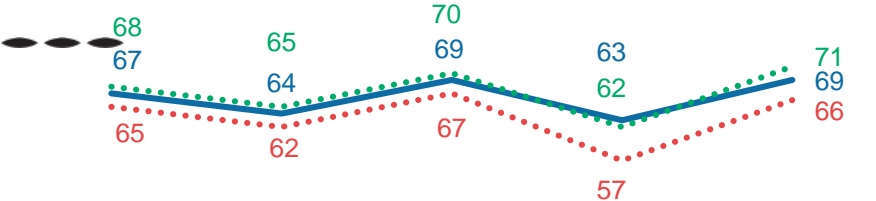
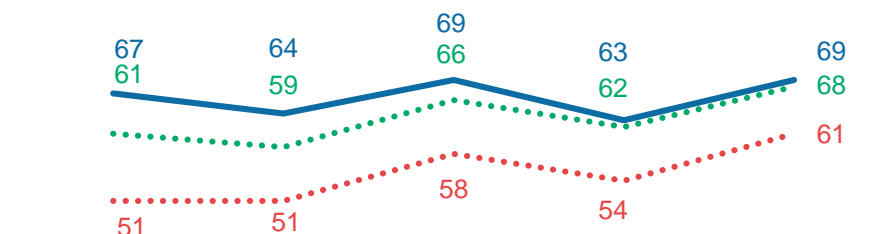


# Figure 1 – Household satisfaction with retailer measures

## Gas



## Electricity



Survey 1    Survey 2    Survey 3    Survey 4    Survey 5

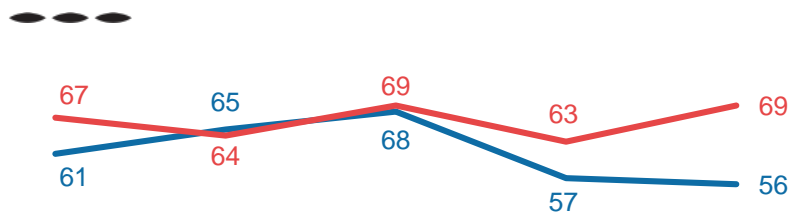
— Overall Satisfaction    ..... Customer Service    ..... Billing

Survey 1    Survey 2    Survey 3    Survey 4    Survey 5

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

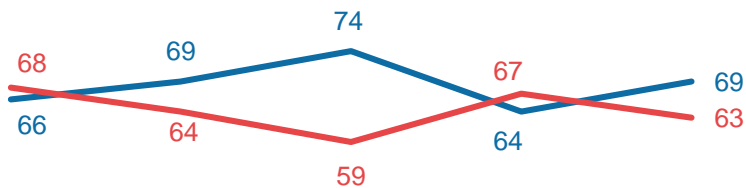
## Figure 2 – Overall satisfaction of households with energy services (cont.)

### Business/Household



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

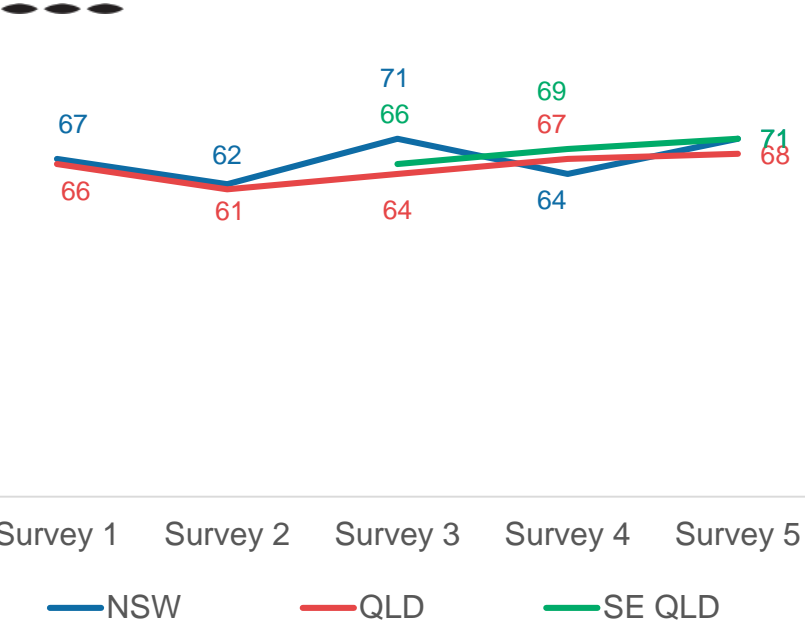
### VIC/SA



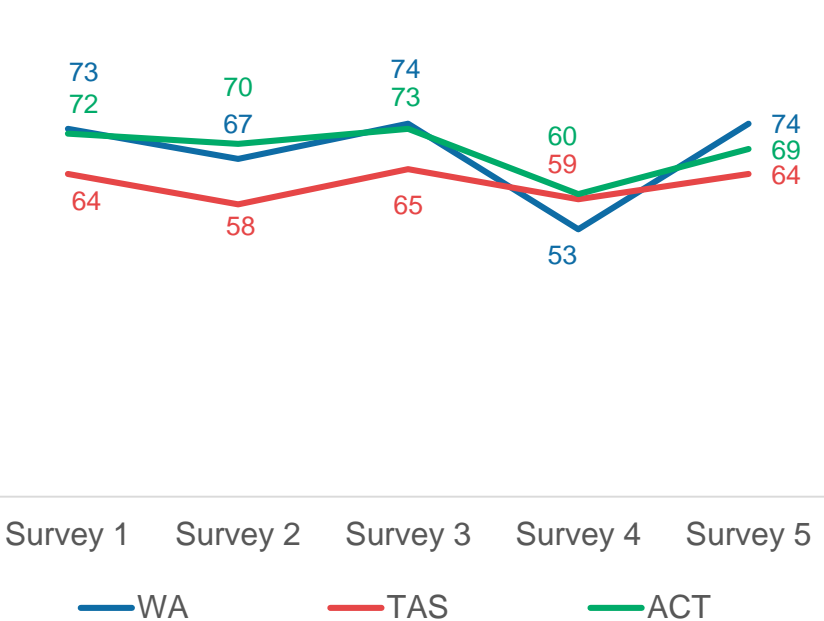
Survey 1   Survey 2   Survey 3   Survey 4   Survey 5  
— Vic   — SA

