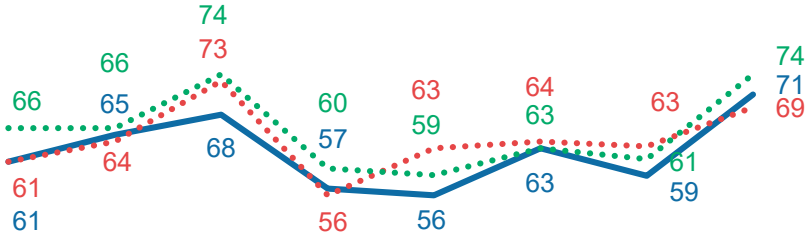


# Figure 1 – BUSINESS satisfaction with retailer measures

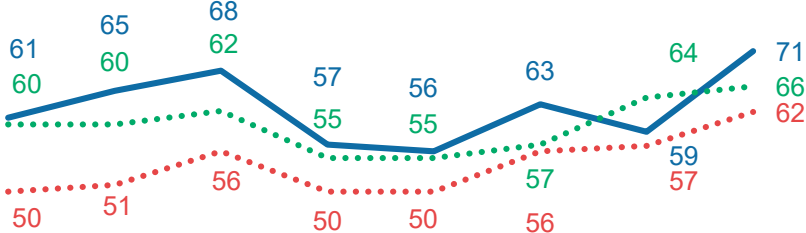
## Gas



Autumn '16   Spring '16   Autumn '17   Spring '17   Autumn '18   Spring '18   Autumn '19   Spring '19

