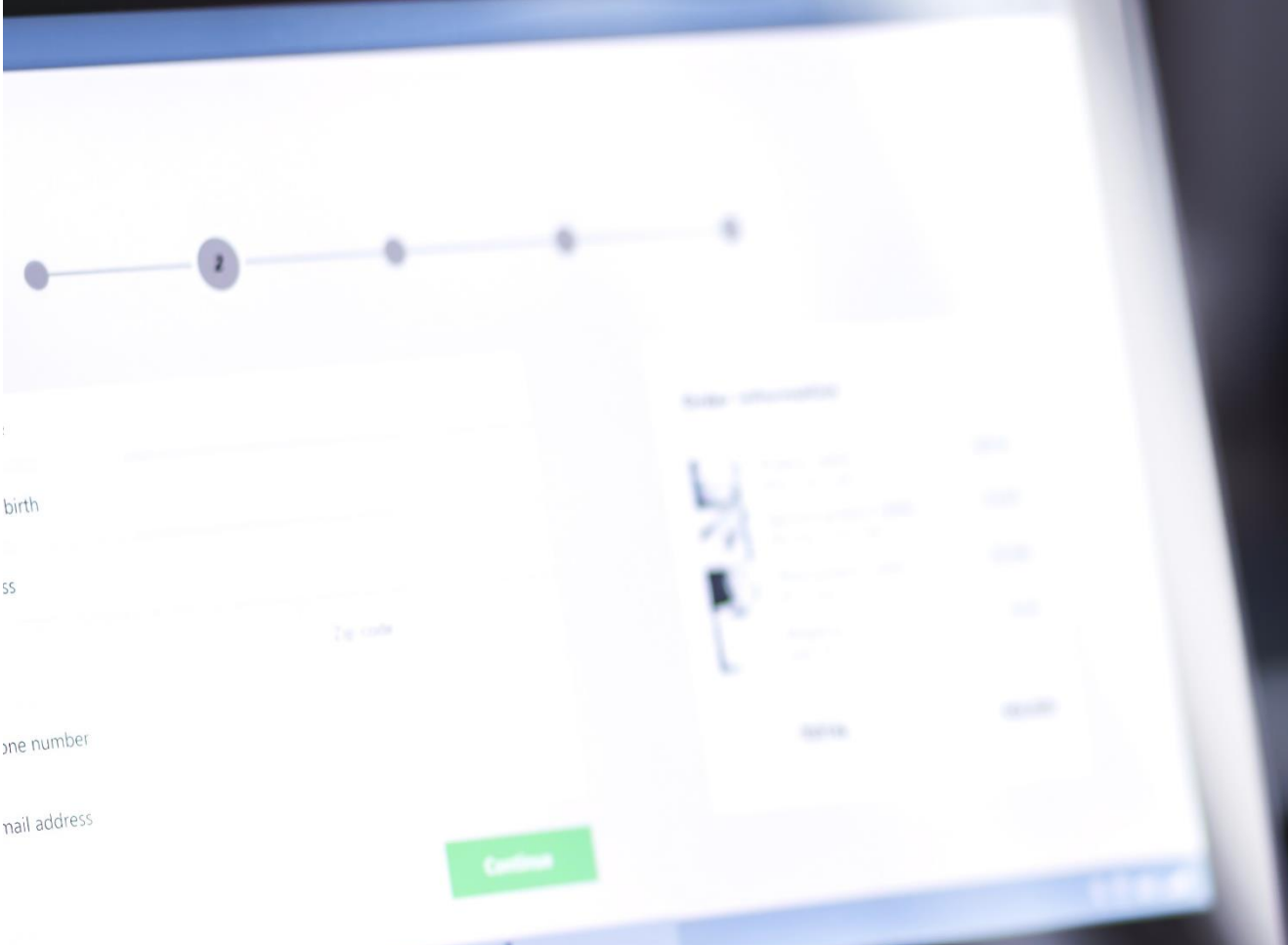




BMG

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# Energy Consumer Satisfaction survey August/September 2023 Wave 17



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# Survey introductions

## ONLINE INTRO

Thank you very much for agreeing to complete this online survey, which is being conducted by BMG Research for Citizens Advice and Ofgem into your experiences of the energy market.

If you would like more information on what Citizens Advice and Ofgem do, please click [here](#)<sup>1</sup>.

Please remember to read all questions carefully. The survey takes around 15-25 minutes to complete on average and we have allowed time for you to consider your responses.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here [www.bmgresearch.co.uk/privacy](http://www.bmgresearch.co.uk/privacy)

Under General Data Protection Regulation (GDPR), (which protects how your data is stored and used) we need your permission to use the survey results on certain topics.

By clicking the next button, you agree to participate in the survey and for BMG to process all information collected.

Participation is completely voluntary and you may withdraw your consent at any time. Your survey answers will be combined with the answers from all other participants and used to understand consumers experience of electricity and gas suppliers, and your personal data will be held for no longer than 24 months.

**Base:** Online only

## SINGLE RESPONSE

**Q1.** Do you agree to take part in this survey?

*Please select only one*

Code	Answer list	Scripting notes
1	Yes, I agree	
2	No, I do not agree	SCREENOUT

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<sup>1</sup> Ofgem is the regulator of Britain's gas and electricity markets, and its main objective is to protect the interests of both current and future consumers.

Citizens Advice give free, confidential information and advice to assist people with money, legal, consumer and other problems. The twin aims of the Citizens Advice service are to provide the advice people need for the problems they face and secondly to improve the policies and principles that affect people's lives.



## CAPI INTRO

Good morning \ afternoon, my name is **[NAME]** and I'm from BMG Research. BMG Research is an independent research company undertaking a survey on behalf of Ofgem and Citizens Advice.

We are carrying out important research for Citizens Advice and Ofgem, the energy sector regulator, into your experiences of the electricity and gas suppliers.

Am I speaking to the person responsible for your household's energy bills or for choosing your household's energy supplier?

In this survey, there will be some questions about yourself and your household to make sure we are getting feedback from a cross section of people. A "Prefer not to answer" option will be available for you to select, if you wish to use it.

The survey will take between 15 and 25 minutes to complete depending on your answers.

Your responses will be treated in the strictest confidence and you won't be identified in any information we pass on to Ofgem. BMG Research abides by the Market Research Society Code of Conduct and strict data protection rules at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website [www.bmgresearch.co.uk/privacy](http://www.bmgresearch.co.uk/privacy) or on the privacy leaflet provided.

**IF RESPONDENT REQUIRES FURTHER CLARIFICATION THAT BMG RESEARCH IS A GENUINE MARKET RESEARCH COMPANY, THEY CAN CALL MRS ON 0800 975 9596.**

**INTERVIEWER NOTE: RESPONDENT MUST BE AGED 18 OR OVER**

### Obtaining Informed Consent

**INTERVIEWER CHECK – Are you willing to take part in the survey? *[book appointment if not convenient now]***

**IF NO Thank and Close**

**IF YES CONTINUE**

I need to record that you are happy to participate, and this one question only is recorded. This is for quality control purposes and won't be shared with anyone outside of BMG Research.

***Can I confirm that you are happy to participate in the survey and to the use of your data for the purposes outlined?***

***Please ask the respondent to read out as follows "I agree to take part in the survey".***

## Section 1: Screening Questions

**Base: All respondents**

### **SINGLE RESPONSE**

**PROVIDEPOSTCODE.** This survey requires respondents to give their full postcode. Are you happy to provide this?

This information will only be used for statistical purposes to analyse the results by specific areas, such as Local Authority, Constituency and Government areas. Asking for your postcode saves you time and helps us to report

more accurate information. All answers will be treated entirely anonymously and postcode information will not be used for any other purpose.

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

**Base: IF ProvidePostcode = yes**

**OPEN RESPONSE, POSTCODE FORMATTING & VALIDATION APPLIED**

**S13.** Could you please provide your full GB postcode?

Please ensure to include a space where applicable, e.g. AB1 2CD

*(Please note that this information will only be used by BMG Research to explore geographical variation in responses. Your postcode will not be passed back to Ofgem or Citizen's Advice unless permission is given).*

Fixed codes	Answer list	Scripting notes	Routing
1		OPEN RESPONSE	

**Base: Refused to give postcode**

**SINGLE RESPONSE**

**S13.** Please can you tell us which region you live in?

*Please select only one*

Fixed codes	Answer list	Scripting notes	Routing
1	East of England		
2	East Midlands		
3	London		
4	North East		
5	North West		
6	Scotland		
7	South East		
8	South West		
9	Wales		
10	West Midlands		
11	Yorkshire and the Humber		

96	None of these	SCREENOUT	
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**Base: Refused to give postcode**

**SINGLE RESPONSE**

**S14.** And what type of area do you live in?

*Please select only one*

Fixed codes	Answer list	Scripting notes	Routing
1	<b>An urban area</b> Urban areas are within cities or towns. Lots of people live there, and there are lots of different kinds of buildings that are close together.		
2	<b>A suburban area</b> These areas are just outside of cities or towns. There are lots of houses and may be some apartments there, but not as many other buildings as in urban areas – there may be a few small shops.		
3	<b>A rural area</b> Fewer people live here compared to urban or suburban areas, and homes tend to be spaced further apart. There will be lots of nature and open spaces.		
97	Unsure		
98	Prefer not to say		

**Base: All respondents**

**SINGLE RESPONSE**

**S1.** Do you have mains gas and/or mains electricity in your home?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Mains gas only		
2	Mains electricity only		
3	Mains gas and electricity		
4	Neither		SCREENOUT
97	Unsure		SCREENOUT

98	Prefer not to answer		SCREENOUT
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**Base: IF MAINS GAS ONLY (S1=1)**

**SINGLE RESPONSE**

**S2.** You said you only have mains gas and do not have mains electricity in your home. Can you just confirm that is correct?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – I have mains gas only		
2	No – I have mains electricity only		
3	No – I have mains gas and electricity		
97	Unsure		SCREENOUT

**Base: IF MAINS GAS AND ELECTRICITY (S1=3 OR S2=3)**

**SINGLE RESPONSE**

**S3.** Please can you tell me if you receive your gas and electricity from the same supplier or from different suppliers?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Same supplier for my gas and electricity		
2	Different suppliers for my gas and electricity		
97	Unsure		SCREENOUT
98	Prefer not to answer		SCREENOUT

**HIDDEN VARIABLE**

**ENERGY TYPE**

LABEL	CODE	CODE IF
MAINS GAS ONLY	1	S2 = 1
MAINS ELECTRICITY ONLY	2	S1 = 2 OR S2 = 2
MAINS GAS AND ELECTRICITY ONLY	3	S1 = 3 OR S2 = 3

