



Energy Best Deal

Evaluation Report, 2010

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Summary of key findings

The Energy Best Deal programme, run by Citizens Advice, offered consumers and frontline advice workers and volunteers the opportunity to attend a presentation offering information about how consumers can reduce their energy costs by changing tariff or supplier.

This report describes the results of an evaluation of the programme based on data from self-complete questionnaires filled in by participants at the end of each session. Results are drawn from 1,187 consumers (53% of all consumers reached by the programme in 2010) and 783 frontline advice workers (58% of all frontline advice workers reached by the programme in 2010). Follow-up telephone interviews were also completed with a random sample of consumers (n=80) and frontline advice workers (n=21) who attended the presentations and provided contact details in their questionnaire response.

Impact of the session - consumers

- Almost all (98%) consumers said they found the session useful when asked immediately after the session. 68% of people found the information about how to switch supplier useful, 49% of people found the information about ways of paying for energy useful, 47% of people found the information about energy efficiency and heating grants useful, and 37% found the information about debt and money management useful.
- The majority (82%) of consumers said they would definitely or probably do something as a result of the session. The most popular action was contacting a current supplier, followed by seeing what prices were available from other companies and telling friends and family what had been learnt from the Energy Best Deal session.
- Follow-up interviews found that a third of interviewees (26 out of 80 people) had taken action since the session. Most of these took more than one action, with an average of 2.6 actions per person. The most popular actions were: looking at a switching website (19 people out of 26); contacting an existing supplier (14 people out of 26); and looking at energy suppliers' websites (11 people out of 26).
- Ten of the 26 people who took action calculated that it would be worthwhile for them to switch energy supplier. Of these, to date six people have gone on to switch supplier, and all of them found the switching process very easy.
- Apart from investigating switching, the most popular other actions taken by interviewees included: giving friends and family information from the session (59%), contacting the current supplier for advice (21%), seeking advice on energy efficiency (21%), seeking advice on benefits and tax credits (19%), and seeking advice on debt and money management (11%).
- Following the session, 38% of interviewees had taken actions to improve the efficiency of their home energy use, such as phoning the Energy Saving Trust for advice or applying for an energy efficiency grant.
- The median number of friends and family that each interviewee had passed information on to following the session was 5, which means that information from the sessions is potentially reaching far more people than those who attended. However, it should be noted that information passed on to friends and family by consumers may not be of the same high quality as the information passed on by professional frontline advice workers.

Impact of the session - frontline advice workers

- Following the session, 88% of frontline advice workers said they were more confident in advising clients on one or more of the topics covered in the presentation, and 28% said they were more confident in advising about all topics covered in the presentation.
- Following the session, 8 of the 21 frontline advice workers interviewed had taken some kind of action to look for a better deal on their own energy, a similar proportion to the consumer interviewee group.
- All interviewees found the presentation useful. Since the presentation, over half of frontline advice workers interviewed (12 people) had given advice on getting a better deal on their energy to their clients; six of these had not given advice on this topic prior to the session. The same is true of giving advice on changing payment method; 12 people had given advice since the presentation, six of whom had not ever given advice on this topic previously.
- While frontline advice workers had also given advice on debt and benefits since the session, it was more common for frontline advice workers to have already given advice on debt and benefits prior to the presentation (only two of the 11 people who had given advice on benefits since the presentation had not given advice on this topic prior to the session). Overall, ten frontline advice workers out of 21 had given advice on topics that they had not previously advised on, with four of these advising on more than one new topic.
- Since the session, the frontline advice workers interviewed had provided advice on topics covered in the presentation to a median of 15 clients each; extrapolated to the entire group of frontline advice workers who attended the presentations, this means that approximately 20,000 clients may have already benefited from frontline advice workers' attendance at the presentations.

Consumers - background

- Of the consumers who responded to the questionnaire, 31% were retired, 28% were unemployed, 24% were working, 8% were disabled or long-term sick, 6% were carers, and 2% were students.
- Prior to the Energy Best Deal session, the majority of consumers (87%) knew that it was possible to switch supplier, and over half (53%) had already switched supplier in the past.
- A quarter of consumers said that they find their energy bills to be a financial strain, while almost half (49%) said that they worried about their bills although they were able to manage. The remainder (21%) said their energy bills were not a problem.
- Whether or not consumers intended to act following the session did not seem to be influenced by whether or not they had switched supplier in the past. There was some evidence to suggest that those paying by prepayment / token meter or budget card were more likely than those paying by other methods to have a definite intention to take action.
- There was also a link between age and intention to act, with the younger age groups in general more likely to say that they would definitely act following the session.
- Whether or not consumers had access to the internet made a significant difference as to whether or not they took action following the session. Of the 53 interviewees who had internet access, over half (23) had taken action, while of the 26 people who did not have internet access, only 2 people took action.

Frontline advice workers - background

- 29% of frontline advice workers who responded to the questionnaire were from housing associations, 24% were from Citizens Advice Bureaux, and 16% were from a local authority or other public sector organisation. The remainder were from a range of different organisations, including Surestart, credit unions, community organisations and training providers.
- Prior to the session, 98% of frontline advice workers knew it was possible to switch energy supplier, while 87% knew that some payment methods can be more expensive than others.
- Prior to the session, 73% of frontline advice workers had some experience of giving advice on one or more of the topics covered in the presentation, with 54% having previously given advice specifically on energy-related topics.

The Energy Best Deal programme

This report describes the results of an evaluation of the delivery of the Energy Best Deal programme (EBD) in 2010. The programme, run by Citizens Advice and funded by EDF Energy, E.ON, ScottishPower and npower, sought to inform domestic energy consumers about how they could reduce their energy costs by changing tariff or suppliers. It also sought to raise awareness about the help that is available from both suppliers and Government for those who are struggling to pay their energy bills, and about the help and advice that is available on benefits and tax credits and for those in debt. The programme was piloted in 2008 and rolled out across England and Wales in 2009; 2010 is therefore the second year that the programme has been run across England and Wales. The independent evaluation was conducted by the Centre for Sustainable Energy (CSE) and funded by Ofgem.

The Energy Best Deal programme offered consumers and frontline advice workers (both paid workers and volunteers) the opportunity to attend a presentation about reducing domestic energy costs. The sessions were delivered by staff from delivery partner organisations, who had been trained as 'Energy Health Check Champions' and provided with a toolkit developed by Ofgem which included a PowerPoint presentation, leaflets and facilitator notes. Delivery partners included Citizens Advice Bureaux, housing associations, and credit unions.

371 sessions were delivered by over 80 delivery partners across the 14 regions of the Citizens Advice Financial Capability Forums in England and Wales, and reached 2,249 consumers and 1,361 frontline advice workers. The programme will have an ongoing impact through the consumer advice work of the frontline advisors.

Methods

The Energy Best Deal 2010 programme was evaluated using the following methods:

- A survey of consumers who attended the sessions, conducted at the end of each event using a self-completion questionnaire distributed by the delivery partner organisation. Survey data was collated in a spreadsheet by each delivery partner. The number of valid responses was 1,187 (53% of all consumers who attended the sessions).
- A survey of frontline advice workers who attended the sessions, conducted at the end of each event using a self-completion questionnaire distributed by the delivery partner organisation. Data from the completed survey was collated in a spreadsheet by the delivery partner. The number of valid responses was 783 (58% of all frontline advice workers who attended the sessions).
- A telephone survey of consumers (n=80) and frontline advice workers (n=21), three weeks or more after they had attended a session, using contact information provided on the self-completion questionnaires. The telephone interviews were carried out by staff at CSE.

The questionnaires and interview questions were designed by CSE with input from Citizens Advice and Ofgem. Copies of the questionnaires and interview questions can be found in the appendix. CSE then compiled and cleaned the data from the three surveys. Analysis was undertaken using the statistical analysis software package SPSS. In order to assist statistical analysis, the questionnaires and interview schedules consisted mostly of pre-coded answers, with a limited number of open-ended questions.

The main focus of this report is the impact of the Energy Best Deal programme on consumers. There is also an analysis of the impact on frontline advice workers. These two groups are described separately in this report.

Consumers: questionnaire responses

Demographic information

A total of 1,187 valid consumer questionnaires were received and analysed. The following is a basic demographic profile of the consumers who attended the sessions and completed the survey¹:

- Three quarters (74%) were women and one quarter (24%) were men
- 31% were retired, 28% were unemployed, 24% were working, 8% were disabled or long-term sick, 6% were carers, and 2% were students.
- Just over half (55%) lived in rented properties, with 45% in social housing
- 67% had regular access to the internet
- Figure 1 illustrates the age range of the respondents. The 20-29 and 30-39 age groups were the largest, by a small margin. The under-20s and over-80s comprised a smaller percentage of the total.
- Figure 2 illustrates the housing tenure of the respondents. The largest proportion of respondents lived in accommodation rented from a housing association (26%). Overall, there were slightly more people renting (55%, adding together private renters and those renting from a social landlord) than owner-occupiers (41%, including both those that did and did not have a mortgage).

¹ Some respondents omitted answers for some questions. Percentages reported are calculated as percentages of the total number of respondents who gave valid answers for the data in question. Where samples are very small, absolute numbers rather than percentages are used.

Figure 1: Age of respondents

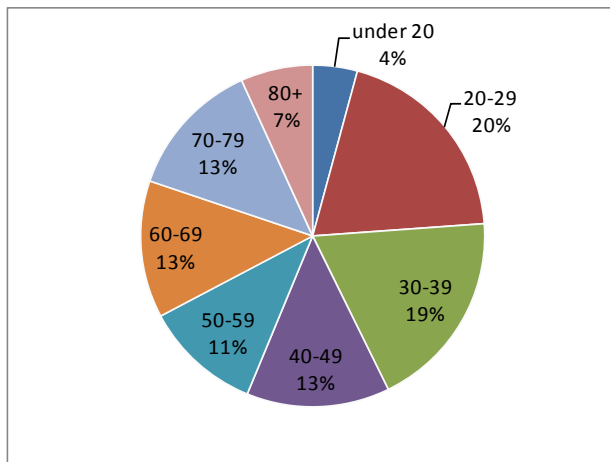
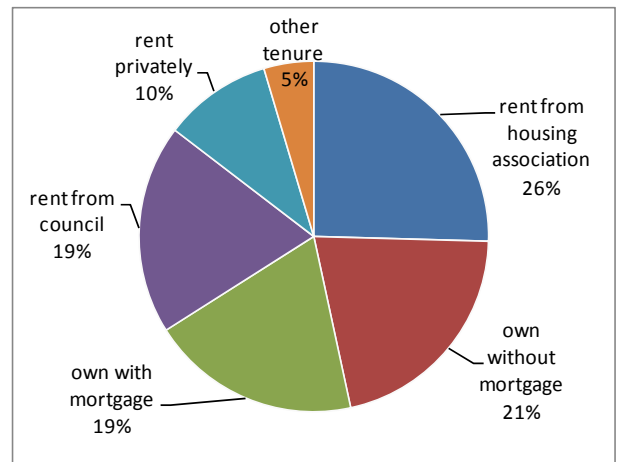


