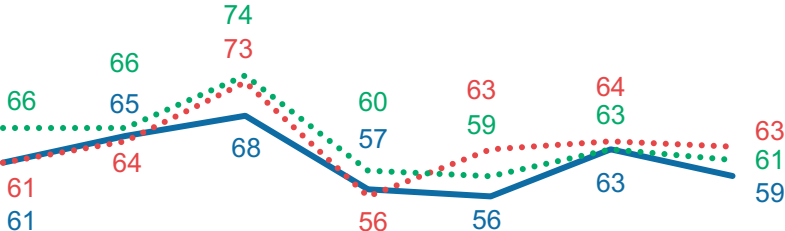


Figure 1 – BUSINESS satisfaction with retailer measures

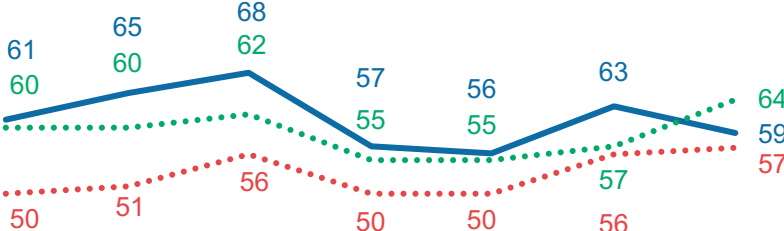
Gas



Survey 1 Survey 2 Survey 3 Survey 4 Survey 5 Survey 6 Survey 7