Base: All respondents

**SINGLE RESPONSE**

**S4. (CAWI)** Are you responsible – either solely or jointly – for your household’s energy bills or for choosing your household’s energy supplier?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		SCREENOUT
98	Prefer not to say		SCREENOUT

Base: All respondents

**SINGLE RESPONSE**

**S5.** Do you pay your energy bills to your energy supplier or do you pay as part of another payment, for example as part of rent to your landlord?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Pay bills to supplier (i.e. direct debit, pay on receipt of bill, pre-payment meter)		
2	Pay as part of another payment (i.e. as part of rent to your landlord or payments for student accommodation).		SCREENOUT
98	Prefer not to say		SCREENOUT

Base: CAPI Only

**SINGLE RESPONSE**

**S6.** Do you have access to the internet either at home or at work or at some other location?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No	DIGITALLY EXCLUDED	
97	Unsure	DO NOT READ OUT	
98	Prefer not to answer	DO NOT READ OUT	

Base: ALL CAWI/River respondents OR Access to the internet (S6=1,97,98)

**SINGLE RESPONSE**



S7. Overall, how confident are you as an internet user?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Not at all confident	<b>DIGITALLY EXCLUDED</b>	
2	Not very confident	<b>DIGITALLY EXCLUDED</b>	
3	Neither confident nor unconfident		
4	Fairly confident		
5	Very confident		
97	Don't know		
98	Prefer not to answer		

**Base: All respondents**

**MULTI RESPONSE**

S8. Thinking about the last six months, which of the following activities, if any, have you used the internet for?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Email	<b>DIGITALLY EXCLUDED IF ONLY CHOOSE THESE</b>	
2	Generally browsing the internet	<b>DIGITALLY EXCLUDED IF ONLY CHOOSE THESE</b>	
3	Accessing news and sport websites	<b>DIGITALLY EXCLUDED IF ONLY CHOOSE THESE</b>	
4	Social networking websites (e.g. Facebook, Twitter)	<b>DIGITALLY EXCLUDED IF ONLY CHOOSE THESE</b>	
5	Online banking		
6	Buying goods or services online (e.g. books, CDs, tickets, groceries)		
7	Selling things on platforms such as eBay or Gumtree		
8	Downloading/streaming games, movies, TV shows etc		
9	Using government services (e.g. TV licence, road tax, passport etc)		
95	Other		
96	None of these	<b>EXCLUSIVE, DIGITALLY EXCLUDED</b>	

**HIDDEN VARIABLE**

**DIGITALLY EXCLUDED**

LABEL	CODE	CODE IF
DIGITALLY EXCLUDED	1	NO ACCESS TO THE INTERNET (S6 = 2) OR ACCESS TO THE INTERNET BUT NOT CONFIDENT USING IT (S7 =1,2) OR ONLY USE THE INTERNET FOR EMAIL, BROWSING, ACCESSING NEWS OR SOCIAL MEIDA OR NONE OF THE A BOVE (ONLY SELECT THESE CODES AT S8 = 1,2,3,4) OR S8 = 96
NOT DIGITALLY EXCLUDED	2	IF S6=1,97-98, NULL AND S7=3-7 AND S8=5 - 95

IF CAPI – SCREENOUT ALL ‘NOT DIGITALLY EXCLUDED’

Base: All respondents

**SINGLE RESPONSE**

S9. Please can you tell me your age at your last birthday?

*Please type your response in the box below*

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	GO TO S9A

Base: Where do not want to provide exact age (S9 = 98)

**SINGLE RESPONSE**

S9A. Can you tell us which band your age falls within?

*Please select one only*

Fixed codes	Answer list	Scripting notes	Routing
1	Under 18	SCREENOUT	

2	18 - 24		
3	25 - 34		
4	35 - 49		
5	50 - 64		
6	65 - 74		
7	75 or older		
97	Prefer not to say	<b>SCREENOUT</b>	

**Base: All respondents**

**SINGLE RESPONSE**

**S10.** Which of the following best describes your gender?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Male		
2	Female		
3	Non-binary		
95	Other		
98	Prefer not to say		

**Base: Ask all respondents**

**SINGLE RESPONSE**

**H8.** The next question will ask about your ethnicity. Please indicate if you are happy to answer this question or not.

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

**Base: Ask if H8=YES**

**SINGLE RESPONSE**

**H9.** What is your ethnic group?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
	White		

1	English / Welsh / Scottish / Northern Irish / British		
2	Irish		
3	Gypsy or Irish Traveller		
4	Any other White background		
	<b>Mixed / Multiple ethnic groups</b>		
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed / Multiple ethnic background		
	<b>Asian / Asian British</b>		
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	<b>Black / African / Caribbean / Black British</b>		
14	African		
15	Caribbean		
16	Any other Black / African / Caribbean background		
	<b>Other ethnic group</b>		
17	Arab		
95	Any other ethnic group		
98	Prefer not to say		

Base: All respondents

**SINGLE RESPONSE**

**S10A.** How would you describe the occupation of the main income earner in your household?

*Please select only one*

Fixed codes	Answer list	Scripting notes	Routing
1	Senior managerial or professional		

2	Intermediate managerial, administrative or professional		
3	Supervisor; clerical; junior managerial, administrative or professional		
4	Manual worker (with industry qualifications)		
5	Manual worker (with no qualifications)		
6	Unemployed		
7	Retired		
8	Student		
97	Unsure		
98	Prefer not to say		

**Base: Retired (S10A=7)**

**SINGLE RESPONSE**

**S11.** Does the main income earner have a state pension, a private pension or both?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	State only		
2	Private only		
3	Both a private and state pension		
97	Unsure		
98	Prefer not to say		

**Base: Private or both private and state pension (S11=2,3)**

**SINGLE RESPONSE**

**S12.** How would you describe the main income earner's occupation before retirement?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Senior managerial or professional		
2	Intermediate managerial, administrative or professional		
3	Supervisor; clerical; junior managerial, administrative or professional		
4	Manual worker (with industry qualifications)		
5	Manual worker (with no qualifications)		
96	None of these		

98	Prefer not to say		
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**HIDDEN VARIABLE**

**SEG**

LABEL	CODE	CODE IF
AB	1	(S10A = 1 OR 2) OR (S10A = 7 AND (S11 = 2 OR 3) AND (S12 = 1 OR 2))
C1	2	(S10A = 3 OR 8) OR (S10A = 7 AND (S11 = 2 OR 3) AND S12 = 3)
C2	3	(S10A = 4) OR (S10A = 7 AND (S11 = 2 OR 3) AND S12 = 4)
DE	4	(S10A = 5,6) OR (S10A = 7 AND S11 = 1) OR (S10A = 7 AND (S11 = 2 OR 3) AND (S12 = 5 OR 96))

**Base: All respondents**

**SINGLE RESPONSE**

**S15.** As far as you are aware, are you or anyone in your household on your energy supplier’s Priority Services Register?

*Energy companies and network operators must maintain a Priority Services Register. It includes eligible customers who receive non-financial support, like accessible bills, identification/password systems, and regular meter reading services. Eligible customers include pensioners, disabled individuals, and those with chronic illnesses. Some use different names for their Priority Services Registers, such as careline.*

**Please select one only**

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don’t know		
98	Prefer not to say		

## Section 2: Ascertain Supplier and Upfront Metrics

Base: Electricity only OR dual fuel (S1 = 2,3 OR S2 = 2,3)

SINGLE RESPONSE

A3. Please can you tell me which company you pay your electricity bill to?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	British Gas		
3	Cooperative		
4	E Gas and Electricity		
5	Ecotricity		
6	EDF Energy		
7	E.ON / E.ON Next (formerly nPower)		
8	ESB Energy		
9	London Power		
10	M&S Energy		
11	Octopus Energy/Bulb		
12	Outfox the market (Foxglove Energy)		
13	Ovo Energy		
14	Sainsbury's		
15	Scottish Power		
16	Shell Energy		
17	So Energy		
18	SSE		
19	Utilita		
20	Utility Warehouse		
95	Other (please specify)	<b>OTHER SPECIFY</b>	<b>CODING: PLEASE RECODE ANY SUPPLIERS THAT PEOPLE TYPE IN - E.G. BRITISH GAS. BUT DON'T CODE NON-SUPPLIERS.</b>
97	Unsure		<b>SCREENOUT</b>
98	Prefer not to answer		<b>SCREENOUT</b>

Base: (Gas only OR (gas and electricity AND different suppliers for gas/electric)) S2 = 1 OR (S1=3 AND S3=2) OR (S2=3 AND S3=2)

**SINGLE RESPONSE**

**A4.** Which company do you pay your gas bill to?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	British Gas	HIDE IF ANSWERED AT A3	
3	Cooperative	HIDE IF ANSWERED AT A3	
4	E Gas and Electricity	HIDE IF ANSWERED AT A3	
5	Ecotricity	HIDE IF ANSWERED AT A3	
6	EDF Energy	HIDE IF ANSWERED AT A3	
7	E.ON / E.ON Next (formerly nPower)	HIDE IF ANSWERED AT A3	
8	ESB Energy	HIDE IF ANSWERED AT A3	
9	London Power	HIDE IF ANSWERED AT A3	
10	M&S Energy	HIDE IF ANSWERED AT A3	
11	Octopus Energy/Bulb	HIDE IF ANSWERED AT A3	
12	Outfox the market (Foxglove Energy)	HIDE IF ANSWERED AT A3	
13	Ovo Energy	HIDE IF ANSWERED AT A3	
14	Sainsbury's	HIDE IF ANSWERED AT A3	
15	Scottish Power	HIDE IF ANSWERED AT A3	
16	Shell Energy	HIDE IF ANSWERED AT A3	
17	So Energy	HIDE IF ANSWERED AT A3	
18	SSE	HIDE IF ANSWERED AT A3	
19	Utilita	HIDE IF ANSWERED AT A3	
20	Utility Warehouse	HIDE IF ANSWERED AT A3	
95	Other (please specify)	OTHER SPECIFY	CODING: PLEASE RECODE ANY SUPPLIERS THAT PEOPLE TYPE IN - E.G. BRITISH GAS. BUT DON'T CODE NON-SUPPLIERS.
97	Unsure		SCREENOUT
98	Prefer not to answer		SCREENOUT

Base: If A3 = 11 (Octopus Energy/Bulb) OR A4 = 11 (Octopus Energy/Bulb)



**SINGLE RESPONSE**

**A11.** Was your account taken over by Octopus Energy after Bulb went out of business?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
99	Prefer not to say		

**DUMMY VARIABLES:****FUEL TYPE / SUPPLIER:**

IF ELECTRICITY AND GAS SUPPLIERS ARE THE SAME (S3=1), SET TO "ELECTRICITY AND GAS"

