



Energy Consumer Satisfaction Survey

**Technical Report –
Fieldwork July/August 2025**

Prepared by BMG for Ofgem
and Citizens Advice



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Context and objectives

Ofgem and Citizens Advice carry out a regular survey to monitor domestic consumers' perceptions about the quality of service delivered by energy suppliers. Ofgem and Citizens Advice use this information to support its monitoring and compliance activities.

The survey has been running since late 2018. This report discusses the results of the July/August 2025 wave of the tracking survey (wave 21). The purpose of the research is to measure how well gas and electricity suppliers deliver to customer service principles set out by Ofgem, as well as to provide a measurement of topical energy issues and an understanding of consumer experiences when dealing with suppliers or energy matters.

The survey covers a range of topics, including satisfaction with energy suppliers, satisfaction with the dimensions of customer service and experiences of supplier support for consumers struggling with their energy affordability issues. More specifically, it aims to answer the following questions:

1. how satisfied are consumers with the overall service their energy suppliers are providing?
2. how satisfied are consumers with key customer service dimensions?
3. what are the experiences of customers struggling financially or falling into debt?
4. how satisfied are consumers with other supplier interactions and services, including switching?

Reports and data tables for the previous wave can be found [here](#). The findings report and data tables for this wave can be found [here](#).

Overview of approach

Wave 21 was the fifth wave conducted by BMG Research. Waves 1 to 16 were conducted by another supplier, but a similar approach was used to ensure long-term tracking.

Fieldwork for wave 21 was conducted from 16 July to 13 August 2025. Comparisons are made to the previous 4 waves but long-term tracking is provided for key metrics. Previous waves took place between 6 January to 31 January 2025 (wave 20), 10 July to 1 August 2024 (wave 19), 18 January to 10 February 2024 (wave 18) and 30 August to 18 September 2023 (wave 17).

Fieldwork was undertaken using three approaches:

1. an online panel component using an online panel partner, Savanta, to achieve the interviews. This approach captures the digitally enabled population.
2. a component of river sampling¹ that reaches non-panel members to enhance the representativeness of the online sample.
3. an in-person interview component targeted at digitally excluded respondents.

Quotas were implemented to ensure the survey captured a representative sample of Great Britain's energy consumers. Results were then weighted overall by age, gender, region, Index of Multiple Deprivation (IMD), ethnicity and payment type to account for any imbalances between the set quotas and the achieved sample. Quotas and weights for region were updated in wave 20 based on the latest mid-year population estimates (2023). The quotas and weights for the latest wave matched those used in the previous wave (wave 20).

The latest wave comprised 3,790 interviews in total (maximum confidence interval of $\pm 1.59\%$ at the 95% level of confidence). A breakdown of completions by mode and wave is outlined below.

¹ River sampling is an online sampling method that recruits respondents who are not panel members by inviting them to the survey while they are completing another online activity. It allows us to reach people who, for whatever reason, would not join a panel to take surveys regularly. Using this approach helps attract a broader spread of online users.

Table 1: Completions by mode per wave

Method	Wave 17 Sample size (unweighted)	Wave 18 Sample size (unweighted)	Wave 19 Sample size (unweighted)	Wave 20 Sample size (unweighted)	Wave 21 Sample size (unweighted)
Online panel	3,311	3,404	3,297	3,436	3,068
River sampling	210	231	233	198	202
Face-to-face interviews	221	220	220	220	220
Total	3,742	3,855	3,750	3,854	3,790
Payment meter, standard credit and ethnicity boost ² (included in total figure)	310	401	303	481	300

² Ethnicity boost only conducted in Wave 18 and Wave 20

Questionnaire design

BMG, Ofgem and Citizens Advice reviewed the questionnaire and made changes in line with evolving insight requirements and emerging issues. While much of the previous questionnaire remains consistent, the following questions were added:

- B9B. Why are you dissatisfied with when your bill is delivered by <A3/A4 SUPPLIER>?
- C9D. You mentioned that you had encountered the following issues with your smart meter in the last 6 months. Did you contact your supplier about each issue?
- C9E. What happened when you contacted your supplier about the following issue(s)?
- C9G. How long did it take for your supplier to resolve the issue(s)?³
- H14. What type of property do you live in?

³ New questions on smart meters replaced previous smart meter questions: C9A. You mentioned that you experienced an issue or problem with your smart meter in the last 3 months. Would you say your problem or issue was answered or resolved?, C9C. Would you say this issue is still ongoing? and C9B. What type of impact, if any, did the issue have on you and/or other people in your household?

Sampling approach

Target population

Anybody residing in Great Britain and aged 18+ were included in the sampling frame. Respondents that had taken part in the previous wave (wave 20) of the energy satisfaction survey were not eligible to take part. Once in the survey, respondents needed to have either mains gas or mains electricity or both in their home, pay their energy bills directly to their supplier, and either be responsible for their household energy bills or for choosing their household's energy supplier.

Overall sample achieved

The table below details the overall sample achieved (all three methodologies combined) versus the target set based on the online panel component. The overall sample is compared against the online panel targets because these targets are set to be nationally representative, with the online panel method also representing the majority of the responses in the survey. The approach towards setting the online panel quotas is detailed later in this report.

Table 2: Overall completed quotas versus targets: Age

Age (2021 census, Household Reference Person) ⁴	Target (%)	Achieved %
18-34	16%	19%
35-49	26%	26%
50-64	29%	26%
65+	29%	29%

Table 3: Overall completed quotas versus targets: Gender

Gender (2021 mid-year population estimates, all persons)	Target (%)	Achieved %
Male	48%	49%
Female	52%	50%

⁴ Household reference person was used only for age targets. This is the member of the household in whose name the accommodation is owned or rented or is otherwise responsible for the accommodation. For further detail please see a previous technical report: [Energy Consumer Satisfaction Survey Technical Report August-September 2023 \(ofgem.gov.uk\)](https://www.ofgem.gov.uk/energy-consumer-satisfaction-survey-technical-report-august-september-2023)

Table 4: Overall completed quotas versus targets: Region

Region (2023 mid-year population estimates, all persons)	Target (%)	Achieved %
North East	4%	4%
North West	11%	12%
Yorkshire and the Humber	8%	8%
East Midlands	8%	7%
West Midlands	9%	9%
East	10%	9%
London	13%	16%
South East	14%	14%
South West	9%	9%
Wales	5%	5%
Scotland	8%	8%

Table 5: Overall completed quotas versus targets: IMD

IMD quintile (Index of Multiple Deprivation (IMD), ONS release for 2019 in England and 2016 for Scotland)	Target (%)	Achieved %
1st quintile - least deprived	20%	16%
2nd quintile	20%	18%
3rd quintile	20%	19%
4th quintile	20%	22%
5 th quintile - most deprived	20%	25%

Table 6: Overall completed quotas versus targets: Ethnicity

Ethnicity (2021 census, all persons)	Target (%)	Achieved %
White	82%	84%
Ethnic Minorities	18%	16%

Online panel quotas

For the online panel component, quotas and weights were set on age, gender, region, Index of Multiple Deprivation (IMD), ethnicity and payment type to ensure national representativity. While the target population of GB energy consumers differs slightly from the national population, this approach provides a robust basis for representativity where a sample frame of GB energy consumers to sample from directly does not exist, and demographic characteristics here are expected to mirror the national population. A breakdown of sources for the quotas is provided below.

A breakdown of sources for the quotas is provided below.

Table 7: Online panel quota approach

Variable	Approach for wave 17 - 19	Updated approach from wave 20 (including wave 21)
Age	2021 census (household reference person) ⁵	2021 census (household reference person) ⁵
Gender	2021 mid-year population estimates (all persons)	2021 mid-year population estimates (all persons)
Region	2021 mid-year population estimates (all persons)	2023 mid-year population estimates (all persons)
Ethnicity	2021 census (all persons) ⁶	2021 census (all persons) ⁶
IMD	ONS release for 2019 in England and 2016 for Scotland (LSOA level data)	ONS release for 2019 in England and 2016 for Scotland (LSOA level data)
Payment type	Ofgem	Ofgem

A full breakdown of targets alongside the achieved sample composition from the online panel element is provided below. A tolerance of 10% was applied on each quota group to ensure quotas did not become too restrictive. A separate set of quotas and sampling strategy was used for the small component of face-to-face interviews based on the prior composition of digitally excluded respondents (outlined later in this report).

⁵ At the time of calculating the revised approach, figures were only available for England and Wales while Scotland census estimates were not yet released. The whole sample was weighted using the England and Wales targets given age profile of Scottish household reference persons is likely to be similar.

⁶ At the time of calculating the revised approach, figures were only available for England and Wales while Scotland census estimates were not yet released. The whole sample was weighted using the England and Wales targets.

The achieved percentages below also incorporate the numbers from the boost sample of prepayment meter and standard credit customers.

