

**RESULTS OF THE SURVEY - HORIZONTAL EVALUATIONS OF THE PERFORMANCE OF NETWORK INDUSTRIES PROVIDING SERVICES OF GENERAL ECONOMIC INTEREST (SGEI) IN THE EUROPEAN UNION**

**A3. Identification data - Country**

	<b>Number of answers</b>	<b>% of answers</b>
Austria	2	2,08
Belgium	5	5,21
Bulgaria	8	8,33
Cyprus	1	1,04
Czech Republic	1	1,04
Denmark	4	4,17
Estonia	2	2,08
European	14	14,58
Finland	4	4,17
France	9	9,38
Germany	2	2,08
Greece	2	2,08
Hungary	2	2,08
Iceland	1	1,04
Ireland	0	0,00
Italy	3	3,13
Latvia	1	1,04
Lithuania	1	1,04
Luxemburg	0	0,00
Malta	1	1,04
Netherlands	3	3,13
Poland	4	4,17
Portugal	2	2,08
Romania	3	3,13
Slovakia	10	10,42
Slovenia	2	2,08
Spain	3	3,13
Sweden	2	2,08
United Kingdom	4	4,17
<b>Sum</b>	<b>96</b>	<b>100,00</b>

*'European' mean organisations that have a European dimension instead of a national one: examples are BEUC or the Council of the European Energy Regulators*

**A3. Identification data - Category**

	<b>Number of answers</b>	<b>% of answers</b>
Professional associations	12	12,50
Econ. & social councils	3	3,13
MEPs	5	5,21
Acad. & research	4	4,17
Consumer organisations	6	6,25
MS	25	26,04
Regulators	19	19,79
Operators	15	15,63
Ombudsmen	2	2,08
ECB	1	1,04
European Commission	1	1,04
Other	0	0,00
Unions	3	3,13
<b>Sum</b>	<b>96</b>	<b>100</b>

**A3. Identification data - Sectors**

	<b>Number of answers</b>	<b>% of answers</b>
General	43	44,79
Transport	12	12,50
Telecom - Post	17	17,71
Energy	23	23,96
Water	1	1,04
<b>Sum</b>	<b>96</b>	<b>100,00</b>

**A3. Identification data - OMS - NMS**

	<b>Number of answers</b>	<b>% of answers</b>
Old MS	45	46,88
New MS	36	37,50
European	14	14,58
Other (Iceland)	1	1,04
<b>Sum</b>	<b>96</b>	<b>100,00</b>

A8. Your organisation has been identified as a stakeholder directly concerned by one or more network industries providing SGEI and more particularly by the influence of the market opening process on these industries. Do you agree and confirm?		
	Number of answers	% of answers
Yes	77	83,70
No	15	16,30
Do not know	0	0,00
<b>Sum</b>	<b>92</b>	<b>100,00</b>

A9. Do you agree to possibly being contacted by phone or e-mail in order to provide additional information or further explanations of your answers.		
	Number of answers	% of answers
Yes	75	80,65
No	18	19,35
<b>Sum</b>	<b>93</b>	<b>100,00</b>

<b>B1A. Have you already consulted or read any of the annual reports?</b>		
	<b>Number of answers</b>	<b>% of answers</b>
Yes	50	53,76
No	43	46,24
<b>Sum</b>	<b>93</b>	<b>100,00</b>

<b>B1Abis. If you answered yes to A8, have you already consulted or read any of the annual reports?</b>		
	<b>Number of answers</b>	<b>% of answers</b>
Yes	43	57,33
No	32	42,67
<b>Sum</b>	<b>75</b>	<b>100,00</b>

<b>B1B. Which reports were consulted?</b>		
	<b>Number of answers</b>	<b>% of answers</b>
2001 report	12	9,68
2002 report	16	12,90
2004 report	31	25,00
2005 report	44	35,48
2006 report	21	16,94
<b>Sum</b>	<b>124</b>	<b>100,00</b>

<b>B1B. Number of reports consulted by respondent</b>		
	<b>Number of answers</b>	<b>% of answers</b>
1 report	18	34,62
2 reports	14	26,92
3 reports	8	15,38
4 reports	6	11,54
5 reports	6	11,54
<b>Sum</b>	<b>52</b>	<b>100,00</b>

