

Table 1: Month of SM installation by Sample and how likely to recommend

Text.: Q1 In which month was your new Smart Meter installed?

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Nov 2006 or earlier	18 19%	16 25%	2 7%	4 9%	5 28%	4 25%	3 43%	1 25%
Dec 2006	3 3%	2 3%	1 3%	2 4%	- -	1 6%	- -	- -
Jan 2007	11 12%	10 15%	1 3%	8 17%	- -	1 6%	1 14%	1 25%
Feb 2007	3 3%	1 2%	2 7%	2 4%	1 6%	- -	- -	- -
Mar 2007	4 4%	2 3%	2 7%	3 6%	- -	- -	1 14%	- -
April 2007	4 4%	3 5%	1 3%	- -	1 6%	2 13%	1 14%	- -
May 2007 or later	10 11%	3 5%	7 24%	6 13%	1 6%	2 13%	- -	- -
Don't remember	41 44%	28 43%	13 45%	22 47%	10 56%	6 38%	1 14%	2 50%

Table 2: Satisfaction with SMs' location by where located

	Base	Where SM Display unit installed (Q2)					Is SM Display Visible or In Cupboard (Q3)			Question Sample	
		Kitchen	Hallway/ corridor	Cellar	Under stairs	Other room	Visible	In a cupboard	Other	Reports (supported)	SM only (no support)
Base	94	9	45	11	18	11	46	44	4	65	29
Very happy	50 53%	6 67%	26 58%	3 27%	8 44%	7 64%	25 54%	23 52%	2 50%	35 54%	15 52%
Quite happy	33 35%	2 22%	16 36%	5 45%	7 39%	3 27%	19 41%	14 32%	- -	24 37%	9 31%
Neither happy nor unhappy	4 4%	- -	2 4%	- -	1 6%	1 9%	1 2%	2 5%	1 25%	1 2%	3 10%
Rather unhappy	7 7%	1 11%	1 2%	3 27%	2 11%	- -	1 2%	5 11%	1 25%	5 8%	2 7%
No	80 85%	7 78%	39 87%	8 73%	15 83%	11 100%	41 89%	37 84%	2 50%	55 85%	25 86%
Yes - in kitchen	4 4%	- -	1 2%	1 9%	2 11%	- -	- -	2 5%	2 50%	2 3%	2 7%
Yes - in hall/corridor	5 5%	2 22%	- -	1 9%	2 11%	- -	- -	5 11%	- -	3 5%	2 7%
Yes - in a cupboard	3 3%	- -	3 7%	- -	- -	- -	2 4%	1 2%	- -	3 5%	- -
Yes, elsewhere (Where?).....	1 1%	- -	- -	1 9%	- -	- -	1 2%	- -	- -	1 2%	- -
Under the stairs	2 2%	- -	2 4%	- -	- -	- -	2 4%	- -	- -	2 3%	- -

Table 3: Why happy or unhappy with Smart Meter display location

Text.: Q4b Why do you feel that way about where your Smart Meter display unit is sited?

	Base	How happy with SM Display location (Q4a)			
		Very happy	Quite happy	Neither happy nor unhappy	Rather unhappy
Base	94	50	33	4	7
No reply	7 7%	2 4%	5 15%	- -	- -
Easy to access/read/convenient/visible/good	22 23%	17 34%	5 15%	- -	- -
Easy to access but out of sight/unobtrusive	6 6%	4 8%	2 6%	- -	- -
Where old/other meters are/near fuse box	19 20%	12 24%	7 21%	- -	- -
I chose location/it's ok	2 2%	2 4%	- -	- -	- -
Tucked away/out of the way/discreet	18 19%	12 24%	6 18%	- -	- -
Most convenient location/practical/no option/only possibility	8 9%	5 10%	3 9%	- -	- -
Good signal	1 1%	1 2%	- -	- -	- -
In cramped/dark space/hard to read	2 2%	- -	- -	- -	2 29%
Needs a torch/display too dim/should light up	2 2%	- -	1 3%	- -	1 14%

Table 3: Why happy or unhappy with Smart Meter display location

Text.: Q4b Why do you feel that way about where your Smart Meter display unit is sited?

	Base	How happy with SM Display location (Q4a)			
		Very happy	Quite happy	Neither happy nor unhappy	Rather unhappy
Base	94	50	33	4	7
Concerned about transmitter near bedroom	1 1%	- -	- -	- -	1 14%
Not easily checked - out of sight/inaccessible/distant location eg cellar	2 2%	- -	- -	- -	2 29%
Would have preferred it elsewhere	2 2%	- -	2 6%	- -	- -
Obtrusive/in the way	1 1%	- -	1 3%	- -	- -
Not bothered/no feelings	9 10%	2 4%	2 6%	4 100%	1 14%
Other	2 2%	- -	1 3%	- -	1 14%

Table 4: Where main meters are - by where SM is

		Where SM Display unit installed (Q2)					Is SM Display Visible or In Cupboard (Q3)			
		Base	Kitchen	Hallway/ corridor	Cellar	Under stairs	Other room	Visible	In a cupboard	Other
Base		94	9	45	11	18	11	46	44	4
Kitchen		15	8	6	-	1	-	5	9	1
		16%	89%	13%	-	6%	-	11%	20%	25%
Hallway/corridor		27	-	25	-	1	1	10	17	-
		29%	-	56%	-	6%	9%	22%	39%	-
Cellar		17	1	3	11	2	-	12	3	2
		18%	11%	7%	100%	11%	-	26%	7%	50%
Under stairs		23	-	9	-	14	-	12	10	1
		24%	-	20%	-	78%	-	26%	23%	25%
Other room (w hich?).....		2	-	1	-	-	1	2	-	-
		2%	-	2%	-	-	9%	4%	-	-
Living room		2	-	-	-	-	2	-	2	-
		2%	-	-	-	-	18%	-	5%	-
Utility room/larder/store room		5	-	-	-	-	5	3	2	-
		5%	-	-	-	-	45%	7%	5%	-
Cloakroom/toilet		3	-	1	-	-	2	2	1	-
		3%	-	2%	-	-	18%	4%	2%	-
Kitchen		9	8	1	-	-	-	2	7	-
		10%	89%	2%	-	-	-	4%	16%	-
Hallway/corridor		42	-	38	-	3	1	23	18	1
		45%	-	84%	-	17%	9%	50%	41%	25%
Cellar		17	1	2	11	3	-	11	3	3
		18%	11%	4%	100%	17%	-	24%	7%	75%

Table 4: Where main meters are - by where SM is

		Where SM Display unit installed (Q2)					Is SM Display Visible or In Cupboard (Q3)			
		Base	Kitchen	Hall way/ corridor	Cellar	Under stairs	Other room	Visible	In a cupboard	Other
Base Under stairs Other room (w hich?)..... Living room Utility room/larder/store room Cloakroom/toilet Visible In cupboard Other (please explain)..... Visible In cupboard Other (please explain).....	Base	94	9	45	11	18	11	46	44	4
	Under stairs	15 16%	- -	3 7%	- -	12 67%	- -	6 13%	9 20%	- -
	Other room	2 2%	- -	1 2%	- -	- -	1 9%	1 2%	1 2%	- -
	Living room	3 3%	- -	- -	- -	- -	3 27%	- -	3 7%	- -
	Utility room/larder/store room	5 5%	- -	- -	- -	- -	5 45%	3 7%	2 5%	- -
	Cloakroom/toilet	1 1%	- -	- -	- -	- -	1 9%	- -	1 2%	- -
	Visible	27 29%	1 11%	7 16%	9 82%	6 33%	4 36%	22 48%	2 5%	3 75%
	In cupboard	64 68%	8 89%	37 82%	2 18%	11 61%	6 55%	22 48%	41 93%	1 25%
	Other (please explain).....	3 3%	- -	1 2%	- -	1 6%	1 9%	2 4%	1 2%	- -
	Visible	36 38%	2 22%	15 33%	10 91%	6 33%	3 27%	30 65%	3 7%	3 75%
	In cupboard	55 59%	7 78%	30 67%	1 9%	10 56%	7 64%	15 33%	40 91%	- -
	Other (please explain).....	3 3%	- -	- -	- -	2 11%	1 9%	1 2%	1 2%	1 25%

Table 5: Factors which encouraged trial of Smart Meters

Text.: Q7 Which factors encouraged you to agree to try a Smart Meter in your home?

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Read remotely/no need for meter readers to call	73 78%	47 72%	26 90%
Accurate readings/no more estimated bills	70 74%	46 71%	24 83%
Could use meter to monitor energy consumption	51 54%	36 55%	15 52%
It could help you cut your energy bills	58 62%	42 65%	16 55%
It was something new /a trial of new meter	42 45%	30 46%	12 41%
It was free of charge	55 59%	37 57%	18 62%
It came with free, energy saving measures	37 39%	30 46%	7 24%
You would get free energy saving reports/advice	33 35%	28 43%	5 17%
Others (write in).....	7 7%	6 9%	1 3%
Don't remember	1 1%	- -	1 3%

Table 6: Most important SM factor in encouraging trial

Text.: Q8 And which one of these was the most important in encouraging you to try a Smart Meter?

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
Read remotely/no need for meter readers to call	29 31%	17 26%	12 41%
Could use meter to monitor energy consumption	21 22%	19 29%	2 7%
Accurate readings/no more estimated bills	20 21%	11 17%	9 31%
It could help you cut your energy bills	16 17%	12 18%	4 14%
It was something new /a trial of new meter	2 2%	2 3%	- -
You would get free energy saving reports/advice	2 2%	1 2%	1 3%
It was free of charge	1 1%	1 2%	- -
It came with free, energy saving measures	1 1%	1 2%	- -
Others (write in).....	1 1%	1 2%	- -
Don't remember	1 1%	- -	1 3%

Table 7: Free measures given by surveyors and whether used or not

	Base	Question Sample		Free energy saving measures given (Q9)					
		Reports supported)	SM only (no support)	No - none	Electric kettle	Energy saving bulbs	Reflective radiator pa...	Others	Don't remember
Base	94	65	29	21	44	65	51	3	2
No - none	21 22%	13 20%	8 28%	21 100%	- -	- -	- -	- -	- -
Electric kettle	44 47%	28 43%	16 55%	- -	44 100%	39 60%	34 67%	3 100%	- -
Energy saving bulbs	65 69%	48 74%	17 59%	- -	39 89%	65 100%	48 94%	2 67%	- -
Reflective radiator panels	51 54%	36 55%	15 52%	- -	34 77%	48 74%	51 100%	2 67%	- -
Others (w hat?).....-	3	-	3	-	3	2	2	3	-
.....	3%	-	10%	-	7%	3%	4%	100%	-
Don't remember	2 2%	1 2%	1 3%	- -	- -	- -	- -	- -	2 100%
No-none	3 3%	1 2%	2 7%	- -	2 5%	1 2%	- -	1 33%	- -
Electric kettle	34 36%	23 35%	11 38%	- -	34 77%	31 48%	26 51%	1 33%	- -
Energy saving bulbs	64 68%	47 72%	17 59%	- -	39 89%	64 98%	48 94%	2 67%	- -
Reflective radiator panels	43 46%	33 51%	10 34%	- -	28 64%	40 62%	43 84%	1 33%	- -
Others (w hat?).....-	1	-	1	-	1	1	1	1	-
.....	1%	-	3%	-	2%	2%	2%	33%	-

Table 8: Why some free measures not used

Text.: Q10b Why haven't you used the free

Base: People not using some free measures

	Base	Question Sample		Free energy saving measures given (Q9)			
		Reports supported)	SM only (no support)	Electric kettle	Energy saving bulbs	Reflective radiator pa...	Others
Base	18	9	9	15	16	15	2
No reply	2 11%	- -	2 22%	2 13%	2 13%	2 13%	- -
Gave it away	2 11%	1 11%	1 11%	2 13%	2 13%	2 13%	1 50%
Keeping it until needed/current one fails	5 28%	4 44%	1 11%	4 27%	4 25%	3 20%	1 50%
Too small for our needs	1 6%	- -	1 11%	1 7%	- -	- -	- -
Not as good as our current one	1 6%	1 11%	- -	1 7%	1 6%	1 7%	- -
Offered/fitted better ones	1 6%	- -	1 11%	1 7%	1 6%	1 7%	1 50%
Difficult to fit/need instructions	3 17%	2 22%	1 11%	2 13%	3 19%	3 20%	- -
Kept falling down	1 6%	- -	1 11%	1 7%	1 6%	1 7%	- -
Removed for safety of children	1 6%	- -	1 11%	- -	1 6%	1 7%	- -
Other	3 17%	2 22%	1 11%	3 20%	3 19%	3 20%	- -

