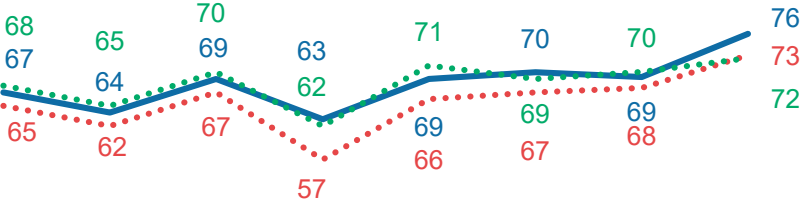


Figure 1 – Household satisfaction with retailer measures

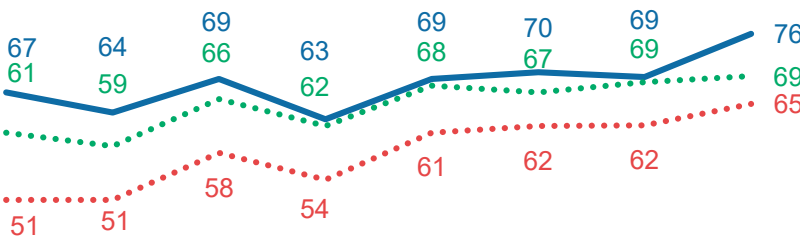
Gas



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

— Overall Satisfaction Customer Service Billing

Electricity

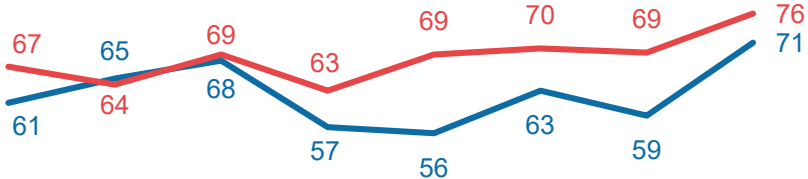


Autumn '16 Spring '16 Autumn '17 Spring '17 Autumn '18 Spring '18 Autumn '19 Spring '19

— Overall Satisfaction Customer Service Billing

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

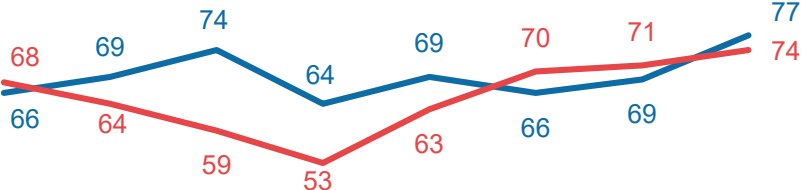
Business/Household



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

— Business — Household

VIC/SA

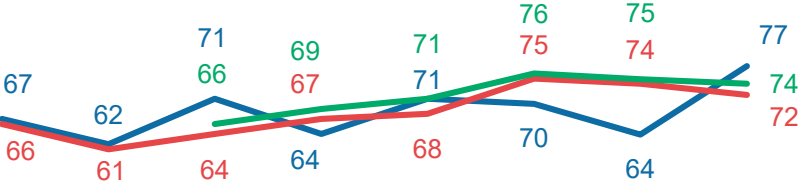


Autumn '16 Spring '16 Autumn '17 Spring '17 Autumn '18 Spring '18 Autumn '19 Spring '19

— Vic — SA

Figure 2 – Overall satisfaction of households with energy services

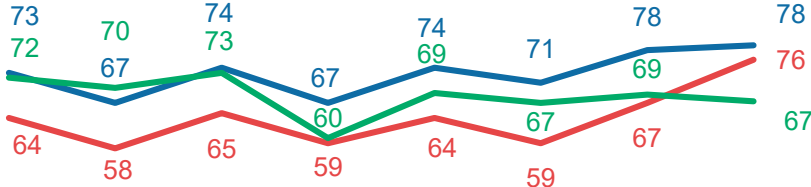
NSW/QLD/SE QLD



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

— NSW — QLD — SE QLD

WA/TAS/ACT

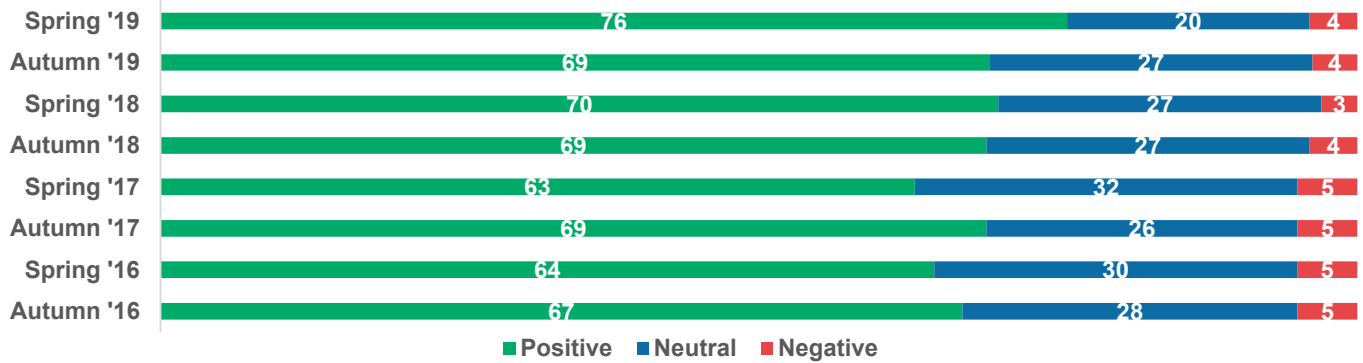


Autumn '16 Spring '16 Autumn '17 Spring '17 Autumn '18 Spring '18 Autumn '19 Spring '19