<b>B1C. Reasons why no report were consulted</b>		
	<b>Number of answers</b>	<b>% of respondents</b>
Not aware	29	82,86
No interest	4	11,43
Too complicated	1	2,86
Information missing	1	2,86
Other	0	0,00
<b>Nbr. of respondents</b>	<b>35</b>	

<b>B2. If you answered "yes" to B1, how did you become aware of the existence of the horizontal evaluations published by the Commission?</b>		
<b>Number of answers</b>	<b>% of respondents</b>	
Official contact	19	43,18
Unofficial personal contact	5	11,36
EC website	28	63,64
Press release	7	15,91
Personal contact outside EC	8	18,18
Other	0	0,00
Do not know	1	2,27
<b>Nbr. of respondents</b>	<b>44</b>	

<b>B3. How much interest do you have in the reports and their publication?</b>		
<b>Number of answers</b>	<b>% of answers</b>	
High	27	29,67
Medium	44	48,35
Low	14	15,38
None	1	1,10
Do not know	5	5,49
<b>Sum</b>	<b>91</b>	<b>100,00</b>

<b>C1. Do you follow sectoral monitoring of any of the network industries?</b>		
<b>Nbr. of answers</b>	<b>% of answers</b>	
Yes	86	89,58
No	10	10,42
<b>Sum</b>	<b>96</b>	<b>100,00</b>

<b>B3. If you have answered yes to B1A, how much interest do you have in the reports &amp; their publications</b>		
<b>Number of answers</b>	<b>% of answers</b>	
High	21	42,00
Medium	24	48,00
Low	5	10,00
None	0	0,00
Do not know	0	0,00
<b>Sum</b>	<b>50</b>	<b>100,00</b>

C2. If you answered yes to C1, please specify for which sectors you follow sectoral monitoring and the level concerned

National level		EU level	
Number of answers	% of respondents	Number of answers	% of respondents
Telecommunications	37	50,00	51,95
Postal services	36	48,65	48,05
Electricity	43	58,11	59,74
Gas	36	48,65	49,35
Air transport	12	16,22	24,68
Railways	20	27,03	31,17
Local/regional public transport	20	27,03	19,48
<b>Nbr. of respondents - national level</b>	<b>74</b>	<b>Nbr. of respondents - EU level</b>	<b>77</b>

C2.bis - Sectoral monitoring		
	Number of answers	% of answers
Telecom/Post alone	21	24,42
Energy alone	25	29,07
Transport alone	7	8,14
Mix	33	38,37
<b>Sum</b>	<b>86</b>	<b>100,00</b>

C2.bis - Sectoral monitoring - Details		
	Number of answers	% of answers
Telecom/post - Energy	5	15,15
Telecom/post - Transport	2	6,06
Energy - Transport	0	0,00
Telecom/post - Energy - Transport	26	78,79
<b>Sum</b>	<b>33</b>	<b>100,00</b>

C4. Are you aware of horizontal evaluations at national level		
Number of answers		% of answers
Yes	17	18,09
No	77	81,91
<b>Sum</b>	<b>94</b>	<b>100,00</b>

C5. Do you think horizontal evaluations carried out at the EU level have - or could have - an added value as compared to horizontal evaluations carried out at the national level?		
Number of answers		% of answers
Yes	57	60,64
No	5	5,32
No opinion	32	34,04
<b>Sum</b>	<b>94</b>	<b>100,00</b>

C6. Do you think horizontal evaluations at the EU level have - or could have - an added value as compared to sectoral monitoring?		
Number of answers		% of respondents
Yes, as compared to sectoral monitoring at Community level	47	50,00
Yes, as compared to sectoral monitoring at national level	26	27,66
No	11	11,70
No opinion	29	30,85
<b>Nbr. of respondents</b>	<b>94</b>	

D1. Do you consider the coverage as adequate		
	Number of answers	% of answers
Yes	67	69,79
No	20	20,83
No resp.	9	9,38
<b>Sum</b>	<b>96</b>	<b>100,00</b>