Online panel sample achieved

Table 8: Completed online panel quotas versus targets: Age

Age (2021 census, Household Reference Person) ⁷	Target (%)	Achieved %
18-34	16%	21%
35-49	26%	27%
50-64	29%	26%
65+	29%	26%

Table 9: Completed online panel quotas versus targets: Gender

Gender (2021 mid-year population estimates, all persons)	Target (%)	Achieved %
Male	48%	50%
Female	52%	50%

⁷ Household reference person was used for **age** targets. This is the member of the household in whose name the accommodation is owned or rented or is otherwise responsible for the accommodation. For further detail please see a previous technical report: [Energy Consumer Satisfaction Survey Technical Report August-September 2023 \(ofgem.gov.uk\)](https://www.ofgem.gov.uk/publications/energy-consumer-satisfaction-survey-technical-report-august-september-2023)

Table 10: Completed online panel quotas versus targets: Region

Region (2023 mid-year population estimates, all persons)	Target (%)	Achieved %
North East	4%	4%
North West	11%	12%
Yorkshire and the Humber	8%	8%
East Midlands	8%	7%
West Midlands	9%	9%
East	10%	9%
London	13%	17%
South East	14%	14%
South West	9%	9%
Wales	5%	4%
Scotland	8%	8%

Table 11: Completed online panel quotas versus targets: IMD

IMD quintile (Index of Multiple Deprivation (IMD), ONS release for 2019 in England and 2016 for Scotland)	Target (%)	Achieved %
1st quintile - least deprived	20%	16%
2nd quintile	20%	19%
3rd quintile	20%	20%
4th quintile	20%	23%
5 th quintile - most deprived	20%	22%

Table 12: Completed online panel quotas versus targets: Ethnicity

Ethnicity (2021 census, all persons)	Target (%)	Achieved %
White	82%	83%
Ethnic Minorities	18%	17%

Face-to-face quotas and sample achieved

A face-to-face approach was included as a route to reach digitally excluded respondents. To qualify, digitally excluded respondents had to fall into at least one of the following categories:

1. no access to the internet.
2. access to the internet but not confident using it.
3. only use the internet for email, browsing, news or social media.

Digital exclusion is established at the start of the survey.

Face-to-face quotas were kept consistent with wave 17 – 20. These quotas came from sample composition of digitally excluded respondents reached via telephone in wave 16 and also the composition by age and gender achieved in [Ofgem's Consumer Impact of Market Conditions survey](#).

Table 13: Age x Gender quotas for face-to-face

Age and gender	Quota range (min-max)	Achieved %
18-34	2% - 10%	5%
35-64	20% - 40%	34%
65+	60% - 80%	61%
Male	40% - 60%	44%
Female	40% - 60%	56%

A cluster sampling selection strategy was created to ensure a spread of interviews across Great Britain. A total of 10 clusters were randomly selected from the top 10% of areas ranked highest on BMG's Low Connectivity index. Each cluster consists of a small number of Lower Layer Super Output Areas (LSOAs) located in different regions of the country. The index identifies, on average, older and more deprived localities (two variables highly predictive of digital exclusion). In each

randomly selected cluster, approximately 22⁸ interviews were conducted to ensure a broadly proportionate regional mix with coverage across Scotland, Wales, and different regions of England.

Respondents within clusters were selected by interviewers at random after a sample of addresses were drawn within the cluster. Initial contact with respondents was made at the door, where interviewers assessed eligibility by asking the initial profiling questions in the survey (which include questions on digital exclusion).

If the respondent was eligible, the interviewer continued the interview and a completion was logged. These respondents received a £5 incentive for their time. After completion, the interviewer would then move to another area of addresses within the cluster.

If the respondent was ineligible or refused to take part, the interviewer moved to the next address within that area (for example, the next property along the street) until a complete was logged.

⁸ The original target was 20 per area but this was increased to 22 to support the boost interviews.

Table 14: Face-to-face interviews by Region

Region	Population count	% of population	Clusters selected	Target interviews	Achieved interviews
South					
South East	7,234,655	14%	4	88	88
South West	4,546,239	9%			
London	6,954,893	13%			
East	4,912,789	10%			
South total	23,648,576	46%			
Midlands					
East Midlands	3,857,688	8%	2	44	44
West Midlands	4,655,599	9%			
Midlands total	32,161,863	17%			
North					
Yorkshire & Humber	4,351,987	8%	2	44	44
North East	2,147,125	4%			
North West	5,795,875	11%			
North total	12,294,987	23%			
Devolved nations					
Scotland	4,439,078	9%	1	22	22
Wales	2,539,714	5%	1	22	22
Urban-Rural					
Urban	46,900,000	83%	8	176	176
Rural	9,700,000	17%	2	44	44

River sample achieved

This programme includes river sampling so that energy consumers who are not panel members have the opportunity to feed into the survey, enhancing the representativeness of the online sample. Email invites are sent out to consumers who have previously agreed to have their data shared for marketing purposes.

Formal quotas are not possible on river sampling as participation is voluntary through email participation. Completes achieved via river sampling fed into targets set at the overall online component level (see online panel sample achieved for targets). The table below indicates the profile of respondents who completed the survey via the river methodology.

Table 15: Quotas for river sampling

Quota groups	River achieved %
18-34	10%
35-49	18%
50-64	29%
65+	43%
Male	46%
Female	53%
North East	3%
North West	14%
Yorkshire and the Humber	8%
East Midlands	9%
West Midlands	9%
East	12%
London	13%
South East	10%
South West	7%
Wales	6%
Scotland	8%
1st quintile - least deprived	20%
2nd quintile	24%
3rd quintile	18%
4th quintile	15%
5 th quintile - most deprived	22%
White	88%
Ethnic Minorities	12%

Prepayment meter and standard credit boost sample

The online panel and face-to-face approaches were used to achieve the 300 boost interviews for prepayment meter and standard credit customers. The nature of river sampling means targeting these particular groups is harder, so river sampling was not used to achieve the boost interviews.

Boost surveys were primarily sourced through the online panel approach, with a small number of additional surveys conducted via the face-to-face CASI approach (c. 2 per cluster area). Separate from the main sample, a distinct recruitment process was used where survey invitations were emailed to a nationally representative group of panel members. Screener questions were used to ensure only customers paying by the relevant payment type were interviewed.

Customers who had more than one payment method (i.e. one for electricity and another for gas) were eligible for the boost if one of their payment types was either standard credit or prepayment meter.

Boost cases were combined with the main sample and then down-weighted to ensure the overall results remained representative.

Table 16: Prepayment meter boost

Prepayment meter boost	Target
Panel	130-140
Face-to-face CASI	10-20
Total	150

Table 17: Standard credit boost

Standard credit boost	Target
Panel	130-140
Face-to-face CASI	10-20
Total	150

Weighting

The sample was weighted using the above target percentages set out above for age, gender, region, Index of Multiple Deprivation (IMD), and ethnicity. Given the oversampling of standard credit and prepayment meter customers, weights were also applied to adjust the total sample for payment type, ensuring these customers were not disproportionately represented in the total figures. While quotas were set during recruitment to achieve these targets, weighting corrects any discrepancies to ensure that oversampled groups do not disproportionately influence overall results.

Note that this adjustment will be applied in each wave irrespective of whether boosts are commissioned, ensuring each wave is comparable to the others. See payment type adjustment target below.

Table 18: Boost adjustments for boosted payment types

Boost adjustments	Target (%)
Standard credit	12%
Prepayment meter	14%

The effective sample size helps assess the impact of the weights on the unweighted sample. The effective sample size is a measure of the precision of the sampling approach and the efficiency of the weights. In essence, they help assess the strength and accuracy of the survey results by accounting for potential biases and uncertainties introduced by weighting factors. The overall effective sample size was 93.5%.⁹

This is in the high range, suggesting the sample selection process is working well, especially given boosts to standard credit and prepayment meter customers meant some respondents were purposefully oversampled before being adjusted back down in the weighting.

⁹ The effective sample size was 3,544.

Scripting and least fill logic

Use of least fill

Some consumers have more than one supplier or payment type (i.e. one supplier or payment for gas and another for electricity). A logic-based system is used in the script to handle these situations. This narrows down what we are asking each respondent about to simplify the survey experience. Logic rules vary slightly depending on the section of the questionnaire. An overview is provided below, with the full questionnaire also available in the appendix.

Overall and customer service satisfaction questions:

- if the respondents had the same electricity and gas supplier, in the initial section, respondents answered about their experience with that supplier in relation to both electricity and gas.
- if the respondents had different electricity and gas suppliers, they answered questions about one supplier and associated fuel type at random. A least-fill approach was used to select which supplier and fuel type they were asked about based on the supplier with the lowest number of responses.¹⁰
- for subsequent questions later in the survey asking about their experience with a specific supplier, the supplier selected for the overall and customer service satisfaction questions was referred to.
- note that some questions later in the survey were not supplier-specific - for example, questions about experiences with smart meters.

