

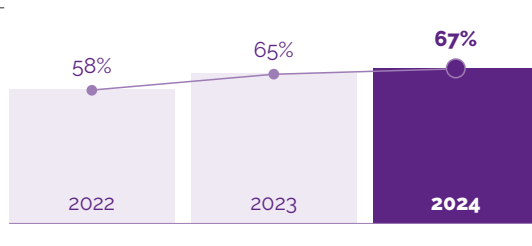
Residential and small business electricity consumers Sentiment Survey 2024

The annual survey was conducted for the third time in May 2024 to understand residents' and small businesses' views of the New Zealand electricity sector. The survey collected the views of 500 small businesses and 1,000 residents.

Residential consumers

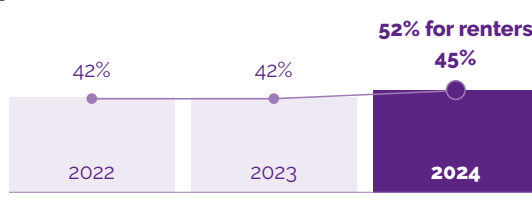
Concerned about electricity costs

Cost concerns have increased over the past two years

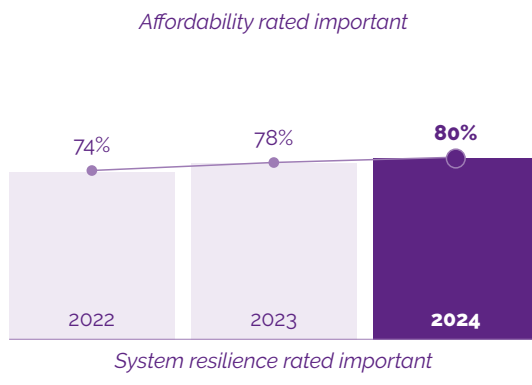
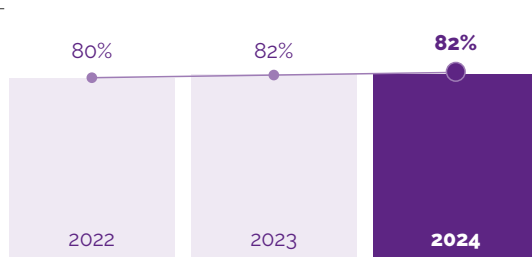


Finding it harder to pay electricity bills

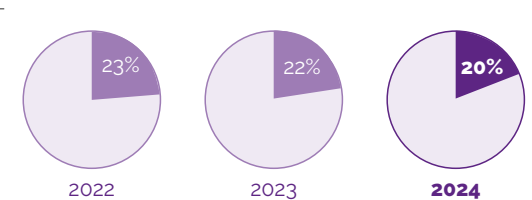
Close to half of households and more than a third of small businesses are finding it harder to pay electricity bills than they were a year ago



Most important issues remain affordability and system resilience to extreme weather



Confidence is low that the electricity market will deliver better value for money in the next five years



Small business consumers

Finding power bills put a lot of pressure on finances