Table 9: Previous use of Gas and Electricity meters - by sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Never	17 18%	13 20%	4 14%
Only w hen estimated bills come/ if you miss the meter reader	20 21%	16 25%	4 14%
Every quarter/every 3 months	27 29%	17 26%	10 34%
More than once a quarter	1 1%	1 2%	- -
About once a w eek	1 1%	1 2%	- -
Other.....	7 7%	6 9%	1 3%
When requested	5 5%	3 5%	2 7%
Annually/tw ice a year	5 5%	3 5%	2 7%
When the bill came in	6 6%	2 3%	4 14%
If the bill seemed high/inaccurate	5 5%	3 5%	2 7%
Never	16 17%	12 18%	4 14%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Only w hen estimated bills come/ if you miss the meter reader	21 22%	17 26%	4 14%
Every quarter/every 3 months	28 30%	18 28%	10 34%
More than once a quarter	1 1%	1 2%	- -
About once a w eek	1 1%	1 2%	- -
Other.....	7 7%	6 9%	1 3%
When requested	4 4%	3 5%	1 3%
Annually/tw ice a year	5 5%	3 5%	2 7%
When the bill came in	7 7%	2 3%	5 17%
If the bill seemed high/inaccurate	4 4%	2 3%	2 7%

Table 10: Current use of Smart Meters - by Sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Never	31 33%	20 31%	11 38%
Only when estimated bills come/ if you miss the meter reader	2 2%	2 3%	- -
Every quarter/every 3 months	12 13%	10 15%	2 7%
More than once a quarter	2 2%	2 3%	- -
About once a month	11 12%	7 11%	4 14%
About once a week	5 5%	4 6%	1 3%
More often than once a week	4 4%	2 3%	2 7%
Other.....	7 7%	7 11%	- -
Annually/twice a year	1 1%	1 2%	- -
When the bill came in	3 3%	1 2%	2 7%
Fortnightly	2 2%	2 3%	- -
Much less now than when we first got it	8 9%	5 8%	3 10%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Less often than before meter installed	2 2%	1 2%	1 3%
Occasionally, no regular reading/ from time to time	4 4%	1 2%	3 10%
Never	29 31%	19 29%	10 34%
Only when estimated bills come/ if you miss the meter reader	2 2%	2 3%	- -
Every quarter/every 3 months	12 13%	10 15%	2 7%
More than once a quarter	3 3%	3 5%	- -
About once a month	11 12%	7 11%	4 14%
About once a week	5 5%	4 6%	1 3%
More often than once a week	4 4%	2 3%	2 7%
Other.....	6 6%	6 9%	- -
Annually/twice a year	1 1%	1 2%	- -
When the bill came in	4 4%	1 2%	3 10%

Table 10: Current use of Smart Meters - by Sample

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
Fortnightly	2 2%	2 3%	- -
Much less now than when we first got it	8 9%	5 8%	3 10%
Less often than before meter installed	2 2%	1 2%	1 3%
Occasionally, no regular reading/from time to time	5 5%	2 3%	3 10%

Table 10a: Current use of Smart Meters - by Location

Text.: Q12 Now that you have a Smart Meter, how often do you read it nowadays for each fuel?

	Base	SM Display Location and Visibility			
		SM Display in Kitche...	SM in Cella- r/ under ...	SM Display Visible	SM Display in Cupbo...
Base	94	54	40	46	48
Never/DK read SM for Gas	31 33%	14 26%	17 43%	16 35%	15 31%
Read SM for Gas on Estimate/Quarterly	14 15%	7 13%	7 18%	5 11%	9 19%
Read SM for Gas more often	24 26%	21 39%	3 8%	14 30%	10 21%
Read SM for Gas - others	25 27%	12 22%	13 33%	11 24%	14 29%
Never/DK read SM for Electricity	29 31%	14 26%	15 38%	15 33%	14 29%
Read SM for Electricity on Estimate/Quarterly	14 15%	7 13%	7 18%	5 11%	9 19%
Read SM for Electricity more often	25 27%	22 41%	3 8%	15 33%	10 21%
Read SM for Electricity - others	26 28%	11 20%	15 38%	11 24%	15 31%

Table 10b: Current use of Smart Meters - by Location/Visibility/Support

Text.: Q12 Now that you have a Smart Meter, how often do you read it nowadays for each fuel?

	Base	SM Visibility		SM Visibility/support			
		SM Visible Room/ no...	SM Hidden Room/ in ...	SM Visible/ Supported	SM Visible/ No support	SM Hidden/ Supported	SM Hidden/ No support
Base	94	29	65	21	8	44	21
Never read SM for Gas	31 33%	6 21%	25 38%	6 29%	- -	14 32%	11 52%
Read SM for Gas on Estimate	2 2%	- -	2 3%	- -	- -	2 5%	- -
Read SM for Gas Quarterly	12 13%	2 7%	10 15%	2 10%	- -	8 18%	2 10%
Read SM for Gas more often	24 26%	13 45%	11 17%	9 43%	4 50%	8 18%	3 14%
Read SM for Gas - others	25 27%	8 28%	17 26%	4 19%	4 50%	12 27%	5 24%
Never read SM for Electricity	29 31%	6 21%	23 35%	6 29%	- -	13 30%	10 48%
Read SM for Electricity on Estimate	2 2%	- -	2 3%	- -	- -	2 5%	- -
Read SM for Electricity on Quarterly	12 13%	2 7%	10 15%	2 10%	- -	8 18%	2 10%
Read SM for Electricity more often	25 27%	14 48%	11 17%	10 48%	4 50%	8 18%	3 14%
Read SM for Electricity - others	26 28%	7 24%	19 29%	3 14%	4 50%	13 30%	6 29%

Table 10c: Current use of Smart Meters - by main reason for getting one

Text.: Q12 Now that you have a Smart Meter, how often do you read it nowadays for each fuel? (READ OUT)

Firstly GAS

(READ OUT)

	Base	Main reason for taking part on SM trials (Q8)									
		Read remot- ely/ no met...	Accurate re- adings/ no...	Could use S- M to monit...	SM could h- elp cut en...	Something new / a trial	It w as free	Came with f- ree energ...	You got free energy sa...	Others	Don't remember
Base	94	29	20	21	16	2	1	1	2	1	1
Never/Don't know	32 34%	11 38%	8 40%	4 19%	7 44%	1 50%	- -	- -	1 50%	- -	- -
Only on estimated bills/quarterly	14 15%	4 14%	4 20%	5 24%	1 6%	- -	- -	- -	- -	- -	- -
More than once a quarter	14 15%	2 7%	3 15%	4 19%	4 25%	- -	- -	- -	- -	- -	1 100%
Once a week or more often	9 10%	1 3%	3 15%	4 19%	- -	1 50%	- -	- -	- -	- -	- -
Other.....	29 31%	13 45%	2 10%	5 24%	5 31%	- -	1 100%	1 100%	1 50%	1 100%	- -

Table 11: What information read on Smart Meters - by Sample

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
Current energy consumption	22 23%	19 29%	3 10%
Current cost of energy consumption	18 19%	15 23%	3 10%
Previous day's consumption	17 18%	13 20%	4 14%
Previous week's consumption	17 18%	14 22%	3 10%
Previous month's consumption	19 20%	16 25%	3 10%
Total energy consumption	39 41%	25 38%	14 48%
Price per unit (Rate Data)	10 11%	6 9%	4 14%
Others.....	6 6%	2 3%	4 14%
None of these	31 33%	22 34%	9 31%
Current energy consumption	27 29%	22 34%	5 17%
Current cost of energy consumption	20 21%	15 23%	5 17%

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
Previous day's consumption	18 19%	13 20%	5 17%
Previous week's consumption	18 19%	14 22%	4 14%
Previous month's consumption	22 23%	16 25%	6 21%
Total energy consumption	42 45%	25 38%	17 59%
Price per unit (Rate Data)	11 12%	8 12%	3 10%
Others.....	6 6%	2 3%	4 14%
None of these	28 30%	21 32%	7 24%

Table 12: How easy to use is Smart Meter display - by Sample, use of Guide, and Age

Text.: Q14a How easy or difficult do you find it to use your new Smart Meter display unit?

	Base	Question Sample		Have you read SM User Guide (Q16a)			Age of Respondent (Q55)				
		Reports (supported)	SM only (no support)	Yes	No	Never received one	25-34	35-44	45-54	55-64	65-74
Base	94	65	29	72	15	5	4	29	22	10	13
Mean	3	3	3	3	4	2	3	3	4	4	4
Standard Error	0.16	0.21	0.25	0.17	0.57	0.00	0.35	0.26	0.34	0.56	0.45
Very easy (5)	19 20%	15 23%	4 14%	16 22%	3 20%	- -	- -	5 17%	6 27%	3 30%	4 31%
Quite easy (4)	24 26%	14 22%	10 34%	23 32%	1 7%	- -	1 25%	8 28%	7 32%	2 20%	3 23%
Neither easy nor difficult (3)	9 10%	7 11%	2 7%	7 10%	1 7%	- -	2 50%	4 14%	- -	1 10%	1 8%
Quite difficult (2)	12 13%	6 9%	6 21%	10 14%	1 7%	1 20%	1 25%	4 14%	3 14%	- -	1 8%
Very difficult (1)	13 14%	11 17%	2 7%	11 15%	1 7%	- -	- -	2 7%	3 14%	2 20%	2 15%
Don't know /not tried to use it yet	17 18%	12 18%	5 17%	5 7%	8 53%	4 80%	- -	6 21%	3 14%	2 20%	2 15%

Table 12: How easy to use is Smart Meter display - by Sample, use of Guide, and Age

Text.: Q14a How easy or difficult do you find it to use your new Smart Meter display unit?

	Base	Age of Respondent (Q55)
		75 or over
Base	94	7
Mean	3	3
Standard Error	0.16	0.51
Very easy (5)	19 20%	1 14%
Quite easy (4)	24 26%	- -
Neither easy nor difficult (3)	9 10%	1 14%
Quite difficult (2)	12 13%	3 43%
Very difficult (1)	13 14%	1 14%
Don't know /not tried to use it yet	17 18%	1 14%

Table 13: Ways in which SM display found difficult to use - by Sample, use of Guide, and Age

Text.: Q14b In what way do you find it difficult to use?

Base: All who find SM Very or Quite Difficult

	Base	Question Sample		Have you read SM User Guide (Q16a)			Age of Respondent (Q55)				
		Reports (supported)	SM only (no support)	Yes	No	Never received one	25-34	35-44	45-54	55-64	65-74
Base	25	17	8	21	2	1	1	6	6	2	3
Don't understand display/never explained to me	6 24%	3 18%	3 38%	4 19%	1 50%	- -	- -	2 33%	1 17%	1 50%	- -
Complicated/alw ays need Guide/like Code	5 20%	5 29%	- -	5 24%	- -	- -	- -	3 50%	- -	- -	2 67%
Don't understand some calcs/rate incorrect	2 8%	- -	2 25%	2 10%	- -	- -	- -	1 17%	- -	- -	- -
Difficult to see/in dark cupboard/needs torch	5 20%	2 12%	3 38%	5 24%	- -	- -	1 100%	1 17%	- -	1 50%	- -
Read out unstable/figures change/not working	1 4%	- -	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
Don't have time to look at info it can produce	2 8%	2 12%	- -	1 5%	1 50%	- -	- -	- -	2 33%	- -	- -
Don't understand what to do/difficult to use	5 20%	4 24%	1 13%	5 24%	- -	- -	- -	2 33%	2 33%	- -	1 33%
Giving incorrect information	2 8%	2 12%	- -	2 10%	- -	- -	- -	1 17%	- -	- -	- -
Other	5 20%	3 18%	2 25%	4 19%	- -	1 100%	- -	2 33%	1 17%	- -	- -

Table 13: Ways in which SM display found difficult to use - by Sample, use of Guide, and Age

Text.: Q14b In what way do you find it difficult to use?

Base: All who find SM Very or Quite Difficult

	Base	Age of Respondent (Q55)
		75 or over
Base	25	4
Don't understand display/never explained to me	6 24%	1 25%
Complicated/alw ays need Guide/like Code	5 20%	- -
Don't understand some calcs/rate incorrect	2 8%	- -
Difficult to see/in dark cupboard/needs torch	5 20%	1 25%
Read out unstable/figures change/not working	1 4%	1 25%
Don't have time to look at info it can produce	2 8%	- -
Don't understand what to do/difficult to use	5 20%	- -
Giving incorrect information	2 8%	- -
Other	5 20%	1 25%

Table 14: Why Smart Meter display not used more often - by Sample, use of Guide, and Age

Text.: Q15 Why don't you read your new Smart Meter display more frequently than you do at present to find out how much gas and electricity you are using?

