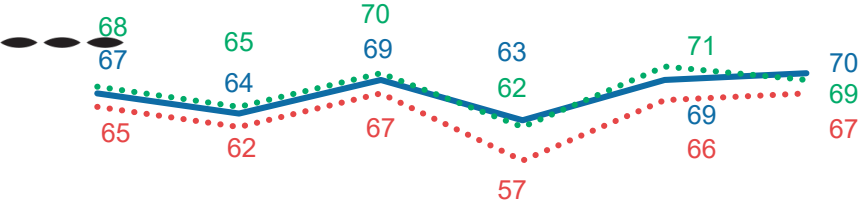
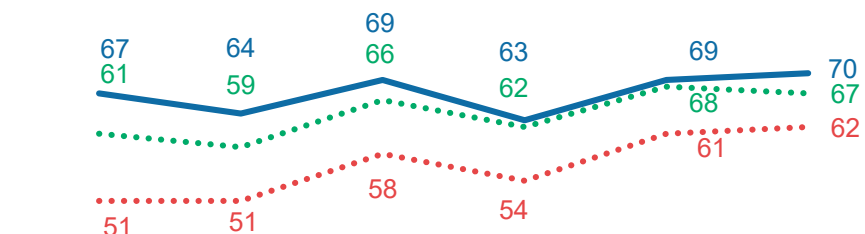


Figure 1 – Household satisfaction with retailer measures

Gas



Electricity



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

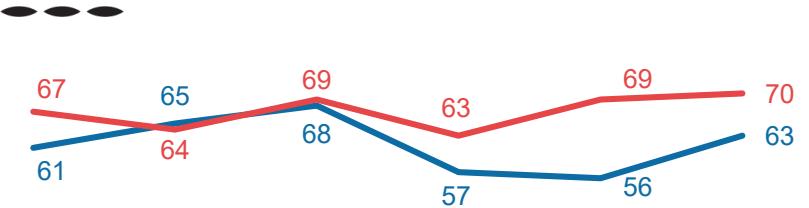
— Overall Satisfaction Customer Service Billing

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

— Overall Satisfaction Customer Service Billing

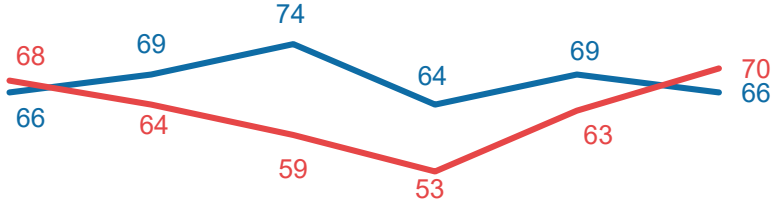
Figure 2 – Overall satisfaction of households with energy services (cont.)

Business/Household



Survey 1 Survey 2 Survey 3 Survey 4 Survey 5 Survey 6
 — Business — Household

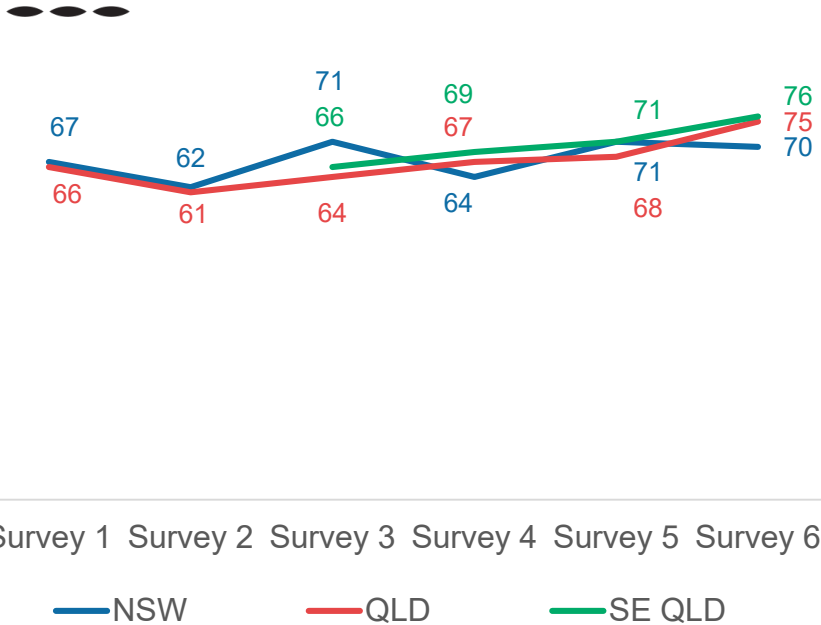
VIC/SA



Survey 1 Survey 2 Survey 3 Survey 4 Survey 5 Survey 6
 — Vic — SA

Figure 2 – Overall satisfaction of households with energy services

NSW/QLD/SE QLD



WA/TAS/ACT

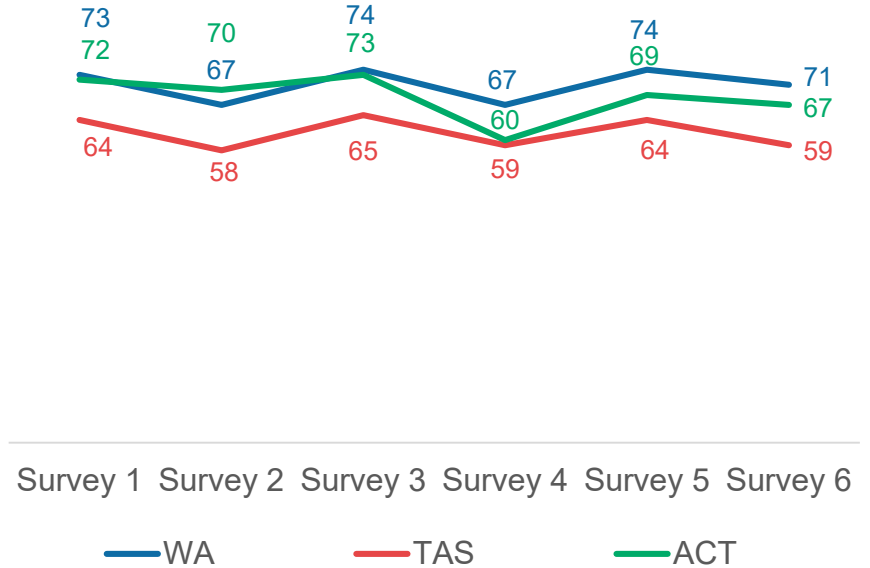
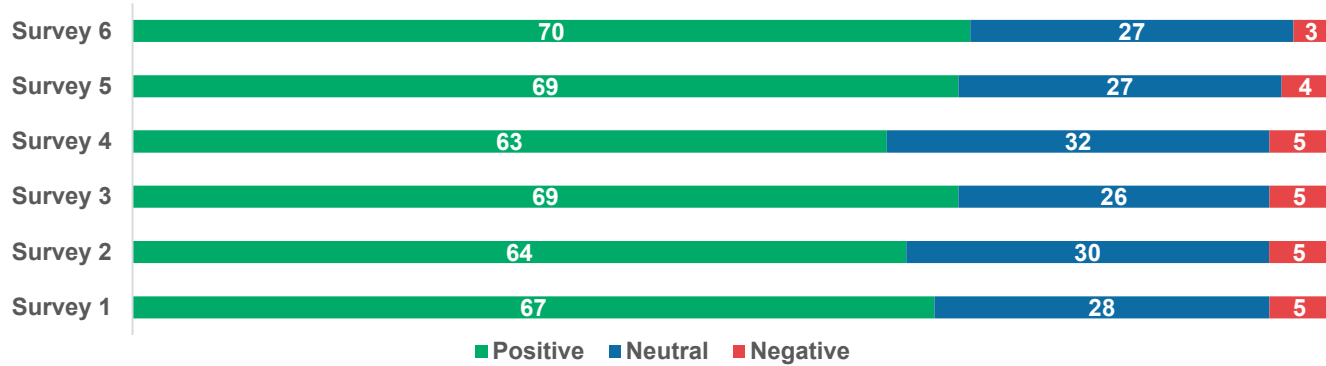


