

A Survey of Opinions
in Key Organisations
on
Gas and Electrical Safety

2000

Findings of research

Conducted for

THE MINISTRY OF
CONSUMER AFFAIRS

by

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A Executive Summary

This report presents the results of a mail survey of the opinions of senior members of organisations with an interest in electrical or gas safety or, in some cases, both. The questionnaire first asked for opinions about the current safety situation in New Zealand, and second for the organisation's needs for, and use of, information about accidents involving electricity or gas.

The results do not show any widespread concern over electrical or gas safety. A minority of respondents however disagreed with some of the statements to the effect that safety levels are good.

The *Summary of Reported Electrical Accidents to Persons* produced by the Ministry were generally agreed to be useful, and there was considerable interest in receiving similar reports on gas accidents. Respondents were asked to indicate what kind of information they would like to see in such reports, and the answers are of considerable interest. This was not the primary focus of the project, however, and it may be desirable to investigate this aspect further, if it is decided to proceed with that project.

A major objective of the survey was to provide a benchmark against which movements in opinion on safety matters can be measured in the future. The proportions of respondents expressing agreement or disagreement with statements in a questionnaire must inevitably depend to some extent on the wording of the questions. Caution is therefore necessary in interpreting the answers as measuring the current state of opinion.

Any change over time, on the other hand, represents a real change in opinion, provided the survey covers the same universe of individuals or organisations, and the same set of questions is used.

Respondents were asked to comment on aspects of electricity and gas safety that could be improved. Several put forward thoughtful responses. For example, several respondents were in favour of stricter regulation, mentioning stricter licensing requirement, more policing, stiffer penalties, or stricter requirements for electrical products. Others favoured educational measures, such as wide availability of appropriate literature, and educating the public about electrical work in homes.

B Introduction

This report contains the findings of a survey carried out between July and September of 2000 of the opinions of leaders of key organisations about electrical and gas safety. It was intended to provide the Energy Safety Service of the Ministry of Consumer Affairs with information about the views of key individuals as to the safety of electrical and gas appliances, installations, and distribution systems. This information will be used as a benchmark against which future changes in opinion can be measured.

A further objective of the survey was to provide information as to the value of the printed *Summary of Reported Electrical Accidents to Persons* and to obtain an indication of the potential value of a similar publication dealing with gas accidents.

The survey was developed jointly by Decision Research Limited and the staff of the Energy Safety Service.

Method

A preliminary questionnaire was produced by the Energy Safety Service and this was used as the basis for development of the questionnaire that was actually used.

The questionnaire was pilot-tested with five individuals, of whom four responded, and three of these very helpfully agreed to discuss the questionnaire with us. After minor modifications the final questionnaire was sent out by mail in the third week of July 2000. Reminder letters were sent to non-respondents on 7 August and again on 22 August.

The survey was finally closed off for analysis on 18 September.

A total of 58 questionnaires were mailed out to individuals in key organisations. From these, 45 valid responses were received, a response rate of 78 percent.

The tables in the report show responses separately for respondents involved in the electricity or gas industries, and in both, and those involved in organisations not concerned particularly with either sector. The number of respondents in each sector is shown in the following table, and a complete list of informants is provided in Appendix 1.

Number of respondents in each industry sector

Sector					Total				
Electricity		Gas		Both			Other		
N	%	N	%	N	%	N	%		
10	22	9	20	2	4	24	53	45	100

Where a respondent gave no answer to a particular question, that respondent is omitted from the corresponding table. The total numbers shown in a given table are therefore usually less than the total number of respondents to the survey.

Limitations

The selection of individuals to be interviewed was carried out by the staff of the Energy Safety Unit. Given that the purpose of the survey was to ascertain the opinions of key individuals and organisations about electrical and gas safety, this is a satisfactory method of sampling and we do not consider that it has introduced any bias in to the findings.

In considering the responses two points need to be borne in mind. First, they represent opinions of the respondent individuals in the key organisations surveyed. They are measures of opinion, not of how safe appliances, installations and distribution systems actually are. Second, a large number of respondents reported themselves as “unsure” about some questions, or failed to answer them altogether.

A further minor limitation of the survey might seem to lie in the small sample size. However, the objective of the study was to investigate opinion in key organisations, and the survey is of the nature of a census rather than a sample survey. Sampling error is therefore not an issue.

D Findings

D.1 Opinions about gas and electrical safety

Respondents were in general overwhelmingly of the opinion that electrical and gas safety is high. Very few questions received a “disagree” or “disagree strongly” response. There were however, as might be expected, many cases where respondents either gave no answer, or ticked the “not sure” option.