Figure 2: Tenure of respondents



Payment types and attitudes to bills

Consumers were asked how they paid for their electricity and gas. Figure 3 and Figure 4 illustrate the responses:

Figure 3: Payment method (electricity, n=1136)

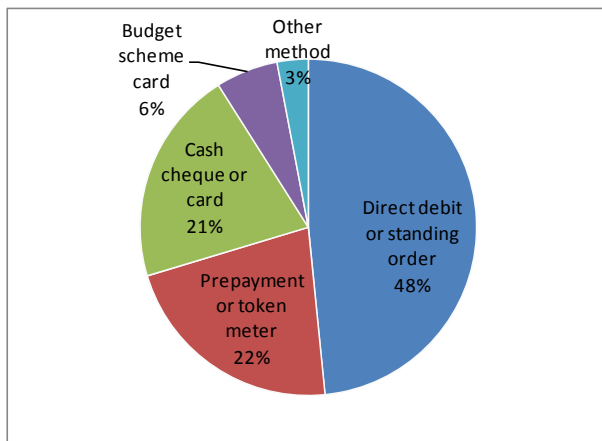
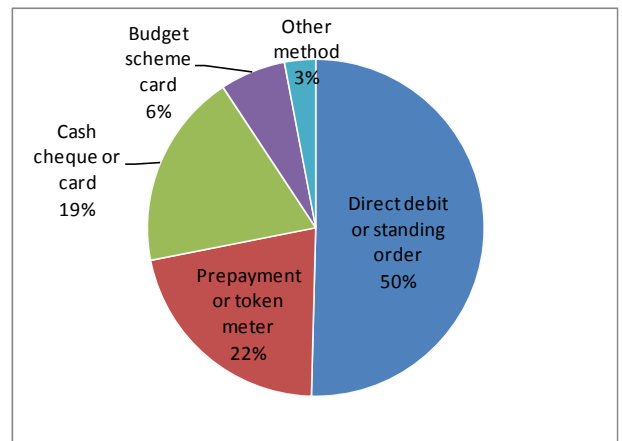


Figure 4: Payment method (gas, n=968)



The vast majority of consumers who used both electricity and gas used the same payment method for both fuels. There were some exceptions, most notably the 19 people who used a prepayment meter for electricity but not for gas.

Consumers were asked how they coped with their fuel bills in the winter. Figure 5 below shows their responses; a quarter found their energy bills to be a financial strain, while almost half were coping but were worried about their fuel bills.

Figure 5: Attitudes to winter fuel bills

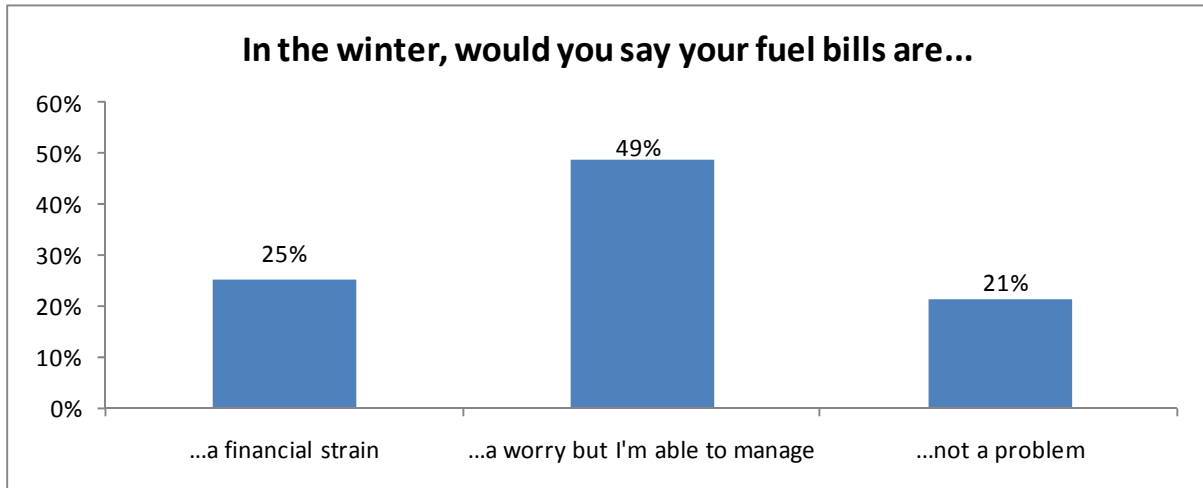
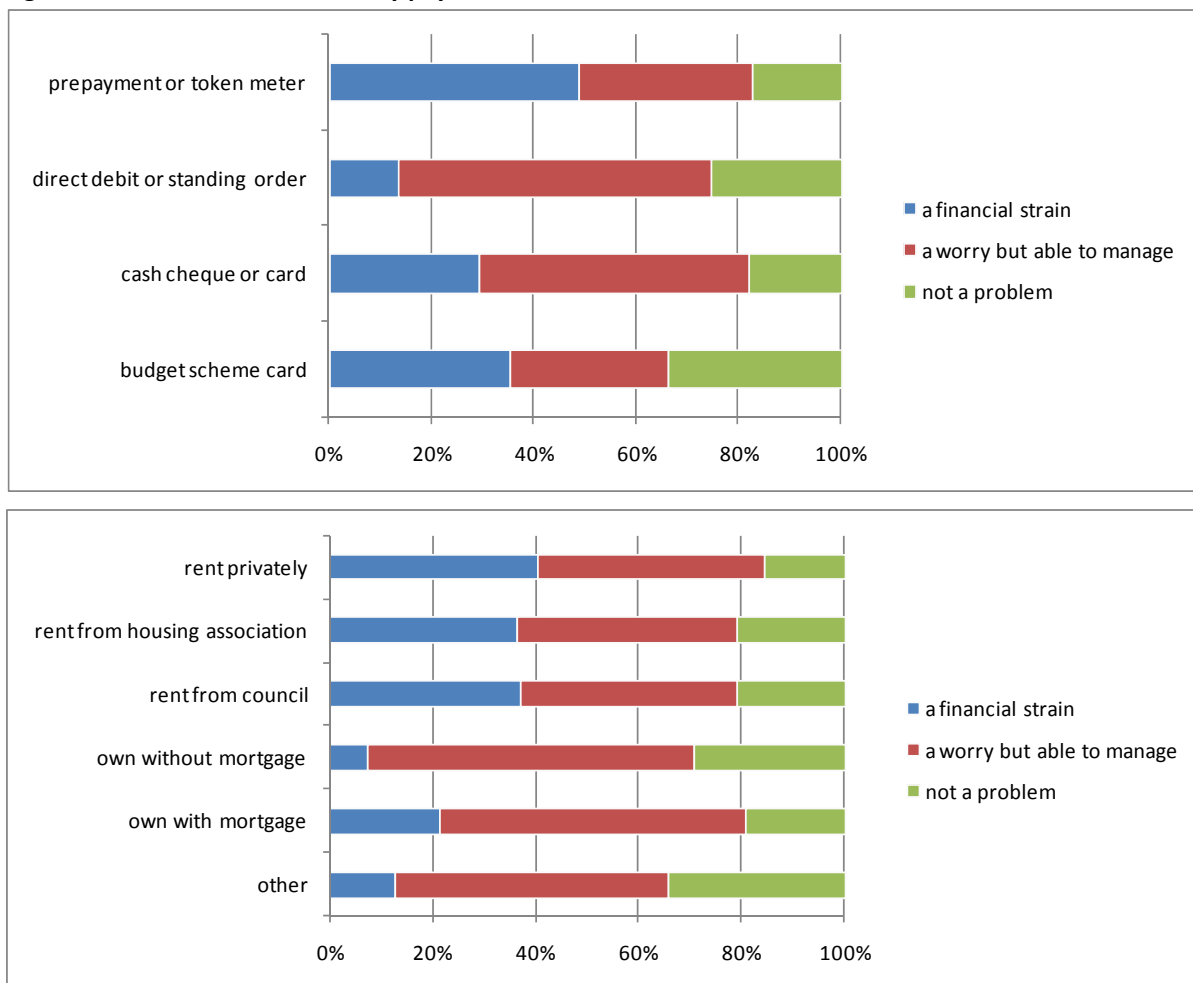


Figure 6 breaks down attitudes to winter fuel bills by payment method and tenure type (some payment methods have been excluded from the graph due to having a very small number of people using these methods: 7 for Fuel Direct, 13 for 'Landlord pays' and 14 for 'other'). Those paying by prepayment or token meters were most likely to report finding their bills to be a strain in the winter, which is to be expected as prepayment meter use is more common among low income and indebted households.

In terms of tenure, renters were more likely to feel that their winter energy bills were a strain than owner-occupiers. Those in the 'other' tenure category were the most likely to say that fuel bills were not a problem: this category is likely to include those whose bills are included in their rent or who do not pay rent, such as young people living with parents.

Figure 6: Attitudes to winter bills by payment method and tenure



Experience and knowledge of switching prior to the session

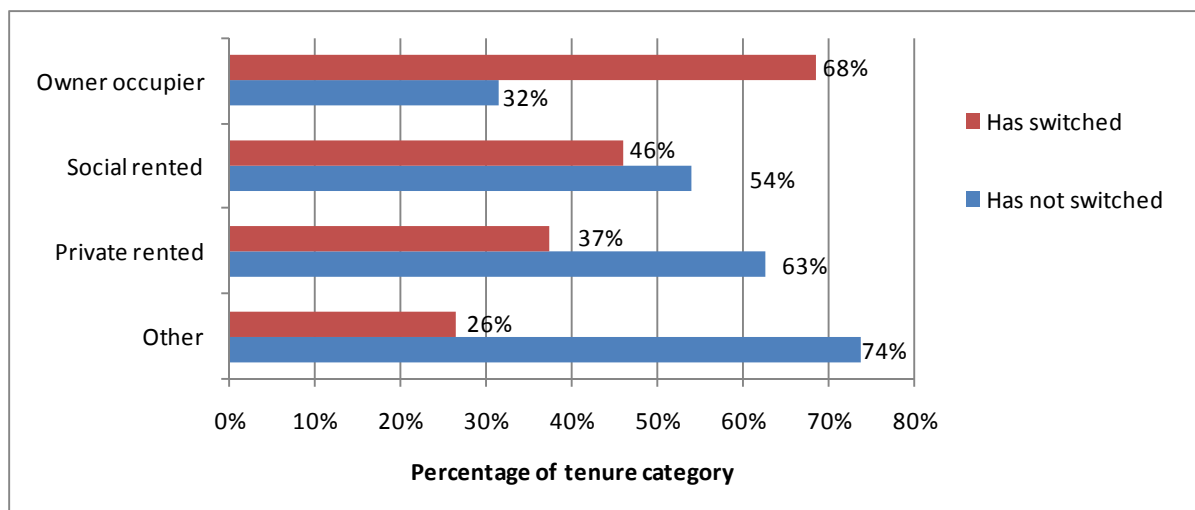
The majority of consumers (87%) knew before the session that it was possible to switch energy supplier. Over half (53%) of consumers had switched supplier in the past (not including times when they had moved house and so moved supplier by default), with 19% having switched more than once. Consumers who had switched were asked what the reason for switching was. 47% of those who had switched did not give a reason, but of those who did give a reason, 64% of those who had switched said they did so to get a better deal, and 36% switched because a fuel company salesperson visited or called them.