Questions about changing payment methods:

- respondents who had both electricity and gas were asked in separate questions whether they had changed payment types for electricity and then gas.
- if they had changed for only one fuel type, they were asked about this experience in follow-up questions – irrespective of whether this was a different supplier and associated fuel type that was asked in the overall and customer service satisfaction questions.
- if they had changed payment methods for both electricity and gas, a least-fill approach was used to select which fuel type they were asked about in subsequent questions (to keep survey length manageable).

Questionnaire soft launch

The survey was launched online first, with the early survey completes extracted and reviewed to 'sense-check' the data on 16th July 2025. These checks included ensuring that the number of valid responses was being correctly recorded and checking the survey logic and routing were working

¹⁰ A least-fill survey approach examines the overall number of completions across key variables of interest and then ensures that the respondent taking the survey is asked about the category - in this case, the fuel type - where the fewest responses have been received up to that point. This is calculated in real-time at the moment the respondent takes the survey.

as intended. Once everything was confirmed as working, the face-to-face computer assisted self-interview (CASI) approach and river component was launched on 22nd July 2025.

Data processing and coding

With the exception of the coding of responses to open-ended questions, no data entry phase was required for this survey. The programmed script ensured that all question routing was performed automatically, and no post-editing of the data was required in the way that might be necessary for surveys administered using a 'Pencil and Paper' method.

Quality checks

The panel provider maintained high-quality standards throughout fieldwork by carefully screening respondents to confirm their eligibility and verifying that they were not bots. Additionally, the research team continuously monitored open-ended responses to ensure authenticity, while placing randomised quality control questions throughout the survey to prevent respondents from selecting answers at random.

Upon completion of fieldwork, the fastest 5% of respondents were removed to improve data quality by excluding cases likely to indicate low engagement, such as straight-lining or insufficient reading time. Only completed interviews were included in the final count and all quality checks have been implemented. A completed interview is where every question is answered, and the respondent is told they have reached the end of the survey.

Coding

Responses from fully open-ended questions were collated, and code frames were created to reflect all key themes in the responses. A specialist team carried out coding.

All coders who worked on the study were briefed on the subject matter of the study, and a written set of instructions was made available to ensure accuracy. Previous codes from wave 17 – 20 were used. A new code was added if it accounted for a total of 5% of mentions.

Coding suppliers

Respondents were provided with an up-to-date list of suppliers. If a respondent's supplier was not listed, they could type the name of their supplier. These open responses were then manually back coded into existing codes (where relevant), and spelling mistakes were considered. If the supplier accounted for a low volume, they were grouped under 'other'.

The financial classification groupings

To provide a summary metric of a respondent's overall financial circumstances in relation to rising financial pressures, since wave 17 three metrics have been combined – saving, debt and unexpected expenses – into classifications of financial vulnerability. These categories are defined as the following:

- **highly financially vulnerable** – those not able to save, and who cannot afford an unexpected but necessary expense of £850 and who are borrowing more than usual
- **financially vulnerable** – those not able to save, who either cannot afford an unexpected expense of £850 or are borrowing more than usual
- **getting by** – those who expect to save or can afford unexpected expense of £850, who are not borrowing more than usual

- **doing well** – those who expect to save in the next 12 months, can afford an unexpected £850 expense, and who are not borrowing more than usual

In previous waves, a relatively high number of respondents were not allocated to any of the four categories above due to answering 'don't know' or 'prefer not to say' to one or more classification questions. For example, in wave 20, 26% of respondents could not be classified.

Ahead of wave 21, BMG conducted a modelling exercise to reduce the number of 'uncategorised' respondents. This modelling exercise was conducted only for those respondents who answered two out of the three classification questions. Respondents were assigned to different groups based on their combination of answers to the classification questions. For example, one group included respondents answering 'don't know' to the first classification question, 'yes' to the second one and 'no' to the third one. The number of identified groups corresponded to all possible answer combinations across the three questions. The exercise combined data from previous waves and analysed common characteristics of the four financial vulnerability groups across the following financial indicators:

- IMD
- On the Priority Services Register
- Fallen behind on bills/ run out of credit on their prepayment meter
- Income
- Receipt of benefits
- In financial difficulty
- Struggling to keep up with bills (other than energy).

Respondents in each of the groups (based on the possible combinations of the three classification questions) were then assigned accordingly to one of the four Financial Vulnerability classification groups they were most closely aligned with.

This modelling exercise is based on some assumptions, however categorisation into one of the four categories was only applicable if respondents answered two out of the three classification questions. This provided enough information to compare against the key indicators listed above, therefore we can be confident in the categorisation.

In wave 21, the proportion of those uncategorised was 7%. This 7% were unable to be categorised due to answering 'don't know' or 'prefer not to say' to two or more of the classification questions and could not be matched using the modelling exercise described above. These respondents' financial vulnerability cannot be indicated with the limited information provided.

Reports from wave 21 onwards will use this updated method for calculating those who are uncategorised. This will also be retrospectively applied to previous waves' data in reports going forward. For example, in the wave 21 report, the proportion of uncategorised respondents for wave 20 is reported at 6%, rather than the 26% reported in the wave 20 report.

Supplier level results

Supplier level results for overall supplier satisfaction and customer service satisfaction are published in a separate report as part of the survey. Only suppliers with a total base size of 100 or more are included in this report. Further detail on this can be found on the webpage [here](#).

Additionally, all individual suppliers are assigned a parent supplier based on the most up to date industry parent classifications.

Further supplier level results are not published due to restrictions under section 105 of the Utilities Act.

Statistical significance

Given that the survey uses quotas rather than random probability sampling, statistical significance is indicative only¹¹.

Where significant differences between sub-groups and the total sample are identified, 'total sample' represents the total sample minus the sub-group in question.

Significance differences in reporting are calculated at a 95% confidence level and shown on charts throughout the report with the use of an up ▲ or down ▼ arrow. Only where a difference is statistically significant is it discussed in the analysis of the report.

In the associated data tables for this wave, significant differences against the total at the 95% confidence level are marked using '+' (significantly higher) and '-' (significantly lower).

Significant differences between variables are shown using alphabetical letters. These letters correspond to the column names at the top of each table. Where an alphabetical letter is shown, this column is significantly higher than the corresponding column shown by the letter.

This is the same for supplier level results, where each 'subgroup' represents a supplier. The 'total' represents the total minus the supplier.

¹¹ "indicative" means that the statistical significance is suggestive rather than definitive. Since the survey uses quotas instead of random probability sampling, the results approximate trends rather than providing a fully representative, statistically rigorous conclusion. Quota sampling selects participants based on specific demographic quotas, ensuring diversity but not full randomness, while random probability sampling gives everyone an equal chance of selection, making results more statistically representative.

Appendix: Questionnaire

Survey introductions

ONLINE INTRO

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

If you would like more information on what Citizens Advice and Ofgem do, please click here¹².

Please remember to read all questions carefully. The survey takes around 10-15 minutes to complete on average and we have allowed time for you to consider your responses.

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

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

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

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

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

Base: Online only

SINGLE RESPONSE

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

Please select only one

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

¹² Ofgem is the regulator of Britain's gas and electricity markets, and its main objective is to protect the interests of both current and future consumers.

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

CAPI INTRO

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

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

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

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

The survey will take between 10 and 15 minutes to complete depending on your answers.

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

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

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

INTERVIEWER NOTE: RESPONDENT MUST BE AGED 18 OR OVER

Obtaining Informed Consent

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

IF NO Thank and Close

IF YES CONTINUE

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

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

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

Section 1: Screening Questions

Base: All respondents

SINGLE RESPONSE

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

This information will only be used for statistical purposes to analyse the results by specific areas, such as Local Authority, Constituency and Government areas. Asking for your postcode saves you time and helps us to report more accurate information. All answers will be treated entirely anonymously and postcode information will not be used for any other purpose.

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: IF ProvidePostcode = yes

OPEN RESPONSE, POSTCODE FORMATTING & VALIDATION APPLIED

S13. Could you please provide your full GB postcode?

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

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

Fixed codes	Answer list	Scripting notes	Routing
1		OPEN RESPONSE	

Base: Refused to give postcode

SINGLE RESPONSE

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

Please select only one

Fixed codes	Answer list	Scripting notes	Routing
1	East of England		
2	East Midlands		
3	London		
4	North East		
5	North West		
6	Scotland		
7	South East		

- 8 South West
- 9 Wales
- 10 West Midlands
- 11 Yorkshire and the Humber
- 96 None of these

SCREENOUT

Base: Refused to give postcode

SINGLE RESPONSE

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

Please select only one

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

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Mains gas only		
2	Mains electricity only		
3	Mains gas and electricity		

4	Neither	SCREENOUT
97	Unsure	SCREENOUT
98	Prefer not to answer	SCREENOUT

Base: IF MAINS GAS ONLY (S1=1)

SINGLE RESPONSE

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

Please select one only

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

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

SINGLE RESPONSE

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

Please select one only

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

HIDDEN VARIABLE

ENERGY TYPE

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

MAINS GAS AND ELECTRICITY ONLY	3	S1 = 3 OR S2 = 3
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Base: All respondents

SINGLE RESPONSE

S4. (CAWI) Are you responsible – individually or with another household member – for your household’s energy bills or for choosing your household’s energy supplier?

