



Energy Consumer Satisfaction Survey

Wave 22: Summary report of findings (January 2026 fieldwork)

Published in March 2026



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Background and Methodology

Ofgem and Citizens Advice commission a regular survey to understand domestic energy consumers' experiences within the energy market.

The survey covers a range of topics, including:

- Satisfaction with energy suppliers
- Satisfaction with the dimensions of customer service
- Experiences of support for those facing affordability challenges

This research is conducted by BMG Research on behalf of Ofgem and Citizens Advice. The current wave is the sixth carried out by BMG.

Each wave of the survey has approximately 3,500-4,000 domestic energy consumers across Great Britain. Fieldwork for this wave was conducted from the 5th January to 3rd February 2026.

This document presents topline findings, focusing on key areas of interest. It does not include the full set of survey topics/questions explored within the research.

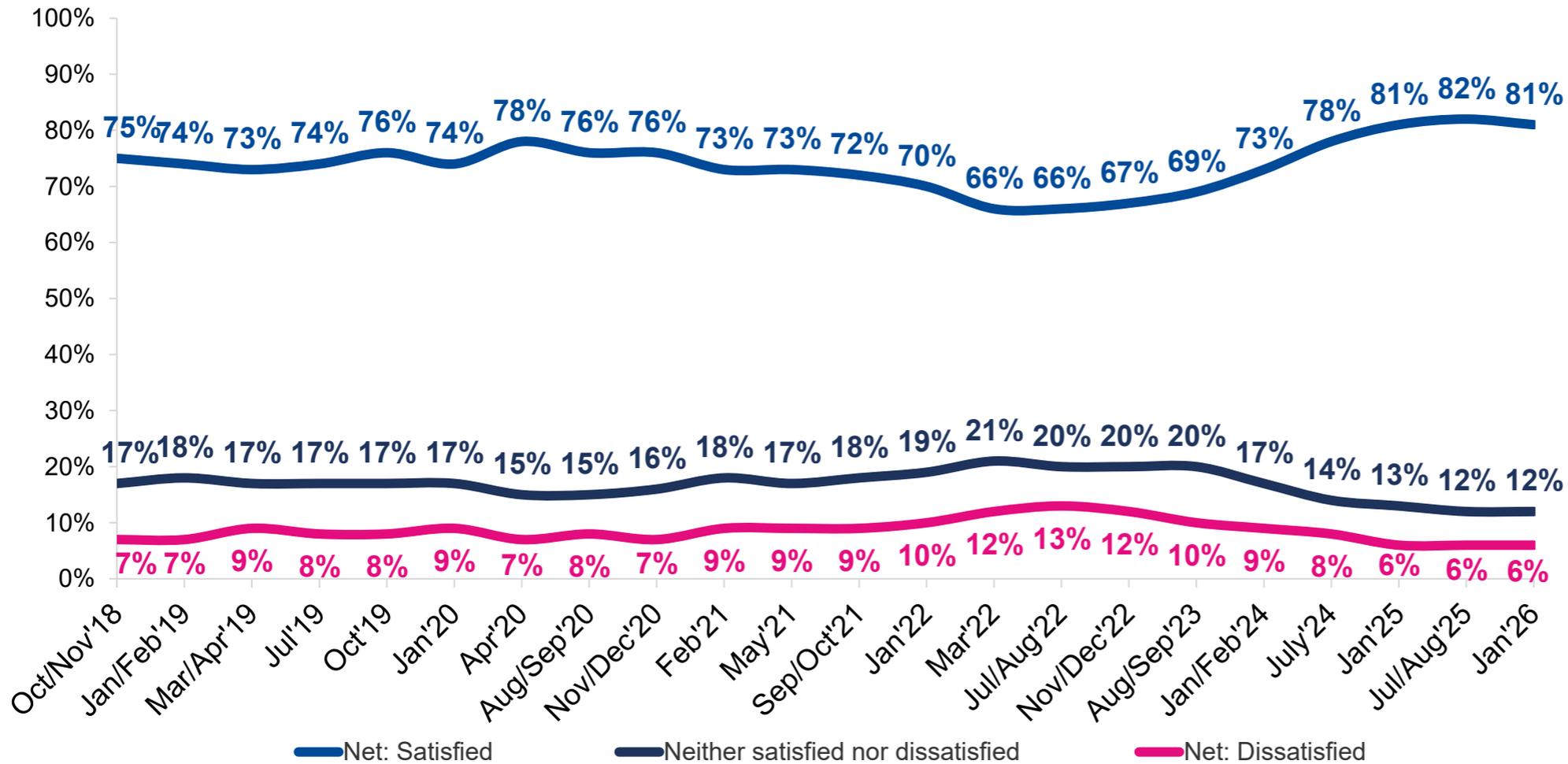
We have published this topline report to enable earlier public access to insights, with the full findings due to be published in Spring 2026.