— Overall Satisfaction   ..... Customer Service   ..... Billing

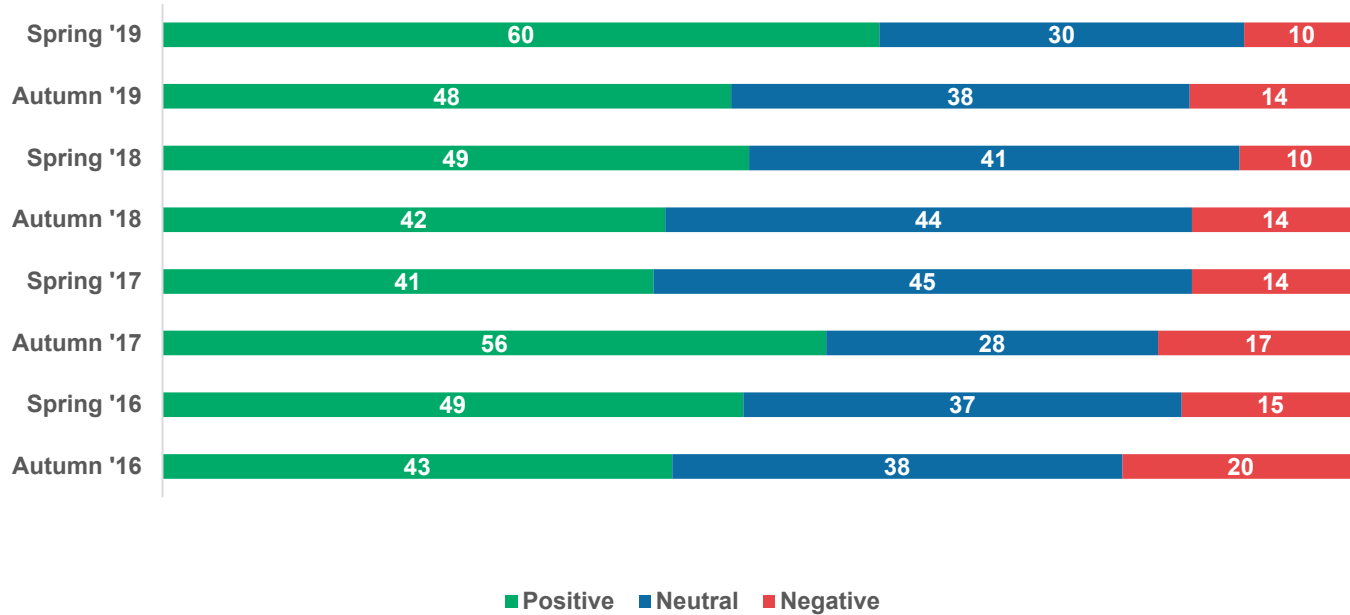
## Electricity



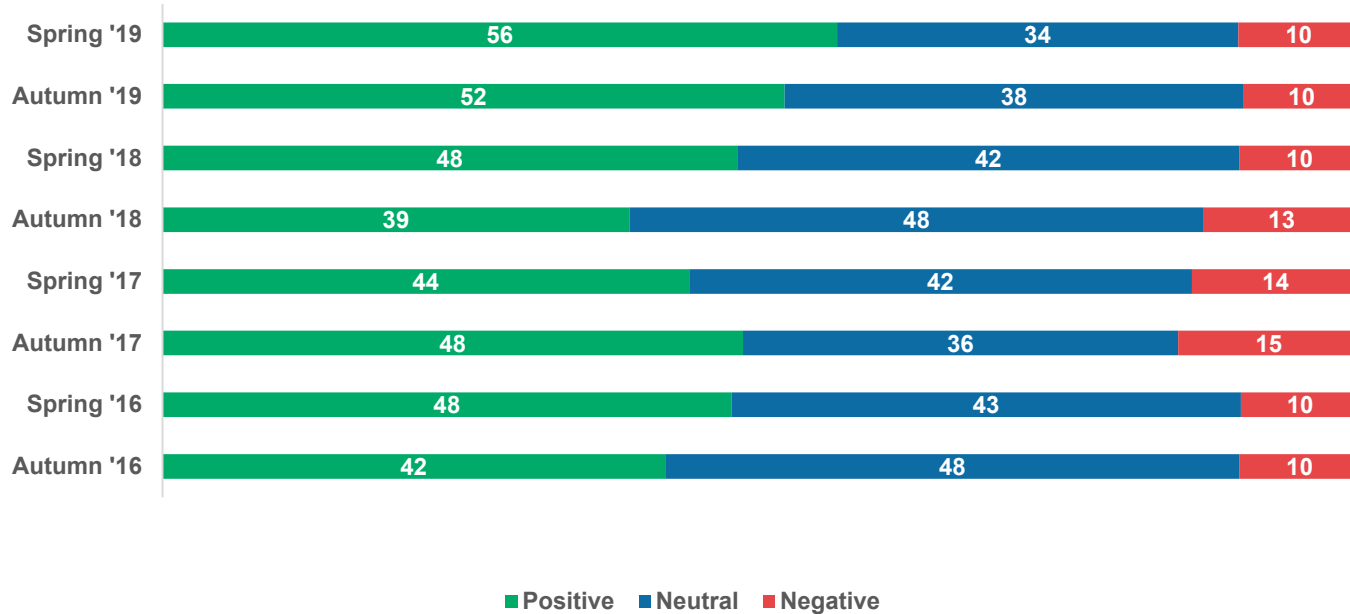
Autumn '16   Spring '16   Autumn '17   Spring '17   Autumn '18   Spring '18   Autumn '19   Spring '19

