apply.
- ▶ Again, only a minority regarded it as adding value to the electricity industry. Also there was no change among respondents regarding 'how to make a Code amendment' with most stating they did not know how to.
- ▶ However this year; given a choice between greater flexibility or more certainty for the Code, respondent views were more in favour of flexibility.
- ▶ Guidelines on the Authority's website were regarded as the most effective way for raising awareness of the Code followed closely by Industry workshops and responding to requests from participants to do site visits.

1.2 Awareness of the Act, Regulations and Code

There were moderate levels of awareness¹ of the Electricity Industry Act, Regulations and Code with between 52% and 66% aware of the Act, Code and Low Fixed Tariff Regulations for Domestic Users. Less than half (46%) were aware of the Enforcement Regulations. A substantial majority are aware of the Code (66%) and the Act (61%), while 52% are aware of the Regulations. Overall, awareness levels were similar to 2012.

1.3 Understanding of the Act, Regulations and Code

Declared understanding² of the Act, Regulations and Code was somewhat lower than levels of awareness. Declared understanding ranged from 44% for the Enforcement Regulations to a high of 51% for the Participation Code and Low Fixed Tariff Regulations. The main change this year, however, was lower understanding of the Participation Code, down from 58% in 2012.

¹ 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.

² 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.

1.4 Participation Code's ease of keeping up-to-date, understanding, value for money, ease to apply and having a low cost to apply

Only a small minority (18%) rated the Code well³ as 'easy to keep up-to-date' with changes. Slightly more (19%) rated it well for being 'easy to understand' and 'easy to apply' (22%). While 34% rated it well for 'adding value to the industry' and only 11% rated it well for 'having a low cost to apply'. In comparison, 48% rated it poorly for having a 'low cost to apply'. These measures were all slightly lower than those recorded in 2012.

1.5 Compliance costs

The Participation Code was again rated as carrying the most compliance cost. More than half (56%) rated compliance with the Participation Code as high⁴. This was significantly more than those who rated the Low Fixed Tariff Regulations for Domestic Users (34%), the Act (27%) and the Enforcement Regulations (21%) as costly to comply with.

1.6 Regulatory risk management profile

Less than two-thirds (61%) have a risk management programme and just under a quarter (24%) have a regulatory compliance manager. Just over a quarter (27%) have used 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.

1.7 Code amendment proposals

More than half (57%) did not know how to make a Code amendment proposal; similar to 2012.

1.8 Use of communication channels - raising awareness of the Code

83% of respondents stated they used the 'Guidelines' on the Electricity Authority's website, the most used channel for maintaining awareness of the Code. This was followed by industry workshops (53%), the Compliance Update Link (46%) and talking to an investigator service (26%). These continued to be the main communication channels used by respondents.

1.9 Effectiveness of communication channels

In addition the 'Guidelines' on the Authority's website were rated as the most effective communication channel with 60% rating these as effective.⁵

³ 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.

⁴ 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.

⁵ Channels were rated for their effectiveness on a 1-5 scale where 1 meant 'very effective' and 5 'not effective at all.' Those who rated a channel as effective were the aggregate of 1+2 ratings, those who rated a channel as ineffective gave a rating of 4+5 and a neutral rating was '3'.

This was followed by industry workshops (57%), responding to requests to do site visits (46%) and talking to an investigator (45%).

1.10 Awareness of the Ruling Panel's role

A large majority (76%) were aware of the role of the Rulings Panel, same as in 2012.

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

Over one-third (35%, down 4%) rated the Code as balanced⁶ compared with 18% who rated it as unbalanced and 46% who gave a neutral rating.

1.12 Flexibility and encouraging of innovation versus clarity and certainty of the Code

This year opinions were more in favour of the code being flexible and encouraging innovation but may be uncertain (47%)⁷ in contrast to 2012 when opinions were more evenly divided.

Just under a quarter (23%) felt that the code should be certain and clear but may be inflexible while just over a quarter (27%) were neutral.

⁶ 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.

⁷ 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 reflect 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.

- 66% total aware of the Code
- 61% total aware of the Act
- 52% total aware of the Electricity (Low Fixed Charge Tariff option for Domestic Consumers) Regulations.

Less than half (46%) are aware of the Enforcement Regulations.

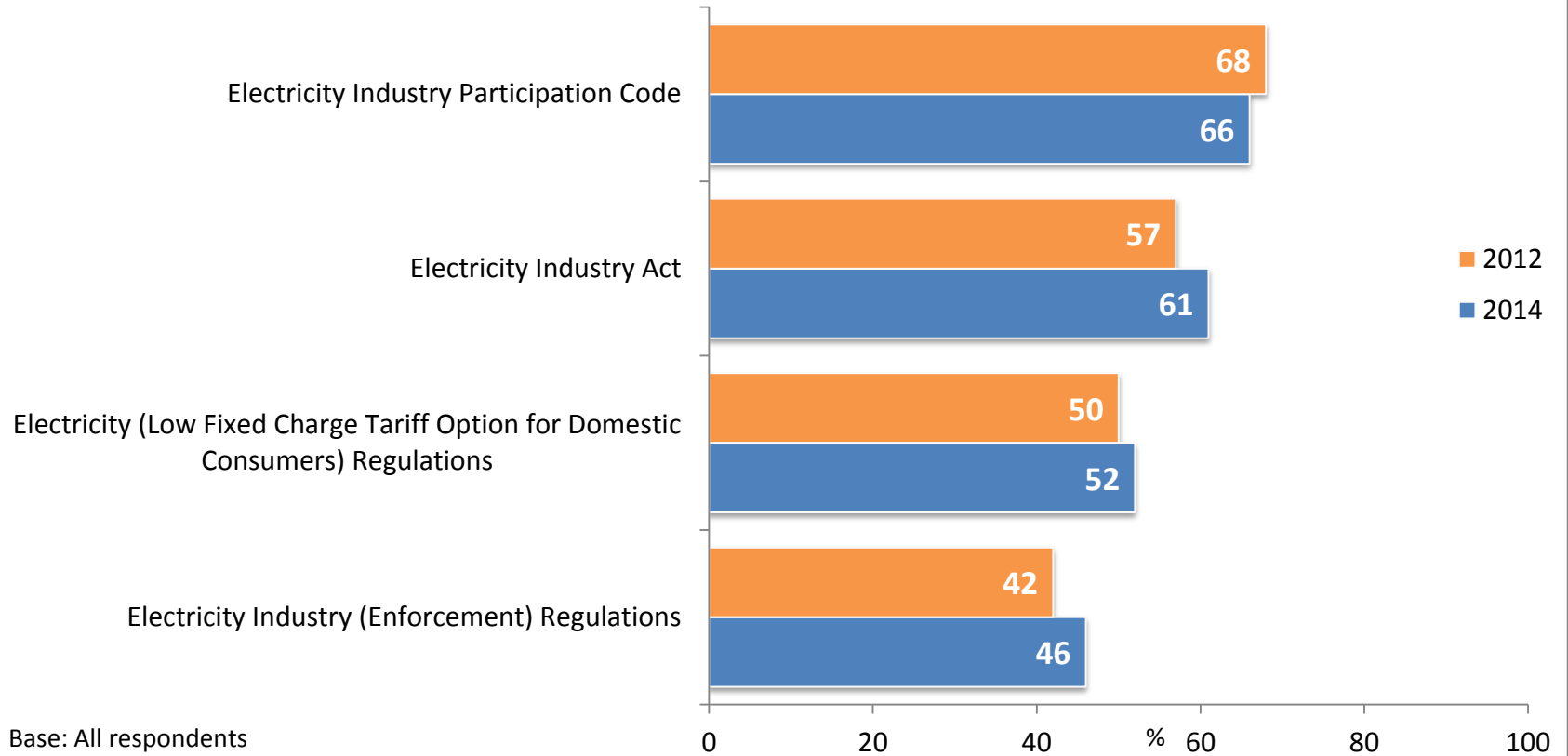
The largest shift from 2012 was the proportion of respondents with little to no awareness (4 + 5 on the 5 point scale where 1 means fully aware and 5 means not aware at all) of the Enforcement Regulations (29%), up 9% in 2014.

- ▶ The highest levels of awareness across all four compliance areas were recorded for metering equipment owners (n=15) and those that purchased from the clearing manager (n=7). Their levels of awareness ranged between 57% and 100% across all four areas.
- ▶ Awareness levels for retailers (n=20) ranged between 60%-85%, between 45%-73% for generators (n=22), between 49%-82% for distributors (n=27). This is a small increase from 2012 for these businesses.
- ▶ The lowest levels of awareness were again recorded for consumers directly connected to the grid with awareness levels ranging between 13%-38% across the four areas.
- ▶ Only metering equipment owners recorded 100% awareness of a compliance area (Code).
- ▶ This year Test House (n=7) recorded 86% awareness of the Code; compared to 100% in 2012.

