



Technical Annex: Non-Domestic Consumer Research

March 2024



Contents

Introduction	4
Quantitative methodology	5
Qualitative interviews methodology	13
Appendix A: Questionnaire	16
Appendix B: Topic guide	66

Introduction

This technical annex accompanies 'Businesses' experiences of the energy market 2023: Main Research Report'. The primary aim of this research was to build on the existing Ofgem and DESNZ evidence base around business experiences in the non-domestic energy market. For more information on the background, aims and objectives and sample methodology of the research, reference the Introduction section of the main report.

Quantitative and qualitative respondents were referred to as 'businesses' within the main report. However, the sample is more specifically defined as 'non-domestic consumers', which are businesses that operate out of non-domestic premises and that have a non-domestic energy contract. This excludes businesses that operate out of a home or domestic property. While public bodies and charities were not deliberately sampled, they were eligible to take part in the research as long as they operated from a non-domestic premises and had a non-domestic energy contract.

Ineligible businesses were those that: did not have a non-domestic energy contract or were not sure; businesses that could not provide information on their businesses' energy supply; and businesses that had neither gas nor electricity in their premises, or were not sure or refused to answer.

Quantitative methodology

Sampling

In order to balance the requirement to achieve a robust sample that was representative of the population with the need for sufficient numbers within each subgroup to enable reliable subgroup analysis, IFF used a Probability Proportionate to Size (PPS) approach to sampling. This was a two-stage approach.

At sector level, half the sample was drawn equally across the 9 macro-level SIC (Standard Industrial Classification) sectors,¹ with the remainder distributed in proportion to the population.

This process was then repeated within sector, so that half the sample was distributed equally by size (0-9, 10-49, 50-249, 250+), and the other in proportion to the size distribution within that sector.²

Regional targets were set in line with the overall population distribution of UK businesses, now using 2022 Business Population Estimates (2023 statistics were not available until October 2023).³ The following tables show the targets set for the achieved sample of interviews, by size, sector and region.

Table 1.1 Size by sector targets for the Non-domestic Consumers Survey

	0	1-9	10-49	50-249	250+	Total
Agriculture /Mining /Energy (ABDE)	11	33	10	9	9	72
Manufacturing (C)	11	33	13	11	10	78
Construction (F)	21	64	19	17	17	138
Retail /Distrib. (G)	16	47	17	14	13	107
Transport and Storage (H)	13	40	11	11	10	85
Hotel/Catering (I)	10	31	15	10	9	75
Finance (K)	10	29	9	8	8	64
Property /Management /Business Services (JLM)	25	76	24	22	22	169
Public administration /Other (NPQRS)	16	113	29	27	27	212
Total	133	466	147	129	125	1,000

¹ Sectors: agriculture /mining / utilities; manufacturing; construction; retail and distribution; transport and storage; hotel and catering; finance; property, management and business services; public administration/other.

² Throughout this annex references to sole traders and micro businesses, small businesses, medium businesses and large businesses directly correlate to the listed employee number sizes (0-9, 10-49, 50-249,250+). These business size definitions are standard for both the DBT Business Population Estimates and Market Location sample, and hence have been used through-out.

³ Population information was based on the Department for Business, Energy and Industrial Strategy's (BEIS) Business Population Estimates 2022. BEIS existed until 2023, at which point its interest were redistributed into the Department for Energy Security and Net Zero (DESNZ), the Department for Business and Trade (DBT), and the Department for Science, Innovation and Technology (DSIT).

Table 1.2 Regional targets for the Non-domestic Consumers Survey

	No. of interviews
North East	30
North West	95
Yorkshire and The Humber	75
East Midlands	65
West Midlands	80
East of England	105
London	190
South East	160
South West	95
Wales	40
Scotland	65
Total	1,000

Using a sample-to-target ratio of 20:1 overall, IFF made a sample order of 19,508 businesses from Market Location (a provider of UK business records).⁴ This is very similar to the sample order made from Market location in 2022 at 20,030 .

Questionnaire design

The questionnaire was developed iteratively between IFF and Ofgem and DESNZ, with IFF leading the drafting process and working collaboratively with Ofgem to refine the questionnaire for piloting. Initial timing checks were carried out to determine the length of the questionnaire, and necessary adaptations were made to achieve an appropriate length. The questionnaire was built upon the 2022 Non-Domestic Consumers Survey for Ofgem, although updated based on the latest objectives for the research. With the inclusion of new questions of interest and other questions from the 2022 version dropped.

The questionnaire explored the following areas:

- Business profile;
- Energy contract;
- Experience of recent rise in energy costs;
- Energy schemes;

⁴ IFF chose Market Location in this instance because their business database has the largest number of commercially available UK business records.

- Selecting suppliers; and
- Energy efficiency.

When referencing the 'Main energy supplier', within the survey and the report, this is referring to the supplier used by non-domestic consumers who use the same supplier for gas and electricity. Where businesses had different gas and electricity suppliers these were either referred to separately or as their 'supplier' depending on the context of the writing.

Where necessary, questionnaire prompts with additional information were provided to respondents where there might have been confusion around the terminology. IFF interviewers were briefed by the research team on which sections and terminology might be more problematic for respondents and are experienced to pick up when there is respondent confusion, even when they do not specifically articulate it.

Non-domestic customers on 'dual fuel' contracts

Specifically relating to questions B6-B9, and B15-B18 within the survey questionnaire. For those on both a gas and electricity contract (i.e. dual fuel), a decision was made to randomly assign them to questions on either their gas or electricity supply, and they were routed through the survey accordingly. This was due to concerns that these survey respondents would be overburdened by the number of questions they would have to answer about their both their gas and electricity supply separately.

Smart meter questions

Please note, smart meter/ advanced meter reading (AMR) findings have been reported across all businesses. We have not differentiated findings by whether businesses fall within DESNZ's smart meter mandate or Ofgem's metering arrangement for larger industrial and commercial organisations. DESNZ govern the smart metering mandate for smaller to medium sized organisations (profile classes 1-4 and gas consumption below 732 MWh per annum), while larger industrial and commercial organisations (profile classes 5-8 and 00 electricity meters and gas consumption above 732 MWh per annum) are outside of the smart metering mandate. Metering arrangements for these larger businesses are governed by Ofgem, and these businesses are typically offered advance meters rather than smart meters.

Pilot

IFF conducted a small pilot of Ofgem and DESNZ's Non-Domestic Consumer Research between 3rd and 4th July 2023. Overall, the pilot was successful, with 23 interviews conducted in total. Fieldwork continued as planned, as there were no fundamental issues with the survey. However, there were some small suggestions for improvements which were felt would further improve the survey.

Fieldwork

Mainstage fieldwork began on 3rd July 2023 and ran until 28th July 2023. Surveys were conducted by IFF's interviewing panel using Computer-Assisted Telephone Interviewing (CATI) and interviews lasted 22 minutes on average.

All interviewers received a thorough briefing at the start of the study and were given written briefing notes. Interviewers, supervisors, and researchers met regularly to share experiences and ‘tips’ on recruiting respondents and completing interviews successfully.

Businesses that completed the survey all had a non-domestic energy contract and were either responsible for arranging energy suppliers or for paying energy bills. The target respondents were members of staff with responsibility for, or understanding of, energy usage in the organisation. Where businesses had multiple sites, we interviewed members of staff who had knowledge of energy usage across the entire organisation.

It can be challenging to identify and persuade the relevant member of staff within an organisation to take part in this type of research, especially because the responsibility of energy contracts can appear across several different functions. Utilising a CATI approach provided the ability to do this, because the interviewer can explain the study to the initial gatekeeper and collaboratively identify the most appropriate person in that organisation to take part.

Survey - profile of completed interviews

Tables 1.3 and 1.4 show achieved sample by size, sector, and region.

Table 1.3 Achieved sample - size by sector

	0	1-9	10-49	50-249	250+	Total
Agriculture /Mining / Energy (ABDE)	11	33	10	9	9	72
Manufacturing (C)	11	33	13	11	10	78
Construction (F)	21	64	19	17	17	138
Retail / Distrib. (G)	16	47	17	14	13	107
Transport and Storage (H)	13	40	11	11	10	85
Hotel/Catering (I)	10	31	15	10	9	75
Finance (K)	10	29	9	8	8	64
Property /Management / Business Services (JLM)	25	76	24	22	22	169
Public administration / Other (NPQRS)	16	113	29	27	27	212
Total	133	466	147	129	125	1000

Table 1.4 Achieved sample - regional

	No. of interviews
North East	37
North West	83
Yorkshire and The Humber	62
East Midlands	61
West Midlands	71
East of England	40
London	108
South East	263
South West	150
Wales	78
Scotland	47
Total	1000

Table 1.5 details sample outcomes and response rates for the survey.

Table 1.5 Sample outcomes

Sample outcome	Number of contacts	% of total sample	% of completed contacts
Total issued sample	19508	100%	100%
Ineligible establishments	1543	8%	-
Unavailable during fieldwork / out of quota / ongoing or live sample	13,527	69%	-
Unobtainable/invalid numbers	1,725	9%	-
Total completed contacts with eligible respondents			
Achieved interviews	1,000	5%	37%
Respondent refusal	1,665	9%	61%
Breakdown during interview	48	0%	2%

Data processing

Survey responses were processed using IBM SPSS. Descriptive statistics were presented in Excel tables, which showed responses for each question at a total level as well as by key sub-groups. Data files received full variable checks by members of the research team.

Coding was conducted on an on-going basis to code frames. At least 5% of a coder's work was checked. Data files are GDPR compliant, ensuring respondents will not be identifiable, with verbatim text included but redacted to ensure identifying information is removed.

Weighting

Weighting was applied to the survey data to account for the purposive approach taken to sampling, and to ensure that the data was representative of the population. Using the same approach taken in 2022, the weighting approach used a combination of the latest Business Population Estimates and responses to the screening section of the survey. Due to the ineligibility of certain businesses, data from the screener questions were used to estimate an adjusted population of eligible businesses in Great Britain.

Using data from the screening questions at the beginning of the survey, estimated non-domestic consumer population statistics were created, so that the data could be weighted to represent the population. This section discusses how the adjusted population figures were determined.

To be eligible for the survey, non-domestic consumers had to:

- Have a business (rather than domestic) mains gas or electricity contract; and
- Be responsible for arranging their business’s energy suppliers or for paying their business’s energy bills.