— WA — TAS — ACT

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

Household



Business

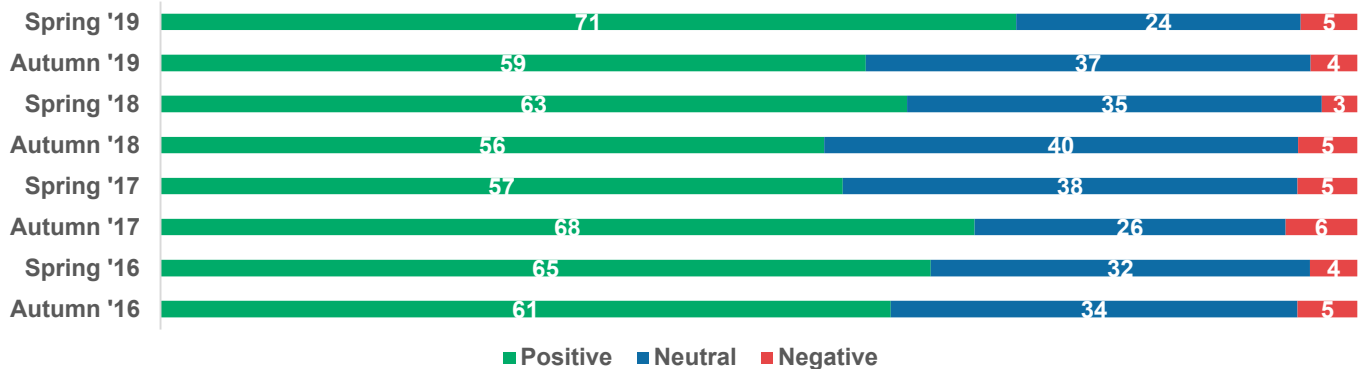


Figure 4 – Satisfaction with level of competition

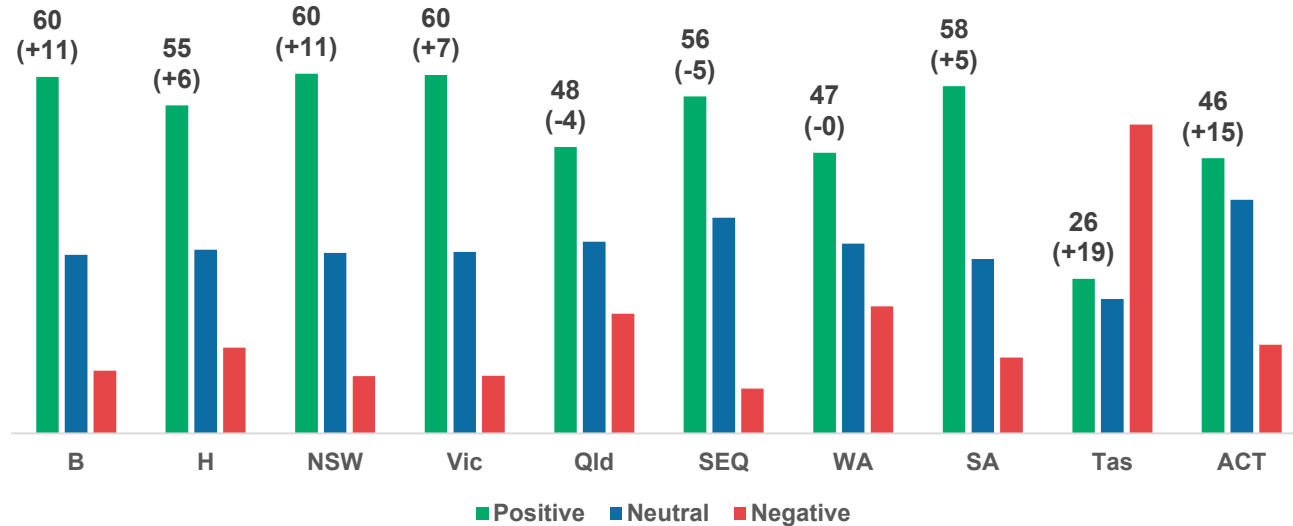


Figure 5 – Satisfaction of households with level of competition

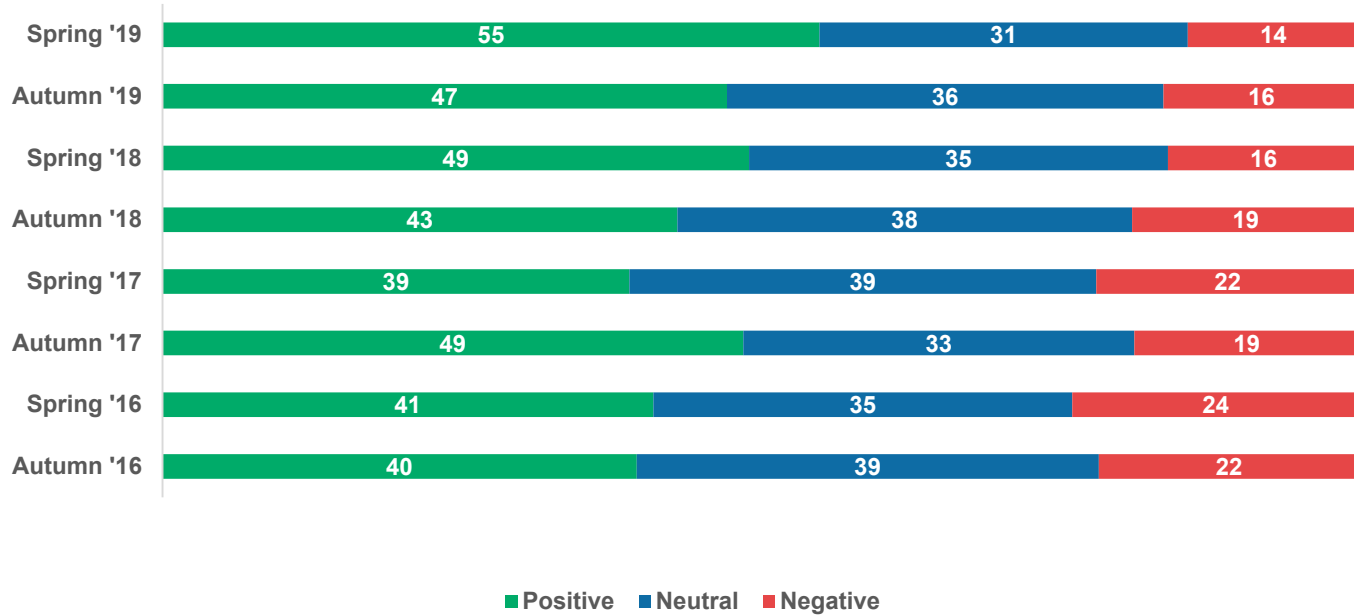


Figure 6 – N/A

Figure 7 – N/A

