



New Zealand small electricity consumer sentiment survey 2023

The New Zealand Small Electricity Consumer Sentiment survey was conducted for the second time in mid-2023 to understand residents' and small business' views of the NZ electricity sector. The survey collected the views of 500 small businesses and 1,000 residents.

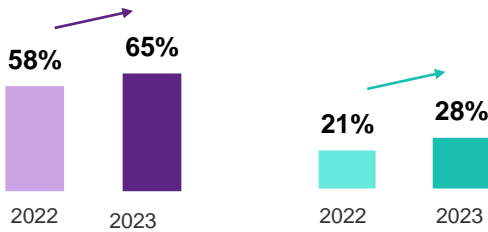
Affordability and resilience remain the top two concerns for both residential and small business consumers.

Households Small business

New Zealanders are increasingly concerned about:



The cost of power

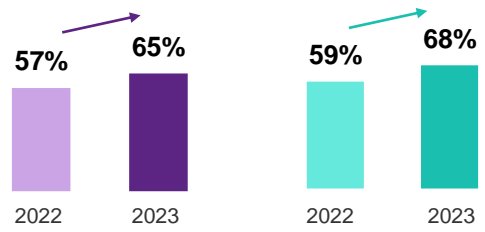


Households concerned about electricity costs

Small businesses feeling the pressure of power bills on their finances



The electricity system's resilience to extreme weather events

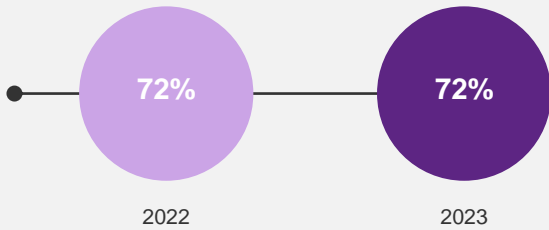


Households

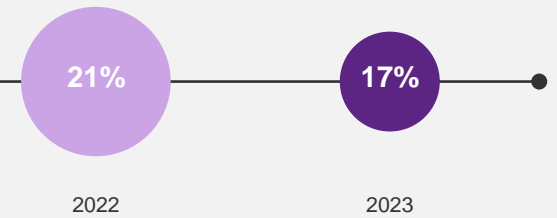
Small businesses

Overall, household satisfaction with power companies remains static, but there's been a drop in those who are very satisfied

Overall satisfaction



Very satisfied



Satisfaction is lowest for Māori, Pacific peoples and younger people (aged 30-39)

What New Zealanders think are the key issues for the future management of the electricity sector