# Figure 2 – Overall satisfaction of households with energy services

## NSW/QLD/SE QLD

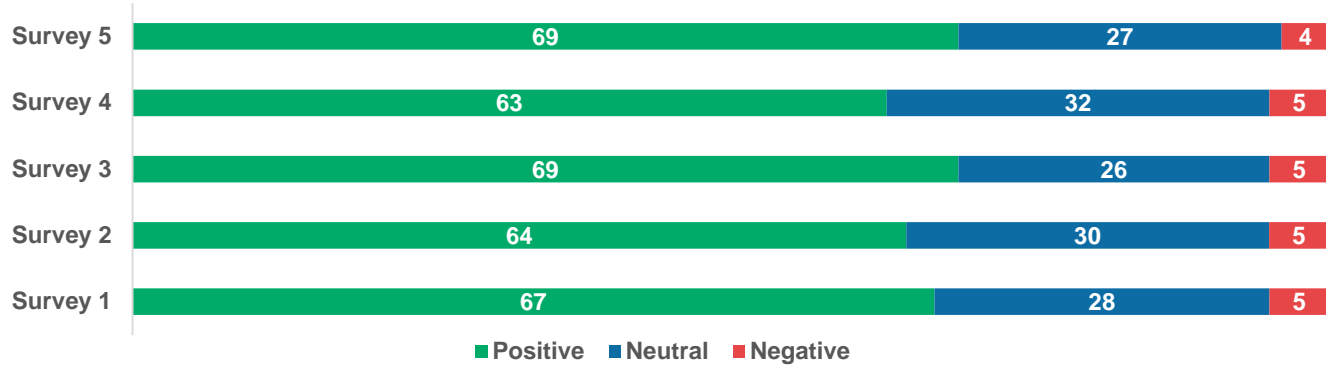


## WA/TAS/ACT

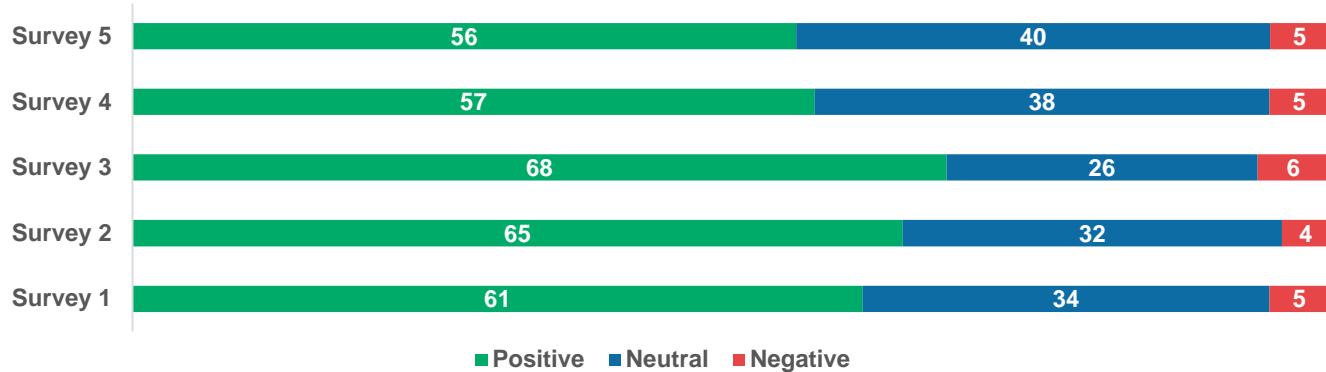


# Figure 3 – Overall satisfaction of households/businesses with energy services

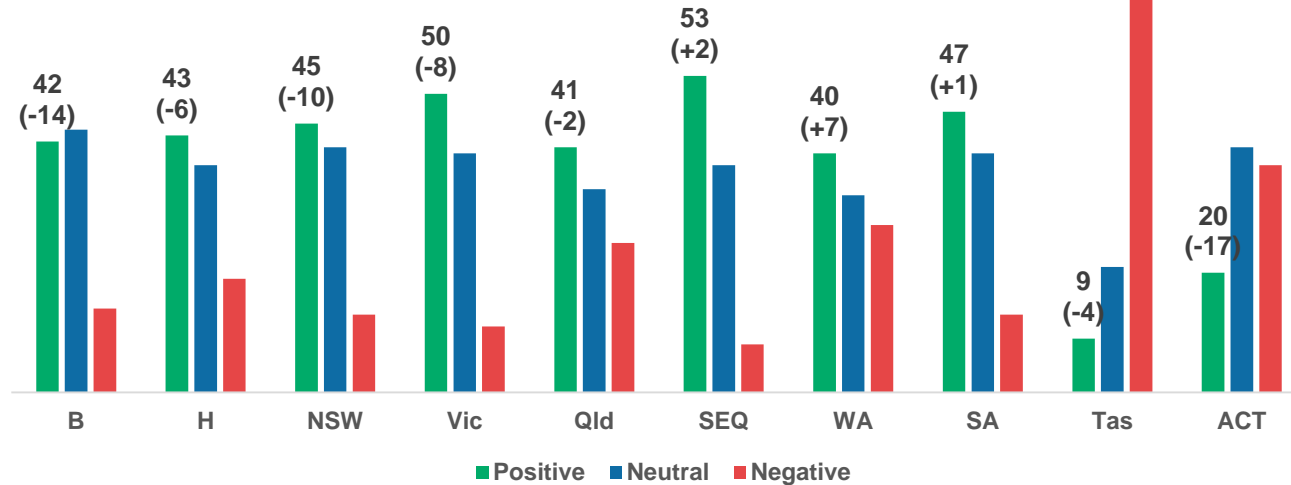
Household



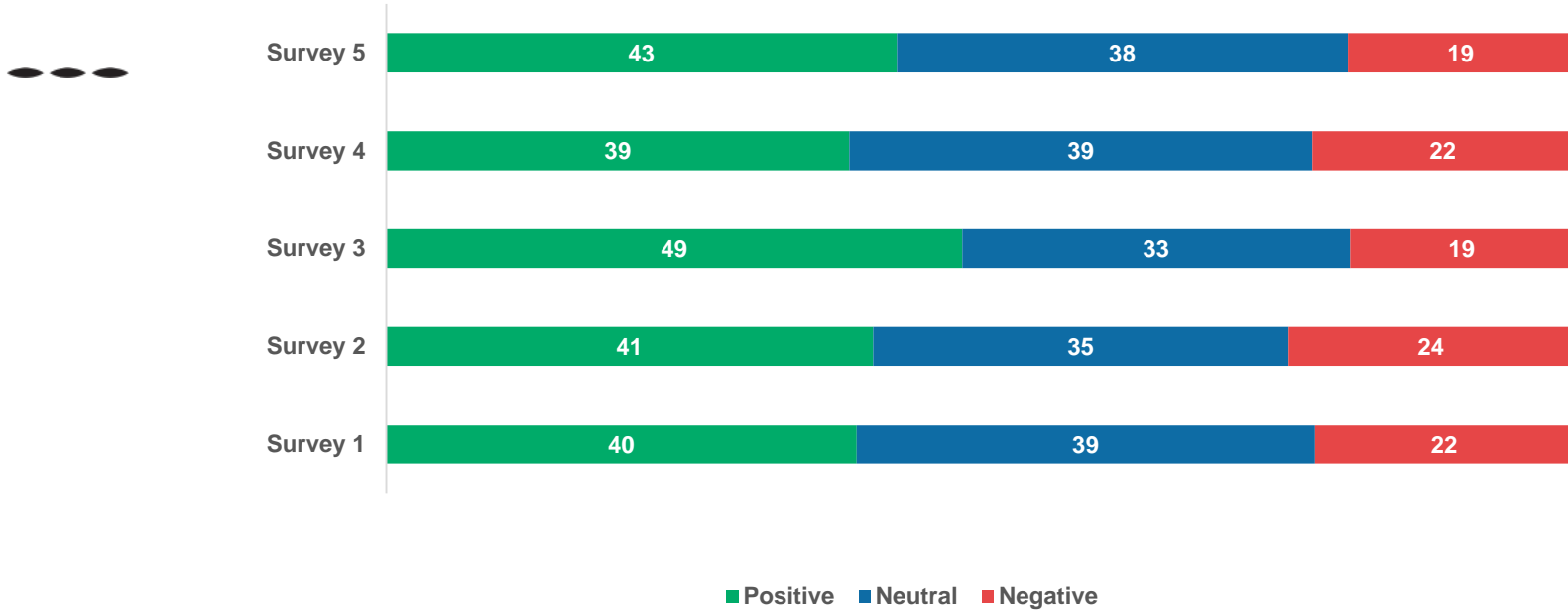