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

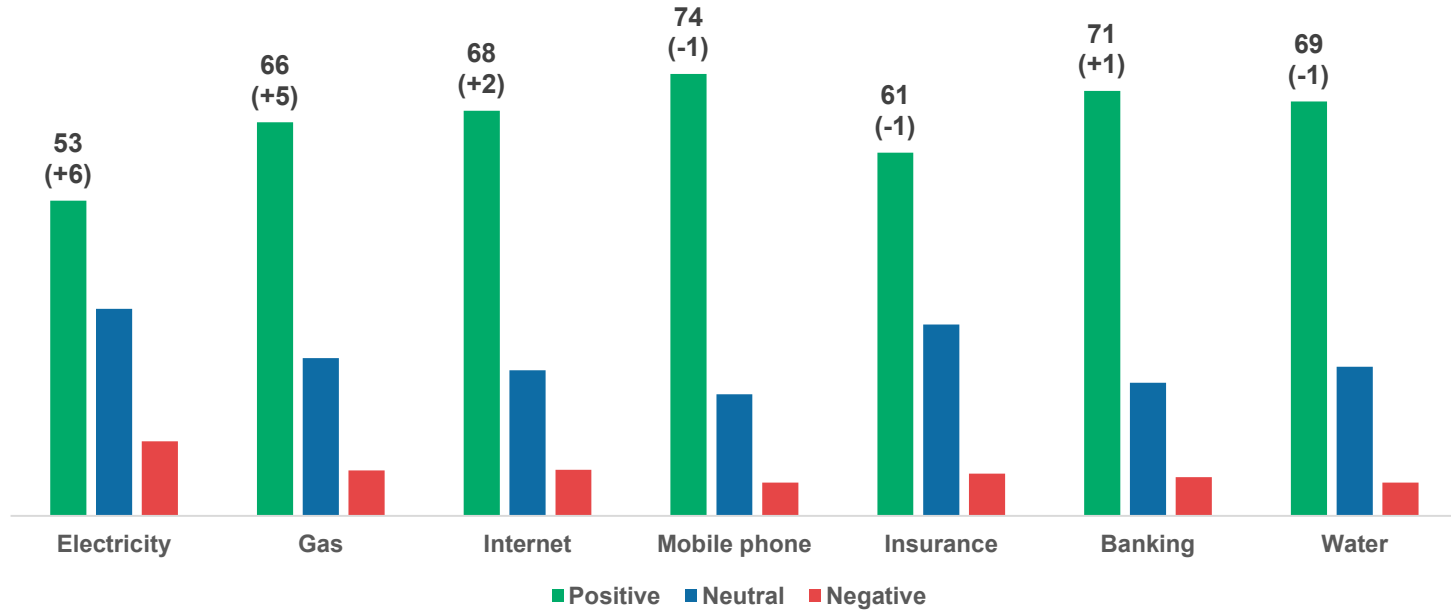


Figure 9 – Household's value for money of electricity services

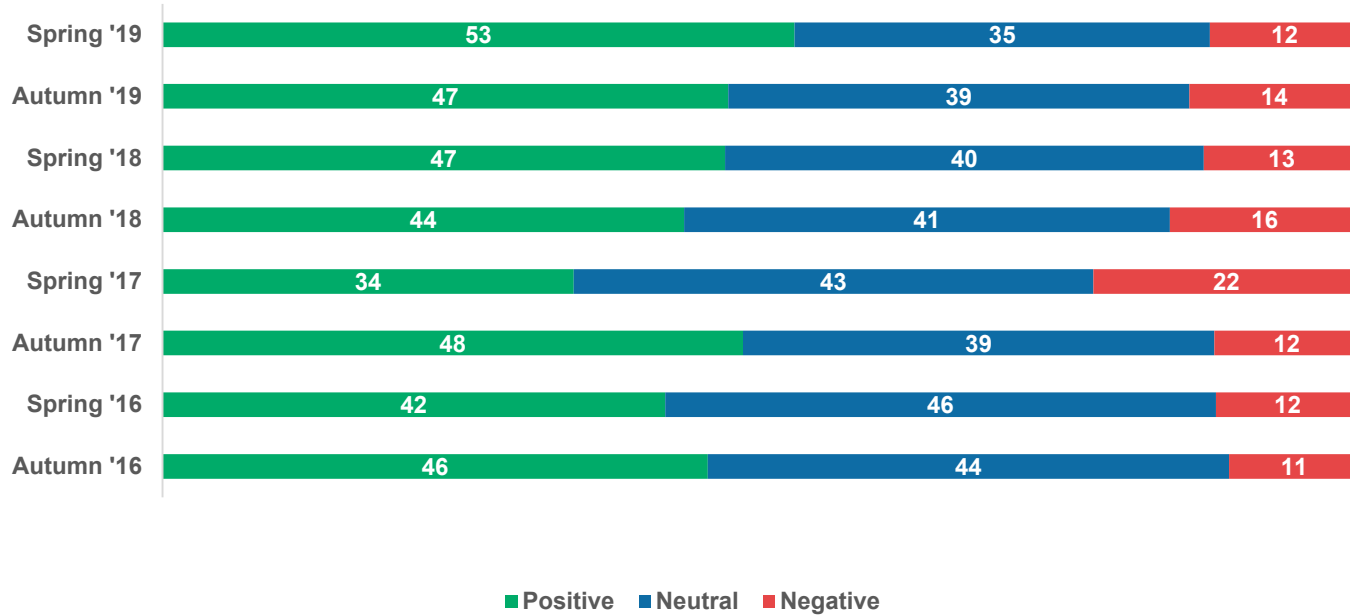


Figure 10 – Household's value for money of gas services

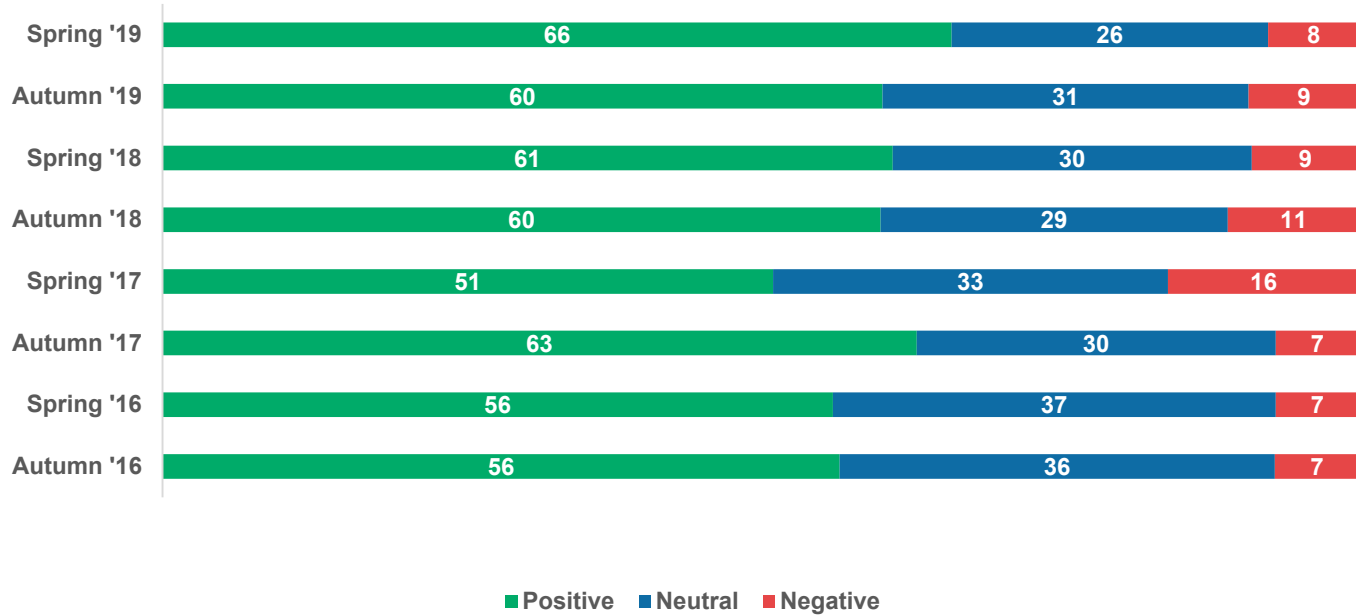


Figure 11 – Household's satisfaction with number of electricity outages