In preparing sample targets we estimated the population by starting with the 2022 BEIS Business Population Estimates statistics and making assumptions about eligibility based on responses to screener questions S3 and S6:

S3 Can I just check whether your business’s main premises has a non-domestic energy contract, rather than a domestic or residential one?

If necessary: main business premises could be the primary location where your business operates, where the most energy is used, or where the majority of employees are based.

(Do not read out) . single code

Yes	1	
No	2	Thank and close
Don’t know	3	Thank and close

S4 And are you, or somebody else in the business, responsible for arranging your business’s energy suppliers or for paying your business’s energy bills?

(Do not read out) . single code

Yes	1	
Yes – and we can provide some information about energy usage/energy contracts	8	

Yes – but we cannot provide any information about energy usage/energy contracts	7	Thank and close
No	2	Thank and close
Don't have an energy contract	4	Thank and close
Don't know	5	Thank and close
Refused	6	Thank and close

S6 Do you have mains gas and/ or mains electricity in your main business premises?

READ OUT. SINGLE CODE.

Mains gas and electricity	3	
Mains electricity only	2	
Mains gas only	1	
Neither	4	Thank and close
(DO NOT READ OUT) : Don't know	5	Thank and close
(DO NOT READ OUT) : Refused	6	Thank and close

Eligible population by sector and size

The tables below show the makeup of the adjusted population by sector and size (Table 1.6) and by region (Table 1.7). These proportions are based on all respondents who reached the above screener questions (S3, S4 and S6), and those who stated in the introduction that they felt the survey was not relevant to them because they had a domestic contract. These proportions were applied to the survey data so that the survey data was in line with the adjusted population of eligible businesses in Great Britain.

Table 1.6 Proportion of eligible non-domestic consumers by sector and size

	0-9	10-49	50-249	250+
Agriculture /Mining / Energy (ABDE)	44.2%	82.4%	86.7%	88.9%
Manufacturing (C)	48.7%	100.0%	97.1%	92.9%
Construction (F)	25.1%	77.4%	84.4%	90.0%
Retail / Distrib. (G)	72.2%	86.2%	95.7%	100.0%
Transport and Storage (H)	18.5%	96.6%	88.5%	92.3%
Hotel/Catering (I)	80.5%	95.7%	90.9%	83.3%
Finance (K)	40.6%	61.1%	80.0%	75.0%
Property /Management / Business Services (JLM)	40.3%	76.9%	78.4%	96.0%
Public administration / Other (NPQRS)	52.5%	88.1%	86.8%	91.7%

Table 1.7 Proportion of eligible non-domestic consumers by region

Region	% eligible
North East	63.3%
North West	62.1%
Yorkshire and The Humber	51.8%
East Midlands	49.1%
West Midlands	60.7%
East of England	34.8%
London	34.8%
South East	62.4%
South West	69.2%
Scotland	68.6%
Wales	72.0%

Quantitative reporting

Throughout the main report of findings, all reported differences between subgroups of businesses (e.g. by business size or sector) are statistically significant (using a confidence interval of 95%), unless otherwise stated. Where there is a significant difference between a subgroup figure and the average of all other figures, this is signified with an asterisk (*) in a chart or a table.

Where data is based on fewer than 50 interviews, we are less confident that the finding applies to the wider population of GB businesses. These particular findings should therefore be interpreted with caution.

Where appropriate, the results from this research have been significance tested⁵ against similar non-domestic research that was conducted for Ofgem in 2022, which was conducted using a similar

⁵ Statistical significance was calculated with a 95% confidence interval.

methodology, but earlier in the calendar year (Survey: 25th April – 30th May 2022).⁶ Significant differences of note are reported within the relevant chapter.

In some instances within the data there were high levels of ‘don’t know’ reported by businesses. This could be caused by several factors including the respondent not knowing/ not being responsible for the mentioned area, or a lack of understanding.

Qualitative interviews methodology

To obtain deeper insight into businesses’ views and experience of the energy market, follow-up qualitative research was conducted. This involved conducting 30 depth interviews, each lasting around 45 minutes, amongst businesses who agreed during the survey to be contacted for a follow-up interview.

The interviews focused on the following areas:

- Organisation needs and priorities;
- Experience of energy price rises;
- Experience of suppliers;
- Experiences of brokers; and
- Decarbonisation and energy efficiency.

Topic guide design

The topic guide was developed iteratively between IFF and Ofgem and DESNZ, with IFF leading the drafting process and working collaboratively to refine the topic guide. Initial timing checks were carried out to determine the length of the topic guide (approximately 45 minutes), and necessary adaptations were made to achieve an appropriate length.

The topic guide was entirely distinct from that used for the 2022 Non-Domestic Consumers Survey for Ofgem, representing policy interests specific to the 2023 research.

Qualitative achieved sample

Of the 1,000 respondents who completed the survey, 461 agreed to be recontacted, representing 46% of all completed interviews. Qualitative fieldwork ran from 26th September until 23rd October 2023. The achieved sample for qualitative interviews, split by quotas, can be found in Table 1.8 in Appendix A.

Table 1.8 details achieved sample of the qualitative research, against original targets.

Qualitative analysis

Each interview was written up within an analysis framework. This is an Excel-based framework structured under headings relating to the research questions, allowing interviews to be compared and

⁶ This report can be found here: <https://www.ofgem.gov.uk/publications/non-domestic-consumer-research>. Survey fieldwork for this report was conducted between 25th April and 30th May 2022.

judgments made about the commonality of views expressed. The framework also contained demographic information, allowing subgroup differences to be identified. The research team then used this to conduct individual analysis as well as a group discussion session. The consensus reached on the key narratives which then form the basis of reporting.

Table 1.8 Qualitative interview achieved sample

Quota group	Target interviews (Minimum quotas)	Completed interviews
All interviews	30	30
Size		
Sole trader / micro (0-9 employees)	3	14
Small (10-49 employees)	3	7
Medium (50-249 employees)	3	5
Large (250+ employees)	3	4
Sector		
Agriculture/Mining/Energy	1	3
Manufacturing	1	4
Construction	1	3
Retail/Distribution	1	4
Transport & Storage	1	3
Hotel/Catering	1	4
Finance	1	2
Property/Management/Bus Svcs	1	3
Public Admin/Other	1	4
Struggle with bills last 12 months		
Struggle with bills last 12 months - Yes	8	16
EBRS/ EBDS		
Had EBRS	4	9
Had EBDS	4	4
Energy efficient approach		
Already using or planning to use energy efficient approach	10	29
Barriers		
At least one barrier	15	25
Complaints		
Complained to supplier last 12 months	5	5
Broker usage		
Consulted a broker	8	21

Appendix A: Questionnaire

S Screener

Ask Telephonist

S1 **Good morning / afternoon. My name is (name)NAME and I'm calling from IFF Research on behalf of Ofgem, the independent regulator of energy in Great Britain, and the British government's Department for Energy Security and Net Zero.**

Add if necessary: Ofgem is the independent regulator of energy in Great Britain.

Add if necessary: The Department for Energy Security and Net Zero is a new department of the British Government, and is responsible for energy policy in Britain.

I need to speak to [HASCON=1:] please [HASCON=2: the member of staff who is responsible for arranging and/or paying for your company's energy supply please?]

[If size>50 And HASCON=2: This might be the Environment / Energy / Facilities / Operations Manager within your company.

If contact does not work there, add:

No problem, if I could speak to a member of staff who has an understanding of the energy within the company, please?

Add if necessary: This might be the Environment / Energy / Facilities / Operations Manager within your company.

Add if necessary: This is in no way an energy sales call.

Add if necessary: We're contacting on behalf of Ofgem, the independent regulator of energy in Great Britain, and the Department for Energy Security and Net Zero, who want to explore companies' experiences of the energy market and are keen to hear about your business's views.

Add if mentions that bills are looked after by landlord: You may still be eligible to take part if you know a bit about your energy usage. It would be great if I could ask a few more questions to see if this applies to you?

Transferred	1	Continue
Hard appointment	2	Make appointment
Soft Appointment	3	Make appointment
Engaged	4	Call back
Refusal	5	Close

Refusal – company policy	6	Close
Refusal – Taken part in recent survey	7	Close
Business now WFH only	16	Close
Nobody at site able to answer questions	8	Close
Not available in deadline	9	Close
Fax Line	10	Close
No reply / Answer phone	11	Close
Residential Number	12	Close
Dead line	13	Close
Company closed	14	Close
Domestic or residential tariff / contract	17	Close
Request reassurance email	15	Collect email address then continue or make appointment (See appendix for email text)

Ask all
S2 Good morning/afternoon, my name is (*Name*) and I'm calling on behalf of Ofgem and the Department for Energy Security and Net Zero from IFF Research.

I am calling today as we are working on behalf of Ofgem and the Department for Energy Security and Net Zero to explore and understand companies' experiences in the energy market.

Add if necessary: **This is in no way an energy sales call.**

Your views are important and will help Ofgem and the Department for Energy Security and Net Zero develop policies that can support businesses respond to their energy needs. It would be great if I can run through some questions quickly with you now, please?

Add if necessary: **Ofgem is the independent regulator for energy in Great Britain. Their role is to protect consumers, like yourselves, by promoting value for money and the security and sustainability of the energy supply. This is not a sales exercise in any way.**

Add if necessary: **The Department for Energy Security and Net Zero is a new department of the British Government, and is responsible for energy policy in Britain.**

Add if necessary (Unless the respondent has already asked how long the call will take): The call today will take around 15-20 mins depending on the answers given.

Add if mentions that bills are looked after by landlord: You may still be eligible to take part if you know a bit about your energy usage. It would be great if I could ask a few more questions to see if this applies to you?

Continue	1	Continue
Referred to someone else at establishment Name _____ Job title _____	2	Transfer and re-introduce
Hard appointment	3	Make appointment
Soft appointment	4	Make appointment
Refusal	5	Thank and close
Refusal – company policy	6	Thank and close
Refusal – taken part in recent survey	7	Thank and close
Not available in deadline	8	Thank and close
Domestic or residential tariff / contract	10	Thank and close
Request reassurance email	9	Collect email address then continue or make appointment (See appendix for email text)

Ask all agreeing to take part (S2 = 1)

GDPR That’s excellent - thank you. Before we proceed any further, I’m required to tell you that, under data protection law, you have the right to have a copy of your data, change

your data, or withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.