Business



## Figure 4 – Satisfaction with level of competition



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



## Figure 6 – N/A

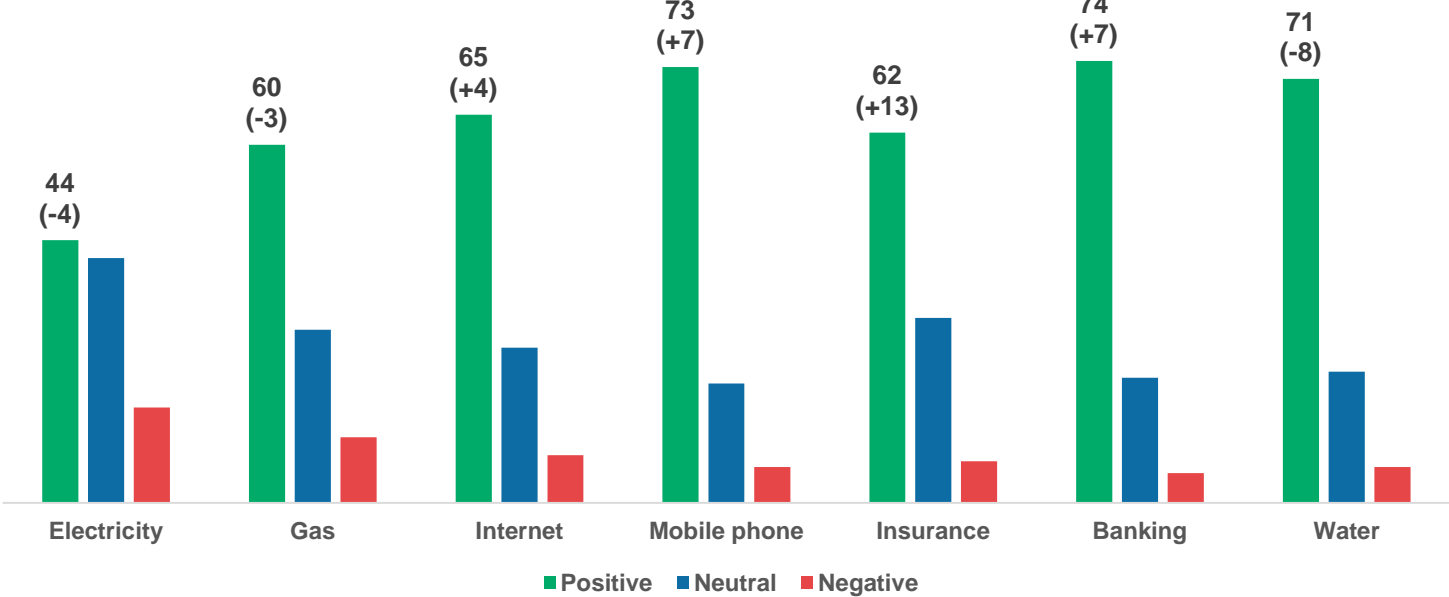


## Figure 7 – N/A

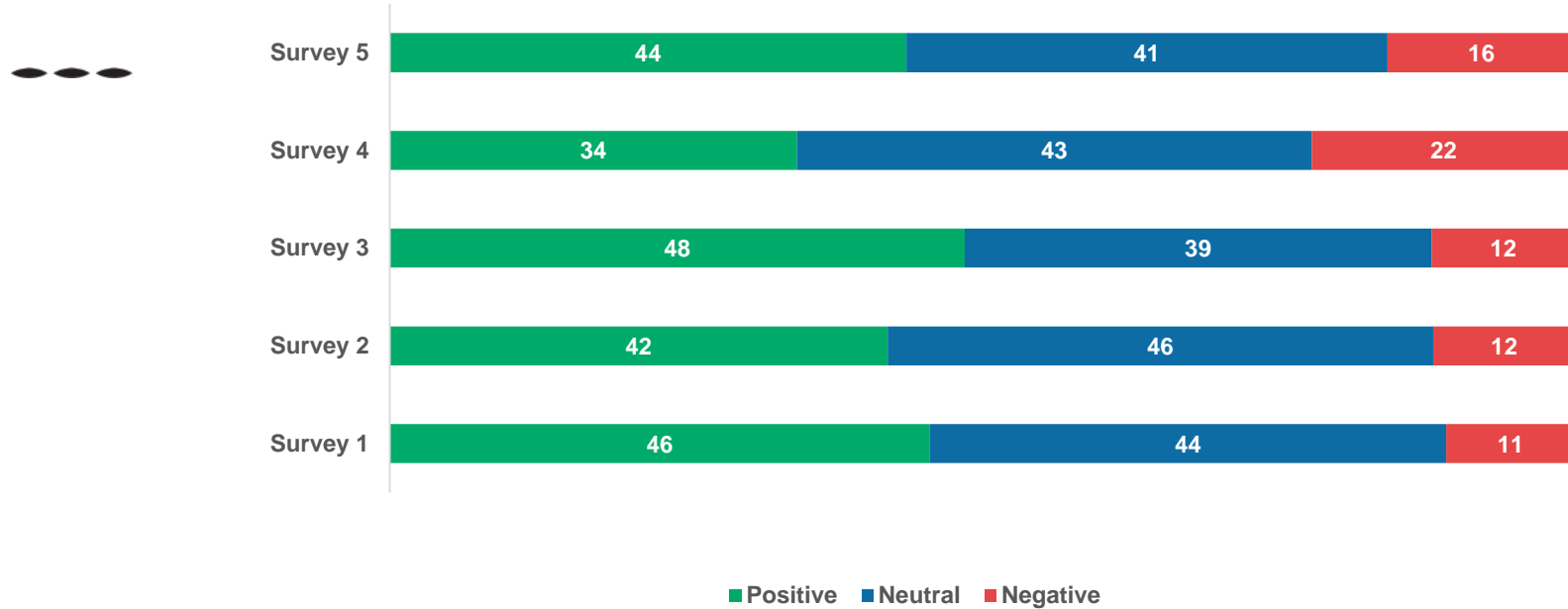




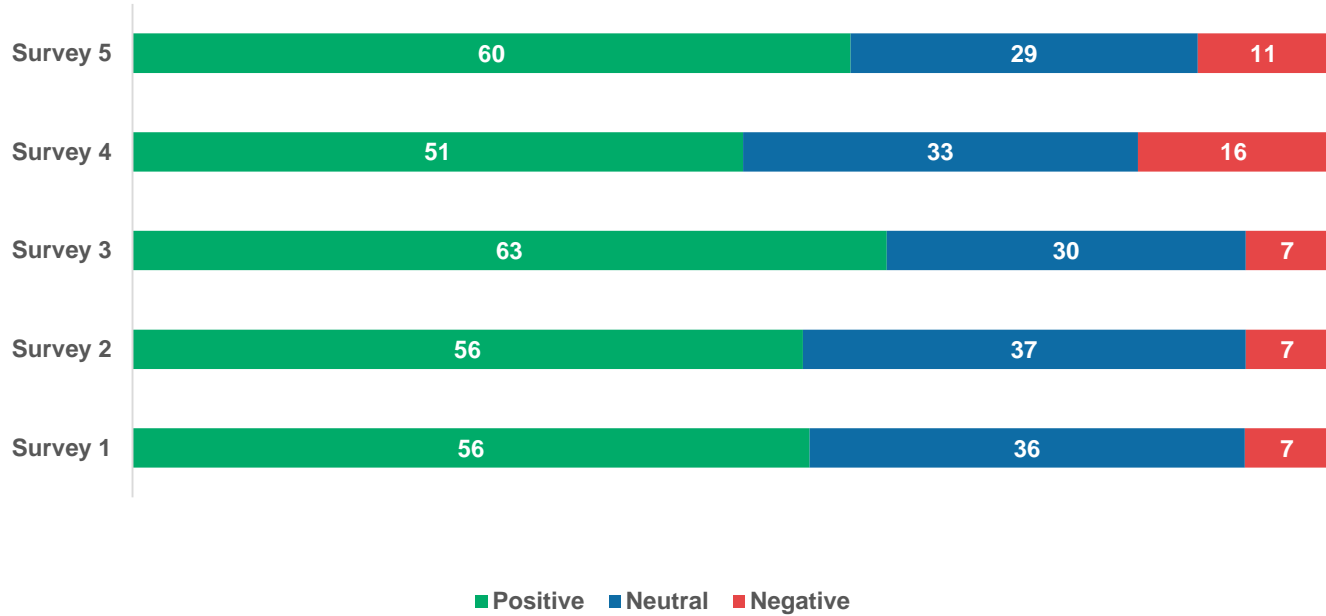
# Figure 8 – Household's value for money of all services