E1. For the current topics of the horizontal evaluations listed below, indicate how you rate their importance in terms of usefulness for your organisation								
	Number of answers	% of answers		Number of answers	% of answers		Number of answers	% of answers
<i>Evolution of the market structure</i>				<i>Resource productivity and environmental impact</i>				
Very important	59	65,56	Very important	32	35,96			
Important	25	27,78	Important	49	55,06			
Not important	6	6,67	Not important	7	7,87			
No opinion	0	0,00	No opinion	1	1,12			
<b>Sum</b>	<b>90</b>	<b>100,00</b>	<b>Sum</b>	<b>89</b>	<b>100,00</b>			
<i>Evolution of price performance</i>				<i>Evolution of public service obligations</i>				
Very important	59	66,29	Very important	54	60,00			
Important	26	29,21	Important	32	35,56			
Not important	4	4,49	Not important	4	4,44			
No opinion	0	0,00	No opinion	0	0,00			
<b>Sum</b>	<b>89</b>	<b>100,00</b>	<b>Sum</b>	<b>90</b>	<b>100,00</b>			
<i>Economic performance as regards employment</i>				<i>Consumer's views</i>				
Very important	26	29,55	Very important	47	53,41			
Important	44	50,00	Important	36	40,91			
Not important	15	17,05	Not important	4	4,55			
No opinion	3	3,41	No opinion	1	1,14			
<b>Sum</b>	<b>88</b>	<b>100,00</b>	<b>Sum</b>	<b>88</b>	<b>100,00</b>			
<i>Economic performance as regards productivity</i>								
Very important	42	46,67						
Important	39	43,33						
Not important	7	7,78						
No opinion	2	2,22						
<b>Sum</b>	<b>90</b>	<b>100,00</b>						

E3. For which purpose(s) are the horizontal evaluations important?		
Number of answers	% of respondents	
Information	73	82,95
Public debate	50	56,82
Decision making	62	70,45
Other purpose	0	0,00
<b>Nbr. of respondents</b>	<b>88</b>	

E4. How do you assess the quality of the horizontal evaluations when you consider the following criteria?							
Number of answers		% of answers		Number of answers		% of answers	
<i>Content</i>			<i>Language</i>				
Apprpr. quality	50	52,08	Apprpr. quality	50	52,08		
Inapprpr. quality	10	10,42	Inapprpr. quality	11	11,46		
Do not know	20	20,83	Do not know	18	18,75		
No resp.	16	16,67	No resp.	17	17,71		
<b>Sum</b>	<b>96</b>	<b>100,00</b>	<b>Sum</b>	<b>96</b>	<b>100,00</b>		
<i>Format</i>			<i>Use of factual data</i>				
Apprpr. quality	52	54,17	Apprpr. quality	43	44,79		
Inapprpr. quality	4	4,17	Inapprpr. quality	9	9,38		
Do not know	21	21,88	Do not know	29	30,21		
No resp.	19	19,79	No resp.	15	15,63		
<b>Sum</b>	<b>96</b>	<b>100,00</b>	<b>Sum</b>	<b>96</b>	<b>100,00</b>		
<i>Readability</i>			<i>Estimates</i>				
Apprpr. quality	47	48,96	Apprpr. quality	24	25,00		
Inapprpr. quality	10	10,42	Inapprpr. quality	11	11,46		
Do not know	22	22,92	Do not know	42	43,75		
No resp.	17	17,71	No resp.	19	19,79		
<b>Sum</b>	<b>96</b>	<b>100,00</b>	<b>Sum</b>	<b>96</b>	<b>100,00</b>		
<i>Frequency</i>			<i>Other criteria</i>				
Apprpr. quality	42	43,75	Apprpr. quality	3	3,13		
Inapprpr. quality	6	6,25	Inapprpr. quality	1	1,04		
Do not know	30	31,25	Do not know	30	31,25		
No resp.	18	18,75	No resp.	62	64,58		
<b>Sum</b>	<b>96</b>	<b>100,00</b>	<b>Sum</b>	<b>96</b>	<b>100,00</b>		

**E4bis. If you have answered yes to B1A, how do you assess the quality of the horizontal evaluations when you consider the following criteria?**

