



# Energy Consumer Satisfaction Survey

**Technical Report –  
Fieldwork January 2026**

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 January 2026 wave of the tracking survey (wave 22). 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 22 was the sixth 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 22 was conducted from 5<sup>th</sup> January to 3<sup>rd</sup> February 2026. Comparisons are made to the previous 5 waves but longer-term tracking is provided for key metrics.

Comparisons to the previous waves are for:

- Wave 21 – 16<sup>th</sup> July to 13<sup>th</sup> August 2025
- Wave 20 – 16<sup>th</sup> to 31<sup>st</sup> January 2025
- Wave 19 – 10<sup>th</sup> July to 1<sup>st</sup> August 2024
- Wave 18 – 18<sup>th</sup> January to 10 February 2024
- Wave 17 – 30<sup>th</sup> August to 18<sup>th</sup> September 2023

16<sup>th</sup> July to 13<sup>th</sup> August 2025 (wave 21), 16<sup>th</sup> to 31<sup>st</sup> January 2025 (wave 20), 10<sup>th</sup> July to 1<sup>st</sup> August 2024 (wave 19), 18<sup>th</sup> January to 10<sup>th</sup> February 2024 (wave 18) and 30<sup>th</sup> August to 18<sup>th</sup> 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 sampling<sup>1</sup> 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). Weights for payment type were updated in wave 22 based on Ofgem internal data. Besides payment type weights, all other quotas and weights for the latest wave matched those used in the previous wave (wave 21).

The latest wave comprised 3,911 interviews in total (maximum confidence interval of  $\pm 1.57\%$  at the 95% level of confidence). A breakdown of completions by mode and wave is outlined below.

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<sup>1</sup> 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)	Wave 22 Sample size (unweighted)
Online panel	3,311	3,404	3,297	3,436	3,068	2,999
River sampling	210	231	233	198	202	229
Face-to-face interviews	221	220	220	220	220	220
<b>Total</b>	3,742	3,855	3,750	3,854	3,790	3,911
Payment meter, standard credit and ethnicity boost <sup>2</sup> (included in total figure)	310	401	303	481	300	463

<sup>2</sup> Ethnicity boost only conducted in Wave 18, 20 and 22.

# 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 changes were made in wave 22:

## Reasons for overall satisfaction rating

In previous waves of the survey, respondents were asked an open ended question to give the reasons why they were satisfied, dissatisfied or neither with their supplier. In wave 22, for those satisfied and dissatisfied, respondents were instead asked a closed list question asking their reasons why – firstly allowing respondents to select as many reasons that apply, and then if they selected more than one reason, they were then asked to select the main reason for their satisfaction rating. These questions are listed below:

- A6S. Why are you <very satisfied/satisfied> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?
- A6S1. And what is the main reason you are <very satisfied/satisfied> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?
- A6D. Why are you <very dissatisfied/dissatisfied> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?
- A6D1. And what is the main reason you are <very dissatisfied/dissatisfied> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

Respondents who said they were neither satisfied nor dissatisfied gave their reasons why in the original open-end text format. This is because these respondents typically provide a range of reasons, including both positive and negative responses, making it more difficult to compile a succinct list of reasons for their satisfaction rating.

## Billing

Wave 22 introduced two questions on how consumers access information on their energy bill or how much they spend on energy. Standard credit and direct debit customers<sup>3</sup> were split into two random samples and answered one of the two following questions:

- BX\_A. How do you usually access information on your energy bill from <A3/A4 SUPPLIER>?
- BX\_B. How do you usually access information on how much you are spending on energy with <A3/A4 SUPPLIER>?

The reason for asking the question in these two ways was to ascertain whether including the word 'bill' had an impact on how respondents answered the question.

## Tariffs and products

Several questions were changed in wave 22 relating to tariffs and products offered by suppliers:

- B10. How satisfied or dissatisfied are you with the range of tariffs/ products available from <A3/A4 SUPPLIER>?
- H15. Does your household pay different amounts for its energy depending on when you use it? This could mean you pay less for your energy at certain times during the day or night, or at weekends.

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<sup>3</sup> Questions on billing only asked to direct debit and standard credit customers throughout the survey, as prepayment meter customers do not receive a bill.

- H16. Some suppliers offer energy tariffs that charge consumers cheaper 'off-peak' rates for their energy at times of night or day when demand is at its lowest, and higher 'peak' rates at more popular times. These are called Time of Use tariffs and include Economy 7 or Economy 10 meters. Is your household on one of these meters or tariffs?