Please select one only

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

Base: All respondents

SINGLE RESPONSE

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

Please select one only

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

Base: CAPI Only

SINGLE RESPONSE

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

Please select one only

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

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

SINGLE RESPONSE

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

Please select one only

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

Base: All respondents

MULTI RESPONSE

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

Please select all that apply

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

HIDDEN VARIABLE

DIGITALLY EXCLUDED

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

IF CAPI – SCREENOUT ALL ‘NOT DIGITALLY EXCLUDED’

Base: All respondents

SINGLE RESPONSE

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

Please type your response in the box below

Fixed codes

Answer list

Scripting notes

Routing

98 Prefer not to say

FIX, EXCLUSIVE

GO TO S9A

SCREENOUT IF ENTER AGE 17 OR UNDER

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

SINGLE RESPONSE

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

Please select one only

Fixed codes

Answer list

Scripting notes

Routing

1 Under 18

SCREENOUT

2 18 - 24

3 25 - 34

4 35 - 49

5	50 - 64	
6	65 - 74	
7	75 or older	
97	Prefer not to say	SCREENOUT

Base: All respondents

SINGLE RESPONSE

S10. Which of the following best describes your gender?

Please select one only

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

Base: Ask all respondents

SINGLE RESPONSE

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

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

Base: Ask if H8=YES

SINGLE RESPONSE

H9. What is your ethnic group?

Please select one only

Row Code	Row list	Scripting notes	Routing
	White		
1	English / Welsh / Scottish / Northern Irish / British		
2	Irish		
3	Gypsy or Irish Traveller		
4	Any other White background		
	Mixed / Multiple ethnic groups		

- 5 White and Black Caribbean
- 6 White and Black African
- 7 White and Asian
- 8 Any other Mixed / Multiple ethnic background
- Asian / Asian British**
- 9 Indian
- 10 Pakistani
- 11 Bangladeshi
- 12 Chinese
- 13 Any other Asian background
- Black / African / Caribbean / Black British**
- 14 African
- 15 Caribbean
- 16 Any other Black / African / Caribbean background
- Other ethnic group**
- 17 Arab
- 95 Any other ethnic group
- 98 Prefer not to say

Base: All respondents

SINGLE RESPONSE

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

The Priority Services Register is a register held by suppliers of customers who are eligible for non-financial support, like accessible bills, identification/password systems, and regular meter reading services. Eligible customers include pensioners, disabled individuals, and those with chronic illnesses.

Please select one only

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

Section 2: Ascertain Supplier and Upfront Metrics

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

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	British Gas		
3	Your Co-op Energy		
4	E Gas and Electricity		
5	Ecotricity		
6	EDF Energy		
7	E.ON / E.ON Next		
9	London Power		
11	Octopus Energy		
12	Outfox the market		
13	Ovo Energy		
14	Sainsbury's		
15	Scottish Power		
17	So Energy		
19	Utilita		
20	Utility Warehouse		
95	Other (please specify)	OTHER SPECIFY	CODING: PLEASE RECODE ANY SUPPLIERS THAT PEOPLE TYPE IN - E.G. BRITISH GAS. BUT DON'T CODE NON-SUPPLIERS.
97	Unsure		SCREENOUT
98	Prefer not to answer		SCREENOUT

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

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

1	British Gas	HIDE IF ANSWERED AT A3
3	Your Co-op Energy	HIDE IF ANSWERED AT A3
4	E Gas and Electricity	HIDE IF ANSWERED AT A3
5	Ecotricity	HIDE IF ANSWERED AT A3
6	EDF Energy	HIDE IF ANSWERED AT A3
7	E.ON / E.ON Next	HIDE IF ANSWERED AT A3
9	London Power	HIDE IF ANSWERED AT A3
11	Octopus Energy	HIDE IF ANSWERED AT A3
12	Outfox the market	HIDE IF ANSWERED AT A3
13	Ovo Energy	HIDE IF ANSWERED AT A3
14	Sainsbury's	HIDE IF ANSWERED AT A3
15	Scottish Power	HIDE IF ANSWERED AT A3
17	So Energy	HIDE IF ANSWERED AT A3
19	Utilita	HIDE IF ANSWERED AT A3
20	Utility Warehouse	HIDE IF ANSWERED AT A3
95	Other (please specify)	OTHER SPECIFY
97	Unsure	SCREENOUT
98	Prefer not to answer	SCREENOUT

CODING: PLEASE RECODE ANY SUPPLIERS THAT PEOPLE TYPE IN - E.G. BRITISH GAS. BUT DON'T CODE NON-SUPPLIERS.

A3A4

CHANGE EXISTING DUMMY VARIABLE

IF MAINS GAS ONLY (S1=1 AND S2=1) – SET TO GAS

IF MAINS ELECTRICITY ONLY (S1=2 OR S2=2) – SET TO ELECTRICITY

IF BOTH (S1=3 OR S2=3) – SET LEAST QUOTA FILL

FUEL TYPE	CODE
GAS	1

ELECTRICITY	2
-------------	---

DUMMY VARIABLES:

FUEL TYPE / SUPPLIER:

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

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

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

FUEL TYPE	CODE
GAS	1
ELECTRICITY	2
ELECTRICITY AND GAS	3

**A3/A4
SUPPLIER**

ANSWER LIST

- | | |
|----|-----------------------|
| 1 | BRITISH GAS |
| 3 | YOUR CO-OP ENERGY |
| 4 | E GAS AND ELECTRICITY |
| 5 | ECOTRICITY |
| 6 | EDF ENERGY |
| 7 | E.ON / E.ON NEXT |
| 9 | LONDON POWER |
| 11 | OCTOPUS ENERGY |
| 12 | OUTFOX THE MARKET |
| 13 | OVO ENERGY |
| 14 | SAINSBURY’S |
| 15 | SCOTTISH POWER |
| 17 | SO ENERGY |
| 19 | UTILITA |
| 20 | UTILITY WAREHOUSE |
| 95 | OTHER FROM A3/A4 |

Base: All respondents

SINGLE RESPONSE, KPI

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

Please select one only

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

DUMMY VARIABLE

PIPEA6

CODE	ANSWER LIST
1	very dissatisfied
2	dissatisfied
3	neither satisfied nor dissatisfied
4	satisfied
5	very satisfied

Base: All respondents

OPEN RESPONSE

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

Please answer in the box below

[_____]

- 97 Don't know
- 98 Prefer not to answer

Base: All respondents

SINGLE RESPONSE, KPI

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		

- 3 Neither satisfied nor dissatisfied
- 4 Satisfied
- 5 Very satisfied
- 97 Unsure
- 98 Prefer not to answer

CODE THE BELOW TO MIRROR A3/A4 SUPPLIER EXACTLY

A8 SUPPLIER	ANSWER LIST
1	BRITISH GAS
3	YOUR CO-OP ENERGY
4	E GAS AND ELECTRICITY
5	ECOTRICITY
6	EDF ENERGY
7	E.ON / E.ON NEXT
9	LONDON POWER
11	OCTOPUS ENERGY
12	OUTFOX THE MARKET
13	OVO ENERGY
14	SAINSBURY
15	SCOTTISH POWER
17	SO ENERGY
19	UTILITA
20	UTILITY WAREHOUSE
95	OTHER FROM A3/A4

Base: Satisfied OR Neither with supplier (A7 = 3,4,5)

OPEN RESPONSE

A6A. Why are you <PipeA7> with the customer service you have received from <A3/A4 SUPPLIER>?

Please answer in the box below

- 97 Don't know
- 98 Prefer not to answer

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	<A3/A4 SUPPLIER> didn't listen to me		
2	The tone of <A8 SUPPLIER>'s staff was not friendly		
4	<A8 SUPPLIER>'s staff were not knowledgeable		
5	<A8 SUPPLIER>'s processes haven't been designed for someone like me		
6	I haven't been able to access suitable help / information from <A3/A4 SUPPLIER> when I needed it		
7	I have received conflicting information from <A3/A4 SUPPLIER>		
8	I haven't been able to get my query resolved		
9	It took a long time to get my query resolved		
10	<A3/A4 SUPPLIER> haven't responded to my query when promised		
12	It was difficult to contact <A3/A4 supplier> at the time I needed to		
13	<A3/A4 SUPPLIER> took action/suggested something which wasn't suitable for me or my needs		
14	It was difficult to get through to the right person/department		
95	Other (please specify)	FIX	
97	Unsure	EXCLUSIVE, FIX	
98	Prefer not to answer	EXCLUSIVE, FIX	

Base: on the priority services register (\$15 = 1)

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

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

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

SINGLE RESPONSE, RANDOMISE

A8A. In the last 6 months, which of the following services have you received from the Priority Services Register?