Awareness of Act, Regulations and Code

Total aware (1+2)

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?



2.2 Understanding of the Act, Regulations and Code

Similar to 2012, declared understanding of the Act, Regulations and Code was somewhat lower than levels of awareness. Declared understanding ranged from 44% for the Enforcement Regulations to a high of 51% for both Low Fixed Tariff Regulations for Domestic Users and the Code for all respondents.

■ The Act

Across all respondents, 49% stated they understood the Act. This shows no real change since 2012.

- ▶ However, understanding has improved among purchasers from the clearing manager (71%, up 21%) and generators (59%, up 40%).
- ▶ Also rating moderately high in levels of understanding were distributors (63%), retailers (60%) and metering equipment owners (60%).
- ▶ Declared understanding was lowest among consumers connected directly to the grid (13%, down 14%), Test House (28%, up 14%) and contracted Electricity Authority service providers (33%).

■ The Enforcement Regulations

Across all respondents declared understanding of the Enforcement Regulations was 44%, a slight but not significant improvement from 2012 (40%).

- ▶ It was highest among distributors (56%), retailers (60%) and purchasers from the clearing manager (72%, up 22%).
- ▶ Declared understanding was lowest among Test House (28%), consumers connected directly to the grid (13%) and contracted Electricity Authority service providers (33%).

■ The Participation Code

Across all respondents declared understanding of the Code was 51%, down 7% from 2012.

- ▶ It was highest among purchasers from the clearing manager (71%), metering equipment owners (67%), contracted Electricity Authority service providers (66%), retailers (65%) and distributors (63%).
- ▶ Declared understanding was lowest among consumers connected directly to the grid (13%), generators (46%) and Test House (29%, down 57%).

■ The low fixed charge tariff regulations for domestic consumers

Across all respondents declared understanding of the Low Fixed Tariff Regulation was 51%.

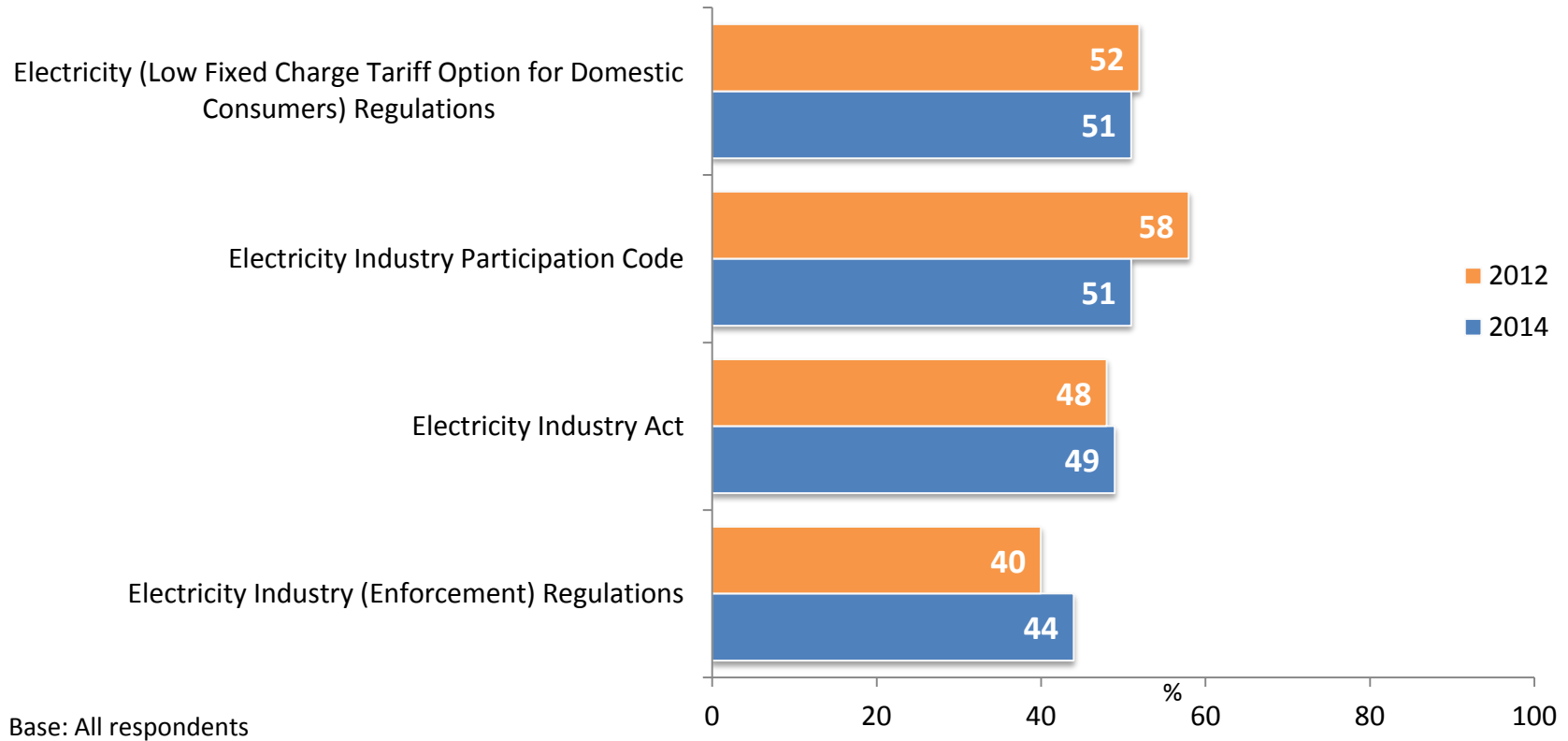
- ▶ It was highest among retailers (75%), distributors (70%), purchasers from the clearing manager (86%) and metering equipment owners (80%).

▶ Declared understanding was lowest among contracted Electricity Authority service providers (0%) and consumers connected directly to the grid (13%).

Total understand (1+2)

Understanding of Act, Regulations and Code

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?



Base: All respondents

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 lower than in 2012. Positive ratings are down between 2% and 11%, correspondingly, negative ratings increased between 4% and 11%. Adding value to the industry rated highest (34%, down 3%) while having a low cost to apply rated lowest (11%, down 10%).

■ Ease of keeping up-to-date

Across all respondents 18% rated the Code well for being 'easy to keep up-to-date with changes', down 11% from 2012.

- ▶ It rated highest among Test House (29%), retailers (30%), ancillary service agents (33%) contracted Electricity Authority service providers (100%, n=3) who rated it well for that attribute.
- ▶ It rated lowest for 'easy to keep up-to-date with changes' by consumers connected directly to the grid (13%), purchasers from the clearing manager (14%) and distributors (11%).

■ Ease of understanding

Across all respondents, 19% rated the Code well for 'ease of understanding', down 5% from 2012.

- ▶ It rated highest among electricity traders (33%), retailers (30%), contracted Electricity Authority service providers (67%), Test House (29%) and metering equipment owners (33%).
- ▶ It rated lowest for 'ease of understanding' by consumers connected directly to the grid (13%), purchasers from the clearing manager (14%) and distributors (15%).

■ Ease to apply

Across all respondents 22% rated the Code well for being 'easy to apply', fairly stable (24% in 2012).

- ▶ It rated highest among contracted Electricity Authority service providers (67%), metering equipment owners (33%), ancillary service agents (33%) and Test House (29%) who rated it well for that attribute.
- ▶ It was rated lowest for 'easy to apply' by consumers connected directly to the grid (13%) and purchasers from the clearing manager (14%).