Base: All who look at SM less often than once a week

	Base	Question Sample		Have you read SM User Guide (Q16a)			Age of Respondent (Q55)				
		Reports (supported)	SM only (no support)	Yes	No	Never received one	25-34	35-44	45-54	55-64	65-74
Base	90	63	27	68	15	5	4	28	22	9	12
Don't know how to/it was never explained to me	6 7%	4 6%	2 7%	2 3%	2 13%	2 40%	- -	1 4%	3 14%	- -	- -
Too complicated/difficult to use	12 13%	9 14%	3 11%	9 13%	1 7%	- -	- -	4 14%	1 5%	2 22%	1 8%
Don't see any point using it more than I do	12 13%	8 13%	4 15%	12 18%	- -	- -	- -	1 4%	7 32%	1 11%	3 25%
Find the User Guide hard to follow	2 2%	2 3%	- -	2 3%	- -	- -	- -	1 4%	- -	- -	- -
Smart Meter is hard to access/in cupboard/in cellar/under stairs	8 9%	4 6%	4 15%	7 10%	1 7%	- -	- -	5 18%	- -	2 22%	- -
Other reasons (w rite in).....-	11 12%	6 10%	5 19%	10 15%	1 7%	- -	- -	2 7%	3 14%	- -	4 33%
No particular reason	11 12%	10 16%	1 4%	9 13%	2 13%	- -	- -	2 7%	5 23%	1 11%	3 25%
Don't know	1 1%	1 2%	- -	1 1%	- -	- -	- -	1 4%	- -	- -	- -
Prefer to read the reports	3 3%	3 5%	- -	2 3%	- -	1 20%	1 25%	1 4%	- -	- -	- -
Too busy/too time consuming	14 16%	12 19%	2 7%	9 13%	5 33%	- -	- -	9 32%	2 9%	1 11%	- -
Not interested	7 8%	5 8%	2 7%	6 9%	1 7%	- -	2 50%	2 7%	1 5%	1 11%	- -

Table 14: Why Smart Meter display not used more often - by Sample, use of Guide, and Age

Text.: Q15 Why don't you read your new Smart Meter display more frequently than you do at present to find out how much gas and electricity you are using?

Base: All who look at SM less often than once a week

	Base	Age of Respondent (Q55)
		75 or over
Base	90	7
Don't know how to/it was never explained to me	6 7%	- -
Too complicated/difficult to use	12 13%	2 29%
Don't see any point using it more than I do	12 13%	- -
Find the User Guide hard to follow	2 2%	- -
Smart Meter is hard to access/in cupboard/in cellar/under stairs	8 9%	- -
Other reasons (write in).....-	11 12%	1 14%
No particular reason	11 12%	- -
Don't know	1 1%	- -
Prefer to read the reports	3 3%	- -
Too busy/too time consuming	14 16%	- -
Not interested	7 8%	1 14%

Table 14: Why Smart Meter display not used more often - by Sample, use of Guide, and Age

Text.: Q15 Why don't you read your new Smart Meter display more frequently than you do at present to find out how much gas and electricity you are using?

Base: All who look at SM less often than once a week

	Base	Question Sample		Have you read SM User Guide (Q16a)			Age of Respondent (Q55)				
		Reports (supported)	SM only (no support)	Yes	No	Never received one	25-34	35-44	45-54	55-64	65-74
Base	90	63	27	68	15	5	4	28	22	9	12
Can't see it/poor eyesight	2 2%	1 2%	1 4%	- -	2 13%	- -	- -	- -	- -	- -	1 8%
Because someone else is doing it for me ie EDF	2 2%	1 2%	1 4%	1 1%	- -	1 20%	- -	- -	- -	1 11%	1 8%
I know our energy consumption/already conserving energy/meter reading won't change my behaviour	8 9%	5 8%	3 11%	8 12%	- -	- -	1 25%	2 7%	3 14%	1 11%	- -
The bills are ok/prefer to just track consumption through the bills	6 7%	3 5%	3 11%	4 6%	1 7%	1 20%	- -	2 7%	1 5%	- -	1 8%
I don't think it will help me save money	1 1%	- -	1 4%	1 1%	- -	- -	- -	1 4%	- -	- -	- -

Table 14: Why Smart Meter display not used more often - by Sample, use of Guide, and Age

Text.: Q15 Why don't you read your new Smart Meter display more frequently than you do at present to find out how much gas and electricity you are using?

Base: All who look at SM less often than once a week

	Base	Age of Respondent (Q55)
		75 or over
Base	90	7
Can't see it/poor eyesight	2 2%	1 14%
Because someone else is doing it for me ie EDF	2 2%	- -
I know our energy consumption/already conserving energy/meter reading won't change my behaviour	8 9%	1 14%
The bills are ok/prefer to just track consumption through the bills	6 7%	1 14%
I don't think it will help me save money	1 1%	- -

Table 15: Use of Smart Meter User Guide - by Sample and Age

Text.: Q16 Have you read your Smart Meter User Guide?

		Question Sample		Age of Respondent (Q55)					
		Reports supported	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
	Base	94	65	29	4	29	22	10	13
	No reply	2 2%	2 3%	- -	- -	- -	2 20%	- -	- -
	Yes	72 77%	49 75%	23 79%	4 100%	22 76%	20 91%	6 60%	11 85%
	No	15 16%	11 17%	4 14%	- -	7 24%	1 5%	1 10%	2 15%
	Never received one	5 5%	3 5%	2 7%	- -	- -	1 5%	1 10%	- -

Table 16: Ease of understanding Smart Meter User Guide - by Sample and Age

Text.: Q16b How easy to understand did you find your Smart Meter User Guide?

Base: All reading SM User Guide Q16a=1

	Base	Question Sample		Age of Respondent (Q55)					
		Reports supported	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
Base	72	49	23	4	22	20	6	11	4
Mean	4	4	3	4	4	3	4	4	4
Standard Error	0.14	0.14	0.31	0.25	0.27	0.25	0.41	0.39	0.22
No reply	1	1	-	-	1	-	-	-	-
	1%	2%	-	-	5%	-	-	-	-
Very easy (5)	15	8	7	-	7	2	2	2	-
	21%	16%	30%	-	32%	10%	33%	18%	-
Quite easy (4)	32	25	7	2	7	9	3	7	3
	44%	51%	30%	50%	32%	45%	50%	64%	75%
Neither easy nor difficult (3)	11	9	2	2	2	5	-	-	1
	15%	18%	9%	50%	9%	25%	-	-	25%
Quite difficult (2)	7	4	3	-	4	2	1	-	-
	10%	8%	13%	-	18%	10%	17%	-	-
Very difficult (1)	6	2	4	-	1	2	-	2	-
	8%	4%	17%	-	5%	10%	-	18%	-

Table 17: Why Smart Meter User Guide not read - by Sample and Age

Text.: Q16c Why have you not read your Smart Meter User Guide yet?

Base: All not reading Guide yet (Q16a=2)

	Base	Question Sample		Age of Respondent (Q55)				
		Reports (supported)	SM only (no support)	35-44	45-54	55-64	65-74	75 or over
Base	15	11	4	7	1	1	2	2
Not had time/too busy/not got around to it	7 47%	7 64%	- -	5 71%	1 100%	- -	- -	- -
Guide not provided/not sure I had Guide	1 7%	- -	1 25%	- -	- -	- -	- -	- -
Cannot find User Guide	1 7%	1 9%	- -	1 14%	- -	- -	- -	- -
Not easy to understand	1 7%	1 9%	- -	- -	- -	- -	- -	1 50%
Don't know	1 7%	- -	1 25%	- -	- -	1 100%	- -	- -
Installer explained meter operation	2 13%	1 9%	1 25%	1 14%	- -	- -	1 50%	- -
Other	2 13%	1 9%	1 25%	- -	- -	- -	1 50%	1 50%

Table 18: Further use of Smart Meter User Guide - by Sample and Age

		Question Sample		Age of Respondent (Q55)						
		Base	Reports supported)	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
Base	Base	87	60	27	4	29	21	7	13	6
	Yes	75 86%	53 88%	22 81%	3 75%	26 90%	18 86%	7 100%	10 77%	5 83%
	No	3 3%	1 2%	2 7%	- -	2 7%	- -	- -	1 8%	- -
	Don't know	9 10%	6 10%	3 11%	1 25%	1 3%	3 14%	- -	2 15%	1 17%
	In kitchen	9 10%	6 10%	3 11%	- -	5 17%	2 10%	2 29%	- -	- -
	In Living Room	8 9%	5 8%	3 11%	- -	2 7%	3 14%	- -	2 15%	1 17%
	By the Smart Meter	26 30%	19 32%	7 26%	2 50%	4 14%	9 43%	1 14%	6 46%	1 17%
	Esew here (w here?).....-	3 3%	1 2%	2 7%	- -	3 10%	- -	- -	- -	- -
	Don't know where it is	17 20%	12 20%	5 19%	1 25%	7 24%	3 14%	- -	2 15%	2 33%
	Filed with other manuals/guides/paperwork/bills	12 14%	10 17%	2 7%	- -	5 17%	1 5%	4 57%	- -	1 17%
	Yes	48 55%	37 62%	11 41%	3 75%	15 52%	12 57%	6 86%	6 46%	4 67%
	No	10 11%	4 7%	6 22%	- -	2 7%	3 14%	- -	1 8%	1 17%

Table 18: Further use of Smart Meter User Guide - by Sample and Age

	Base	Question Sample		Age of Respondent (Q55)					
		Reports supported	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
Base	87	60	27	4	29	21	7	13	6
Might do if I have time	14	10	4	-	8	3	-	2	-
	16%	17%	15%	-	28%	14%	-	15%	-
Don't know	3	2	1	-	1	-	1	1	-
	3%	3%	4%	-	3%	-	14%	8%	-

Table 19: Why some Trialists won't read SM User Guide again - by Sample and Age

Text...: Q18b Why don't you think you will look at your Smart Meter User Guide again?

Base: All who won't read it again (Q18a=2)

	Base	Question Sample		Age of Respondent (Q55)			
		Reports supported)	SM only (no support)	35-44	45-54	65-74	75 or over
Base	10	4	6	2	3	1	1
Don't understand it/of no help/not useful	2 20%	1 25%	1 17%	- -	1 33%	- -	- -
No time	1 10%	1 25%	- -	1 50%	- -	- -	- -
No need	4 40%	2 50%	2 33%	1 50%	2 67%	1 100%	- -
Hard to follow /badly w ritten/plastic card easier to follow	2 20%	- -	2 33%	- -	- -	- -	- -
Other	1 10%	- -	1 17%	- -	- -	- -	1 100%

Table 19A: Receipt and retention of simpler laminated card about how to use Smart Meter

		Base	Question Sample		Age of Respondent (Q55)					
			Reports supported)	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
	Base	85	59	26	4	27	22	8	10	5
	Yes	12 14%	8 14%	4 15%	- -	3 11%	2 9%	1 13%	2 20%	2 40%
	No	65 76%	45 76%	20 77%	3 75%	22 81%	19 86%	7 88%	5 50%	3 60%
	Don't know	8 9%	6 10%	2 8%	1 25%	2 7%	1 5%	- -	3 30%	- -
	Yes	10 12%	7 12%	3 12%	- -	3 11%	2 9%	1 13%	2 20%	2 40%
	No	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -

Table 20: How Smart Meter has helped Trialists - by Sample and Age

Text.: Q19 Has anything you have learned from your Smart Meter helped you in any of the following ways?

Has it helped you change your behaviour to save energy?

(READ OUT)

	Base	Question Sample		Age of Respondent (Q55)					
		Reports supported)	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
Base	94	65	29	4	29	22	10	13	7
No reply	6 6%	2 3%	4 14%	- -	3 10%	1 5%	- -	1 8%	- -
Helped you change your behaviour to save energy	42 45%	33 51%	9 31%	2 50%	15 52%	12 55%	4 40%	4 31%	2 29%
Helped you control your heating better	37 39%	28 43%	9 31%	1 25%	12 41%	11 50%	4 40%	5 38%	3 43%
Helped you control your hot water better	26 28%	20 31%	6 21%	1 25%	5 17%	10 45%	3 30%	5 38%	2 29%
Encouraged you to not leave appliances on stand by	45 48%	35 54%	10 34%	2 50%	18 62%	12 55%	6 60%	3 23%	2 29%
Encouraged you to use more energy saving light bulbs	52 55%	40 62%	12 41%	2 50%	16 55%	15 68%	5 50%	7 54%	3 43%
Encouraged you to turn off lights not needed	46 49%	39 60%	7 24%	1 25%	19 66%	12 55%	4 40%	5 38%	2 29%
Helped you get more accurate fuel bills	58 62%	42 65%	16 55%	4 100%	18 62%	14 64%	7 70%	6 46%	4 57%
Helped you to get lower fuel bills	41 44%	34 52%	7 24%	2 50%	13 45%	10 45%	6 60%	7 54%	1 14%

Table 20: How Smart Meter has helped Trialists - by Sample and Age

Text.: Q19 Has anything you have learned from your Smart Meter helped you in any of the following ways?