Please select all that apply

Code	Answer list	Scripting notes	Routing
3	An identification and password scheme to show that someone contacting/visiting me was genuinely from my supplier		
4	Nominating someone to receive communications and bills from my supplier, for example a family member, carer or someone you trust		
5	Offered the chance to move my prepayment meter if I can't safely get to it to top up		
6	Regular meter reading services		
7	Received my account information and bills in large print, braille, or a language other than English		
8	Assistance reconnecting my gas supply		
10	Advanced notice of a power cut or emergency		
11	Received regular updates during an unplanned power cut or emergency		
12	Received additional assistance during a power cut (e.g. food, means to heat)		
9	I needed/requested one of the above services but didn't receive it	FIX	
95	Other (please specify)	FIX	
97	None of the above	FIX, EXCLUSIVE	

Section 3: Tariffs and Bills

Base: All respondents

MULTI RESPONSE

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

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

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

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

Code	Answer list	Scripting notes	Routing
1	Gas – a fixed rate tariff <u>This means that the tariff has a definite end date, and you pay a set rate per unit of energy.</u> These tariffs often state the length in their name, such as a 12 months fix.	ONLY SHOW IF ENERGYTYPE IS GAS OR ‘ELECTRICITY AND GAS’ CAN’T SELECT OPTIONS 1 & 2 TOGETHER	
2	Gas – a standard variable tariff <u>This means that the tariff doesn’t have an end date.</u> The price you pay for each unit of energy may vary within the energy price cap (sets maximum price that can be charged for each kilowatt hour of energy used).	IF OPTIONS ARE SHOWN AND ‘OTHER’/ ‘UNSURE’/ ‘PREFER NOT TO ANSWER AREN’T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED	
3	Electricity – a fixed rate tariff <u>This means that the tariff has a definite end date, and you pay a set rate per unit of energy.</u> These tariffs often state the length in their name, such as a 12 months fix.	ONLY SHOW IF ENERGYTYPE IS ELECTRICITY OR ‘ELECTRICITY AND GAS’ CAN’T SELECT OPTIONS 3 & 4 TOGETHER	
4	Electricity – a standard variable tariff <u>This means that the tariff doesn’t have an end date.</u> The price you pay for each unit of energy may vary.	IF OPTIONS ARE SHOWN AND ‘OTHER’/ ‘UNSURE’/ ‘PREFER NOT TO ANSWER AREN’T SELECTED: ONE OF THESE OPTIONS MUST BE SELECTED	
95	Other (please specify)	FIX, OPEN TEXT IF OPTIONS 1-2 AND OPTIONS 3-4 SELECTED, CAN’T SELECT 95 OTHER	
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

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

SINGLE RESPONSE

B3. How do you currently pay your electricity bills?

Please select one only

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

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

SINGLE RESPONSE

B4. How do you currently pay your gas bills?

Please select one only

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

PIPEB5

Text sub for questions B5/B13A/B14/B7

Set to value of A3

PIPEB6

Text sub for questions B6/B13/B14A/B7A

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

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

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

SINGLE RESPONSE

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

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

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

Please select one only

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

Base: Ask if didn't change payment method for electricity (B5 = 3)

SINGLE RESPONSE

B5I. Did you attempt to change your payment method for electricity in the last 6 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes, and we are still trying		
2	Yes, but we were unsuccessful		
3	No		

- 97 Unsure
- 98 Prefer not to answer

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

SINGLE RESPONSE

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

Please select one only

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

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

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

SINGLE RESPONSE

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

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

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes – my household changed to IF (pays for gas with Direct debit) B4=1 “a regular direct debit or standing order in the last 6 months” IF (pays for gas on receipt of bill) B4=2 “pay only on receipt on our bill in the last 6 months”		

IF (pays for gas with pre-payment meter) B4=3
“a prepayment meter in the last 6 months”

2 **No** – my household has paid for

IF (pays for gas with Direct debit) B4=1 “our gas
via a regular direct debit or standing order for
more than 6 months”

IF (pays for gas on receipt of bill) B4=2 “our gas
only on receipt on our bill for more than 6
months”

IF (pays for gas with prepayment meter) B4=3
“our gas via a prepayment meter for more than 6
months”

97 Unsure

98 Prefer not to answer

Base: Ask if didn't change payment method for gas (B6 = 2)

SINGLE RESPONSE

B6I. Did you attempt to change your payment method for gas in the last 6 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes, and we are still trying		
2	Yes, but we were unsuccessful		
3	No		
97	Unsure		
98	Prefer not to answer		

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

SINGLE RESPONSE

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

Please select one only

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

Base: Ask if changed payment method to prepayment meter for gas (B4 = 3 AND B6 = 1 AND (A3A4=GAS))

SINGLE RESPONSE

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

Please select one only

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

Base: Ask if changed payment method to prepayment meter for electricity (B3 = 3 AND B5 = 1 AND (A3A4=ELECTRICITY))

SINGLE RESPONSE

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

Please select one only

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

Base: Ask if changed payment method to prepayment meter for electricity (B3 = 3 AND B5 = 1 AND (A3A4=ELECTRICITY))

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

- 1 Yes, <PIPEB5> informed me before my payment method changed
- 2 No, <PIPEB5> did not inform me before my payment method changed
- 97 Unsure
- 98 Prefer not to answer

Base: Ask if changed payment method to prepayment meter for gas (B4 = 3 AND B6 = 1 AND (A3A4=GAS))

SINGLE RESPONSE

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

Please select one only

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

Base: Ask if changed payment method to prepayment meter for electricity (B3 = 3 AND B5 = 1 AND (A3A4=ELECTRICITY))

SINGLE RESPONSE

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

Please select one only

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

Base: Ask if changed payment method to prepayment meter for gas (B4 = 3 AND B6 = 1 AND (A3A4=GAS))

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

- 97 Unsure
- 98 Prefer not to answer

Base: Ask if changed payment type from a prepayment meter or attempted to change payment type from prepayment meter ((B5A=3) OR ((B3 = 3 AND B5i = 1 or 2) AND (A3A4=ELECTRICITY))

MULTICODE, RANDOMISE

B12A. When [B5 = 1 "changing"] [B5i = 1,2 "attempting to change"] payment type for electricity in the last 6 months, did you experience any issues?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	No - I didn't experience any issues	FIX, EXCLUSIVE	
2	Yes - <PIPEB5> wouldn't allow me to change because they said there were issues with my credit rating		
3	Yes - <PIPEB5> wouldn't allow me to change because I owe my supplier money		
4	Yes - <PIPEB5> asked me to pay a high security deposit so that I can change payment method		
5	Yes - <PIPEB5> wouldn't allow me to change but did not tell me why		
6	Yes - I tried to change but I found the process was too complicated/time consuming		
7	Yes - I contacted <PIPEB5> about this but I haven't heard back yet		
95	Other (please specify)	FIX	
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

Base: Ask if changed payment type from a prepayment meter or attempted to change payment type from prepayment meter ((B6A = 3) OR (B4 = 3 AND B6i = 1 or 2) AND (A3A4=GAS))

MULTICODE, RANDOMISE

B12B. When [B6 = 1 "changing"] [B6i = 1,2 "attempting to change"] payment type for gas in the last 6 months, did you experience any issues?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	No - I didn't experience any issues	FIX, EXCLUSIVE	
2	Yes - <PIPEB6> wouldn't allow me to change because they said there were issues with my credit rating		
3	Yes - <PIPEB6> wouldn't allow me to change because I owe my supplier money		
4	Yes - <PIPEB6> asked me to pay a high security deposit so that I can change payment method		
5	Yes - <PIPEB6> wouldn't allow me to change but did not tell me why		
6	Yes - I tried to change but I found the process was too complicated/time consuming		
7	Yes - I contacted <PIPEB6> about this but I haven't heard back yet		
95	Other (please specify)	FIX	
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

Base: ask if pays gas/electricity with direct debit or on receipt of bill (B3=1-2 AND A3A4=ELECTRICITY) OR (B4=1-2 AND A3A4=GAS) OR (S3=1 AND (B3=1-2 OR B4=1-2))

SINGLE RESPONSE PER ROW, KPI

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

Please select one per statement

Row Code	Row list	Scripting notes	Routing
1	Ease of understanding the bill		
2	The accuracy of your bill (i.e. how much you think your household uses and how much you pay/owe)		
3	When your bill is delivered (i.e. your bills are delivered to you when you expect them)		

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

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply

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

Base: ASK IF dissatisfied with accuracy of billing (B8.2=1-2)**MULTI RESPONSE, RANDOMISE****B9A.** Why are you dissatisfied with the accuracy of your bill from <A3/A4 SUPPLIER>?*Please select all that apply*

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

Base: ASK IF dissatisfied with when bill is delivered (B8.3=1-2)**MULTI RESPONSE, RANDOMISE****B9B.** Why are you dissatisfied with when your bill is delivered by <A3/A4 SUPPLIER>?*Please select all that apply*

Code	Answer list	Scripting notes	Routing
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1	I don't receive any bills	FIX ABOVE CODE 5, EXCLUSIVE
2	I don't receive bills at the frequency I expect to receive them	
3	My bills are delivered inconsistently	
4	My bills are delivered late	
5	Other (please specify)	FIX, OTHER SPECIFY
97	Unsure	FIX, EXCLUSIVE
98	Prefer not to answer	FIX, EXCLUSIVE