Further details about the Energy Consumer Satisfaction Survey, including the accompanying technical report, can be found [here](#).

Customer Type	Methodology	Jan'26 sample
Digitally enabled general population	Online survey via online panels	2,999
Digitally enabled but less present on panels	Online survey – river sampling	241
Digitally excluded	Face to face	208
Boost of PPM, SC and ethnic minority customers*	Online panel and face-to-face	463
Total	All combined	3,911

Overall supplier satisfaction has stabilised for the first time since the energy crisis, with dissatisfaction levels also stable

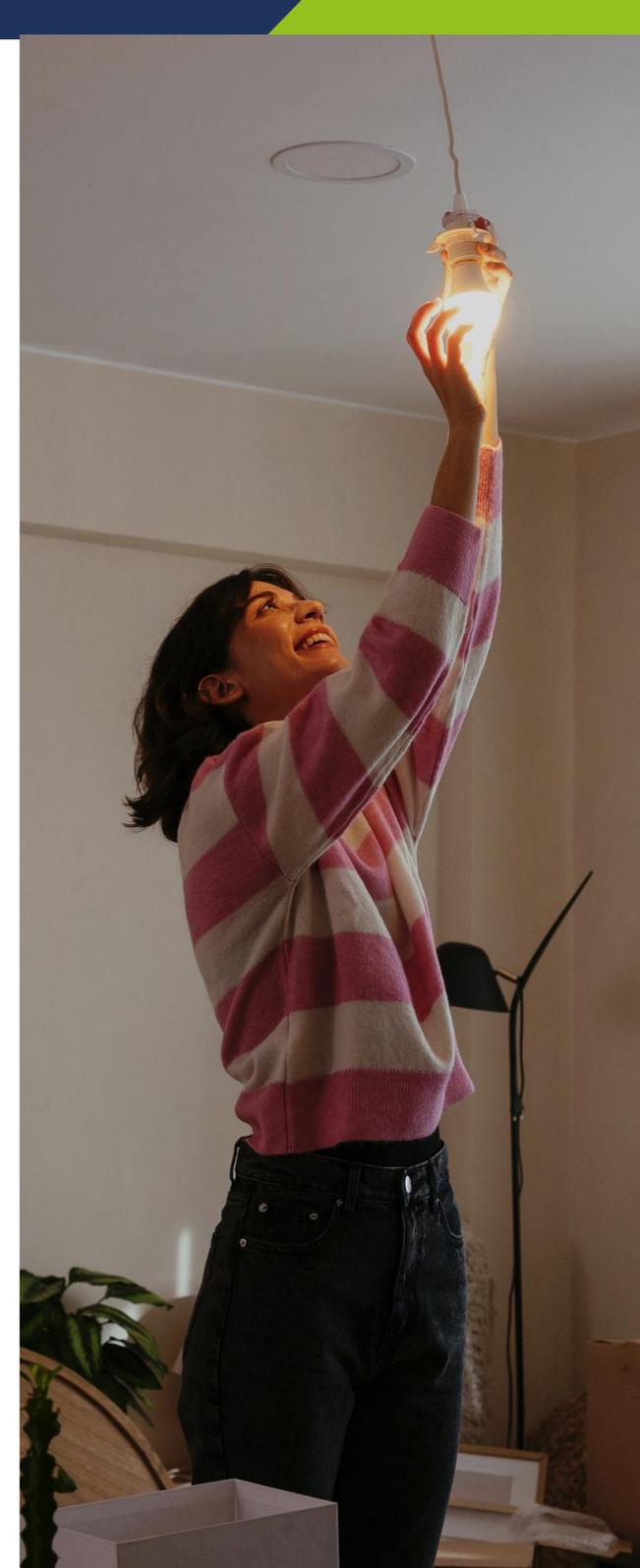
Overall Satisfaction Trended Over Time



Source: A5: Overall, how satisfied or dissatisfied are you with [supplier] as your supplier of <FUEL TYPE>? Base: All respondents (3,911)

* Please note that the intervals of time between the points at which this tracking survey was conducted are not consistent.

No significant differences between Jan'26 and Jul/Aug'25 recorded.



There has been an increase in financial vulnerability while satisfaction stalls across all categories of financial vulnerability

- The proportion of those classified as “doing well” in our financial vulnerability classification has dropped for the first time since 2023, from 53% to 44%. The share of financially vulnerable and highly financially vulnerable has increased, returning to levels recorded in January 2025.
- When considering the individual measures that contribute to financial vulnerability, fewer say they will be able to save money in the next 12 months compared to Jul/Aug’25 (from 55% to 47%). Similarly, fewer could afford to pay an unexpected, but necessary expense of £900 (from 62% to 51%)*, and more report having borrowed more money or used more credit in the past month compared to a year ago (from 23% to 28%).
- As outlined in the latest key drivers analysis (findings found [here](#)) of what drives consumer satisfaction, consumers’ financial circumstances was the top driver of satisfaction in the demographics and energy characteristics model. Therefore, although overall supplier satisfaction did not significantly decrease from July/August 2025, the fact that successive increases in satisfaction has stalled could point to more reporting tougher financial circumstances.
- While the size of each group has shifted, overall satisfaction reported by each group remains in line with July/August 2025.