— Overall Satisfaction   ..... Customer Service   ..... Billing

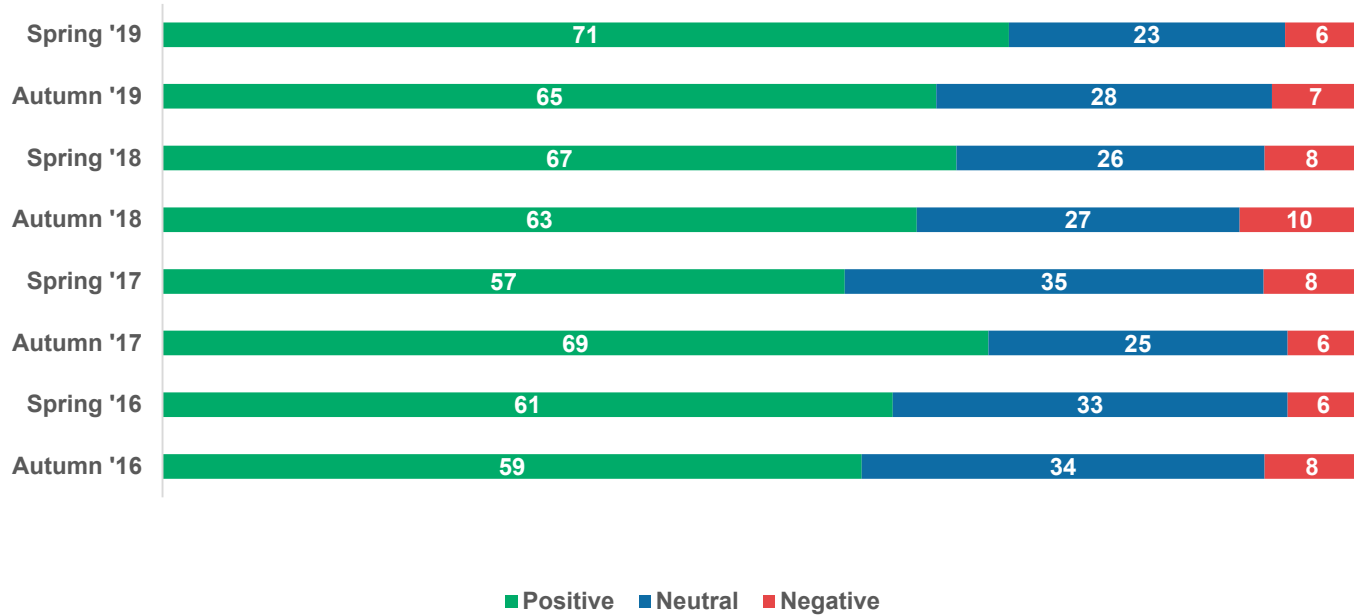
## Figure 5 – Satisfaction of BUSINESS with level of competition



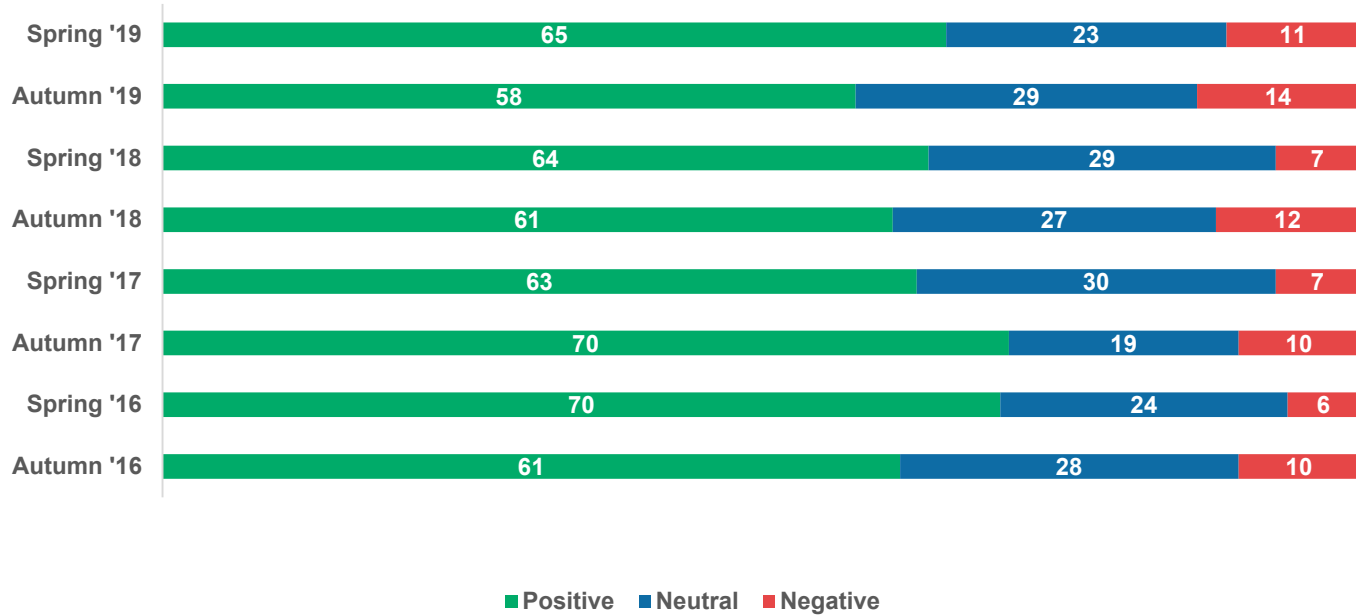
## Figure 9 – BUSINESS value for money of electricity services