As part of our quality control procedures, all interviews are recorded automatically. Is that OK?

Yes	1	Continue
No (Refusal)	2	Thank and close

Reassurances to use if necessary

- Participation is completely voluntary. You are under no obligation to take part.
- IFF Research will not disclose to Ofgem or the Department for Energy Security and Net Zero who has taken part in the research and your responses will be **completely anonymous** and used for research purposes only. All names and contact details are deleted at the earliest opportunity – and no more than 12 months after the end of the project. More information about this can be found on our website – www.iffresearch.com
- You have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, you can consult our website at www.iffresearch.com/gdpr
- IFF Research is a member of the Market Research Society, and as such has to comply with its Code of Practice, which is available to view on the MRS website (www.mrs.org.uk)
- If you wish to confirm the validity of this study or get more information about aims and objectives, you can contact:

MRS: Market Research Society on 0800 975 9596

Ask all

- S3 **Before beginning, can I just check whether your business’s main premises has a non-domestic energy contract, rather than a domestic or residential one?**

If necessary: main business premises could be the primary location where your business operates, where the most energy is used, or where the majority of employees are based.

(Do not read out) . single code

Yes	1	
No	2	Thank and close
Don't know	3	Thank and close

Ask all

- S4 **Before we begin, can I just check, are you, or somebody else in the business, responsible for arranging your business’s energy suppliers or for paying your business’s energy bills?**

*If mentioned landlord pays bills: **Before we begin, can I just check, are you, or somebody else in the business, responsible for arranging your business’s energy suppliers?***

(Do not read out) . single code

Yes	1	
Yes – and we can provide some information about energy usage/energy contracts	8	
Yes – but we cannot provide any information about energy usage/energy contracts	7	Thank & close
No	2	Thank & close
Don't have an energy contract	4	Thank & close
Don't know	5	Thank & close
Refused	6	Thank & close

Ask all
S5 And can I check whether you are part of the head office of your business, or have knowledge of energy usage across the entire GB business?

(Do not read out) . single code.

Yes	1	
No [Ask to be transferred]	2	If transferred, return to s2. If not, thank & close
Don't know	3	

Ask all
Do you have mains gas and/ or mains electricity in your main business premises?
If necessary: That is, gas or electricity derived from the public grid system
If necessary: Main business premises could be the primary location where your business operates, where the most energy is used, or where the majority of employees are based.

Read out. Single code.

Mains gas and electricity	3	
Mains electricity only	2	
Mains gas only	1	
Neither	4	Thank & close
(Do not read out) : Don't know	5	Thank & close
(Do not read out) : Refused	6	Thank & close

S5Dum DUMMY VARIABLE, DO NOT ASK

Gas	1	S5=1/3
Electricity	2	S5=2/3

Ask all

S6 Do you also use any of these alternative heating methods in any of your premises?

Multi code. Read out

Heating oil (kerosene)	1	
Wood	2	
Biofuel	3	
Any other alternative fuel (please specify)	4	Write in
No	5	
Don't know	6	

A Organisation Profile

Ask all

A1 **How many employees are there in your business in Great Britain?**

Please include both full-time and part-time employees on your payroll, and employees across all sites, but exclude working proprietors or owners, outside contractors, and agency staff

If you are a sole trader, you should answer 0 here

Enter number

Write in. Minimum 0.		
((Do not read out)) don't know	1	
((Do not read out)) refused	2	

If doesn't know, prompt with ranges

Is it roughly...?

Read out. Single code.

0 employees (Sole Trader)	1	
1-9 employees (Micro)	2	
10-49 employees (Small)	3	
50-249 employees (Medium)	4	
250+ employees (Large)	5	
(Do not read out) : Don't know	6	
(Do not read out) : Refused	7	

Dummy variable, do not ask

A1Dum

0 employees (Sole Trader)	1	A1=0 or A1DK=1
1-9 employees (Micro)	2	A1=1-9 or A1DK=2
10-49 employees (Small)	3	A1=10-49 or A1DK=3
50-249 employees (Medium)	4	A1=50-249 or A1DK=4
250+ employees (Large)	6	A1=250+ or A1DK=5
Unknown	6	A1=code 2 or A1DK=6/7

Ask all

Which region is your business based /headquartered in?

(Do not read out) , prompt as necessary. Single code.

North East	1	
North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East of England	6	
London	7	
South East	8	
South West	9	
Scotland	10	
Wales	11	
Outside Great Britain	12	Thank and close
Don't know	13	
Refused	14	

Ask all

We have [Sector description from sample] as a broad classification for your business. Does this sound about right?

(Do not read out) . single code

Yes	1	
No	2	
Don't know	3	

Ask if sic code on sample is incorrect (a3=2/3) Or if sic code = manufacturing, mining/quarrying or arts & heritage (Sample_sic code = tbc)

How would you describe the main activity of your business?

Suggested probes:

What would you type into a search engine to find a business like yours online?

What is the main product or service of this business?

What exactly is made or done?

(Do not read out) Don't know	1	
(Do not read out) Refused	2	

B Energy contract

If has gas and electricity supply (S6DUM=1 and 2)

B1 Do you use the same supplier for your gas and electricity supply?

Read out. Single code.

Yes	1	
No	2	
<i>(Do not read out)</i> Don't know	3	

If use same supplier for gas and electricity (B1=1)

B2 Please could you tell me who your gas and electricity supplier is?

If you have more than one contract across different sites, please answer based on your main site, or the site with the highest energy use.

(Do not read out) . single code.

BES Utilities	1	
British Gas	2	
EDF	3	
E.ON	4	
Opus Energy	5	
Pozitive Energy	6	
SSE	7	
Total Gas & Power	8	
Shell Energy	9	
OVO Energy	10	
Other – Please specify	11	Write in
Don't know	12	
Refused	13	

If supplier known (B2=1-11)

Why do you use [Insert supplier from B2] as your main energy supplier?

(Do not read out) . multi code.

Cheapest option	1	
Best range of products / tariffs	2	
Good customer service	3	
The supplier offers green tariffs/products/services	4	
Have always used them	5	
This was recommended to me by a third party intermediary (TPI) or an energy broker	6	
Never had an issue with them	7	
Another reason – please specify	8	Write in
<i>(Do not read out)</i> Don't know	9	
<i>(Do not read out)</i> Refused	10	

Note for ds: if has gas and electricity supply (s6dum=1 and 2) please randomly ask gas questions to half (b4-b12) and electricity questions to half (b13-b21)

If do not use same SUPPLIER for gas and electricity (B1=2/3) or only have gas supply (S6DUM=1 Only)

B3 Who is your business' main gas supplier?

If you have more than one contract across different sites, please answer based on your main site, or the site with the highest energy use

(Do not read out) . single code.

BES Utilities	1	
British Gas	2	
Corona Energy	3	
Crown Energy	4	
EDF	5	
E.ON	6	
SEFE	7	

Opus Energy	8	
Pozitive Energy	9	
Scottish Power	10	
SSE	11	
Total Gas and Power	12	
Yü Energy	13	
Shell Energy	14	
OVO Energy	15	
Other – Please specify	16	Write in
Don't know	17	
Refused	18	

If gas Supplier known (b4=1-16)

Why do you use [Insert supplier From B4] as your main gas supplier?

(Do not read out) . multi code.

Cheapest option	1	
Best range of products / tariffs	2	
Good customer service	3	
The supplier offers green tariffs/products/services	4	
Have always used them	5	
This was recommended to me by a third party intermediary (TPI) or an energy broker	6	
Never had an issue with them	7	
Another reason – please specify	8	Write in
(Do not read out) Don't know	9	
(Do not read out) Refused	10	

If has gas mains (S6DUM=1)

Which one, if any, of the following best describes what kind of contract you are on for your business's gas supply?

Read out. Single code

A fixed rate contract – [If necessary: where you're charged a set rate per unit of energy (measured in kWh) for the fixed term of the contract. This doesn't fix your total bill, which will go up or down with your energy usage.]	1	
A variable rate contract – [If necessary: where the rate charged per unit of energy (measured in kWh) is linked to market activity. So your rate per unit of energy could change throughout your contract.]	2	
A rollover contract – [If necessary: this normally applies if you've not agreed a different contract before your current contract end date and there are no renewal provisions. If you are a microbusiness, this contract can't last more than 12 months.]	3	
A deemed contract or out of contract – [If necessary: this normally applies if you move into new business premises and don't agree a contract. You could also be on a deemed or out-of-contract contract if your current contract ends but the supplier continues supplying energy that you use. This might happen if the original contract does not state what will happen at the end of a contract or does not have renewal provisions.]	4	
A pass through contract – [If necessary: where some or all Third Party charges (e.g. network charges, agent costs or government levies) are directly passed through by the supplier as separate line items on your bill.]	5	
An evergreen contract- a contract which is for a period of an indefinite length and which does not contain a fixed-term period.	6	
A blend & extend contract - [If necessary: where a business can negotiate with a supplier to get current market prices in exchange for an extension of the contract]	7	
A flexible contract – [If necessary: instead of agreeing to the contract rate upfront as with fixed contracts, this allows businesses to buy their energy at different times within the contract period]	8	
Other – Please specify	9	Write in
(Do not read out) : Don't know	10	
(Do not read out) : Refused	11	

Ask if has gas mains (s6dum=1)

B4 What is the length of your current contract? Please tell us the length of the contract from its inception date, and not how long is currently left on the contract

Read out. Single code.

Less than 6 months	1	
6 months – 1 year	2	
1 – 2 years	3	
2 – 3 years	4	
More than 3 years	5	
Don't know	6	

Ask if has gas mains (S6DUM=1)

B5 Do you have any of the following for gas?

Read out. Single code.

	Yes	No	Don't Know
_1 Smart Meter If necessary: Smart Meters automatically send energy usage information over wireless networks to the supplier, and gives detailed usage information to the customer	1	2	3
_2 Advanced Meter Reading (AMR) meter If necessary: AMR meters provide monthly meter readings automatically	1	2	3

Ask if has gas mains (S6DUM=1)

B6 And how do you pay for your gas supply?

Single code. Read out.