Domestic appliances

Nearly three-quarters of all respondents agreed that new electric appliances are safe. Only one individual disagreed, and the rest said they were “not sure”. About older electric appliances only half agreed they were safe, but again, only one respondent (the same individual) disagreed.

Q 1 New domestic electric appliances are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	3	33	1	20	0	0	3	20	7	20
Agree	5	57	3	60	1	50	9	47	18	51
Not sure	0	0	1	20	1	50	7	37	9	26
Disagree	1	11	0	0	0	0	0	0	1	3
Total	9	100	5	100	2	100	19	100	35	100

Q 2 Domestic electric appliances installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	0	0	0	0	1	5	1	3
Agree	6	67	3	60	1	50	6	32	16	46
Not sure	2	22	2	40	1	50	12	63	17	49
Disagree	1	11	0	0	0	0	0	0	1	3
Total	9	100	5	100	2	100	19	100	35	100

New gas appliances were rated as safe by more than two-thirds of respondents, but less than a third agreed that older gas appliances were safe, and about 10 percent disagreed.

Q 3 New gas domestic appliances are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	20	2	25	1	100	1	5	5	15
Agree	3	60	4	50	0	0	11	58	18	55
Not sure	1	20	2	25	0	0	7	37	10	30
Total	5	100	8	100	1	100	19	100	33	100

Q 4 Domestic gas appliances installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	1	11	1	100	0	0	2	6
Agree	2	20	4	44	0	0	3	16	8	24
Not sure	1	20	3	33	0	0	15	79	20	59
Disagree	2	40	1	11	0	0	1	5	4	12
Total	5	100	9	100	1	100	19	100	34	100

Domestic installations

A similar pattern can be seen in the responses to questions about domestic installations. Both electric and gas installations are generally thought to be safe, although two respondents disagreed over older electric, and three over older gas, installations.

Q 5 New domestic electric installations are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	3	33	1	20	1	100	2	11	7	21
Agree	4	44	3	60	0	0	9	47	16	47
Not sure	2	22	1	20	0	0	8	42	11	32
Total	9	100	5	100	1	100	19	100	34	100

Q 6 Domestic electric installations installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	0	0	0	0	1	5	1	3
Agree	4	44	0	0	1	100	3	16	8	24
Not sure	4	44	5	100	0	0	14	74	23	68
Disagree	1	11	0	0	0	0	1	5	2	6
Total	9	100	5	100	1	100	19	100	34	100

Q 7 New domestic gas installations are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	2	40	2	22	1	100	2	11	7	21
Agree	2	40	6	67	0	0	10	53	18	53
Not sure	1	20	1	11	0	0	7	37	9	27
Total	5	100	9	100	1	100	19	100	34	100

Q 8 Domestic gas installations installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	1	11	0	0	0	0	1	3

Agree	2	40	3	33	0	0	3	16	7	21
Not sure	2	40	4	44	1	100	15	79	23	68
Disagree	1	20	1	11	0	0	1	5	3	9
Total	5	100	9	100	1	100	19	100	34	100

Commercial and industrial appliances

Again, most respondents agreed that new appliances are safe. Only one individual disagreed that electrical appliances are safe, and two others disagreed about older gas installations. As with domestic appliances, many were “unsure” about older appliances of both types.

Q 9 New commercial and industrial electric appliances are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	2	25	1	20	0	0	3	16	6	18
Agree	6	75	1	20	0	0	11	58	18	53
Not sure	0	0	3	60	1	50	5	26	9	27
Disagree	0	0	0	0	1	50	0	0	1	3
Total	8	100	5	100	2	100	19	100	34	100

Q 10 Commercial and industrial electric appliances installed more than one year are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	0	0	0	0	2	11	2	6
Agree	6	75	2	40	0	0	6	32	14	41
Not sure	2	25	3	60	1	50	11	58	17	50
Disagree	0	0	0	0	1	50	0	0	1	3
Total	8	100	5	100	2	100	19	100	34	100

Q 11 New commercial and industrial gas appliances are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	3	33	0	0	4	21	7	21
Agree	3	80	5	56	1	100	10	53	19	58
Not sure	1	20	0	0	0	0	5	26	6	18
Disagree		0	1	11	0	0	0	0	1	3
Total	4	100	9	100	1	100	19	100	33	100

Q 12 Commercial and industrial gas appliances installed more than one year are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%

Strongly agree	0	0	1	11	0	0	0	0	1	3
Agree	1	25	5	56	0	0	7	37	12	36
Not sure	2	50	2	22	1	100	12	63	18	55
Disagree	1	25	1	11	0	0	0	0	2	6
Total	4	100	9	100	1	100	19	100	33	100

Commercial and industrial installations

No respondents disagreed with the statement that new installations were safe, but there was some disagreement over older installations. A majority of respondents were unsure about these.