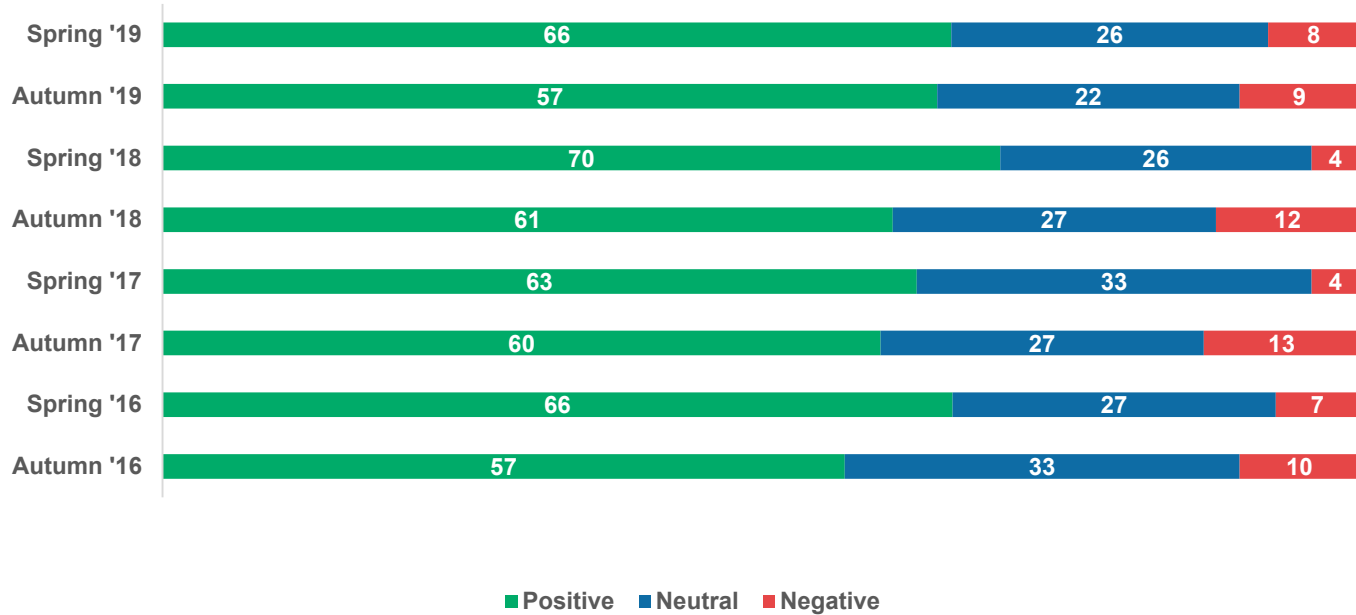
## Figure 10 – BUSINESS value for money of gas services



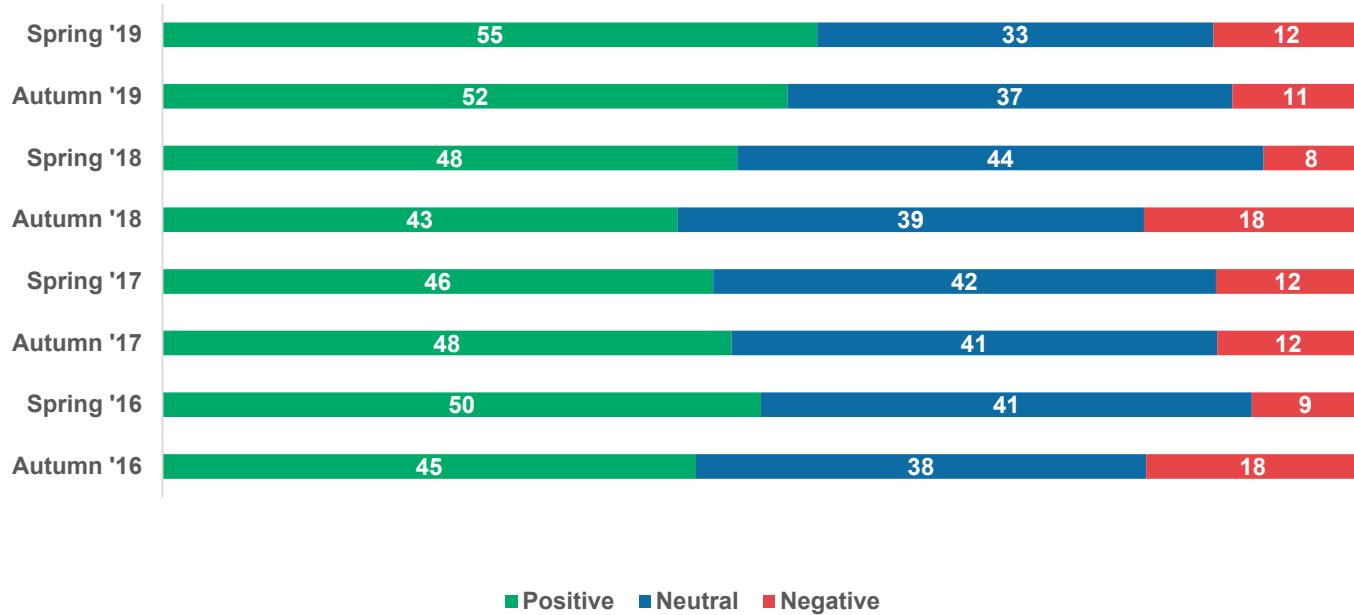
## Figure 13 – BUSINESS satisfaction with number of electricity outages