IF ONLY 1 OF ELECTRICITY OR GAS SUPPLIER PROVIDED AT A3/A4, SET TO THE ONE THAT'S PROVIDED

IF ELECTRICITY AND GAS BOTH PROVIDED BUT DIFFERENT (S3 = 2), RANDOMLY SELECT ONE OF A3/A4 BASED ON LEAST FILL QUOTA

FUEL TYPE	CODE
GAS	1
ELECTRICITY	2
ELECTRICITY AND GAS	3

A3/A4 SUPPLIER	ANSWER LIST
1	BRITISH GAS
2	BULB
3	COOPERATIVE
4	E GAS AND ELECTRICITY
5	ECOTRICITY
6	EDF ENERGY
7	E.ON / E.ON NEXT (FORMERLY NPOWER)
8	ESB ENERGY
9	LONDON POWER
10	M&S ENERGY
11	OCTOPUS ENERGY/BULB

12	OUTFOX THE MARKET (FOXGLOVE ENERGY)
13	OVO ENERGY
14	SAINSBURY'S
15	SCOTTISH POWER
16	SHELL ENERGY
17	SO ENERGY
18	SSE
19	UTILITA
20	UTILITY WAREHOUSE
95	OTHER FROM A3/A4

Base: All respondents

SINGLE RESPONSE, KPI

A5. Overall, how satisfied or dissatisfied are you with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

DUMMY VARIABLE

PIPEA6

CODE	ANSWER LIST
1	very dissatisfied
2	dissatisfied
4	satisfied
5	very satisfied

Base: Satisfied OR Dissatisfied with supplier (A5 = 1,2,4,5)

OPEN RESPONSE

A6. Why are you <PipeA6> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please answer in the box below*

[ ]

97	Don't know		
98	Prefer not to answer		

**Base: All respondents**

**SINGLE RESPONSE, KPI**

**A7.** Overall, how satisfied or dissatisfied are you with **the customer service** you have received from <A3/A4 SUPPLIER>?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

**Base: Dissatisfied with customer service (A7 = 1,2)**

**MULTI RESPONSE, RANDOMISE**

**A8.** You mentioned that you are dissatisfied with the customer service you have received from <A3/A4 SUPPLIER>. Could you say why?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing	
1	<A3/A4 SUPPLIER> didn't listen to me			
2	The tone of <A3/A4 SUPPLIER>'s staff was not friendly			
4	<A3/A4 SUPPLIER>'s staff were not knowledgeable			
5	<A3/A4 SUPPLIER>'s processes haven't been designed for someone like me			

6	I haven't been able to access suitable help / information from <A3/A4 SUPPLIER> when I needed it			
7	I have received conflicting information from <A3/A4 SUPPLIER>			
8	I haven't been able to get my query resolved			
9	It took a long time to get my query resolved			
10	<A3/A4 SUPPLIER> haven't responded to my query when promised			
12	It was difficult to contact <A3/A4 supplier> at the time I needed to			
13	<A3/A4 SUPPLIER> took action/suggested something which wasn't suitable for me or my needs			
95	Other (please specify)	<b>FIX</b>		
97	Unsure	<b>EXCLUSIVE, FIX</b>		
98	Prefer not to answer	<b>EXCLUSIVE, FIX</b>		

**Base: on the priority services register (S15 = 1)**

**SINGLE RESPONSE**

**A10.** Please could you say how satisfied or dissatisfied you are overall with the services you have received by being on the Priority Services Register?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

**Section 3: Tariffs and Bills**

**Base: All respondents**

**MULTI RESPONSE**

**B1.** In this survey we will ask some questions about energy ‘tariffs’. An energy tariff is the pricing plan for the <FUEL TYPE> you use. The next few questions will ask about this.

What kind of <FUEL TYPE> tariff are you on?

**IF FUELTYPE= ELECTRICITY AND GAS** *Please select all that apply*

**IF FUELTYPE= ELECTRICITY ONLY OR GAS ONLY** *Please select one only*

Code	Answer list	Scripting notes	Routing
1	<p><b>Gas – a fixed rate tariff</b></p> <p><u>This means that the tariff has a definite end date, and you pay a set rate per unit of energy.</u> These tariffs often state the length in their name, such as a 12 months fix, or an August 2023 fix.</p>	<p>ONLY SHOW IF ENERGYTYPE IS GAS OR ‘ELECTRICITY AND GAS’</p> <p>CAN’T SELECT OPTIONS 1 &amp; 2 TOGETHER</p> <p>IF OPTIONS ARE SHOWN AND ‘OTHER’/ ‘UNSURE’/ ‘PREFER NOT TO ANSWER AREN’T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED</p>	
2	<p><b>Gas – a standard variable tariff</b></p> <p><u>This means that the tariff doesn’t have an end date.</u> The price you pay for each unit of energy may vary within the energy price cap (sets maximum price that can be charged for each kilowatt hour of energy used).</p>	<p>ONLY SHOW IF ENERGYTYPE IS GAS OR ‘ELECTRICITY AND GAS’</p> <p>CAN’T SELECT OPTIONS 1 &amp; 2 TOGETHER</p> <p>IF OPTIONS ARE SHOWN AND ‘OTHER’/ ‘UNSURE’/ ‘PREFER NOT TO ANSWER AREN’T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED</p>	
3	<p><b>Electricity – a fixed rate tariff</b></p> <p><u>This means that the tariff has a definite end date, and you pay a set rate per unit of energy.</u> These tariffs often state the length in their name, such as a 12 months fix, or an August 2023 fix.</p>	<p>ONLY SHOW IF ENERGYTYPE IS ELECTRICITY OR ‘ELECTRICITY AND GAS’</p> <p>CAN’T SELECT OPTIONS 3 &amp; 4 TOGETHER</p> <p>IF OPTIONS ARE SHOWN AND ‘OTHER’/ ‘UNSURE’/ ‘PREFER NOT TO ANSWER AREN’T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED</p>	
4	<p><b>Electricity – a standard variable tariff</b></p>	<p>ONLY SHOW IF ENERGYTYPE IS</p>	

	This means that the tariff doesn't have an end date. The price you pay for each unit of energy may vary.	ELECTRICITY OR 'ELECTRICITY AND GAS' CAN'T SELECT OPTIONS 3 & 4 TOGETHER  IF OPTIONS ARE SHOWN AND 'OTHER' / 'UNSURE' / 'PREFER NOT TO ANSWER AREN'T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED	
95	Other (please specify)	FIX, OPEN TEXT  IF OPTIONS 1-2 AND OPTIONS 3-4 SELECTED, CAN'T SELECT 95 OTHER	
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

Base: electricity only OR 'electricity and gas' (S1=2,3 OR S2=2,3)

**SINGLE RESPONSE**

**B3.** How do you currently pay your **electricity** bills?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	A regular direct debit or standing order		
2	Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App		
3	I have a prepayment meter, so I pay in advance by putting credit on a key, card or App		
4	Another method		
97	Unsure		
98	Prefer not to answer		

Base: gas only OR 'electricity and gas' (S1=1,3 OR S2=1,3)

**SINGLE RESPONSE**

**B4.** How do you currently pay your **gas** bills?

*Please select one only*

Code	Answer list	Scripting notes	Routing
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1	A regular direct debit or standing order		
2	Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App		
3	I have a prepayment meter, so I pay in advance by putting credit on a key, card or App		
4	Another method		
97	Unsure		
98	Prefer not to answer		

**PIPEB5**

Text sub for questions B5/B13A/B14/B7

Set to value of A3

**PIPEB6**

Text sub for questions B6/B13/B14A/B7A

Set to value of A4, or A3 if electricity and gas and same supplier

**Base: Pays for electricity with 3 main methods OR pays for electricity and gas with 3 main methods**

**(S1=2,3 OR S2=2,3 AND B3=1-3)**

**SINGLE RESPONSE**

**B5. IF (pays for electricity with Direct debit) B3=1** You mentioned that your household pays <PIPEB5> for your electricity through a regular direct debit or standing order. Did you change your payment method to a regular direct debit or standing order in the last 6 months?

**IF (pays for electricity on receipt of bill) B3=2** You mentioned that your household pays <PIPEB5> for your electricity only on receipt of a bill, by cash/cheque/debit or credit card/BACS/App. Did you change your payment method to paying only on receipt of a bill, by cash/cheque/debit or credit card/BACS/App in the last 6 months?

**IF (pays for electricity with pre-payment meter) B3=3** You mentioned that your household pays <PIPEB5> for your electricity by using a prepayment meter. Did you change your payment method to a prepayment meter in the last 6 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	<p><b>Yes</b> – my household changed to</p> <p><b>IF (pays for electricity with Direct debit) B3=1</b> “a regular direct debit or standing order in the last 6 months”</p> <p><b>IF (pays for electricity on receipt of bill) B3=2</b> “pay only on receipt on our bill in the last 6 months”</p>		

	<b>IF (pays for electricity with pre-payment meter) B3=3</b> “a prepayment meter in the last 6 months”		
3	<b>No</b> – my household has paid for <b>IF (pays for electricity with Direct debit) B3=1</b> “our electricity via a regular direct debit or standing order for more than 6 months” <b>IF (pays for electricity on receipt of bill) B3=2</b> “our electricity only on receipt on our bill for more than 6 months” <b>IF (pays for electricity with prepayment meter) B3=3</b> “our electricity via a prepayment meter for more than 6 months”		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if changed payment method for electricity (B5 = 1)**

**SINGLE RESPONSE**

**B5A.** Which payment method did you change from for electricity?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	A regular direct debit or standing order	<b>DO NOT SHOW IF B3 = 1</b>	
2	Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App	<b>DO NOT SHOW IF B3 = 2</b>	
3	I had a prepayment meter (paid in advance by putting credit on a key, card or App)	<b>DO NOT SHOW IF B3 = 3</b>	
4	Another method		
97	Unsure		
98	Prefer not to answer		

**Base: Pays for gas with 3 main methods OR pays for electricity and gas with 3 main methods**

**((S1=1 AND S2=1,3) OR (S1=3) OR (S2=1,3)) AND B4=1-3)**

**SINGLE RESPONSE**

**B6. IF (pays for gas with Direct debit) B4=1** You mentioned that your household pays <A4 SUPPLIER> for your gas through a regular direct debit or standing order. Did you change your payment method to a regular direct debit or standing order in the last 6 months?

**IF (pays for gas on receipt of bill) B4=2** You mentioned that your household pays <A4 SUPPLIER> for your gas only on receipt of a bill, by cash/cheque/debit or credit card/BACS/App. Did you change your payment method to paying only on receipt of a bill, by cash/cheque/debit or credit card/BACS/App in the last 6 months?