— Overall Satisfaction Customer Service Billing

Electricity



Survey 1 Survey 2 Survey 3 Survey 4 Survey 5 Survey 6 Survey 7

— Overall Satisfaction Customer Service Billing

Figure 5 – Satisfaction of BUSINESS with level of competition

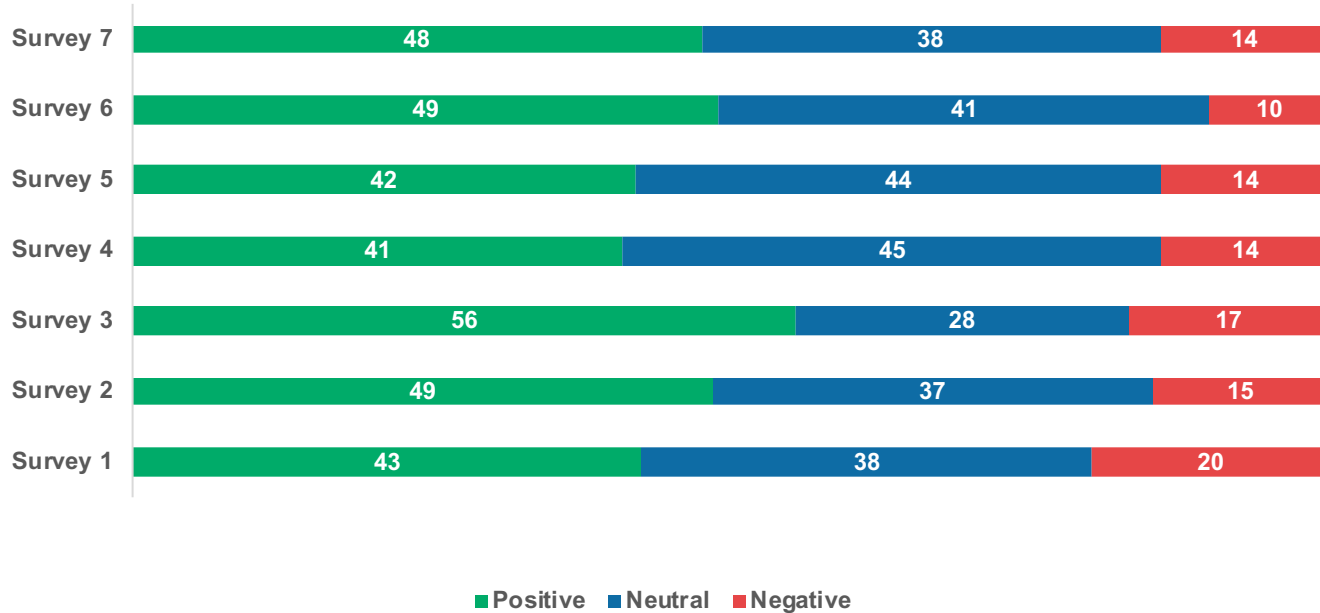


Figure 9 – BUSINESS value for money of electricity services

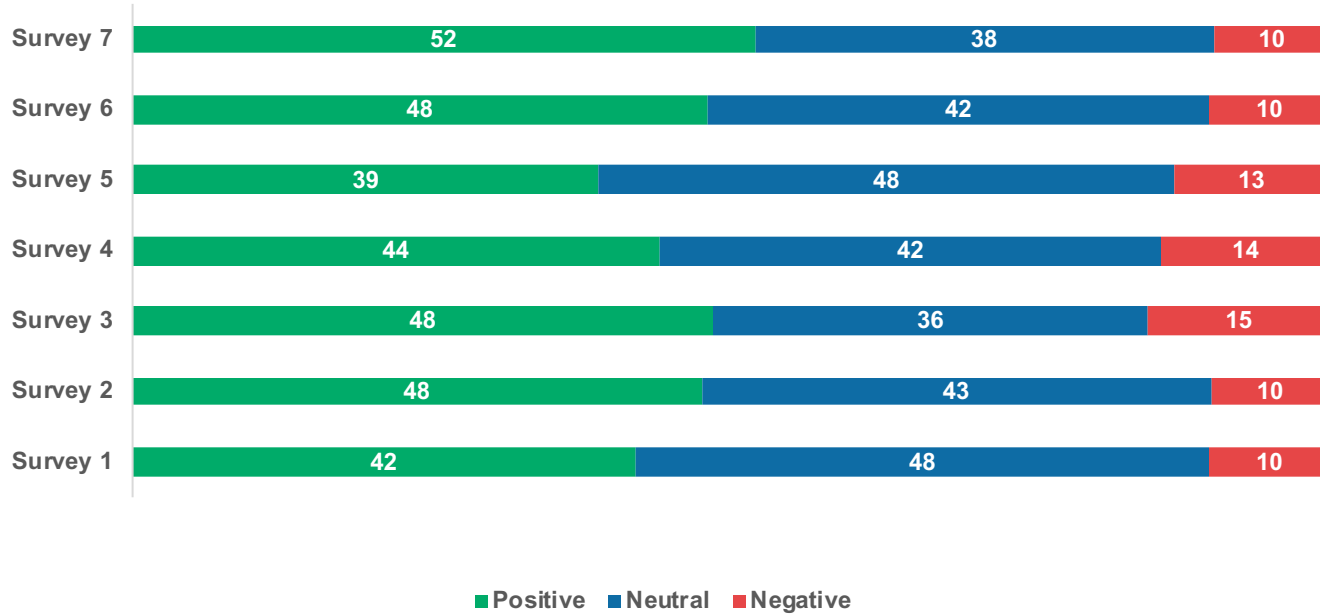


Figure 10 – BUSINESS value for money of gas services