Figure 3 – Overall satisfaction of households/businesses with energy services

Household



Business

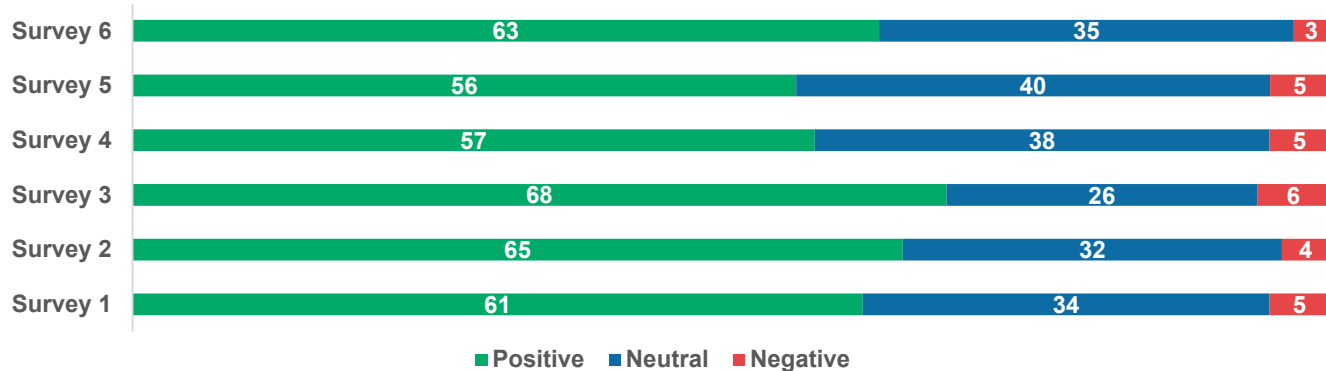


Figure 4 – Satisfaction with level of competition

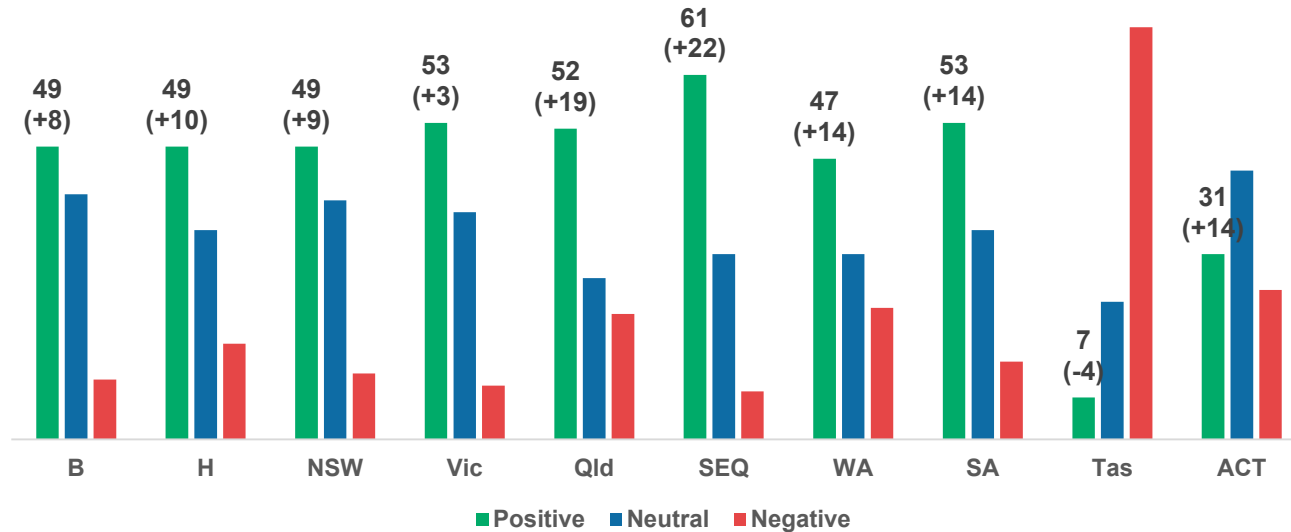


Figure 5 – Satisfaction of households with level of competition

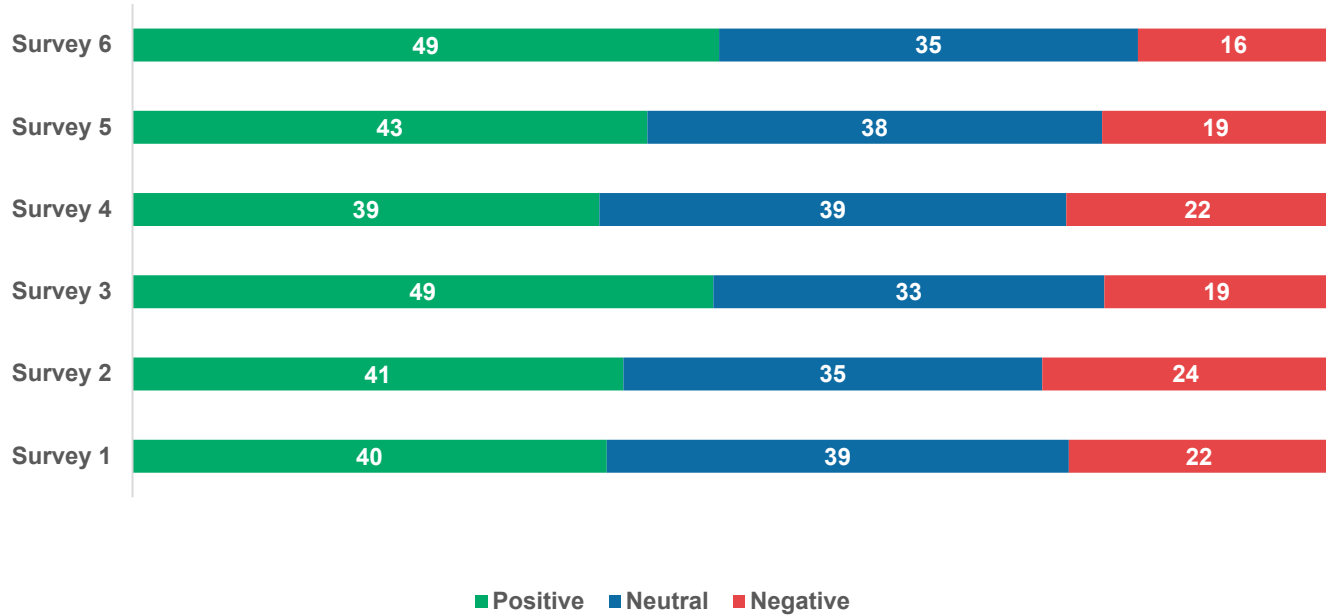


Figure 6 – N/A



Figure 7 – N/A