Credit If necessary: This is where you pay monthly or quarterly for the exact amount of energy you use	1	
Prepayment meter (PPM) If necessary: This is where you would pay for your gas upfront, usually by internet or telephone	2	
Monthly/quarterly Direct Debit If necessary: This is where payment is taken monthly or quarterly to pay for energy. This may not reflect exact energy usage to account for seasonal changes	3	

Don't know	4	
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If gas SUPPLIER known (B4=1-16)

On a scale of 1 to 5, where 1 means 'very difficult', and 5 means 'very easy', Thinking about the last time your business tried to contact [Insert supplier from B4] in the last 12 months, how easy or difficult did you find it to contact them?

Single code. (Do not read out) .

1 – Very difficult	1	
2	2	
3	3	
4	4	
5 – Very easy	5	
I have not tried to contact my supplier	6	
Don't know	7	
Refused	8	

If gas supplier known (B4=1-16)

B7 On a scale of 1 to 5, where 1 means 'very dissatisfied', and 5 means 'very satisfied', how satisfied are you with the overall service that your gas supplier offers?

Single code. (Do not read out) .

1 – Very dissatisfied	1	
2	2	
3	3	
4	4	
5 – Very satisfied	5	
Don't know	6	
Refused	7	

If dissatisfied with supplier (B11=1/2)

Can you tell me a bit more about why you are dissatisfied with [Insert supplier from B4]?

Multicode. (Do not read out) .

Too expensive	1	
Poor customer service	2	
Difficulty contacting supplier	3	
Not a good range of products / services offered	4	
Billing issues	5	
Poor communication	6	
Poor advice and support	7	
Meter issues	8	
Another reason – please specify	9	Write in
Don't know	10	
Refused	11	

If do not use same supplier for gas and electricity (B1=2/3) or only have Electricity supply (S6DUM=2 ONLY)

B8 Who is your business' main electricity supplier?

If you have more than one contract across different sites, please answer based on your main site, or the site with the highest energy use
(Do not read out) . single code.

BES Utilities	1	
British Gas	2	
EDF	3	
E.ON	4	
Drax	5	
Octopus Energy	6	
Opus Energy	7	
Pozitive Energy	8	
Scottish Power	9	
SmartestEnergy	10	
SSE	11	
Total Gas & Power	12	
Shell Energy	13	
OVO Energy	14	
Other – Please specify	15	Write in
Don't know	16	
Refused	17	

Ask if name of electricity supplier given (B13=1-15)

Why do you use [Insert supplier from B13] as your main electricity supplier?

Multi code. (Do not read out) .

Cheapest option	1	
Best range of products / tariffs	2	

Good customer service	3	
The supplier offers green tariffs/products/services	4	
Have always used them	5	
This was recommended to me by third party intermediary (TPI) or an energy broker	6	
Never had an issue with them	7	
Another reason – please specify	8	Write in
(Do not read out) Don't know	9	
(Do not read out) Refused	10	

Ask IF HAS electricity MAINS (S6DUM=2)

Which One, if any, of the following Best describes what kind of contract you are on for your business's electricity supply?

Read out. Single code

A fixed rate contract – [If necessary: where you're charged a set rate per unit of energy (measured in kWh) for the fixed term of the contract. This doesn't fix your total bill, which will go up or down with your energy usage.]	1	
A variable rate contract – [If necessary: where the rate charged per unit of energy (measured in kWh) is linked to market activity. So your rate per unit of energy could change throughout your contract.]	2	
A rollover contract – [If necessary: this normally applies if you've not agreed a different contract before your current contract end date and there are no renewal provisions. If you are a microbusiness, this contract can't last more than 12 months.]	3	
A deemed contract or out of contract – [If necessary: this normally applies if you move into new business premises and don't agree a contract. You could also be on a deemed or out-of-contract contract if your current contract ends but the supplier continues supplying energy that you use. This might happen if the original contract does not state what will happen at the end of a contract or does not have renewal provisions.]	4	
A pass through contract – [If necessary: where some or all Third Party charges (e.g. network charges, agent costs or government levies) are directly passed through by the supplier as separate line items on your bill.]	5	
An evergreen contract- a contract which is for a period of an indefinite length and which does not contain a fixed-term period.	6	
A blend & extend contract - [If necessary: where a business can negotiate with a supplier to get current market prices in exchange for an extension of the contract]	10	

A flexible contract – [If necessary: instead of agreeing to the contract rate upfront as with fixed contracts, this allows businesses to buy their energy at different times within the contract period]	11	
Other – Please specify	7	Write in
(Do not read out) : Don't know	8	
(Do not read out) : Refused	9	

Ask if has electricity mains (S6DUM=2)

B9 What is the length of your current contract? Please tell us the length of the contract from its inception date, and not how long is currently left on the contract

Read out. Single code.

Less than 6 months	1	
6 months – 1 year	2	
1 – 2 years	3	
2 – 3 years	4	
More than 3 years	5	
Don't know	6	

Ask If Has Electricity Mains (S6DUM=2)

B10 Do you have any of the following for electricity?

Read out. Single code.

	Yes	No	Don't Know
_1 Smart Meter	1	2	3

If necessary: Smart Meters automatically send energy usage information over wireless networks to the supplier, and gives detailed usage information to the customer			
_2 Advanced Meter Reading (AMR) meter	1	2	3
If necessary: AMR meters provide monthly meter readings automatically			

Ask If Has Electricity Mains (S6DUM=2)

B11 And how do you pay for your electricity supply?

Read out. Single code.

Credit	1	
If necessary: this is where you pay monthly or quarterly for the exact amount of energy you use		
Prepayment meter (PPM)	2	
If necessary: this is where you would pay for your gas upfront, usually by internet or telephone		
Monthly/quarterly direct debit	3	
If necessary: this is where payment is taken monthly or quarterly to pay for energy. This may not reflect exact energy usage to account for seasonal changes		
Don't know	4	

If Electricity supplier known (B13=1-15)

On a scale of 1 to 5, where 1 means 'very difficult', and 5 means 'very easy', Thinking about the last time your business tried to contact [Insert supplier from B12] in the last 12 months, how easy or difficult did you find it to contact them?

Single code. (Do not read out) .

1 – Very difficult	1	
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2	2	
3	3	
4	4	
5 – Very easy	5	
I have not tried to contact my supplier	6	
Don't know	7	
Refused	8	

Ask if name of electricity supplier given (B13=1-15)

B12 On a scale of 1 to 5, where 1 means 'very dissatisfied', and 5 means 'very satisfied', how satisfied are you with the overall service that your electricity supplier offers?

(Do not read out) . single code.

1 – Very dissatisfied	1	
2	2	
3	3	
4	4	
5 – Very satisfied	5	
Don't know	6	
Refused	7	

If dissatisfied with supplier (B21=1/2)

'Can you tell me a bit more about why you are dissatisfied with [Insert supplier from B13]?'

Multicode. (Do not read out) .

Too expensive	1	
Poor customer service	2	

Difficulty contacting supplier	3	
Not a good range of products / services offered	4	
Billing issues	5	
Poor communication	6	
Poor advice and support	7	
Meter issues	8	
Another reason – please specify	9	Write in
Don't know	10	
Refused	11	

If name of gas and electricity supplier known (B2=1-11)

Now going back to thinking about both your gas and electricity...

On a scale of 1 to 5, where 1 means 'very difficult', and 5 means 'very easy', Thinking about the last time your business tried to contact [Insert supplier from B2] in the last 12 months, how easy or difficult did you find it to contact them?

Single code. (Do not read out) .

1 – Very difficult	1	
2	2	
3	3	
4	4	
5 – Very easy	5	
I have not tried to contact my supplier	6	
Don't know	7	
Refused	8	

If name of gas and electricity supplier known (B2=1-11)

B13 On a scale of 1 to 5, where 1 means 'very dissatisfied', and 5 means 'very satisfied', how satisfied are you with the overall service that your gas and electricity supplier offers?

(Do not read out) . Single code.

1 – Very dissatisfied	1	
2	2	
3	3	
4	4	
5 – Very satisfied	5	
Don't know	6	
Refused	7	

If dissatisfied with supplier (B24=1/2)

'Can you tell me a bit more about why you are dissatisfied with [Insert supplier from B2]?'

Multicode. (Do not read out) .

Too expensive	1	
Poor customer service	2	
Difficulty contacting supplier	3	
Not a good range of products / services offered	4	
Billing issues	5	
Poor communication	6	
Poor advice and support	7	
Meter issues	8	
Another reason – please specify	9	Write in
Don't know	10	
Refused	11	

Ask all

Do you have any intermediaries between you and your energy [If S6=2/3 (gas/electricity only) Or B1=2/3 supplier] [If S6=1 And B1=2/3 (mains gas and electricity) suppliers]?

Add if necessary: That is, an energy supplier provides somebody else with your energy, who provides it to you.

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

Ask All

When choosing your current [If S6DUM=1 Only: gas; IF S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] contract or tariff did you consult an energy broker? This does not include price comparison sites.

If necessary: **An energy broker is a company that will find the best possible energy deals for business customers.**

Read out. Single code.

Yes – and used their services	1	
Yes – but didn't use their services	2	
No	3	
N/A – we have not recently chosen an energy contract/ tariff	4	
Don't know	5	

Ask if used a broker (B26=1)

B14 Did you approach the energy broker, or did they approach you?

(Do not read out) . single code.

Approached the energy broker	1	
The energy broker approached them	2	
Don't know	3	

Ask IF used a broker (B26=1)

B15 **When you used a broker, did they charge you for their services?**

(Do not read out) . single code.

Yes	1	
No	2	
I was not aware that the broker applied charges for their service	3	
Don't know	4	

Ask if CHARGES CLEAR (B28=1)

B16 **To what extent were the charges the broker applied for their service clear to you?**

Read out. Single code.

Not clear at all	1	
Not very clear	2	
Fairly clear	3	
Very clear	4	
(Do not read out) Don't know / Can't recall	5	
(Do not read out) Refused	6	

Ask all

Have you made a complaint to your [If S6DUM=1 Only: gas; If S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] suppliers in the last 6 months ?

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

Ask if complaint was made (B30=1)

B17 What was the issue that led you to make a complaint?

Open question.

Don't know	1	
Refused	2	

Ask if complaint was made (B30=1)

B18 In your opinion, did your supplier/s resolve the complaint?

(Do not read out) . single code.