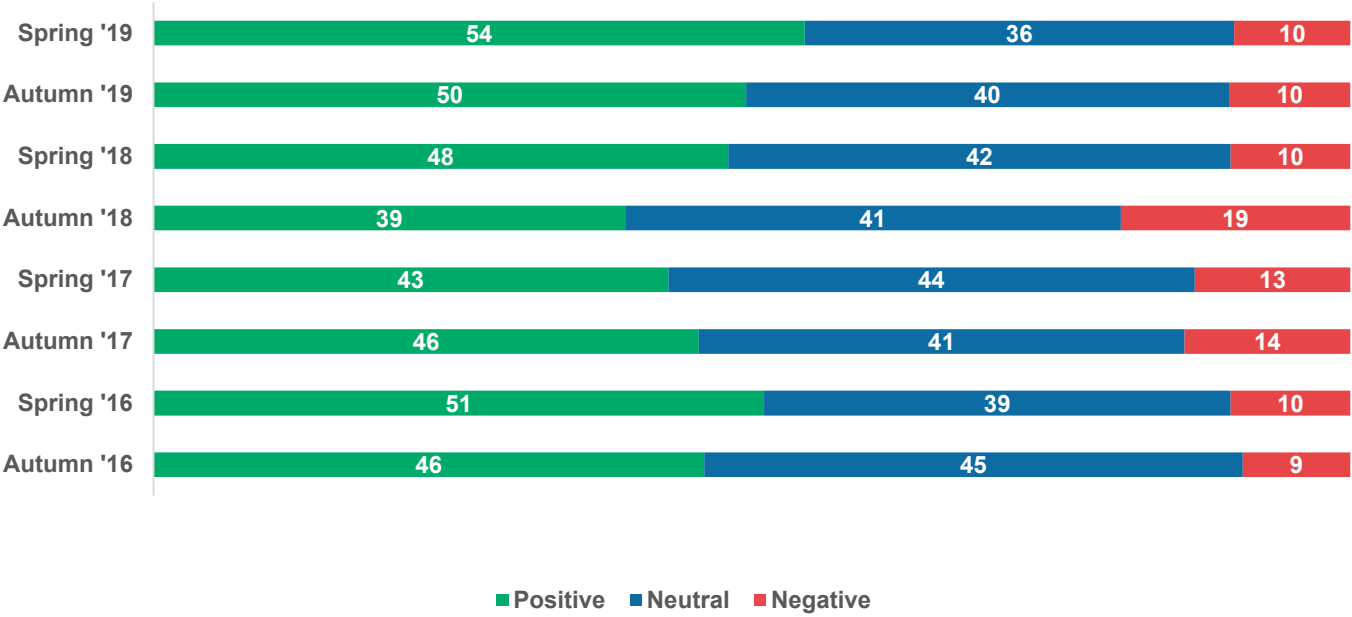
## Figure 14 – BUSINESS satisfaction with duration of electricity outages