Q 13 New commercial and industrial electric installations are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	3	38	1	20	1	100	3	16	8	24
Agree	4	50	1	20	0	0	11	58	16	49
Not sure	1	12	3	60	0	0	5	26	9	27
Total	8	100	5	100	1	100	19	100	33	100

Q 14 Commercial and industrial electric installations more than one year old are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	13	0	0	0	0	1	5	2	6
Agree	3	37	1	20	1	100	7	37	12	36
Not sure	3	37	4	80	0	0	11	58	18	55
Disagree	1	13	0	0	0	0	0	0	1	3
Total	8	100	5	100	1	100	19	100	33	100

Q 15 New commercial and industrial gas installations are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	25	3	33	0	0	4	21	8	24
Agree	1	25	6	67	1	100	10	53	18	55
Not sure	2	50	0	0	0	0	5	26	7	21
Total	4	100	9	100	1	100	19	100	33	100

Q 16 Commercial and industrial gas installations installed more than one year are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	25	1	11	0	0	1	5	3	9
Agree	0	0	4	44	0	0	6	32	9	27
Not sure	2	50	3	33	1	100	12	63	19	58
Disagree	1	25	1	11	0	0	0	0	2	6
Total	4	100	9	100	1	100	19	100	33	100

Distribution systems

No respondents disagreed as to the safety of electricity distribution systems, but one respondent disagreed as to the safety of both new and older gas systems.

Q 17 New electricity distribution systems are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	4	44	1	20	0	0	2	11	7	21
Agree	4	44	1	20	1	100	12	63	18	53
Not sure	1	11	3	60	0	0	5	26	9	37
Total	9	100	5	100	1	100	19	100	34	100

Q 18 Electricity distribution systems installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	2	22	0	0	0	0	1	5	3	9
Agree	5	56	0	0	1	100	6	32	12	35
Not sure	2	22	5	100	0	0	12	63	19	56
Total	9	100	5	100	1	100	19	100	34	100

Q 19 New gas distribution systems are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	25	4	50	0	0	1	5	6	19
Agree	1	25	2	25	0	0	13	63	16	50

Not sure	2	50	1	13	1	100	5	26	9	28
Disagree	0	0	1	13	0	0	0	0	1	3
Total	4	100	8	100	1	100	19	100	32	100

Q 20 Gas distribution systems installed more than one year ago are safe

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	25	2	25	0	0	0	0	3	9
Agree	0	0	3	38	0	0	5	26	8	25
Not sure	3	75	2	25	1	100	14	74	20	63
Disagree	0	0	1	13	0	0	0	0	1	3
Total	4	100	8	100	1	100	19	100	32	100

Safety in work and other places

There was general agreement that electrical and gas safety in workplaces is good, although two respondents disagreed.

Q 21 Workplace electrical safety in New Zealand is generally very good

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	2	20	0	0	0	0	2	10	4	11
Agree	7	70	1	20	1	100	15	71	24	65
Not sure	0	0	4	80	0	0	3	14	7	19
Disagree	1	10	0	0	0	0	1	5	2	5
Total	10	100	5	100	1	100	21	100	37	100

Q 22 Workplace gas safety in New Zealand is generally very good

	Sector						Total	
	Electricity		Gas		Other			
	N	%	N	%	N	%	N	%
Strongly agree	1	20	1	11	1	5	3	9
Agree	2	40	6	67	14	67	22	63
Not sure	2	40	0	0	6	29	8	23
Disagree	0	0	2	22	0	0	2	6
Total	5	100	9	100	21	100	35	100

An overwhelming majority - more than three quarters - agreed that electrical safety in public places is good, but there was less certainty about gas safety in public places.