Number of answers		% of answers		Number of answers		% of answers	
<i>Content</i>				<i>Language</i>			
Approp. quality	36	72,00	Approp. quality	36	72,00		
Inapprop. quality	9	18,00	Inapprop. quality	10	20,00		
Do not know	3	6,00	Do not know	1	2,00		
No resp.	2	4,00	No resp.	3	6,00		
<b>Sum</b>	<b>50</b>	<b>100,00</b>	<b>Sum</b>	<b>50</b>	<b>100,00</b>		
<i>Format</i>				<i>Use of factual data</i>			
Approp. quality	39	78,00	Approp. quality	29	58,00		
Inapprop. quality	3	6,00	Inapprop. quality	9	18,00		
Do not know	5	10,00	Do not know	10	20,00		
No resp.	3	6,00	No resp.	2	4,00		
<b>Sum</b>	<b>50</b>	<b>100,00</b>	<b>Sum</b>	<b>50</b>	<b>100,00</b>		
<i>Readability</i>				<i>Estimates</i>			
Approp. quality	36	72,00	Approp. quality	18	36,00		
Inapprop. quality	8	16,00	Inapprop. quality	7	14,00		
Do not know	4	8,00	Do not know	23	46,00		
No resp.	2	4,00	No resp.	2	4,00		
<b>Sum</b>	<b>50</b>	<b>100,00</b>	<b>Sum</b>	<b>50</b>	<b>100,00</b>		
<i>Frequency</i>				<i>Other criteria</i>			
Approp. quality	33	66,00	Approp. quality	2	4,00		
Inapprop. quality	5	10,00	Inapprop. quality	1	2,00		
Do not know	9	18,00	Do not know	11	22,00		
No resp.	3	6,00	No resp.	36	72,00		
<b>Sum</b>	<b>50</b>	<b>100,00</b>	<b>Sum</b>	<b>50</b>	<b>100,00</b>		

**E5. Have the horizontal evaluation reports changed your understanding of the reforms in the field of network industries providing SGEI since 2001 and maybe your acceptance of these reforms?**

Number of answers		% of answers		Number of answers		% of answers	
<i>Understanding of reforms</i>				<i>Acceptance of reforms</i>			
Improved	27	28,13	Improved	12	12,50		
Not improved	14	14,58	Not improved	24	25,00		
No opinion	37	38,54	No opinion	41	42,71		
No resp.	18	18,75	No resp.	19	19,79		
<b>Sum</b>	<b>96</b>	<b>100,00</b>	<b>Sum</b>	<b>96</b>	<b>100,00</b>		

**F1. You will find hereunder some statements on the independency, objectivity & transparency of the production process of the horizontal evaluation reports. For each statement, indicate whether you tend to agree or disagree**

Number of answers	% of answers	Number of answers	% of answers
<i>Reports are neither independent nor objective</i>		<i>Reports are independent</i>	
Tend to agree	24 25,00	Tend to agree	33 34,38
Tend to disagree	38 39,58	Tend to disagree	27 28,13
Do not know	12 12,50	Do not know	14 14,58
No resp.	22 22,92	No resp.	22 22,92
<b>Sum</b>	<b>96</b> <b>100,00</b>	<b>Sum</b>	<b>96</b> <b>100,00</b>
<i>Reports are objective</i>		<i>Reports production process is transparent</i>	
Tend to agree	43 44,79	Tend to agree	45 46,88
Tend to disagree	22 22,92	Tend to disagree	15 15,63
Do not know	10 10,42	Do not know	13 13,54
No resp.	21 21,88	No resp.	23 23,96
<b>Sum</b>	<b>96</b> <b>100,00</b>	<b>Sum</b>	<b>96</b> <b>100,00</b>
<i>Reports are not objective</i>			
Tend to agree	21 21,88		
Tend to disagree	39 40,63		
Do not know	12 12,50		
No resp.	24 25,00		
<b>Sum</b>	<b>96</b> <b>100,00</b>		

**F1bis. You have answered "yes" to B1. For each of the following statements regarding the independency, objectivity & transparency of the production process of the horizontal evaluation reports, indicate whether you tend to agree or disagree**