Consumers were also asked if they had switched to a different tariff with the *same* supplier in the past. 7% did not answer; of those that did answer, 13% had switched, and 69% had not. 19% said they did not know; it seems likely that changing tariff with the same supplier is not as memorable as changing supplier.

32% of consumers had switched to a different supplier but had never switched to the same tariff with a different supplier, while 8% had done both, and 3% had switched tariff but not supplier. 32% had not done either. The remainder could not remember whether they had switched tariff, or did not answer one or both of the questions.

Looking at previous switching behaviour by tenure (Figure 7), owner occupiers were the only group where the majority (68%) had previously switched supplier. Within the social rented category, 46% of people had previously switched, while in the private rented sector 37% of people had switched.

Figure 7: Previous switching behaviour by housing tenure group



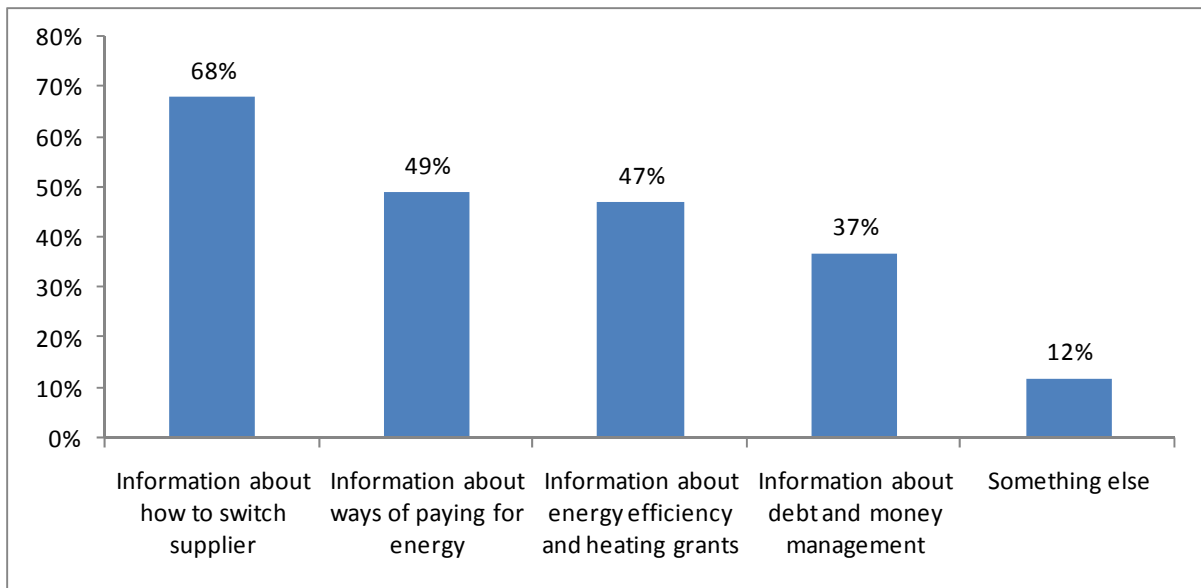
Dividing consumers into groups according to the method they use to pay for electricity, those who paid by direct debit were the group where the most people had switched supplier in the past, while half of people on prepayment or token meters had switched supplier. Previous switching behaviour for consumers in each electricity payment method group was as follows:

- Direct debit or standing order (547 people), 67% (367 people) had switched
- Cash cheque or card when the bill arrives (234 people), 37% (87 people) had switched
- Prepayment or token meter (249 people), 51% (127 people) had switched
- Budget scheme card (68 people), 28% (19 people) had switched
- Where the landlord pays (13 people), 8% (1 person) had switched
- Fuel Direct (7 people), 57% (4 people) had switched
- Other payment method (14 people), 36% (5 people) had switched

The impact of the session

When asked immediately after the session whether they found the session useful, 98% of those who answered said yes (of the whole group of respondents, 38 people did not answer). Figure 8 shows the responses given to the question 'what was useful [about today's session]?' (respondents could select more than one answer).

Figure 8: What did you find useful about the session?

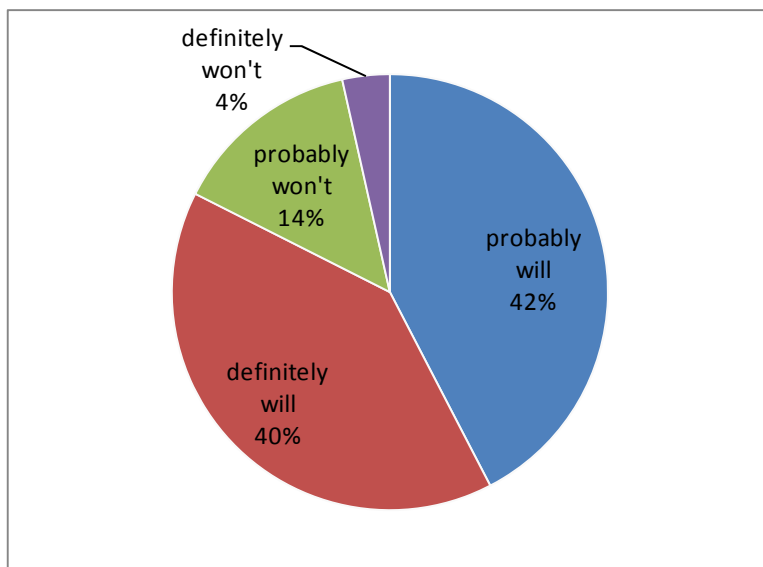


Sixty-eight percent of interviewees said that they found the information about how to switch suppliers useful, even though they had previously switched in the past. This could be interpreted as meaning that although they knew how to switch already, the information that they had been given would help them to make a better decision when switching in the future.

Follow-up actions

When asked whether they would do anything as a result of the session, the majority said they would or probably would do something (82%). Figure 9 shows the responses to this question.

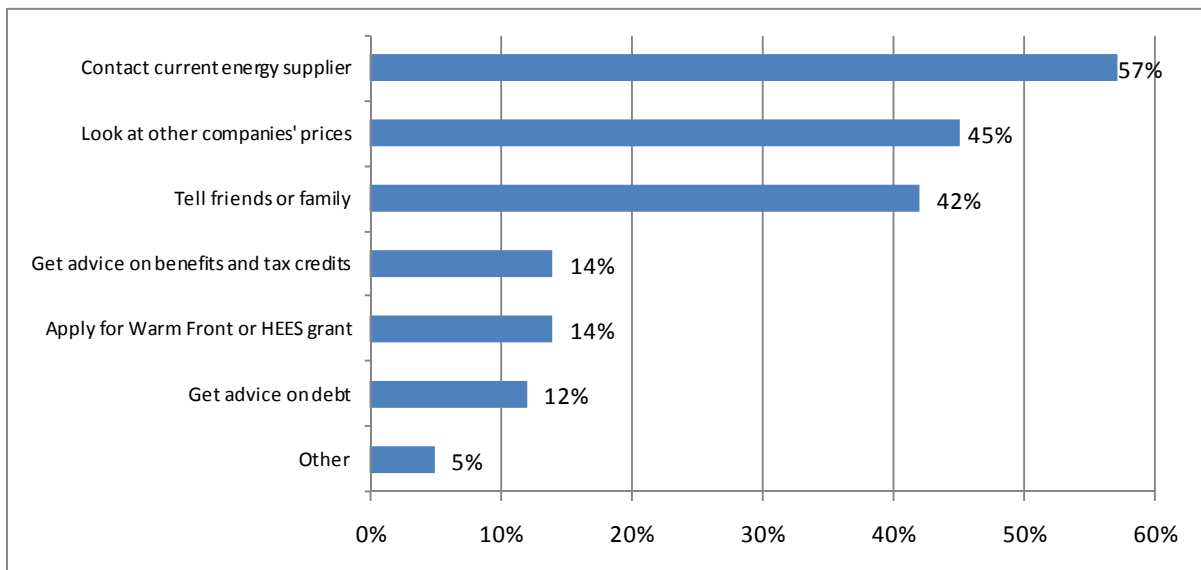
Figure 9: Will you do anything as a result of the session today?



Respondents were asked what actions they were most likely to take following the session. They could choose more than one action, and these are illustrated in Figure 10. The most popular action

was contacting a current supplier, followed by seeing what prices were available from other companies and telling friends and family what had been learnt from the Energy Best Deal session.

Figure 10: Actions that consumers said they were likely to take following the session

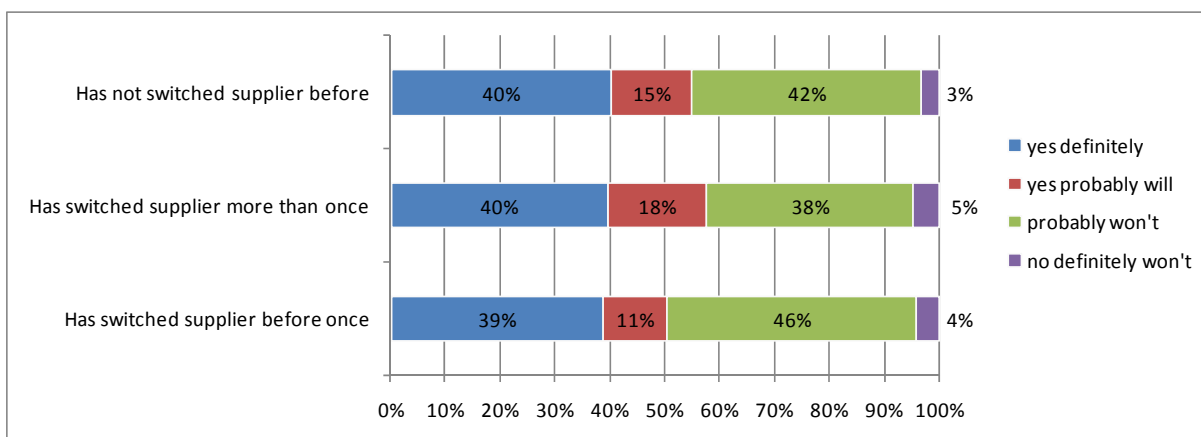


Those that chose 'other' were invited to give more information about what they would do. Fourteen people said 'on-line tariff', presumably meaning that they would look for a tariff which was only offered on the internet and was therefore likely to be cheaper. Two people said they would apply the same principles to other utility bills (those identified were water and mobile phone; however, in practice it would not be possible to apply the same principles to domestic water services). Four people said they would be more energy efficient, three people said they would look into getting solar panels, and four people said they would look at alternative payment possibilities.