■ Adding value to the industry

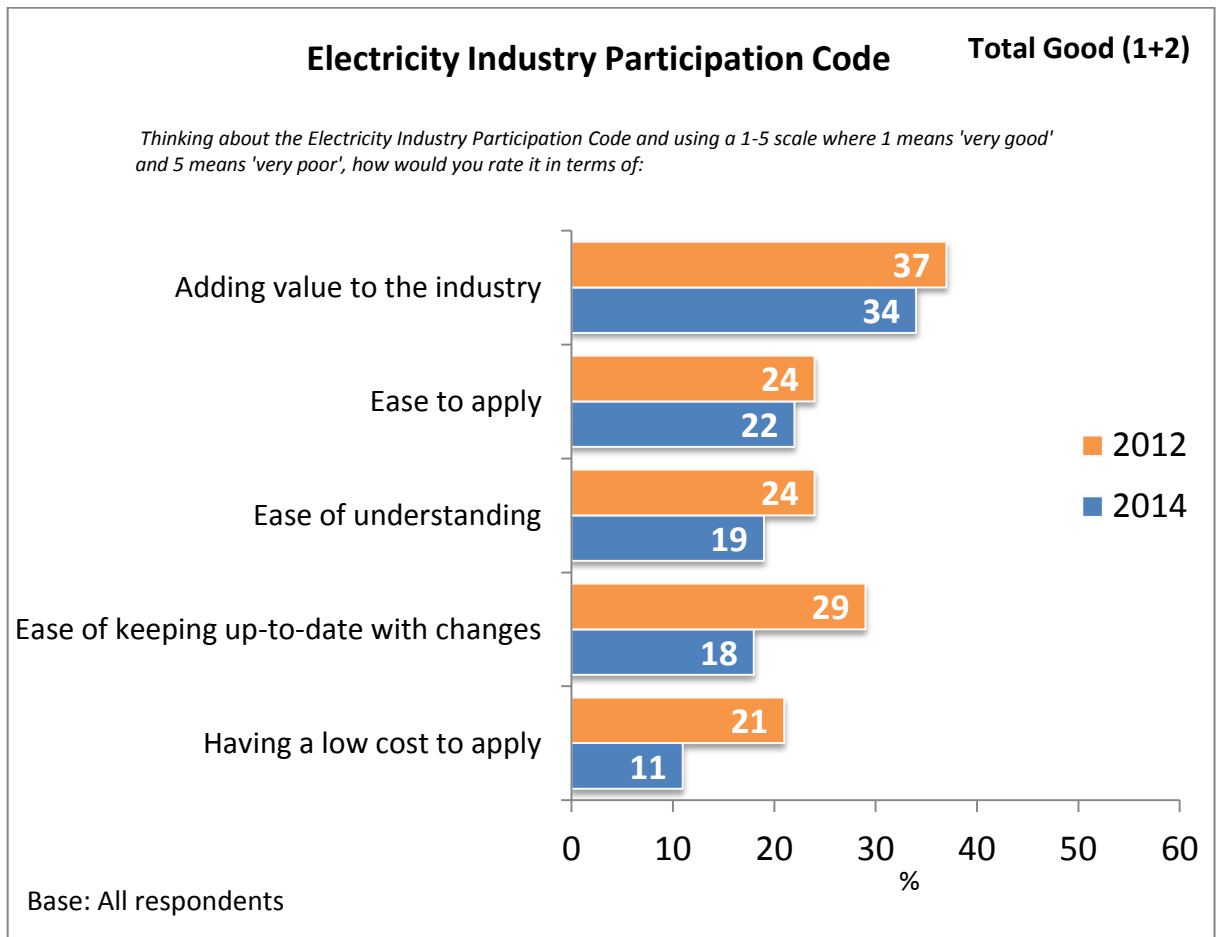
Across all respondents 34% rated the Code well for 'adding value to the industry', down 3%.

- ▶ It rated highest among contracted Electricity Authority service providers (100%), electricity traders (66%) and retailers (50%) who rated it well for that attribute.
- ▶ It rated lowest for adding value to the industry' by consumers connected directly to the grid (13%)

■ Having a low cost to apply

Across all respondents 11% rated the Code well for 'having a low cost to apply'; a decrease of 10% from 2012.

- ▶ It rated highest among Test House (29%), ancillary services agents (17%) and distributors (15%) who rated it well for that attribute.
- ▶ It rated lowest for 'having a low cost to apply' by contracted Electricity Authority service providers (0%), purchasers from the clearing manager (0%) and retailers (5%).



2.4 Compliance costs

Similar to 2012, complying with the Participation Code rated highest as carrying the most compliance cost. More than half (56%) rated compliance with this as high (unchanged from 2012). This was significantly more than those who rated the Low Fixed Tariff Regulations for Domestic Users as costly to comply with (34%, up 5%), the Act as costly to comply with (27%, down 4%) and the Enforcement Regulations (21%, down 6%).

■ The Act

Across all respondents the reported cost of complying with the Act fell 4%, with over a quarter stating it was high (27%).

- ▶ The cost rated higher for ancillary service agents (34%), contracted Electricity Authority service providers (33%) and distributors (33%).
- ▶ The cost rated lower for consumers directly connected to the grid (13%), Test House (14%), purchasers from the clearing manager (14%), generators (19%) and retailers (20%).

■ The Enforcement Regulations

The cost of complying with the Enforcement Regulations also fell this year with 21% of all respondents rating this as high, a fall of 6%.

- ▶ The cost rated higher for ancillary service agents (34%) and contracted Electricity Authority service providers (33%).
- ▶ The cost rated lower for generators (10%), consumers connected directly to the grid (13%), and purchasers from the clearing manager (14%).

■ The Participation Code

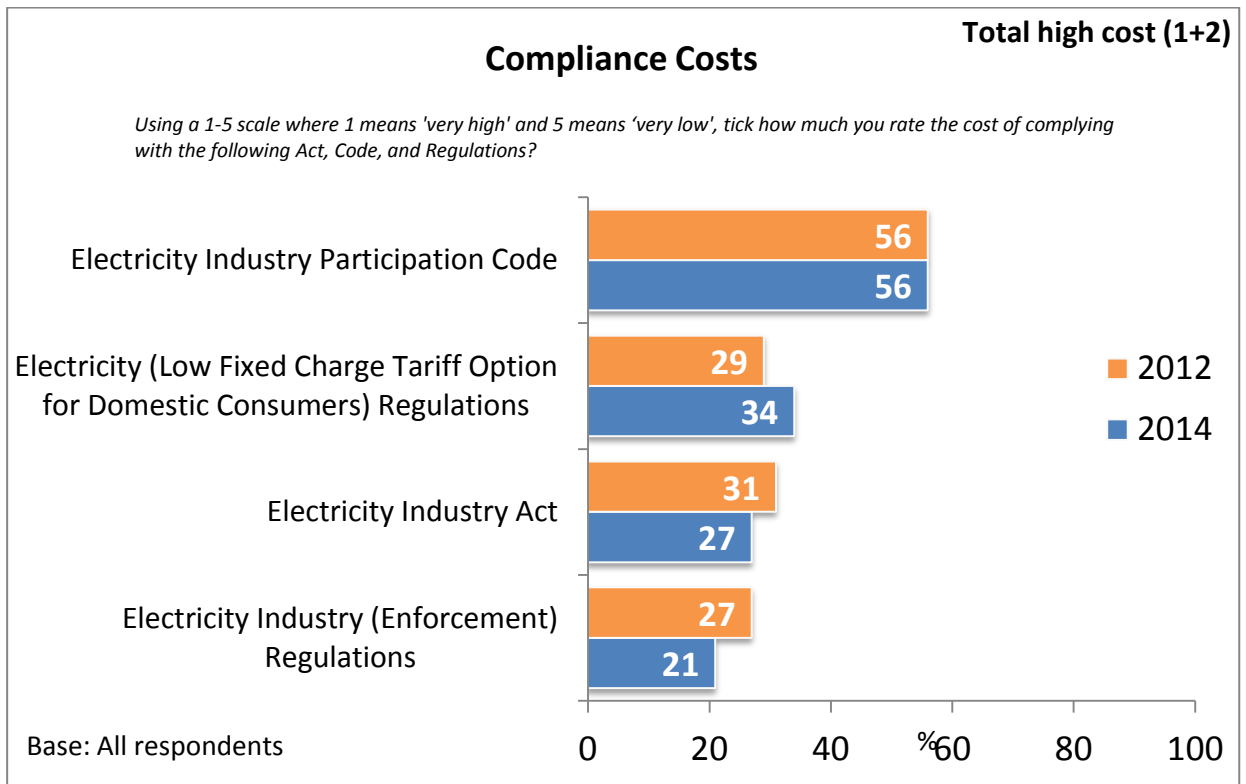
Across all respondents 56% rated the cost of complying with the Participation Code as high, no change from 2012.

- ▶ The cost rated higher for metering equipment owners (87%), purchasers from clearing managers (86%), ancillary service agents (83%) and electricity traders (66%).
- ▶ The cost rated lower for consumers connected directly to the grid (25%).

■ Low Fixed Charge Tariff for Domestic Consumers Regulations

The cost of complying with the Low Fixed Charge Tariff for Domestic Consumers Regulations rose this year with 34% of all respondents rating this as high.

- ▶ The cost rated higher for purchasers from the clearing manager (85%), electricity traders (67%), and ancillary service agents (67%), retailers (55%), metering equipment owners (47%) and distributors (41%).
- ▶ The cost rated lower for contracted Electricity Authority service providers (0%), consumers connected directly to the grid (13%) and Test House (14%).