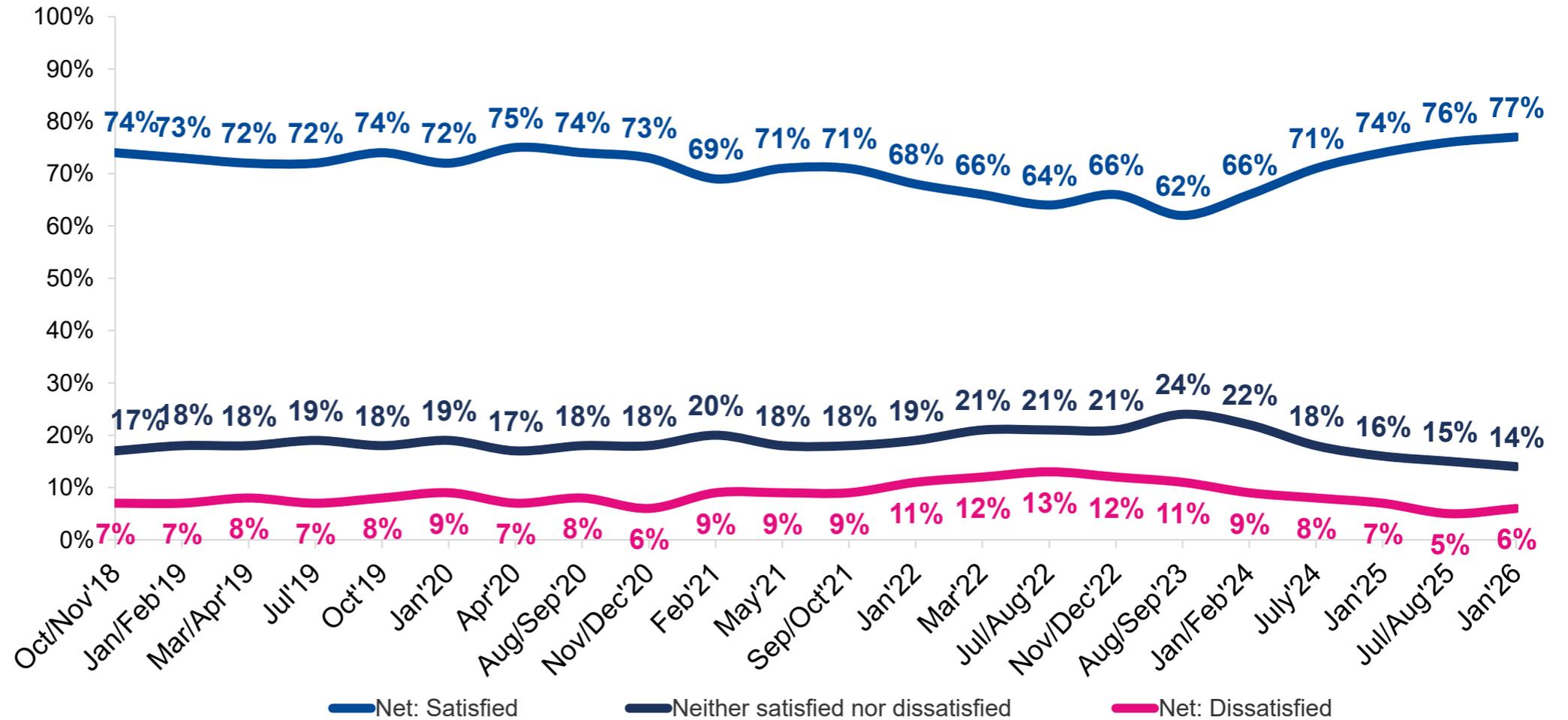
Financial Vulnerability Groups*	Aug/ Sep’23	Jan/Feb ’24	July’24	Jan’25	Jul/Aug’ 25	Jan’26
Doing well	36%	38%▲	42%▲	46%▲	53%▲	44%▼
Getting by	16%	14%▼	16%	14%▼	13%	13%
Vulnerable	20%	20%	18%▼	17%	15%▼	19%▲
Highly vulnerable	21%	21%	17%▼	17%	12%▼	18%▲
Uncategorised	7%	6%	6%	6%	7%	6%

Overall Satisfaction by Financial Vulnerability	Aug/ Sep’23	Jan/Feb ’24	July’24	Jan’25	Jul/Aug’ 25	Jan’26
Doing well (% satisfied)	77%	82%▲	85%▲	88%▲	88%	88%
Getting by (% satisfied)	74%	72%	79%▲	79%	83%	82%
Vulnerable (% satisfied)	64%	69%▲	71%	73%	73%	73%
Highly vulnerable (% satisfied)	57%	64%▲	69%▲	70%	71%	70%



Customer service satisfaction remains at an all time high

Overall Satisfaction with Customer Service Trended Over Time



Source: A7. Overall, how satisfied or dissatisfied are you with the customer service you have received from [supplier]. Base: All respondents (3,911).