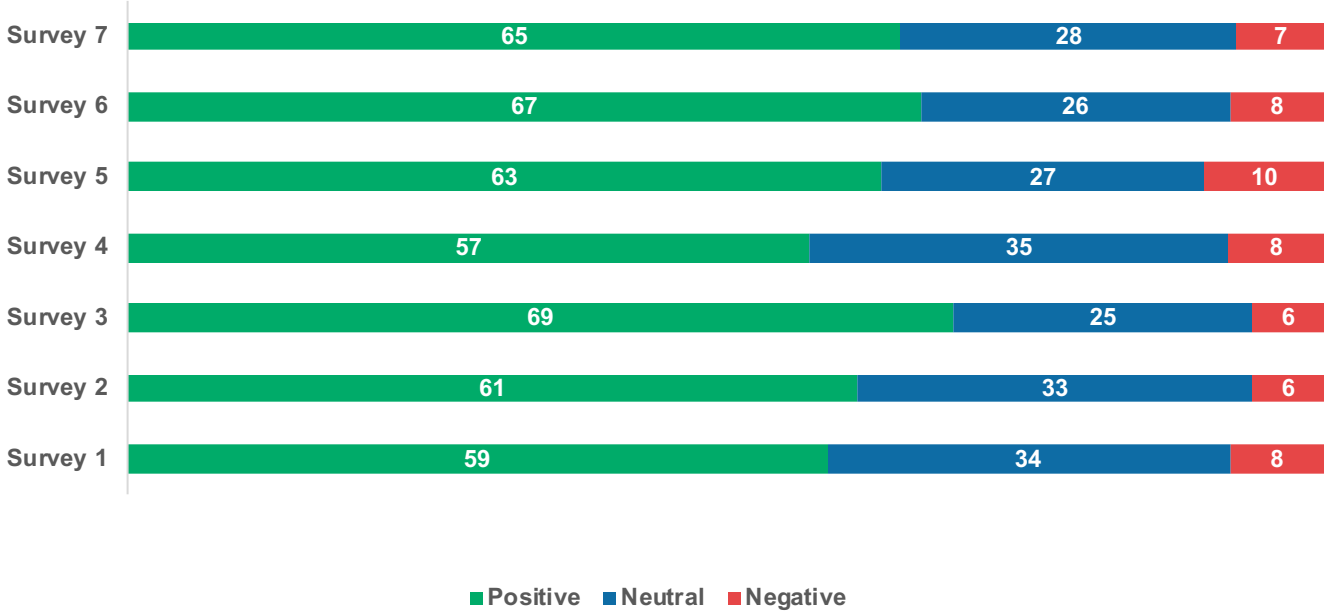


Figure 13 – BUSINESS satisfaction with number of electricity outages

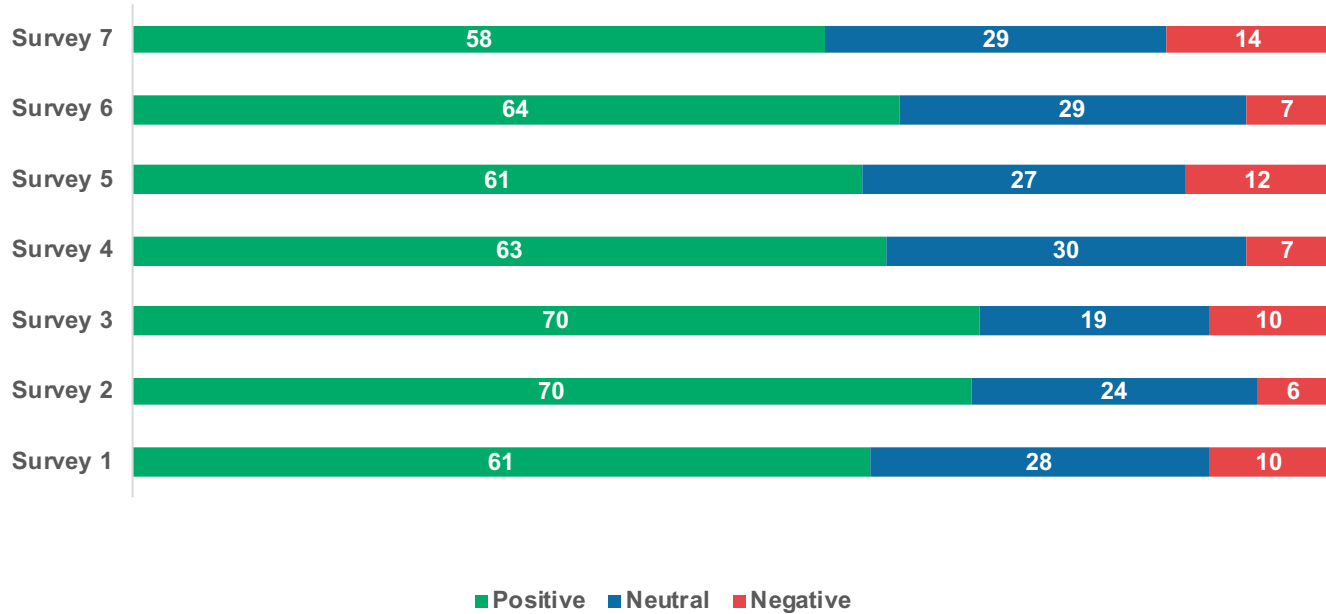


Figure 14 – BUSINESS satisfaction with duration of electricity outages