2.5 Regulatory risk management profile

- ▶ Almost two-thirds (63%, up 12% in 2012) stated that regulatory compliance was part of the role of their staff, but did not have a regulatory compliance manager. This was a significant change.
- ▶ Less than two thirds (61%, down 8%) have a risk management programme and just under a quarter (24%, down 5%) have a regulatory compliance manager.
- ▶ Similar to 2012, just over a quarter (27%) used a third party to carry out compliance obligations.

REGULATORY RISK MANAGEMENT PROFILE		
<i>Tick if any of the following apply to your company:</i>		
	2014 %	2012 %
Regulatory compliance is part of the role of our staff, but we do not have a regulatory compliance manager	63	51
We have a risk management programme	61	69
A third party carries out our compliance obligations	27	26
We have a regulatory compliance manager	24	29
None of the above	3	1

Base: All respondents, n=70
 Note: Multiple responses, totals may exceed 100%

2.6 Code amendment proposals

As in 2012, more than half (57%) did not know how to make a Code amendment proposal, while 43% answered that they knew. This was very similar to 2012.

- ▶ Those with the highest declared levels of knowledge about making a code amendment were purchasers from the clearing manager (86% knew), metering equipment owners (73%), electricity traders (67%) and contracted Electricity Authority service providers (67%).
- ▶ Those with a lower but still a majority of declared knowledge included; Test House (57%), retailers (55%), consumers directly connected to the grid (50%) and ancillary service agents (50%).
- ▶ Those with the lowest levels of knowledge were distributors (41%) and generators (45%).
- ▶ Those whose declared levels of knowledge rose from 2012 were:
 - Purchaser from clearing manager
 - Metering equipment owner
 - Contracted EA service provider
 - Test House
 - Distributor
- ▶ Those whose declared levels of knowledge declined from 2012 were:
 - Electricity trader
 - Retailer
 - Consumer directly connected to the grid
 - Ancillary service agent

AMENDMENTS TO THE CODE

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

	2014 Base (n)	2014 Yes %	2012 Yes %
All	70	43	41
Purchaser from clearing manager	7	86	60
Metering equipment owner	15	73	63
Electricity trader	9	67	70
Contracted EA service provider	3	67	50
Test house	7	57	43
Retailer	20	55	73
Consumer directly connected to the grid	8	50	55
Ancillary service agent	6	50	83
Generator	22	45	43
Distributor	27	41	30
Load aggregator	-	-	33
Other	3	-	-

Base: All respondents

Note: Due to small sample sizes, percentages are indicative.

2.7 Use of communication channels - raising awareness of the Code

The main channel for maintaining awareness of the Code remains the 'Guidelines' on the Electricity Authority's website with 83% saying they had used this. This was followed by industry workshops (53%) and the Compliance Update Link (46%).

Used by around a quarter of respondents were the channels; talking to an investigator service (26%) and requests to do site visits (21%).

Channels not used as much were facilitated settlements (10%) and case studies on the Authority's website (16%)

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.

	2014 %	2012 %
Guidelines on the Authority's website	83	79
Industry workshop	53	51
Compliance Update link	46	39
Talk to an investigator service	26	36
Responding to requests from participants to do site visits	21	17
Placing case studies on the Authority's website	16	21
Facilitated settlement	10	16
None of the above	7	10

Base: All respondents, n=70

Note: Multiple responses

2.8 Effectiveness of communication channels

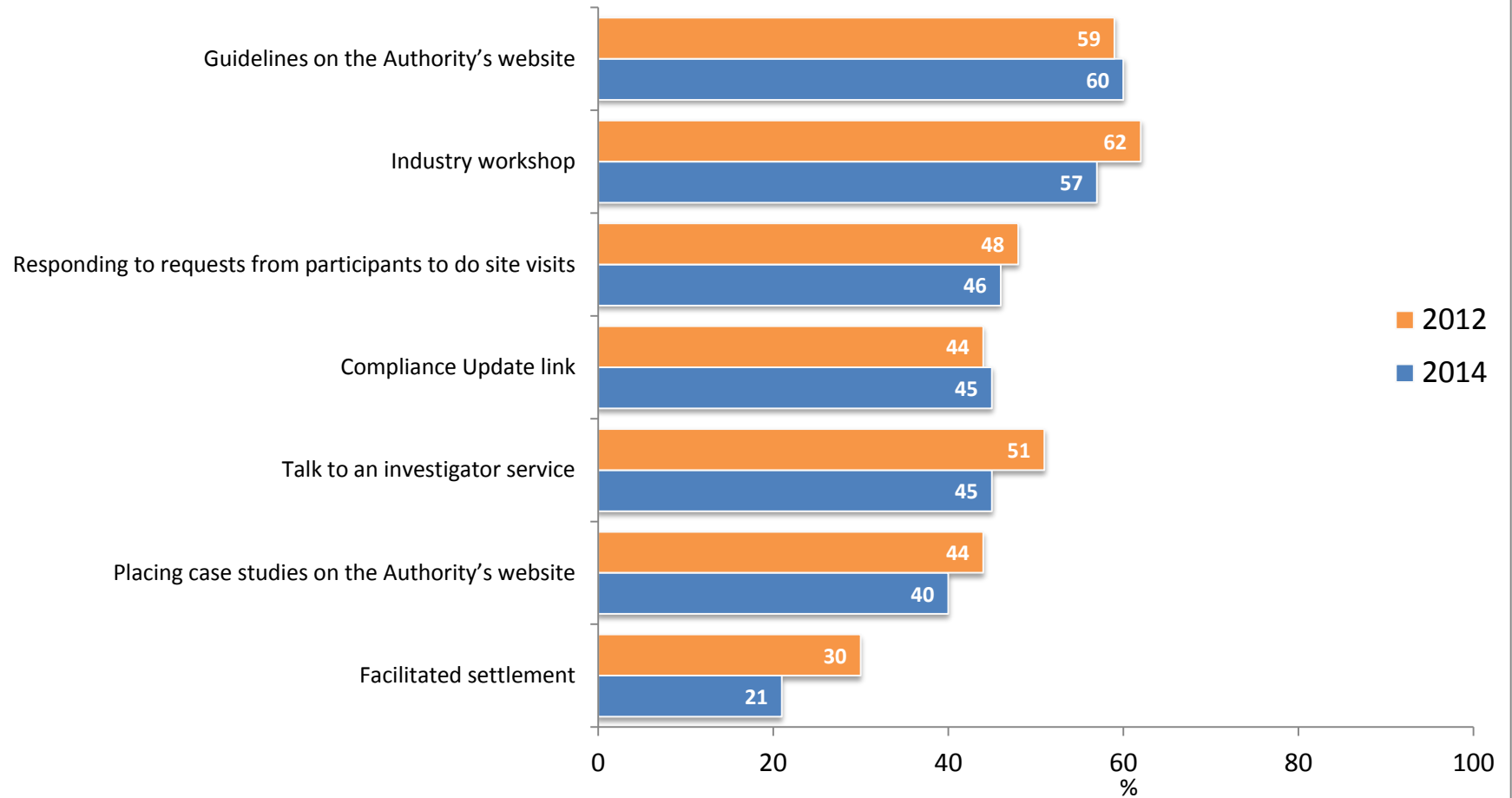
The most effective communication channel this year were the 'Guidelines' on the Authority's website with 60% rating these as effective; similar to 2012; followed by industry workshops (57%).

- ▶ Just under a majority considered responding to requests to do site visits (46%), talking to an investigator (45%, down 6%), Compliance Update Link (45%) and case studies on the Authority's website (40%) as effective.
- ▶ Somewhat less effective was facilitated settlements (21%, down 9%).

Effectiveness of communication channels

Total effective (1+2)

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



Base: All respondents

2.9 Awareness of the Rulings Panel's role

This year, a similar large majority (76%) are aware of the role of the Rulings Panel.

Only two groups had lower levels of awareness than this. These were Test House (71%) and consumers directly connected to the grid (50%).

AWARENESS OF THE RULINGS PANEL'S ROLE			
<i>Are you aware of the role of the Rulings Panel?</i>			
	2014 Base (n)	Yes 2014 %	Yes 2012 %
All	70	76	76
Metering equipment owner	15	100	94
Ancillary service agent	6	100	100
Contracted EA service provider	3	100	50
Electricity trader	9	89	100
Purchaser from clearing manager	7	86	80
Distributor	27	85	80
Retailer	20	80	93
Generator	22	77	86
Test house	7	71	100
Consumer directly connected to the grid	8	50	55
Load aggregator	-	-	100

Base: All respondents
Note: Due to small sample sizes, percentages are indicative.