Yes	1	
No	2	
Complaint still in progress	3	
Don't know	4	

C Experience of recent rise in energy costs

Ask if has gas mains (S6DUM=1)

C1 **Approximately what proportion of your total business costs are spent on your gas bill?**

Add if necessary: By 'total costs' we mean all costs incurred by the business, including fixed, variable, direct and indirect costs.

Please provide your best estimate.

(Do not read out) . single code.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	
Refused	9	

Ask If Has electricity Mains (S6DUM=2)

C2 **And approximately what proportion of your total costs are spent on your electricity bill?**

Add if necessary: By 'total costs' we mean all costs incurred by the business, including fixed, variable, direct and indirect costs.

Please provide your best estimate.

(Do not read out) . single code.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	

Between 40% and 49%	6	
50% or more	7	
Don't know	8	
Refused	9	

Ask all

- C3 **On a scale of 1 to 5, where 1 means 'not concerned at all', and 5 means 'very concerned', how concerned are you about the impact of energy prices on your business?**
(Do not read out) . single code.

1 – Not concerned at all	1	
2	2	
3	3	
4	4	
5 – Very concerned	5	
Don't know	6	
Refused	7	

Ask if has gas mains (S6DUM=1)

- C4 **Overall, how much has the price your business pays for gas bills increased or decreased since 12 months ago?**

Read out. Single code

Increased more than 50%	1	
Increased by 20% - 50%	2	
Increased by less than 20%	3	
Stayed the same	4	
Decreased by less than 20%	5	
Decreased by 20% - 50%	6	
Decreased more than 50%	7	

(Do not read out) Don't know	8	
(Do not read out) Refused	9	

Ask if has electricity mains (S4DUM=2)

C5 **Overall, how much has the price your business pays for electricity bills increased or decreased since 12 months ago?**

Read out. Single code

Increased more than 50%	1	
Increased by 20% - 50%	2	
Increased by less than 20%	3	
Stayed the same	4	
Decreased by less than 20%	5	
Decreased by 20% - 50%	6	
Decreased more than 50%	7	
(Do not read out) Don't know	8	
(Do not read out) Refused	9	

Ask all

Which One of the following statements Best describes how well your business has been keeping up with [IF S6DUM=1 Only: gas; If S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] bills over the past 12 months?

Read out. Single code.

We have been keeping up with electricity and/or gas bills without any difficulties	1	
We have been keeping up with electricity and/or gas bills, but it is a struggle from time to time	2	
We have been keeping up with electricity and/or gas bills, but it is a constant struggle	3	
We are falling behind with some electricity and/or gas bills	4	
We are having real financial problems and have repeatedly fallen behind with many electricity and/ or gas bills	5	
(Do not read out) Don't know	6	
(Do not read out) Refused	7	

Ask C6=4-5

Has your business been in contact with your [If S6DUM=1 Only: gas; If S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] supplier about help with paying your bills?

Read out. Single code.

Yes – we contacted them	1	
Yes – they contacted us	2	
No	3	
Don't know	4	
Prefer not to answer	5	

Ask C6=4-5

C6 When your business fell behind with energy bills, did you experience any of the following?

Read out. Multi code

My supplier offered the business a debt repayment plan that was suitable to my needs	1	
My supplier offered me a debt repayment plan that was unsuitable for my needs	2	
My supplier disconnected me from my energy supply	3	
We disconnected from our energy supply	4	
I struggled to get my supplier to talk to me about options to help	5	
My supplier ignored my calls and just kept sending me harsh letters threatening disconnection	6	
Don't know	7	
None of these	8	

Ask if experienced increase in energy costs (C4=1/2/3 OR C5=1/2/3)

Which, if any, of the following impacts have the increased costs of [If S6DUM=1 Only: gas; If S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] had on your business in the last 12 months?

DS: Rotate codes 1-9

Read out. Multi code

We have had to reduce our profit margins	1	
We have had to reduce spending in other areas of the business	2	
We have struggled with paying other business costs or bills	3	
We have tried to limit/ reduce the amount of electricity or gas used	4	
We have increased prices for customers	5	
We have had to make some staff redundant	6	
We have had hiring freezes	7	
We have had to reduce our service offering	8	

We are at increased risk of insolvency	9	
Any other impacts (Please specify)	10	Write in
(Do not read out) Don't know	11	Exclusive
(Do not read out) None of these	12	Exclusive
(Do not read out) Refused	13	Exclusive

Ask if limited use of electricity or gas (C9=4)

C7 In what ways, if any, have you tried to limit or reduce the amount of electricity or gas you use in the last 12 months?

Read out. Multi code.

Limited use of appliances	1	
Increased monitoring of usage	2	
Turned down heating to a lower temperature	3	
Invested in energy efficient technology or appliances (e.g. motion sensor lights, insulation, time controls for heating (please specify)	4	Write in
Encouraged home working	5	
Had an energy assessment or audit	6	
Any other methods (please specify)	7	
Don't know	8	Exclusive

Ask all

C8 How does your business monitor energy usage in general?

Read out. Multicode

Using smart meters	1	
Checking regular bills	2	
Checking meters	3	

In another way [please specify]	4	Write in
Don't know	5	Single code
We don't monitor our energy usage	6	Single code

Ask all

How do you expect your business' ability to keep up with [If S6DUM=1 Only: gas; If S6DUM=2 Only: electricity; If S6DUM=1 And 2: gas or electricity] bills to change over the next 12 months?

Do you expect it to...

Read out. Single code

Improve	1	
Stay the same	2	
Worsen	3	
(Do not read out) Don't know	4	
(Do not read out) Refused	5	

D Energy Schemes

Ask all

D1 As a business, were you aware of the Energy Bill Relief Scheme (EBRS) that ended in March 2023?

Add if necessary: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023.

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

If D1=1

D2 Was the EBRS applied to your energy bills?'

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

If D2=2

D3 Why did your business not receive the EBRS?

Write in		
Don't know	1	

If D2=1

D4 **To what extent did the EBRS have a positive impact on your business’s ability to manage its energy bills?**

Read out. Single code

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	

Ask all

D5 **The Energy Bill Discount Scheme (EBDS) is running for 12 months from 1 April 2023 to 31 March 2024. It provides a discount on gas and electricity unit prices, subject to a maximum discount. The EBDS replaces the Energy Bills Relief Scheme (EBRS), which provided discounts to eligible non-domestic businesses and ended on 31 March 2023. A baseline level of support is applied to bills automatically if prices rise high enough, and a higher level of support is available to energy and trade intensive industries if they register for it.**

Before this survey, had you heard of the Energy Bill Discount Scheme?

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

IF D5=1

D6 Was the EBDS applied to your energy bills?

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

If sic code = manufacturing, mining/quarrying or arts & heritage (Sample_sic code = tbc)

Are you aware of the existence of a higher level of support available at the moment for certain industries, known as Energy and Trade Intensive Industries, if you apply for it? This applies to businesses in areas such as some kinds of manufacturing and production, mining, and archiving, such as libraries. Interviewer: if necessary add This is part of the Energy Bills Discount Scheme.

(Do not read out) . single code

Yes	1	
No	2	
Don't know	3	

Ask if aware of higher level of support (D7=1)

D7 As far as you are aware, did your business apply for an Energy & Trade Intensive Industry certificate?

(Do not read out) . single code.

Yes	1	
No	2	
Don't know	3	

If applied for certificate (D8=1)

D8 How easy or difficult was your experience applying for the Energy & Trade Intensive Industry certificate?

Read out. Single code.

Very easy	1	
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
Don't know [(Do not read out)]	5	
Somebody else made the application [(Do not read out)]	6	

If experience was difficult (D9=3-4)

D9 Why do you say your experience applying for the certificate was difficult?

Don't know	1	
Refused	2	

Ask all who did not apply [D8=2] OR Relevant industry but unaware [D7=2-3]

D10 As far as you are aware, would your business be eligible for the higher level of support available to Energy and Trade Intensive Industries under the EBDS?

Read out. Single code

Yes	1	
No	2	
Don't know	3	

ASK IF ELIGIBLE BUT Did NOT APPLY FOR ETII CERTIFICATE (D11=1 AND D8=2)

D11 Why has your business not applied for an Energy and Trade Intensive Industries certificate?

If necessary: The Energy and Trade Intensive Industries (ETII) certificate is for businesses in an Energy and Trade intensive sector and must be applied for to receive additional support.

(DO NOT READ OUT) : Don't know	1	

IF D6=1

D12 To what extent do you think the EBDS support will have a positive impact on your business's ability to manage its energy bills??

READ OUT. SINGLE CODE.

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	

E Selecting suppliers

Ask all

Approximately, when was the last time your business switched its [IF S6DUM=1 ONLY: gas; IF S6DUM=2 ONLY: electricity; IF S6DUM=1 AND 2: gas or electricity] supplier(s) or contract?

If you have more than one contract across different sites, please answer based the most recent time this happened. This should not include where you have been transferred to another supplier because your supplier went out of business.

PROMPT if necessary. single code.

Within the last 3 months	1	
Longer than 3 months ago, but within the last 6 months	2	
Longer than 6 months ago, but within the last 9 months	3	
Longer than 9 months ago, but within the last 1 year	4	
Longer than 1 year ago, but within the last 2 years	5	
Longer than 2 years ago, but within the last 5 years	6	
Longer than 5 years ago	7	
(DO NOT READ OUT) : N/A – we have been with the same energy supplier since we started operating	10	
(DO NOT READ OUT) Don't know	8	
(DO NOT READ OUT) Refused	9	

ask if switched in past 12 months (E1=1-4)

What prompted you to switch [IF S6DUM=1 ONLY: gas; IF S6DUM=2 ONLY: electricity; IF S6DUM=1 AND 2: gas or electricity] supplier or contract in the last 12 months?

(Do not read out) . multi code.

A price increase notification from your previous supplier	1	
You were offered a lower price contract or tariff	2	
You were not satisfied with the customer service from your previous supplier	3	
A new supplier promised better customer service	4	

A new supplier offered greater assistance on energy reduction initiatives	5	
A renewal notice from your existing supplier	6	
Knowing your contract was coming to an end / your contract had ended	7	
A broker/consultant recommended switching	8	
Used a switching service	9	
A supplier offered savings for having a combined gas and electricity contract	10	
We reviewed energy costs	11	
Following preparation of our annual accounts	12	
Seeing our contract end date on our bill / seeing date for notification of termination of contract on our bill	13	
Our previous supplier closed down	14	
We moved premises	15	
Other – Please specify	16	Write in
Don't know	17	Exclusive
None of these	18	Exclusive
Refused	19	Exclusive

ASK IF SWITCHED IN PAST 12 MONTHS (E1=1-4)

E1 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is very easy, how easy did you find the switching process?