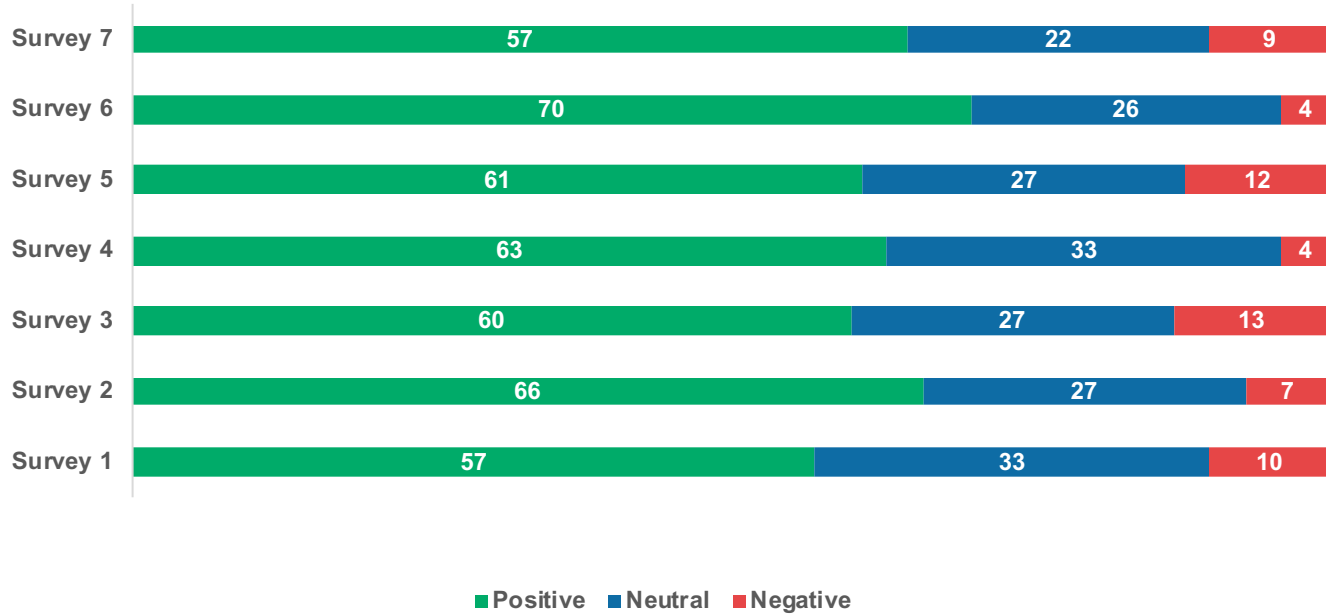


Figure 16 – BUSINESS confidence in future reliability

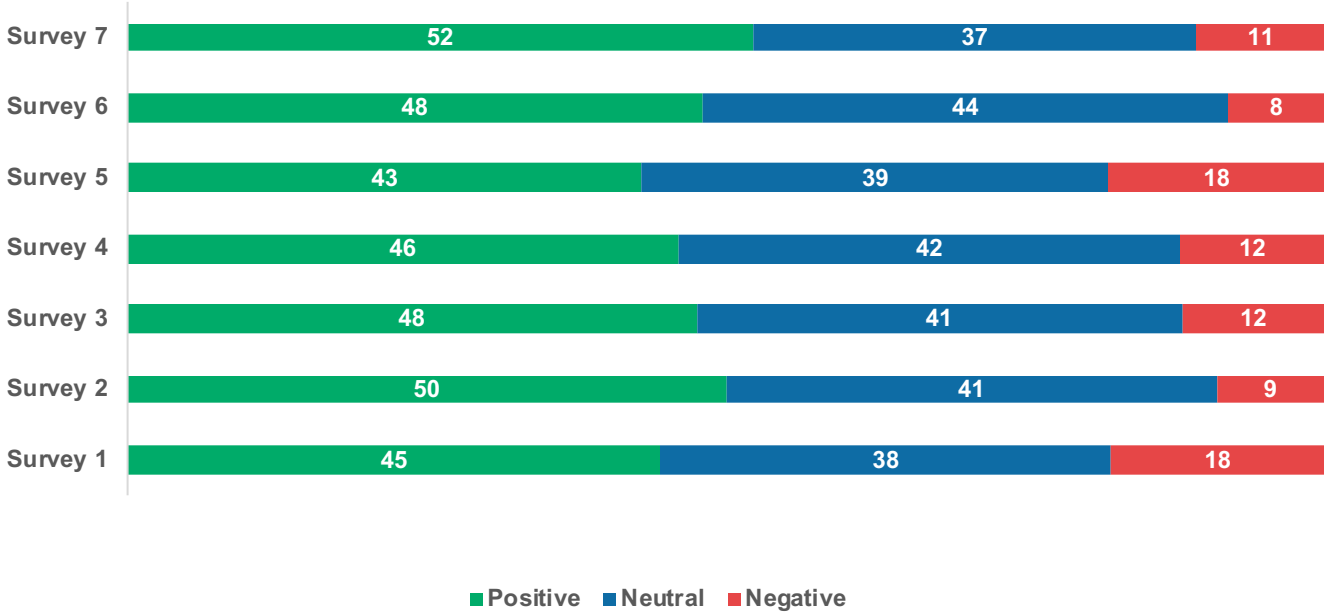


Figure 19 – BUSINESS confidence in advances in technology