### Information

Previously respondents were asked if they recalled receiving specific types of information from their supplier (D2). This question was removed, and the existing question D3 was updated to to ask whether the specific types of information were useful, not useful or if they had not received information on this:

- D3. In the last six months, how useful was the information you received from <A3/A4 SUPPLIER> on...

# 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 21) 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)	Target (%)	Achieved %
18-34	16%	19%
35-49	26%	28%
50-64	29%	25%
65+	29%	28%

**Table 3: Overall completed quotas versus targets: Gender**

Gender (2021 mid-year population estimates, all persons)	Target (%)	Achieved %
Male	48%	44%
Female	52%	56%

**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%	9%
East Midlands	8%	8%
West Midlands	9%	9%
East	10%	9%
London	13%	14%
South East	14%	12%
South West	9%	9%
Wales	5%	6%
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%	14%
2nd quintile	20%	18%
3rd quintile	20%	19%
4th quintile	20%	23%
5 <sup>th</sup> quintile - most deprived	20%	26%

**Table 6: Overall completed quotas versus targets: Ethnicity**

Ethnicity (2021 census, all persons)	Target (%)	Achieved %
White	82%	82%
Non-white	18%	18%

## 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 22)
Age	2021 census (household reference person) <sup>4</sup>	2021 census (household reference person) <sup>4</sup>
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) <sup>5</sup>	2021 census (all persons) <sup>5</sup>
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

For payment type, while the approach to quotas was consistent with the previous two waves, the weighting variable for payment type was updated post-fieldwork to better reflect Ofgem data on the proportion of GB energy consumers who use the three main payment types. For more details, see the Weighting section of this report.

<sup>4</sup> 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.

<sup>5</sup> 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.

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).

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

## Online panel sample achieved

**Table 8: Completed online panel quotas versus targets: Age**

Age (2021 census, Household Reference Person)	Target (%)	Achieved %
18-34	16%	21%
35-49	26%	29%
50-64	29%	26%
65+	29%	24%

**Table 9: Completed online panel quotas versus targets: Gender**

Gender (2021 mid-year population estimates, all persons)	Target (%)	Achieved %
Male	48%	44%
Female	52%	56%

**Table 10: Completed online panel quotas versus targets: Region**

Region (2023 mid-year population estimates, all persons)	Target (%)	Achieved %
North East	4%	5%
North West	11%	13%
Yorkshire and the Humber	8%	9%
East Midlands	8%	7%
West Midlands	9%	9%
East	10%	9%
London	13%	15%
South East	14%	12%
South West	9%	8%
Wales	5%	5%
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%	14%
2nd quintile	20%	18%
3rd quintile	20%	19%
4th quintile	20%	23%
5 <sup>th</sup> quintile - most deprived	20%	26%

**Table 12: Completed online panel quotas versus targets: Ethnicity**

Ethnicity (2021 census, all persons)	Target (%)	Achieved %
White	82%	81%
Non-white	18%	19%

## 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 – 21. 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%	4%
35-64	20% - 40%	23%
65+	60% - 80%	73%
Male	40% - 60%	47%
Female	40% - 60%	53%

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 22<sup>6</sup> 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.

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<sup>6</sup> 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
<b>South</b>					
South East	7,234,655	14%			
South West	4,546,239	9%			
London	6,954,893	13%	4	88	88
East	4,912,789	10%			
<b>South total</b>	<b>23,648,576</b>	<b>46%</b>			
<b>Midlands</b>					
East Midlands	3,857,688	8%			
West Midlands	4,655,599	9%	2	44	44
<b>Midlands total</b>	<b>32,161,863</b>	<b>17%</b>			
<b>North</b>					
Yorkshire & Humber	4,351,987	8%			
North East	2,147,125	4%	2	44	44
North West	5,795,875	11%			
<b>North total</b>	<b>12,294,987</b>	<b>23%</b>			
<b>Devolved nations</b>					
Scotland	4,439,078	9%	1	22	22
Wales	2,539,714	5%	1	22	22
<b>Urban-Rural</b>					
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: Age x Gender quotas for river**

Quota groups	River achieved %
18-34	13%
35-49	21%
50-64	30%
65+	37%
Male	44%
Female	56%
North East	4%
North West	13%
Yorkshire and the Humber	7%
East Midlands	13%
West Midlands	10%
East	7%
London	10%
South East	14%
South West	7%
Wales	7%
Scotland	9%
1st quintile - least deprived	21%
2nd quintile	23%
3rd quintile	16%
4th quintile	20%
5 <sup>th</sup> quintile - most deprived	21%
White	88%
Non-white	12%

## Prepayment meter, standard credit and ethnicity boost sample

The online panel and face-to-face approaches were used to achieve the 463 boost interviews for prepayment meter customers, standard credit customers and ethnic minority 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 and/or from an ethnic minority background 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.