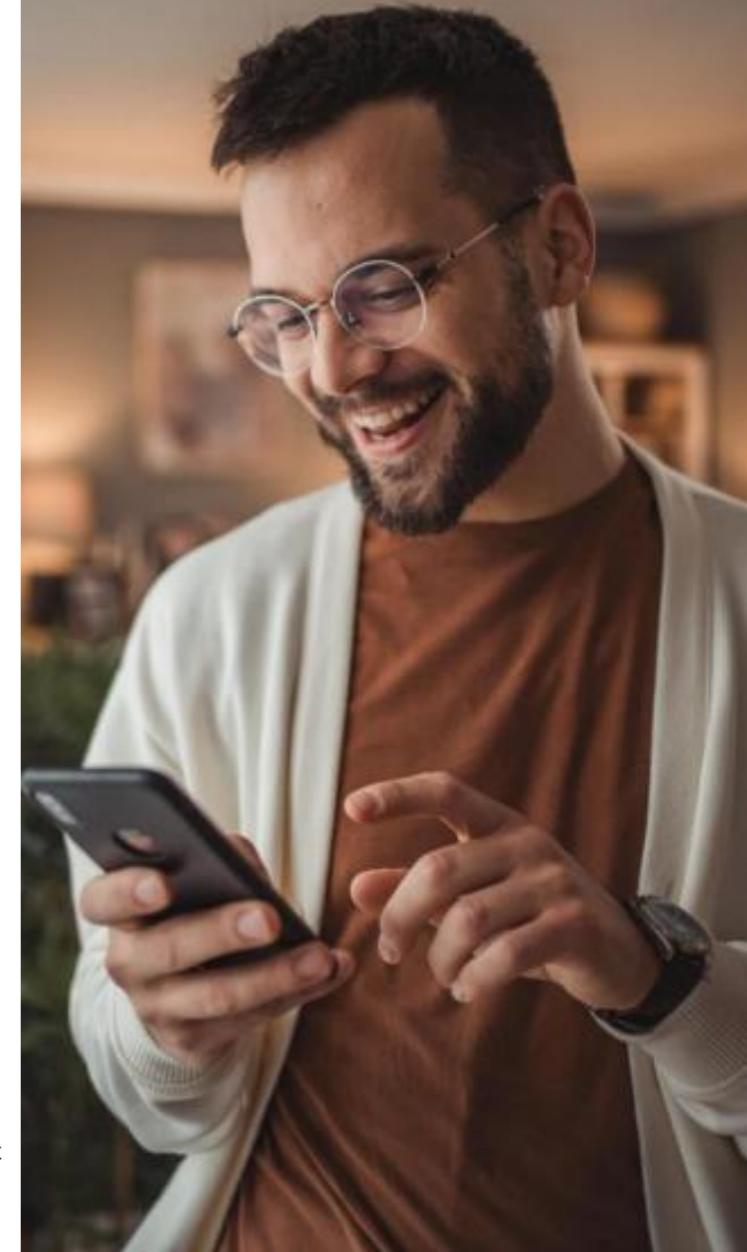
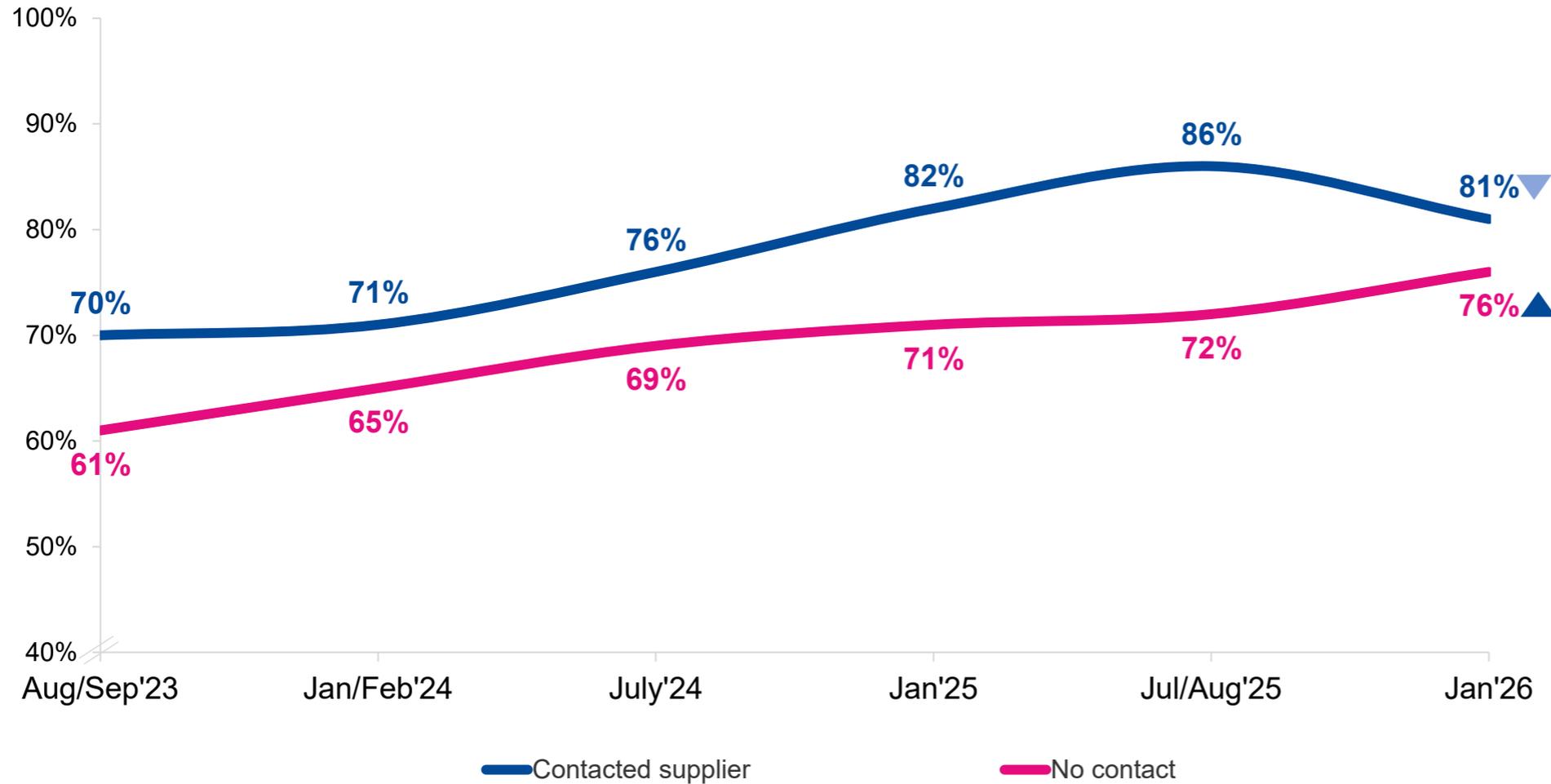
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No significant differences between Jan'26 and Jul/Aug'25 recorded.