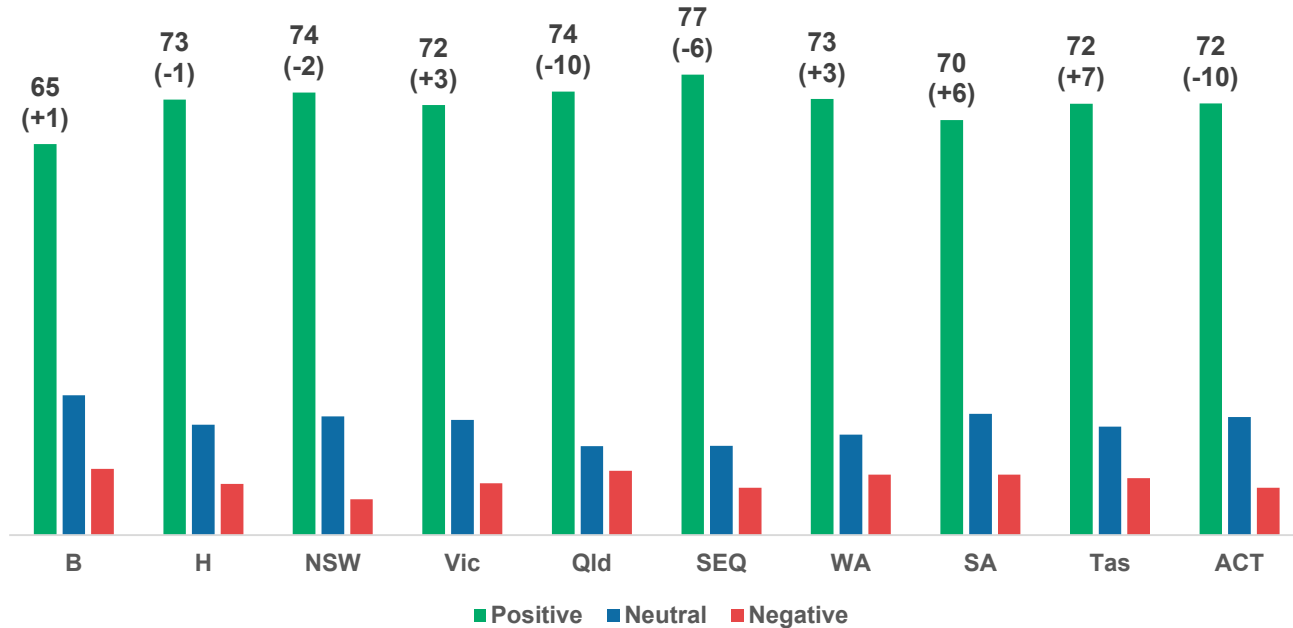


Figure 12 – Household's satisfaction with duration of electricity outages

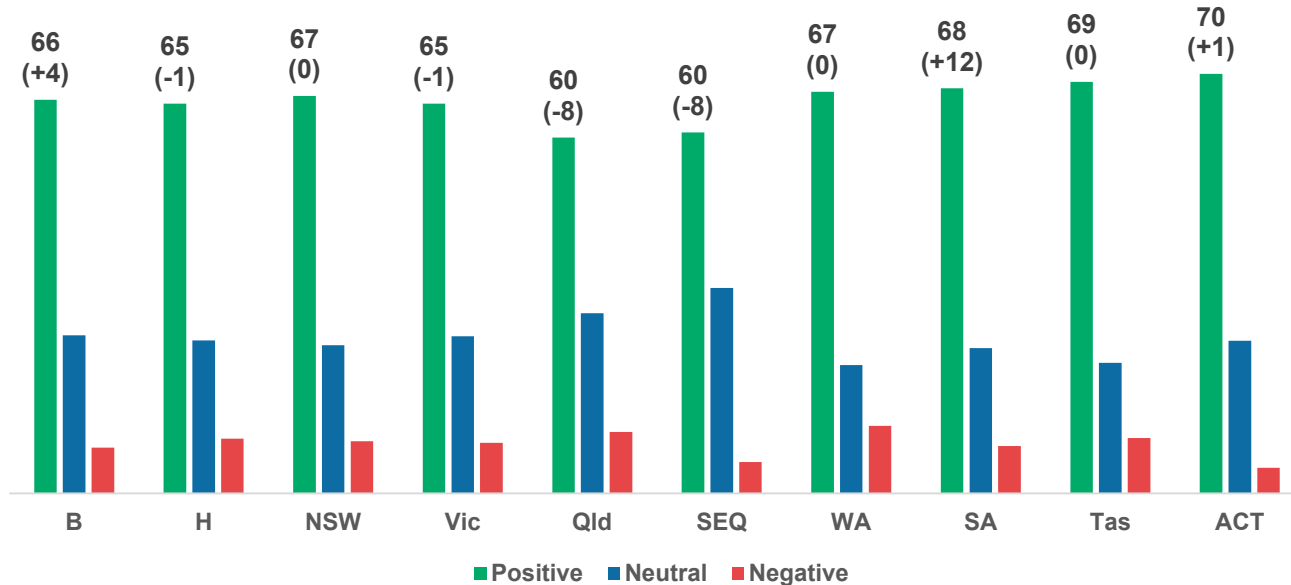


Figure 13 – Household's satisfaction with number of electricity outages

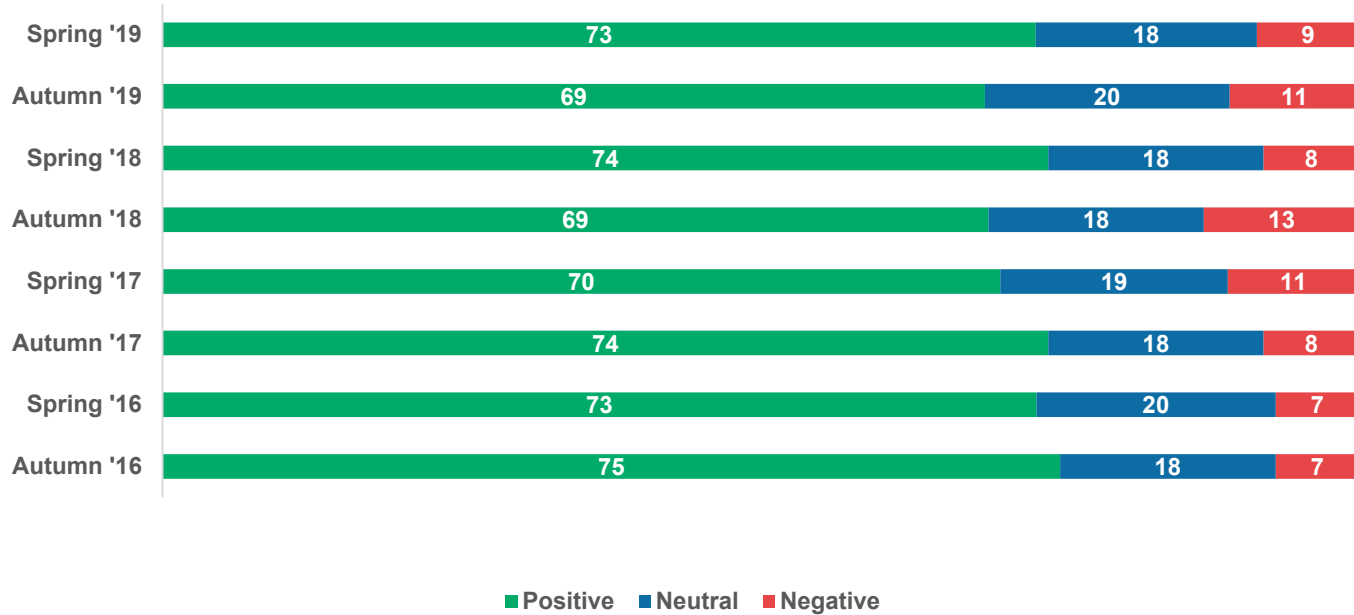


Figure 14 – Household's satisfaction with duration of electricity outages

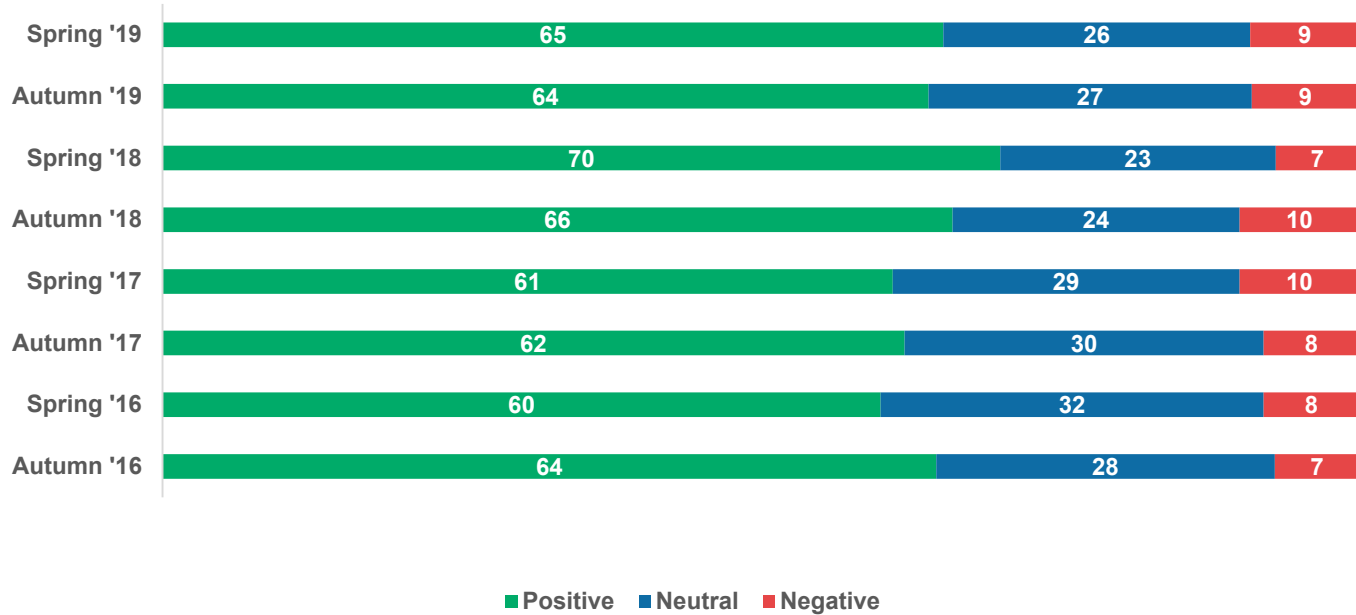