**IF (pays for gas with pre-payment meter) B4=3** You mentioned that your household pays <A4 SUPPLIER> for your gas by using a prepayment meter. Did you change your payment method to a prepayment meter in the last 6 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	<p><b>Yes</b> – my household changed to</p> <p><b>IF (pays for gas with Direct debit) B4=1</b> “a regular direct debit or standing order in the last 6 months”</p> <p><b>IF (pays for gas on receipt of bill) B4=2</b> “pay only on receipt on our bill in the last 6 months”</p> <p><b>IF (pays for gas with pre-payment meter) B4=3</b> “a prepayment meter in the last 6 months”</p>		
2	<p><b>No</b> – my household has paid for</p> <p><b>IF (pays for gas with Direct debit) B4=1</b> “our gas via a regular direct debit or standing order for more than 6 months”</p> <p><b>IF (pays for gas on receipt of bill) B4=2</b> “our gas only on receipt on our bill for more than 6 months”</p> <p><b>IF (pays for gas with prepayment meter) B4=3</b> “our gas via a prepayment meter for more than 6 months”</p>		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if changed payment method for gas (B6 = 1)**

**SINGLE RESPONSE**

**B6A.** Which payment method did you change from for gas?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	A regular direct debit or standing order	<b>DO NOT SHOW IF B4 = 1</b>	
2	Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App	<b>DO NOT SHOW IF B4 = 2</b>	
3	I have a prepayment meter, so I pay in advance by putting credit on a key, card or App	<b>DO NOT SHOW IF B4 = 3</b>	
4	Another method		
97	Unsure		

98	Prefer not to answer		
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**IF B5=1 AND B6=1, SET LEAST FILL QUOTA**

CODE	ANSWER LIST	SCRIPTING NOTES	ROUTING
1	ELECTRICITY	IF FUELTYPE SUPPLIER = ELECTRICITY AND B5=YES, OVERRIDE LEAST FILL QUOTA AND SET TO ELECTRICITY  IF AND B5=YES AND B6=NO, OVERRIDE LEAST FILL QUOTA AND SET TO ELECTRICITY	SHOW B13A/B14/B7
2	GAS	IF FUELTYPE SUPPLIER = GAS AND B6=YES, OVERRIDE LEAST FILL QUOTA AND SET TO GAS  IF AND B5=NO AND B6=YES, OVERRIDE LEAST FILL QUOTA AND SET TO ELECTRICITY	SHOW B13/B14A/B7A

**Base: Ask if changed payment method for gas (B6 = 1 AND (EnergyType=Gas OR LEAST FILL QUOTA =2)**

**SINGLE RESPONSE**

**B13.** When you changed payment method for gas, did you make a request to <PIPEB6> to change your payment method or did <PIPEB6> initiate the change?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	My household requested changing payment method		
2	My supplier initiated the change and I/we agreed to the change		
3	My supplier initiated the change and I/we did <u>not</u> agree to it		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if changed payment method for electricity (B5 = 1 AND (EnergyType=Electricity OR LEAST FILL QUOTA =1)**

**SINGLE RESPONSE**

**B13A.** When you changed payment method for electricity, did you make a request to <PIPEB5> to change your payment method or did <PIPEB5> initiate the change?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	My household requested changing payment method		
2	My supplier initiated the change and I/we agreed to the change		
3	My supplier initiated the change and I/we did <u>not</u> agree to it		
97	Unsure		
98	Prefer not to answer		

**Base:** Ask if changed payment method for electricity (B5 = 1 AND (EnergyType=Electricity OR LEAST FILL QUOTA =1))

**SINGLE RESPONSE**

**B14.** When you changed payment method for electricity, were you informed before the change happened?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, <PIPEB5> informed me before my payment method changed		
2	No, <PIPEB5> did not inform me before my payment method changed		
97	Unsure		
98	Prefer not to answer		

**Base:** Ask if changed payment method for gas (B6 = 1 AND (EnergyType=Gas OR LEAST FILL QUOTA =2))

**SINGLE RESPONSE**

**B14A.** When you changed payment method for gas, were you informed before the change happened?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, <PIPEB6> informed me before my payment method changed		
2	No, <PIPEB6> did not inform me before my payment method changed		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if changed payment method for electricity (B5 = 1 AND (EnergyType=Electricity OR LEAST FILL QUOTA =1)**

**SINGLE RESPONSE**

**B7.** When you changed to a different payment method for electricity, did <PIPEB5> discuss or have any communication with you around whether it was an appropriate payment method given your circumstances?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if changed payment method for gas (B6 = 1 AND (EnergyType=Gas OR LEAST FILL QUOTA =2)**

**SINGLE RESPONSE**

**B7A.** When you changed to a different payment method for gas, did <PIPEB6> discuss or have any communication with you around whether it was an appropriate payment method given your circumstances?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

**Base: Ask if prepayment meter (B3 = 3 OR B4 = 3)**

**SINGLE RESPONSE**

**B12.** Have you tried to change your current payment method in the last 3 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes and I am still going through the process		
2	Yes but I think my supplier prevented me from doing so		
3	Yes but I haven't been able to because I haven't repaid the money I owe my supplier		
4	No		
97	Unsure		

98	Prefer not to answer		
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**Base: ask if pays gas/electricity with direct debit or on receipt of bill (B3=1-2 OR B4=1-2)**

**SINGLE RESPONSE PER ROW, KPI**

**B8.** Please can you tell me how dissatisfied or satisfied you are with the following aspects of <A3/A4 SUPPLIER> bills

*Please select one per statement*

Row Code	Row list	Scripting notes	Routing
1	Ease of understanding the bill		
2	The accuracy of your bill (i.e. how much you think your household uses and how much you pay/owe)		

Column code	Column list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very Satisfied		
97	Unsure		
98	Prefer not to answer		

**Base: ASK IF dissatisfied with ease (B8.1=1-2)**

**MULTI RESPONSE, RANDOMISE**

**B9.** Why are you dissatisfied with the ease of understanding your bill from <A3/A4 SUPPLIER>?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	It's difficult to understand what amount of energy has been used	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
2	It's difficult to understand how the numbers on my bill relate to my energy usage	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	

3	My smart meter in home display doesn't match up to my bill	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
4	It's difficult to understand some of the wording or terminology used		
5	It's difficult to understand how the total cost has been calculated		
6	The information that I need is difficult to find		
7	The estimates provided are wrong or too far off	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
8	My supplier rarely or never gets in touch about my meter readings	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
9	My meter readings are not used by my supplier or are not reflected in my bill	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
10	I think that the bills are inaccurate		
11	My bill contradicts other information from my supplier		
12	I find it difficult to access my bills (e.g. on my online account)		
13	It is difficult to understand if I owe money to my supplier		
95	Other (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: ASK IF dissatisfied with accuracy of billing (B8.2=1-2)**

**MULTI RESPONSE, RANDOMISE**

**B9A.** Why are you dissatisfied with the accuracy of your bill from <A3/A4 SUPPLIER>?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	It's difficult to understand what amount of energy has been used	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
2	It's difficult to understand how the numbers on my bill relate to my energy usage	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	

3	My smart meter in home display doesn't match up to my bill	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
4	It's difficult to understand some of the wording or terminology used		
5	It's difficult to understand how the total cost has been calculated		
6	The information that I need is difficult to find		
7	The estimates provided are wrong or too far off	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
8	My supplier rarely or never gets in touch about my meter readings	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
9	My meter readings are not used by my supplier or are not reflected in my bill	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
10	I think that the bills are inaccurate		
11	My bill contradicts other information from my supplier		
12	I find it difficult to access my bills (e.g. on my online account)		
13	It is difficult to understand if I owe money to my supplier		
95	Other (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: Ask all**

**MULTICODE, RANDOMISE**

**B11.** In the last 3 months, have you experienced a bill that was unexpectedly higher than the usual amount you pay due to any of the following reasons?

*Please select all that apply*

Column code	Column list	Scripting notes	Routing
1	No, I have not experienced an unexpectedly high bill	<b>FIX, EXCLUSIVE</b>	
2	There was a supplier system error		
3	I/My household had a faulty meter		
4	I/My household had a faulty smart meter		

5	Incorrect meter reading due to a meter reading error I/my household made		
6	Incorrect meter reading due to a meter reading error that the supplier made		
7	Unexpected increase in my direct debit payment amount	<b>ONLY SHOW IF DIRECT DEBIT OR SWITCHED FROM DIRECT DEBIT (B3=1 OR B4=1 OR B5A=1 OR B6A=1)</b>	
8	I/my household was unaware of a price rise		
9	I/my household submitted an actual meter reading following a period of estimated bills		
10	I/ my household used more energy than I thought		
11	I experienced an unexpectedly high bill but I do not know the reason		
95	Other (please specify)	<b>OPEN, FIX</b>	
97	I don't know if I have experienced an unexpectedly high bill	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to say	<b>FIX, EXCLUSIVE</b>	

## Section 4: Smart Meters

**Base: All respondents**

Thank you for answering the questions so far. The next few questions are about smart meters.

**Base: All respondents**

### SINGLE RESPONSE

**C1.** Do you have a smart meter in your household?

A smart meter sends your energy supplier meter readings automatically and it also has a display device which shows you how much energy you are using in near real time.

*Please select only one*

Fixed codes	Answer list	Scripting notes
3	Yes – I have a smart meter for mains gas and electricity	<b>SHOW IF (ELECTRICITY &amp; GAS) S1=3 OR S2=3</b>



1	Yes – I have a smart meter for mains electricity	SHOW IF (ELECTRICITY ONLY) S1=2 OR S2=2 OR IF (ELECTRICITY & GAS) S1=3 OR S2=3
2	Yes – I have a smart meter for mains gas	SHOW IF (GAS ONLY) S1=1 AND S2=1 OR IF (ELECTRICITY & GAS) S1=3 OR S2=3
4	No, but I <b>would</b> consider getting one in the future	
5	No, and I <b>would not</b> consider getting one in the future	
97	Don't know	

**Base: ASK IF smart meter for electricity/gas (C1 = 1-3)**

**SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS**

**C4.** Smart meters send information about how much energy you are using to your energy supplier. If you have given consent, this information can be sent to your supplier every half an hour for various purposes, including to make recommendations to you. They would only be able to use it for the purposes they have specified.

With that in mind, how willing would you be to share this data with your supplier for each of the following purposes?