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

Just over one-third (35%, down 4%) rate the Code as balanced compared with 18% who rated it as unbalanced and 46% who gave a neutral rating.

- ▶ Those who rated it more highly for being balanced were contracted Electricity Authority service provider (67%), purchasers from the clearing manager (57%), retailers (50%), metering equipment owners (47%), electricity traders (44%) and Test House (43%).
- ▶ Those who rated it less highly for being balanced were distributors (26%), consumers connected directly to the grid (26%), generators (32%) and ancillary service agents (33%).

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?

	2014 Base	1 - Very well balanced	2	Total well balanced	Total well balanced 2012	3	4	5 - Not at all well balanced	Total not well balanced	Total not well balanced 2012	No answer
	(n)	%	%	%	%	%	%	%	%	%	%
All	70	6	29	35	39	46	14	4	18	14	1
Contracted EA service provider	3	-	67	67	50	-	33	-	33	33	-
Purchaser from clearing manager	7	-	57	57	50	29	-	14	14	10	-
Retailer	20	15	35	50	47	35	5	5	10	14	5
Metering equipment owner	15	7	40	47	44	33	7	13	20	19	-
Electricity trader	9	11	33	44	50	33	11	11	22	10	-
Test house	7	29	14	43	58	43	-	14	14	14	-
Ancillary service agent	6	-	33	33	33	50	-	17	17	17	-
Generator	22	9	23	32	33	36	23	5	28	20	5
Consumer directly connected to the grid	8	13	13	26	36	38	13	13	26	18	13
Distributor	27	-	26	26	33	56	7	7	14	20	4
Load aggregator	-	-	-	-	33	-	-	-	-	33	-

Base: All respondents

Note: Due to small sample sizes, percentages are indicative.

2.11 Issues with the balance of the Code

Respondents that are neutral (46%) or negative (18%) 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 2012, 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.

Barrier to market entry:

A lot of the code seems to be focused on putting road blocks to entry into the market by new competitors.

Compelling ASX financial players to register as traders and submit trades is a barrier to entry.

It is overly complex and I am unaware of any condensed "guide to what must be done". There seems to be additional items added constantly that it is near impossible for a small participant to stay across.

It is too heavily focussed on facilitating competition. It places compliance burdens on small companies where many code requirements are simply not applicable. We feel it is geared for managing the compliance of larger firms and does not take in to account the difficulty of smaller firms in complying with the code.

Focus polarised towards competition.

There are a number of reasons I say this. The main reason: the code places huge importance upon compliance, which is fine, but when the technicalities of that compliance outweigh the technicalities of establishing backend systems in the first place, you know something has gone wrong. When compliance must be verified/certified before connection to the live system, and that in turn requires that your system is already certified (ISO) based upon your operations, it is pretty evident that the Code was written with minimal consideration for new players. Or that certification standards have changed since the Code was written.

Don't know. Perhaps a plain wording translation/summary of each part including obligations and rights of participants would assist new players in deciphering what business processes and compliance systems are required to enter the market. (as a generator, retailer or trader).

Overly complex:

I have not marked the code as not well balanced and have just marked it as "balanced". Several items have been deemed as un necessarily complex to meet the modern market needs.

The introduction of part 10, while it may have introduced contestability in metering has made connections processes unnecessarily complicated. It has also introduced MEPs a group which do not have any consumer connections and who are instead focussed on getting their meters hung.

It is difficult to see how the various parts of the code fit together. Some summary overview of the Code referring to the various parts might prove useful.

Particular care needs to be taken to ensure that terminology used is consistent with industry practise e.g. livened energised where the authority proposed to use these terms in a way that was entirely inconsistent with what had been used for many years.

The Code is complex, difficult to understand, contains conflicting definitions, is subject to significant changes which leads to uncertainty in the market.

Does not consider the current state of the industry:

More frequent review of previous Code requirements/provisions to ensure that the Code is reflecting of the current technologies and issues. Effectively checking to ensure that Code provisions/requirements are still relevant to participants and consumers.

Needs of the distribution sector of the industry is underrepresented.

Line companies have either no inclusion in it or they are able to work around regulations.

In some aspects the code emphasises reliability over flexibility (such as rigid forms for letters of credit) where as other areas the code does not cover foreseeable issues such as partial month settlement for FTRs.

The System Operator Policy statement. Improvements could be made by the SO assessing the impact on purchasers, of security changes. This would at the very least raise the situational awareness on the impact of their decisions.

In many ways the code is daft - simple lists of rules. I have no idea why you think it is balanced at all.

Co-generation plants linked to process plants.

Issues for consumers:

The Authorities' focus seems to be on competition more so that efficient operation and security of supply. The Code reflects that.

The Code appears to protect the interests of some participants by disadvantaging others. The disadvantages to the end-consumers appear to have been overlooked.

The underlying fact is that the code has not enabled or progressed the opportunity for NZ users to enjoy low cost electricity.

Too much focus on consumer benefits rather than reliable supply.

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

Compared with 2012, opinions were more in favour of the code being flexible and encouraging innovation but may be uncertain (47%, up from 35% in 2012). Those that think the code should be certain and clear but may be inflexible fell 6% to 23% while those neutral also fell from 37% to 27%.

- ▶ Those more inclined toward flexibility were purchasers from the clearing manager (71%, up from 50%), ancillary service agents (67%), contracted Electricity Authority service providers (67%), retailers (60%, up from 34%), electricity traders (55%), and generators (41%), metering equipment owners (40%) and distributors (40%).
- ▶ Those more inclined toward certainty were Test house (57%, up from 43% in 2012)
- ▶ There was an even split amongst consumers directly connected to the grid with 38% inclined towards flexibility but uncertainty and 38% towards certainty.

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.

	2014 Base (n)	1 - Flexible and encouraging of innovation but may be uncertain %	2 %	Total 1 +2 %	Total 1 +2 2012 %	3 %	4 %	5 - Certain and clear but may be inflexible %	Total 4+5 %	Total 4+5 2012 %	No answer %
All	70	6	41	47	35	27	19	4	23	29	3
Purchaser from clearing manager	7	14	57	71	50	14	14	-	14	40	-
Ancillary service agent	6	-	67	67	33	17	17	-	17	-	-
Contracted EA service provider	3	-	67	67	33	-	33	-	33	33	-
Retailer	20	10	50	60	34	20	10	-	10	27	10
Electricity trader	9	11	44	55	40	33	11	-	11	20	-
Generator	22	5	36	41	43	32	18	-	18	19	9
Metering equipment owner	15	-	40	40	44	33	27	-	27	19	-
Distributor	27	7	33	40	33	37	11	7	18	23	4
Consumer directly connected to the grid	8	13	25	38	18	13	38	-	38	36	13
Test house	7	-	14	14	28	29	43	14	57	43	-
Load aggregator	-	-	-	-	33	-	-	-	-	33	-

Base: All respondents

Note: Due to small sample sizes, percentages are indicative.

Supplementary tables

		Electricity Industry Act (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?)						
		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	.	70	20	41	26	10	3	0
Type of	Retailer	20	25	35	25	15	0	0
	Generator	22	18	55	9	18	0	0
	Distributor	27	26	56	11	7	0	0
	Consumer directly connected to the grid	8	0	13	50	25	13	0
	Purchaser from clearing manager	7	57	0	29	14	0	0
	Contracted EA service provider	3	33	33	33	0	0	0
	Metering equipment owner	15	20	67	7	7	0	0
	Ancillary service agent	6	33	33	17	17	0	0
	Test house	7	29	29	43	0	0	0
	Load aggregator	0	0	0	0	0	0	0
	Electricity trader	9	33	33	22	11	0	0
	Other	3	0	33	33	0	33	0
Number of employees	Up to 100	34	9	44	26	18	3	0
	More than 100	36	31	39	25	3	3	0
		Electricity Industry (Enforcement) Regulations (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?)						
		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	.	70	16	30	26	20	9	0
Type of	Retailer	20	25	40	20	15	0	0
	Generator	22	18	27	14	27	14	0
	Distributor	27	19	30	26	19	7	0
	Consumer directly connected to the grid	8	0	13	25	63	0	0
	Purchaser from clearing manager	7	57	0	14	29	0	0
	Contracted EA service provider	3	33	33	0	33	0	0
	Metering equipment owner	15	20	40	7	27	7	0
	Ancillary service agent	6	33	17	0	33	17	0
	Test house	7	14	14	29	14	29	0
	Load aggregator	0	0	0	0	0	0	0
	Electricity trader	9	33	22	22	22	0	0
	Other	3	0	33	0	0	67	0
Number of employees	Up to 100	34	12	26	29	21	12	0
	More than 100	36	19	33	22	19	6	0