Number of answers	% of answers	Number of answers	% of answers
<i>Reports are neither independent nor objective</i>		<i>Reports are independent</i>	
Tend to agree	17 34,00	Tend to agree	25 50,00
Tend to disagree	25 50,00	Tend to disagree	15 30,00
Do not know	5 10,00	Do not know	6 12,00
No resp.	3 6,00	No resp.	4 8,00
<b>Sum</b>	<b>50</b> <b>100,00</b>	<b>Sum</b>	<b>50</b> <b>100,00</b>
<i>Reports are objective</i>		<i>Reports production process is transparent</i>	
Tend to agree	28 56,00	Tend to agree	32 64,00
Tend to disagree	17 34,00	Tend to disagree	9 18,00
Do not know	2 4,00	Do not know	6 12,00
No resp.	3 6,00	No resp.	3 6,00
<b>Sum</b>	<b>50</b> <b>100,00</b>	<b>Sum</b>	<b>50</b> <b>100,00</b>
<i>Reports are not objective</i>			
Tend to agree	13 26,00		
Tend to disagree	29 58,00		
Do not know	5 10,00		
No resp.	3 6,00		
<b>Sum</b>	<b>50</b> <b>100,00</b>		

**G1. Please rate your level of satisfaction concerning the overall consultation process on the horizontal evaluations and the extent to which the EC takes the opinions of stakeholders into account**

Number of answers		%			
<i>Moment</i>			<i>Frequency of consultation</i>		
Very satisfied	2	2,67	Very satisfied	2	2,67
Satisfied	25	33,33	Satisfied	32	42,67
Not satisfied	6	8,00	Not satisfied	3	4,00
Not satisfied at all	1	1,33	Not satisfied at all	0	0,00
No opinion	40	53,33	No opinion	35	46,67
<i>Stakeholders involved</i>			<i>Extent to which stakeholder's views are taken into account</i>		
Very satisfied	4	5,33	Very satisfied	2	2,67
Satisfied	22	29,33	Satisfied	19	25,33
Not satisfied	9	12,00	Not satisfied	15	20,00
Not satisfied at all	2	2,67	Not satisfied at all	2	2,67
No opinion	37	49,33	No opinion	36	48,00
<i>Other</i>					
Very satisfied	0	0,00			
Satisfied	0	0,00			
Not satisfied	0	0,00			
Not satisfied at all	0	0,00			
No opinion	35	46,67			
<b>Number of respondents</b>	<b>75</b>				

<b>G2. Indicate your level of interest in being consulted and contributing more to the horizontal evaluation in the future</b>		
	<b>Number of answers</b>	<b>% of answers</b>
High	25	32,47
Medium	23	29,87
Low	24	31,17
None	5	6,49
<b>Sum</b>	<b>77</b>	<b>100,00</b>

<b>G3A. Does your organisation disseminate or communicate the evaluations and their findings to your members or partners or to the public ?</b>		
	<b>Number of answers</b>	<b>% of answers</b>
Yes	41	50,00
No	41	50,00
<b>Sum</b>	<b>82</b>	<b>100,00</b>

<b>G3B. Specify the mechanism(s) of dissemination or communication you use</b>		
	<b>Number of answers</b>	<b>% of respondents</b>
Dissemination of the report itself	15	34,88
Dissemination of selected extracts of the report	11	25,58
Information on the existence of the report	22	51,16
Drawing-up and dissemination of one's own note or document based on the EC report	16	37,21
Organisation of professional workshops	11	25,58
Organisation of public debates	15	34,88
Other	0	0,00
<b>Nbr. of respondents</b>	<b>43</b>	

**G4. Among the following mechanisms, indicate the one(s) that you consider the most suitable for the EC**

	<b>Number of answers</b>	<b>% of respondents</b>
Direct dissemination of the reports to a max number of stakeholders to be clearly identified & listed	52	68,42
To count on those stakeholders to operate the dissemination to their members or partners	18	23,68
Organisation of events such as workshops to present the results of the evaluations and to debate with representative stakeholders	41	53,95
No opinion	7	9,21
Other	0	0,00
<b>Nbr. of respondents</b>	<b>76</b>	

**G5. Do you think the views of final consumers/users are represented well in the horizontal evaluations reports**

	<b>Number of answers</b>	<b>% of answers</b>
Yes	29	46,77
No	19	30,65
No opinion	14	22,58
<b>Sum</b>	<b>62</b>	<b>77,42</b>