Figure 15 – Household's confidence in future reliability

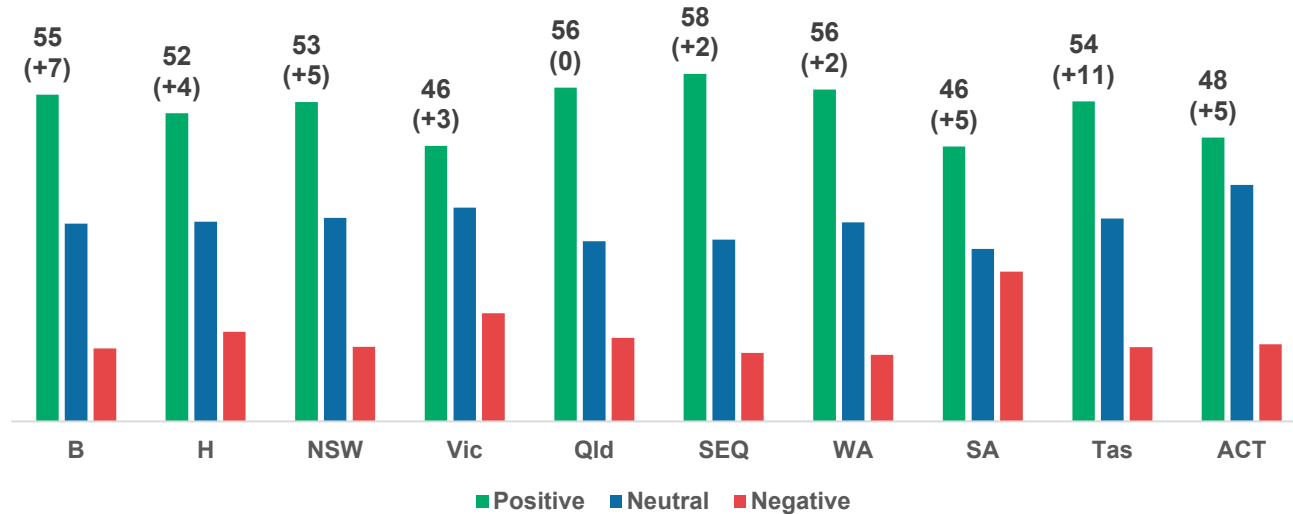


Figure 16 – Household's confidence in future reliability

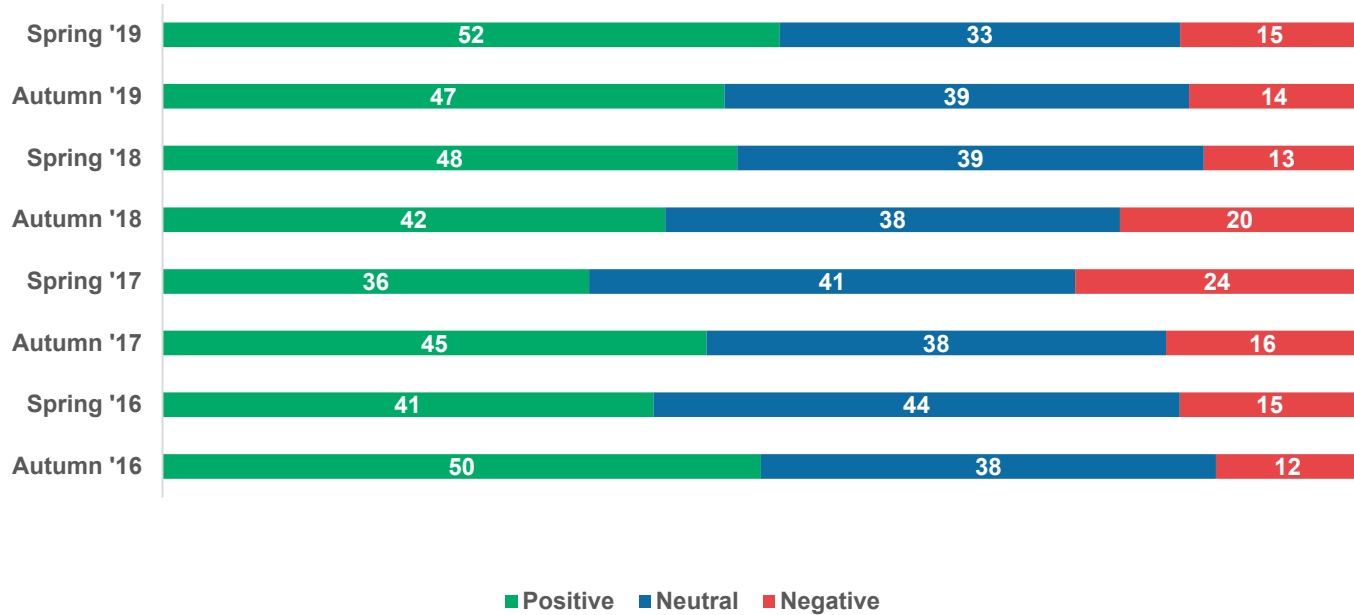


Figure 17 – N/A

Figure 18 – Household's confidence in advances in technology

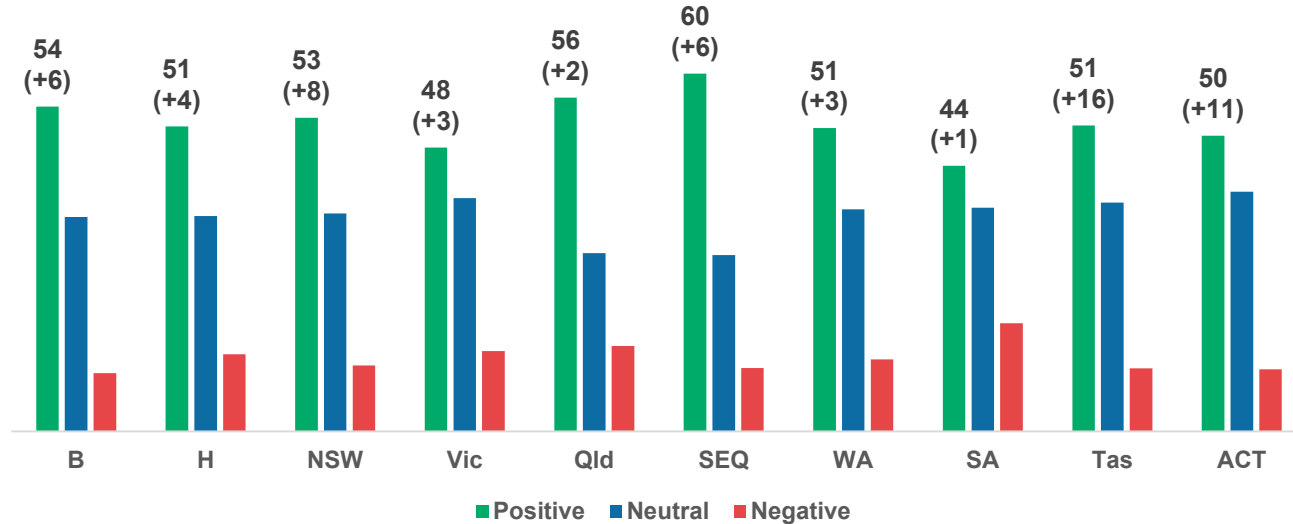


Figure 19 – Household's confidence in advances in technology