		Electricity Industry Participation Code (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?)						
		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	.	70	37	29	21	9	4	0
Type of	Retailer	20	55	30	10	5	0	0
.	Generator	22	32	41	5	18	5	0
.	Distributor	27	37	30	26	7	0	0
.	Consumer directly connected to the grid	8	0	38	25	25	13	0
.	Purchaser from clearing manager	7	71	29	0	0	0	0
.	Contracted EA service provider	3	67	0	33	0	0	0
.	Metering equipment owner	15	47	40	13	0	0	0
.	Ancillary service agent	6	50	50	0	0	0	0
.	Test house	7	43	43	14	0	0	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	56	33	11	0	0	0
.	Other	3	0	33	0	0	67	0
Number of employees	Up to 100	34	29	29	21	15	6	0
	More than 100	36	44	28	22	3	3	0

		Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (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?)						
		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	.	70	36	16	11	14	10	13
Type of	Retailer	20	50	20	5	15	5	5
.	Generator	22	36	27	5	9	9	14
.	Distributor	27	52	15	11	11	7	4
.	Consumer directly connected to the grid	8	0	13	13	63	0	13
.	Purchaser from clearing manager	7	71	0	0	14	0	14
.	Contracted EA service provider	3	0	0	0	33	0	67
.	Metering equipment owner	15	47	27	13	0	7	7
.	Ancillary service agent	6	50	0	0	0	17	33
.	Test house	7	29	14	0	0	29	29
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	44	11	11	11	11	11
.	Other	3	0	0	0	0	100	0
Number of employees	Up to 100	34	32	12	18	9	18	12
	More than 100	36	39	19	6	19	3	14

		Electricity Industry Act (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?)						
		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	.	70	13	36	26	19	6	1
Type of	Retailer	20	15	45	25	5	10	0
.	Generator	22	14	45	23	14	5	0
.	Distributor	27	19	44	26	7	0	4
.	Consumer directly connected to the grid	8	13	0	25	38	25	0
.	Purchaser from clearing manager	7	14	57	0	0	29	0
.	Contracted EA service provider	3	0	33	33	33	0	0
.	Metering equipment owner	15	27	33	27	7	7	0
.	Ancillary service agent	6	17	33	17	17	17	0
.	Test house	7	14	14	29	43	0	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	22	22	11	22	22	0
.	Other	3	0	0	33	33	33	0
Number of employees	Up to 100	34	6	44	24	18	6	3
	More than 100	36	19	28	28	19	6	0

		Electricity Industry (Enforcement) Regulations (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?)						
		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	.	70	13	31	23	21	10	1
Type of	Retailer	20	20	40	25	10	5	0
.	Generator	22	18	27	18	18	18	0
.	Distributor	27	19	37	22	15	4	4
.	Consumer directly connected to the grid	8	13	0	25	50	13	0
.	Purchaser from clearing manager	7	29	43	0	14	14	0
.	Contracted EA service provider	3	0	33	0	67	0	0
.	Metering equipment owner	15	20	27	20	27	7	0
.	Ancillary service agent	6	17	33	0	33	17	0
.	Test house	7	14	14	14	29	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	33	11	11	33	11	0
.	Other	3	0	0	0	33	67	0
Number of employees	Up to 100	34	9	29	29	18	12	3
	More than 100	36	17	33	17	25	8	0

		Electricity Industry Participation Code (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?)						
		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	.	70	24	27	29	13	6	1
Type of	Retailer	20	40	25	35	0	0	0
	Generator	22	23	23	32	14	9	0
	Distributor	27	19	44	26	7	0	4
	Consumer directly connected to the grid	8	13	0	50	25	13	0
	Purchaser from clearing manager	7	57	14	29	0	0	0
	Contracted EA service provider	3	33	33	0	33	0	0
	Metering equipment owner	15	40	27	20	13	0	0
	Ancillary service agent	6	33	17	33	17	0	0
	Test house	7	29	0	43	29	0	0
	Load aggregator	0	0	0	0	0	0	0
	Electricity trader	9	44	11	33	11	0	0
	Other	3	0	0	33	0	67	0
Number of employees	Up to 100	34	26	21	32	9	9	3
	More than 100	36	22	33	25	17	3	0

		Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (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?)						
		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	.	70	30	21	14	9	11	14
Type of	Retailer	20	40	35	15	5	5	0
	Generator	22	32	32	5	9	9	14
	Distributor	27	48	22	11	4	7	7
	Consumer directly connected to the grid	8	13	0	38	13	25	13
	Purchaser from clearing manager	7	43	43	0	0	14	0
	Contracted EA service provider	3	0	0	0	0	33	67
	Metering equipment owner	15	47	33	7	0	13	0
	Ancillary service agent	6	17	50	17	0	0	17
	Test house	7	29	14	0	0	14	43
	Load aggregator	0	0	0	0	0	0	0
	Electricity trader	9	44	22	11	11	11	0
	Other	3	0	0	33	0	67	0
Number of employees	Up to 100	34	21	24	18	12	9	18
	More than 100	36	39	19	11	6	14	11

		Ease of keeping up-to-date with changes (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:)						
		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	.	70	1	17	33	29	17	3
Type of	Retailer	20	0	30	20	25	20	5
.	Generator	22	0	18	23	27	23	9
.	Distributor	27	0	11	37	37	11	4
.	Consumer directly connected to the grid	8	0	13	25	38	13	13
.	Purchaser from clearing manager	7	0	14	29	29	29	0
.	Contracted EA service provider	3	33	67	0	0	0	0
.	Metering equipment owner	15	0	20	40	20	20	0
.	Ancillary service agent	6	0	33	33	33	0	0
.	Test house	7	0	29	14	29	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	22	11	22	44	0
.	Other	3	0	0	0	33	33	33
Number of employees	Up to 100	34	0	24	29	21	21	6
	More than 100	36	3	11	36	36	14	0

		Ease of understanding (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:)						
		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	.	70	0	19	41	23	14	3
Type of	Retailer	20	0	30	30	15	20	5
.	Generator	22	0	23	32	9	27	9
.	Distributor	27	0	15	48	22	11	4
.	Consumer directly connected to the grid	8	0	13	38	25	13	13
.	Purchaser from clearing manager	7	0	14	29	14	43	0
.	Contracted EA service provider	3	0	67	33	0	0	0
.	Metering equipment owner	15	0	33	13	27	27	0
.	Ancillary service agent	6	0	17	33	17	33	0
.	Test house	7	0	29	14	29	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	33	11	11	44	0
.	Other	3	0	0	0	67	0	33
Number of employees	Up to 100	34	0	21	38	24	12	6
	More than 100	36	0	17	44	22	17	0

		Ease to apply (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:)						
		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	.	70	1	21	40	24	10	3
Type of	Retailer	20	5	20	40	30	0	5
.	Generator	22	5	14	45	18	9	9
.	Distributor	27	0	22	33	26	15	4
.	Consumer directly connected to the grid	8	0	13	50	25	0	13
.	Purchaser from clearing manager	7	0	14	43	43	0	0
.	Contracted EA service provider	3	0	67	33	0	0	0
.	Metering equipment owner	15	0	33	20	27	20	0
.	Ancillary service agent	6	0	33	33	0	33	0
.	Test house	7	0	29	29	0	43	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	22	33	44	0	0
.	Other	3	0	0	0	67	0	33
Number of employees	Up to 100	34	0	29	32	24	9	6
	More than 100	36	3	14	47	25	11	0

		Adding value to the industry (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:)						
		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	.	70	7	27	39	23	1	3
Type of	Retailer	20	10	40	30	15	0	5
.	Generator	22	9	27	36	14	5	9
.	Distributor	27	4	30	37	22	4	4
.	Consumer directly connected to the grid	8	0	13	50	25	0	13
.	Purchaser from clearing manager	7	14	29	29	29	0	0
.	Contracted EA service provider	3	33	67	0	0	0	0
.	Metering equipment owner	15	13	27	33	20	7	0
.	Ancillary service agent	6	33	17	33	0	17	0
.	Test house	7	14	29	43	0	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	22	44	11	22	0	0
.	Other	3	0	33	0	33	0	33
Number of employees	Up to 100	34	3	29	35	26	0	6
	More than 100	36	11	25	42	19	3	0