Base: Ask all

MULTICODE, RANDOMISE

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

Please select all that apply

Column code	Column list	Scripting notes	Routing
1	No, I have not experienced an unexpectedly high bill	FIX, EXCLUSIVE	
2	There was a supplier system error		
3	I/my household had a faulty meter		
4	I/my household had a faulty smart meter		
5	Incorrect meter reading due to a meter reading error I/my household made		
6	Incorrect meter reading due to a meter reading error that the supplier made		
7	Unexpected increase in my direct debit payment amount	ONLY SHOW IF DIRECT DEBIT OR SWITCHED FROM DIRECT DEBIT ((B3=1 OR B5A=1) OR ((B4=1 OR B6A=1)	
8	I/my household was unaware of a price rise		
9	I/my household submitted an actual meter reading following a period of estimated bills		
10	I/my household used more energy than I thought		
11	I experienced an unexpectedly high bill but I do not know the reason		
95	Other (please specify)	OPEN, FIX	
97	I don't know if I have experienced an unexpectedly high bill	FIX, EXCLUSIVE	
98	Prefer not to say	FIX, EXCLUSIVE	

Section 4: Smart Meters

Base: All respondents

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

Base: All respondents

SINGLE RESPONSE

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

•

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

Please select only one

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

Base: ASK IF smart meter for electricity/gas (C1=1/3 AND A3A4 =Electricity) OR (C1=2/3 AND A3A4 =Gas) OR (S3=1 AND (C1=1-3))

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS

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

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

Please select one per statement

Row Code	Row list	Scripting notes	Routing
1	To receive information about tariffs that are tailored to your energy use and that could save you money		

- 2 To identify if you need any support with paying your bills
- 3 To receive suggestions on how to be more energy efficient
- 4 To provide information on how people are using energy, improving the efficiency of the network and potentially reducing energy bills for all consumers

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

Base: **Ask if smart meter for electricity or gas** (C1=1/3 AND **A3A4** =Electricity) OR (C1=2/3 AND **A3A4** =Gas) OR (S3=1 AND (C1=1-3))

MULTI RESPONSE, RANDOMISE

C9. In the last 6 months, have you encountered any of the following issues or problems with your smart meter?

Please select all that apply

Row code	Column list	Scripting notes	Routing
1	My smart meter was not sending automatic readings to my energy supplier		
2	I received an inaccurate bill from my energy supplier		
3	My in-home display stopped working properly		
4	My smart meter (not my in-home display) stopped showing any information		
5	My prepaid credit top-up did not go into my account	SHOW IF ON PPM ((B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS))	
6	My prepaid credit top-up did not show on my in-home display	SHOW IF ON PPM ((B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS))	
95	Other (specify)	FIX, OTHER	

Base: Ask all who selected issue(s) with smart meter in the last 6 months (C9=1-95)

GRID, RANDOMISE ROWS

C9D. If one issue only selected at C9 You said you had encountered the following issue with your smart meter in the last 6 months. Did you contact your supplier about this issue?

If more than one issue selected at C9 You mentioned that you had encountered the following issues with your smart meter in the last 6 months. Did you contact your supplier about each issue?

Please select one per statement

ROWS

Row Code	Row list	Scripting notes	Routing
1	My smart meter was not sending automatic readings to my energy supplier	SHOW IF SELECTED CODE 1 AT C9	
2	I received an inaccurate bill from my energy supplier	SHOW IF SELECTED CODE 2 AT C9	
3	My in-home display stopped working properly	SHOW IF SELECTED CODE 3 AT C9	
4	My smart meter (not my in-home display) stopped showing any information	SHOW IF SELECTED CODE 4 AT C9	
5	My prepaid credit top-up did not go into my account	SHOW IF SELECTED CODE 5 AT C9	
6	My prepaid credit top-up did not show on my in-home display	SHOW IF SELECTED CODE 6 AT C9	
7	Other (specify)	SHOW IF SELECTED CODE 95 AT C9 – PIPE THROUGH VERBATIM TEXT GIVEN	

COLUMNS

Column Code	Row list	Scripting notes	Routing
1	Yes		
2	No		
97	Unsure		

Base: All who contacted their supplier about smart meter issues (C9D = 1 for any)

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS

C9E. What happened when you contacted your supplier about the following issue(s)?

Please select one per statement

Row Code	Row list	Scripting notes	Routing
1	My smart meter was not sending automatic readings to my energy supplier	SHOW IF C9D_1 = 1	
2	I received an inaccurate bill from my energy supplier	SHOW IF C9D_2 = 1	
3	My in-home display stopped working properly	SHOW IF C9D_3 = 1	
4	My smart meter (not my in-home display) stopped showing any information	SHOW IF C9D_4 = 1	
5	My prepaid credit top-up did not go into my account	SHOW IF C9D_5 = 1	
6	My prepaid credit top-up did not show on my in-home display	SHOW IF C9D_6 = 1	
7	Other (specify)	SHOW IF C9D_1 = 1 – PIPE THROUGH VERBATIM TEXT FROM C9=95	

Column code	Column list	Scripting notes	Routing
1	The supplier resolved the issue/ provided a solution to the issue		
2	The supplier said they couldn't find a fault/ error and took no further action		
3	The supplier passed it onto another organisation to look into/ fix		
4	The supplier said there was an issue/error, but it couldn't be resolved at the moment		
5	The supplier is still looking into it		
97	Don't know		
98	Prefer not to answer		

Base: All whose smart meter issues were resolved (C9E = 1 for any)

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS

C9G. How long did it take for your supplier to resolve the issue(s)?

Please select one per statement

Row Code	Row list	Scripting notes	Routing
1	My smart meter was not sending automatic readings to my energy supplier	SHOW IF C9E_1 = 1	
2	I received an inaccurate bill from my energy supplier	SHOW IF C9E_2 = 1	
3	My in-home display stopped working properly	SHOW IF C9E_3 = 1	
4	My smart meter (not my in-home display) stopped showing any information	SHOW IF C9E_4 = 1	
5	My prepaid credit top-up did not go into my account	SHOW IF C9E_5 = 1	
6	My prepaid credit top-up did not show on my in-home display	SHOW IF C9E_6 = 1	
7	Other (specify)	SHOW IF C9E_7 = 1 – PIPE THROUGH VERBATIM TEXT FROM C9=95	

Column code	Column list	Scripting notes	Routing
1	Less than 1 month		
2	Longer than 1 month, but less than 2 months		
3	Longer than 2 months, but less than 3 months		
4	Longer than 3 months		
97	Unsure		
98	Prefer not to answer		

Base: Ask if smart meter for electricity or gas (C1=1/3 AND A3A4 =Electricity) OR (C1=2/3 AND A3A4 =Gas) OR (S3=1 AND (C1=1-3))

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Dissatisfied		

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

Section 5: Information Provided by Suppliers

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

Base: All respondents

SINGLE RESPONSE

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

Please select one only

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

Base: All respondents

SINGLE RESPONSE, KPI

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

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

Please select one only

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

Base: All respondents

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS, KPI

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

Please select one per statement

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

	behind on paying your energy bills, or running out of credit on your prepayment meter	
12	Whether you could be eligible for the Priority Services Register	
13	What benefits there are to being on the Priority Services Register	
14	Information about energy efficiency schemes, how to be more energy efficient, or energy saving tips	
15	Running out of credit on my meter / being disconnected from your energy supply	SHOW IF PPM ONLY (B3=3 OR B4 = 3)
16	About whether the payment type and tariff that I am on best suits my needs and circumstances	
17	Information on what to do in the event of a power cut / disruption to my supply	
18	Guidance about how I can receive information in a suitable format that meets my needs	
19	The complaints process	

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

Base: Any 'yes' responses at D2

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

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

Please select one per statement

Row Code	Row list	Scripting notes	Routing
1	What to do in an emergency (e.g. a gas leak or faulty meter)		
2	Other tariffs available		
3	What to do if you need assistance with paying your energy bills		

- 4 What information you need to compare energy prices (with their other tariffs or with other suppliers' tariffs)
- 5 How to make a complaint
- 6 Notification of a price increase
- 8 What to do if your supplier can't resolve your complaint and you need to escalate it
- 9 Information about getting a smart meter
- 10 How to access advice from independent organisations (e.g. Citizens Advice, Energy Advice Scotland) about energy issues
- 11 **SHOW IF ((pays electricity or gas with direct debit OR receipt of bill) AND NOT pre-payment meter) (B3=1-2 OR B4=1-2) AND B3 !=3 AND B4 != 3**

A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills

SHOW IF (pays electricity or gas with pre-payment meter AND NOT (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND B3 !=1-2 AND B4 != 1-2

A number that you could use to contact them, for free, if you had concerns about running out of credit on your pre-payment meter

SHOW IF (pays electricity or gas with pre-payment meter AND (direct debit OR receipt of bill)) (B3=3 OR B4=3) AND (B3 =1-2 OR B4 = 1-2)

A number that you could use to contact them, for free, if you had concerns about falling behind on paying your energy bills, or running out of credit on your pre-payment meter

- 12 Whether you could be eligible for the Priority Services Register
- 13 What benefits there are to being on the Priority Services Register
- 14 Information about energy efficiency schemes, how to be more energy efficient, or energy saving tips
- 15 Running out of credit on my meter / being disconnected from your energy supply
- 16 About whether the payment type and tariff that I am on best suits my needs and circumstances

- 17 Information on what to do in the event of a power cut / disruption to my supply
- 18 Guidance about how I can receive information in a suitable format that meets my needs
- 19 The complaints process

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

Base: Ask if recently switched to paying via pre-payment meter (B3 = 3 AND B5 = 1 AND (A3A4 =Electricity)) OR (B4 = 3 AND B6 = 1 AND (A3A4 =Gas))

SINGLE RESPONSE

D4. Overall, how satisfied or dissatisfied were you with the information given to you by <A3/A4 SUPPLIER> when your pre-payment meter was installed?