Intention to act related to other attributes

Figure 11 below shows how people's intention to act relates to whether they have switched supplier before.

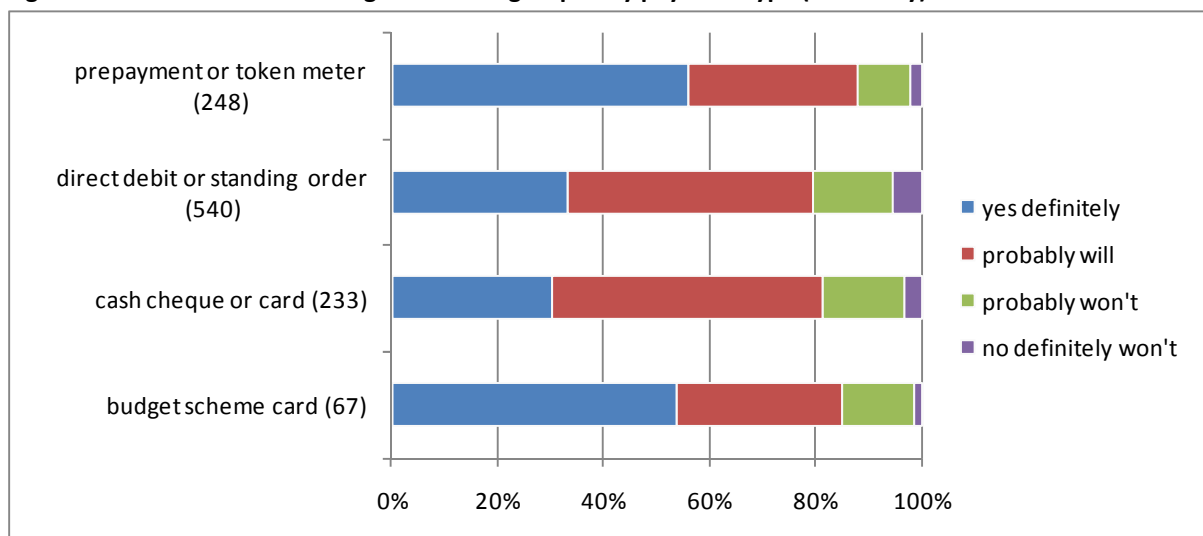
Figure 11: Intention to take action after the session compared with previous switching behaviour (switching to a different electricity supplier)



Intention to act was similar whether or not consumers had switched before. The group who had switched once before had the highest proportion of respondents who said they probably would not act, but only by a small margin. Overall, it appears that previous switching behaviour had little impact on people’s intention to act following the session, although the time since they last switched (something which was not recorded by the questionnaires) may have an influence, as people are unlikely to want to switch more than once a year.

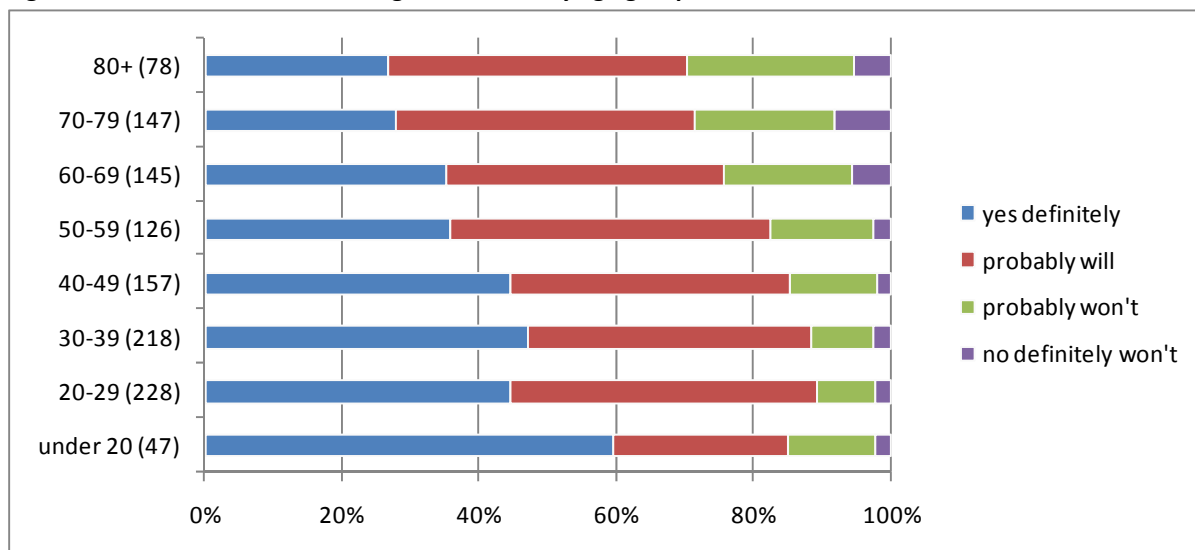
The link between payment method and intention to act was clearer. Figure 12 below illustrates this (because the payment type groups varied greatly in size, the number of people in each group is shown in brackets). The payment types ‘Fuel Direct’, ‘Landlord pays’ and ‘Other’ were excluded because they represented a very small sample size. Those paying by methods which tend to be more expensive, (prepayment meter and budget card) were more likely to say they would definitely take action. However, when those who said they would *probably* take action are added in, there is little difference between the payment type groups. Those who paid by direct debit included the largest proportion of people who said they would definitely not take action.

Figure 12: Intention to act among consumers grouped by payment type (electricity)



There is a clear link between age and intention to act. In general, the younger the age group, the more likely respondents were to say that they would definitely act, but within all age groups the majority said that they would definitely or probably take action.

Figure 13: Intention to act following the session, by age group



Consumers: follow-up interviews

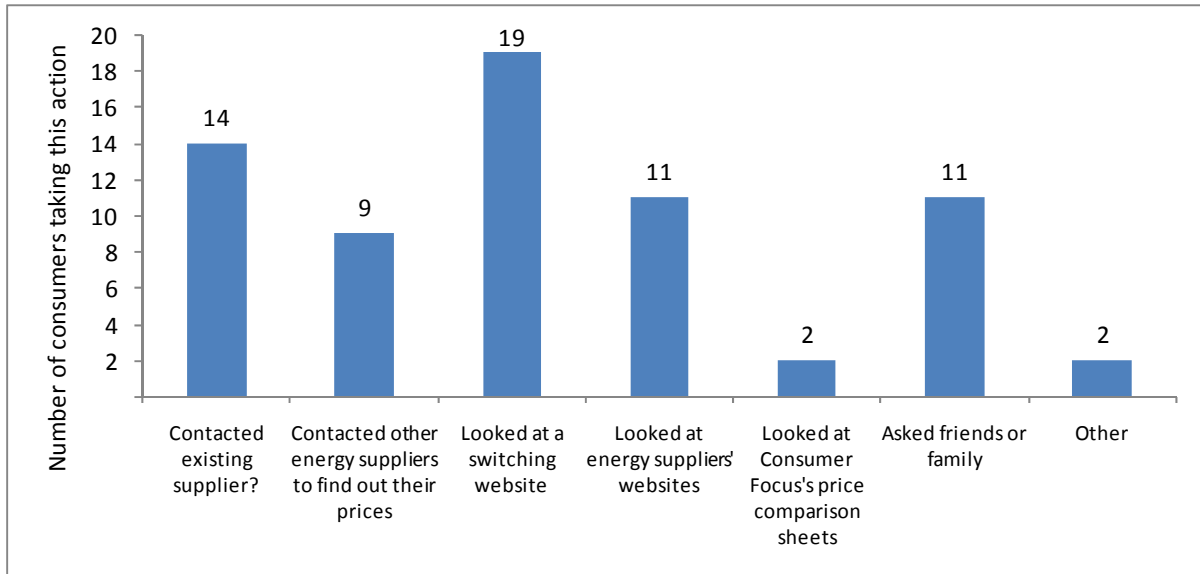
Consumers were asked to provide their names and telephone numbers if they were happy to undertake a short follow-up telephone interview. Those who did provide telephone numbers were selected to be contacted at random. The interviews were carried out a minimum of three weeks after the sessions, though many were carried out after a longer period of time had passed because Energy Best Deal sessions ran from January to June, with delivery partners providing contact information as and when they had time to collate the questionnaire responses, with interviews being carried out in May and June. In total, eighty consumers were interviewed.

Sixteen people who were contacted by phone declined to take part in an interview because they could not remember the session, even though they had all reported in the post-session survey that they found the session useful. This is likely to reflect the general methodological difficulty of obtaining data through recall rather than any specific problem with the Energy Best Deal programme or its branding.

Action taken since the session

A third (33%, 26 people) of interviewees had taken action since the session. Most of these took more than one action, with an average of 2.6 actions per person. Figure 14 shows the number of interviewees taking each action. The most popular action was looking at a switching website, (19 people, 24% of interviewees), followed by contacting the existing supplier (14 people, 18%), looking at energy suppliers' websites (11 people, 14%) and asking friends and family (11 people, 14%). 3% (2 people) looked at Consumer Focus price comparison sheets, and 3% (2 people) took other actions which were not on the pre-coded list. These were: contacting Age Concern about its own social tariff; and obtaining more information from a local organisation.

Figure 14: Actions taken by consumer interviewees following the session



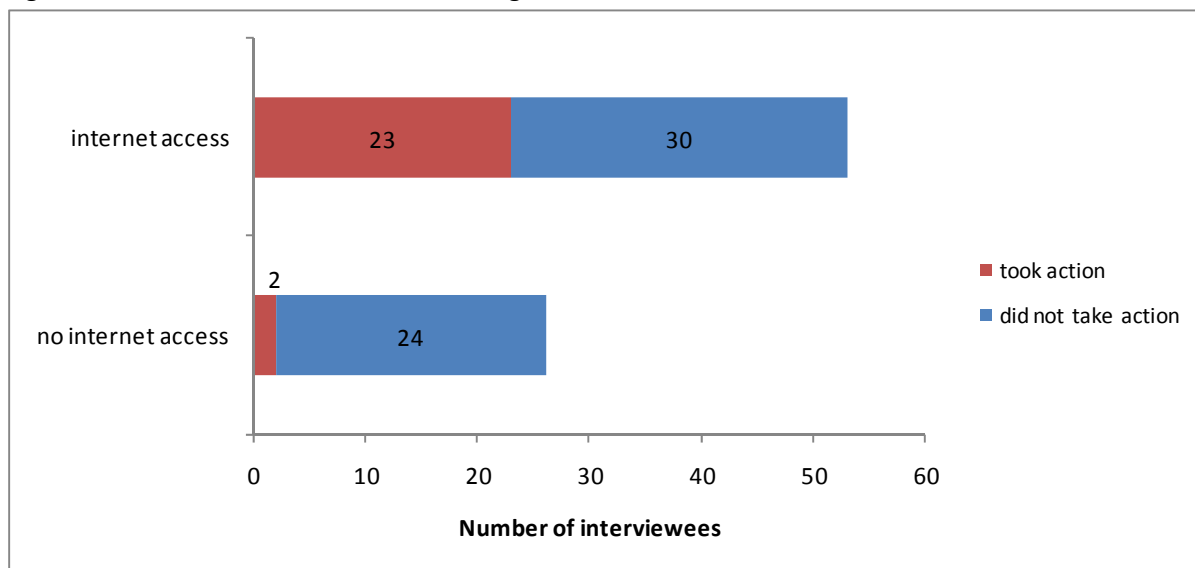
The majority of those who had taken action following the session had actually previously already switched. 12 out of 26 had switched once and 5 out of 26 had switched more than once.