		Having a low cost to apply (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:)						
		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	.	70	0	11	37	37	11	3
Type of	Retailer	20	0	5	40	35	15	5
.	Generator	22	0	9	36	36	9	9
.	Distributor	27	0	15	30	41	11	4
.	Consumer directly connected to the grid	8	0	13	38	25	13	13
.	Purchaser from clearing manager	7	0	0	0	71	29	0
.	Contracted EA service provider	3	0	0	67	33	0	0
.	Metering equipment owner	15	0	13	13	53	20	0
.	Ancillary service agent	6	0	17	0	33	50	0
.	Test house	7	0	29	14	29	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	11	22	44	22	0
.	Other	3	0	0	33	33	0	33
Number of employees	Up to 100	34	0	12	35	35	12	6
	More than 100	36	0	11	39	39	11	0

		Tick if any of the following apply to your company:					
			We have a risk management programme (Tick if any of the following apply to your company:)	We have a regulatory compliance manager (Tick if any of the following apply to your company:)	A third party carries out our compliance obligations (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 (Tick if any of the following apply to your company:)	None
		Base	Count	Row N %	Row N %	Row N %	Row N %
All	.	70	61	24	27	63	3
Type of	Retailer	20	65	35	30	55	5
.	Generator	22	59	18	23	82	0
.	Distributor	27	67	26	30	59	0
.	Consumer directly connected to the grid	8	50	13	25	50	13
.	Purchaser from clearing manager	7	57	29	14	71	0
.	Contracted EA service provider	3	67	33	0	67	0
.	Metering equipment owner	15	80	47	13	53	0
.	Ancillary service agent	6	50	17	33	67	0
.	Test house	7	57	29	29	71	0
.	Load aggregator	0	0	0	0	0	0
.	Electricity trader	9	89	33	22	67	0
.	Other	3	33	0	67	67	0
Number of employees	Up to 100	34	50	15	44	59	3
	More than 100	36	72	33	11	67	3

		Electricity Industry Act (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?)						
		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	.	70	6	21	54	11	4	3
Type of	Retailer	20	5	15	60	15	0	5
.	Generator	22	5	14	59	14	5	5
.	Distributor	27	7	26	52	7	4	4
.	Consumer directly connected to the grid	8	0	13	38	38	0	13
.	Purchaser from clearing manager	7	14	0	57	29	0	0
.	Contracted EA service provider	3	0	33	0	0	33	33
.	Metering equipment owner	15	7	20	53	20	0	0
.	Ancillary service agent	6	17	17	50	17	0	0
.	Test house	7	14	14	71	0	0	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	11	56	22	0	0
.	Other	3	0	0	67	0	33	0
Number of employees	Up to 100	34	6	29	47	9	6	3
	More than 100	36	6	14	61	14	3	3

		Electricity Industry (Enforcement) Regulations (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?)						
		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	.	70	4	17	49	16	6	9
Type of	Retailer	20	5	20	50	15	5	5
.	Generator	22	5	5	45	18	5	23
.	Distributor	27	4	15	52	15	7	7
.	Consumer directly connected to the grid	8	0	13	38	38	0	13
.	Purchaser from clearing manager	7	14	0	57	29	0	0
.	Contracted EA service provider	3	0	33	0	0	33	33
.	Metering equipment owner	15	7	13	40	27	7	7
.	Ancillary service agent	6	17	17	33	17	0	17
.	Test house	7	14	14	43	14	0	14
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	11	44	33	0	0
.	Other	3	0	0	33	33	0	33
Number of employees	Up to 100	34	6	26	35	12	9	12
	More than 100	36	3	8	61	19	3	6

		Electricity Industry Participation Code (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?)						
		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	.	70	13	43	30	10	0	4
Type of	Retailer	20	20	40	20	15	0	5
.	Generator	22	23	27	27	14	0	9
.	Distributor	27	11	52	30	4	0	4
.	Consumer directly connected to the grid	8	0	25	50	13	0	13
.	Purchaser from clearing manager	7	43	43	14	0	0	0
.	Contracted EA service provider	3	0	67	0	0	0	33
.	Metering equipment owner	15	27	60	13	0	0	0
.	Ancillary service agent	6	50	33	17	0	0	0
.	Test house	7	29	29	43	0	0	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	33	33	22	11	0	0
.	Other	3	0	0	33	33	0	33
Number of employees	Up to 100	34	12	44	24	15	0	6
	More than 100	36	14	42	36	6	0	3

		Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations (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?)						
		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	.	70	20	14	23	9	10	24
Type of	Retailer	20	40	15	25	5	5	10
.	Generator	22	27	9	14	9	18	23
.	Distributor	27	22	19	15	15	15	15
.	Consumer directly connected to the grid	8	0	13	25	13	13	38
.	Purchaser from clearing manager	7	71	14	0	0	0	14
.	Contracted EA service provider	3	0	0	0	0	0	100
.	Metering equipment owner	15	40	7	20	7	13	13
.	Ancillary service agent	6	67	0	0	0	0	33
.	Test house	7	14	0	29	14	0	43
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	56	11	11	0	11	11
.	Other	3	0	0	33	0	33	33
Number of employees	Up to 100	34	24	12	21	3	12	29
	More than 100	36	17	17	25	14	8	19

		Do you know how to make a Code amendment proposal to suggest changes to the Code? Please tick which applies.		
		Base	Yes	No
		Count	Row N %	Row N %
All	.	70	43	57
Type of	Retailer	20	55	45
.	Generator	22	45	55
.	Distributor	27	41	59
.	Consumer directly connected to the grid	8	50	50
.	Purchaser from clearing manager	7	86	14
.	Contracted EA service provider	3	67	33
.	Metering equipment owner	15	73	27
.	Ancillary service agent	6	50	50
.	Test house	7	57	43
.	Load aggregator	0	0	0
.	Electricity trader	9	67	33
.	Other	3	0	100
Number of employees	Up to 100	34	32	68
	More than 100	36	53	47

		The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.								
			Guidelines on the Authority's website (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	Placing case studies on the Authority's website (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	Responding to requests from participants to do site visits (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	Compliance Update (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	Facilitated settlement (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 workshop (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	Talk to an investigator service (The Authority uses a number of ways to try and ensure participants are aware of the Code. Please tick all that you have used.)	None
		Base								
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	83	16	21	46	10	53	26	7
Type of	Retailer	20	95	20	35	40	15	50	20	0
.	Generator	22	95	14	32	45	23	59	32	0
.	Distributor	27	89	19	15	56	7	63	30	7
.	Consumer directly connected to the grid	8	63	13	13	13	25	25	38	13
.	Purchaser from clearing manager	7	86	14	71	86	43	86	43	0
.	Contracted EA service provider	3	33	0	0	67	0	100	33	0
.	Metering equipment owner	15	100	33	40	67	27	87	40	0
.	Ancillary service agent	6	100	33	50	67	33	83	50	0
.	Test house	7	86	43	14	43	0	71	0	0
.	Load aggregator	0	0	0	0	0	0	0	0	0
.	Electricity trader	9	89	33	33	44	33	67	22	0
.	Other	3	67	0	0	0	0	0	0	33
Number of employees	Up to 100	34	88	15	15	38	3	41	24	3
	More than 100	36	78	17	28	53	17	64	28	11

		Guidelines 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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	13	47	30	7	3	0
Type of	Retailer	20	15	55	15	10	5	0
.	Generator	22	5	55	41	0	0	0
.	Distributor	27	11	56	30	4	0	0
.	Consumer directly connected to the grid	8	13	63	25	0	0	0
.	Purchaser from clearing manager	7	0	57	29	14	0	0
.	Contracted EA service provider	3	33	0	33	33	0	0
.	Metering equipment owner	15	13	53	27	7	0	0
.	Ancillary service agent	6	0	50	33	17	0	0
.	Test house	7	0	43	29	14	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	56	33	0	0	0
.	Other	3	0	33	67	0	0	0
Number of employees	Up to 100	34	12	50	21	12	6	0
	More than 100	36	14	44	39	3	0	0

		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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	7	33	44	9	6	1
Type of	Retailer	20	10	35	30	20	5	0
.	Generator	22	9	23	55	5	9	0
.	Distributor	27	4	44	44	4	4	0
.	Consumer directly connected to the grid	8	0	38	38	13	0	13
.	Purchaser from clearing manager	7	14	29	14	43	0	0
.	Contracted EA service provider	3	0	33	67	0	0	0
.	Metering equipment owner	15	7	27	47	13	7	0
.	Ancillary service agent	6	33	0	17	33	17	0
.	Test house	7	14	14	43	0	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	44	22	22	0	0
.	Other	3	0	33	67	0	0	0
Number of employees	Up to 100	34	12	26	41	12	9	0
	More than 100	36	3	39	47	6	3	3