Figure 8 – Household's value for money of all services

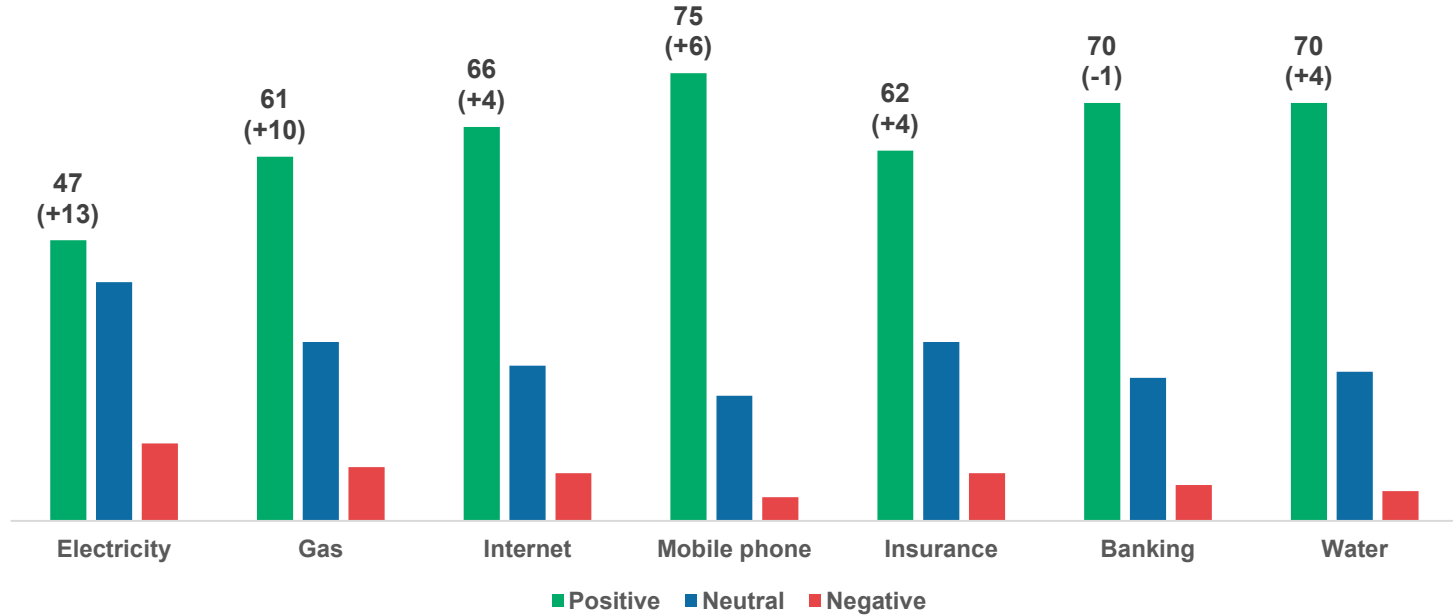


Figure 9 – Household's value for money of electricity services

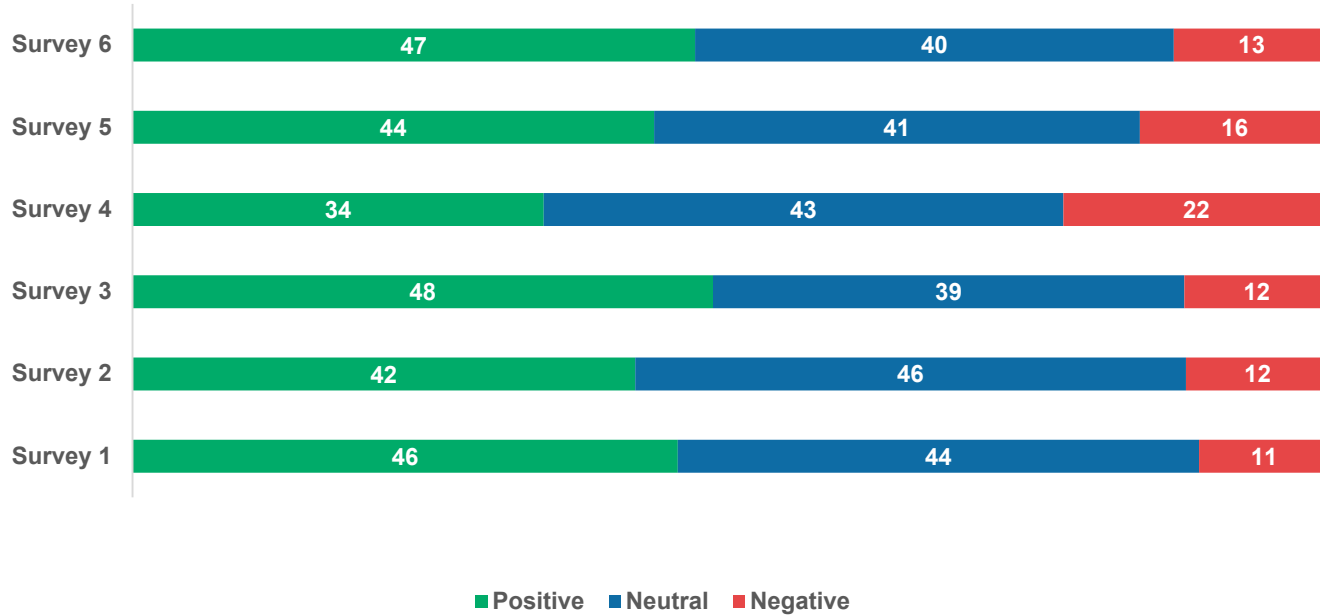


Figure 10 – Household's value for money of gas services

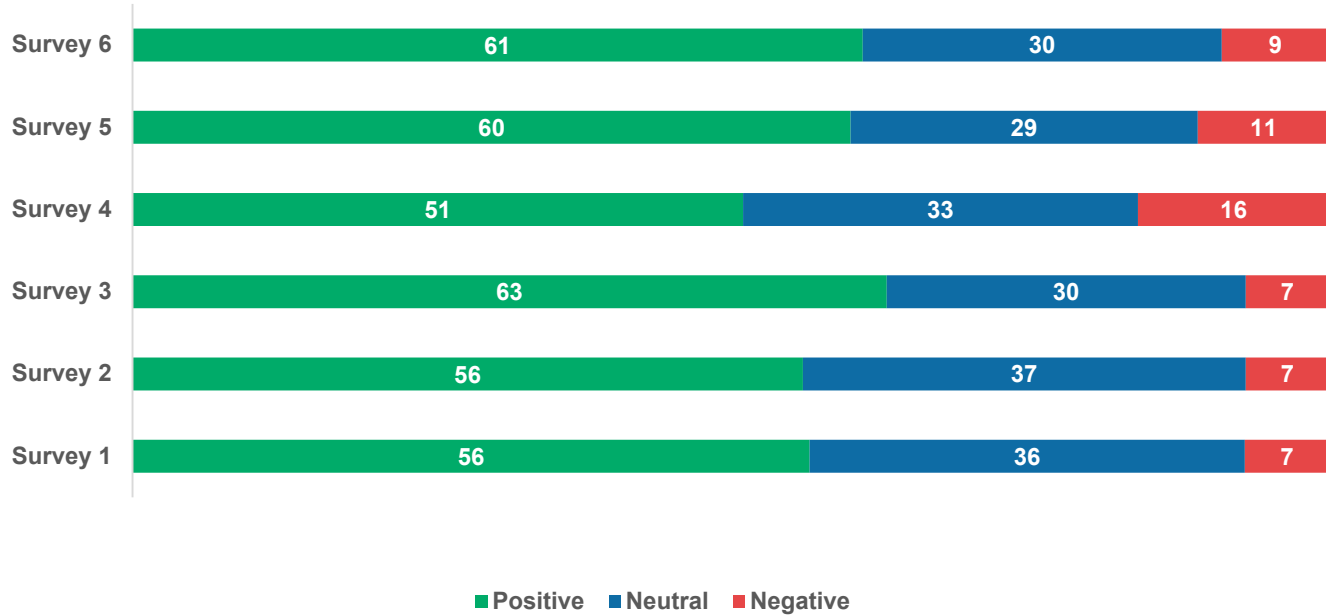


Figure 11 – Household's satisfaction with number of electricity outages