All but one of the nine people who had not switched supplier in the past knew prior to the session that it was possible to switch supplier, even though they had never done so themselves. Three of them went on to switch following the session, while one of them requested that he be placed on his supplier's priority services register and another was re-instated on the priority services register after his supplier removed him from it. One person started the process of switching but found the supplier's customer service to be particularly bad, which made her decide not to switch.

The role of internet access in enabling action

Two thirds of interviewees had internet access (53 people). Of these, 23 people had taken some kind of action following the session. Of the 26 people who did not have internet access, only 2 people took action following the session (one person did not answer the question about internet access). This is illustrated in Figure 15 below. This is indicative of how much easier it is to compare prices online compared to other methods.

Figure 15: Internet access and action following the session



Calculating potential savings

Of the 26 people who took action, 5 found that it was very easy to work out if they could save money by switching, while 16 found it fairly easy and 5 found it fairly difficult (one interviewee who said it was difficult commented that social tariffs did not appear on internet comparison sites). After comparing prices, ten people calculated that it would be financially worthwhile to switch tariff or supplier, seven people could not tell if it was worth switching or not, and nine people calculated that it would not be worthwhile switching.

The switching process

Of the ten people who calculated that it was worth switching, six people have switched. All of these people found the switching process very easy. Those who did not switch gave the following reasons:

- One interviewee had started the process of switching but then found she could not switch because she was tied in to a deal where her energy supply was 'bundled' with landline and internet.
- Another interviewee started to switch but then decided that 'it was too much hassle' and did not complete the switch.
- Another interviewee answered 'no' when asked if she had switched tariff or supplier, but added later that she had not switched because she got a better deal from her supplier (this could have been a change in tariff but it was not clear from the response).

The people who had switched or had attempted to switch (in the case of one interviewee) were asked if they had encountered anything problematic or helpful during the process of switching. Two people had had problems (although overall these people had both found the process of switching very easy or fairly easy). One person said that her old supplier made a slight error when settling payments, and another said that she had found out that she was tied in to her current supplier, as mentioned in the bullet points above. Several people had comments about positive aspects of the switching process. Three people mentioned that the energy companies they had dealt with had been helpful and one person said that the internet had made it easy to change tariff, manage bills and

submit readings. Five of the six people who switched had access to the internet (higher than the 66% of the whole consumer interviewee group who had internet access), again indicating the ease of comparing prices on the internet compared to other methods.

Switching payment method

Two people had switched payment method. One of these had changed their direct debits from standard to on-line, while the other person had moved from using a prepayment meter for gas and electricity to paying by direct debit.

The majority of interviewees (63%) said they had not changed payment method because they were already using the best payment method. It is worth noting that between them these interviewees used all of the different payment methods specified on the questionnaire. This may demonstrate that different people find different payment methods to be the best for them; conversely, it may mean that people do not know how to evaluate what constitutes the best payment method. 13% said they had not changed payment method because they had not got round to it, while 5% said they did not like the idea of direct debits. 18% gave other (not pre-coded) reasons for not changing payment method, for example:

- Consumer intends to change supplier in the future and so will wait until then to change payment method (3 people)
- Consumer has a poor credit rating so cannot come off prepayment meter (1 person)
- Consumer's bills are included in rent (1 person)
- Consumer is considering an online tariff but is put off by security issues (1 person)
- Consumer is currently in dispute with existing supplier (1 person)

Issues with switching

All 80 interviewees were asked if there was anything that had put them off switching. The answers are summarised in Table 1.

Table 1: Responses to the question, 'Was there anything that put you off switching?'

Answer	Number of people	Percentage of all interviewees
I haven't had time	22	8%
I won't save any / much money	11	5%
Too much hassle	8	4%
Happy with current supplier	6	3%
The price will only go up again	4	3%
Tied in to fixed term contract	3	3%
Hard to work out whether you will save money	2	1%
Have already switched recently	2	1%
Waiting until upcoming house move	2	1%
I have debt with my current supplier	1	1%
Worried about something going wrong	1	1%
Language barrier when dealing with energy companies	1	1%
Landlord pays energy bills	1	1%
Something else (no further details)	9	11%
Nothing	7	9%

Other actions

Consumers were asked if they had undertaken any other actions, not specifically supplier- or tariff-related, since the session, from the list in Table 2. The numbers of people who had taken these actions are also shown.

Table 2: Other actions undertaken by consumer interviewees

Action	Number of people taking this action	Percentage of all interviewees
Given friends and family information from the session	47	59%
Contacted current supplier for advice	17	21%
Sought advice on energy efficiency	17	21%
Sought advice on benefits and tax credits	15	19%
Sought advice on debt and money management	9	11%
Asked to be placed on energy supplier's priority services register	8	10%
Applied for another energy efficiency grant / free installation (i.e. not Warm Front or Home Energy Efficiency Scheme)	6	8%
Applied for a Warm Front (England) or Home Energy Efficiency Scheme (Wales) grant	3	4%
Phoned the Energy Saving Trust	1	1%
Called the Home Heat Helpline	1	1%

Thirty people (38%) had taken at least one action to improve the efficiency of their energy use (that is, phoned their supplier or the Energy Saving Trust for advice, applied for an energy efficiency / heating grant, or phoned the Home Heat Helpline). Eleven of those people had taken more than one of this type of action (14% of all interviewees).

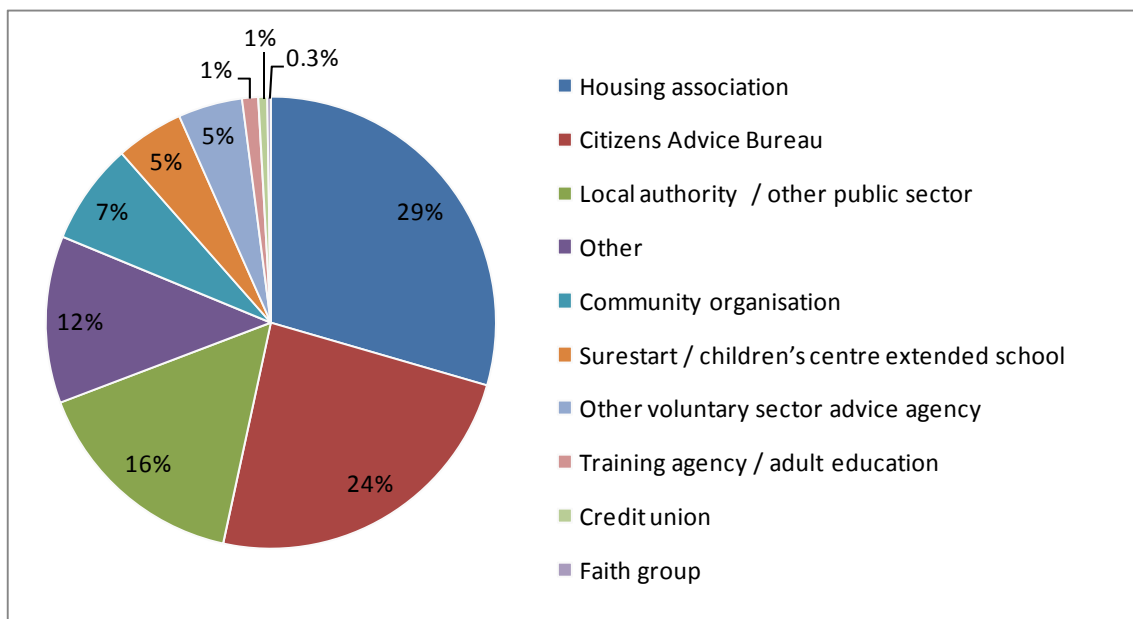
47 people (59% of interviewees) had told family and friends about what they had learnt at the session. They were asked approximately how many people they had told, which ranged between 1 and 20. The average was 5.7 and the median was 5, and in total the interviewees estimated they had told 266 people. However, those that had taken action themselves following the session were much more likely to tell people about what they had learnt than those that had not: 24 of the 26 people who had taken action had told someone else about what they had learnt, while only 23 of the 54 people who had not taken action told someone about what they had learnt.

Frontline advice workers: questionnaire results

Respondents and prior practice

Valid questionnaire responses were received from 783 frontline advice workers². Figure 16 below shows how these were distributed between different organisations.

Figure 16: Frontline advice worker organisation types



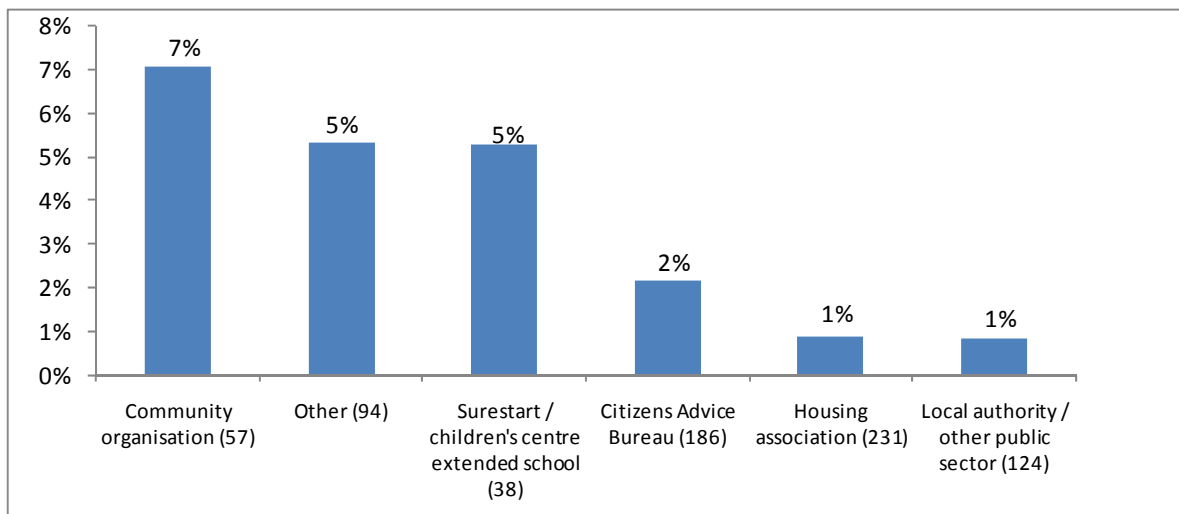
Other groups included Barclaycard Advisers, Barnardo's staff, family support workers, and training advisors.