## Figure 16 – BUSINESS confidence in future reliability

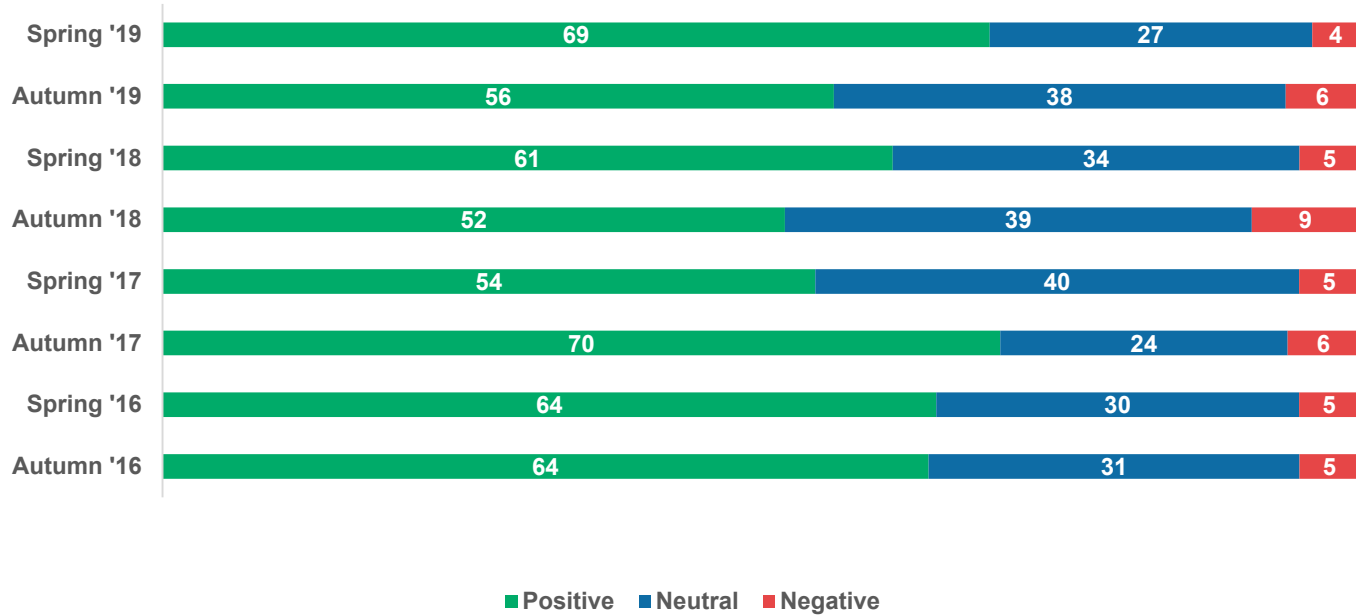


# Figure 19 – BUSINESS confidence in advances in technology

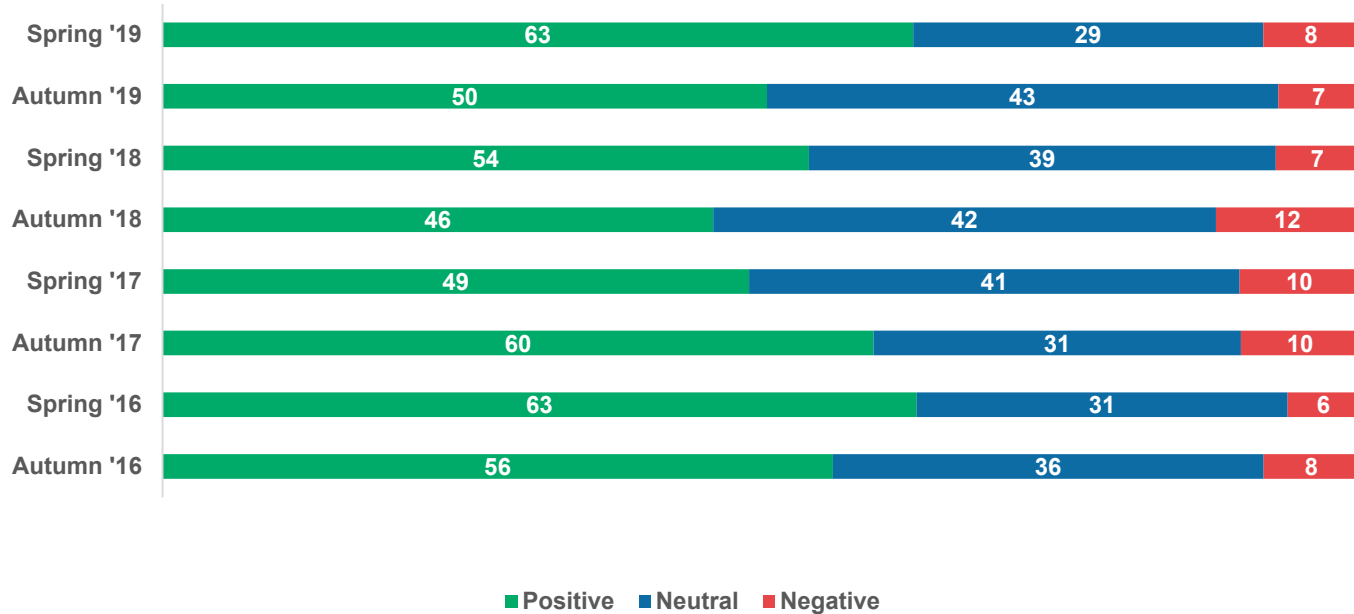




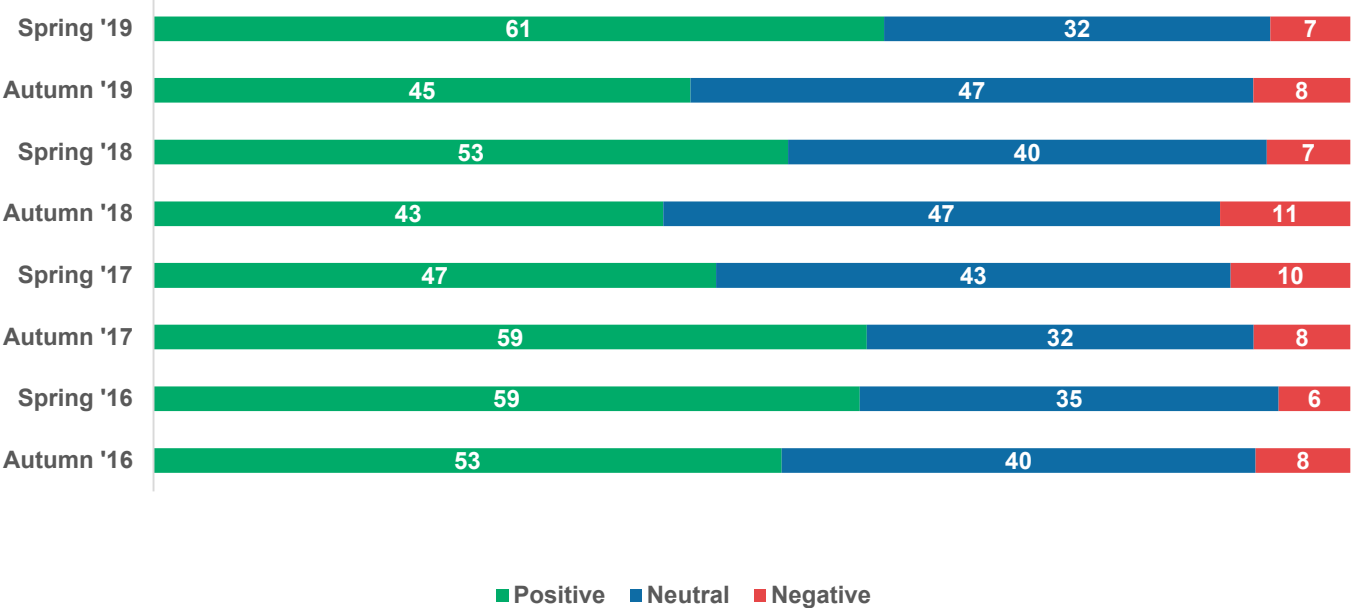
## Figure 21 – BUSINESS confidence in ability to make choices



## Figure 22 – BUSINESS confidence in availability of enough easily understood information



# Figure 23 – BUSINESS confidence in availability of tools



## Figure 25 – BUSINESS confidence in the market