Has it helped you change your behaviour to save energy?

(READ OUT)

	Base	Question Sample		Age of Respondent (Q55)					
		Reports supported)	SM only (no support)	25-34	35-44	45-54	55-64	65-74	75 or over
Base	94	65	29	4	29	22	10	13	7
Encouraged you to install other energy saving measures	10 11%	8 12%	2 7%	1 25%	3 10%	1 5%	1 10%	4 31%	- -
Helped in other ways	14 15%	7 11%	7 24%	1 25%	8 28%	2 9%	2 20%	- -	- -
Not helped in any of these ways	8 9%	6 9%	2 7%	- -	1 3%	1 5%	2 20%	1 8%	2 29%

Table 21: Information from HelpCo - Supported Sample only

		Missing	Age of Respondent (Q55)					
		No reply	25-34	35-44	45-54	55-64	65-74	75 or over
Base	65	5	3	20	16	7	10	4
Postcards (monthly)	54 83%	4 80%	2 67%	20 100%	12 75%	7 100%	6 60%	3 75%
Warning Postcards (alerting you to a problem)	11 17%	2 40%	- -	4 20%	- -	3 43%	2 20%	- -
Paper (Quarterly) Reports	45 69%	4 80%	3 100%	12 60%	12 75%	7 100%	5 50%	2 50%
Other (write in).....	1 2%	- -	- -	- -	- -	1 14%	- -	- -
None	4 6%	- -	- -	- -	2 13%	- -	2 20%	- -
Yes - over the telephone	9 14%	1 20%	- -	4 20%	- -	3 43%	1 10%	- -
Yes - in a Home Visit	2 3%	1 20%	- -	- -	- -	1 14%	- -	- -
Neither	50 77%	4 80%	3 100%	15 75%	14 88%	3 43%	7 70%	4 100%
Don't remember	1 2%	- -	- -	1 5%	- -	- -	- -	- -

Table 22: Information/advice from HelpCo followed by Trialists - Suported Sample only

Text.: Q22a Have you followed any of the advice provided by HelpCo by doing any of the following things?

(READ OUT)

	Base	Printed Info from HelpCo (Q20)					Advice on phone or by home visit (Q21)			
		Postcards	Warning Postcards	Paper Reports	Other	None	Yes -over t- he telephone	Yes - in a Home Visit	Neither	Don't remember
Base	65	54	11	45	1	4	9	2	50	1
No reply	4 6%	- -	- -	- -	- -	4 100%	- -	- -	- -	- -
Setting programmer to turn off heating w hen not needed	15 23%	14 26%	3 27%	12 27%	1 100%	- -	5 56%	1 50%	10 20%	- -
Setting programmer to turn off hot w ater w hen not needed	12 18%	11 20%	2 18%	8 18%	- -	- -	3 33%	1 50%	9 18%	- -
Turning off appliances at night (not leaving on stand-by)	23 35%	22 41%	4 36%	19 42%	1 100%	- -	4 44%	1 50%	19 38%	- -
Fitting low energy bulbs in more lights	26 40%	24 44%	6 55%	21 47%	1 100%	- -	6 67%	- -	20 40%	- -
Turning off lights not needed	27 42%	25 46%	7 64%	22 49%	1 100%	- -	5 56%	- -	22 44%	- -
Any other advice follow ed? (w rite i- n).....	10 15%	8 15%	3 27%	8 18%	- -	- -	1 11%	1 50%	8 16%	- -
No - none of HelpCo's advice follow ed	24 37%	21 39%	1 9%	15 33%	- -	- -	2 22%	- -	21 42%	1 100%
Don't remember	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	1 100%

Table 23: Usefulness of Information/Advice from HelpCo - Supported Sample only

Text.: Q23a How useful have you found the information you have been sent by HelpCo?

	Base	Printed Info from HelpCo (Q20)					Advice on phone or by home visit (Q21)			
		Postcards	Warning Postcards	Paper Reports	Other	None	Yes -over t- he telephone	Yes - in a Home Visit	Neither	Don't remember
Base	65	54	11	45	1	4	9	2	50	1
Mean	3	3	3	3	4	0	3	3	3	3
Standard Error	0.09	0.10	0.19	0.11	0.00	0.00	0.28	0.00	0.10	0.00
No reply	4	-	-	-	-	4	-	-	-	-
	6%	-	-	-	-	100%	-	-	-	-
Very useful (4)	13	12	1	10	1	-	3	-	10	-
	20%	22%	9%	22%	100%	-	33%	-	20%	-
Quite useful (3)	33	30	6	24	-	-	3	2	28	1
	51%	56%	55%	53%	-	-	33%	100%	56%	100%
Not very useful (2)	11	8	2	8	-	-	2	-	9	-
	17%	15%	18%	18%	-	-	22%	-	18%	-
Not at all useful (1)	1	1	-	1	-	-	-	-	1	-
	2%	2%	-	2%	-	-	-	-	2%	-
Don't know /not read it	3	3	2	2	-	-	1	-	2	-
	5%	6%	18%	4%	-	-	11%	-	4%	-

Table 24: Why Information/Advice from HelpCo found useful or not - Supported Sample only

Text.: Q23b Why is that?

	Base	Missing	How useful HelpCo information found (Q23a)				
		No reply	Very useful	Quite useful	Not very useful	Not at all useful	Don't know - /not read it
Base	65	4	13	33	11	1	3
No reply	4 6%	4 100%	- -	- -	- -	- -	- -
Comparisons with Targets/Baseline useful	1 2%	- -	- -	1 3%	- -	- -	- -
Useful to know how much energy used	8 12%	- -	3 23%	5 15%	- -	- -	- -
Useful to know how to keep costs down	1 2%	- -	1 8%	- -	- -	- -	- -
Clear, concise, accurate/PCs good visuals	1 2%	- -	1 8%	- -	- -	- -	- -
Keeps energy saving in our minds	13 20%	- -	4 31%	9 27%	- -	- -	- -
Comparison with neighbours/similar houses useful	3 5%	- -	- -	3 9%	- -	- -	- -
Good to know we are doing well/are on track	8 12%	- -	1 8%	4 12%	3 27%	- -	- -
Useful to know how much it is costing you	4 6%	- -	1 8%	3 9%	- -	- -	- -
Cumulative cost/usage/year on year comparison	5 8%	- -	2 15%	3 9%	- -	- -	- -
Encourages me to do more	2 3%	- -	1 8%	1 3%	- -	- -	- -

Table 24: Why Information/Advice from HelpCo found useful or not - Supported Sample only

Text.: Q23b Why is that?

	Base	Missing	How useful HelpCo information found (Q23a)				
		No reply	Very useful	Quite useful	Not very useful	Not at all useful	Don't know - /not read it
Base	65	4	13	33	11	1	3
Distrust Reports accuracy/get different figures on bills	1 2%	- -	- -	- -	1 9%	- -	- -
Comparisons meaningless/ignore many factors	1 2%	- -	- -	- -	1 9%	- -	- -
Aw are of all energy saving methods before	1 2%	- -	- -	- -	1 9%	- -	- -
Had no advice/they advised nothing	2 3%	- -	- -	- -	1 9%	- -	1 33%
Don't understand any of it	4 6%	- -	- -	1 3%	2 18%	1 100%	- -
Difficult to understand/presentation unclear	1 2%	- -	- -	- -	1 9%	- -	- -
Other	11 17%	- -	1 8%	6 18%	2 18%	- -	2 67%

Table 25: Why no Information/Advice from HelpCo followed - Supported Sample only

Text.: Q22b Why have you not followed any of HelpCo's advice?

Base: All not following any Advice: Supported AND Q22a=7

	Base	Printed Info from HelpCo (Q20)			Advice on phone or by home visit (Q21)		
		Postcards	Warning Postcards	Paper Reports	Yes -over t-he teleph...	Neither	Don't remember
Base	24	21	1	15	2	21	1
No advice received from HelpCo	11 46%	9 43%	- -	7 47%	- -	11 52%	- -
Already knew all this/already did all this	8 33%	7 33%	1 100%	7 47%	2 100%	6 29%	- -
Other	5 21%	5 24%	- -	1 7%	- -	4 19%	1 100%

Table 26: Usefulness and preferences on Targets from HelpCo - Supported Sample only

	Base	Printed Info from HelpCo (Q20)					Advice on phone or by home visit (Q21)			
		Postcards	Warning Postcards	Paper Reports	Other	None	Yes -over the telephone	Yes - in a Home Visit	Neither	Don't remember
Base	65	54	11	45	1	4	9	2	50	1
No reply	4 6%	- -	- -	- -	- -	4 100%	- -	- -	- -	- -
Very useful	11 17%	10 19%	1 9%	9 20%	1 100%	- -	3 33%	- -	8 16%	- -
Quite useful	26 40%	25 46%	5 45%	19 42%	- -	- -	3 33%	2 100%	22 44%	- -
Not very useful	10 15%	7 13%	2 18%	7 16%	- -	- -	1 11%	- -	9 18%	- -
Not at all useful	4 6%	3 6%	1 9%	2 4%	- -	- -	1 11%	- -	3 6%	- -
Did not notice them (DONT READ OUT)	10 15%	9 17%	2 18%	8 18%	- -	- -	1 11%	- -	8 16%	1 100%
By comparison with your previous year's energy consumption	44 68%	41 76%	7 64%	31 69%	1 100%	- -	7 78%	1 50%	35 70%	1 100%
By comparison with similar homes nearby	16 25%	13 24%	1 9%	16 36%	- -	- -	1 11%	1 50%	15 30%	- -
By calculating a target based on your home's age/type/insulation etc	28 43%	27 50%	5 45%	25 56%	1 100%	- -	5 56%	1 50%	22 44%	- -
Don't know /no preference DO NOT READ OUT	7 11%	5 9%	1 9%	5 11%	- -	- -	- -	- -	7 14%	- -

Table 26: Usefulness and preferences on Targets from HelpCo - Supported Sample only

	Base	Printed Info from HelpCo (Q20)					Advice on phone or by home visit (Q21)			
		Postcards	Warning Postcards	Paper Reports	Other	None	Yes -over t-he telephone	Yes - in a Home Visit	Neither	Don't remember
Base	65	54	11	45	1	4	9	2	50	1
£ spent on energy	40 62%	36 67%	5 45%	28 62%	1 100%	- -	6 67%	1 50%	32 64%	1 100%
kWh (kilowatt hours) of energy used	22 34%	22 41%	5 45%	16 36%	- -	- -	4 44%	- -	18 36%	- -
Kgs (Kilograms) of CO2 emissions	24 37%	20 37%	4 36%	20 44%	- -	- -	1 11%	- -	23 46%	- -
Some other units (what?).....	2 3%	2 4%	- -	2 4%	- -	- -	- -	- -	2 4%	- -
Don't know /no preference	7 11%	5 9%	2 18%	6 13%	- -	- -	- -	1 50%	7 14%	- -

Table 27: Preferences for other help from HelpCo - Supported Sample only

Text.: Q27 HelpCo could provide you with more help to save energy in the following ways: which (if any) of these forms of help would you like to receive in future?

	Base	Printed Info from HelpCo (Q20)					Advice on phone or by home visit (Q21)			
		Postcards	Warning Postcards	Paper Reports	Other	None	Yes - over the telephone	Yes - in a Home Visit	Neither	Don't remember
Base	65	54	11	45	1	4	9	2	50	1
No reply	4 6%	- -	- -	- -	- -	4 100%	- -	- -	- -	- -
More advice and information over the telephone	7 11%	7 13%	1 9%	2 4%	- -	- -	2 22%	- -	5 10%	- -
An energy adviser to visit your home and give advice	21 32%	20 37%	6 55%	16 36%	- -	- -	4 44%	1 50%	15 30%	1 100%
Information on any grants or subsidy schemes	35 54%	33 61%	5 45%	25 56%	1 100%	- -	6 67%	- -	29 58%	- -
Energy efficiency improvements arranged for you by HelpCo	26 40%	24 44%	5 45%	21 47%	- -	- -	6 67%	1 50%	20 40%	- -
Advice and information on a HelpCo website	18 28%	17 31%	2 18%	13 29%	1 100%	- -	3 33%	1 50%	14 28%	- -
Any other ideas? (write in).....-	6 9%	6 11%	- -	4 9%	1 100%	- -	2 22%	- -	4 8%	- -
None of these	9 14%	6 11%	1 9%	7 16%	- -	- -	- -	- -	9 18%	- -

Table 27: Preferences for other help from HelpCo - Supported Sample only

Text.: Q27 HelpCo could provide you with more help to save energy in the following ways: which (if any) of these forms of help would you like to receive in future?