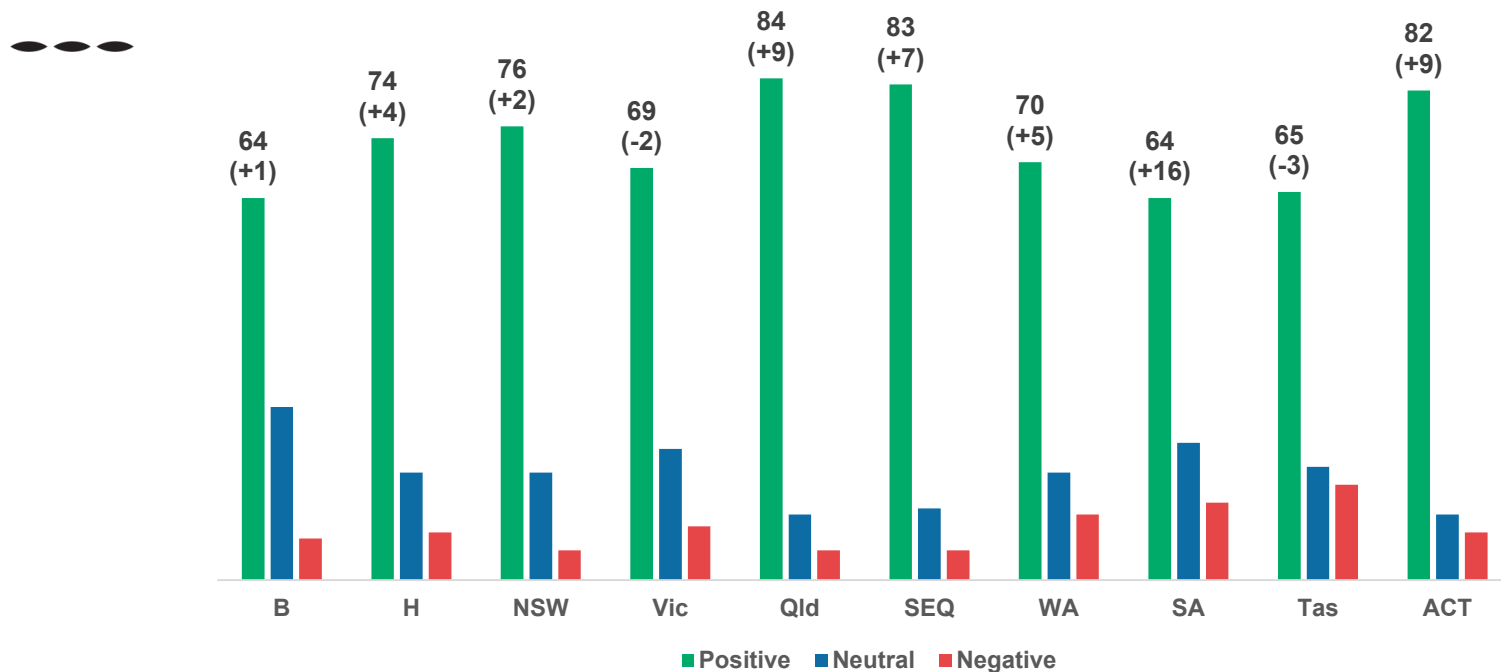


Figure 12 – Household's satisfaction with duration of electricity outages

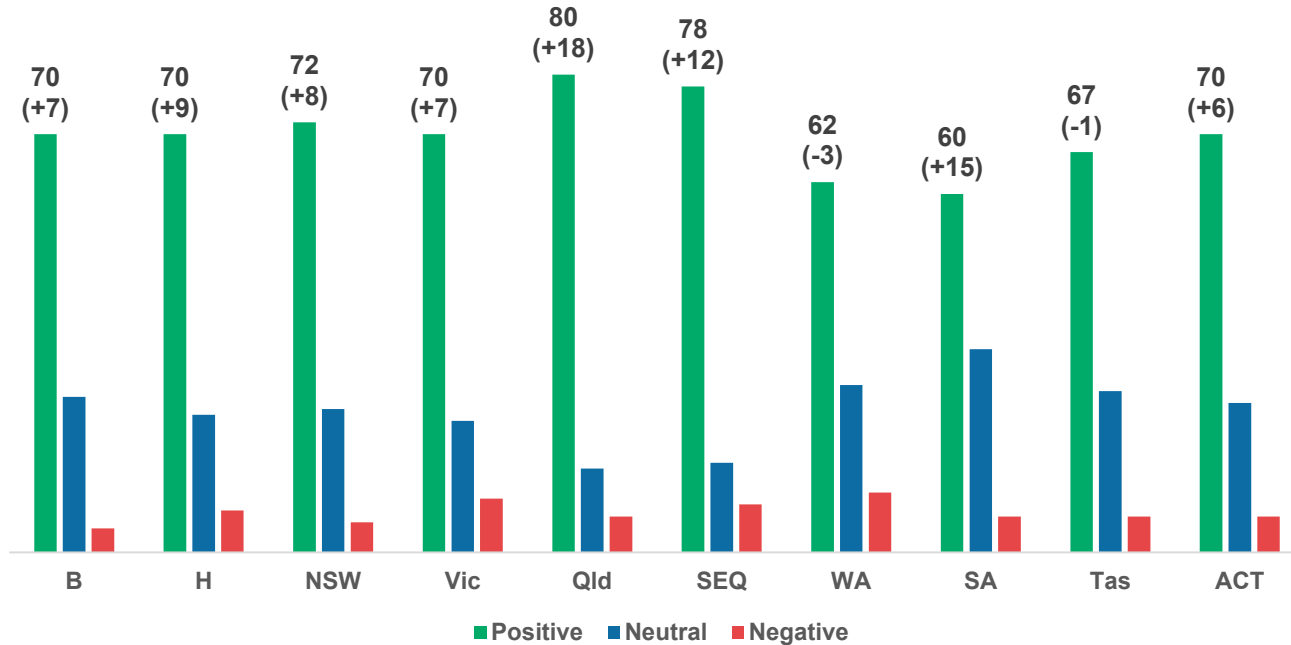


Figure 13 – Household's satisfaction with number of electricity outages

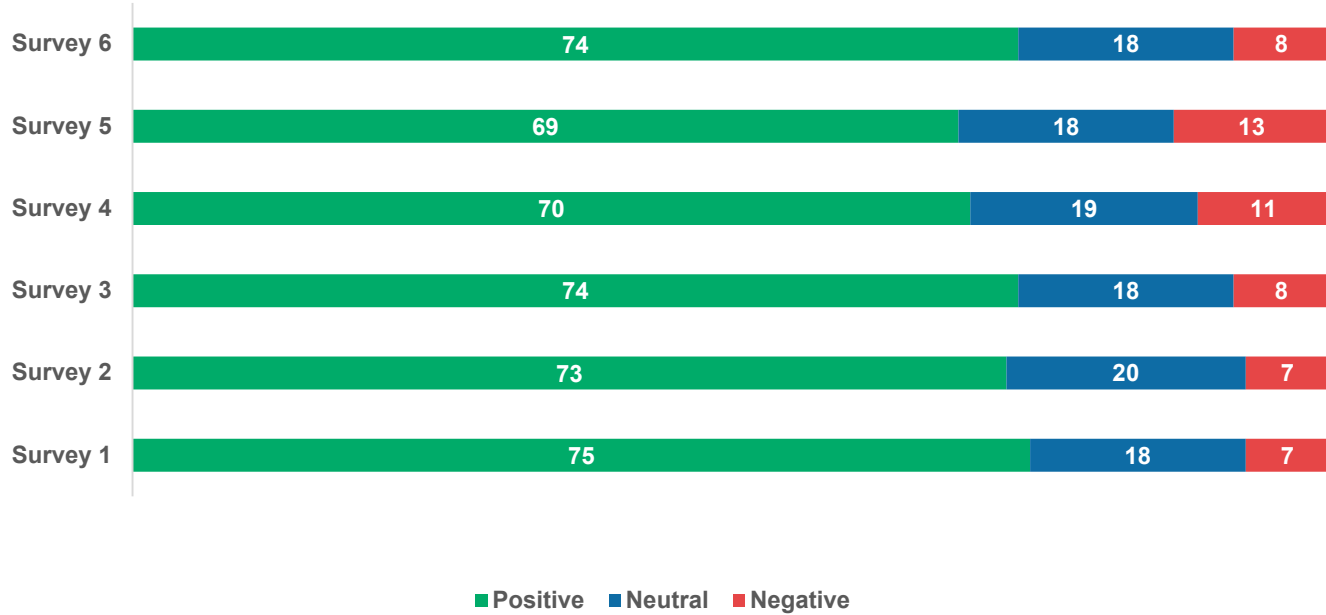


Figure 14 – Household's satisfaction with duration of electricity outages

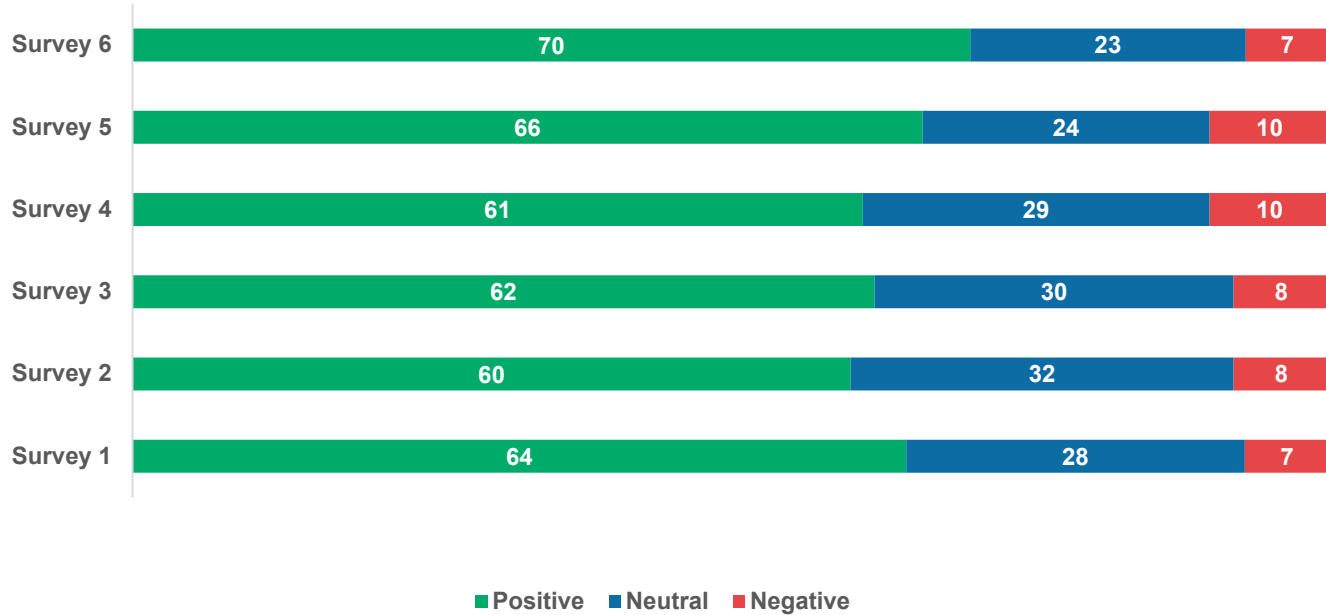