It was possible for respondents to count towards both boosts, for example if they were on standard credit and from an ethnic minority background, they would count towards both the standard credit and ethnicity boost.

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

**Table 18: Ethnicity boost**

<b>Standard credit boost</b>	<b>Target</b>
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. 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.

For payment type, given the oversampling of standard credit, prepayment meter customers, as well as customers from an ethnic minority background, weights were also applied to adjust the total sample for payment type and ethnicity, ensuring these customers were not disproportionately represented in the total figures.

The weighting scheme for payment type was adjusted following the completion of fieldwork for wave 22 based on updated Ofgem data.

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

**Table 19: Weights for payment type**

Payment type	Previous weight (W21 and previous)	New weight (W22)
Standard credit	12%	17.5%
Prepayment meter	14%	12%
Direct debit	74%	70.5%

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 92%.<sup>7</sup>

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.

<sup>7</sup> The effective sample size was 3,600.

# 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.<sup>8</sup>
- 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 6<sup>th</sup> January 2026. These checks included ensuring that the number of valid responses was being correctly recorded and checking the survey logic and routing were working as intended. Once everything was confirmed as working, the face-to-face computer assisted self-interview (CASI) approach and river component was launched on 7<sup>th</sup> January 2026.

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<sup>8</sup> 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.

## 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 had 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 – 21 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 £900 and who are borrowing more than usual
- **financially vulnerable** – those not able to save, who either cannot afford an unexpected expense of £900 or are borrowing more than usual
- **getting by** – those who expect to save or can afford unexpected expense of £900, who are not borrowing more than usual

- **doing well** – those who expect to save in the next 12 months, can afford an unexpected £900 expense, and who are not borrowing more than usual

In wave 22, in order to reflect increases in CPI, respondents were asked if they could afford an unexpected expense of £900, while from wave 17 to wave 21, the amount was £850.

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 provided a 'valid' answer (i.e. not answering 'don't know' or 'prefer not to say') to two out of the three classification questions.

Effects have been applied to historic data from previous waves retroactively. For example, in the wave 21 report, the proportion of uncategorised respondents for wave 20 is reported at 6% to reflect this new modelling work, rather than the 26% reported in the wave 20 report.<sup>9</sup>

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<sup>9</sup> For more detail on the financial classification modelling exercise, please see the Wave 21 Technical report on this page: [Energy Consumer Satisfaction Survey July to August 2025](#)

## Supplier level results

Supplier level results are not published due to restrictions under section 105 of the Utilities Act. Supplier level results are collected as part of the survey and only suppliers with a total base of 30 or more are included in analysis. Additionally, all individual suppliers are assigned a parent supplier based on the most up to date industry parent classifications.

## Statistical significance

Given that the survey uses quotas rather than random probability sampling, statistical significance is indicative only<sup>10</sup>.

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.

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<sup>10</sup> "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 here<sup>11</sup>.

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

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

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

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

**Base:** Online only

## SINGLE RESPONSE

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

*Please select only one*

Code	Answer list	Scripting notes
1	Yes, I agree	
2	No, I do not agree	<b>SCREENOUT</b>

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<sup>11</sup> Ofgem is the regulator of Britain's gas and electricity markets, and its main objective is to protect the interests of both current and future consumers.

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

## CAPI INTRO

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

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

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

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

The survey will take between 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](http://www.bmgresearch.co.uk/privacy) or on the privacy leaflet provided.

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

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

### Obtaining Informed Consent

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

**IF NO Thank and Close**

**IF YES CONTINUE**

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

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

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

Section 1: Screening Questions

**Base: All respondents**

**SINGLE RESPONSE**

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

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

**Fixed codes**

**Answer list**

**Scripting notes**

**Routing**

1 Yes

2 No

**Base: IF ProvidePostcode = yes**

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

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

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

*(Please note that this information will only be used by BMG Research to explore geographical variation in responses. Your postcode will not be passed back to Ofgem or 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

**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	<b>DIGITALLY EXCLUDED IF ONLY CHOOSE THESE</b>	
3	Accessing news and sport websites		
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	<b>EXCLUSIVE, DIGITALLY EXCLUDED</b>	