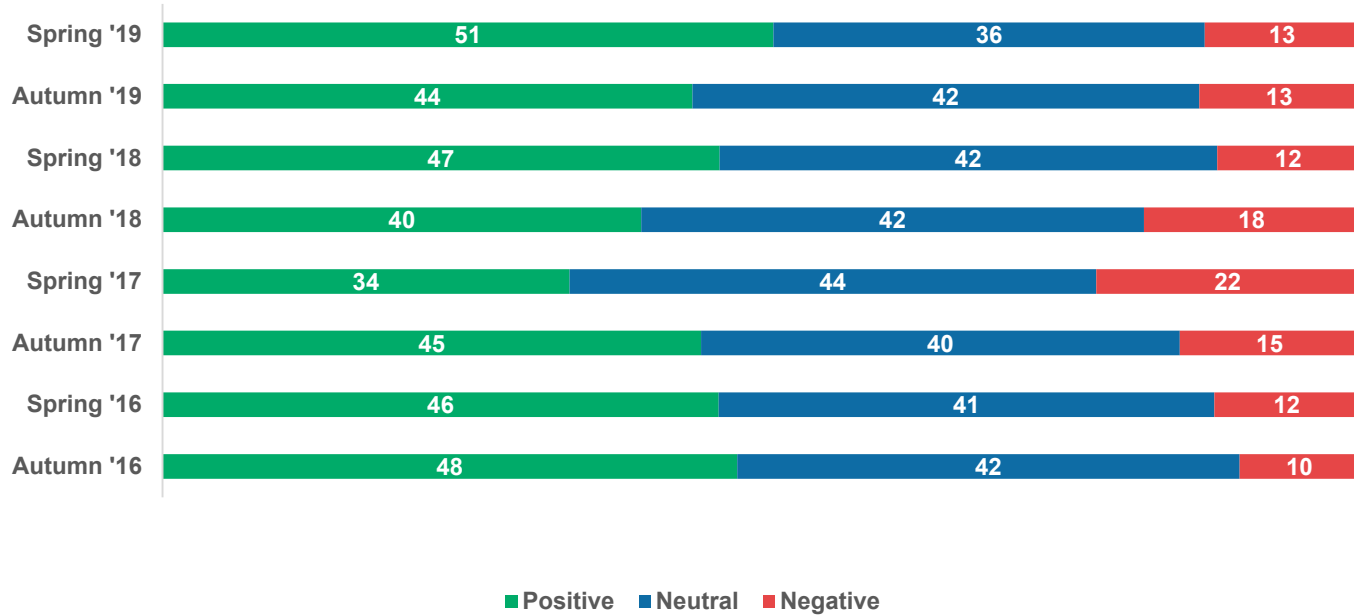


Figure 20 – Household's confidence in managing their energy costs

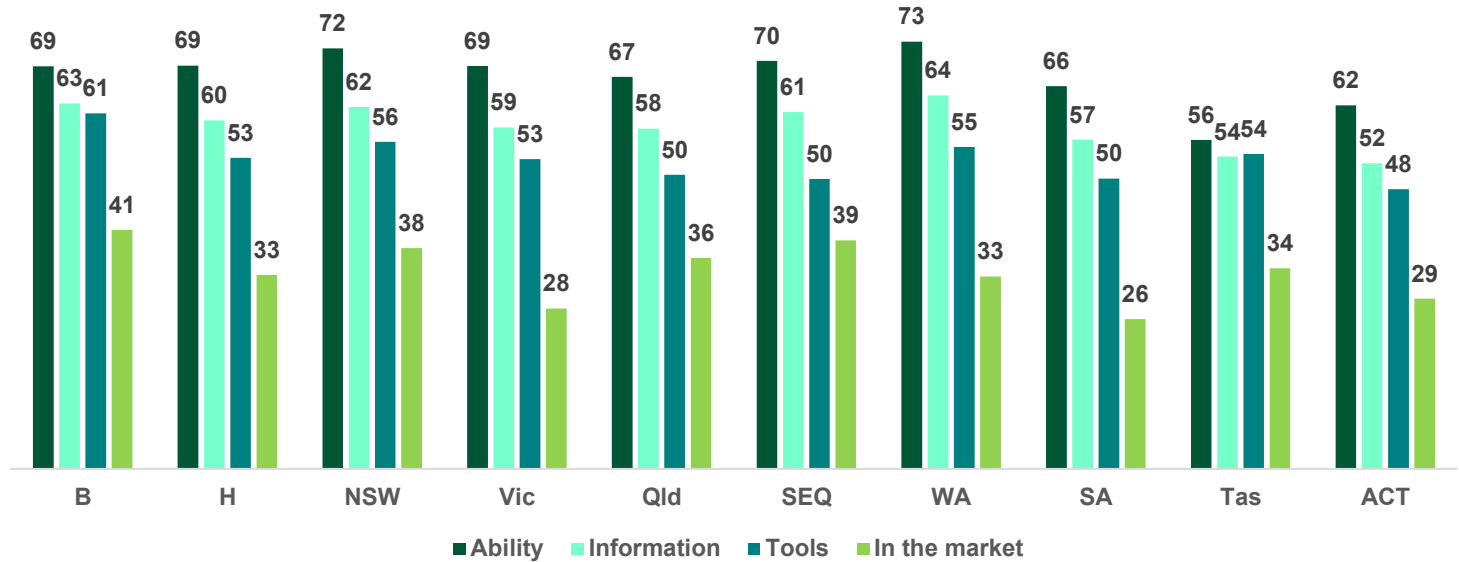


Figure 21 – Household's confidence in ability to make choices

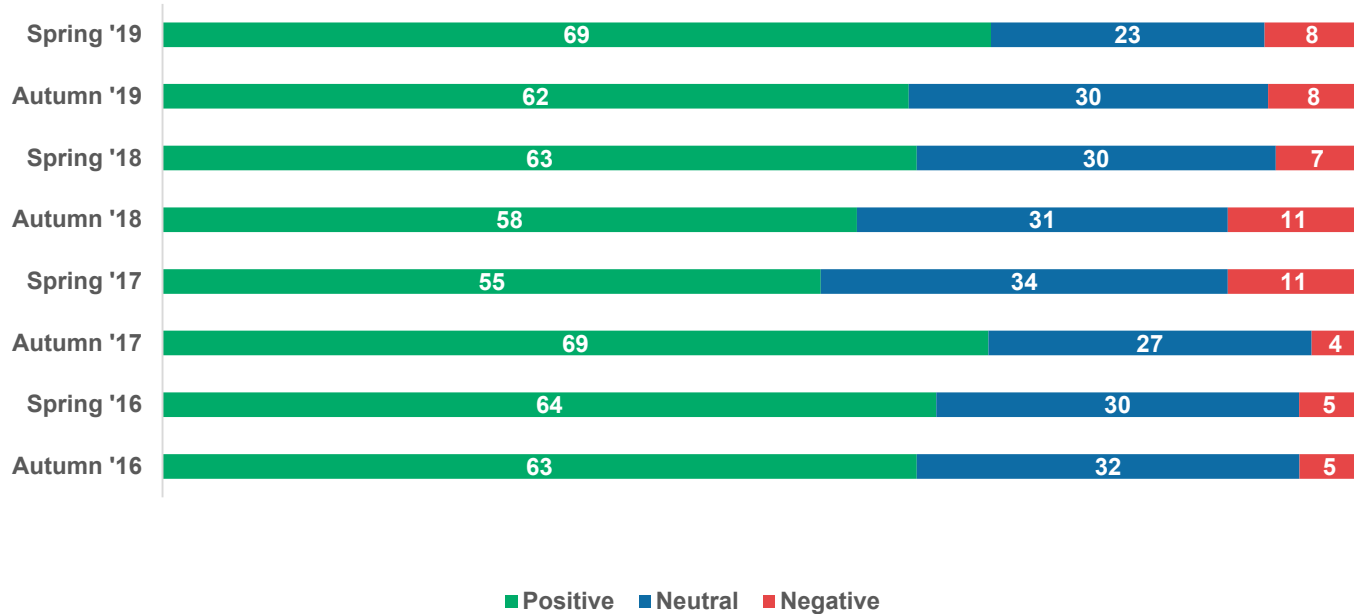


Figure 22 – Household's confidence in availability of enough easily understood information