(DO NOT READ OUT) . SINGLE CODE.

1 – Very difficult	1	
2	2	
3	3	
4	4	
5 – Very easy	5	
Don't know	6	
Refused	7	

ASK if not switched in past 12 months (E1=5-7)

Are you thinking about switching your [IF S6DUM=1 ONLY: gas; IF S6DUM=2 ONLY: electricity; IF S6DUM=1 AND 2: gas or electricity] supplier(s) or contract in the next 12 months?

(DO NOT READ OUT) . SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ask if NOT PLANNING TO SWITCH IN NEXT 12 MONTHS (E4=2)

E2 **Why aren't you planning to switch supplier or contract in the next 12 months?**

(Do not read out) . multi code.

Satisfied with your existing supplier	1	
Switching would not result in significant savings	2	
You are tied to your existing contract	3	
Comparing prices is too difficult	4	
You want to avoid exit fees for leaving your existing contract	5	
It's too difficult to switch	6	
It's too much hassle / switching would take too long	7	
Prefer to stay with supplier you know	9	
You don't want to deal with salesmen	10	
You are too busy	11	
Other – Please specify	12	Write in
Don't know	13	Exclusive
None of these	14	Exclusive
Refused	15	Exclusive

ASK ALL

E3 Have any of your energy contracts ended in the last 12 months?

(Do not read out) . single code

Yes	1	
No	2	
Don't know	3	

ask if E6=1

E4 Has your business experienced any of the following?

read out. MULTI code

We went onto a deemed contract	1	
We went onto an out of contract rate	2	
We experienced very few or no offers to contract	3	
We were offered a contract with a security deposit that we were unable to pay	4	
We were offered a new contract but unable to afford the rates that were offered	5	
Don't know	6	
None of these	7	

ask all

E5 **To what extent do you agree or disagree with each the following statements about the energy market for businesses such as yours?**

read out. single code per row.

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't Know
There is sufficient choice in the range of energy suppliers in the energy market for businesses	1	2	3	4	5	6
There is sufficient tariff choice in the energy market for businesses	1	2	3	4	5	6
There is sufficient choice in the range of products and services in the energy market for businesses	1	2	3	4	5	6
There is less choice in the range of energy suppliers for businesses than there was this time last year	1	2	3	4	5	6

F Energy Efficiency

Ask all

F1 I'm now going to list a set of technologies and approaches which aim to reduce carbon emissions. I'd like to know for each whether you have heard of them, and - if so – whether your business:

- Has any plans to utilise them
- Or already utilises them or have them installed

Please answer about your **business** in regard to these technologies, rather than how you personally use or plan to use them.

Read out. Single code.

	Not planning to utilise or implement	Has plans to utilise or implement	Already utilises, implements or has installed	Don't Know	DNRO: Not Applicable
Behavioural changes within the business to improve energy efficiency <i>Add if necessary: changes to business culture/day to day actions, (i.e. encouraging staff to turn off lights not being used, etc)</i>	1	2	3	4	5
Energy efficient technologies and processes <i>Add if necessary: measures/technologies for business activities (i.e., updating equipment to ones that consume less energy)</i>	1	2	3	4	5
Energy efficient building improvements <i>Add if necessary: the energy consumption related to the actual building (i.e. installing better wall insulation)</i>	1	2	3	4	5

Ask all

F2 On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree that your business has a responsibility to reduce its carbon emissions?

(Do not read out) . single code.

1 – Strongly disagree	1	
2	2	
3	3	
4	4	
5 – Strongly agree	5	
Don't know	6	

Ask all

F3 What barriers are affecting your ability to decarbonise?

(Do not read out) . multi code.

Don't have internal skills required	1	
Limited knowledge of decarbonisation	2	
The perceived cost	3	
Other priorities (please specify)	4	Write in
Lack of time	5	
Limited ability to make changes they do not own the property	6	
Limited availability of service providers	7	
Anything else – please specify	8	Write in
N/a – There are no barriers	9	Exclusive
Don't know	10	Exclusive

Ask all

F4 On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, To what extent do you agree or disagree that reducing your business's usage of fossil fuels such as oil, coal and gas would help reduce the impact of future energy price rises on your business?

1 – Strongly disagree	1	
2	2	
3	3	
4	4	
5 – Strongly agree	5	
Don't know	6	

G Recontact & Close

Ask all

- G1 **As part of this research, we are also conducting some longer in-depth interviews to further explore the impact of energy costs for businesses such as yours. Would you be willing to be contacted by IFF Research in the next few months to discuss taking part in a follow-up interview?**

If you do take part in a follow up interview, we would offer a £40 payment for your time, payable to you via an Amazon voucher or via PayPal, or as a charity donation.

Yes	1	
No	2	

Ask All

- G2 **Would you be willing for us to contact you again:**

	Yes	No
_1 Regarding this particular study, if we need to clarify any information?	1	2
_2 For other research on related subjects	1	2

Ask all willing to be recontacted (G2_1 = 1 OR G2_2 =1)

- G3 **And can I just confirm the best contact details to reach you on?**

Name:	
Business name:	
Job title:	
Email:	
Direct line telephone number:	

Read to all

- G4 **Just to confirm, we'll be keeping your anonymised responses to the interview for analysis purposes and if you'd like a copy of your data, to change your data or for your**

data to be deleted then please get in contact with the team at IFF Research at OfgemEnergySurvey@IFFResearch.com or on 0207 250 3035. You also have a right to lodge a complaint with the Information Commissioners Office (ICO) and you can do so by calling their helpline on 0303 123 1113.

Thank respondent and close interview

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

Reassurance Email

Subject line: Ofgem Research: Exploring Energy Costs (Non-Domestic Customers)

Dear *Name*,

Thank you for considering participating in this research study, which the Office for Gas and Electricity Markets (Ofgem) and the Department for Energy Security and Net Zero have commissioned IFF Research, an independent research agency, to conduct.

We are inviting you to take part in a survey exploring **the affordability of energy** for companies in Great Britain, and **the impact of current energy prices**. The survey will ask questions about your energy contract(s), the current cost of energy, recent energy schemes which have been available to non-domestic consumers, and any decarbonisation activities you undertake. The results from the survey will help Ofgem and the Department for Energy Security and Net Zero develop policy that can support businesses respond to their energy needs.

Your business has been selected at random from Market Location's Business Database and we hope very much that you are able to take part. Participation will involve a telephone interview lasting around 20 minutes at a time that is convenient for you before **Friday 28th July**.

All your answers will remain confidential and will not be reported in any way that would allow you or your business to be identified. All research we conduct complies with the Market Research Society Code of Conduct and the Data Protection Act, which means that the data collected will only be reported in the form of aggregated statistics and individuals will not be identified. If you wish to check IFF's credentials, you can call the MRS, free of charge, on 0800 975 9596. If you would like to find out any more information about IFF's GDPR policy, please visit <https://www.iffresearch.com/gdpr/>. If you are happy to take part in an interview, or if you have any further questions relating to the study please contact us at OfgemEnergySurvey@IFFResearch.com.

Kind regards,

Andrew Skone James,
Director, IFF Research

Confirmation Email

SUBJECT LINE: Ofgem Research: Exploring Energy Costs (Non-Domestic Customers)

Dear *Name*,

Thank you very much for agreeing to participate in this valuable research for Ofgem and the Department for Energy Security and Net Zero, exploring companies' experiences of the energy market and the impact of the recent energy price rises.

This email is to confirm that one of IFF Research's senior interviewers will contact you on *Phone* on *Date* at *Time* to conduct an interview.

The interview will take around 20 minutes, depending on how much you have to say.

If you are unable to provide this information, that's ok, the survey is still relevant and we would still like to hear from you.

All research we conduct complies with the Market Research Society Code of Conduct and the Data Protection Act, which means that the data collected will only be reported in the form of aggregated statistics and individuals will not be identified.

If you have any questions about the interview or would like to arrange an alternative time to take part, please contact us at OfgemEnergySurvey@IFFResearch.com.

Kind regards,

Interviewer name

Appendix B: Topic guide

Introduction (2-3 minutes)

*Interviewer note: key questions and **prompts** have been highlighted and bolded. Ask alls are marked in green.*

Interviewer use only – Research Objectives

- To understand businesses' experiences of energy price rises and getting support with energy bills.
- To understand businesses' experiences in the energy market, including the experiences with suppliers and brokers, raising complaints with suppliers, and with switching suppliers
- To explore businesses' goals and views on decarbonisation; businesses' implementation of behavioural changes and energy efficient technologies and processes, and any existing barriers to achieving decarbonisation goals.

- **Interviewer introduces themselves:** My name is [Name], and I work for IFF Research, an independent research company. We've been commissioned by Ofgem, the independent regulator for gas and electricity in Great Britain, and the Department for Energy Security and Net Zero to conduct this research into your company's experiences of the energy market. The interview should last around 45 minutes, depending on what you have to say.
- **Add if necessary:** Ofgem is the independent regulator for energy in Great Britain. Their role is to protect consumers, like yourselves, by promoting value for money and the security and sustainability of the energy supply. This is not a sales exercise in any way.
- **Add if necessary:** The Department for Energy Security and Net Zero is a new department of the British Government, and is responsible for energy policy in Britain.
- **Reassurances:** IFF Research is an independent market research company, operating under the strict guidelines of the Market Research Society's Code of Conduct. We will not disclose to Ofgem or the Department for Energy Security and Net Zero who has taken part in the research and your responses will be **completely anonymous** so neither you nor your organisation will be identifiable in any reporting. All information you provide will be used for research purposes only. All names and contact details are deleted at the earliest opportunity – and no more than 12 months after the end of the project. You have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, you can consult our website at www.iffresearch.com/gdpr
- **Incentive:** As a thank you for taking part in this follow-up research, you will receive a £40 payment, which is payable via PayPal, Wise, or as a charity donation. We will take details from you at the end of the interview based on your choice.
- **Permission to record:** Just so I don't have to rely solely on taking notes do you give your permission for me to records the interview? *Add if necessary:* The recording will be stored on an encrypted area of our server at IFF and only the IFF researchers and IFF's in-house quality assurers will have access to it.