Please select one only

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

Section 6: Contact

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

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

Base: all respondents

SINGLE RESPONSE, RANDOMISE, KPI

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

Please select one only

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

Base: all respondents

SINGLE RESPONSE, KPI

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

Please select one only

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

Base: all respondents

SINGLE RESPONSE, KPI

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

Please select one only

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

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

MULTIPLE RESPONSE, RANDOMISE LIST, CODE 8 IS A KPI

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

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	A query over a bill I received		
2	A query about smart meters / my smart meter		
3	To change the way I pay for my energy		
4	About switching to a new supplier		
5	To enquire about the products or services they offer		
6	To find out about changing my <FUEL TYPE> tariff		
7	To give a meter reading		
8	To make a complaint or about a previous complaint		
9	To seek help with [SHOW IF (doesn't use prepayment meter at all) (B3 AND B4 DO NOT =3) OR (S1=1 AND B4 DO NOT =3) OR (S1=2 AND B3 DO NOT =3)] paying my energy bills when financial support was needed [SHOW IF (uses prepayment meter for electricity AND gas/only payment type) (B3 AND B4=3) OR (S1=1 AND B4=3) OR (S1=2 AND B3=3)] topping up my prepayment meter [SHOW IF (pays one but not both with prepayment meter) (B3 =1,2,4,97,98 AND B4=3) OR (B4 =1,2,4,97,98 AND B3=3)] paying my energy bills [OR] topping up my prepayment meter [AT RANDOM]	RANDOMISE TEXT SUB FOR LAST 2 OPTIONS	
11	To ask for a credit balance refund		

12	There was a problem with my direct debit	
13	I/my households <FUEL TYPE> was cut off	
14	A gas leak	
15	I/my household had a faulty meter	
16	To tell <A3/A4 SUPPLIER> about a change in my circumstances (i.e., are pregnant or have young children, a mental health condition, a condition affecting your sight, hearing or sense of smell, a condition that means you need to use medical equipment, are recovering from an injury, have lost your job, have been bereaved)	
95	Other reason (please specify)	FIX, OTHER SPECIFY
97	Unsure	FIX, EXCLUSIVE
98	Prefer not to answer	FIX, EXCLUSIVE

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

MULTIPLE RESPONSE, RANDOMISE LIST

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

Please select all that apply

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

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

GRID, SINGLE RESPONSE PER ROW, RANDOMISE

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

Please select one per statement

ROWS

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

COLUMNS

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

98 Prefer not to answer

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply

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

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

SINGLE RESPONSE

E12A. Still thinking about your last contact with <A3/A4 SUPPLIER>, how acceptable or unacceptable was the number of times you had to get in contact about that given issue?

Please select one only

Code	Row list	Scripting notes	Routing
1	Completely acceptable		
2	Somewhat acceptable		
3	Neither acceptable nor unacceptable		
4	Somewhat unacceptable		
5	Completely unacceptable		
97	Unsure		
98	Not applicable		

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

SINGLE RESPONSE

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

Please select one only

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

Base: Ask all with query issue or question not resolved or still be dealt with (E14 = 3 or 4)

SINGLE RESPONSE

E14A. Would you say this query, issue or question is still ongoing?

Please select one only

Code	Row list	Scripting notes	Routing
1	Yes, for less than a week		
2	Yes, for over a week but less than 1 month		
3	Yes, for over 1 month		
4	No, it resolved itself		
97	Unsure		
98	Not applicable		

Base: Ask all respondents

MULTICODE, RANDOMISE

E15. As far as you are aware, which of the following contact methods does <A3/A4 SUPPLIER> offer?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Email		
2	Phone		
3	Completing a form on their website		
4	Writing a letter		
5	Social media (e.g. Facebook, X (formerly known as Twitter))		
6	Live chat (e.g. WhatsApp, through the website)		
7	Through an app		
95	Another way (please specify)	OTHER SPECIFY, FIX	
97	Unsure	EXCLUSIVE, FIX	
98	Prefer not to answer	EXCLUSIVE, FIX	

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

SINGLE RESPONSE

E16. To what extent are you satisfied or dissatisfied with the range of methods available to contact <A3/A4 SUPPLIER>?

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

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

SINGLE RESPONSE

E17. To what extent do you agree that the contact methods offered meet your needs?

Column Code	Row list	Scripting notes	Routing
1	Strongly disagree		

- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly agree
- 97 Don't know
- 98 Not applicable

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

MULTIPLE RESPONSE, RANDOMISE

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

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	A problem with my bill		
2	Managing my payments		
3	Missed appointment		
4	A problem with my direct debit		
5	Pricing / cost of energy		
6	Attitude or behaviour of staff		
7	Switching supplier		
8	A discount not applied		
9	A problem with a refund		
10	A problem with my smart meter	(C1=1/3 AND A3A4 =ELECTRICITY) OR (C1=2/3 AND A3A4 =GAS) OR (S3=1 AND (C1=1-3))	
14	A problem with my meter	SHOW IF NO SMART METER (C1 = 4-99)	
15	A problem with topping up my prepayment meter		
16	Disconnected from my energy supply		
17	Not getting the financial support I needed		
18	The way an energy product or service has been sold		
95	Other (please specify)	FIX, OTHER SPECIFY	
97	Unsure	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

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

SINGLE RESPONSE

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

Please select one only

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

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

SINGLE RESPONSE

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

Please select one per statement

ROWS

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

- 3 The overall handling of the complaint

COLUMNS

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

Section 7: Switching suppliers

Base: ask all

MULTI RESPONSE

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

Please select all that apply

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

Ask if switched my energy supplier (F1=1)

GRID, KPI

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

Please select one per statement

ROWS

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

COLUMNS

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

- 97 Unsure
- 98 Prefer not to answer

Section 8: Paying Bills and Debt Management

Base: All respondents

INTROS9. The following section includes questions about paying your energy bills.

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

(B3=1-2 AND A3A4 =ELECTRICITY) OR (B4=1-2 AND A3A4 =GAS)

SINGLE RESPONSE

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

Please select one only

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

SET IF B3=3 OR B4=3

PPMTYPE

CODE	ANSWER LIST	SCRIPTING NOTES	ROUTING
1	ELECTRICITY	SET IF (B3=3 AND A3A4 = ELECTRICITY)	
2	GAS	SET IF (B4=3 AND A3A4 = GAS)	

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

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

(B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS)

SINGLE RESPONSE

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

Please select one only

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

G7TEXTSUB

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

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

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

SINGLE RESPONSE

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

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

Please select one only

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

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

SINGLE RESPONSE

G4.

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

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

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

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

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

MULTI RESPONSE, RANDOMISE

G5.

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

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

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

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

Please select all that apply

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

97	Don't know	FIX, EXCLUSIVE
98	Prefer not to answer	FIX, EXCLUSIVE

Base: all who have fallen behind for affordability issues (G5 = 1 OR 3 OR 5)

SINGLE RESPONSE

CIME24. Has your household ever had similar affordability issues with your gas or electricity bills before the energy crisis (pre-August 2021)?

Please select only one

Fixed codes	Answer list	Scripting notes
1	Yes	FINANCIALLY VULNERABLE PRE-AUG 21
2	No	NEW FINANCIALLY VULNERABLE
97	Don't know	
98	Prefer not to say	

Base: Ask if using a prepayment meter (B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS)

SINGLE RESPONSE, RANDOMISE

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

Please select one only

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

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply

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

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

SINGLE RESPONSE

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

Please select one only

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

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

SINGLE RESPONSE

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

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Before I had fallen behind on my bills	SHOW IF HAVE FALLEN BEHIND ON BILLS (G1=1,97)	

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

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply.