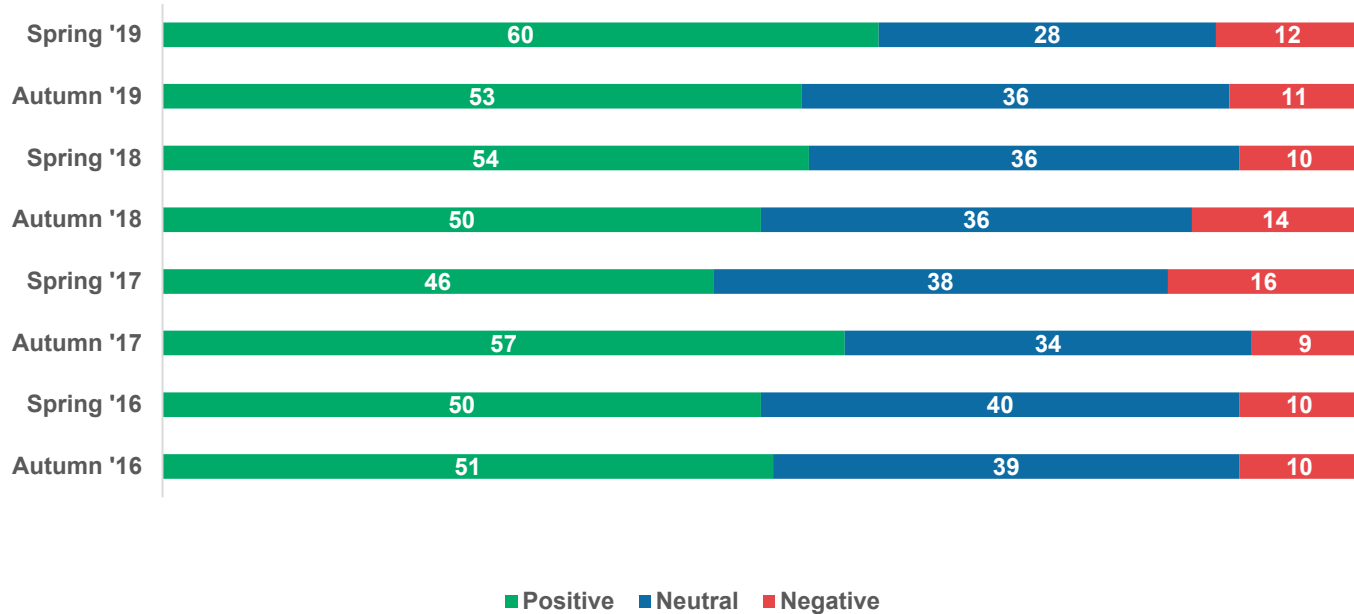


Figure 23 – Household's confidence in availability of tools

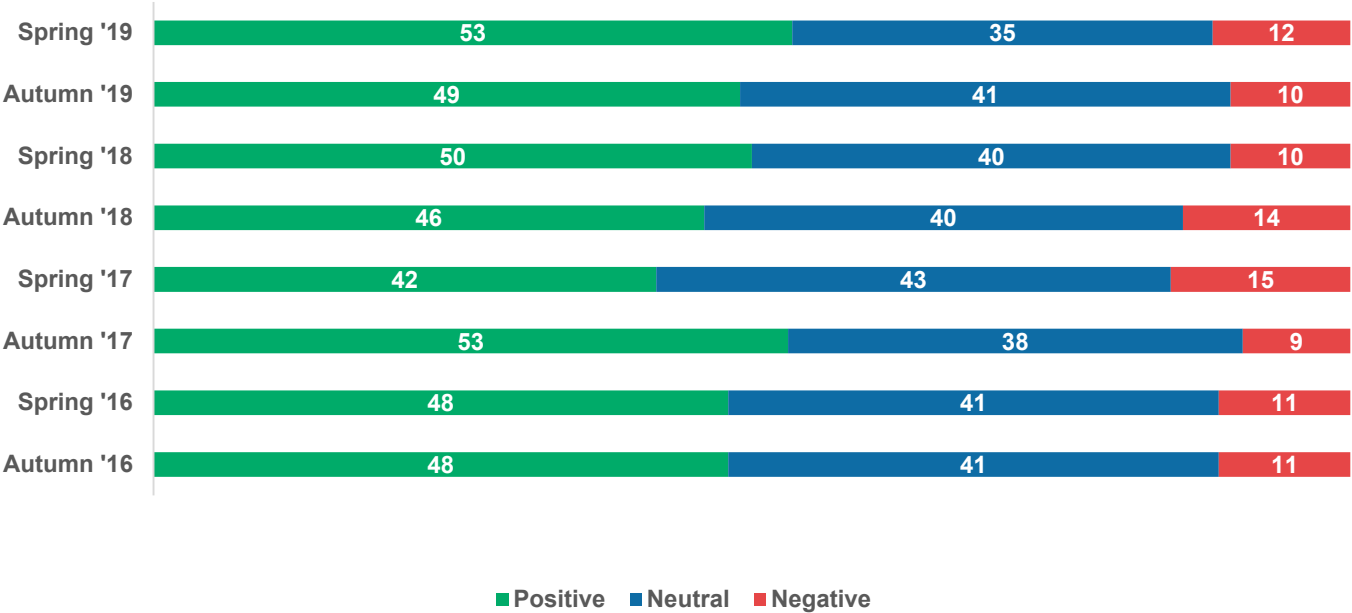


Figure 24 – Household's confidence in the market

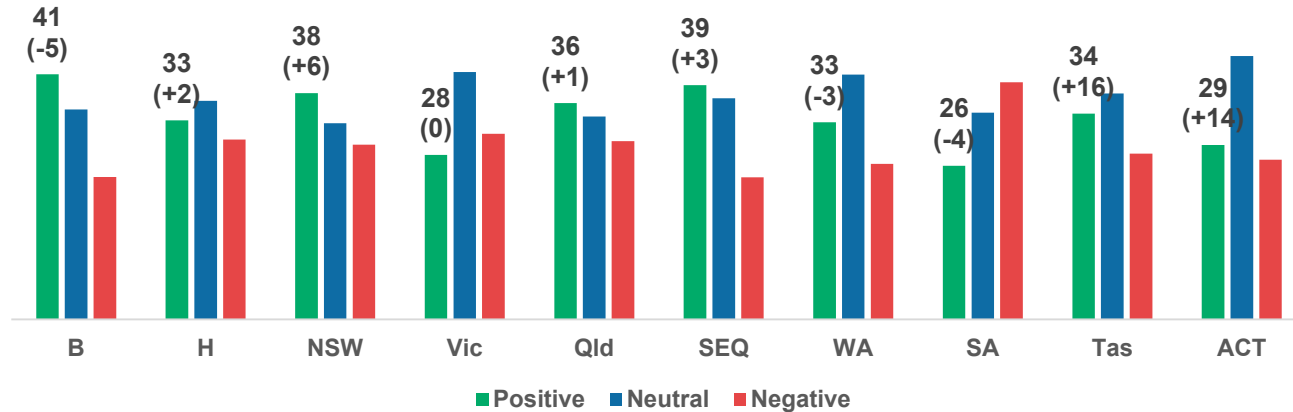