- **Add if necessary:** If you would like to get more information about the aims and objectives of the research, you can contact:
 - Ofgem:
 - IFF:
 - MRS: Market Research Society on 0800 975 9596

Introduction, organisation needs and priorities (5 minutes)

Ask all for this section

G5 Just to start, could you give me a bit of background about your organisation?

- What is the main activity of the organisation?
- How long has it been operating?

G6 Could you tell me about your role within the organisation?

- What are your main responsibilities in this role?
- How long have you been with the organisation?
- What type of involvement do you have with organisation's energy usage or costs?
 - *Probe for:* Selecting suppliers, arranging contracts, paying bills, measuring usage, making other energy-related decisions.
- Is there anyone else within the organisation that helps with arranging energy usage? How does that differ from your role?
- How much time does this take up versus the rest of the role?

When you took part in the recent telephone survey, you said your organisation uses [Type of energy at Surv_S6]. Is this correct?

G7 Can you talk me through what activities your organisation carries out that use energy on a day to day basis? This may be general running costs e.g. lighting and heating, as well as any more specific activities like running machinery or tools.

Probe for: Examples of activities that require energy use, such as, heating, cooling, lighting, powering tools or equipment, operating machinery, other industrial processes etc.

I'd now like to talk about your organisation's energy needs and priorities.

G8 What are the current needs and priorities for your organisation regarding your energy supply? What are the biggest challenges around meeting these needs?

Interviewer: keep this question high-level

Answers we would expect include: Prices/costs, products and services, sustainability concerns, supplier choice, supplier administration, reliability. No need to go into detail.

H Experience of energy price rises (10 minutes)

Now, I'd like to ask you about your organisation's experiences of recent changes in the energy market, such as an increase in prices or suppliers shutting down.

Ask all

(If struggled with energy bills in last 12 months (Surv_C6=Yes)) During the telephone survey, you mentioned that your organisation has struggled with your energy bills over the past 12 months. Many businesses have recently been experiencing price rises in energy bills. Has this affected you?

If yes, could you tell me a bit more about how these price rises have affected the organisation?

(All others) Many businesses have recently been experiencing price rises in energy bills. Has this affected you? If yes, could you tell me a bit more about how these price rises have affected the organisation?

- *If impacted:*
 - How much more have you been paying compared to 12 months ago?
 - Were your increased energy costs because you had to pay a deemed rate or because you had to pay higher security deposits?
 - Has your organisation done anything/are you planning to do anything to try and mitigate these impacts?
- If yes: Have these measures helped at all? Or how do you expect the measures to help?
 - If not impacted: Why has your organisation not been impacted so far?
 - *Probe in terms of:* Type of energy contract, type of energy they use, amount of energy they use, measures taken to mitigate price increases

Ask all

H1 How, if at all, do you expect your organisation to be impacted by higher energy prices in the next 12 months??

- *Probe:* Does this apply to both gas and electricity costs? Or do you expect one source of energy to cause a bigger impact than the other?
- If not impacted: Why not?

Ask all

H2 Is your organisation making or planning to make any changes to manage any risks you see with future energy price rises?

- Probe: Changed approach to the management of energy contracts/ Invested in any energy efficiency measures/ Changed range of products organisation offers/Changed which markets the organisation operates in or diversified/looked for new opportunities in what you do?
- Probe: Short term vs long term changes, whether changes will impact the short or long term

•

Ask if Surv_C9=1-10

H3 In the telephone survey, you mentioned that as an impact of increased energy costs, you (probe max. 2 of their answers at Surv_C9) (E.g. you had to reduce your profit margins and make some staff redundant). Can you share more details on this?

- What has been/will be the biggest impact on your organisation?
- Are there any specific areas or functions of the organisations that are/will be impacted more than others?

- Ask if have been in contact with supplier for help with bills (Surv_C7=Yes we contacted them or Yes they contacted us)

H4 In the telephone survey, you mentioned that you (if Surv_C7=1 made contact with) (if Surv_C7=2 were contacted by) your energy supplier about help with paying your bills. Can you tell me more about your experience with this?

- What kind of support were you hoping for?
- What kinds of support were you offered?
- What was the impact of this support for your organisation? Was it sufficient?
- Were you offered a blend and extend contract? (If yes) What has been your experience with this contract?
- (If necessary): This is where a business can negotiate with a supplier to get current market prices in exchange for an extension of the contract
- **How did you find the process of accessing this support? What difficulties, if any, did you encounter? Eg getting in contact with the right person about it, the application process, etc**

Ask if have not been in contact with supplier for help with bills (Surv_C7=No)

H5 **In the telephone survey, you mentioned that you had not been in contact with your energy supplier about help with paying your bills. Why did you not approach your supplier for support?**

Ask if EBRS Was applied to bills (Surv_D2=Yes)

H6 **In the telephone survey, you mentioned that the Energy Bills Relief Scheme was applied to your energy bills. How did the EBRS impact your business?**

If necessary: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023.

- Probe in terms of: Energy consumption/Service levels and quality/ pricing of goods and services
- **How, if it all, has the EBRS impacted your organisation's decision whether or not to pass through higher energy costs to the prices of any of your products or services?**
- **To what extent, if at all, do you think the EBRS has helped, or might help, the financial health of your organisation?**
- Probe in terms of: Operational margins, employment levels, financial risks like loan repayments or insolvency

Ask if EBDS Was applied to bills (Surv_D6=Yes)

H7 In the telephone survey, you mentioned that the Energy Bills Discount Scheme was applied to your energy bills. How did the EBDS impact your business?

If necessary: The Energy Bill Discount Scheme (EBDS) is running for 12 months from 1 April 2023 to 31 March 2024. It provides a discount on gas and electricity unit prices, subject to a maximum discount. The EBDS replaced the Energy Bills Relief Scheme (EBRS), which ended on 31 March 2023.

- Probe in terms of: Energy consumption/Service levels and quality/ pricing of goods and services
- **[If ETII] Did your organisation apply for ETII support?**
- If necessary: The Energy and Trade Intensive Industries (ETIIs) discount provides a higher level of support for businesses / organisations in eligible sectors. Businesses need to apply for an ETII certificate to receive this support.
- If yes: How did you find the application process? (Probe: how long did it take? Were the requirements clear? Did you have any difficulty providing required documents?)
- **If applied: Did you receive the support? Did you face any challenges in getting it applied to your bills?**
- Did receiving this higher level of support have an impact for your business?
- How, if it all, has the EBDS impacted your organisation's decision whether or not to pass through higher energy costs to the prices of any of your products or services?
- To what extent, if at all, do you think EBDS support has helped, or might help, the financial health of your organisation?
- Probe in terms of: Operational margins, employment levels, financial risks like loan repayments or insolvency
- If also had EBRS Applied: How did the support from EBDS compare to the EBRS?

Ask all

If asked any of topic guide_B5/7/8: Have you tried to get support for paying your organisation's energy bills from other sources?

If not asked any of topic guide_B5/7/8: In the past year, have you sought any support for paying your organisation's energy bills?

- *If yes:* Could you tell me more about your experience with this?
- Where did this support come from?
- What kinds of support were you offered?

- Was it difficult to get this support? Eg getting in contact with the right person about it, the application process, etc
- What was the impact of this support for your organisation? Was it sufficient?
- *If no:* Could you explain why your organisation chose not to get other support?

I Experience of suppliers (10 minutes)

In this next section I'd like to talk about your experience with energy suppliers.

Ask all

In the survey, you rated your experience with your suppliers as [Answer from Surv_B11/20/23: Very dissatisfied/fairly dissatisfied/neither satisfied nor dissatisfied/fairly satisfied/very satisfied]. Could you elaborate on your experience with your current energy supplier?

- What are you satisfied with? What are you less satisfied about? Why?
- *PROBE IN TERMS OF:* Customer service, ease of contacting supplier, range of products and services offered, billing issues, meter issues
- *IF BILLING ISSUES MENTIONED:* Probe more on what the issue is more specifically.
- *ASK ALL SOLE TRADER/MICRO:* Other than your supplier, if you needed further advice or support on anything related to your energy supply, where would you go?
- Have you sought advice from Citizen's Advice before? Why/Why not?

Ask if have made a complaint (Surv_B30=Yes)

I1 In the telephone survey, you indicated that you had made a complaint to your suppliers in the last 6 months.

- What was the complaint about? How did this issue affect your organisation?
- How easy or difficult was it to contact your supplier to initially raise a complaint?
- What was the experience like?
- Did you have to contact them more than once? What was that experience like?
- How did you contact them? Why this way?

You also said that the complaint (If Surv_B32=1: was resolved) (If Surv_B32=2 OR4: was not resolved) (If Surv_B32=3 was still in progress)

- *If complaint was resolved:*
 - How was your complaint resolved?
 - How satisfied were you with the resolution?
 - How long did it take to resolve the complaint?

- Did you escalate the complaint anywhere?

- If complaint was not resolved:
 - Can you tell me what has happened so far?
 - How long has it been since you raised the complaint?
 - Will you take your dispute somewhere else?
 - Did you escalate the complaint anywhere?

- If complaint was still in progress:
 - Do you expect it to be resolved soon? Why or why not?
 - Did you escalate the complaint anywhere?
 - If it is not resolved to your satisfaction, will you take your complaint somewhere else? (Probe Ombudsman if micro).

- If escalated: Who have you escalated the complaint to? What was the experience like? What was the outcome?

Ask if found switching suppliers difficult (Surv_E3=1-2)

12 **In the survey, you said that you had switched suppliers in the past 12 months, and found the switching process difficult. Why was it difficult?**

- Which aspects were difficult?
- What could have made the process easier?

Ask all

13 **We asked in the survey whether you have any intermediaries between you and your energy suppliers. What did you understand by the term intermediary?**

J Experiences of brokers (10 minutes)

Ask this section if have consulted broker (**Surv_B26= Yes (1-2)**)

I would now like you to think about your organisation's experiences of using energy brokers.

Ask if consulted broker but did not use services (**Surv_B26=yes and did not use their services**)

J1 You said in the survey that you had consulted an energy broker but did not ultimately use their services. Is that correct?