Customer service satisfaction for customers who have been in contact with their supplier fell for the first time, while satisfaction for those not in contact with their supplier continues to increase

Customer service satisfaction by contact over time - % net satisfied



Satisfaction across several billing and contact metrics has dropped back to levels recorded in January 2025

- **Billing accuracy** remains in line with July/August 2025, matching figures recorded in January 2025.
- **Ease of understanding the bill** has dropped for the first time, though remains higher than figures recorded in 2023/24.
- **Bill delivery timing** - similarly to accuracy and ease of understanding, satisfaction with when the bill is delivered has dropped, matching figures recorded in January 2025.
- **Ease of contacting suppliers** remains in line with July/August 2025.
- **Satisfaction with information received** has remained stable for the second-wave running at 84%.
- **Complaint rates** - the proportion who report making a complaint remains in line with 2% of consumers overall compared to 3% in July/August 2025.
- **Complaint handling** has remained stable compared to the previous wave, with 58% satisfied with how their complaint was handled. Note that due to small base sizes, changes between waves appear large – caution should be applied when interpreting these results.

Customer Service Metrics	Aug/Sep '23	Jan/Feb' 24	July'24	Jan'25	Jul/Aug' 25	Jan'26
Billing accuracy (% satisfied)	70%	74%▲	77%▲	80%▲	82%▲	80%
Ease of understanding the bill (% satisfied)	71%	78%▲	78%	82%▲	85%▲	82%▼
When bill is delivered (% satisfied)	n/a	n/a	n/a	87%	90%▲	87%▼
Ease of contacting supplier (% easy)	60%	65%▲	70%▲	75%▲	77%	78%
Overall satisfaction for those in contact	71%	72%	77%▲	84%▲	86%	81%▼
Information received (% satisfied)	74%	75%	78%▲	84%▲	85%	84%
% that made a complaint**	4%	2%▼	3%	2%	3%	2%
Handling of the complaint (% satisfied)	41%	36%*	47%*	44%*	66%▲	58%

* Please note that while this is a relatively large % point change, this isn't a statistically significant increase on the previous wave given a low base size. (Aug/Sep'23: 149, Jan/Feb'24: 101, Jul'24: 124, Jan'25: 89, Jul'Aug'25: 120, Jan'26: 96)**The figure in the table shows the share of total sample who have made a complaint, the share of those who contacted/tried to contact their supplier to make a complaint is 6%.