Figure 25 – Household's confidence in the market

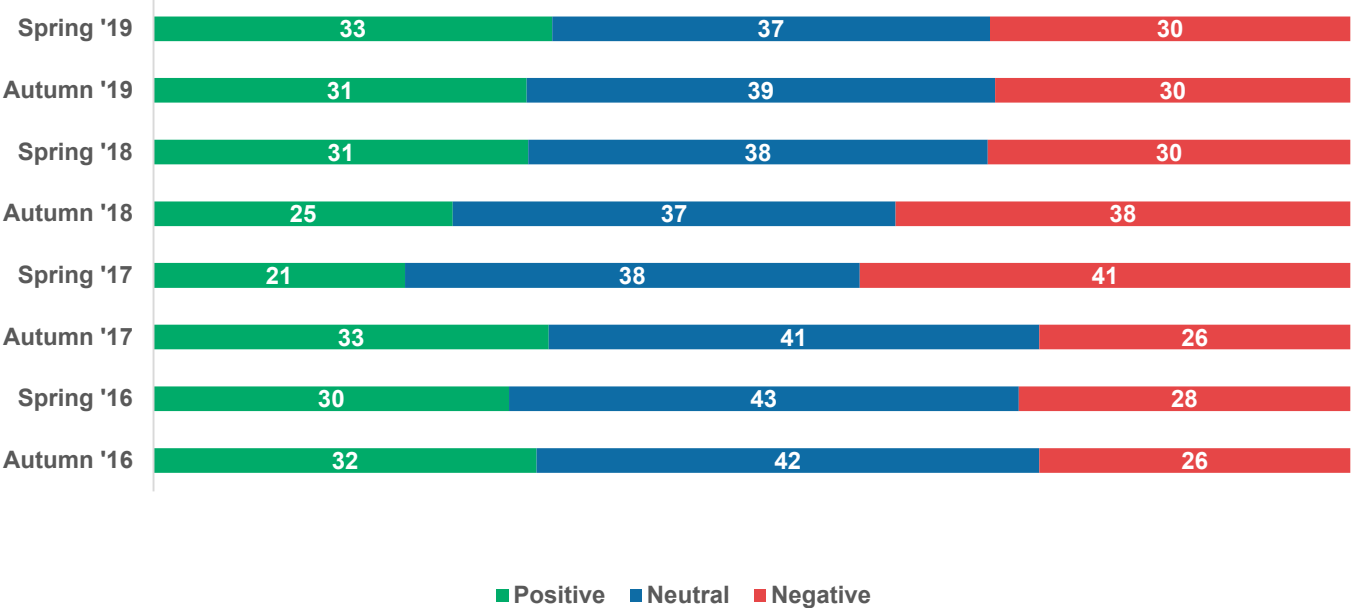


Figure 26 – Confidence in ability to have problems resolved

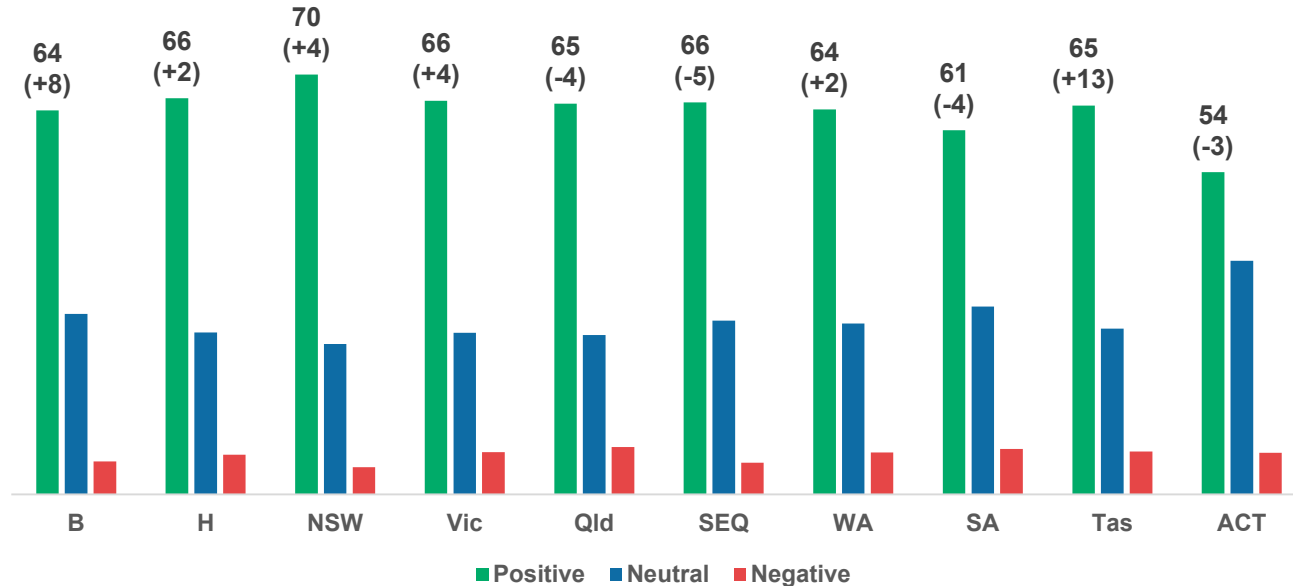


Figure 27 – Familiarity with Ombudsman services