**HIDDEN VARIABLE  
DIGITALLY EXCLUDED**

LABEL	CODE	CODE IF
<b>DIGITALLY EXCLUDED</b>	1	<b>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</b>
<b>NOT DIGITALLY EXCLUDED</b>	2	<b>IF S6=1,97-98, NULL AND S7=3-7 AND S8=5 - 95</b>

**IF CAPI – SCREENOUT ALL ‘NOT DIGITALLY EXCLUDED’**

**Base: All respondents**

**SINGLE RESPONSE, SCREENOUT IF ENTER AGE 17 OR UNDER**

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

*Please type your response in the box below*

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

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

**SINGLE RESPONSE**

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

*Please select one only*

Fixed codes	Answer list	Scripting notes	Routing
1	Under 18	SCREENOUT	
2	18 - 24		
3	25 - 34		
4	35 - 49		
5	50 - 64		
6	65 - 74		
7	75 or older		
97	Prefer not to say	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
	<b>White</b>		
1	English / Welsh / Scottish / Northern Irish / British		
2	Irish		
3	Gypsy or Irish Traveller		
4	Any other White background		
	<b>Mixed / Multiple ethnic groups</b>		
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed / Multiple ethnic background		
	<b>Asian / Asian British</b>		
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	<b>Black / African / Caribbean / Black British</b>		
14	African		
15	Caribbean		
16	Any other Black / African / Caribbean background		
	<b>Other ethnic group</b>		
17	Arab		
95	Any other ethnic group		
98	Prefer not to say		

**Base: All respondents**

**SINGLE RESPONSE**

**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 Next		
9	London Power		
11	Octopus Energy		
12	Outfox Energy		
13	OVO Energy		
14	Sainsbury's Energy		
15	Scottish Power		
17	So Energy		
19	Utilita		
20	Utility Warehouse		
95	Other (please specify)	<b>OTHER SPECIFY</b>	<b>CODING: PLEASE RECODE ANY</b>

**SUPPLIERS THAT  
PEOPLE TYPE IN  
- E.G. BRITISH  
GAS. BUT DON'T  
CODE NON-  
SUPPLIERS.**

**SCREENOUT**

**SCREENOUT**

- 97 Unsure
- 98 Prefer not to answer

**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 Next	HIDE IF ANSWERED AT A3	
9	London Power	HIDE IF ANSWERED AT A3	
11	Octopus Energy	HIDE IF ANSWERED AT A3	
12	Outfox Energy	HIDE IF ANSWERED AT A3	
13	OVO Energy	HIDE IF ANSWERED AT A3	
14	Sainsbury's Energy	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

**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**

**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 NEXT
9	LONDON POWER
11	OCTOPUS ENERGY
12	OUTFOX ENERGY
13	OVO ENERGY
14	SAINSBURY'S ENERGY
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: Respondents neither satisfied nor dissatisfied with their supplier (PIPEA6 = 3)**

**OPEN RESPONSE**

**A6.** Why are you neither satisfied nor dissatisfied 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: Respondents satisfied with their supplier (PIPEA6 = 4-5)**

**MULTI RESPONSE, RANDOMISE**

**A6S.** Why are you <PIPEA6> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	<A3/A4 SUPPLIER> has good customer service		
2	<A3/A4 SUPPLIER> are easy to contact/communicate with		
3	My bills are affordable/a good price relative to others		
4	My bills are accurate		
5	<A3/A4 SUPPLIER> make it easy for me to top up my pre-payment meter		
6	<A3/A4 SUPPLIER> provide a reliable supply of <FUEL TYPE>		
7	<A3/A4 SUPPLIER> offer renewable/ green energy		
8	Never had any issues or problems with <A3/A4 SUPPLIER>		
9	<A3/A4 SUPPLIER> provide opportunities for better deals/tariffs		
10	<A3/A4 SUPPLIER>'s website/ app is easy to navigate		
11	<A3/A4 SUPPLIER> are no different to other suppliers		
95	Other (please specify)	<b>FIX, OPEN END</b>	
97	Don't know	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**IF ONE CODE ONLY SELECTED AT A6S, AUTO PUNCH THIS AS MAIN REASON AT A6S1**