Figure 15 – Household's confidence in future reliability

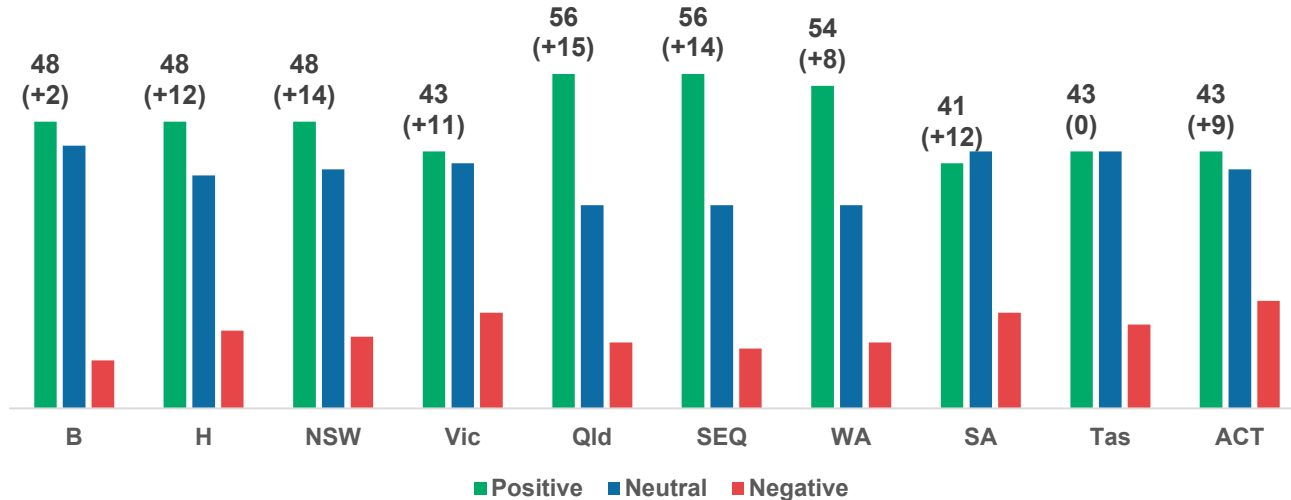


Figure 16 – Household's confidence in future reliability

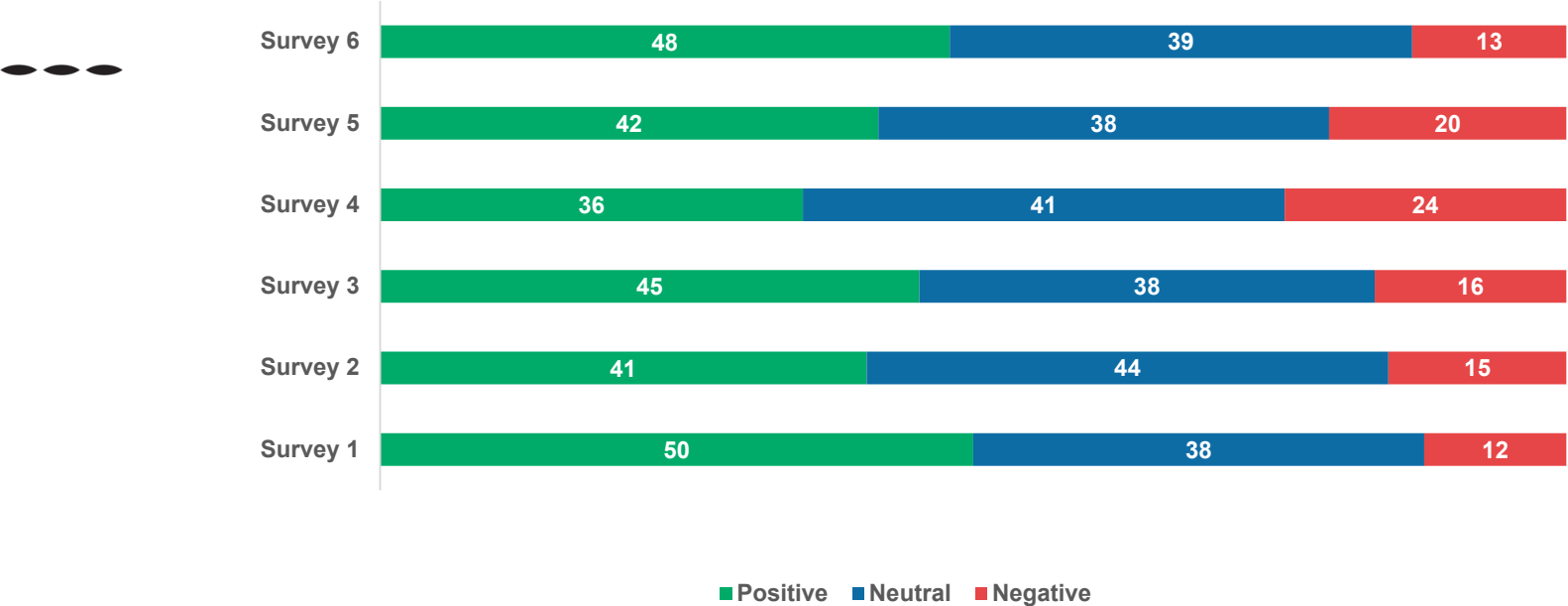


Figure 17 – N/A



Figure 18 – Household's confidence in advances in technology

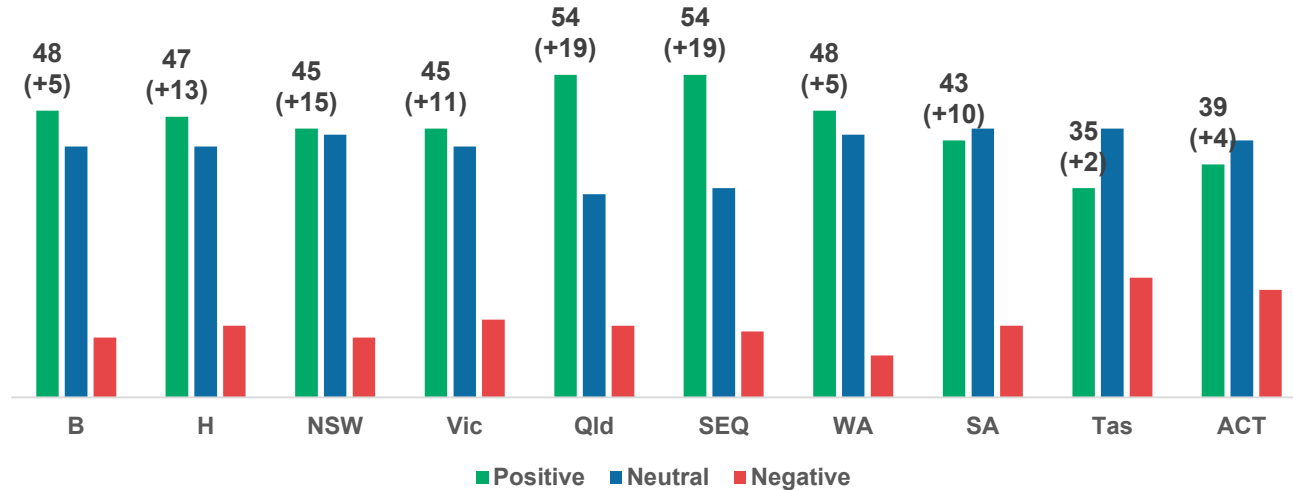


Figure 19 – Household's confidence in advances in technology