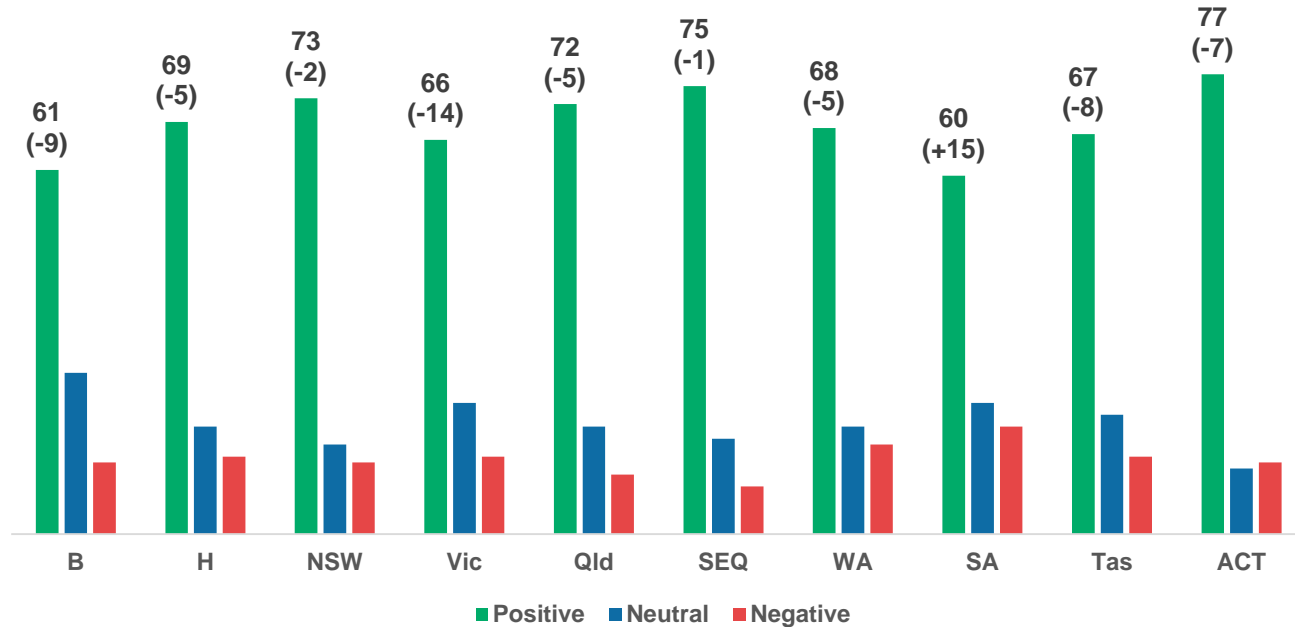
## Figure 9 – Household's value for money of electricity services



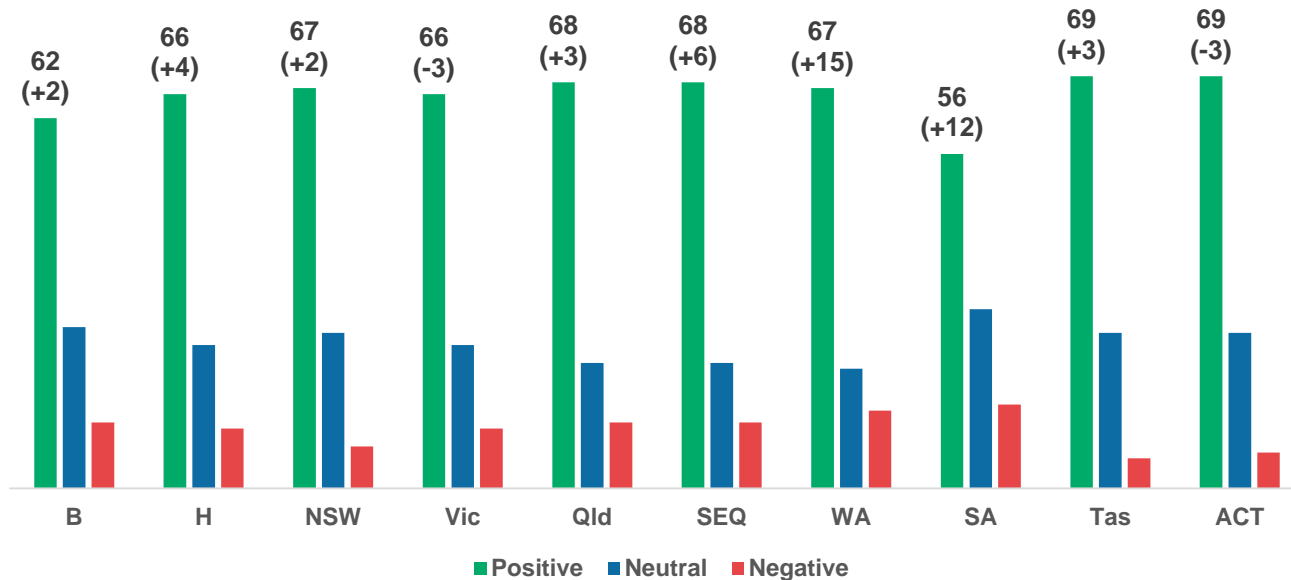
## Figure 10 – Household's value for money of gas services



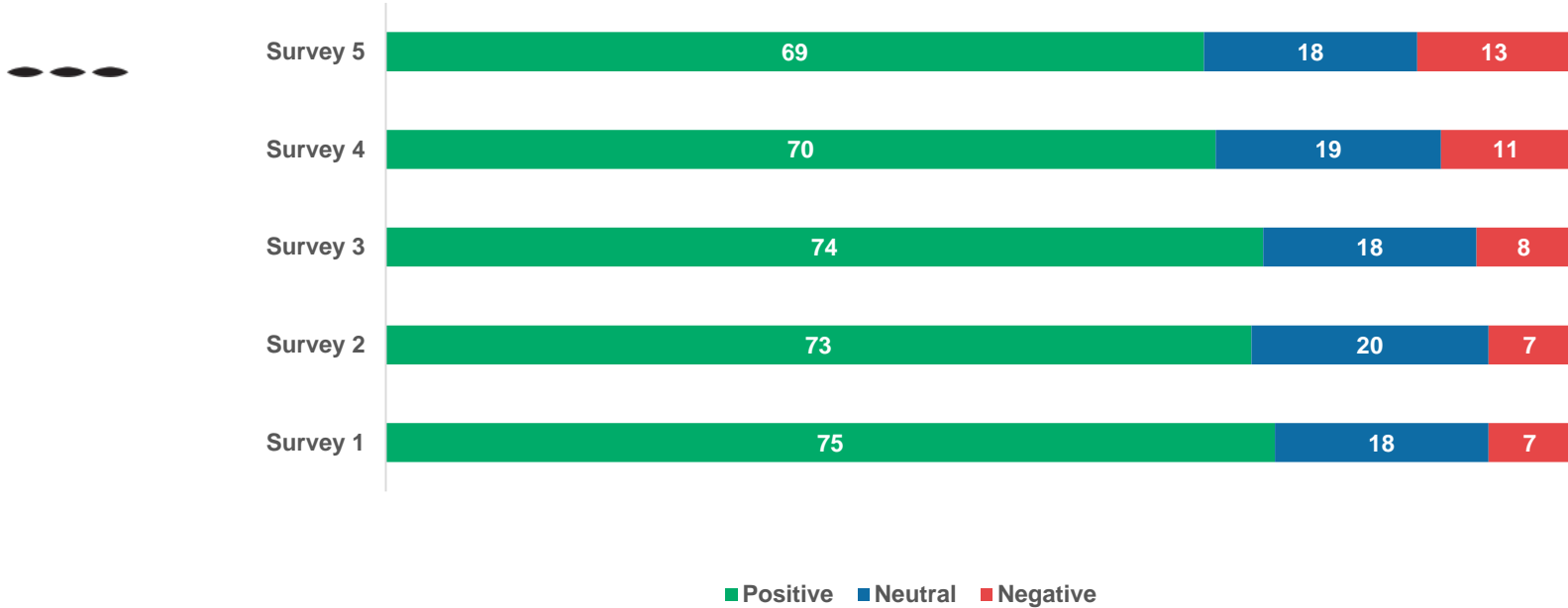
# Figure 11 – Household's satisfaction with number of electricity outages