**Base: Respondents who give more than one reason for being satisfied (A6S = 1-95 for two or more codes)**

**SINGLE RESPONSE, SHOW SAME ORDER AS A6S**

**A6S1.** And what is the **main** reason you are <PIPEA6> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	<A3/A4 SUPPLIER> has good customer service	SHOW IF A6S = 1	
2	<A3/A4 SUPPLIER> are easy to contact/ communicate with	SHOW IF A6S = 2	
3	My bills are affordable/a good price relative to others	SHOW IF A6S = 3	
4	My bills are accurate	SHOW IF A6S = 4	
5	<A3/A4 SUPPLIER> make it easy for me to top up my pre-payment meter	SHOW IF A6S = 5	
6	<A3/A4 SUPPLIER> provide a reliable supply of <FUEL TYPE>	SHOW IF A6S = 6	
7	<A3/A4 SUPPLIER> offer renewable/ green energy	SHOW IF A6S = 7	
8	Never had any issues or problems with <A3/A4 SUPPLIER>	SHOW IF A6S = 8	
9	<A3/A4 SUPPLIER> provide opportunities for better deals/tariffs	SHOW IF A6S = 9	
10	<A3/A4 SUPPLIER>'s website/ app is easy to navigate	SHOW IF A6S = 10	
11	<A3/A4 SUPPLIER> are no different to other suppliers	SHOW IF A6S = 11	
95	Other (please specify)	SHOW IF A6S = 95 PIPE THROUGH TEXT ENTERED AT A6S	
97	Unsure	FIX	
98	Prefer not to answer	FIX	

**Base: Respondents dissatisfied with their supplier (PIPEA6 = 1-2)**

**MULTI RESPONSE, RANDOMISE**

**A6D.** Why are you <PIPEA6> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please select all that apply*

aCode	Answer list	Scripting notes	Routing
1	My bills are too high/ expensive		
2	Prices keep rising/ keep increasing tariff prices		
3	My bills are inaccurate		
4	My bills are unclear/ not explained properly		

5	<A3/A4 SUPPLIER> has poor customer service (i.e. unhelpful customer care)	
6	<A3/A4 SUPPLIER> are difficult to contact	
7	<A3/A4 SUPPLIER> take too long to resolve issues	
8	I've had problems with my smart meter	
9	My energy supply has been cut/ inconsistent	
10	<A3/A4 SUPPLIER>'s website/ app is difficult to navigate	
11	<A3/A4 SUPPLIER> are no different to other suppliers	
95	Other (please specify)	<b>FIX, OPEN END</b>
97	Don't know	<b>FIX</b>
98	Prefer not to answer	<b>FIX</b>

**IF ONE CODE ONLY SELECTED AT A6D, AUTO PUNCH THIS AS MAIN REASON AT A6D1**

**Base: Respondents who give more than one reason for being dissatisfied (A6D = 1-95 for two or more codes)**

**SINGLE RESPONSE, SHOW SAME ORDER AS A6D**

**A6D1.** And what is the **main** reason you are <PIPEA6> with <A3/A4 SUPPLIER> as your supplier of <FUEL TYPE>?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	My bills are too high/ expensive	<b>SHOW IF A6D = 1</b>	
2	Prices keep rising/ keep increasing tariff prices	<b>SHOW IF A6D = 2</b>	
3	My bills are inaccurate	<b>SHOW IF A6D = 3</b>	
4	My bills are unclear/ not explained properly	<b>SHOW IF A6D = 4</b>	
5	<A3/A4 SUPPLIER> has poor customer service (i.e. unhelpful customer care)	<b>SHOW IF A6D = 5</b>	
6	<A3/A4 SUPPLIER> are difficult to contact	<b>SHOW IF A6D = 6</b>	
7	<A3/A4 SUPPLIER> take too long to resolve issues	<b>SHOW IF A6D = 7</b>	
8	I've had problems with my smart meter	<b>SHOW IF A6D = 8</b>	
9	My energy supply has been cut/ inconsistent	<b>SHOW IF A6D = 9</b>	
10	<A3/A4 SUPPLIER>'s website/ app is difficult to navigate	<b>SHOW IF A6D = 10</b>	
11	<A3/A4 SUPPLIER> are no different to other suppliers	<b>SHOW IF A6D = 11</b>	
95	Other (please specify)	<b>SHOW IF A6D = 95</b>	

**PIPE THROUGH TEXT  
ENTERED AT A6D**

- 97 Unsure
- 98 Prefer not to answer

- FIX**
- FIX**

**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 NEXT
9	LONDON POWER
11	OCTOPUS ENERGY
12	OUTFOX ENERGY
13	OVO ENERGY
14	SAINSBURY'S ENERGY
15	SCOTTISH POWER
17	SO ENERGY
19	UTILITA
20	UTILITY WAREHOUSE
N95	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)	<b>FIX</b>	
97	Unsure	<b>EXCLUSIVE, FIX</b>	
98	Prefer not to answer	<b>EXCLUSIVE, FIX</b>	