*Please select one per statement*

Row Code	Row list	Scripting notes	Routing
1	To receive information about tariffs that are tailored to your energy use and that could save you money		
2	To identify if you need any support with paying your bills		
3	To receive suggestions on how to be more energy efficient		
4	To provide information on how people are using energy, improving the efficiency of the network and potentially reducing energy bills for all consumers		

Column code	Column list	Scripting notes	Routing
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1	Very willing		
2	Quite willing		
3	Neither willing nor unwilling		
4	Not very willing		
5	Not at all willing		
97	Don't know		
98	Prefer not to answer		

Base: Ask if smart meter for electricity or gas (C1 = 1-3)

**MULTI RESPONSE, RANDOMISE**

**C9.** In the last 3 months, have you encountered any of the following issues or problems with your smart meter?

*Please select all that apply*

Row code	Column list	Scripting notes	Routing
1	My smart meter was not sending automatic readings to my energy supplier		
2	I received an inaccurate bill from my energy supplier		
3	My in-home display stopped working properly		
4	My smart meter (not my in-home display) stopped showing any information		
5	My prepaid credit top-up did not go into my account		
6	My prepaid credit top-up did not show on my in-home display		
95	Other (specify)	<b>FIX, OTHER</b>	
97	None of the above	<b>FIX</b>	

Base: Ask if smart meter for electricity or gas (C1 = 1-3)

**SINGLE RESPONSE**

**C6.** Overall, how satisfied or dissatisfied are you with your smart meter?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		

2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
99	Prefer not to answer		

## Section 5: Information Provided by Suppliers

Thanks for answering the questions so far. The next couple of questions are about when <A3/A4 SUPPLIER> might have got in contact to provide information.

**Base: All respondents**

### SINGLE RESPONSE

**D1A.** Have you received any information from <A3/A4 SUPPLIER> in the last six months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		

**Base: All respondents**

### SINGLE RESPONSE, KPI

**D1.** Overall, how satisfied or dissatisfied are you with the information you have received from <A3/A4 SUPPLIER> in the last six months?

*This includes any information, such as written information on bills or information provided over the phone.*

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		

98	Prefer not to answer		
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**Base: All respondents**

**SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS, KPI**

**D2.** Do you recall if <A3/A4 SUPPLIER> has given you information about any of the following in the last six months?

*Please select one per statement*

Row Code	Row list	Scripting notes	Routing
1	What to do in an emergency (e.g. a gas leak or faulty meter)		
2	Other tariffs available		
3	What to do if you need assistance with paying your energy bills		
4	What information you need to compare energy prices (with their other tariffs or with other suppliers' tariffs)		
5	How to make a complaint		
6	Notification of a price increase	<b>SHOW IF STANDARD VARIABLE TARIFF FOR GAS OR ELECTRICITY B1=2, 4, 95)</b>	
8	What to do if your supplier can't resolve your complaint and you need to escalate it		
9	Information about getting a smart meter	<b>SHOW IF NO SMART METER (C1 = 4 - 99)</b>	
10	How to access advice from independent organisations (e.g. Citizens Advice, Energy Advice Scotland) about energy issues		
11	<p><b>SHOW IF ((pays electricity or gas with direct debit OR receipt of bill) AND NOT prepayment meter) (B3=1-2 OR B4=1-2) AND B3 !=3 AND B4 != 3</b></p> <p>A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills</p> <p><b>SHOW IF (pays electricity or gas with pre-payment meter AND NOT (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND B3 !=1-2 AND B4 != 1-2</b></p>	<b>SHOW IF (PAYS FOR ELECTRICITY OR GAS WITH 3 MAIN METHODS) B3=1-3 OR B4=1-3</b>	

	<p>A number that you could use to contact them, for free, if you had concerns about running out of credit on your prepayment meter</p> <p><b>SHOW IF (pays electricity or gas with pre-payment meter AND (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND (B3 =1-2 OR B4 = 1-2)</b></p> <p>A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills, or running out of credit on your prepayment meter</p>		
12	Whether you could be eligible for the Priority Services Register		
13	What benefits there are to being on the Priority Services Register		
14	Information about energy efficiency schemes, how to be more energy efficient, or energy saving tips		
15	Running out of credit on my meter / being disconnected from your energy supply	<b>SHOW IF PPM ONLY (B3=3 OR B4 = 3)</b>	
16	About whether the payment type and tariff that I am on best suits my needs and circumstances		
17	Information on what to do in the event of a power cut / disruption to my supply		
18	Guidance about how I can receive information in a suitable format that meets my needs		
19	The complaints process		

Column code	Column list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

Base: Any 'yes' responses at D2

SINGLE RESPONSE PER ROW, RANDOMISE ROWS, MASK BASED ON D2, KPI

D3. How useful was the information you received for each of the following...

*Please select one per statement*

Row Code	Row list	Scripting notes	Routing
1	What to do in an emergency (e.g. a gas leak or faulty meter)		
2	Other tariffs available		
3	What to do if you need assistance with paying your energy bills		
4	What information you need to compare energy prices (with their other tariffs or with other suppliers' tariffs)		
5	How to make a complaint		
6	Notification of a price increase		
8	What to do if your supplier can't resolve your complaint and you need to escalate it		
9	Information about getting a smart meter		
10	How to access advice from independent organisations (e.g. Citizens Advice, Energy Advice Scotland) about energy issues		
11	<p><b>SHOW IF ((pays electricity or gas with direct debit OR receipt of bill) AND NOT pre-payment meter) (B3=1-2 OR B4=1-2) AND B3 !=3 AND B4 != 3</b></p> <p>A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills</p> <p><b>SHOW IF (pays electricity or gas with pre-payment meter AND NOT (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND B3 !=1-2 AND B4 != 1-2</b></p> <p>A number that you could use to contact them, for free, if you had concerns about running out of credit on your pre-payment meter</p> <p><b>SHOW IF (pays electricity or gas with pre-payment meter AND (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND (B3 =1-2 OR B4 = 1-2)</b></p> <p>A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills, or running out of credit on your pre-payment meter</p>		

12	Whether you could be eligible for the Priority Services Register		
13	What benefits there are to being on the Priority Services Register		
14	Information about energy efficiency schemes, how to be more energy efficient, or energy saving tips		
15	Running out of credit on my meter / being disconnected from your energy supply		
16	About whether the payment type and tariff that I am on best suits my needs and circumstances		
17	Information on what to do in the event of a power cut / disruption to my supply		
18	Guidance about how I can receive information in a suitable format that meets my needs		
19	The complaints process		

Column code	Column list	Scripting notes	Routing
1	Not at all useful		
2	Not very useful		
3	Fairly useful		
4	Very useful		
97	Unsure		
98	Prefer not to answer		

## Section 6: Contact

Thanks for answering the questions so far. The next few questions are about when you might need to contact <A3/A4 SUPPLIER>.

By contact we mean actively reaching out to them through methods such as phone, email, live web chat, or social media.

**Base: all respondents**

**SINGLE RESPONSE, RANDOMISE, KPI**

**E1.** What is your preferred way of contacting < A3/A4 SUPPLIER> generally?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	By email		
2	By phone		
3	By completing a form on their website		
4	By writing a letter		
5	Through social media (e.g. Facebook, Twitter)		
6	Through live chat (e.g. WhatsApp, through the website)		
7	Through their app		
95	Another way (please specify)	<b>OTHER SPECIFY, FIX</b>	
97	Unsure	<b>FIX</b>	
98	Prefer not to answer	<b>FIX</b>	

**Base: all respondents**

**SINGLE RESPONSE, KPI**

**E2.** Thinking about the last time you tried to contact <A3/A4 SUPPLIER> how easy or difficult did you find it to contact them?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Very difficult		
2	Fairly difficult		
3	Neither easy nor difficult		
4	Fairly easy		
5	Very easy		
96	I have not tried to contact my supplier		
97	Unsure		
98	Prefer not to answer		

**Base: all respondents**

**SINGLE RESPONSE, KPI**

**E3.** Have you contacted, or tried to contact, <A3/A4 SUPPLIER> within the last 3 months?

*Please select one only*



Row Code	Row list	Scripting notes	Routing
1	Yes – contacted		
2	Yes – tried to contact but wasn't able to		
3	No		
97	Unsure		
98	Prefer not to answer		

**Base: all who contacted or tried to contact (E3=1,2)**

**MULTIPLE RESPONSE, RANDOMISE LIST, CODE 8 IS A KPI**

**E4.** Thinking of the last time you **IF (contacted) E3=1** “made contact with” **IF (tried to contact) E3=2** “tried to make contact with” <A3/A4 SUPPLIER>, what was it about?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	A query over a bill I received		
2	A query about smart meters / my smart meter		
3	To change the way I pay for my energy		
4	About switching to a new supplier		
5	To enquire about the products or services they offer		
6	To find out about changing my <FUEL TYPE> tariff		
7	To give a meter reading		
8	To make a complaint or about a previous complaint		
9	To seek help with <b>[SHOW IF (doesn't use prepayment meter at all) B3 AND B4 DO NOT =3]</b> paying my energy bills <b>[SHOW IF (uses prepayment meter for electricity AND gas) B3 AND B4=3]</b> topping up my prepayment meter <b>[SHOW IF (pays one but not both with prepayment meter) (B3 =1,2,4,97,98 AND B4=3) OR (B4 =1,2,4,97,98 AND B3=3) ]</b> paying my energy bills <b>[OR]</b> topping up my prepayment meter <b>[AT RANDOM]</b>	<b>RANDOMISE TEXT SUB FOR LAST 2 OPTIONS</b>	
11	To ask for a credit balance refund		

12	There was a problem with my direct debit		
95	Other reason (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: ask all who got in contact or tried to (E3=1 or 2)**

**MULTIPLE RESPONSE, RANDOMISE LIST**

**E6.** How did you **IF (contacted) E3=1** “make contact with” **IF (tried to contact) E3=2** “try to make contact with” <A3/A4 SUPPLIER> on that last occasion?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	By phone		
2	Through live chat (e.g. WhatsApp, through the website)		
3	By email		
4	By writing a letter		
5	Through social media (e.g. Facebook, Twitter)		
6	By completing a form on their website		
7	Through their App		
95	Another way (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: ask all who got in contact or tried to (E3=1 or 2)**

**GRID, SINGLE RESPONSE PER ROW, RANDOMISE**

**E7.** Still thinking about this last contact, please can you tell me how dissatisfied or satisfied you were with the following.