		Responding to requests from participants to do site visits (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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	16	30	44	3	6	1
Type of	Retailer	20	25	40	25	5	5	0
.	Generator	22	23	32	41	5	0	0
.	Distributor	27	7	33	56	0	4	0
.	Consumer directly connected to the grid	8	13	38	50	0	0	0
.	Purchaser from clearing manager	7	29	57	0	14	0	0
.	Contracted EA service provider	3	0	33	33	0	33	0
.	Metering equipment owner	15	27	47	20	0	7	0
.	Ancillary service agent	6	50	17	33	0	0	0
.	Test house	7	14	14	57	0	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	33	56	11	0	0	0
.	Other	3	67	0	33	0	0	0
Number of employees	Up to 100	34	18	26	41	6	9	0
	More than 100	36	14	33	47	0	3	3

		Compliance Update (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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	6	39	46	9	1	0
Type of	Retailer	20	5	40	45	10	0	0
.	Generator	22	9	27	55	9	0	0
.	Distributor	27	4	59	37	0	0	0
.	Consumer directly connected to the grid	8	13	38	50	0	0	0
.	Purchaser from clearing manager	7	0	43	29	29	0	0
.	Contracted EA service provider	3	0	67	33	0	0	0
.	Metering equipment owner	15	0	40	47	13	0	0
.	Ancillary service agent	6	0	17	50	33	0	0
.	Test house	7	0	14	57	14	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	33	56	11	0	0
.	Other	3	0	0	100	0	0	0
Number of employees	Up to 100	34	6	35	41	18	0	0
	More than 100	36	6	42	50	0	3	0

		Facilitated settlement (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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	4	17	60	9	7	3
Type of	Retailer	20	0	15	70	10	5	0
.	Generator	22	9	18	55	14	5	0
.	Distributor	27	4	30	56	7	4	0
.	Consumer directly connected to the grid	8	0	38	38	13	0	13
.	Purchaser from clearing manager	7	0	29	57	14	0	0
.	Contracted EA service provider	3	0	0	67	0	33	0
.	Metering equipment owner	15	0	20	53	20	7	0
.	Ancillary service agent	6	0	17	67	0	17	0
.	Test house	7	0	0	43	14	43	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	0	22	67	11	0	0
.	Other	3	33	0	67	0	0	0
Number of employees	Up to 100	34	9	12	65	6	9	0
	More than 100	36	0	22	56	11	6	6

		Industry workshop (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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	23	34	31	6	4	1
Type of	Retailer	20	35	30	30	5	0	0
.	Generator	22	32	36	23	0	9	0
.	Distributor	27	22	41	30	7	0	0
.	Consumer directly connected to the grid	8	13	38	50	0	0	0
.	Purchaser from clearing manager	7	57	14	14	14	0	0
.	Contracted EA service provider	3	33	33	33	0	0	0
.	Metering equipment owner	15	27	47	20	7	0	0
.	Ancillary service agent	6	50	33	17	0	0	0
.	Test house	7	29	14	29	14	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	44	33	22	0	0	0
.	Other	3	33	33	33	0	0	0
Number of employees	Up to 100	34	21	26	38	9	6	0
	More than 100	36	25	42	25	3	3	3

		Talk to an investigator service (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'.)						
		Base	1 - Very effective	2	3	4	5 - Not effective at all	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	11	34	39	11	4	0
Type of	Retailer	20	5	35	35	20	5	0
.	Generator	22	23	41	27	9	0	0
.	Distributor	27	7	37	44	11	0	0
.	Consumer directly connected to the grid	8	25	25	25	25	0	0
.	Purchaser from clearing manager	7	14	57	0	29	0	0
.	Contracted EA service provider	3	33	33	33	0	0	0
.	Metering equipment owner	15	7	33	47	13	0	0
.	Ancillary service agent	6	17	67	17	0	0	0
.	Test house	7	0	14	43	14	29	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	33	33	22	0	0
.	Other	3	33	0	67	0	0	0
Number of employees	Up to 100	34	12	44	32	6	6	0
	More than 100	36	11	25	44	17	3	0

		Are you aware of the role of the Rulings Panel?		
		Base	Yes	No
		Count	Row N %	Row N %
All	.	70	76	24
Type of	Retailer	20	80	20
.	Generator	22	77	23
.	Distributor	27	85	15
.	Consumer directly connected to the grid	8	50	50
.	Purchaser from clearing manager	7	86	14
.	Contracted EA service provider	3	100	0
.	Metering equipment owner	15	100	0
.	Ancillary service agent	6	100	0
.	Test house	7	71	29
.	Load aggregator	0	0	0
.	Electricity trader	9	89	11
.	Other	3	33	67
Number of employees	Up to 100	34	74	26
	More than 100	36	78	22

		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?						
		Base	1 - Very well balanced	2	3	4	5 - Not at all well balanced	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	6	29	46	14	4	1
Type of	Retailer	20	15	35	35	5	5	5
.	Generator	22	9	23	36	23	5	5
.	Distributor	27	0	26	56	7	7	4
.	Consumer directly connected to the grid	8	13	13	38	13	13	13
.	Purchaser from clearing manager	7	0	57	29	0	14	0
.	Contracted EA service provider	3	0	67	0	33	0	0
.	Metering equipment owner	15	7	40	33	7	13	0
.	Ancillary service agent	6	0	33	50	0	17	0
.	Test house	7	29	14	43	0	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	33	33	11	11	0
.	Other	3	0	0	100	0	0	0
Number of employees	Up to 100	34	3	35	41	15	3	3
	More than 100	36	8	22	50	14	6	0

		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.						
		Base	1 - Flexible and encouraging of innovation but may be uncertain	2	3	4	5 - Certain and clear but may be inflexible	No answer
		Count	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
All	.	70	6	41	27	19	4	3
Type of	Retailer	20	10	50	20	10	0	10
.	Generator	22	5	36	32	18	0	9
.	Distributor	27	7	33	37	11	7	4
.	Consumer directly connected to the grid	8	13	25	13	38	0	13
.	Purchaser from clearing manager	7	14	57	14	14	0	0
.	Contracted EA service provider	3	0	67	0	33	0	0
.	Metering equipment owner	15	0	40	33	27	0	0
.	Ancillary service agent	6	0	67	17	17	0	0
.	Test house	7	0	14	29	43	14	0
.	Load aggregator	0	0	0	0	0	0	0
.	Electricity trader	9	11	44	33	11	0	0
.	Other	3	0	33	67	0	0	0
Number of employees	Up to 100	34	6	41	26	15	6	6
	More than 100	36	6	42	28	22	3	0

Questionnaire

INTRODUCTION

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 ACT

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	2	3	4	5 - I am not at all aware	Not applicable
Electricity Industry Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2 – UNDERSTANDING OF ELECTRICITY INDUSTRY ACT

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	2	3	4	5 - They do not understand at all	Not applicable
Electricity Industry Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 – ELECTRICITY INDUSTRY PARTICIPATION CODE

[Randomized answer list]

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

Q4 – REGULATORY RISK MANAGEMENT PROFILE

[Randomized answer list]

Tick if any of the following apply to your company:

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

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	2	3	4	5 - Very low	Not applicable
Electricity Industry Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry (Enforcement) Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity Industry Participation Code	<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	<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
 No

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.

Tick all used

- Guidelines on the Authority's website
 Placing case studies on the Authority's website
 Responding to requests from participants to do site visits
 Compliance Update link
 Facilitated settlement
 Industry workshop
 Talk to an investigator service

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'.

	1 - Very effective	2	3	4	5 - Not effective at all
Guidelines on the Authority's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placing case studies on the Authority's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to requests from participants to do site visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance Update link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitated settlement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk to an investigator service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 – AWARENESS OF RULINGS PANEL'S ROLE

Are you aware of the role of the Rulings Panel?

- Yes
- No

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	2	3	4	5 - Not at all well balanced
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 – FEXIBILITY 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	2	3	4	5 - Certain and clear but may be inflexible
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D1

[Randomized answer list]

What is your type of business in relation to electricity?

Tick all relevant boxes

- Retailer
- Generator
- Distributor (local or embedded network owner or operator)/grid owner
- A consumer directly connected to the grid
- A purchaser from the clearing manager
- A contracted Electricity Authority service provider
- A metering equipment owner
- An ancillary service agent
- A test house
- A load aggregator
- A trader in electricity
- Other _____ [Keep position ♦ Other]

D2

What is the size of your organisation?

Number of employees

- <10
- >10 and <50
- >50 and < 100
- >100

Complete -

Thank you for your participation. Your responses are an important part of our business information.

Please use your browser to close this window.