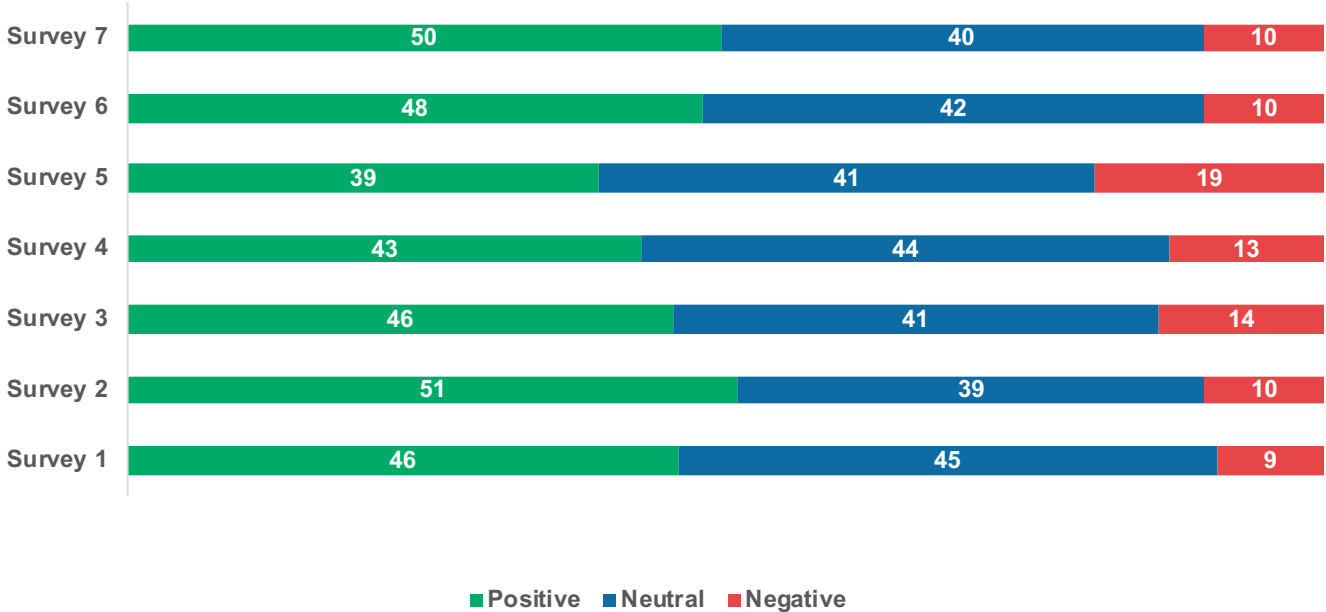


Figure 21 – BUSINESS confidence in ability to make choices

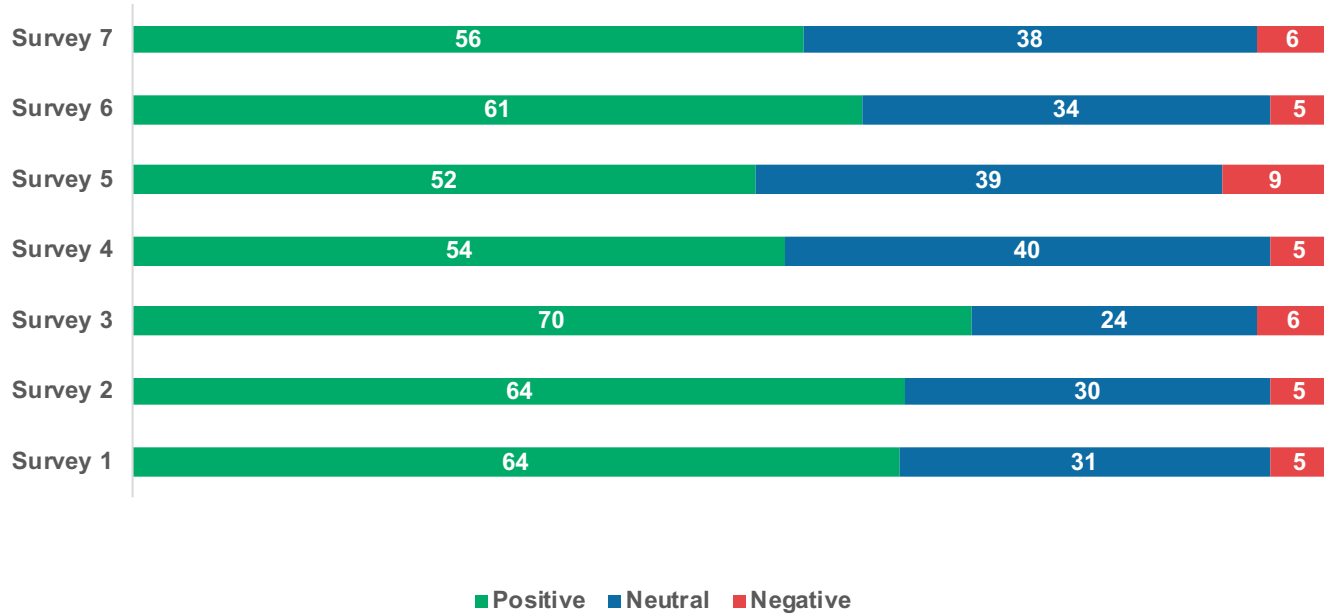


Figure 22 – BUSINESS confidence in availability of enough easily understood information