*Please select one per statement*

**ROWS**

Row Code	Row list	Scripting notes	Routing
1	Ease of finding the right contact details		
2	Ease of making contact with them		

3	The service received by phone	ASK IF (CONTACT BY PHONE) E6=1	
4	The service received through live chat (e.g. WhatsApp, through the website)	ASK IF (CONTACT BY LIVE CHAT) E6=2	
5	The service received by email	ASK IF (CONTACT BY EMAIL) E6=3	
6	The service received by completing a form on their website	ASK IF (CONTACT BY WEBSITE FORM) E6=6	
7	The service received through their app	ASK IF (CONTACT BY APP) E6=7	
8	The service received through social media	ASK IF (CONTACT BY SOCIAL MEDIA) E6=5	
9	The time it took for your supplier to respond to your query	ASK IF (CONTACT BY LIVE CHAT/EMAIL/WEBSITE FORM/APP) E6=2,3,6,7	
10	The time it took to get through to someone who could resolve your query	ASK IF (CONTACT BY PHONE) E6=1	
12	How the overall interaction was handled		
13	The level of empathy or concern showed towards you		
15	How well your supplier understood what you needed		

#### COLUMNS

Row Code	Row list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

**Base: ask all who got in contact or tried to (E3=1 or 2)**

#### **MULTI RESPONSE, RANDOMISE**

**E12.** On the most recent occasion you got in touch with <A3/A4 SUPPLIER>, did you experience any of the following difficulties?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	Having to get in contact more than once before you received a response		
9	Long wait times	<b>SHOW IF PHONE OR WEBCHAT OR SOCIAL MEDIA (E6 = 1,2,5)</b> Always have 9 before 2	
2	<A3/A4 SUPPLIER> taking a long time between responses		
3	Not receiving a response		
4	Not being able to find the right person / department		
5	Contact being cut-off / disconnected/ dropped	<b>SHOW IF PHONE OR WEBCHAT (E6 = 1,2)</b>	
6	Being unable to speak with a human being	<b>SHOW IF PHONE OR WEBCHAT (E6 = 1,2)</b>	
7	Number didn't work	<b>SHOW IF PHONE (E6 = 1)</b>	
8	Email address didn't work	<b>SHOW IF EMAIL (E6 = 3)</b>	
10	Not available on the day or at the time I needed it		
11	Being passed around different departments		
12	<A3/A4 SUPPLIER> didn't offer a contact method suitable for my needs		
95	Other (please specify)	<b>ADD OPEN TEXT BOX , FIX</b>	
96	None of the above	<b>FIX, EXCLUSIVE</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: Ask all who got in contact (E3 = 1 or 2)**

**SINGLE RESPONSE, RANDOMISE**

**E14.** Would you say your query, issue or question was answered or resolved?

*Please select one only*

Code	Row list	Scripting notes	Routing
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1	Yes, fully		
2	Yes, partially		
3	No, wasn't resolved		
4	Still being dealt with or looked at by my supplier i.e. issue ongoing		
97	Unsure		
98	Not applicable		

**Base: ask all who contacted to make a complaint (E4=8)**

**MULTIPLE RESPONSE, RANDOMISE**

**E8.** Earlier you said your last contact with <A3/A4 SUPPLIER> was about a complaint. What was the complaint about?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	A problem with my bill		
2	Managing my payments		
3	Missed appointment		
4	A problem with my direct debit		
5	Pricing / cost of energy		
6	Attitude or behaviour of staff		
7	Switching supplier		
8	A discount not applied		
9	A problem with a refund		
10	A problem with my smart meter	<b>SHOW IF ELECTRICITY OR GAS IS SMART METER (C1 = 1-3)</b>	
14	A problem with my meter	<b>SHOW IF NO SMART METER (C1 = 4-99)</b>	
15	A problem with topping up my prepayment meter		
16	Disconnected from my energy supply		
17	Not getting the financial support I needed		
18	The way an energy product or service has been sold		
95	Other (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	

98	Prefer not to answer	FIX, EXCLUSIVE	
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**Base: ask all who contacted to make a complaint (E4=8)**

**SINGLE RESPONSE**

**E9.** What stage are you at with the complaint process?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Reached the end of a formal complaints process		
2	The process is ongoing – I’m dealing with it myself		
3	The process is ongoing - I've received advice on my complaint from Citizens Advice, Energy Advice Scotland or another body		
4	I’ve escalated the complaint to the energy ombudsman		
5	I’ve given up pursuing the complaint		
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

**Base: all who contacted to make a complaint (E4=8)**

**SINGLE RESPONSE**

**E10.** Please can you tell me how satisfied or dissatisfied you are with the following aspects of your complaint:

*Please select one per statement*

**ROWS**

Row Code	Row list	Scripting notes	Routing
1	<p>SHOW IF (reached end of complaints process) E9=1</p> <p>The time taken to reach the end of the formal complaints process</p> <p>SHOW IF (complaints process ongoing) E9=2,3,4</p> <p>The time taken to deal with your complaint so far</p> <p>SHOW IF (given up on complaints process) E9=5</p> <p>The time it took to deal with your complaint before you stopped pursuing it</p> <p>SHOW IF (unsure/PNTS about complaints process) E9=97,98</p>		

	The time it has taken to deal with your complaint		
2	The outcome of the complaint	<b>ASK IF (REACHED END OF COMPLAINTS PROCESS)</b> E9=1	
3	The overall handling of the complaint		

**COLUMNS**

<b>Row Code</b>	<b>Row list</b>	<b>Scripting notes</b>	<b>Routing</b>
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

## Section 7: Switching suppliers

Base: ask all

### MULTI RESPONSE

**F1.** In the **past 12 months**, have you chosen to either switch your energy supplier, or switch your energy tariff but stay with the same supplier?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	Yes – I have switched my energy supplier		
2	Yes – I have switched my energy tariff but stayed with the same supplier		
3	No – I have attempted to switch energy supplier or tariff, but I was not able to	<b>EXCLUSIVE</b>	
4	No – I haven't attempted to switch energy supplier or tariff	<b>EXCLUSIVE</b>	
97	Unsure	<b>EXCLUSIVE</b>	
98	Prefer not to answer	<b>EXCLUSIVE</b>	

**Ask if switched my energy supplier (F1=1)**

### GRID, KPI

**F2.** Using a scale of 1 to 5 please can you tell me how dissatisfied or satisfied you were with the following aspects of your switch to another supplier:

*Please select one per statement*

### ROWS

Row Code	Row list	Scripting notes	Routing
1	Ease of comparing suppliers and their prices		
2	The switching process overall		

### COLUMNS

Row Code	Row list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		



5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

## Section 8: Paying Bills and Debt Management

Base: All respondents

**INTROS9.** Next there are a few questions about paying your energy bills. In this section, we are primarily interested in what you can recall about how your energy supplier might have acted in situations relating to your energy bills.

**RANDOMLY SET IF PAYING ON RECEIPT OF BILL AND HAS A PREPAYMENT METER (B3= 2 OR B4=2) AND (B3=3 OR B4=3)**

**SET AT RANDOM IF ABOVE CONDITIONS MET, DOES NOT NEED TO BE A LEAST FILL QUOTA**

**SECTIONROUTE**

CODE	ANSWER LIST	SCRIPTING NOTES	ROUTING
1	STANDARD CREDIT		SHOW G1
2	PREPAYMENT METER		SHOW G2

Base: Ask if paying by Direct Debit OR on receipt of bill – match to randomisation above

**((B3= 1-2 OR B4=1-2) AND NOT (B3=3 OR B4=3)) OR SECTIONROUTE=1 (STANDARD CREDIT)**

**SINGLE RESPONSE**

**G1.** Thinking about the past 3 months, has your household fallen behind on an energy bill so that you owed money to your energy supplier?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

**SET IF B3=3 OR B4=3**

**PPMTYPE**

CODE	ANSWER LIST	SCRIPTING NOTES	ROUTING
1	ELECTRICITY	<p>SET IF ELECTRICITY PPM ONLY OR LEAST FILL WAS ELECTRICITY</p> <p>SET IF (B3=3 AND NOT B4=3) OR (B3=3 AND B4=3 AND FUELTYPE SUPPLIER = ELECTRICITY) OR (B3=3 AND B4=3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=ELECTRICITY)</p>	
2	GAS	<p>SET IF GAS PPM ONLY OR LEAST FILL WAS GAS</p> <p>SET IF (B4=3 AND NOT B3=3) OR (B3=3 AND B4=3 AND FUELTYPE SUPPLIER = GAS) OR (B3=3 AND B4=3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=GAS)</p>	

IF B3=3 AND B4=3 AND PPMTYPE IS STILL NULL, SET AT RANDOM (LEAST FILL NOT REQUIRED)

Base: Ask if paying by Prepayment meter – match to randomisation above

((B3=3 OR B4=3) AND NOT (B3=1,2 OR B4=1,2)) OR SECTIONROUTE=2 (PREPAYMENT METER)

SINGLE RESPONSE

G2. Thinking about the past 3 months, has your household run out of credit on your <PPMTYPE> prepayment meter so that you have been temporarily disconnected from your energy supply?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

**G7TEXTSUB**

Text sub for questions G7/G8/G9/G10/G11/G12/G13/G14

Set to value of A4, or A3 based on the relevant supplier at G1/G2

**Base: Ask if pre-payment meter has run out of credit (G2=1)**

**SINGLE RESPONSE**

**G3.** You mentioned that your household has run out of credit on your <PPMTYPE> prepayment meter in the past 3 months.

Please could you say how long you were disconnected from your energy supply for?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Less than an hour		
2	Up to three hours		
3	Up to seven hours		
4	Up to twelve hours		
5	Up to twenty-four hours		
6	More than one day (please specify)	<b>OTHER SPECIFY</b>	
97	Don't know		
98	Prefer not to answer		

**Base: Ask if ((prepayment meter has run out of credit OR fallen behind on bills in past 3 months) OR don't know about either) (G1=1,97 OR G2=1,97)**

**SINGLE RESPONSE**

**G4.**

**SHOW IF (prepayment meter has run out of credit) G2 =1,97**

The next question will ask about the factors that may have contributed to you being disconnected from your energy supply, which we understand may be a sensitive topic. Please indicate if you would be willing to answer this question or not.

**SHOW IF (fallen behind on bills) G1 =1,97**

The next question will ask about the factors that may have contributed to you falling behind on your energy bills, which we understand may be a sensitive topic. Please indicate if you would be willing to answer this question or not.

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

Base: Ask if agree to answer questions (G4=1)

MULTI RESPONSE, RANDOMISE

G5.

**SHOW IF (prepayment meter has run out of credit) G2 =1,97**

Thinking about the most recent time you were disconnected from your energy supply, did any of the below factors contribute to you being disconnected?

