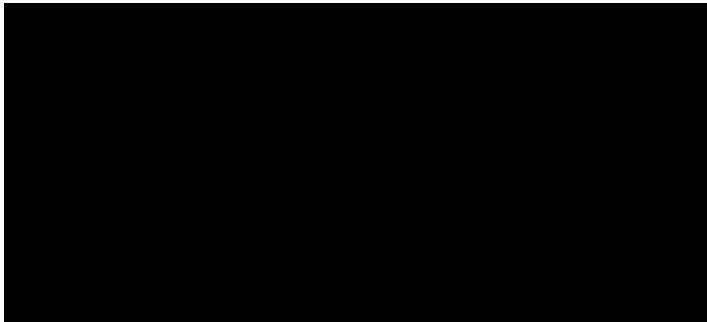


22 August 2023



#### **Official Information Act #23.026 – Stakeholder Perceptions**

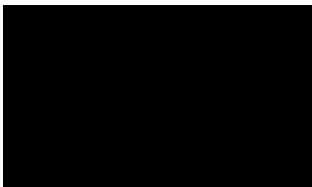
1. We refer to your request under the Official Information Act 1982 (OIA) received on 4 August 2023 for information about TRA’s *Understanding Stakeholder Perceptions Commerce Commission* report (**the Report**).
2. Specifically you requested:
  - 2.1 All versions of the Report and Infographic, including drafts, within the Commission’s possession or control.
  - 2.2 All correspondence, including emails and attachments, between the Commission and TRA relating to the Study, including correspondence about: Study design; Study execution and process matters; different Report and Infographic versions and settlement of the Study’s final Report; Study cost; Study participants; and Study questions.
  - 2.3 The “stage 1” stakeholder review questions identified on page 3 of the Report.
  - 2.4 All documents within the Commission’s possession or control that discuss, record and/or summarise the Zoom calls conducted with the 23 stakeholders identified on Report page 3.
  - 2.5 Draft and final versions of the “[contact] list for the [online quantitative] survey” the Commission gave TRA, as noted in the Report at page 3.
  - 2.6 All responses to the “stage 2” online quantitative survey, including written responses to survey questions inviting such response.

2.7 The 2015, 2018, and 2020 reports referred to on p12 of the Report.

**Our response**

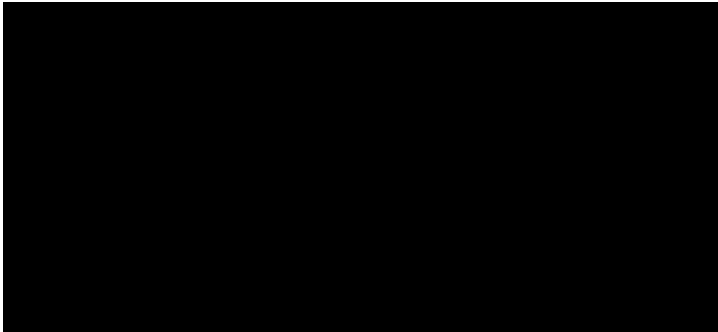
3. In an effort to get the information to you as expediently as possible we have decided to partially grant your request at this point. The information to be made available relates to your request at [2.7]. Please find attached the three reports.
4. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
5. Please do not hesitate to contact us at [oya@comcom.govt.nz](mailto:oya@comcom.govt.nz) if you have any questions about this request.

Yours sincerely



OIA and Information Coordinator

29 September 2023



**Official Information Act #23.026 Stakeholder Perceptions**

1. We refer to your request received on 4 August 2023 for information about TRA's *Understanding Stakeholder Perceptions Commerce Commission* report (**the Report**).
2. Specifically you requested:
  - 2.1 All versions of the Report and Infographic, including drafts, within the Commerce Commission's (**the Commission**) possession or control;
  - 2.2 All correspondence, including emails and attachments, between the Commission and TRA relating to the study, including correspondence about: study design, study execution and process matters; different report and infographic versions and settlement of the study's final report; study cost; study participants and study questions;
  - 2.3 The "Stage 1" stakeholder review questions identified on page 3 of the Report;
  - 2.4 All documents within the Commission's possession or control that discuss, record and/or summarise the Zoom calls conducted with the 23 stakeholders identified on page 3 of the Report;
  - 2.5 Draft and final versions of the "[contact] list for the [online quantitative] survey" the Commission gave TRA, and noted in the Report at page 3;
  - 2.6 All responses to the "stage 2" online quantitative survey, including written responses to survey questions inviting such response; and
  - 2.7 The 2015, 2018 and 2020 reports referred to on page 12 of the Report.

3. We have treated this as a request for information under the Official Information Act 1982 (OIA).
4. On 22 August 2023, the Commission provided a partial response to your request, providing the information for [2.7] above.
5. On 1 September 2023, the Commission extended the time limit by which we must make a decision on your request to 29 September 2023.

### **Our response**

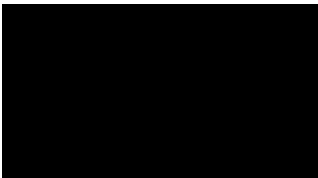
6. We have decided to grant your request.
7. The Commission's IT team performed a search across the Commission's email services to collate all correspondence between the Commission and TRA. This was then assessed for relevance to the Report. Attachments to emails would also be included in this process, therefore information held by the Commission for the remaining elements of your request would be captured by this process.
8. Please note that in relation to your request at [2.3], TRA informed the Commission that the questions were a rough guide, and they would ask different questions depending on the interview.
9. The Commission does not hold information for your request at [2.4] or [2.6]. This information was only held by TRA and was deliberately not shared with the Commission to ensure that participant's anonymity is preserved.
10. Please note that due to the required anonymity for stakeholders in providing feedback to the Commission, we have withheld the names of the interviewed stakeholders, under section 9(2)(ba)(i) of the OIA. There are quotes in the final report which could be easily attributed to specific entities due to the small number of interviewed entities that would fit the noted sector i.e "Regulated business, Energy sector".
11. Other information has been withheld from the documents provided for the following reasons:
  - 11.1 The majority of the information has been withheld to protect the privacy of natural persons, in accordance with section 9(2)(a) of the OIA;
  - 11.2 Some information has been withheld to protect information where making the information available would be likely to unreasonably prejudice the commercial position of the person who supplied the information, in accordance with section 9(2)(b)(ii) of the OIA; and
  - 11.3 One sentence has been withheld to maintain the effective conduct of public affairs through the free and frank expression of opinion, in accordance with section 9(2)(g)(i) of the OIA.

12. We consider that good reasons exist for withholding information, and this is not outweighed by other considerations which would make it desirable, in the public interest, to make the information available (section 9(1) of the OIA).

**Further information**

13. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.
14. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
15. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this request.

Yours sincerely



OIA and Information Coordinator