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

**SINGLE RESPONSE**

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

**Please select one only**

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

**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	<b>FIX</b>	
95	Other (please specify)	<b>FIX</b>	

## Section 3: Tariffs and Bills

**Base: All respondents****MULTI RESPONSE**

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

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

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

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

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

97	Unsure	SELECTED, CAN'T SELECT 95 OTHER
98	Prefer not to answer	FIX, EXCLUSIVE 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*

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

### **PIPEB5**

Text sub for questions B5/B13A/B14/B7

Set to value of A3

### **PIPEB6**

Text sub for questions B6/B13/B14A/B7A

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

**Base: Pays for electricity with 3 main methods OR pays for electricity and gas with 3 main methods (S1=2,3 OR S2=2,3 AND B3=1-3)**

### **SINGLE RESPONSE**

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

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

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

*Please select one only*

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

- |    |  |                              |
|----|--|------------------------------|
| 2  | Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App         | <b>DO NOT SHOW IF B3 = 2</b> |
| 3  | I had a prepayment meter (paid in advance by putting credit on a key, card or App) | <b>DO NOT SHOW IF B3 = 3</b> |
| 4  | Another method   |                              |
| 97 | Unsure   |                              |
| 98 | Prefer not to answer   |                              |

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

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

#### **SINGLE RESPONSE**

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

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

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

*Please select one only*

<b>Code</b>	<b>Answer list</b>	<b>Scripting notes</b>	<b>Routing</b>
1	<p><b>Yes</b> – my household changed to</p> <p><b>IF (pays for gas with Direct debit) B4=1</b> “a regular direct debit or standing order in the last 6 months”</p> <p><b>IF (pays for gas on receipt of bill) B4=2</b> “pay only on receipt on our bill in the last 6 months”</p> <p><b>IF (pays for gas with pre-payment meter) B4=3</b> “a prepayment meter in the last 6 months”</p>		
2	<p><b>No</b> – my household has paid for</p> <p><b>IF (pays for gas with Direct debit) B4=1</b> “our gas via a regular direct debit or standing order for more than 6 months”</p> <p><b>IF (pays for gas on receipt of bill) B4=2</b> “our gas only on receipt on our bill for more than 6 months”</p> <p><b>IF (pays for gas with prepayment meter) B4=3</b> “our gas via a prepayment meter for more than 6 months”</p>		

- 97 Unsure
- 98 Prefer not to answer

**Base: Ask if 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	<b>DO NOT SHOW IF B4 = 1</b>	
2	Pay only on receipt of a bill by cash/cheque/debit or credit card/BACS/App	<b>DO NOT SHOW IF B4 = 2</b>	
3	I have a prepayment meter, so I pay in advance by putting credit on a key, card or App	<b>DO NOT SHOW IF B4 = 3</b>	
4	Another method		
97	Unsure		
98	Prefer not to answer		

**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 not 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)   | <b>FIX</b>            |
| 97 | Unsure   | <b>FIX, EXCLUSIVE</b> |
| 98 | Prefer not to answer   | <b>FIX, EXCLUSIVE</b> |

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

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

**MULTI RESPONSE, RANDOMISE**

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

*Please select all that apply*

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

7	The estimates provided are wrong or too far off	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
8	My supplier rarely or never gets in touch about my meter readings		
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		
14	It's difficult to understand whether my bill was estimated or not		
95	Other (please specify)		<b>FIX, OTHER SPECIFY</b>
97	Unsure		<b>FIX, EXCLUSIVE</b>
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

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

**MULTI RESPONSE, RANDOMISE**

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

**Please select all that apply**

<b>Code</b>	<b>Answer list</b>	<b>Scripting notes</b>	<b>Routing</b>
1	It's difficult to understand what amount of energy has been used	<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>	
2	It's difficult to understand how the numbers on my bill relate to my energy usage		
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		
7	The estimates provided are wrong or too far off		<b>SHOW THESE CODES TOGETHER, RANDOMISE WITHIN</b>
8	My supplier rarely or never gets in touch about my meter readings		
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)	<b>FIX, OTHER SPECIFY</b>
97	Unsure	<b>FIX, EXCLUSIVE</b>
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>

**Base: ASK IF dissatisfied with 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
1	I don't receive any bills	<b>FIX ABOVE CODE 5, EXCLUSIVE</b>	
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)	<b>FIX, OTHER SPECIFY</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>	