- Can you tell me a bit more about the situation? What were your considerations when potentially looking at using a broker? What do you think a broker would do?
- How did you identify potential brokers?
- Why did you decide against using the broker? Would you ever reconsider using a broker in future?

D2 TO D5: Ask if used broker's services (**Surv_B26=yes and used their services**)

J2 You said in the telephone survey that you had used the services of a broker. Is this correct?

- Can you tell me more about your experience with using the broker?
- **What did the broker do for you? (full service, setting up energy deal, etc)**
- Why did you feel an energy broker's service would be useful?
- How did you identify potential brokers?

J3 Did you find the broker useful?

- Why/why not?
- What were the positives of using a broker?

J4 Have you experienced any issues while using a broker, if any?

- If you had issues with the broker, how did you resolve them?
- *Probe:* Raise a complaint, [For sole trader/micro] contact Ombudsman

J5 Are you aware if you were charged by the brokers? What services did the broker charge your organisation for?

- *Probe:* Did you receive an outline of costs from the broker?
- *Probe:* How do or did you pay the broker for their services? (e.g. one off cost, monthly, annual)
- *If respondent mentions not being charged:* Is there a reason why you think you were not charged?

Ask if was charged by broker (**Surv_B29** was asked):

You said during the survey that the charges were [Surv_B29 Answer: not clear at all; not very clear; fairly clear; very clear]. Why is that?

- *If not clear/not very clear:* What was not clear about it? (eg timing of charges, fee structure)
- *If not clear/not very clear:* What do you think could have made it clearer?

Ask if used broker's services (**Surv_B26**=yes and used their services)

J6 How likely would you use a broker again? Why do you say that?

K Decarbonisation and energy efficiency (10 minutes)

Now for the final section of the interview, I'd like to ask you about your approach to energy efficiency and decarbonisation.

F1 2: Energy efficient technologies and processes

Ask if **Surv_F1_2=Does not plan to utilise**

K1 In the telephone survey, you said that your organisation does not plan to utilise energy efficient technologies and processes.

If necessary: This involves measures/technologies for business activities (i.e., updating equipment to ones that consume less energy)

- Can you tell me why you do not have plans to introduce these technologies and processes?
- Have you looked into any particular technologies or processes? If yes, what made you decide against them?

Probe on:

- Information barrier: don't know where to get information, information available isn't helpful, they don't trust the information available
- Finance barrier: lack of internal funds, lack of external funds, process of implementation comes with disruption costs to the business
- Low business priority
- What would encourage your organisation to invest in energy efficient technologies?

Ask if **Surv_F1_2=Has plans to utilise**

K2 In the telephone survey, you said that your organisation has plans to utilise energy efficient technologies and processes.

If necessary: This involves measures/technologies for business activities (i.e., updating equipment to ones that consume less energy)

- What kinds of technology or processes are you planning to embed within your organisation?
- How did you decide on which technology or processes to adopt?
- What are your timescales for implementing them?
- What have been the biggest challenges, if any, you have experienced with implementing energy efficient technologies?

Ask if **Surv_F1_2=Already utilises**

K3 In the telephone survey, you said that your organisation already uses energy efficient technologies and processes.

If necessary: This involves measures/technologies for business activities (i.e., updating equipment to ones that consume less energy)

- What technology or processes have you introduced?
 - What has your experience been using these energy efficient technologies?
 - Why did you decide to introduce these?
 - How did you decide on exactly which technologies or processes would be introduced?
 - How has their adoption impacted your business? To what extent have they helped you to reduce costs?
 - Do you know the impact of this adoption on your energy consumption, specifically the change in Kwh after it was implemented?
 - What have been the biggest challenges, if any, you have experienced with implementing energy efficient technologies?
- **(If they mentioned it was adopted due to rising costs/cost of living crisis)** Will you continue to use it after the cost of living crisis or when prices have lowered?

F1 1: Energy efficient behavioural changes

Ask if **Surv_F1_1=Does not plan to utilise**

K4 In the telephone survey, you said that your organisation does not plan to implement behavioural changes within the business to improve energy efficiency.

If necessary: This involves changes to business culture/day to day actions, (i.e. encouraging staff to turn off lights not being used, etc)

- Can you tell me why you do not have plans to introduce any behavioural changes? Have you looked into encouraging behavioural change? If yes, what made you decide against it?
- Was there anyone or any groups within the business that were particularly against this?
- *Probe on:*
 - Information barrier: don't know where to get information, information available isn't helpful, they don't trust the information available
 - Finance barrier: lack of internal funds, lack of external funds, process of implementation comes with disruption costs to the business
 - Low business priority
 - What would encourage your organisation to implement such behavioural changes?

Ask if **Surv_F1_1**=Has plans to utilise

K5 In the telephone survey, you said that your organisation has plans to encourage behavioural changes within the business to improve energy efficiency.

If necessary: This involves changes to business culture/day to day actions, (i.e. encouraging staff to turn off lights not being used, etc)

- What kinds changes are you planning to implement to influence business behaviour?
- What are your timescales for implementing them?
- What have been the biggest challenges, if any, you have experienced with encouraging such behavioural changes?
- Was there anyone or any groups within the business that were particularly against this?

IF **Surv_F1_1** = Already utilises

K6 In the telephone survey, you said that your organisation already encourages behavioural changes within the business to improve energy efficiency.

If necessary: This involves changes to business culture/day to day actions, (i.e. encouraging staff to turn off lights not being used, etc)

- What changes have been implemented that have influenced business behaviour?
- What has your experience been with the behavioural changes you encouraged?
- Why did you decide to introduce these?
- How has their adoption impacted your business? To what extent have they helped you to reduce costs?
- How have your staff responded to the behavioural changes?
 - Was there anyone or any groups within the business that were particularly against this?
- What have been the biggest challenges, if any, you have experienced with implementing them?
- *If mentioned it was adopted due to rising costs/cost of living crisis: Will you continue to encourage these behavioural changes after the cost of living crisis or when prices have lowered?*

F1 3: Energy efficient building improvements

Ask if **Surv_F1_3=Does not plan to utilise**

K7 In the telephone survey, you said that your organisation does not plan to use energy efficient building improvements.

If necessary: This involves the energy consumption related to the actual building (i.e. installing better wall insulation)

- Can you tell me why you do not have plans to introduce energy efficient building improvements? Have you looked into any particular building improvements? If yes, what made you decide against them?
- Probe on:
 - Information barrier: don't know where to get information, information available isn't helpful, they don't trust the information available
 - Finance barrier: lack of internal funds, lack of external funds, process of implementation comes with disruption costs to the business
 - Low business priority
 - What would encourage your organisation to invest in energy efficient building improvements?

Ask if **Surv_F1_3=Has plans to utilise**

K8 In the telephone survey, you said that your organisation has plans to use energy efficient building improvements.

If necessary: This involves the energy consumption related to the actual building (i.e. installing better wall insulation)

- What kinds of building improvements are you planning to embed within your organisation?
- What are your timescales for implementing them?
- What have been the biggest challenges, if any, you have experienced with implementing energy efficient building improvements?

Ask if **surv_f1_3=already** Utilises

K9 In the telephone survey, you said that your organisation already uses energy efficient building improvements.

If necessary: This involves the energy consumption related to the actual building (i.e. installing better wall insulation)

- What technology or processes have you introduced?
- What has your experience been using these energy efficient building improvements?
- Why did you decide to introduce these?
- How has their adoption impacted your business? To what extent have they helped you to reduce costs?
- What have been the biggest challenges, if any, you have experienced with implementing energy efficient building improvements?
- **(If they mentioned it was adopted due to rising costs/cost of living crisis)** Will you continue to use it after the cost of living crisis or when prices have lowered?

If any barriers to decarbonisation (Surv_F3=1-8)

In the telephone survey, you mentioned that your organisation faces barriers in its ability to decarbonise because (Insert answer at surv_f3) . Can you elaborate on how they have affected your organisation's ability to decarbonise?

- *If mentioned costs: probe on the specific costs involved in decarbonisation*
- *Probe on:*
 - Information barrier: don't know where to get information, information available isn't helpful, they don't trust the information available
 - Finance barrier: lack of internal funds, lack of external funds, process of implementation comes with disruption costs to the business
 - Low business priority
 - What would allow you to overcome these barriers?
 - What, if any, is one thing you would like to do to decarbonise the business but are unable to?

If disagree that business is responsible for reducing carbon emissions (surv_f4=1-2)

K10 In the telephone survey, you disagreed that your business has a responsibility to reduce its carbon emissions. Can you elaborate on your answer?

L Close (2-3 minutes)

L1 Thanks for your time today. Before we finish, is there anything else you'd like to add about the topics we've discussed today?

L2 Would you be willing for us to call you back regarding...?

This particular study – if we need to clarify any of the information	1	
Other research studies which may be relevant to you	2	
(Do not read out) : Neither of these	3	

L3 And can I just check, in what form would you like to receive the £40 payment that we'd like to offer as a thank you for your time today?

PayPal Transfer	1	<i>Take paypal email address</i>
Wise Transfer Vouchers	2	<i>Take email address</i>
Charity donation	3	<p><i>Take preferred charity from:</i></p> <ul style="list-style-type: none"> • Great Ormond Street Hospital • British Heart Foundation • Macmillan Cancer support • Shelter • Celia Hammond Animal Trust • Mind • Centrepont

Thank respondent and close interview

IFF Research illuminates the world for organisations businesses and individuals helping them to make better-informed decisions.”

Our Values:

1. Being human first:

Whether employer or employee, client or collaborator, we are all humans first and foremost. Recognising this essential humanity is central to how we conduct our business, and how we lead our lives. We respect and accommodate each individual's way of thinking, working and communicating, mindful of the fact that each has their own story and means of telling it.

2. Impartiality and independence:

IFF is a research-led organisation which believes in letting the evidence do the talking. We don't undertake projects with a preconception of what "the answer" is, and we don't hide from the truths that research reveals. We are independent, in the research we conduct, of political flavour or dogma. We are open-minded, imaginative and intellectually rigorous.

3. Making a difference:

At IFF, we want to make a difference to the clients we work with, and we work with clients who share our ambition for positive change. We expect all IFF staff to take personal responsibility for everything they do at work, which should always be the best they can deliver.



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