Q 23 Electrical safety in public places in New Zealand is generally very good

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	2	20	1	20	0	0	0	0	3	8
Agree	7	70	3	60	1	100	15	68	26	68
Not sure	0	0	1	20	0	0	6	27	7	18
Disagree	1	10	0	0	0	0	1	5	2	5
Total	10	100	5	100	1	100	22	100	38	100

Q 24 Gas safety in public places in New Zealand is generally very good

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	1	11	0	0	0	0	1	3
Agree	4	75	5	56	1	100	10	45	20	54
Not sure	1	25	3	33	0	0	11	50	15	41
Disagree	0	0	0	0	0	0	1	5	1	3
Total	5	100	9	100	1	100	22	100	37	100

There was little certainty over electrical or gas safety in rural areas; a majority of respondents selected “not sure” for both.

Q 25 Electricity safety in rural places in New Zealand is generally very good

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	10	0	0	0	0	0	0	1	3
Agree	4	40	2	40	0	0	5	24	11	30
Not sure	4	40	2	40	1	100	15	71	22	60
Disagree	1	10	1	20	0	0	1	5	3	8
Total	10	100	5	100	1	100	21	100	37	100

Q 26 Gas safety in rural places in New Zealand is generally very good

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	1	11	0	0	0	0	1	3

Agree	1	20	5	56	1	100	4	19	11	31
Not sure	4	80	1	11	0	0	16	76	21	58
Disagree	0	0	2	22	0	0	1	5	3	8
Total	5	100	9	100	1	100	21	100	36	100

D.2 Value of *Summary of Reported Electrical Accidents to Persons*

About a quarter of respondents said they already receive the Summary of Reported Electrical Accidents to Persons produced by the Ministry of Economic Development. A majority of those who do not receive it said they would like to do so. In total, about three quarters of all respondents either receive the reports or would like to.

Q 27 Would you like to receive the *Summary of Reported Electrical Accidents*?

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
We already do	3	33	2	29	1	50	4	17	10	24
Yes	5	56	3	43	1	50	14	58	23	55
No	1	11	2	29	0	0	6	25	9	21
Total	9	100	7	100	2	100	24	100	42	100

Of those who already receive the reports, the great majority agreed that they were useful in their operations, and none disagreed. Almost all agreed they are useful as a learning tool.

Q 28 These reports are useful to our operations

	Sector						Total	
	Electricity		Gas		Other			
	N	%	N	%	N	%	N	%
Strongly agree	4	80	0	0	3	33	7	41
Agree	1	20	0	0	5	56	6	35
Not sure	0	0	3	100	1	11	4	24
Total	5	100	3	100	8	100	17	100

Q 29 These reports are useful to us as a learning tool

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	4	80	1	33	0	0	4	44	9	50
Agree	1	20	2	67	1	100	4	44	8	44
Not sure	0	0	0	0	0	0	1	11	1	6
Total	5	100	3	100	1	100	9	100	18	100

Of those who receive the reports, or would like to, most - about two-thirds - prefer to receive them by mail. More than 20 percent would prefer to read them from a web site.

Q 30 We would prefer to receive these reports by post

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	10	2	40	0	41	7	41	10	29
Agree	8	80	2	40	0	29	5	29	15	44
Not sure	0	0	0	0	0	12	2	12	2	6
Disagree	0	0	1	20	2	6	1	6	4	12
Strongly disagree	1	10	0	0	0	12	2	12	3	9
Total	10	100	5	100	2	100	17	100	34	100

Respondents were asked to say what type of information about electrical accidents they would most like to receive. The replies are of somewhat limited value, since there was of course no opportunity to probe for elucidation as to what exactly was wanted. The most common response was for summary information, and a number also asked for information about the causes of reported electrical accidents.

Q 31 What type of information about electrical accidents would you most like to receive?	Total
Summary of reported accidents eg, injury, location, circumstances, statistics	13
Cause of accident	6
Details	4
Measures for avoidance	2
Installation a factor	2
Action taken by involved	2
Building Construction related situations	2
Competence of trades person a factor	2
Near misses reported	1
As now	1
General information	1
Consistently faulty brands of appliance	1
Occupation of place involved	1
More timely information	1
Information on domestic appliances	1
Professionally executed appliance repairs	1
Consumer safety	1
Process improvement	1
Code of practice issues	1
Caravan incidents	1
Public safety issues	1
Coroner or court's comments on serious accidents	1
Easily accessible information	1
Accidents to public	1
Anything relevant to laboratory operation	1
Could it have been prevented	1
Who was responsible	1

D.3 Value of reports on gas accidents

More than three-quarters of the respondents to our survey agreed that they would like to receive reports on gas accidents, similar to those now produced on electrical accidents, and nearly all of these agreed that they would be useful both in their operations and as a learning tool.

Q 32 Would you like to receive similar reports of gas accidents from the Ministry?