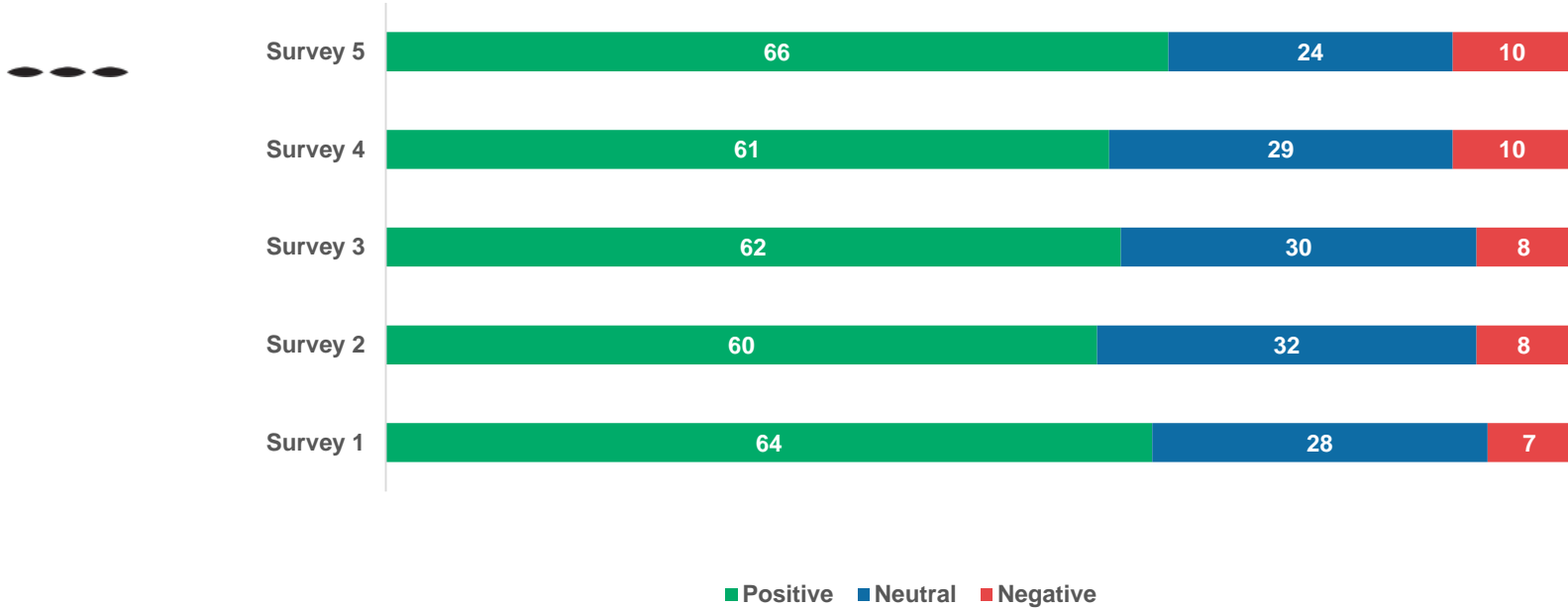
# Figure 12 – Household's satisfaction with duration of electricity outages



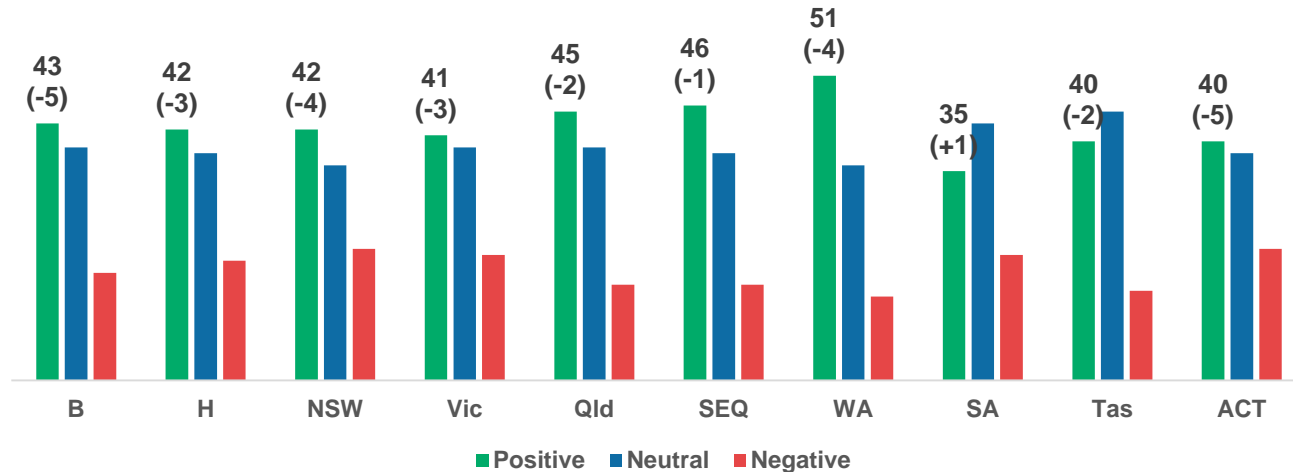
# Figure 13 – Household's satisfaction with number of electricity outages