Only 2% (18) of frontline advice workers did not know prior to the session that it was possible to change energy supplier, while 13% (102) did not know that some payment methods can be more expensive than others.

Figure 17 below shows the respondents who did not know that it was possible to change energy supplier, as a percentage of all the respondents from their organisation type. The number of respondents from each organisation type (who gave valid answers for this question) is shown in brackets.

² Not all respondents answered all questions. Where percentages are given in the report, these show the percentage of all valid answers, not the percentage of the whole group of respondents.

Figure 17: Frontline advice workers who did not know it was possible to change energy supplier, as % of respondents from each organisation type



Frontline advice workers were asked what types of advice they had given to clients prior to the session:

- 55% had advised on getting a better deal on gas or electricity
- 52% had advised on changing payment method for gas or electricity
- 38% had advised clients about applying for a Warm Front or Home Energy Efficiency Scheme grant
- 36% had advised on benefits and tax credits
- 25% had advised on debt

73% had some prior experience of giving advice on one or more of these topics. 54% had previously given advice on specifically energy-related topics (that is, one or more of the first three bullet points above).

The impact of the session

When asked whether they felt better informed about switching energy supplier and payment method immediately after the session, 45% answered 'to a great extent', 52% answered 'to some extent' and 3% answered 'not at all'. 70% said they were likely to look for a better deal on their own energy supply, following the session.

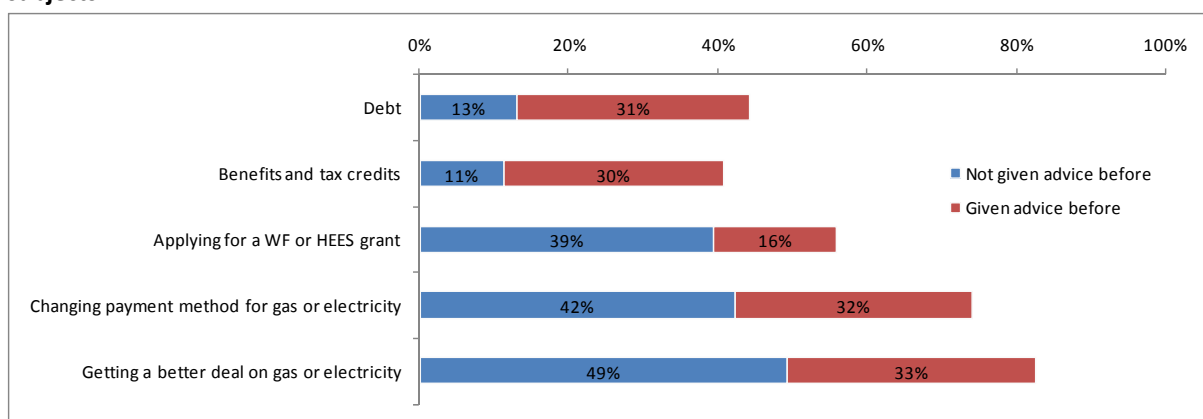
Frontline advice workers were asked whether they felt more confident providing advice on different subjects following the session:

- 83% were more confident advising on getting a better deal on gas or electricity
- 74% were more confident advising on changing payment method for gas or electricity
- 56% were more confident advising clients about applying for a Warm Front or Home Energy Efficiency Scheme grant
- 41% were more confident advising on benefits and tax credits
- 44% were more confident advising on debt

88% said they were more confident in advising on at least one of these topics, and 28% said they were more confident in advising about all topics covered in the presentation.

Figure 18 below compares future intentions with past practice. It shows what percentage of frontline advice workers who intend to give advice on these topics in future have given advice on these topics previously. For example, 49% of all frontline advice workers intend to give advice on getting a better deal on electricity or gas in the future and have not previously given advice on this topic, while 33% of frontline advice workers intend to give advice on this topic in future and have also given advice on it in the past. Added together, 82% of all frontline advice workers who completed questionnaires intend to give advice on getting a better deal on their electricity and gas in future.

Figure 18: Proportions of frontline advice workers that had and had not previously given advice on specific subjects

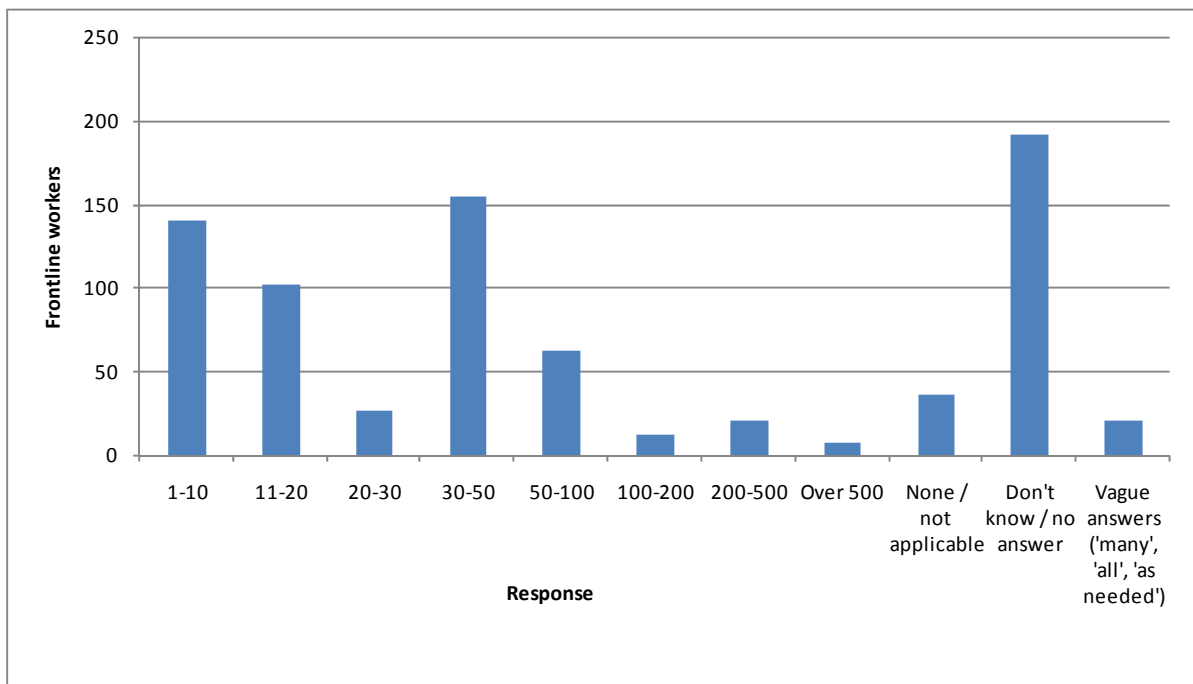


Anticipated number of clients and colleagues to be informed

On their questionnaires, frontline advice workers were asked how many clients they anticipated advising on these subjects in the next six months. There was great variety in the format of the answers, with some people giving very precise numbers ranging from 1 to 21,000 (the latter comprising all the tenants of a housing association) and several people giving answers such as ‘many’ and ‘all my clients’. 53% gave a quantifiable answer, while 4% gave vague answers and 25% said they did not know, or gave no answer. Of the respondents that gave quantifiable estimates, the total number of people frontline advice workers were expecting to advise within six months was an average of 48 per worker, omitting the unusually large figure of 21,000. The median was 30 clients per worker. Note that this is the figure estimated by frontline advice workers immediately following the session and is the anticipated number of clients to be informed in the following six months. Below in the section on interview results, we look at the approximate number of clients who have actually been informed to date.

To illustrate the amount of variation in the answers to this question, Figure 19 shows how many frontline advice workers indicated they would advise 1-10 people, how many indicated they would advise 11-20 people, and so on.

Figure 19: Number of frontline advice workers responding in each category to the question 'how many clients do you expect to advise on these subjects over the next six months?'



When asked whether they would pass on what they had learnt to their colleagues, 65% said they definitely would, 30% said they probably would, 4% said they probably would not, and 1% said they definitely would not.

Frontline advice workers were also asked how many colleagues they would pass information on to. Again, some respondents gave quantifiable answers while others gave answers such as 'all of my team' and 'anyone'. Quantifiable responses ranged from 1-60. The average number of colleagues that respondents planned to pass information on to was 5, and the median was also 5. Only 6 people (0.8%) said they would not pass on information to anyone, while 36 people (5%) said they did not know how many colleagues they would pass information on to, and 110 (14%) people did not answer the question.

Frontline advice workers: Interview results

Follow-up interviews were conducted with 21 frontline advisors, who were chosen at random from the frontline advice workers who had provided contact details on their questionnaires.

Two people did not at first recognise the name 'Energy Best Deal' which suggests that it might have been one among a number of presentations or training events attended on the same day. In addition one person declined an interview because she did not remember attending the session.

In this section absolute numbers rather than percentages are shown, due to the small sample size.

Frontline advice workers' own energy use

Frontline advice workers were first asked if the session had had any impact on their own energy use. Eight people had looked for a better deal on their own energy since the session (this is 38% of interviewees, a similar proportion to the 33% of consumer interviewees who looked into getting a better deal). Actions undertaken were: contacting an existing supplier (3 people); looking at switching websites (3 people); contacting other suppliers (2 people), responding to an advertised deal on energy prices (1 person) and responding to a contact from a fuel company salesperson (1 person). Two respondents took two actions each, while the remaining six took one action each. All interviewees found that it was very easy or fairly easy to work out if they could save money by switching. Five of the eight frontline advisors who looked into getting a better deal calculated that they could save money by switching, and all of these had gone on to switch supplier or tariff, finding the process of switching very or fairly easy.