**DUMMY VARIABLE: SPLIT SAMPLE**

**SPLIT THOSE WHO PAY VIA DIRECT DEBIT OR STANDARD CREDIT (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))) INTO TWO EQUALLY SPLIT SAMPLE GROUPS.**

**RANDOMLY ALLOCATE 50% OF ABOVE SAMPLE TO 'A' AND OTHER 50% INTO 'B' BASED ON LEAST FILL QUOTA**

**Base: ASK TO SAMPLE A**

**MULTI RESPONSE, RANDOMISE**

**BX\_A.** How do you usually access information on your energy bill from <A3/A4 SUPPLIER>?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Through my energy supplier's website		
2	Through my energy supplier's mobile app		
3	Paper bills sent by post		
4	Email notifications from supplier		
5	Viewing my PDF bill		
6	Checking my smart meter display		
7	Telephone (calling customer service)		
8	I do not access information on my energy bill	<b>FIX, EXCLUSIVE</b>	
95	Other (please specify)	<b>FIX, OPEN END</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	

**Base: ASK TO SAMPLE B**

**MULTI RESPONSE, RANDOMISE**

**BX\_B.** How do you usually access information on how much you are spending on energy with <A3/A4 SUPPLIER>?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Through my energy supplier's website		
2	Through my energy supplier's mobile app		
3	Paper bills sent by post		
4	Email notifications from supplier		
5	Viewing my PDF bill		
6	Checking my smart meter display		
7	Telephone (calling customer service)		
8	I do not access information on how much I am spending on energy	<b>FIX, EXCLUSIVE</b>	
95	Other (please specify)	<b>FIX, OPEN END</b>	
97	Unsure	<b>FIX, EXCLUSIVE</b>	

**Base: All respondents**

## SINGLE RESPONSE

**B10.** How satisfied or dissatisfied are you with the range of tariffs/ products available 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		
99	I am not aware of the tariffs/ products available from <A3/A4 SUPPLIER>		
97	Unsure		
98	Prefer not to answer		

**Base: Ask all**

**MULTICODE, RANDOMISE**

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

*Please select all that apply*

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

Section 4: Smart Meters

**Base: All respondents**

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

**Base: All respondents**

## SINGLE RESPONSE

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

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

**Base: ASK IF smart meter for electricity/gas (C1=1/3 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	<b>SHOW IF ON PPM ((B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS))</b>	
6	My prepaid credit top-up did not show on my in-home display	<b>SHOW IF ON PPM ((B3=3 AND A3A4 =ELECTRICITY) OR (B4=3 AND A3A4 =GAS))</b>	
95	Other (specify)	<b>FIX, OTHER</b>	

**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
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- 1 Yes
- 2 No
- 97 Unsure
- 98 Prefer not to say

**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, RANDOMISE ROWS, KPI**

**D3.** In the last six months, how useful was the information you received from <A3/A4 SUPPLIER> on...

*Please select one per statement*

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

- 12 Whether you could be eligible for the Priority Services Register
- 13 What benefits there are to being on the Priority Services Register
- 14 Information about energy efficiency schemes, how to be more energy efficient, or energy saving tips
- 15 Running out of credit on my meter / being disconnected from your energy supply **SHOW IF PPM ONLY (B3=3 OR B4 = 3)**
- 16 Whether the payment type and tariff that I am on best suits my needs and circumstances
- 17 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
5	Useful		
6	Not useful		
97	Unsure		
99	I have not received information from my supplier on this		

**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)	<b>OTHER SPECIFY, FIX</b>	
97	Unsure	<b>FIX</b>	
98	Prefer not to answer	<b>FIX</b>	

**Base: all respondents**

**SINGLE RESPONSE, KPI**

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

*Please select one only*

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

**Base: all respondents**

**SINGLE RESPONSE, KPI**

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

*Please select one only*

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

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

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

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

*Please select all that apply*

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

**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]**

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)	<b>FIX, OTHER SPECIFY</b>
97	Unsure	<b>FIX, EXCLUSIVE</b>
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>

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

**MULTIPLE RESPONSE, RANDOMISE LIST**

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

***Please select all that apply***

<b>Row Code</b>	<b>Row list</b>	<b>Scripting notes</b>	<b>Routing</b>
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)	<b>FIX, OTHER SPECIFY</b>	