▲ Significant difference against previous wave at 95% confidence interval

The proportion of customers who have fallen behind on their energy payments has increased, driven by standard credit users

- **Customers falling behind/running out of credit for affordability reasons** has increased for the first time, reaching 12% of customers across the payment types.
- **Standard credit customers** recorded a significant increase in the proportion who have fallen behind, from 20% in July/August 2025 to 25% in January 2026, the highest level for this payment type since August/September 2023.
 - It is important to note that this research reflects customers' perceptions of keeping up with their energy payments, and that other data sources may not reflect these findings at time of reporting.*
- **More customers reported no contact with their supplier after falling behind**, increasing to 28% from 20% in July/August 2025, returning to levels recorded in January 2025.
- **Satisfaction with the support received after falling behind** has returned to levels recorded in January 2025 at 72%. While still high, this is a drop compared to July/August 2025 (78%).

Customers Behind On Energy Payments	Aug/ Sep'23	Jan/Feb '24	July'24	Jan'25	Jul/Aug '25	Jan'26
% fallen behind/ran out of credit (all payment types)**	12%	11%	10%	10%	10%	12% ▲
% fallen behind on direct debit	9%	7%	7%	7%	7%	8%
% fallen behind on standard credit	27%	20% ▼	20%	17%	20%	25% ▲
% run out of credit on PPM	21%	21%	17% ▼	17%	15%	18%

Supplier Support Metrics	Aug/ Sep'23	Jan/Feb '24	July'24	Jan'25	Jul/Aug '25	Jan'26
% contacted by their supplier for support	17%	12% ▼	18% ▲	14%	20% ▲	17%
% contacted their supplier for support	48%	48%	53%	55%	58%	53%
% received no contact	32%	38%	27% ▼	29%	20% ▼	28% ▲
% satisfied with support received	63%	61%	69% ▲	72%	78%	72% ▼

Satisfaction with smart meters, PSR services and value for money remain stable

- **The proportion of customers with a smart meter** remains at 71%, though this is the first wave where an increase has not been recorded since January/February 2024.
- **Satisfaction with smart meters** also remains stable this wave at 76%.
- **Satisfaction with services received via the PSR** remains in line with July/August 2025.
- **Satisfaction with supplier's value for money** also remains in line with July/August 2025.
- **Satisfaction with the overall switching process** remains at an all time high at 87% this wave, indicating that the majority of customers who have switched suppliers in the past 12 months continue to find the process straightforward.
- **Satisfaction with the ease of comparing suppliers and prices** reaches a new peak of 81%, though not a significant change.

Other Metrics	Aug/Sep'23	Jan/Feb'24	July'24	Jan'25	Jul/Aug'25	Jan'26
% who have a smart meter (for either mains gas, electricity or both)	62%	62%	65% ▲	68% ▲	71% ▲	71%
Satisfaction with smart meter	67%	68%	72% ▲	76% ▲	77%	76%
Satisfaction with services received on the PSR	64%	61%	71% ▲	68%	73% ▲	74%
Satisfaction with supplier's value for money	n/a	n/a	n/a	65%	71% ▲	69%

Switching and Comparing Suppliers	Aug/Sep'23	Jan/Feb'24	July'24	Jan'25	Jul/Aug'25	Jan'26
Satisfaction with the overall switching process	82%	82%	85%	86%	85%	87%
Satisfaction with ease of comparing suppliers and their prices	66%	72%	79%	80%	77%	81%



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