Interviewees were asked if anything had put them off switching. The responses are summarised below:

- Debt with current supplier (1 person)
- Have not had time (3 people)
- Will not save much money (1 person)
- Switched before and regretted it (1 person)
- Switched supplier recently, before the session (1 person)
- Attended the session for information to help clients and did not think of applying it to own circumstances (1 person)
- Already on a good deal (2 person)
- Lives in a rented property with a coin meter and is not able to change (1 person)

Usefulness of the session and advice given since the session

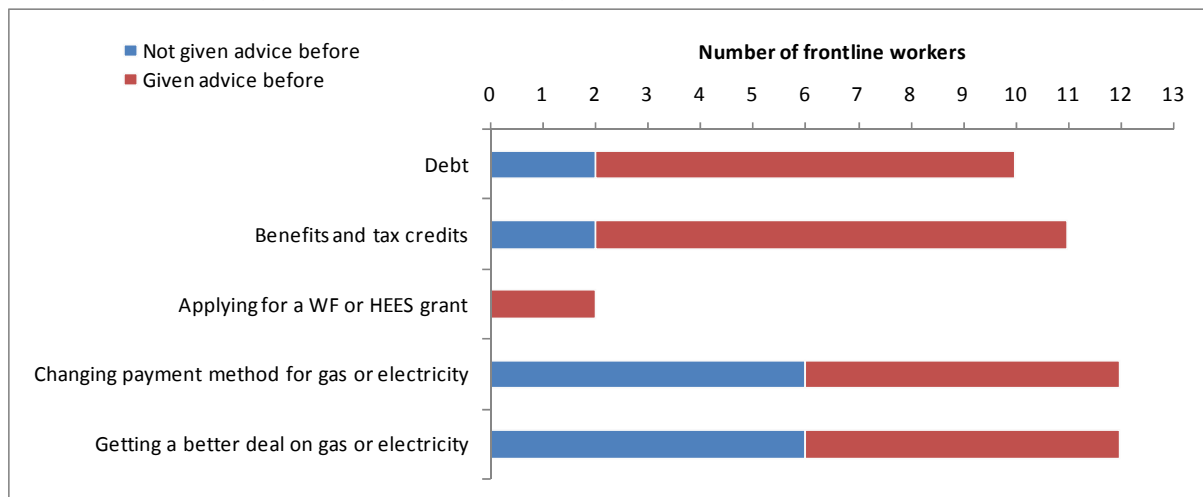
All interviewees found the session useful. Specific comments were made around the following points:

- The materials were useful and put information across in a simple format, and they will be useful to give to clients (2 people mentioned this)
- Information about help from energy suppliers was useful: specifically, funds for help with bills, and hardship funds to pay for other bills and items (3 people specifically mentioned this)
- One person said that although they already knew the information put across in the presentation, it was still useful because it was a reminder that clients may not know it, and could benefit from receiving the information

Prior to the Energy Best Deal session, the majority (12 people) of interviewees had not given information to clients about getting a better deal on their energy, while 6 people had given information infrequently and the remainder (3 people) frequently gave this information to clients.

Figure 20 shows how many frontline advice workers have given advice on different topics since the session, and what proportion of them had given advice on this topic before. The numbers of frontline advice workers rather than percentages are shown, due to the small sample size. The total length of each bar shows the number of frontline advice workers who have given advice on each topic since the session; this is split into those who had previously given advice on this topic and those who had not previously given advice on this topic.

Figure 20: Advice-giving before and after the Energy Best Deal session



The results show that the Energy Best Deal sessions were having an impact in terms of advice-giving around energy prices, but a lower impact on advice around debt and benefits. Two interviewees commented that they already gave advice on debt and benefits and so while the part of the presentation which covered energy prices gave them new information, they were familiar with the other parts of the presentation. Another interviewee commented that she tends to refer people with debt problems to the local debt advice centre, rather than advising on debt herself.

Since the presentations, none of the interviewees had given advice about applying for a Warm Front or HEES grant unless they were already providing this advice prior to the presentation. Because

consumers must meet a set of specific requirements to qualify for these grants, this subject may come up less frequently for frontline advice workers compared to the other topics, and so the sample and timeframe of the evaluation may be too small to capture any changes in advice-giving on this topic.

Numbers of clients and colleagues reached

Interviewees were asked approximately how many clients they had provided the information to since the session. The average was 24 clients each, with a median of 15. Two interviewees said that although they had not passed on the information as yet, they plan to feature it in articles in their tenants' magazines, which would reach a total of 21,900 properties. This would bring the average up to 1,400 people per frontline advisor. This figure should be treated with caution however, as the interview sample happened to contain two people who were communications officers in housing associations with a large number of tenants. The median figure of 15 is much more likely to be representative of the overall Energy Best Deal frontline advice worker audience. Additionally, advice provided to tenants through a magazine is unlikely to be as effective as information provided one-to-one.

Some of these clients would have received the same advice even if the frontline advice workers had not attended the presentation, where frontline advice workers were already providing advice in these areas. However, all but one of the interviewees had said in their questionnaire responses that they felt more confident giving advice on these topics, which indicates that the Energy Best Deal sessions improved the quality of advice even if frontline advice workers had been giving advice on these topics prior to the sessions. In addition ten interviewees had advised clients on at least one topic on which they had not previously given advice, with four of these giving advice on more than one new topic since the presentation.

Frontline advice workers were asked if their clients had encountered any particular issues that prevented them from getting a good deal on their energy. Their responses are summarised below:

- Financial circumstances (mentioned by 7 people). For example: bad credit history means prepayment meter required, no capacity to pay by direct debit, no bank account, poor financial literacy, unaware of opportunity to switch, cannot afford the cost of phone calls to suppliers
- Lack of internet access (mentioned by 4 people)
- Language barrier (mentioned by 1 person)
- Suppliers not giving clear information / consumers don't have clear information (mentioned by 2 people)
- Consumers getting tied in to contract / tied in to buying district heating from the Council (mentioned by 2 people)
- Incorrect bills based on estimates (mentioned by 1 person)

Interviewees were also asked whether they had passed on information from the session to colleagues, and if so how many. Twelve people had passed on information to colleagues, with a further two saying that all of their colleagues also attended the presentation (and so there was no

opportunity to pass on information to colleagues). The total was an average of four colleagues per frontline advice worker, over the group of 21 interviewees. If these colleagues in turn pass information on to their clients, there is a cascade effect whereby the information is passed on to many more people than the number that attended the session. It is not possible to ascertain whether these colleagues pass on information to as many clients as the frontline advice workers who actually attended the sessions.

General comments on the sessions were positive, including for example, that it was 'informative', it 'made you think', and it was a 'really good session'. One suggestion was that the presentation could have been improved by working through an example on a switching website.

Summary and Conclusions

Consumers

Most consumers who attended were worried about their fuel bills, with 25% finding them ‘a financial strain’ and 49% choosing the option ‘a worry, but I’m able to manage’. This suggests that the sessions were well-targeted to people in need of help with their fuel bills.

Most consumers (87%) already knew that it was possible to switch energy supplier, and over half had switched in the past (53%). However, 98% of consumers found the session useful, with 68% of consumers finding the information about how to switch supplier useful. This suggests that although consumers already had experience of switching, the information provided by the Energy Best Deal sessions would help them to make a better decision next time they switched.

Whether consumers had switched in the past or not had little impact on their intention to act following the session.

A third of those interviewed had taken some sort of action since the session. The most popular action was looking at a switching website. Internet access appeared to be important – 23 out of 53 (43%) interviewees who had internet access had taken action, but only 2 out of 26 (8%) of interviewees who did not have access had taken action.

The majority of those interviewed who had taken action following the session (21 out of 26) found it easy to work out if they could save money by switching, although 5 people found it fairly difficult. Six people out of those interviewed had gone on to switch supplier.

The main reasons why consumers had been put off switching were lack of time, a perception that they would not save money, a perception that it would be too much hassle, and being happy with the current supplier.

More than half (59%) of those interviewed had passed on information to friends and family since the session. Those who had taken some sort of action themselves following the session were more likely to pass on information to friends and family.

Frontline advice workers

Three quarters of frontline advice workers had prior experience of advice work on energy or financial issues. This suggests that the sessions were well-targeted, with most attendees having opportunities in their working lives to pass on the messages communicated through the sessions.

Nearly all frontline advice workers (97%) said they felt better informed about switching energy and payment method following the session, and 88% said they would now feel more confident advising on at least one of the topics covered in the session.

Frontline advice workers interviewed were asked to estimate how many clients they had passed information from the presentation on to since the session. The median response was 15 clients each. If this is extrapolated across the entire group of frontline advice workers who attended the presentation, approximately 20,000 clients may have already benefited from frontline advice workers’ attendance at the presentations.

Appendix: questionnaires and interview questions

This appendix contains copies of the consumer and frontline advisor questionnaires and interview questions. The questionnaires are shown on separate pages in order to reproduce the layout of the questionnaire sheets that were distributed.

Please tell us what you thought of today's session (*Consumer questionnaire*)

<p>1. Before today, did you know that it was possible to change your gas or electricity supplier?</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p>																								
<p>2. Apart from when moving house, have you ever changed your gas or electricity supplier?</p> <p style="text-align: center;">No <input type="checkbox"/> Yes, once <input type="checkbox"/> Yes, more than once <input type="checkbox"/></p>																								
<p>3. If yes, did you switch because:</p> <p style="text-align: center;">You decided to look for a better deal <input type="checkbox"/> A fuel company salesperson visited / called you <input type="checkbox"/></p>																								
<p>4. Have you ever switched to a different tariff with the same supplier?</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>																								
<p>5. How do you pay for your electricity and gas?</p> <p style="text-align: center;">I don't use gas <input type="checkbox"/></p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">Electricity</th> <th style="width: 15%; text-align: center;">Gas</th> </tr> </thead> <tbody> <tr> <td>Direct debit or standing order</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>By cash, cheque or card when the bill arrives</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Using a prepayment meter</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Using a budget scheme payment card</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>The landlord pays for it</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Taken directly from benefits (Fuel Direct)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Other payment method</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>		Electricity	Gas	Direct debit or standing order	<input type="checkbox"/>	<input type="checkbox"/>	By cash, cheque or card when the bill arrives	<input type="checkbox"/>	<input type="checkbox"/>	Using a prepayment meter	<input type="checkbox"/>	<input type="checkbox"/>	Using a budget scheme payment card	<input type="checkbox"/>	<input type="checkbox"/>	The landlord pays for it	<input type="checkbox"/>	<input type="checkbox"/>	Taken directly from benefits (Fuel Direct)	<input type="checkbox"/>	<input type="checkbox"/>	Other payment method	<input type="checkbox"/>	<input type="checkbox"/>
	Electricity	Gas																						
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Taken directly from benefits (Fuel Direct)	<input type="checkbox"/>	<input type="checkbox"/>																						
Other payment method	<input type="checkbox"/>	<input type="checkbox"/>																						
<p>6. In the winter would you say your fuel bills are...</p> <p style="text-align: center;">A financial strain <input type="checkbox"/> A worry, but able to manage <input type="checkbox"/> Not a problem <input type="checkbox"/></p>																								
<p>7. Did you find today's session useful? Yes <input type="checkbox"/> No <input type="checkbox"/></p>																								
<p>8. If yes, what was useful? (please tick all that apply)</p> <p style="text-align: center;">Information about how to switch energy supplier <input type="checkbox"/> Information about different ways of paying for energy <input type="checkbox"/> Information about energy efficiency and heating grants <input type="checkbox"/> Information about debt and money management <input type="checkbox"/> Other <input type="checkbox"/></p>																								
<p>9. Will you do anything as a result of the session today?</p> <p style="text-align: center;">Yes, definitely <input type="checkbox"/> Probably will <input type="checkbox"/> Probably won't <input type="checkbox"/> No, definitely won't <input type="checkbox"/></p>																								