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

**COLUMNS**

Row Code	Row list	Scripting notes	Routing
1	Very dissatisfied		

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

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

**MULTI RESPONSE, RANDOMISE**

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

*Please select all that apply*

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

97	Unsure	<b>FIX, EXCLUSIVE</b>
98	Prefer not to answer	<b>FIX, EXCLUSIVE</b>

**Base: ask all who got in contact 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)	<b>OTHER SPECIFY, FIX</b>	
97	Unsure	<b>EXCLUSIVE, FIX</b>	
98	Prefer not to answer	<b>EXCLUSIVE, FIX</b>	

**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	

**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
- 3 The overall handling of the complaint

**ASK IF (REACHED  
END OF  
COMPLAINTS  
PROCESS) E9=1**

**COLUMNS**

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

## Section 7: Switching suppliers

**Base: ask all**

### MULTI RESPONSE

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

*Please select all that apply*

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

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

**GRID, KPI**

**F2.** 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 STILL 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)	<b>OTHER SPECIFY</b>	
97	Don't know		
98	Prefer not to answer		

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

**SINGLE RESPONSE**

**G4.**

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

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

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

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

*Please select one only*

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

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

**MULTI RESPONSE, RANDOMISE**

**G5.**

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

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

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

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

*Please select all that apply*

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

**Base: Ask if using a prepayment meter (B3=3 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	<b>SHOW IF CONTACTED SUPPLIER (G7=1)</b>
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)	<b>FIX, OTHER SPECIFY</b>
97	Unsure	<b>FIX, SINGLE RESPONSE</b>
98	Prefer not to answer	<b>FIX, SINGLE RESPONSE</b>

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

**SINGLE RESPONSE**

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

*Please select one only*

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

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

**OPEN RESPONSE**

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

*Please answer in the box below*

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

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

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

**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 select one per statement**

#### **ROWS**

<b>Row Code</b>	<b>Row list</b>	<b>Scripting notes</b>	<b>Routing</b>
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	< <b>G7TextSub</b> > 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 £900?

*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**

### SINGLE RESPONSE

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

*Please select one only*

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

**Base: All respondents**

**SINGLE RESPONSE**

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

*Please select only one*

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

**Base: all respondents**

**OPEN RESPONSE**

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

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

*Please answer in the box below*

[ \_\_\_\_\_ ]

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

**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)	<b>OPEN TEXT BOX</b>
96	None of these	<b>EXCLUSIVE</b>
97	Don't know	<b>EXCLUSIVE</b>
98	Prefer not to say	<b>EXCLUSIVE</b>

**Base: All respondents**

**SINGLE RESPONSE**

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

**Please select one only**

Row Code	Row list	Scripting notes	Routing
1	Yes		
2	No		

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

SINGLE RESPONSE

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

**Please select only one**

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

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

MULTI RESPONSE, RANDOMISE

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

**Please select all that apply**

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

**Base: 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**

SINGLE RESPONSE

H15. Does your household pay different amounts for its energy depending on when you use it?

This could mean you pay less for your energy at certain times during the day or night, or at weekends.

**Please select one only**

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

**Base: Pays different amount for energy depending on times of day / week (H15 = 1)**

SINGLE RESPONSE

**H16.** Some suppliers offer energy tariffs that charge consumers cheaper 'off-peak' rates for their energy at times of night or day when demand is at its lowest, and higher 'peak' rates at more popular times. These are called Time of Use tariffs and include Economy 7 or Economy 10 meters.

Is your household on one of these meters or tariffs?

**Please select one only**

Fixed codes	Answer list	Scripting notes	Routing
1	Yes – an Economy 7 or Economy 10 meter		
2	Yes – a Time of Use tariff where energy is cheaper at set times of the day or night	<b>ASK IF (SMART-METER) C1=1 OR C1 = 2 OR C1 = 3</b>	
3	Yes – a dynamic tariff where the price of energy can change at any time of the day or the night <b>IF [A3/A4 SUPPLIER] = 11</b> (e.g. Octopus Agile Tariff)	<b>ASK IF (SMART-METER) C1=1 OR C1 = 2 OR C1 = 3</b> <b>ADD BRACKETED TEXT ONLY TO THOSE WHO SELECT '11' IN A3/A4 SUPPLIER.</b>	
4	Yes – but I'm not sure which type	<b>ASK IF (SMART-METER) C1=1 OR C1 = 2 OR C1 = 3</b>	
5	None of these	<b>FIX</b>	
97	Don't know	<b>FIX</b>	

**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
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- |    |   |                       |
|----|---|-----------------------|
| 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   | <b>FIX, EXCLUSIVE</b> |
| 97 | Don't know  | <b>FIX, EXCLUSIVE</b> |
| 98 | Prefer not to say   | <b>FIX, EXCLUSIVE</b> |



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