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
No	2	33	0	0	1	50	5	21	8	20
Yes	4	67	8	100	1	50	19	79	32	80
Total	6	100	8	100	2	100	24	100	40	100

Q 33 Published reports on gas accidents would be useful for our operation

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	4	50	1	100	4	29	9	33
Agree	4	100	4	50	0	0	8	57	16	59
Not sure	0	0	0	0	0	0	1	7	1	4
Disagree	0	0	0	0	0	0	1	7	1	4
Total	4	100	8	100	1	100	14	100	27	100

Q 34 Published reports on gas accidents would be useful as a learning tool

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	1	25	3	38	1	100	4	27	9	32
Agree	3	75	4	50	0	0	8	53	15	54
Not sure	0	0	1	13	0	0	2	13	3	11
Disagree	0	0	0	0	0	0	1	7	1	4
Total	4	100	8	100	1	100	15	100	28	100

There was a slightly greater preference for web-based reports, although the majority still favoured delivery by mail.

Q 35 Downloading reports from a website would be better than postal delivery

	Sector								Total	
	Electricity		Gas		Both		Other			
	N	%	N	%	N	%	N	%	N	%
Strongly agree	0	0	1	13	0	0	4	22	5	16
Agree	1	25	0	0	1	100	5	28	7	23
Not sure	0	0	3	38	0	0	2	11	5	16
Disagree	3	75	3	38	0	0	6	33	12	39
Strongly disagree	0	0	1	13	0	0	1	6	2	7
Total	4	100	8	100	1	100	18	100	31	100

Q 36 What type of information about gas accidents would you most like to receive?	Total
Details of accident eg, circumstances, extent of damage, seriousness	11
Cause of accident	9
Measures of avoidance	4
Information about the appliance eg, size, type	5
Competence of trades person a factor	5
Where occurred, location	3
Any	2
Consistently faulty brands	2
Certification details	2
Frequency	2
Appliance installation a factor	1
Unapproved appliances	1
Gas fitter involved	1
Type of inspection (if any)	1
Construction trade related	1
Consumer safety	1
Process improvement	1
Code of practise issues	1
Action taken	1
Public safety issues	1
Workplace issues	1
Caravan relate incidents	1
Coroner or court comments on serious accidents	1
Easily accessible information	1

Accidents involving public	1
Could it have been prevented	1
Who was responsible	1

D.4 Aspects of safety that should be improved

Respondents were asked to list any aspects of electrical or gas safety that, in their opinion, could and should be improved. As with the questions about what information they would like, there is some ambiguity that results from the usually rather terse nature of the replies.

Many of the responses do however indicate support for stricter regulation, for example, “License requirements”, “Certificate compliance requirements” “More policing” and, probably, “Home inspections”. Other responses indicate support for improved educational and service in connection with safety matters: “Appropriate literature readily available”, “Education to public about electrical work in homes”, “General information”, and “User education on risks”.

Q 37 Aspects of electricity safety affecting the public that could, and should, be improved	Total
License requirements	4
Appropriate literature readily available	4
Certificate compliance requirements	3
Education to public about electrical work in homes	4
General information	3
Safe working handbook for public	3
More policing	2
User education on risks	2
Safety testing	1
Electrical safety of old homes and businesses	1
Stringent requirements on electrical products	1
Stricter isolation procedures	1
Home inspections	1
Directions for use in drawings (if don't know English)	1
Work sites	1
Easy ways to have old appliances checked	1
A review of the regulatory requirements	1
Lack of power quality	1
Stiffer penalties	1
Prevention of accidents	1
Finding electrician to respond to customers in holidays	1
People don't know who to contact in emergency	1
Fragmentation of industry is confusing for consumers	1

There was a similar pattern in the responses to the question about how gas safety should be improved, with some comments calling for more stringent regulation and others for better information and education.

Q38 Aspects of gas safety affecting the public that you believe could, and should, be improved	Total
Better education to public and to licensed gas workers	6
Gas safety in motor homes (LPG)	3
Gas fitter training	3
Use of licensed gas fitter B no license, no job	3
Better warnings about gas in small areas	2
Appliance maintenance	2
General safety requirements	2
Appliance information	1
Gas certification awareness	1
Industry needs attention	1
More information (know about electrical but not gas)	1
Self certification instead of a gas fitter	1
Codes of practice	1
Competency levels linked to codes	1
Standards on ground works	1
Mobile gas heaters	1
Work sites	1
Better follow up on leaks/reports on faults	1
More auditing	1
Prevention	1