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

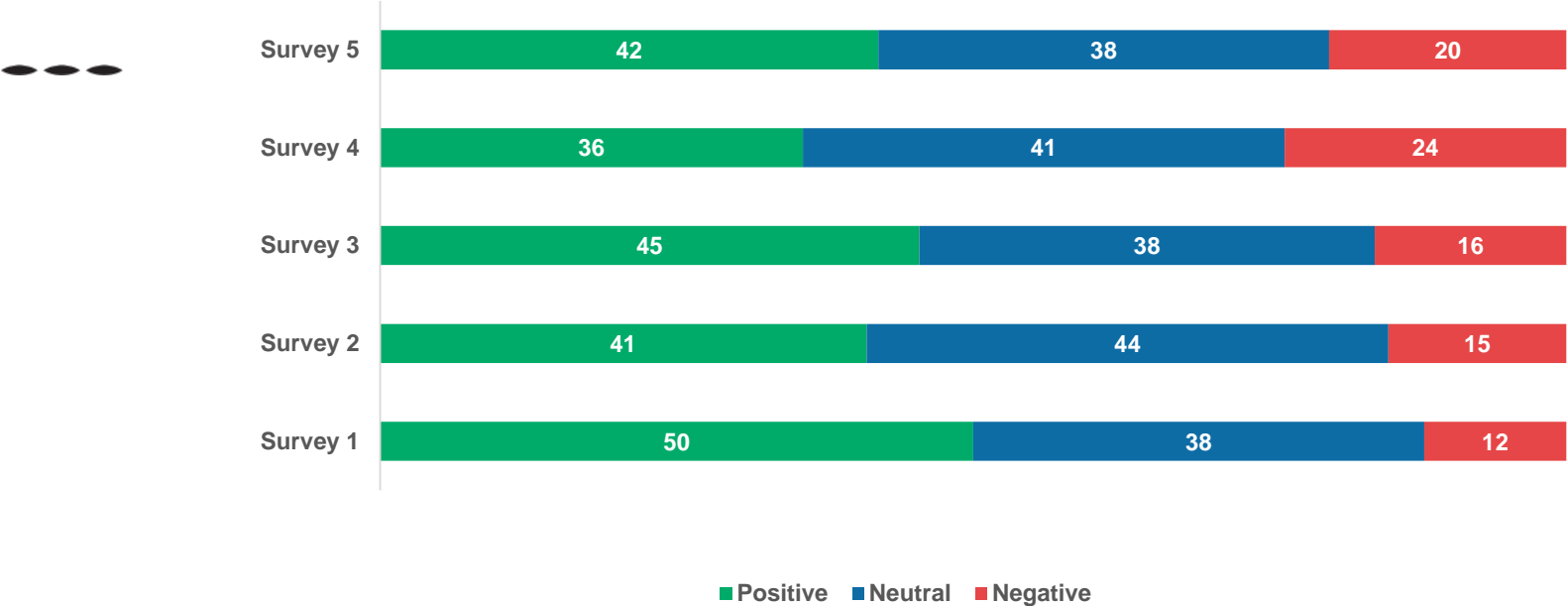


# Figure 15 – Household's confidence in future reliability





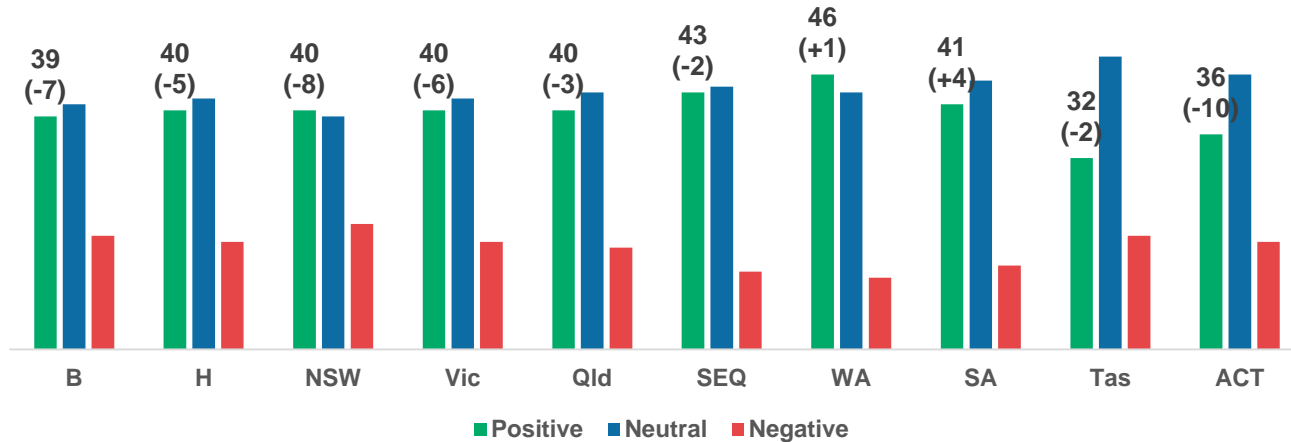
# Figure 16 – Household's confidence in future reliability



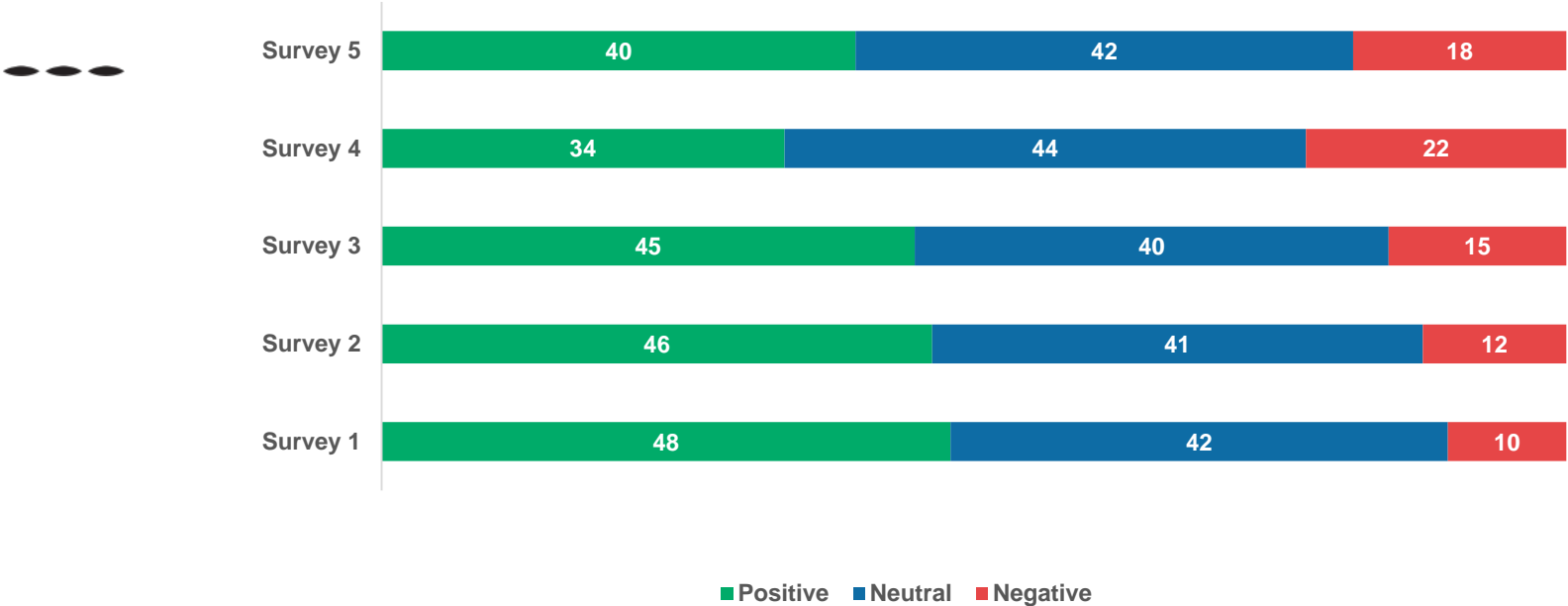
## Figure 17 – N/A



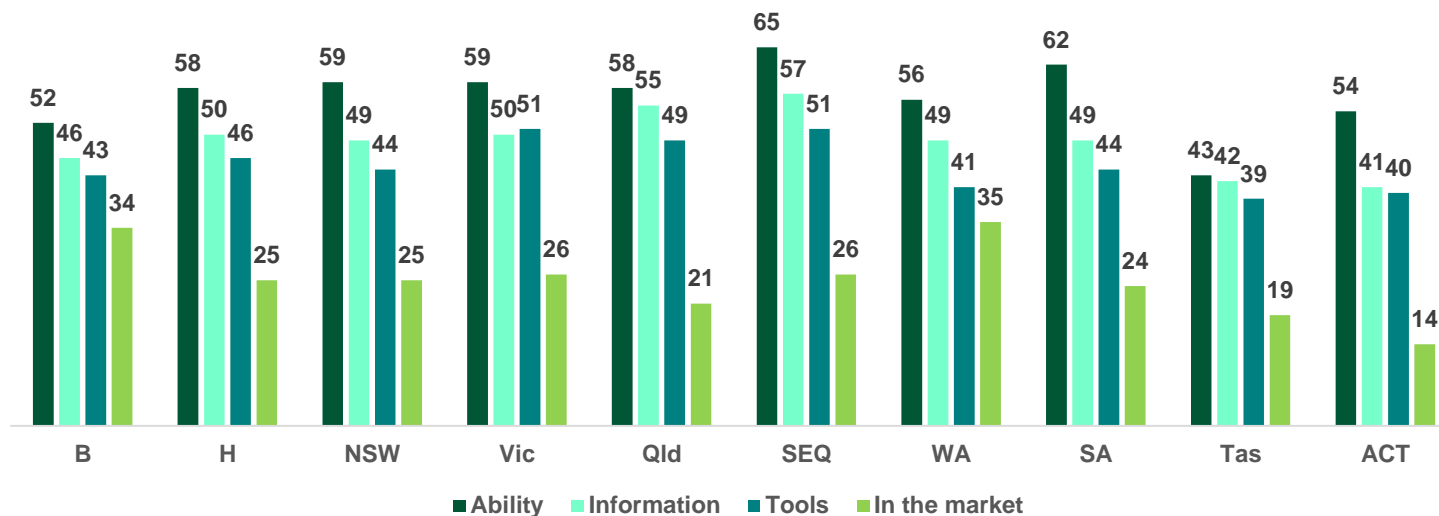
# Figure 18 – Household's confidence in advances in technology