Row Code	Row list	Scripting notes	Routing
1	By email		
2	By phone		
3	By completing a form on their website	SHOW IF CONTACTED SUPPLIER (G7=1)	
4	By writing a letter		
5	Through social media (e.g. Facebook, X formerly known as Twitter))		
6	Through live chat (e.g. WhatsApp, through the website)		
7	Through their app		
95	Another way (please specify)	FIX, OTHER SPECIFY	
97	Unsure	FIX, SINGLE RESPONSE	
98	Prefer not to answer	FIX, SINGLE RESPONSE	

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

SINGLE RESPONSE

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

Please select one only

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

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

OPEN RESPONSE

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

Please answer in the box below

[_____]

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

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

MULTI; RANDOMISE

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

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

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

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	< G7TextSub > offered to help me create a repayment plan (e.g. by changing my direct debit)	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97	

12	< G7TextSub > offered to help me create a repayment plan (e.g. by deducting an amount from my prepayment top ups as a repayment towards my debt)	SHOW IF (PREPAYMENT METER) (B3=3 OR B4=3) AND G2=1,97
2	< G7TextSub > offered to discuss a bill repayment holiday	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97
3	< G7TextSub > offered to discuss extending my emergency credit as additional support on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97
4	< G7TextSub > offered me information about the organisations which can provide support or advice on managing bills	
13	< G7TextSub > offered to contact an organisation on my behalf which can provide support or advice on managing bills	
5	< G7TextSub > offered to discuss whether my existing repayment plan is still suitable for me (if you already have one in place)	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL OR PRE-PAYMENT METER) (B3=1-3 OR B4=1-3)
6	< G7TextSub > offered to discuss providing me with energy vouchers for topping up my credit on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97
7	< G7TextSub > asked me some questions to try to better understand my current situation	
8	< G7TextSub > offered to direct me to charities that can arrange for energy vouchers to be provided, for topping up my credit on my prepayment meter	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97
9	< G7TextSub > offered to set it up so that my energy bill is paid directly out of my benefits (also known as 'Fuel Direct', or 'third party deductions')	
10	< G7TextSub > offered to install a prepayment meter	SHOW IF (DIRECT DEBIT OR PAY ON RECEIPT OF BILL) (B3=1,2 OR B4=1,2) AND G1=1,97
11	< G7TextSub > offered a discretionary or temporary credit (a short-term credit	ASK IF (PRE-PAYMENT METER) (B3=3 OR B4=3) AND G2=1,97

arrangement to help manage my/our energy costs)

95	< G7TextSub > did something else (please specify)	OTHER SPECIFY
96	None of these	FIX, EXCLUSIVE
97	Don't know	FIX, EXCLUSIVE
98	Prefer not to answer	FIX, EXCLUSIVE

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

GRID, RANDOMISE ROWS

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

Please select one per statement

ROWS

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

COLUMNS

Column Code	Row list	Scripting notes	Routing
1	Strongly disagree		
2	Disagree		
3	Neither agree nor disagree		
4	Agree		
5	Strongly agree		

- 97 Don't know
- 98 Not applicable

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

SINGLE RESPONSE

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

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

Please select one only

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

INTROCL. Now, we have some questions about your personal and household finances. These questions help us understand the population's overall financial situation. Your answers are anonymous and will be reported only as a summary. You can choose 'prefer not to say' for any question.

Base: All respondents

SINGLE RESPONSE

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

Please select one only

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

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Fixed code	Answer list	Scripting notes	Routing
1	Yes		

- 2 No
- 97 Don't know
- 98 Prefer not to say

Base: All respondents

SINGLE RESPONSE

CL3. Have you had to borrow more money or use more credit than usual in the last month, compared to a year ago? Borrowing or using credit includes credit cards, overdrafts, or taking out loans, borrowing from friends, family, neighbours or other personal connections.

Please select one only

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

Base: All respondents

SNGLE RESPONSE

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

Please select one only

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

Base: All respondents

SINGLE RESPONSE

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

Please select only one

Fixed codes	Answer list	Scripting notes	Routing
-------------	-------------	-----------------	---------

- 1 Keeping up with all bills and commitments without any difficulties
- 2 Keeping up with all bills and commitments, but it is a struggle from time to time
- 3 Keeping up with all bills and commitments, but it is a constant struggle
- 4 Falling behind with some bills or credit commitments
- 5 Having real financial problems and have fallen behind with many bills or credit commitments
- 6 Don't have any bills or credit commitments
- 97 Don't know
- 98 Prefer not to say

Base: all respondents

OPEN RESPONSE

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

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

Please answer in the box below

[]

- 97 Don't know
- 98 Prefer not to answer

Base: All respondents

SINGLE RESPONSE

A8B. How satisfied or dissatisfied are you with the value for money <A3/A4 SUPPLIER> provides?

Please select one only

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

- 97 Unsure
- 98 Prefer not to answer

Section 9: Classification Questions

Base: all respondents

SINGLE RESPONSE

H1.

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

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Less than £5,000		
2	£5,000 to less than £10,000		
3	£10,000 to less than £15,000		
4	£15,000 to less than £20,000		
5	£20,000 to less than £25,000		
6	£25,000 to less than £30,000		
7	£30,000 to less than £35,000		
8	£35,000 to less than £45,000		
9	£45,000 to less than £50,000		
10	£50,000 to less than £55,000		
11	£55,000 to less than £60,000		
12	£60,000 to less than £80,000		
13	£80,000 or over		
97	Unsure		
98	Prefer not to say		

Base: all respondents

MULTI RESPONSE

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

Please select all that apply

Fixed codes	Answer list	Scripting notes
-------------	-------------	-----------------

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

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

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

SINGLE RESPONSE

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

Please select only one

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

98 Prefer not to say

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

MULTI RESPONSE, RANDOMISE

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

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	Visual impairment		
2	Difficulties reading and speaking		
3	Hearing impairment		
4	Mobility impairment		
5	Mental health problems		
6	Learning difficulties		
95	Another impairment, illness, or disability	FIX	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to answer	FIX, EXCLUSIVE	

Base: All respondents

SINGLE CODE

CIMF7A. Do you or anyone in your household have any high-risk needs that require you to use medical equipment at home that run on energy?

For example, this could be a dialysis machine, an oxygen concentrator or a ventilator.

Please select one only

Fixed codes	Answer list	Scripting notes
1	Yes	
2	No	
98	Prefer not to say	

Base: Ask all respondents

SINGLE RESPONSE

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

Please select one only

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

Base: Ask all respondents

SINGLE RESPONSE

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Being bought on a mortgage		
2	Owned outright by household		
3	Shared ownership (part owned and part rented)		
4	Rented from Local Authority		
5	Rented from Housing Association/Trust		
6	Rented from private landlord		
7	Living rent free		
95	Other		
97	Don't know		
98	Prefer not to say		

Base: Ask all respondents

SINGLE RESPONSE

H14. What type of property do you live in?

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Detached house		
2	Semi-detached house		
3	Terraced (including end-terrace)		
4	Bungalow		
5	Purpose-built flat / maisonette		

6	Part of a converted or shared house (including bedsits)	
7	Flats in a commercial building (e.g. over a shop)	
8	A mobile or temporary structure (e.g. a caravan or other mobile/temporary structure)	
95	Other (please specify)	OPEN TEXT BOX
97	Don't know	
98	Prefer not to say	

Base: All respondents

MULTI RESPONSE

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

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

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

Base: All respondents

MULTI RESPONSE, RANDOMISE

H13. Do you or your household have any of the things below?

Please select all that apply

Row Code	Row list	Scripting notes	Routing
1	Time of Use Tariff - this means you pay different prices at different times of day (e.g., cheaper energy at night). Some examples of these tariffs are Economy 7 and Economy 10, or tariffs that allow you to charge your electric vehicle cheaply at night		
2	Electric storage heaters		
3	A hybrid car or van that you do not plug in to charge (that charges from the engine alone)		

4	A plug-in hybrid car or van (that charges from the engine, but that you can also plug in to charge)	
5	A fully electric car or van (does not charge from the engine, has to be plugged in to charge)	
6	Solar panels	
7	Home battery storage for electricity (e.g. Tesla Powerwall)	
8	Heat pump – a specific type of home heating (e.g. air source / ground source / hybrid heat pump)	
9	Immersion heater (i.e. a way of heating water in the home)	
10	Heat battery (e.g. Sunamp Thermino for hot water, Tepeo Zero Emission Boiler (ZEB) for space heating, which specifically stores heat)	
95	None of the above	FIX, EXCLUSIVE
97	Don't know	FIX, EXCLUSIVE
98	Prefer not to say	FIX, EXCLUSIVE

Section 10: Closing

Base: CAPI only

SINGLE RESPONSE

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

Please select one only

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

Base: CAPI only

SINGLE RESPONSE

I2. Would you be willing to be contacted to invite you to take part in other possible further research on behalf of Citizens Advice or Ofgem in the next 12 months? You would be contacted in the same way you have been invited to take part in this survey.

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

Please select one only

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

Base: All online respondents

ONLINE OUTRO

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

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

Base: CAPI

CAPI OUTRO

Thank you for completing this survey.



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