	Base	Verbal or Printed advice follow ed (q22a0)							
		Setting prog to turn off hea...	Setting prog to turn off hot ...	Turning off appliances	Fitting low energy bulbs	Turning off lig- hts not need...	Follow ed other advice	No advice follow ed	Don't remember
Base	65	15	12	23	26	27	10	24	1
No reply	4 6%	-	-	-	-	-	-	-	-
More advice and information over the telephone	7 11%	3 20%	3 25%	3 13%	4 15%	4 15%	1 10%	2 8%	-
An energy adviser to visit your home and give advice	21 32%	5 33%	2 17%	8 35%	9 35%	9 33%	6 60%	8 33%	1 100%
Information on any grants or subsidy schemes	35 54%	9 60%	6 50%	14 61%	13 50%	13 48%	7 70%	15 63%	-
Energy efficiency improvements arranged for you by HelpCo	26 40%	7 47%	6 50%	12 52%	13 50%	12 44%	5 50%	7 29%	-
Advice and information on a HelpCo website	18 28%	4 27%	4 33%	7 30%	9 35%	10 37%	3 30%	6 25%	-
Any other ideas? (w rite in).....-	6 9%	1 7%	1 8%	2 9%	2 8%	2 7%	-	4 17%	-
None of these	9 14%	3 20%	3 25%	4 17%	5 19%	5 19%	-	4 17%	-

Table 28: Fuel Bills and Meter Readers since SMs installed - by Sample, Total Base

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
No reply	1 1%	- -	1 3%
Lower than this time two years ago	31 33%	25 38%	6 21%
About the same	19 20%	14 22%	5 17%
Higher than this time last year	31 33%	20 31%	11 38%
Don't know	12 13%	6 9%	6 21%
Meter reader has now stopped calling	51 54%	31 48%	20 69%
Meter reader still calls now	40 43%	33 51%	7 24%
Don't know yet/too early to tell	2 2%	1 2%	1 3%
More accurate now	58 62%	38 58%	20 69%
Less accurate now	6 6%	4 6%	2 7%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
About the same as before	18 19%	15 23%	3 10%
Don't know /too early to tell	11 12%	8 12%	3 10%
Actual	60 64%	38 58%	22 76%
Estimated	19 20%	15 23%	4 14%
Don't know	14 15%	12 18%	2 7%

Table 29: Why Fuel Bills thought to be lower or higher since SMs installed

Text.: Q28b Why do you think this is?

Base: All seeing Lower or Higher bills (Q28a=1,3)

	Base	Are Fuel Bills thought to be lower or higher ...	
		Lower than two ye...	Higher than two ye...
Base	62	31	31
Applied energy saving/fitted low energy lamps	12 19%	12 39%	- -
More aware/careful through HelpCo advice	14 23%	14 45%	- -
SM encouraged me to be more energy aware	3 5%	3 10%	- -
Because I am now sole occupier	1 2%	1 3%	- -
Because of price reductions/better tariff/cheaper supplier	3 5%	3 10%	- -
Bills just higher/lower now/by amounts I pay	4 6%	3 10%	1 3%
Higher fuel prices/inflation/political pressures	23 37%	- -	23 74%
Because of estimated bills	2 3%	- -	2 6%
Increased usage/at home more	5 8%	- -	5 16%
Don't know	3 5%	1 3%	2 6%
Other	2 3%	2 6%	- -

Table 30: Views on meter readers still calling after SM installed

Text.: Q29b How do you feel about that?

Base: All on who meter reader still calls (Q29a=2)

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	40	33	7
Annoyed/irritated/nuisance/not happy	11 28%	7 21%	4 57%
Not impressed/unnecessary/not clever	4 10%	3 9%	1 14%
Pointless/SM meant to eliminate this/Why?	5 13%	5 15%	- -
Frustrated as they don't understand SM	4 10%	3 9%	1 14%
Is SM not working?/engineer had to call	1 3%	- -	1 14%
Fine/not bothered/they should come	11 28%	11 33%	- -
One hand doesn't know what other hand doing	3 8%	3 9%	- -
Other/don't know	8 20%	6 18%	2 29%

Table 31: How Gas and Electricity paid for - by Sample and how bills have changed, Total sample

Text.: Q32 How do you pay for your gas and electricity nowadays?

GAS

	Base	Question Sample		How bills have changed since SM installed (Q28a)			
		Reports supported)	SM only (no support)	Low er than tw o year...	About the same	Higher than tw o year...	Don't know
Base	94	65	29	31	19	31	12
No reply	3 3%	2 3%	1 3%	2 6%	- -	- -	- -
On receipt of Quarterly Bill	24 26%	13 20%	11 38%	5 16%	3 16%	11 35%	5 42%
By monthly Direct Debit	62 66%	46 71%	16 55%	22 71%	14 74%	19 61%	7 58%
Other ways (write in).....	5 5%	4 6%	1 3%	2 6%	2 11%	1 3%	- -

Table 31: How Gas and Electricity paid for - by Sample and how bills have changed, Total sample

Text.: Q32 How do you pay for your gas and electricity nowadays?
ELECTRICITY

	Base	Question Sample		How bills have changed since SM installed (Q28a)			
		Reports supported)	SM only (no support)	Low er than tw o year...	About the same	Higher than tw o year...	Don't know
Base	94	65	29	31	19	31	12
No reply	2 2%	1 2%	1 3%	1 3%	- -	- -	- -
On receipt of Quarterly Bill	24 26%	14 22%	10 34%	5 16%	4 21%	10 32%	5 42%
By monthly Direct Debit	63 67%	46 71%	17 59%	23 74%	13 68%	20 65%	7 58%
Other ways (write in).....	5 5%	4 6%	1 3%	2 6%	2 11%	1 3%	- -

Table 32: How likely to recommend SM to a friend - by Sample and how bills have changed

Text.: Q33a Taking everything into account, how likely are you to recommend these Smart Meters to a friend?

Base: Total sample

	Base	Question Sample		How bills have changed since SM installed (Q28a)			
		Reports supported)	SM only (no support)	Low er than tw o year...	About the same	Higher than tw o year...	Don't know
Base	94	65	29	31	19	31	12
Mean	73	76	67	87	72	59	78
Standard Error	3.55	4.11	6.80	3.89	6.57	7.49	8.21
No reply	2	1	1	1	-	-	-
	2%	2%	3%	3%	-	-	-
Very likely (100)	47	36	11	19	8	13	7
	50%	55%	38%	61%	42%	42%	58%
Quite likely (67)	18	11	7	7	5	4	2
	19%	17%	24%	23%	26%	13%	17%
Not very likely (33)	16	11	5	2	5	6	3
	17%	17%	17%	6%	26%	19%	25%
Very unlikely (0)	7	4	3	-	-	7	-
	7%	6%	10%	-	-	23%	-
Don't know	4	2	2	2	1	1	-
	4%	3%	7%	6%	5%	3%	-

Table 32a: How likely to recommend SM to a friend - by main reason for getting SM

Text.: Q33a Taking everything into account, how likely are you to recommend these Smart Meters to a friend?

Base: Total sample

	Base	Main reason for taking part on SM trials (Q8)									
		Read remot- ely/ no met...	Accurate re- adings/ no...	Could use S- M to monit...	SM could h- elp cut en...	Something new / a trial	It w as free	Came w ith f- ree energ...	You got free energy sa...	Others	Don't remember
Base	94	29	20	21	16	2	1	1	2	1	1
Mean	73	69	82	78	58	100	100	100	84	33	67
Standard Error	3.55	6.30	5.76	7.42	10.65	0.00	0.00	0.00	11.67	0.00	0.00
No reply	2	1	-	1	-	-	-	-	-	-	-
	2%	3%	-	5%	-	-	-	-	-	-	-
Very likely (100)	47	13	12	11	6	2	1	1	1	-	-
	50%	45%	60%	52%	38%	100%	100%	100%	50%	-	-
Quite likely (67)	18	6	4	3	3	-	-	-	1	-	1
	19%	21%	20%	14%	19%	-	-	-	50%	-	100%
Not very likely (33)	16	7	3	3	2	-	-	-	-	1	-
	17%	24%	15%	14%	13%	-	-	-	-	100%	-
Very unlikely (0)	7	2	-	1	4	-	-	-	-	-	-
	7%	7%	-	5%	25%	-	-	-	-	-	-
Don't know	4	-	1	2	1	-	-	-	-	-	-
	4%	-	5%	10%	6%	-	-	-	-	-	-

Table 33: Why Trialists likely to recommend SM to a friend or not - by Sample and Likelihood

Text.: Q33b Why do you feel that way?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
No reply	2 2%	1 2%	1 3%	- -	- -	- -	- -	- -
SM helpful/excellent/useful info/monitor usage	23 24%	16 25%	7 24%	18 38%	5 28%	- -	- -	- -
No meter readers/meter reading	14 15%	8 12%	6 21%	9 19%	4 22%	1 6%	- -	- -
Accurate bills/no estimates/pay for what you use	11 12%	10 15%	1 3%	10 21%	1 6%	- -	- -	- -
Helps cut energy use/saves money/carbon	11 12%	10 15%	1 3%	9 19%	1 6%	- -	- -	1 25%
Friends waste energy/if friends wasted energy	2 2%	1 2%	1 3%	2 4%	- -	- -	- -	- -
You can see at a glance what you are spending/helps budgetting	2 2%	1 2%	1 3%	2 4%	- -	- -	- -	- -
Simple/less hassle/no arguments	6 6%	4 6%	2 7%	5 11%	1 6%	- -	- -	- -
Happy with the experience/like it/good idea	7 7%	5 8%	2 7%	6 13%	1 6%	- -	- -	- -
You are in control	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -

Table 33: Why Trialists likely to recommend SM to a friend or not - by Sample and Likelihood

Text.: Q33b Why do you feel that way?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Security aspect/no-one calling at the house	2 2%	2 3%	- -	2 4%	- -	- -	- -	- -
It is free	3 3%	1 2%	2 7%	2 4%	1 6%	- -	- -	- -
Postcards are useful	1 1%	1 2%	- -	- -	1 6%	- -	- -	- -
Some teething problems/needs improving	2 2%	1 2%	1 3%	- -	1 6%	1 6%	- -	- -
Not sure SM readings match bills	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
No benefit so far/limited benefit/no advantages	6 6%	3 5%	3 10%	- -	- -	3 19%	3 43%	- -
Meter reader still calls	2 2%	1 2%	1 3%	- -	- -	2 13%	- -	- -
Dissatisfied w ith EDF/problems unsolved	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Getting higher bills	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Poor design	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
Don't provide any more information about energy use	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
Think the gas might be cut off	2 2%	2 3%	- -	- -	- -	2 13%	- -	- -

Table 33: Why Trialists likely to recommend SM to a friend or not - by Sample and Likelihood

Text.: Q33b Why do you feel that way?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Not bothered	3 3%	2 3%	1 3%	- -	- -	2 13%	- -	1 25%
Other	15 16%	10 15%	5 17%	4 9%	5 28%	4 25%	2 29%	- -
Haven't used it properly yet to know if useful	5 5%	3 5%	2 7%	1 2%	1 6%	1 6%	- -	2 50%

Table 34: What Trialists like most about Smart Meters - by Sample and Likelihood

Text.: Q34 What do you like most about your new Smart Meter?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports (supported)	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
No reply	4 4%	2 3%	2 7%	1 2%	- -	- -	- -	1 25%
Nothing/not much/don't like it	14 15%	10 15%	4 14%	1 2%	4 22%	4 25%	5 71%	- -
No meter reader calling/or should not call	12 13%	9 14%	3 10%	6 13%	1 6%	5 31%	- -	- -
Actual/accurate bills/no estimated bills	21 22%	15 23%	6 21%	12 26%	1 6%	5 31%	- -	3 75%
Design/small/practical/w hizzy/smart/looks OK	12 13%	6 9%	6 21%	7 15%	5 28%	- -	- -	- -
Auto/remote readings/no need to read meter	7 7%	4 6%	3 10%	4 9%	- -	2 13%	1 14%	- -
Can monitor consumption immed/accurately	17 18%	15 23%	2 7%	12 26%	4 22%	- -	- -	1 25%
Could or will save energy	2 2%	2 3%	- -	2 4%	- -	- -	- -	- -
Easy to read/OK to read	2 2%	2 3%	- -	- -	1 6%	1 6%	- -	- -
Like reports rather than meter readings	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -

Table 34: What Trialists like most about Smart Meters - by Sample and Likelihood

Text.: Q34 What do you like most about your new Smart Meter?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Not bothered/don't know	3 3%	- -	3 10%	- -	2 11%	1 6%	- -	- -
Out of sight	2 2%	1 2%	1 3%	1 2%	1 6%	- -	- -	- -
Simple	5 5%	4 6%	1 3%	4 9%	- -	1 6%	- -	- -
Encourages me to be more energy efficient/aware	2 2%	2 3%	- -	1 2%	- -	1 6%	- -	- -
Useful information/tips/additional info	4 4%	3 5%	1 3%	3 6%	- -	1 6%	- -	- -
Saves me money	2 2%	1 2%	1 3%	2 4%	- -	- -	- -	- -
Modern technology	2 2%	2 3%	- -	1 2%	- -	- -	1 14%	- -
Other	6 6%	1 2%	5 17%	5 11%	- -	1 6%	- -	- -

Table 35: What Trialists dislike most about Smart Meters - by Sample and Likelihood

Text.: Q35 What do you dislike most about your new Smart Meter?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
No reply	3 3%	1 2%	2 7%	- -	- -	- -	- -	1 25%
Nothing in particular/not a lot/not bothered	54 57%	39 60%	15 52%	33 70%	11 61%	6 38%	2 29%	2 50%
Noisy/beeping/buzzing	4 4%	4 6%	- -	3 6%	- -	1 6%	- -	- -
Its location/under stairs/in garage	4 4%	2 3%	2 7%	1 2%	1 6%	1 6%	1 14%	- -
Faulty/stuck/info is gobbledegook	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Meter reader still calls	2 2%	1 2%	1 3%	1 2%	1 6%	- -	- -	- -
High bills/overcharging by EDF	5 5%	3 5%	2 7%	2 4%	- -	1 6%	2 29%	- -
Safety of transmitter/radio waves	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
Diff to use/unclear/coding complex/confusing	8 9%	6 9%	2 7%	3 6%	2 11%	1 6%	1 14%	1 25%
Don't know how to use it/no Guide received	3 3%	2 3%	1 3%	1 2%	- -	- -	2 29%	- -

Table 35: What Trialists dislike most about Smart Meters - by Sample and Likelihood

Text.: Q35 What do you dislike most about your new Smart Meter?

Base: Total sample

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Not helpful as expected/no advantages	3 3%	1 2%	2 7%	- -	1 6%	2 13%	- -	- -
Not attractive	3 3%	2 3%	1 3%	2 4%	- -	- -	1 14%	- -
Other	10 11%	7 11%	3 10%	2 4%	3 17%	4 25%	1 14%	- -

Table 36: Trialists' Other Comments on Smart Meter/ HelpCo etc - by Sample and Likelihood

Text.: Q36 Do you have any other comments about your Smart Meter, the advice provided by HelpCo, or any other aspects of this trial?

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
No reply	2 2%	1 2%	1 3%	- -	- -	- -	- -	- -
None/no other comments	35 37%	25 38%	10 34%	13 28%	12 67%	7 44%	1 14%	2 50%
EDF know ledge/communications/service poor	4 4%	2 3%	2 7%	- -	1 6%	2 13%	1 14%	- -
Still estimated/inaccurate bills/so SM pointless	4 4%	3 5%	1 3%	2 4%	1 6%	1 6%	- -	- -
Reports/HelpCo advice good idea/fine	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
Not given promised energy saving measures	4 4%	4 6%	- -	3 6%	- -	1 6%	- -	- -
Like to know but not show n how to use SM	3 3%	2 3%	1 3%	2 4%	- -	- -	1 14%	- -
SM is good idea - improve and keep going	15 16%	10 15%	5 17%	13 28%	1 6%	- -	1 14%	- -
Something w rong w ith our Smart Meter	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
HelpCo are helpful/customer friendly	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -

Table 36: Trialists' Other Comments on Smart Meter/ HelpCo etc - by Sample and Likelihood

Text...: Q36 Do you have any other comments about your Smart Meter, the advice provided by HelpCo, or any other aspects of this trial?

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported)	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Angry that meter readers still call/EDF can't fix	2 2%	1 2%	1 3%	- -	1 6%	1 6%	- -	- -
I/landlord want SM removed/send it back	2 2%	2 3%	- -	- -	- -	1 6%	1 14%	- -
Other	8 9%	4 6%	4 14%	5 11%	1 6%	1 6%	1 14%	- -
No one advised on recycling/want more advice	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
EDF cut off our gas thinking we had a PPM	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Guide is confusing - different units for gas	1 1%	1 2%	- -	- -	- -	- -	- -	1 25%
Bills and meter estimates differ	3 3%	2 3%	1 3%	2 4%	1 6%	- -	- -	- -
Poor/little contact from HelpCo	2 2%	- -	2 7%	1 2%	- -	1 6%	- -	- -
Can I keep the meter if I change address/supplier	2 2%	1 2%	1 3%	2 4%	- -	- -	- -	- -
Inconsistent readings	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
Could check easier before	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
Wouldn't recommend SM	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -

Table 36: Trialists' Other Comments on Smart Meter/ HelpCo etc - by Sample and Likelihood

Text.: Q36 Do you have any other comments about your Smart Meter, the advice provided by HelpCo, or any other aspects of this trial?

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Don't have to read a meter as before	1 1%	- -	1 3%	- -	1 6%	- -	- -	- -
Would like more reports/tell me how well I am doing	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
Confused meter readers	1 1%	1 2%	- -	- -	- -	- -	1 14%	- -
Higher bills	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Advised badly on location/can't read display	2 2%	1 2%	1 3%	1 2%	- -	1 6%	- -	- -
No reports receive	1 1%	- -	1 3%	- -	1 6%	- -	- -	- -
Free kettle broken	1 1%	- -	1 3%	- -	1 6%	- -	- -	- -
Meter needs to be simpler/information easily accessed/simpler guide	3 3%	2 3%	1 3%	1 2%	- -	1 6%	- -	1 25%
Good efficient installation service	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
Would like historical information to be available	1 1%	1 2%	- -	- -	- -	1 6%	- -	- -
Poor installation engineers	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -
Calculations should take into account household composition	1 1%	1 2%	- -	- -	1 6%	- -	- -	- -

Table 36: Trialists' Other Comments on Smart Meter/ HelpCo etc - by Sample and Likelihood

Text.: Q36 Do you have any other comments about your Smart Meter, the advice provided by HelpCo, or any other aspects of this trial?

	Base	Question Sample		How likely to recommend SM to a friend (Q33a)				
		Reports supported	SM only (no support)	Very likely	Quite likely	Not very likely	Very unlikely	Don't know
Base	94	65	29	47	18	16	7	4
Poor co-ordination between HelpCo and EDF	1 1%	1 2%	- -	- -	1 6%	- -	- -	- -
Would like bill on monthly basis/more frequent information	2 2%	2 3%	- -	1 2%	- -	- -	1 14%	- -
Thinking of changing supplier	1 1%	1 2%	- -	- -	- -	- -	1 14%	- -
Trial very badly handled/poor	1 1%	- -	1 3%	- -	- -	- -	1 14%	- -
Electricity fine, gas poor	1 1%	- -	1 3%	1 2%	- -	- -	- -	- -

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
No reply	1 1%	- -	1 3%
Own your own home outright	10 11%	6 9%	4 14%
Are buying it on a mortgage	37 39%	28 43%	9 31%
Rent it from a Housing Association	4 4%	2 3%	2 7%
Rent it from a private landlord	7 7%	4 6%	3 10%
Rent it from the Council	24 26%	18 28%	6 21%
Detached (inc. Bungalow)	1 1%	1 2%	- -
Semi-detached	9 10%	9 14%	- -
Mid-Terrace	35 37%	25 38%	10 34%
End of Terrace	11 12%	6 9%	5 17%
Flat (unexposed)	17 18%	15 23%	2 7%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Flat (exposed roof)	17 18%	9 14%	8 28%
Pre 1900	29 31%	20 31%	9 31%
1900-1929	17 18%	14 22%	3 10%
1930-1949	16 17%	9 14%	7 24%
1950-1965	11 12%	8 12%	3 10%
1966-1976	13 14%	12 18%	1 3%
1977-1981	1 1%	1 2%	- -
1982-1990	2 2%	1 2%	1 3%
1991-1994	1 1%	- -	1 3%
1	26 28%	17 26%	9 31%
2	64 68%	48 74%	16 55%

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
1	10 11%	4 6%	6 21%
2	16 17%	14 22%	2 7%
3	43 46%	29 45%	14 48%
4	15 16%	13 20%	2 7%
5	1 1%	1 2%	- -
6	2 2%	1 2%	1 3%
7	2 2%	2 3%	- -
8 or more	1 1%	1 2%	- -
1	22 23%	13 20%	9 31%
2	27 29%	19 29%	8 28%
3	18 19%	14 22%	4 14%
4	9 10%	7 11%	2 7%

	Base	Question Sample	
		Reports (-supported)	SM only (-no supp...
Base	94	65	29
5	10 11%	8 12%	2 7%
6	3 3%	3 5%	- -
10 or more	1 1%	1 2%	- -
Condensing Gas Boiler	5 5%	1 2%	4 14%
New Gas Boiler	61 65%	47 72%	14 48%
Old Gas Boiler	20 21%	15 23%	5 17%
Electric Fires	1 1%	- -	1 3%
Non-metered system	3 3%	2 3%	1 3%
1	28 30%	15 23%	13 45%
2	42 45%	32 49%	10 34%
3	13 14%	11 17%	2 7%

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
	Base	94	65
4		4 4%	4 6%
5		2 2%	2 3%
0		9 10%	5 8%
1		10 11%	10 15%
2		13 14%	9 14%
3		5 5%	5 8%
4		2 2%	1 2%
6		1 1%	1 2%
1		1 1%	1 2%
2		2 2%	2 3%
3		1 1%	1 2%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
	Base	94	65
4		7 7%	3 5%
5		2 2%	1 2%
6		2 2%	2 3%
7		47 50%	35 54%
8		3 3%	1 2%
9		3 3%	2 3%
10		15 16%	14 22%
11		1 1%	- -
14		2 2%	1 2%
16		1 1%	1 2%
24		1 1%	- -
1		2 2%	2 3%

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
2	1 1%	1 2%	- -
3	1 1%	1 2%	- -
4	1 1%	1 2%	- -
6	5 5%	2 3%	3 10%
8	3 3%	- -	3 10%
9	1 1%	1 2%	- -
10	4 4%	4 6%	- -
12	6 6%	4 6%	2 7%
14	5 5%	3 5%	2 7%
16	48 51%	36 55%	12 41%
17	1 1%	- -	1 3%
20	9 10%	9 14%	- -

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
24	1 1%	- -	1 3%
Whole House heated	78 83%	59 91%	19 66%
Part House heated	10 11%	6 9%	4 14%
Employed	42 45%	33 51%	9 31%
Self-employed	9 10%	6 9%	3 10%
Looking for work	1 1%	1 2%	- -
Working solely at home	8 9%	6 9%	2 7%
Unable to work (due to illness/disability)	6 6%	4 6%	2 7%
Retired	22 23%	14 22%	8 28%
Other.....	1 1%	- -	1 3%
AB	6 6%	5 8%	1 3%

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
C1	3 3%	1 2%	2 7%
DE	4 4%	2 3%	2 7%
Unknown/inadequate information	4 4%	2 3%	2 7%
14 or earlier	2 2%	- -	2 7%
15	2 2%	2 3%	- -
16	6 6%	6 9%	- -
17	1 1%	1 2%	- -
18	7 7%	5 8%	2 7%
19	4 4%	3 5%	1 3%
20	3 3%	- -	3 10%
21	4 4%	3 5%	1 3%
22	2 2%	- -	2 7%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
24 or later	1 1%	- -	1 3%
Not stated	5 5%	3 5%	2 7%
White British/Irish	59 63%	45 69%	14 48%
White European	6 6%	5 8%	1 3%
Afro-Caribbean	4 4%	2 3%	2 7%
African	6 6%	3 5%	3 10%
Asian	5 5%	4 6%	1 3%
SE Asian (e.g. Chinese/Japanese/Filipino)	3 3%	3 5%	- -
Mixed race	3 3%	2 3%	1 3%
Other.....	3 3%	- -	3 10%
White British/Irish	34 36%	30 46%	4 14%