**SHOW IF (fallen behind on bills) G1 =1,97**

Did any of the below factors contribute to you falling behind on your energy bills?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	My household cannot afford the cost of energy		
2	I or members of my household forgot to top up our prepayment meter	<b>SHOW IF PREPAYMENT METER HAS RUN OUT OF CREDIT (G2 =1,97)</b>	
3	The direct debit I had set up wasn't sufficient to cover my energy usage, and I now <b>cannot afford</b> to pay the new amount	<b>SHOW IF FALLEN BEHIND ON BILLS AND DIRECT DEBIT – ELECTRICITY OR GAS (G1 =1 AND (B3=1 OR B4=1))</b>	
4	The direct debit I had set up wasn't sufficient to cover my energy usage, although I <b>could have afforded</b> to pay the new amount	<b>SHOW IF FALLEN BEHIND ON BILLS AND DIRECT DEBIT – ELECTRICITY OR GAS (G1 =1 AND (B3=1 OR B4=1))</b>	
5	The cost of living, other than energy, has increased (e.g. rising prices of food)		
95	Something else contributed		
97	Don't know	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

Base: Ask if using a prepayment meter (B3=3 OR B4=3)

SINGLE RESPONSE, RANDOMISE

**G26.** On the **last occasion** you tried to top up your <PPMTYPE> prepayment meter using your preferred method, did you encounter any issues?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes, the paypoint wasn't working	SHOW 1 AND 2 TOGETHER WITHIN RANDOMISATION	
2	Yes, the app wasn't working	SHOW 1 AND 2 TOGETHER WITHIN RANDOMISATION	
3	Yes, I didn't have enough funds to top up		
4	Yes, I didn't understand the topping up process		
5	No, I did not encounter any issues	FIX	
95	Other (please specify)	SHOW OPEN TEXT BOX, FIX	
97	Don't know	FIX	
98	Prefer not to answer	FIX	

**SET IF B3=1-3 OR B4=1-3**

**COMMSTYPE**

CODE	ANSWER LIST	SCRIPTING NOTES	ROUTING
1	ELECTRICITY	<p>SET IF ELECTRICITY ONLY OR MATCH UP WITH THE VARIOUS LEAST FILL/RANDOMISATIONS PREVIOUSLY USED</p> <p>SET IF (B3=1-3 AND NOT B4=1-3) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER = ELECTRICITY) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=ELECTRICITY) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=NULL AND PPMTYPE=ELECTRICITY AND NOT SECTIONROUTE=STANDARD</p>	

		CREDIT) OR (B3=2 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=NULL AND SECTIONROUTE=STANDARD CREDIT)	
2	GAS	<p>SET IF GAS ONLY OR MATCH UP WITH THE VARIOUS LEAST FILL/RANDOMISATIONS PREVIOUSLY USED</p> <p>SET IF (B4=1-3 AND NOT B3=1-3) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER = GAS) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=GAS) OR (B3=1-3 AND B4=1-3 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=NULL AND PPMTYPE=GAS AND NOT SECTIONROUTE=STANDARD CREDIT) OR (B4=2 AND FUELTYPE SUPPLIER IS ELECTRICITY AND GAS AND DFUELTYPE=NULL AND SECTIONROUTE=STANDARD CREDIT)</p>	

IF B3=1-3 AND B4=1-3 AND COMMSTYPE IS STILL NULL, SET AT RANDOM (LEAST FILL NOT REQUIRED)

Base: Ask if (using a prepayment meter OR DD OR on receipt of bill) B3=1-3 OR B4=1-3

If both B3=1-3 AND B4=1-3, need to select the

MULTI RESPONSE, RANDOMISE

**G30. if (using an electricity pre-payment meter) (B3=3 AND COMMSTYPE=ELECTRICITY):** You mentioned you currently pay for your electricity bills by prepayment meter.

**if (using an gas pre-payment meter) (B4=3 AND COMMSTYPE=GAS):** You mentioned you currently pay for your gas bills by prepayment meter.

**if (using a direct debit or standing order for electricity) (B3=1 AND COMMSTYPE=ELECTRICITY):** You mentioned you currently pay for your electricity bills direct debit or standing order.

**if (using a direct debit or standing order for gas) (B4=1 AND COMMSTYPE=GAS)** You mentioned you currently pay for your gas bills direct debit or standing order.

**if (paying on receipt of bill for electricity) (B3=2 AND COMMSTYPE=ELECTRICITY):** You mentioned you currently pay for your electricity bills on receipt of a bill by cash/cheque/debit or credit card/BACS/App.

**if (paying on receipt of bill for gas) (B4=2 AND COMMSTYPE=GAS):** You mentioned you currently pay for your gas bills on receipt of a bill by cash/cheque/debit or credit card/BACS/App.

In the last 3 months, has <A3/A4 SUPPLIER> had any communication with you about changing your payment type?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Yes, to change to a regular direct debit or standing order	SHOW IF PREPAYMENT OR RECEIPT OF BILLS (B3 = 2,3 AND COMMSTYPE=ELECTRICITY) OR (B4=2,3 AND COMMSTYPE=GAS)	
2	Yes, to change to paying only on receipt of a bill by cash/cheque/debit or credit card/BACS/App	SHOW IF PREPAYMENT OR DD (B3 = 1,3 AND COMMSTYPE=ELECTRICITY) OR (B4=1,3 AND COMMSTYPE=GAS)	
3	Yes, to a prepayment meter	SHOW DD OR SO OR RECEIPT OF BILLS (B3 = 1,2 AND COMMSTYPE=ELECTRICITY) OR (B4=1,2 AND COMMSTYPE=GAS)	
4	Yes, to change to another method		
5	No, they have not had any communication with me about changing payment method	FIX AT TOP, EXCLUSIVE	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

Base: Ask if explored changing to another method (G30 = 1-4)

**SINGLE RESPONSE**

**G32.** When you were exploring changing payment type with <A3/A4 SUPPLIER>, did you think the process would be easy or difficult?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very difficult to change		
2	Fairly difficult to change		
3	Fairly easy to change		
4	Very easy to change		
5	Didn't explore it enough to be able to say either way		
97	Unsure		
98	Prefer not to answer		

**Base:** Ask if prepayment meter has run out of credit OR fallen behind on bills in past 3 months OR don't know about either (G1=1,97 OR G2=1,97)

**MULTI RESPONSE, RANDOMISE**

**G6.** And please could you say whether you have experienced any of the following, in relation to your energy use / energy bills in the last 3 months?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
1	The use of debt collection agencies		
2	The use of high court enforcement officers		
3	The use of court warrants to enter your home and fit a prepayment meter		
96	None of these	<b>EXCLUSIVE, FIX</b>	
97	Don't know	<b>EXCLUSIVE, FIX</b>	
98	Prefer not to answer	<b>EXCLUSIVE, FIX</b>	

**Base:** Ask if ((prepayment meter has run out of credit OR fallen behind on bills in past 3 months) OR don't know about either) (G1=1,97 OR G2=1,97)

**SINGLE RESPONSE**

**G7.** Have you been in contact with <G7TextSub> about help with paying your bills?

*Please select one only*



Row Code	Row list	Scripting notes	Routing
1	Yes – I contacted them		
2	Yes – they contacted me		
3	No		
97	Don't know		
98	Prefer not to answer		

**Base: Ask all who have contacted or been contacted by their supplier (G7=1-2)**

**SINGLE RESPONSE**

**G8. SHOW IF G7=1 (YES- I CONTACTED THEM):** And when did you get in contact with < G7TextSub > about help with paying your bills?

**SHOW IF G7=2 (YES- THEY CONTACTED ME):** And when did < G7TextSub > get in contact with you about help with paying your bills?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Before I had fallen behind on my bills	<b>SHOW IF HAVE FALLEN BEHIND ON BILLS (G1=1,97)</b>	
2	Just after I had fallen behind on my bills	<b>SHOW IF HAVE FALLEN BEHIND ON BILLS (G1=1,97)</b>	
3	Quite a while after I had fallen behind on my bills	<b>SHOW IF HAVE FALLEN BEHIND ON BILLS (G1=1,97)</b>	
4	Before I had run out of credit on my meter	<b>SHOW IF METER HAS RUN OUT (G2=1,97)</b>	
5	After I had run out of credit on my meter for a short time, or once or twice	<b>SHOW IF METER HAS RUN OUT (G2=1,97)</b>	
6	After I had run out of credit on my meter for a long time, or for three or more times	<b>SHOW IF METER HAS RUN OUT (G2=1,97)</b>	
97	Unsure		
98	Prefer not to answer		

**Base: Ask all who have contacted or been contacted by their supplier (Online AND G7=1-2)**

**MULTI RESPONSE, RANDOMISE**

**G9.** You mentioned that you have been in contact with < G7TextSub > about help with paying your bills. Which method or methods have you used to do this?

*Please select all that apply.*

Row Code	Row list	Scripting notes	Routing
1	By email		
2	By phone		
3	By completing a form on their website		
4	By writing a letter		
5	Through social media (e.g. Facebook, Twitter)		
6	Through live chat (e.g. WhatsApp, through the website)		
7	Through their app		
95	Another way (please specify)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, SINGLE RESPONSE</b>	
98	Prefer not to answer	<b>FIX, SINGLE RESPONSE</b>	

**Base:** Ask all who have contacted or been contacted by their supplier (Online AND G7=1-2)

**SINGLE RESPONSE**

**G10.** Overall, how satisfied or dissatisfied are you with the support you have received from < G7TextSub > about paying your bills?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		
3	Neither satisfied nor dissatisfied		
4	Satisfied		
5	Very satisfied		
97	Unsure		
98	Prefer not to answer		

**Base:** Ask IF Online and dissatisfied with support received (Online AND G10=1-2)

**OPEN RESPONSE**

**G11.** You mentioned that you were dissatisfied with the support you have received from <A3/A4 SUPPLIER> about paying your bills. Please could you say why?

Please answer in the box below

[ ]

Row Code	Row list	Scripting notes	Routing
97	Prefer not to say		

Base: Ask all who have contacted or been contacted by their supplier (G7=1-2)

MULTI; RANDOMISE

**G12. SHOW IF G7=1 (YES- I CONTACTED THEM):** When you contacted < G7TextSub > regarding paying your bills, they might have discussed some specific options with you (shown below).

**SHOW IF G7=2 (YES- THEY CONTACTED ME):** When < G7TextSub > you regarding paying your bills, they might have discussed some specific options with you (shown below).

**SHOW ALL:** Please could you say whether < G7TextSub > offered to support you in any of the following ways, without you asking?

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	< G7TextSub > offered to help me create a repayment plan (e.g. by changing my direct debit)	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97	
12	< G7TextSub > offered to help me create a repayment plan (e.g. by deducting an amount from my prepayment top ups as a repayment towards my debt)	SHOW IF (PREPAYMENT METER) (B3=3 OR B4=3) AND G2=1,97	
2	< G7TextSub > offered to discuss a bill repayment holiday	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97	
3	< G7TextSub > offered to discuss extending my emergency credit as additional support on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97	
4	< G7TextSub > offered me information about the organisations which can provide support or advice on managing bills		
5	< G7TextSub > offered to discuss whether my existing repayment plan is still suitable for me (if you already have one in place)	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL OR PRE-PAYMENT	

		METER) (B3=1-3 OR B4=1-3)	
6	< G7TextSub > offered to discuss providing me with energy vouchers for topping up my credit on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97	
7	< G7TextSub > asked me some questions to try to better understand my current situation		
8	< G7TextSub > offered to direct me to charities that can arrange for energy vouchers to be provided, for topping up my credit on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97	
9	< G7TextSub > offered to set it up so that my energy bill is paid directly out of my benefits (also known as 'Fuel Direct', or 'third party deductions')		
10	< G7TextSub > offered to install a prepayment meter	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97	
11	< G7TextSub > offered a discretionary or temporary credit (a short-term credit arrangement to help manage my/our energy costs)	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97	
95	< G7TextSub > did something else (please specify)	OTHER SPECIFY	
96	None of these	FIX, EXCLUSIVE	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

**Base: Ask all who have contacted or been contacted by their supplier (G7=1-2)**

**GRID, RANDOMISE ROWS**

**G13.** To what extent do you agree or disagree with the following statements about the contact you've had with < G7TextSub > about paying your bills? Please answer on a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree.