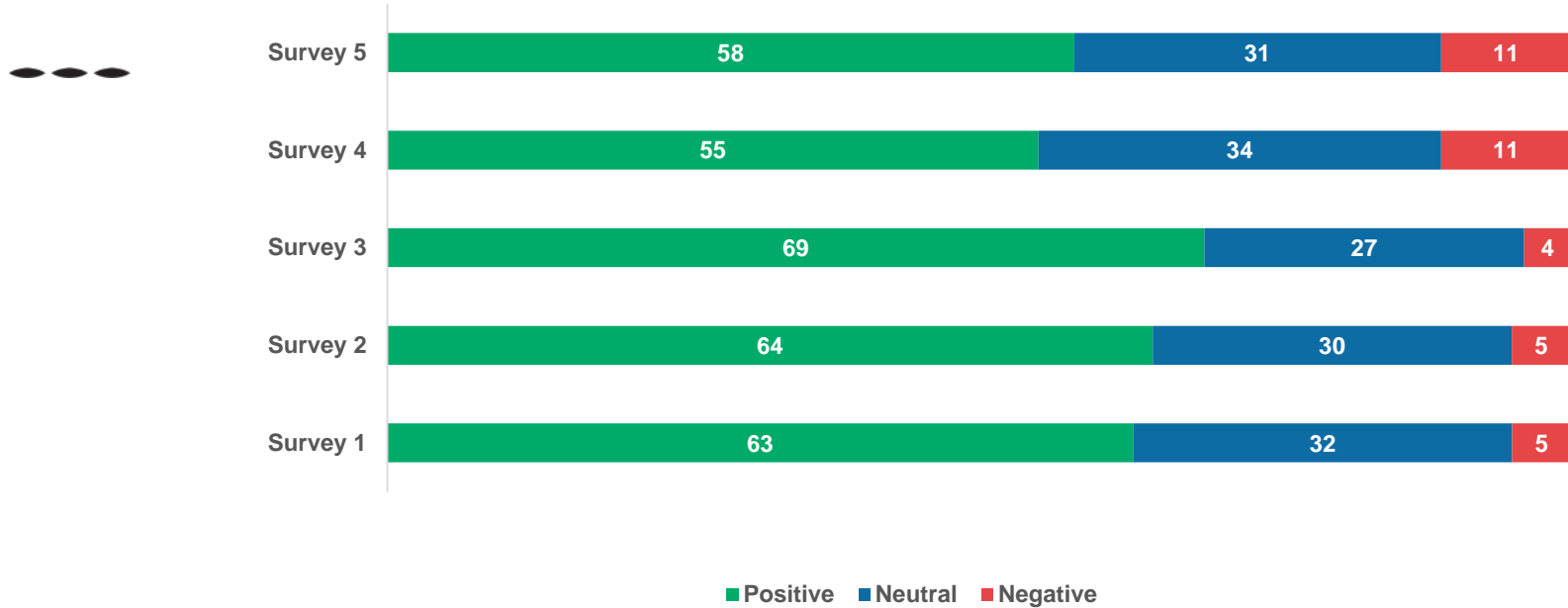
# Figure 19 – Household's confidence in advances in technology



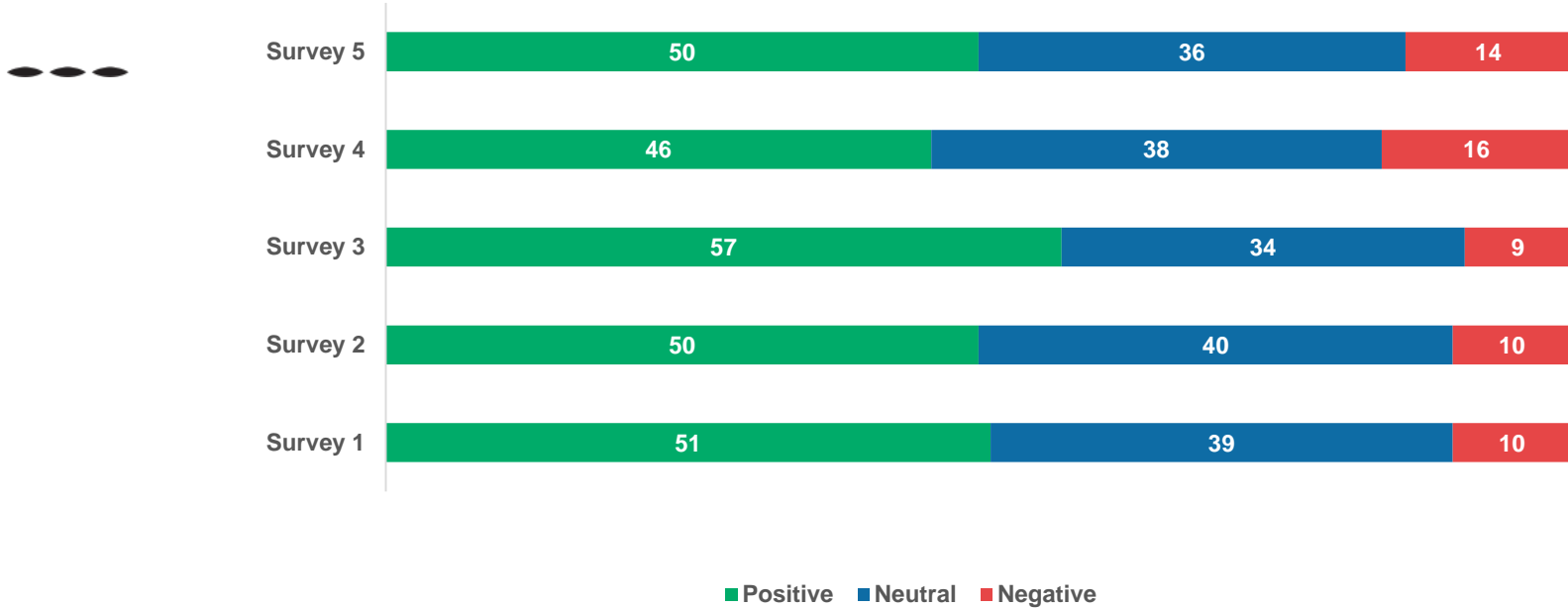
# Figure 20 – Household's confidence in managing their energy costs



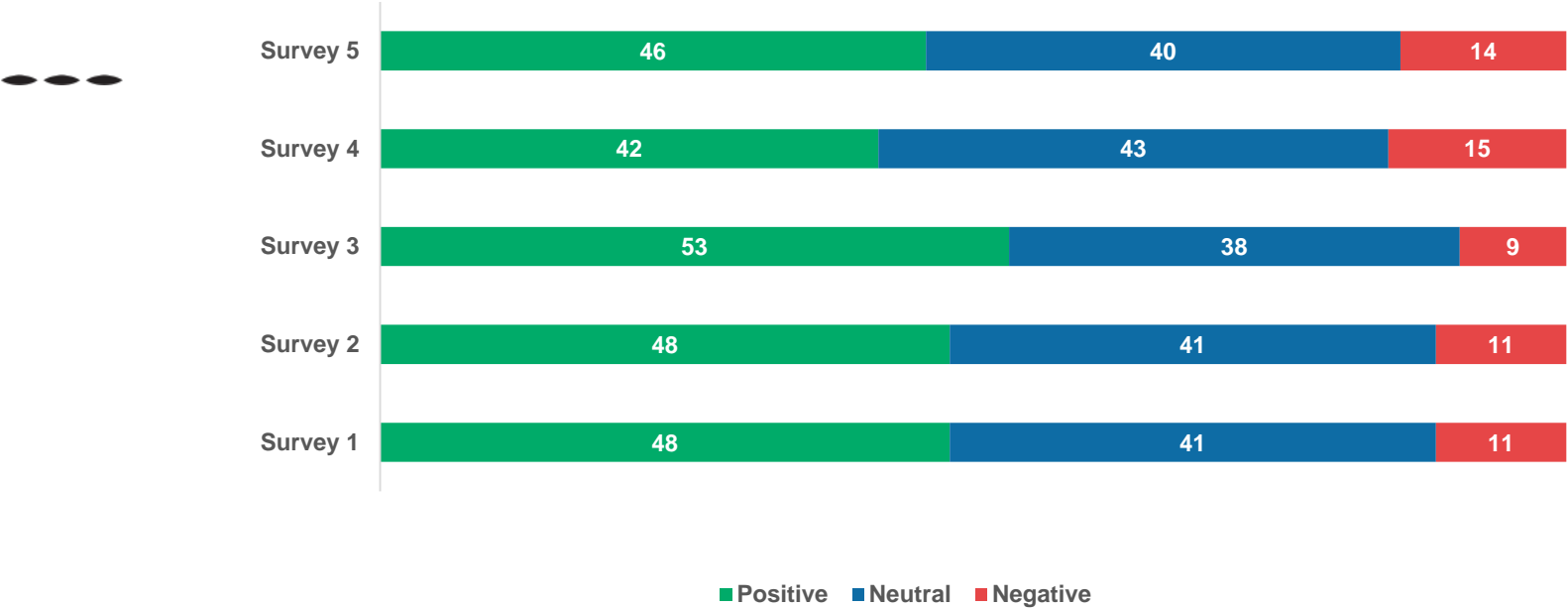
## Figure 21 – Household's confidence in ability to make choices