Table 37: Analysis of Samples - Base: Total sample

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
White European	6 6%	5 8%	1 3%
Afro-Caribbean	3 3%	2 3%	1 3%
African	3 3%	1 2%	2 7%
Asian	1 1%	1 2%	- -
SE Asian (e.g. Chinese/Japanese/Filipino)	2 2%	2 3%	- -
Not stated	7 7%	4 6%	3 10%
25-34	4 4%	3 5%	1 3%
35-44	29 31%	20 31%	9 31%
45-54	22 23%	16 25%	6 21%
55-64	10 11%	7 11%	3 10%
65-74	13 14%	10 15%	3 10%
75 or over	7 7%	4 6%	3 10%

	Base	Question Sample	
		Reports (- supported)	SM only (- no supp...
Base	94	65	29
Male	37 39%	26 40%	11 38%
Female	53 56%	39 60%	14 48%
Yes - TRUE	15 16%	11 17%	4 14%
No - FALSE	75 80%	54 83%	21 72%

Table 38: Historical Fuel Consumption - Gas

Text.: Q58 Historical Average Annual Fuel Consumption (from Spreadsheet) kWh Gas

Base: Total sample (where data provided)

Base	94
Mean	10215
Standard Error	1004.58
No reply	5 5%
0 kWh	1 1%
1-999 kWh	3 3%
1,000-1,999 kWh	3 3%
2,000-2,999 kWh	10 11%
3,000-3,999 kWh	4 4%
4,000-4,999 kWh	5 5%
5,000-5,999 kWh	8 9%
6,000-7,999 kWh	13 14%
8,000-9,999 kWh	12 13%

Base	94
10,000-11,999 kWh	8 9%
12,000-13,999 kWh	2 2%
14,000-15,999 kWh	5 5%
16,000-18,999 kWh	2 2%
19,000-21,999 kWh	4 4%
22,000-24,999 kWh	3 3%
25,000-28,999 kWh	2 2%
29,000-32,999 kWh	1 1%
33,000-37,999 kWh	1 1%
38,000-42,999 kWh	1 1%
53,000-58,999 kWh	1 1%

Table 38: Historical Fuel Consumption - Electricity

Text.: Q58 Historical Average Annual Fuel Consumption (from Spreadsheet) kWh Electricity

Base: Total sample (where data provided)

Base	94
Mean	4158
Standard Error	232.29
No reply	2 2%
1-999 kWh	2 2%
1,000-1,999 kWh	15 16%
2,000-2,999 kWh	17 18%
3,000-3,999 kWh	15 16%
4,000-4,999 kWh	20 21%
5,000-5,999 kWh	3 3%
6,000-7,999 kWh	12 13%
8,000-9,999 kWh	7 7%
10,000-11,999 kWh	1 1%

Table 38: Historical Fuel Consumption - Total

Text.: Q58 Historical Average Annual Fuel Consumption (from Spreadsheet) kWh Gas

Base: Total sample (where data provided for both gas and electricity)

Base	88
Mean	14503
Standard Error	1095.13
1,000-1,999 kWh	1 1%
2,000-2,999 kWh	2 2%
3,000-3,999 kWh	2 2%
4,000-4,999 kWh	7 8%
5,000-5,999 kWh	3 3%
6,000-7,999 kWh	5 6%
8,000-9,999 kWh	14 16%
10,000-11,999 kWh	12 14%
12,000-13,999 kWh	7 8%
14,000-15,999 kWh	6 7%

Base	88
16,000-18,999 kWh	12 14%
22,000-24,999 kWh	6 7%
25,000-28,999 kWh	4 5%
29,000-32,999 kWh	2 2%
33,000-37,999 kWh	2 2%
38,000-42,999 kWh	1 1%
43,000-47,999 kWh	1 1%
59,000 or more kWh	1 1%

Table 38: Current Fuel Consumption - Gas

Text...: Q59 Latest Annual Fuel Consumption (from HelpCo data) kWh Gas

Base: Total sample (where data provided)

Base	94
Mean	15890
Standard Error	1058.62
No reply	1 1%
0 kWh	1 1%
1-999 kWh	3 3%
1,000-1,999 kWh	1 1%
2,000-2,999 kWh	3 3%
3,000-3,999 kWh	4 4%
5,000-5,999 kWh	4 4%
6,000-7,999 kWh	7 7%
8,000-9,999 kWh	8 9%
10,000-11,999 kWh	8 9%

Base	94
12,000-13,999 kWh	5 5%
14,000-15,999 kWh	5 5%
16,000-18,999 kWh	11 12%
19,000-21,999 kWh	11 12%
22,000-24,999 kWh	6 6%
25,000-28,999 kWh	5 5%
29,000-32,999 kWh	6 6%
33,000-37,999 kWh	3 3%
38,000-42,999 kWh	1 1%
53,000-58,999 kWh	1 1%

Table 38: Current Fuel Consumption - Electricity

Text.: Q59 Latest Annual Fuel Consumption (from HelpCo data) kWh Electricity

Base: Total sample (where data provided)

Base	94
Mean	3501
Standard Error	201.37
No reply	1 1%
1-999 kWh	4 4%
1,000-1,999 kWh	20 21%
2,000-2,999 kWh	21 22%
3,000-3,999 kWh	16 17%
4,000-4,999 kWh	13 14%
5,000-5,999 kWh	11 12%
6,000-7,999 kWh	5 5%
8,000-9,999 kWh	2 2%
10,000-11,999 kWh	1 1%

Table 38: Current Fuel Consumption - Total

Text...: Q59 Latest Annual Fuel Consumption (from HelpCo data) kWh Gas

Base: Total sample (where data provided for both gas and electricity)

Base	93
Mean	19391
Standard Error	1151.03
1-999 kWh	1 1%
2,000-2,999 kWh	2 2%
4,000-4,999 kWh	6 6%
5,000-5,999 kWh	2 2%
6,000-7,999 kWh	4 4%
8,000-9,999 kWh	3 3%
10,000-11,999 kWh	8 9%
12,000-13,999 kWh	8 9%
14,000-15,999 kWh	9 10%
16,000-18,999 kWh	4 4%

Base	93
19,000-21,999 kWh	10 11%
22,000-24,999 kWh	11 12%
25,000-28,999 kWh	9 10%
29,000-32,999 kWh	6 6%
33,000-37,999 kWh	5 5%
38,000-42,999 kWh	3 3%
43,000-47,999 kWh	1 1%
59,000 or more kWh	1 1%

Table 39: Whose fuel consumption was higher or lower

	Base	Question Sample		SM Display Location and Visibility		
		Reports (supported)	SM only (no support)	SM Display in Kitchen/Hall	SM in Cellar/ under Stairs/ Other	SM Display Visible
Base	93	65	28	53	40	45
Low er Gas Consumption	27 29%	15 23%	12 43%	17 32%	10 25%	11 24%
Same Gas Consumption	1 1%	1 2%	- -	1 2%	- -	1 2%
Higher Gas Consumption	61 66%	47 72%	14 50%	32 60%	29 73%	29 64%
Low er Electricity Consumption	68 73%	46 71%	22 79%	40 75%	28 70%	33 73%
Higher Electricity Consumption	24 26%	18 28%	6 21%	13 25%	11 28%	12 27%
Low er TOTAL Consumption	29 31%	15 23%	14 50%	16 30%	13 33%	13 29%
Higher TOTAL Consumption	59 63%	47 72%	12 43%	34 64%	25 63%	28 62%
Low er Electricity and Low er Gas Cons	20 22%	10 15%	10 36%	12 23%	8 20%	8 18%
Low er Electricity and Higher Gas Cons	44 47%	33 51%	11 39%	25 47%	19 48%	21 47%
Higher Electricity and Low er Gas Cons	7 8%	5 8%	2 7%	5 9%	2 5%	3 7%

Table 39: Whose fuel consumption was higher or lower

	Base	SM Display Location and Visibility	SM Visibility		SM Visibility/support	
		SM Display in Cupboard/ Other	SM Visible Room/ no cupboard	SM Hidden Room/ in cupboard	SM Visible/ Supported	SM Visible/ No support
Base	93	48	28	65	21	7
Low er Gas Consumption	27 29%	16 33%	7 25%	20 31%	4 19%	3 43%
Same Gas Consumption	1 1%	- -	1 4%	- -	1 5%	- -
Higher Gas Consumption	61 66%	32 67%	17 61%	44 68%	15 71%	2 29%
Low er Electricity Consumption	68 73%	35 73%	22 79%	46 71%	18 86%	4 57%
Higher Electricity Consumption	24 26%	12 25%	6 21%	18 28%	3 14%	3 43%
Low er TOTAL Consumption	29 31%	16 33%	7 25%	22 34%	4 19%	3 43%
Higher TOTAL Consumption	59 63%	31 65%	18 64%	41 63%	16 76%	2 29%
Low er Electricity and Low er Gas Cons	20 22%	12 25%	5 18%	15 23%	3 14%	2 29%
Low er Electricity and Higher Gas Cons	44 47%	23 48%	14 50%	30 46%	13 62%	1 14%
Higher Electricity and Low er Gas Cons	7 8%	4 8%	2 7%	5 8%	1 5%	1 14%

Table 39: Whose fuel consumption was higher or lower

	Base	SM Visibility/support		Printed Info from HelpCo (Q20)		
		SM Hidden/ Supported	SM Hidden/ No support	Postcards	Warning Postcards	Paper Reports
Base	93	44	21	54	11	46
Low er Gas Consumption	27 29%	11 25%	9 43%	12 22%	3 27%	13 28%
Same Gas Consumption	1 1%	- -	- -	1 2%	- -	1 2%
Higher Gas Consumption	61 66%	32 73%	12 57%	40 74%	8 73%	30 65%
Low er Electricity Consumption	68 73%	28 64%	18 86%	39 72%	8 73%	34 74%
Higher Electricity Consumption	24 26%	15 34%	3 14%	14 26%	3 27%	12 26%
Low er TOTAL Consumption	29 31%	11 25%	11 52%	12 22%	4 36%	14 30%
Higher TOTAL Consumption	59 63%	31 70%	10 48%	40 74%	7 64%	30 65%
Low er Electricity and Low er Gas Cons	20 22%	7 16%	8 38%	8 15%	3 27%	9 20%
Low er Electricity and Higher Gas Cons	44 47%	20 45%	10 48%	29 54%	5 45%	22 48%
Higher Electricity and Low er Gas Cons	7 8%	4 9%	1 5%	4 7%	- -	4 9%

Table 39: Whose fuel consumption was higher or lower

	Base	Printed Info from HelpCo (Q20)		Advice on phone or by home visit (Q21)		
		Other	None	Yes - over the telephone	Yes - in a Home Visit	Neither
Base	93	4	25	10	3	52
Low er Gas Consumption	27 29%	- -	9 36%	1 10%	1 33%	13 25%
Same Gas Consumption	1 1%	- -	- -	- -	- -	1 2%
Higher Gas Consumption	61 66%	4 100%	14 56%	9 90%	2 67%	36 69%
Low er Electricity Consumption	68 73%	4 100%	19 76%	10 100%	2 67%	35 67%
Higher Electricity Consumption	24 26%	- -	6 24%	- -	1 33%	16 31%
Low er TOTAL Consumption	29 31%	1 25%	10 40%	2 20%	1 33%	13 25%
Higher TOTAL Consumption	59 63%	3 75%	13 52%	8 80%	2 67%	36 69%
Low er Electricity and Low er Gas Cons	20 22%	- -	8 32%	1 10%	1 33%	8 15%
Low er Electricity and Higher Gas Cons	44 47%	4 100%	10 40%	9 90%	1 33%	24 46%
Higher Electricity and Low er Gas Cons	7 8%	- -	1 4%	- -	- -	5 10%