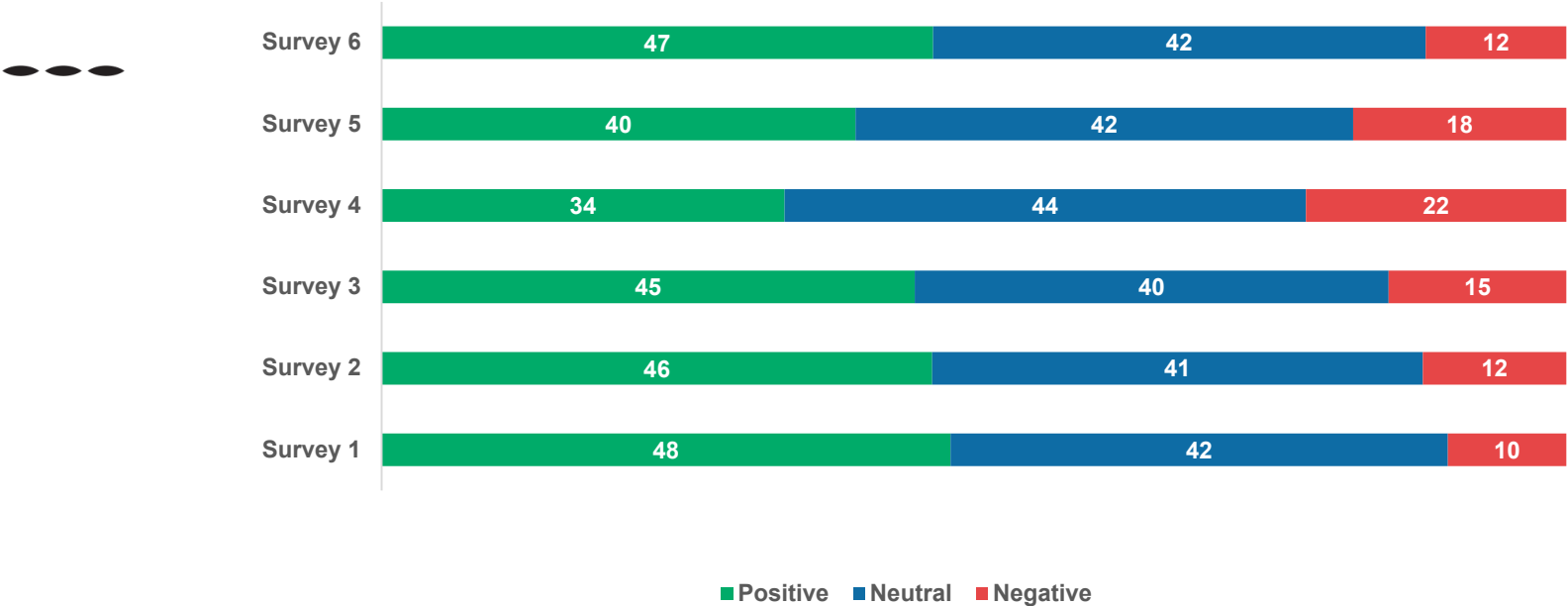


Figure 20 – Household's confidence in managing their energy costs

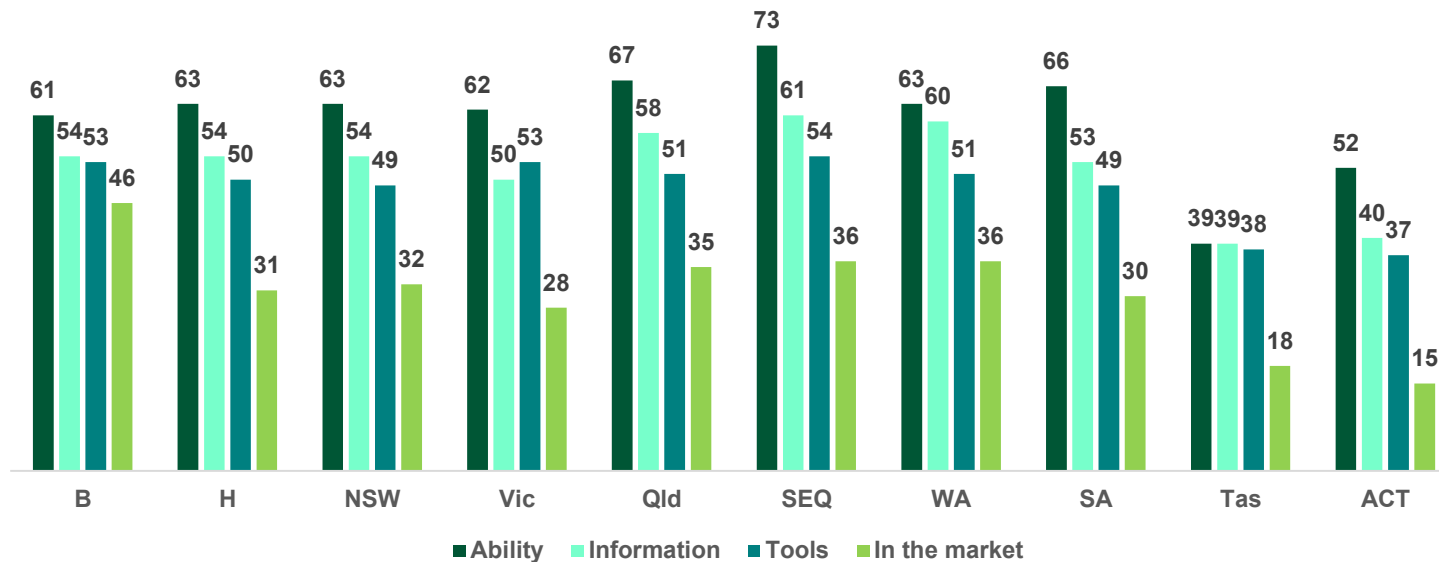


Figure 21 – Household's confidence in ability to make choices

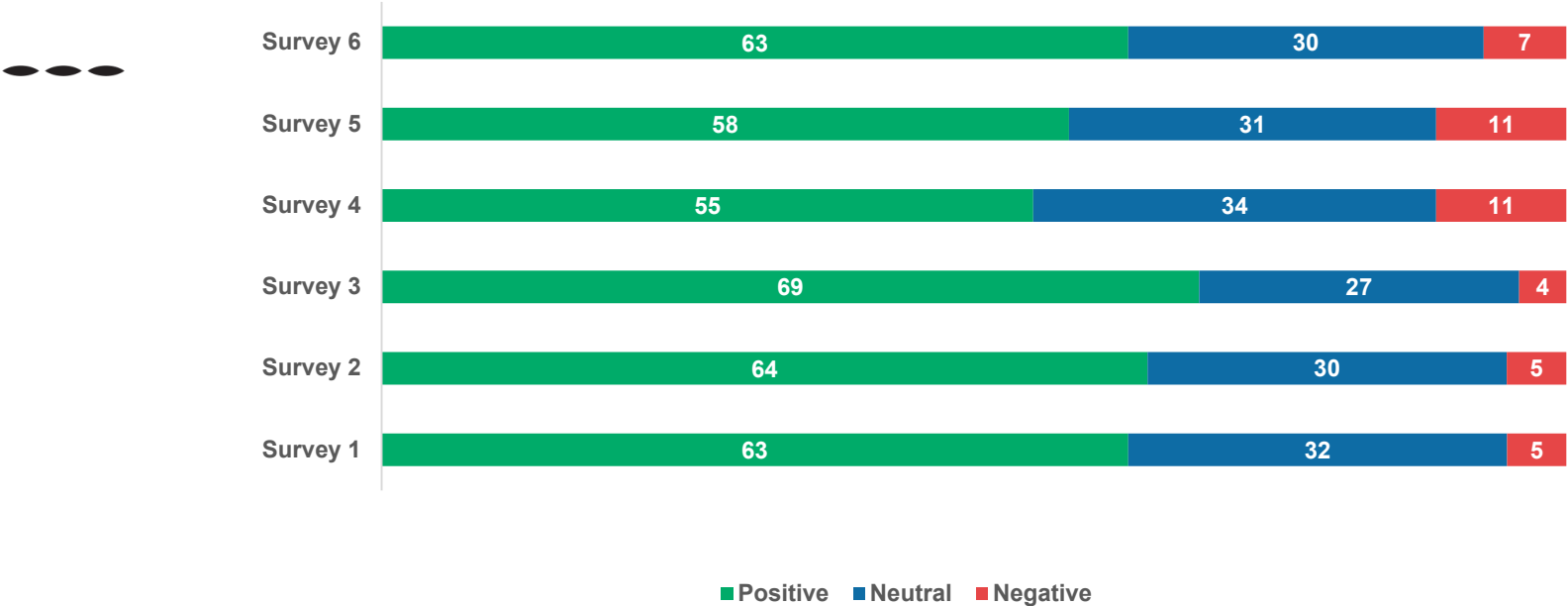


Figure 22 – Household's confidence in availability of enough easily understood information