10. If you chose 'yes' or 'probably will', will you (please tick all that apply):

- Contact your energy supplier to see if you can get a better deal
- See what prices are available from other energy companies
- Apply for a grant: Warm Front (England) or Home Energy Efficiency Scheme (Wales)
- Get advice on benefits and tax credits
- Get advice on debt
- Tell friends or family about what you've learnt today
- Other

If you chose other, what will you do? _____

11. Do you have regular access to the internet?

Yes No

12. How old are you?

- | | | | |
|----------|--------------------------|-------------|--------------------------|
| Under 20 | <input type="checkbox"/> | 50-59 | <input type="checkbox"/> |
| 20-29 | <input type="checkbox"/> | 60-69 | <input type="checkbox"/> |
| 30-39 | <input type="checkbox"/> | 70-79 | <input type="checkbox"/> |
| 40-49 | <input type="checkbox"/> | 80 or older | <input type="checkbox"/> |

13. Are you male or female? Male Female

14. How many adults aged 16 or over live in your home? _____

15. How many children under 16 live in your home? _____

16. Do you rent or own your home?

- | | | | |
|-------------------------------|--------------------------|----------------------|--------------------------|
| Rent from housing association | <input type="checkbox"/> | Own without mortgage | <input type="checkbox"/> |
| Rent from council | <input type="checkbox"/> | Own with mortgage | <input type="checkbox"/> |
| Rent privately | <input type="checkbox"/> | Other | <input type="checkbox"/> |

17. Are you (tick all that apply):

- | | | | |
|------------|--------------------------|----------------------------|--------------------------|
| Working | <input type="checkbox"/> | Disabled or long-term sick | <input type="checkbox"/> |
| Retired | <input type="checkbox"/> | A carer | <input type="checkbox"/> |
| Unemployed | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Student | <input type="checkbox"/> | | |

We would like to interview some of the people attending this session. If you are happy to be interviewed by telephone, please fill in your name and telephone number. These details will only be used to contact you about the Energy Best Deal Campaign. We will not use them for any other purpose.

Name:

Telephone: (please include area code)

Thank you!

Energy Best Deal Evaluation Questionnaire: Frontline Advisors

1. What is your job title?
2. What type of organisation do you work or volunteer for? Citizens Advice Bureau <input type="checkbox"/> Other voluntary sector advice agency <input type="checkbox"/> Community organisation <input type="checkbox"/> Faith group <input type="checkbox"/> Housing association <input type="checkbox"/> Local authority or other public sector organisation <input type="checkbox"/> Credit union <input type="checkbox"/> Surestart / Children's centre extended school <input type="checkbox"/> Training agency / Adult education <input type="checkbox"/> Trade union <input type="checkbox"/> Other <input type="checkbox"/>
3. Before today, did you know that it was possible to change your gas and electricity supplier? Yes <input type="checkbox"/> No <input type="checkbox"/>
4. Before today, did you know that some payment methods can be more expensive than others? Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Are you likely to look for a better deal on your own energy supply after today's session? Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Do you feel better informed about switching energy supplier and payment methods as a result of today's session? Not at all <input type="checkbox"/> To some extent <input type="checkbox"/> To a great extent <input type="checkbox"/>
7. Before today's session, had you ever advised clients on (tick all that apply): Getting a better deal on their gas or electricity <input type="checkbox"/> Changing their payment method for gas or electricity <input type="checkbox"/> Applying for a Warm Front grant (England) or a Home Energy Efficiency Scheme grant (Wales) <input type="checkbox"/> Benefits and tax credits <input type="checkbox"/> Debt <input type="checkbox"/>

<p>8. Following today's session, do you feel more confident in advising clients on the following? (tick all that apply):</p> <p>Getting a better deal on their gas or electricity <input type="checkbox"/></p> <p>Changing their payment method for gas or electricity <input type="checkbox"/></p> <p>Applying for a Warm Front grant (England) or a Home Energy Efficiency Scheme grant (Wales) <input type="checkbox"/></p> <p>Benefits and tax credits <input type="checkbox"/></p> <p>Debt <input type="checkbox"/></p>
<p>9. How many clients do you expect to advise on what you have learnt today, over the next six months? _____</p>
<p>10. Will you pass on what you have learnt today to colleagues?</p> <p>Yes, definitely <input type="checkbox"/> Probably will <input type="checkbox"/> Probably won't <input type="checkbox"/> Definitely won't <input type="checkbox"/></p>
<p>11. If you chose 'yes' or 'probably will', how many colleagues are you likely to pass on this information to? _____</p>

We would like to interview some of the people attending this session. If you are happy to be interviewed by telephone, please fill in your name and telephone number. These details will only be used to contact you about the Energy Best Deal Campaign. We will not use them for any other purpose.

Name:

Telephone:
 (please include area code)

Thank you!

Consumer interview schedule

1. (Only ask consumers who said they did NOT find the session helpful)

On your feedback form you said that you did not find the session helpful. Why was this?

- [enter text]

2. Have you looked into how you might get a better deal on your energy since attending the session?

- Yes
- No (**go to question 9**)

3. Have you: (*Read out all options and record all that apply*)

- Contacted your existing supplier to see if you can get a better deal?
- Contacted other energy suppliers to find out their prices?
- Looked at a switching website?
- Looked at energy suppliers' websites?
- Looked at Consumer Focus's price comparison sheets?
- Asked friends or family?
- Other [enter text]

4. How easy or difficult was it to work out if you would save money by switching? Would you say it was:

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult

5. Did you decide that: (*Read out options*)

- It was worth switching your energy tariff or supplier?
- It was *not* worth switching tariff or supplier?
- You couldn't tell if it was worth switching or not?

6. Have you switched (or started to switch) energy tariff or supplier since the session? (*Do not read out options: choose the option below which best matches the interviewee's response. If they said above that it wasn't worth switching, just confirm here that they haven't switched*)

- Yes, I have switched
- Yes, I have switched but not completed the process
- No, I have not switched (**go to Q9**)

7. How did you find /have you found the process of switching?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult

8. Tell me a bit more about your experience of switching.

(a) What, if anything, has been a problem?

[enter text]

(b) What, if anything, has been helpful?

[enter text]

9. Is there anything in particular that has put you off? (*Do not read out options: choose the option below which best matches the interviewee's response*)

- I haven't had time
- Too much hassle
- I won't save any / much money
- I have debt with my current supplier
- Hard to work out whether you will save money
- Worried about something going wrong (e.g. supply interruption, being billed by both companies)
- The price will only go up again
- Concerned about switching to a worse deal
- There is a cost to getting rid of the prepayment meter
- Other [Enter text]

Payment method questions

10. The Energy Best Deal session also talked about how some payment methods are cheaper than others. Have you changed the way you pay for your energy since attending the session?

- Yes
- No (**go to question 12**)

11. If yes, how do you pay for your gas / electricity now? (Record gas and electricity in separate sections on the spreadsheet)

- By Direct Debit – standard
- By Direct Debit – on-line

- By cash, cheque or card when the bill arrives
- With a prepayment or token meter

12. [If no] Why is this?

- I haven't got round to it
- There is a cost to getting rid of my prepayment meter
- I like the prepayment meter
- I don't have a bank account
- I don't like the idea of direct debits
- I'm already using the best payment method
- Other [Enter text]

Other outcomes

13. Since the session have you (Read out all options and record all that apply)

- Phoned the Energy Saving Trust
- Called the Home Heat Helpline
- Contacted your supplier for advice
- Applied for a Warm Front (England) or HEES (Wales) grant?
- Applied for another energy efficiency grant / free installation?
- Sought advice on benefits and tax credits?
- Sought advice on debt and money management?
- Sought advice on energy efficiency?
- Asked to be placed on your energy supplier's priority services register?

14. Have you told family and friends about anything you learnt at the session?

- Yes
- No (**go to Q16**)

15. Approximately how many people have you told?

- [Enter number]

16. Do you have any further comments?

- [Enter text]

Frontline Advice Workers Interview Schedule

Own energy bills

1. Have you looked into how you might get a better deal on your energy since attending the session?

- Yes
- No (*go to question 7*)

2. Have you: (*Read out all options and record all that apply*)

- Contacted your existing supplier to see if you can get a better deal?
- Contacted other energy suppliers to find out their prices?
- Looked at a switching website?
- Looked at energy suppliers' websites?
- Looked at Consumer Focus's price comparison sheets?
- Asked friends or family?
- Something else? If so, what? [enter text]

3. How easy or difficult was it to work out if you would save money by switching? Was it:

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult

4. Did you decide that: (*Read out options*)

- It was worth switching your energy tariff or supplier?
- It was *not* worth switching tariff or supplier?
- You couldn't tell if it was worth switching or not?

5. Have you switched (or started to switch) energy tariff or supplier since the session? (*Do not read out – choose best match to interviewee's response*)

- Yes, I have switched
- Yes, I have switched but not completed the process
- No, I have not switched

6. How did you find /have you found the process of switching?

- Very easy
- Fairly easy

- Fairly difficult
- Very difficult

7. Is there anything in particular that has put you off? (*Do not read out options: choose the option below which best matches the interviewee's response*)

- I haven't had time
- Too much hassle
- I won't save any / much money
- I have debt with my current supplier
- Hard to work out whether you will save money
- Worried about something going wrong (e.g. supply interruption, being billed by both companies)
- The price will only go up again
- Concerned about switching to a worse deal
- There is a cost to getting rid of the prepayment meter
- Other [Enter text]

Effect on function as frontline advice worker

8. Did you find any part of the presentation particularly useful? If so, what? (*Do not read out options: choose the option below which best matches the interviewee's response. Record all that apply*)

- Information about finding a better deal on energy supply
- Information about changing payment method
- Information about Warm Front or HEES grants
- Information about benefits and tax credits
- Information about debt and money management
- All of it
- None of it was useful – I already knew it
- None of it was useful – I won't use it for my job
- Other [Enter text]

9. Before the presentation, had you ever given information to clients about getting a better deal on their energy supply? (*Prompt for whether this was frequent or infrequent.*)

- Yes, frequently
- Yes, infrequently
- No

10. Since the presentation, have you provided information to clients on any of the following: (*Read out all options and record all that apply*)

- Getting a better deal on their energy
- Changing payment method for energy

- Applying for a Warm Front or HEES grant
- Benefits and tax credits
- Debt and money management

11. About how many people have you provided this information to since the presentation?

- [Enter number or range]

12. Are there any other issues which prevent your clients from getting good prices for their energy?

- [Enter text]

13. Have you passed on what you learnt at the presentation to colleagues? If so, how many?

- Yes [enter number]
- No

14. Is there any way that the presentation could have been improved?

- [Text]

15. Do you have any further comments?

- [Enter text]