Table 39: Whose fuel consumption was higher or lower

	Base	Advice on phone or by home visit (Q21)	How useful HelpCo information found (Q23a)			
		Don't remember	Very useful	Quite useful	Not very useful	Not at all useful
Base	93	2	15	33	11	1
Low er Gas Consumption	27 29%	- -	5 33%	7 21%	2 18%	- -
Same Gas Consumption	1 1%	- -	1 7%	- -	- -	- -
Higher Gas Consumption	61 66%	2 100%	9 60%	25 76%	8 73%	1 100%
Low er Electricity Consumption	68 73%	2 100%	12 80%	26 79%	6 55%	- -
Higher Electricity Consumption	24 26%	- -	2 13%	7 21%	5 45%	1 100%
Low er TOTAL Consumption	29 31%	- -	6 40%	7 21%	1 9%	- -
Higher TOTAL Consumption	59 63%	2 100%	8 53%	25 76%	9 82%	1 100%
Low er Electricity and Low er Gas Cons	20 22%	- -	4 27%	6 18%	- -	- -
Low er Electricity and Higher Gas Cons	44 47%	2 100%	7 47%	19 58%	5 45%	- -
Higher Electricity and Low er Gas Cons	7 8%	- -	1 7%	1 3%	2 18%	- -

Table 39: Whose fuel consumption was higher or lower

	Base	How useful HelpCo information found (Q23a)	Verbal or Printed advice followed (q22a0)			
		Don't know /not read it	Setting prog to turn off heating	Setting prog to turn off hot water	Turning off appliances	Fitting low energy bulbs
Base	93	5	15	12	23	26
Lower Gas Consumption	27 29%	1 20%	6 40%	4 33%	7 30%	7 27%
Same Gas Consumption	1 1%	- -	- -	- -	1 4%	- -
Higher Gas Consumption	61 66%	4 80%	9 60%	8 67%	15 65%	19 73%
Lower Electricity Consumption	68 73%	3 60%	14 93%	10 83%	20 87%	21 81%
Higher Electricity Consumption	24 26%	2 40%	1 7%	2 17%	3 13%	5 19%
Lower TOTAL Consumption	29 31%	2 40%	7 47%	5 42%	9 39%	8 31%
Higher TOTAL Consumption	59 63%	3 60%	8 53%	7 58%	14 61%	18 69%
Lower Electricity and Lower Gas Cons	20 22%	- -	5 33%	3 25%	6 26%	6 23%
Lower Electricity and Higher Gas Cons	44 47%	3 60%	9 60%	7 58%	13 57%	15 58%
Higher Electricity and Lower Gas Cons	7 8%	1 20%	1 7%	1 8%	1 4%	1 4%

Table 39: Whose fuel consumption was higher or lower

	Base	Verbal or Printed advice follow ed (q22a0)				How bills have change- d since SM installed (...)
		Turning off lights not needed	Follow ed other advice	No advice follow ed	Don't remember	Low er than tw o years ago
Base	93	27	12	25	1	31
Low er Gas Consumption	27 29%	8 30%	5 42%	4 16%	- -	10 32%
Same Gas Consumption	1 1%	- -	- -	- -	- -	1 3%
Higher Gas Consumption	61 66%	19 70%	7 58%	19 76%	1 100%	18 58%
Low er Electricity Consumption	68 73%	21 78%	9 75%	16 64%	1 100%	26 84%
Higher Electricity Consumption	24 26%	6 22%	3 25%	8 32%	- -	4 13%
Low er TOTAL Consumption	29 31%	9 33%	5 42%	3 12%	- -	10 32%
Higher TOTAL Consumption	59 63%	18 67%	7 58%	19 76%	1 100%	18 58%
Low er Electricity and Low er Gas Cons	20 22%	7 26%	4 33%	1 4%	- -	8 26%
Low er Electricity and Higher Gas Cons	44 47%	14 52%	5 42%	13 52%	1 100%	15 48%
Higher Electricity and Low er Gas Cons	7 8%	1 4%	1 8%	3 12%	- -	2 6%

Table 39: Whose fuel consumption was higher or lower

	Base	How bills have changed since SM installed (Q28a)			Main reason for taking part on SM trials (Q8)	
		About the same	Higher than two years ago	Don't know	Read remotely/ no meter readers call	Accurate readings/ no estimated bills
Base	93	19	31	12	29	20
Low er Gas Consumption	27 29%	4 21%	8 26%	5 42%	4 14%	8 40%
Same Gas Consumption	1 1%	- -	- -	- -	1 3%	- -
Higher Gas Consumption	61 66%	13 68%	23 74%	7 58%	22 76%	11 55%
Low er Electricity Consumption	68 73%	13 68%	20 65%	9 75%	19 66%	18 90%
Higher Electricity Consumption	24 26%	6 32%	11 35%	3 25%	10 34%	1 5%
Low er TOTAL Consumption	29 31%	5 26%	9 29%	5 42%	7 24%	8 40%
Higher TOTAL Consumption	59 63%	12 63%	22 71%	7 58%	20 69%	10 50%
Low er Electricity and Low er Gas Cons	20 22%	2 11%	5 16%	5 42%	3 10%	8 40%
Low er Electricity and Higher Gas Cons	44 47%	10 53%	15 48%	4 33%	14 48%	9 45%
Higher Electricity and Low er Gas Cons	7 8%	2 11%	3 10%	- -	1 3%	- -

Table 39: Whose fuel consumption was higher or lower

	Base	Main reason for taking part on SM trials (Q8)				
		Could use SM to monitor consump	SM could help cut energy bills	Something new / a trial	It was free	Came with free energy saving meas
Base	93	20	16	2	1	1
Low er Gas Consumption	27 29%	6 30%	8 50%	- -	- -	- -
Same Gas Consumption	1 1%	- -	- -	- -	- -	- -
Higher Gas Consumption	61 66%	13 65%	8 50%	2 100%	1 100%	1 100%
Low er Electricity Consumption	68 73%	16 80%	8 50%	2 100%	1 100%	1 100%
Higher Electricity Consumption	24 26%	4 20%	8 50%	- -	- -	- -
Low er TOTAL Consumption	29 31%	6 30%	7 44%	- -	- -	- -
Higher TOTAL Consumption	59 63%	13 65%	9 56%	2 100%	1 100%	1 100%
Low er Electricity and Low er Gas Cons	20 22%	4 20%	4 25%	- -	- -	- -
Low er Electricity and Higher Gas Cons	44 47%	11 55%	4 25%	2 100%	1 100%	1 100%
Higher Electricity and Low er Gas Cons	7 8%	2 10%	4 25%	- -	- -	- -

Table 39: Whose fuel consumption was higher or lower

	Base	Main reason for taking part on SM trials (Q8)			Frequency of reading new Smart Meter	
		You got free energy saving advice	Others	Don't remember	Never/Don't know	Only on estimated bills/quarterly
Base	93	2	1	1	32	14
Low er Gas Consumption	27 29%	- -	- -	1 100%	10 31%	3 21%
Same Gas Consumption	1 1%	- -	- -	- -	1 3%	- -
Higher Gas Consumption	61 66%	2 100%	1 100%	- -	21 66%	11 79%
Low er Electricity Consumption	68 73%	1 50%	1 100%	1 100%	23 72%	12 86%
Higher Electricity Consumption	24 26%	1 50%	- -	- -	9 28%	2 14%
Low er TOTAL Consumption	29 31%	- -	- -	1 100%	12 38%	4 29%
Higher TOTAL Consumption	59 63%	2 100%	1 100%	- -	20 63%	10 71%
Low er Electricity and Low er Gas Cons	20 22%	- -	- -	1 100%	9 28%	3 21%
Low er Electricity and Higher Gas Cons	44 47%	1 50%	1 100%	- -	13 41%	9 64%
Higher Electricity and Low er Gas Cons	7 8%	- -	- -	- -	1 3%	- -

Table 39: Whose fuel consumption was higher or lower

	Base	Frequency of reading new Smart Meter		
		More than once a quarter	Once a week or more often	Other.....-
Base	93	14	8	29
Low er Gas Consumption	27 29%	5 36%	2 25%	8 28%
Same Gas Consumption	1 1%	- -	- -	1 3%
Higher Gas Consumption	61 66%	8 57%	5 63%	18 62%
Low er Electricity Consumption	68 73%	10 71%	7 88%	20 69%
Higher Electricity Consumption	24 26%	4 29%	- -	9 31%
Low er TOTAL Consumption	29 31%	5 36%	2 25%	8 28%
Higher TOTAL Consumption	59 63%	8 57%	4 50%	19 66%
Low er Electricity and Low er Gas Cons	20 22%	3 21%	2 25%	4 14%
Low er Electricity and Higher Gas Cons	44 47%	6 43%	4 50%	14 48%
Higher Electricity and Low er Gas Cons	7 8%	2 14%	- -	4 14%

Table 39: Whose fuel consumption was higher or lower

	Base	Question Sample		SM Display Location and Visibility		
		Reports (supported)	SM only (no support)	SM Display in Kitchen/Hall	SM in Cellar/ under Stairs/ Other	SM Display Visible
Base	93	65	28	53	40	45
Higher Electricity and Higher Gas Cons	16 17%	13 20%	3 11%	7 13%	9 23%	8 18%

Table 39: Whose fuel consumption was higher or lower

		SM Display Location and Visibility	SM Visibility		SM Visibility/support	
		SM Display in Cupboard/ Other	SM Visible Room/ no cupboard	SM Hidden Room/ in cupboard	SM Visible/ Supported	SM Visible/ No support
Base	93	48	28	65	21	7
Higher Electricity and Higher Gas Cons	16 17%	8 17%	3 11%	13 20%	2 10%	1 14%

Table 39: Whose fuel consumption was higher or lower

	Base	SM Visibility/support		Printed Info from HelpCo (Q20)		
		SM Hidden/ Supported	SM Hidden/ No support	Postcards	Warning Postcards	Paper Reports
Base	93	44	21	54	11	46
Higher Electricity and Higher Gas Cons	16 17%	11 25%	2 10%	10 19%	3 27%	8 17%

Table 39: Whose fuel consumption was higher or lower

	Base	Printed Info from HelpCo (Q20)		Advice on phone or by home visit (Q21)		
		Other	None	Yes - over the telephone	Yes - in a Home Visit	Neither
Base	93	4	25	10	3	52
Higher Electricity and Higher Gas Cons	16 17%	- -	4 16%	- -	1 33%	11 21%

Table 39: Whose fuel consumption was higher or lower

		Advice on phone or by home visit (Q21)	How useful HelpCo information found (Q23a)			
		Don't remember	Very useful	Quite useful	Not very useful	Not at all useful
Base	93	2	15	33	11	1
Higher Electricity and Higher Gas Cons	16 17%	- -	1 7%	6 18%	3 27%	1 100%

Table 39: Whose fuel consumption was higher or lower

	Base	How useful HelpCo information found (Q23a)	Verbal or Printed advice followed (q22a0)			
		Don't know /not read it	Setting prog to turn off heating	Setting prog to turn off hot water	Turning off appliances	Fitting low energy bulbs
Base	93	5	15	12	23	26
Higher Electricity and Higher Gas Cons	16 17%	1 20%	- -	1 8%	2 9%	4 15%

Table 39: Whose fuel consumption was higher or lower

	Base	Verbal or Printed advice follow ed (q22a0)				How bills have change- d since SM installed (...)
		Turning off lights not needed	Follow ed other advice	No advice follow ed	Don't remember	Low er than tw o years ago
Base	93	27	12	25	1	31
Higher Electricity and Higher Gas Cons	16 17%	5 19%	2 17%	5 20%	- -	2 6%

Table 39: Whose fuel consumption was higher or lower

	Base	How bills have changed since SM installed (Q28a)			Main reason for taking part on SM trials (Q8)	
		About the same	Higher than two years ago	Don't know	Read remotely/ no meter readers call	Accurate readings/ no estimated bills
Base	93	19	31	12	29	20
Higher Electricity and Higher Gas Cons	16 17%	3 16%	8 26%	3 25%	8 28%	1 5%

Table 39: Whose fuel consumption was higher or lower

	Base	Main reason for taking part on SM trials (Q8)				
		Could use SM to monitor consump	SM could help cut energy bills	Something new / a trial	It w as free	Came w ith free energy saving meas
Base	93	20	16	2	1	1
Higher Electricity and Higher Gas Cons	16 17%	2 10%	4 25%	- -	- -	- -

Table 39: Whose fuel consumption was higher or lower

		Main reason for taking part on SM trials (Q8)			Frequency of reading new Smart Meter	
		You got free energy saving advice	Others	Don't remember	Never/Don't know	Only on estimated bills/quarterly
Base	93	2	1	1	32	14
Higher Electricity and Higher Gas Cons	16 17%	1 50%	- -	- -	8 25%	2 14%

Table 39: Whose fuel consumption was higher or lower

	Base	Frequency of reading new Smart Meter		
		More than once a quarter	Once a week or more often	Other.....-
Base	93	14	8	29
Higher Electricity and Higher Gas Cons	16 17%	2 14%	- -	4 14%