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

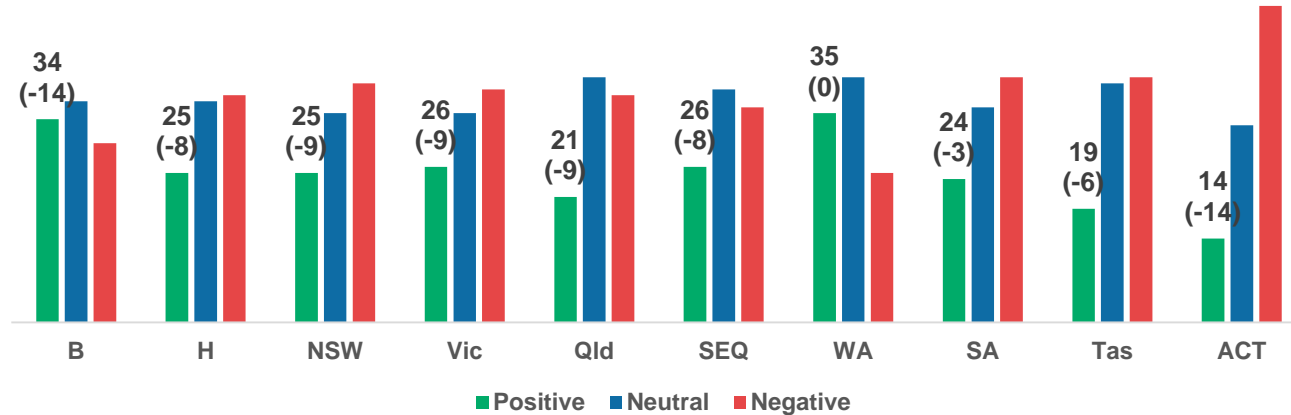


# Figure 23 – Household's confidence in availability of tools

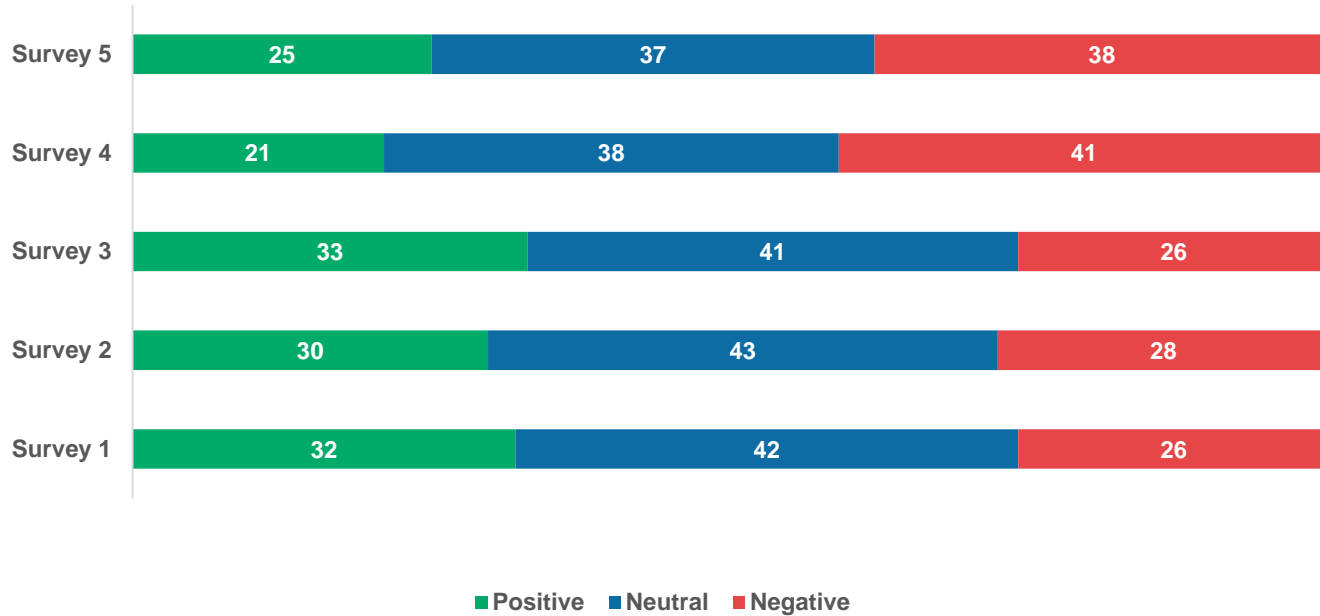




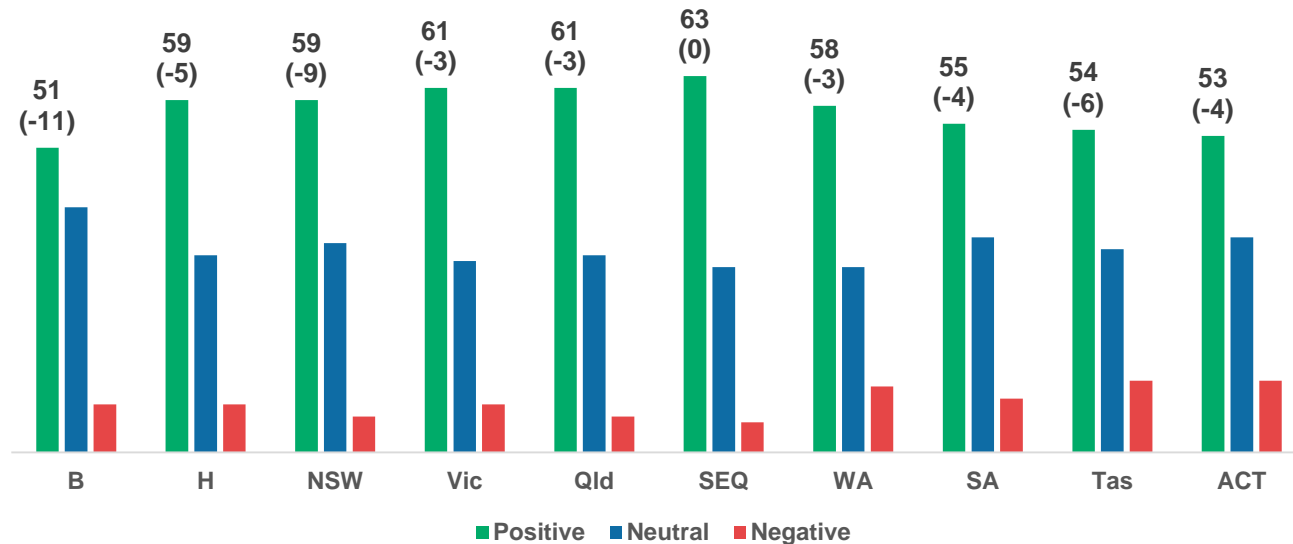
## Figure 24 – Household's confidence in the market



## Figure 25 – Household's confidence in the market



# Figure 26 – Confidence in ability to have problems resolved



## Figure 27 – Familiarity with Ombudsman services