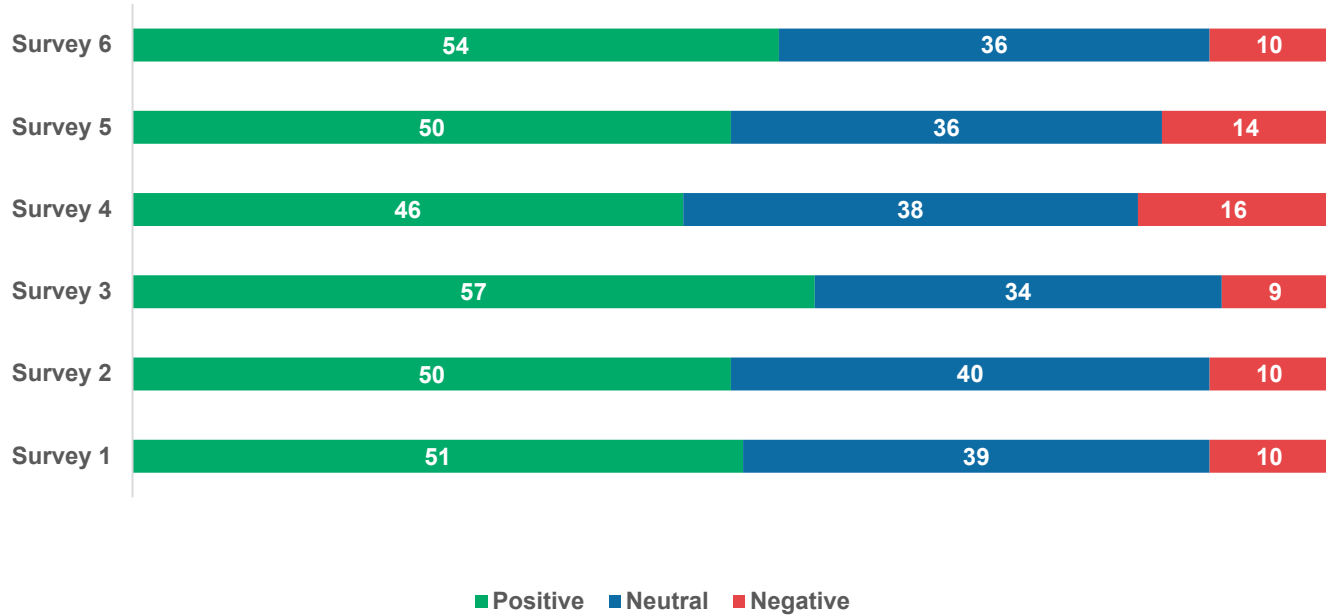


Figure 23 – Household's confidence in availability of tools

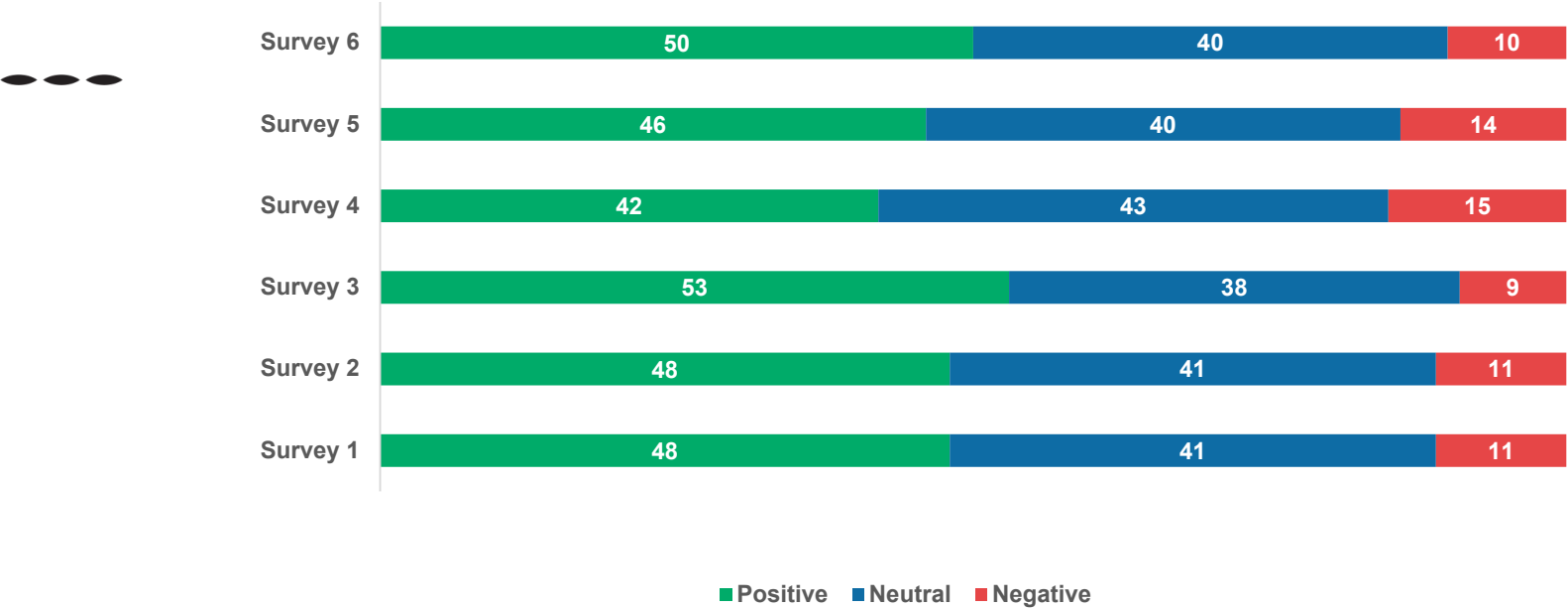


Figure 24 – Household's confidence in the market

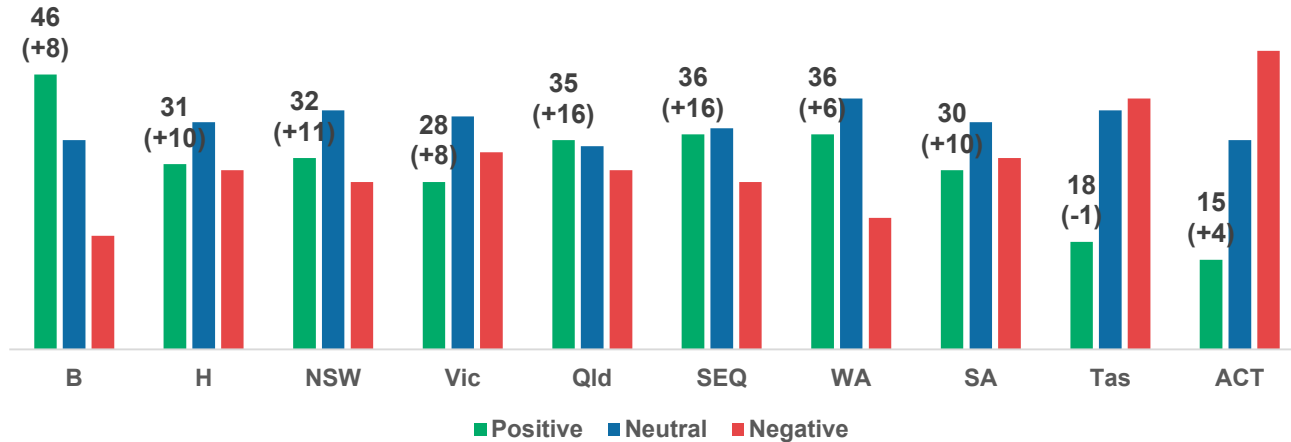