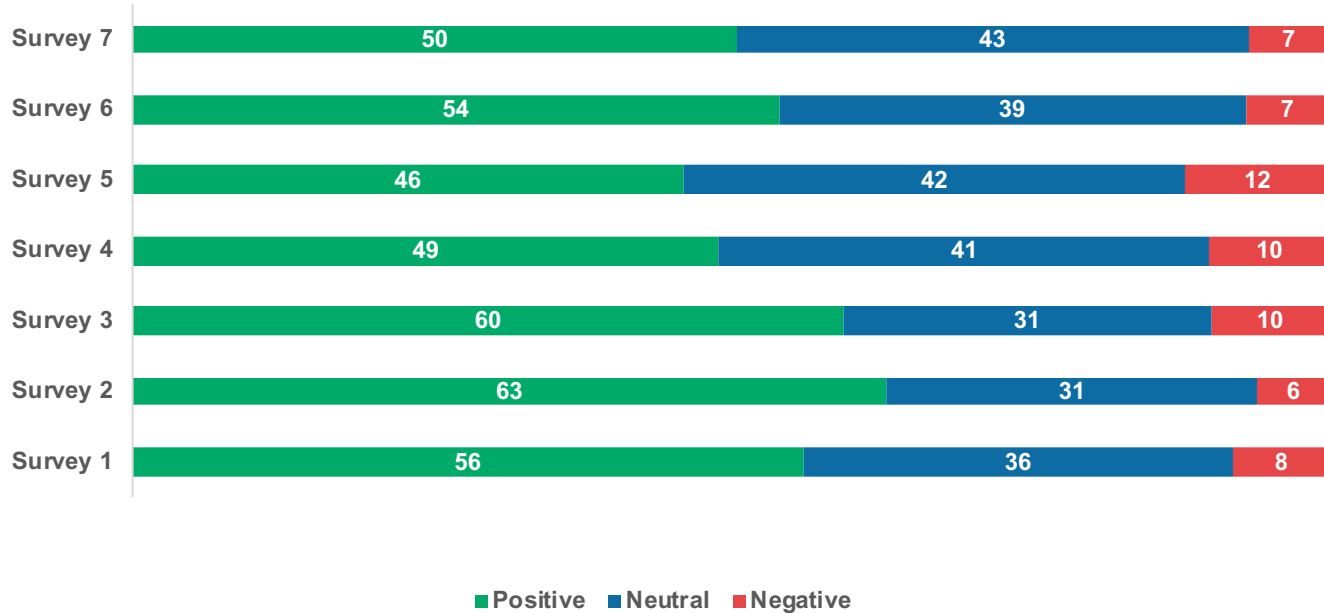


Figure 23 – BUSINESS confidence in availability of tools

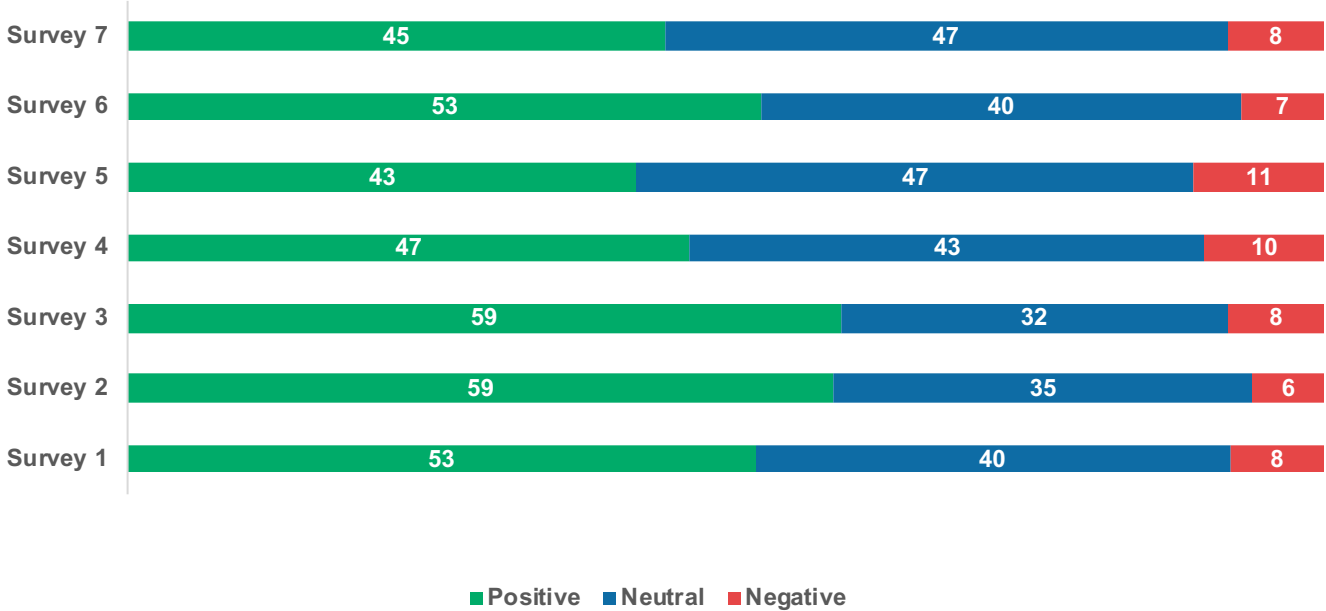


Figure 25 – BUSINESS confidence in the market