*Please select one per statement*

**ROWS**

Row Code	Row list	Scripting notes	Routing
----------	----------	-----------------	---------

1	The options they provided to help me manage my bills are helpful		
2	The person I had contact with was sympathetic to my needs		
3	< G7TextSub > treated me fairly		
4	The support that < G7TextSub > offered to help me manage my bills is appropriate for my needs / situation		
5	< G7TextSub > offered support in a way that was accessible to me (e.g. by telephone, email, letter, etc)		
6	The support offered helped me to resolve my issue		
7	The debt repayment plan offered was suited to my needs		

**COLUMNS**

Column Code	Row list	Scripting notes	Routing
1	Strongly disagree		
2	Disagree		
3	Neither agree nor disagree		
4	Agree		
5	Strongly agree		
97	Don't know		
98	Not applicable		

**Base: Ask if Online and supplier offered to discuss repayment (online AND G12=1, 2, 5)**

**SINGLE RESPONSE**

**G14.** You mentioned that when < G7TextSub > contacted you regarding paying your bills, they discussed repayment options with you.

Before discussing repayment options or a repayment plan with you, did < G7TextSub > check with you how much you could afford to repay?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		
98	Prefer not to answer		

**INTROCL.** Now some questions about your personal/household's finances/overall financial position...

*These questions are asked so we can have a greater understanding of the population's financial position as a whole. As previously mentioned, your responses are anonymous and will be reported on at an aggregate level only. There will be the option to answer 'prefer not to say' throughout.*

**Base: All respondents**

**SINGLE RESPONSE**

**CL1.** In view of the general economic situation, do you think you will be able to save any money in the next 12 months?

*Please select one only*

Fixed code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
98	Prefer not to say		

**Base: All respondents**

**SINGLE RESPONSE**

**CL2.** Could your household afford to pay an unexpected, but necessary, expense of £850?

*Please select one only*

Fixed code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
98	Prefer not to say		

**Base: All respondents**

**SINGLE RESPONSE**

**CL3.** Have you had to borrow more money or use more credit than usual in the last month, compared to a year ago?

Borrowing or using credit includes credit cards, overdrafts, or taking out loans, borrowing from friends, family, neighbours or other personal connections.

*Please select one only*

Fixed code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
98	Prefer not to say		

**Base: All who have borrowed money/used more credit (CL3=1)**

**SINGLE RESPONSE**

**CL3E.** Which of the following statements best describes your situation in relation to your current level of debt?

*Please select one only*

Fixed code	Answer list	Scripting notes	Routing
1	No debt		
2	Can easily manage		
3	Getting harder		
4	Difficult to manage		
5	Unable to manage		
97	Don't know		
96	Prefer not to say		

**Base: All respondents**

**SINGLE RESPONSE**

**F5.** Which one of the following statements best describes how well you are keeping up with your general household bills and credit commitments at the moment?

*Please select only one*

Fixed codes	Answer list	Scripting notes	Routing
1	Keeping up with all bills and commitments without any difficulties		
2	Keeping up with all bills and commitments, but it is a struggle from time to time		
3	Keeping up with all bills and commitments, but it is a constant struggle		
4	Falling behind with some bills or credit commitments		
5	Having real financial problems and have fallen behind with many bills or credit commitments		
6	Don't have any bills or credit commitments		

97	Don't know		
98	Prefer not to say		

**Base: all respondents**

**OPEN RESPONSE**

**G34. If electricity only OR dual fuel (S1=2,3 OR S2=2,3):** Are there any additional feedback or issues related to your IF (dual fuel) S1=3 OR S2=3 "gas and" electricity supplier that have not been addressed in this survey, or that you feel you haven't had the opportunity to provide sufficient detail on?

**If gas only (S1=1 AND S2=1):** Are there any additional feedback or issues related to your gas supplier that have not been addressed in this survey, or that you feel you haven't had the opportunity to provide sufficient detail on?

*Please answer in the box below*

[ ]

97	Don't know		
98	Prefer not to answer		

## Section 9: Classification Questions

**Base: all respondents**

**SINGLE RESPONSE**

**H1.**

**SHOW IF ONLINE:** In this last section, there are some short classification questions which will help us to analyse the answers you have given. Firstly, what is your annual household income before tax and other deductions?

**SHOW IF CAPI:** Thank you so much for all your help today. You have been really helpful. Before I go, I have a couple of questions I would like to ask to help us analyse our data. I am going to read a list, please stop me when I reach what your annual household income is, before tax and other deductions

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Less than £5,000		
2	£5,000 to less than £10,000		
3	£10,000 to less than £15,000		
4	£15,000 to less than £20,000		
5	£20,000 to less than £25,000		
6	£25,000 to less than £30,000		
7	£30,000 to less than £35,000		



8	£35,000 to less than £45,000		
9	£45,000 to less than £50,000		
10	£50,000 to less than £55,000		
11	£55,000 to less than £60,000		
12	£60,000 to less than £80,000		
13	£80,000 or over		
97	Unsure		
98	Prefer not to say		

**Base: all respondents**

**MULTI RESPONSE**

**H2.** Is anyone in your household in receipt of any the following benefits?

*Please select all that apply*

Fixed codes	Answer list	Scripting notes
1	Council Tax Support	
2	Housing Benefit	
3	Income Support	
4	Income-based Jobseeker's Allowance	
5	Income-related Employment and Support Allowance	
6	Pension Credits	
7	Personal Independence Payment	
8	Social Fund (Sure Start Maternity Grant, Funeral Payment, Cold Weather Payment)	
9	Tax Credits (Child Tax Credit and Working Tax Credit)	
10	Universal Credit	
11	Disability Living Allowance	
12	Any other benefit not listed (please specify)	<b>OPEN TEXT BOX</b>
96	None of these	<b>EXCLUSIVE</b>
97	Don't know	<b>EXCLUSIVE</b>
98	Prefer not to say	<b>EXCLUSIVE</b>

**Base: All respondents**

**SINGLE RESPONSE**

**H3.** And are you currently receiving the Warm Home Discount Scheme? This is where people who qualify can get £150 off their energy bill for winter 2023 - 24.

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
98	Don't know		

**Base:** All respondents

**SINGLE RESPONSE**

**H4.** The next question will ask about any disabilities you may have. Please indicate if you are happy to answer this question or not.

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

**Base:** Ask if happy to answer disability question (H4=1)

**SINGLE RESPONSE**

**H5.** Do you or anyone in your household have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age

*Please select only one*

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
98	Prefer not to say		

**Base:** Ask if self or anyone else in the household (H5=1)

**MULTI RESPONSE, RANDOMISE**

**H6.** And which of these best describes the impairment, illness or disability?

*Please select all that apply*

Row Code	Row list	Scripting notes	Routing
----------	----------	-----------------	---------

1	Visual impairment		
2	Difficulties reading and speaking		
3	Hearing impairment		
4	Mobility impairment		
5	Mental health problems		
6	Learning difficulties		
95	Another impairment, illness, or disability	<b>FIX</b>	
97	Don't know	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**Base: Ask all respondents**

**SINGLE RESPONSE**

**H7.** Are you currently a full-time carer? By this we mean that you look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction, and that you don't receive a salary for this.

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
98	Don't know		
97	Prefer not to answer		

**Base: Ask all respondents**

**SINGLE RESPONSE**

**H10.** Which of the following best describes the ownership of your home?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Being bought on a mortgage		
2	Owned outright by household		
3	Shared ownership (part owned and part rented)		
4	Rented from Local Authority		
5	Rented from Housing Association/Trust		
6	Rented from private landlord		

7	Living rent free		
95	Other		
97	Don't know		
98	Prefer not to say		

Base: All respondents

**MULTI RESPONSE**

**H12. INCLUDING YOURSELF**, which of the following groups live in your household?

*Please select all that apply and indicate the number of people in the household INCLUDING YOURSELF*

Fixed codes	Answer list	Scripting notes	Routing
1	Someone who is expecting (currently pregnant)	NUMERIC – MAX 10	
2	Children aged under 5	NUMERIC – MAX 20	
3	Children aged 5-15	NUMERIC – MAX 20	
4	Adults aged 16-64	NUMERIC – MAX 20	
5	Adults aged 65+	NUMERIC – MAX 20	
98	Prefer not to say		

## Section 10: Closing

Base: CAPI only

**SINGLE RESPONSE**

**I1.** We really appreciate the time that you have given us today. For quality control purposes, BMG Research may need to re-contact you at some point in the near future on behalf of Citizens Advice and Ofgem, to clarify or further explore some of the answers you have given in the survey today. Are you happy to be potentially re-contacted by BMG Research for further purposes related to this survey?

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes	INSERT BOX FOR CONTACT DETAILS (NAME AND TELEPHONE)	
2	No		

Base: CAPI only

### SINGLE RESPONSE

12. Would you be willing to be contacted to invite you to take part in other possible further research on behalf of Citizens Advice or Ofgem in the next 12 months? You would be contacted in the same way you have been invited to take part in this survey.

Specific details would be sent to you at the time and there would be no obligation to take part.

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

Base: All online respondents

### ONLINE OUTRO

You have reached the end of the survey. Thank you for taking the time to answer our questions. Your input is really appreciated.

Please **click next** to submit your responses.

Base: CAPI

### CAPI OUTRO

Thank you for completing this survey.



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[www.bmgresearch.co.uk](http://www.bmgresearch.co.uk)

Registered in England No. 2841970

Registered office:

BMG Research

Beech House

Greenfield Crescent

Edgbaston

Birmingham

B15 3BE

UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

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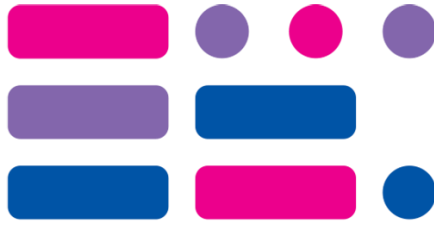
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