Figure 25 – Household's confidence in the market

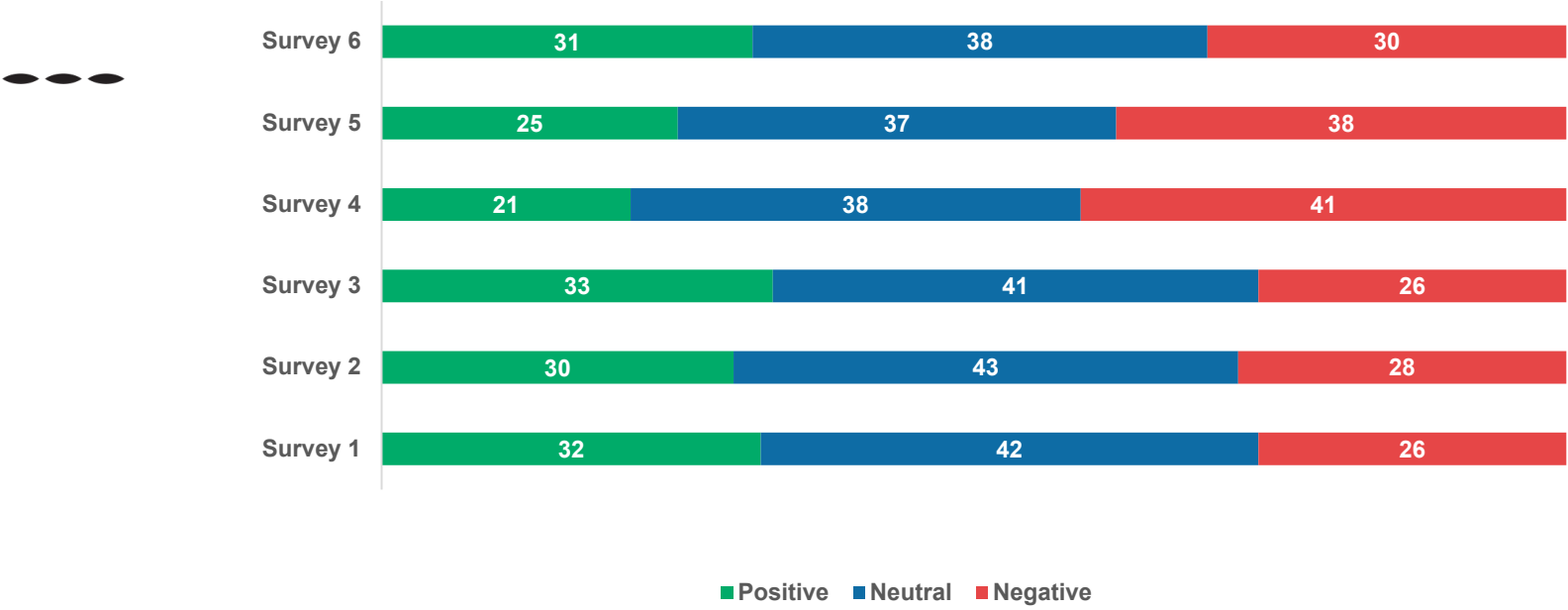


Figure 26 – Confidence in ability to have problems resolved

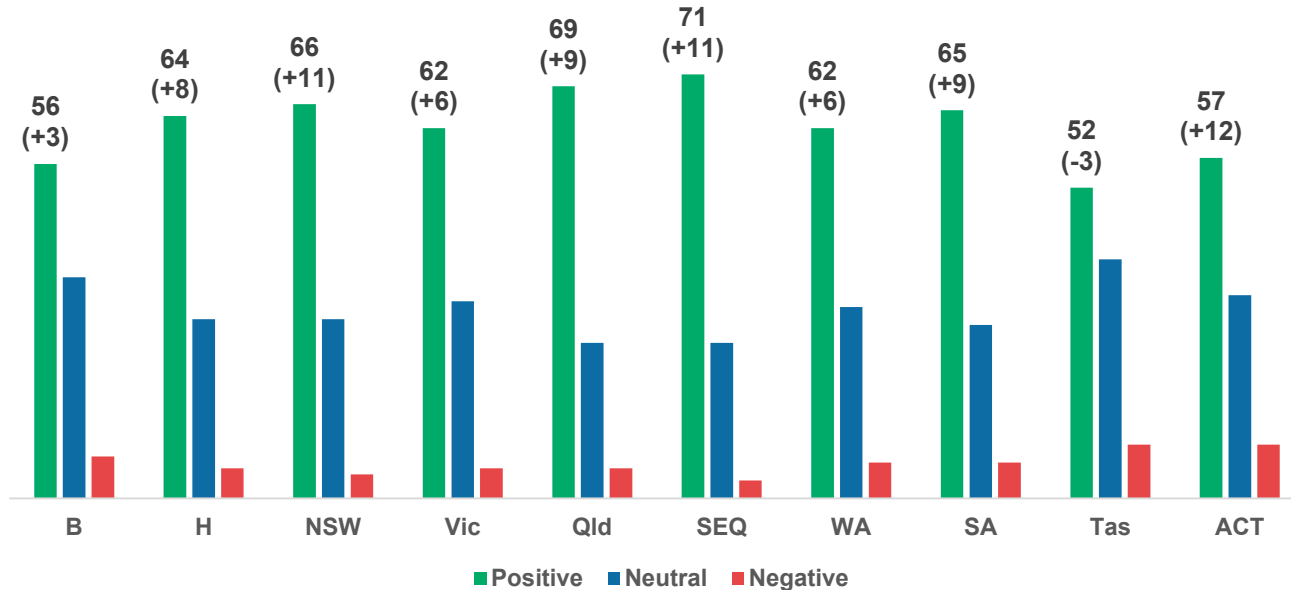


Figure 27 – Familiarity with Ombudsman services

