

	Page	Table	Title	Base Description	Base
	1	1	Q.1 Do you have mains gas and/or mains electricity in your home?	Base: All Adults aged 16+ in GB	8726
	3	2	Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?	Base: All who have mains gas and/or mains electricity at home	8627
	5	3	Q.3 Who is your current gas supplier?	Base: All who have mains gas at home and are responsible for it	5552
	9	4	Q.4 Who is your current electricity supplier?	Base: All who have mains electricity at home and are responsible for it	6130
	13	5	Q.5 How do you pay for your gas?	Base: All who have mains gas at home and are responsible for it	5552
	15	6	Q.6 How do you pay for your electricity?	Base: All who have mains electricity at home and are responsible for it	6130
	17	7	Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?	Base: All who have the same gas and electricity supplier	4760
	19	8	Q.8/Q.9 Spend on home energy per year	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	21	9	Q.10 An energy tariff is the pricing plan for gas, electricity or for both that you use. Are you on an online tariff, that is, a gas, electricity or for both account that you manage over the internet?	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	23	10	Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for gas, electricity or for both?	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	25	11	Q.13 Do you have an electricity meter that charges different amounts at different times of the day?	Base: All who have mains electricity at home and are responsible for it	6130
	27	12	Q.14 Which of the following do you think it is possible for energy customers to do:	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	29	13	Q.86 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	31	14	Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?	Base: All who have mains gas at home and are responsible for it	5552
	33	15	Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?	Base: All who have mains electricity at home and are responsible for it	6130
	35	16	Q.89 How familiar would you say you are with the features of your current gas tariff?	Base: All who have mains gas at home and are responsible for it	5552
	37	17	Q.90 How familiar would you say you are with the features of your current electricity tariff?	Base: All who have mains electricity at home and are responsible for it	6130

	Page	Table	Title	Base Description	Base
	39	18	Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	41	19	Q.19 In the last 12 months, have you switched gas supplier?	Base: All who have mains gas at home and are responsible for it	5552
	43	20	Q.18 In the last 12 months, have you switched your electricity supplier?	Base: All who have mains electricity at home and are responsible for it	6130
	45	21	Q.20 Have you ever switched your gas or electricity supplier?	Base: All who have not switched gas or electricity supplier in last 12 months	5392
	47	22	Q.21 How many times have you ever switched your gas supplier?	Base: All who have switched gas supplier	3088
	49	23	Q.138 When did you last do this?	Base: All who have switched gas supplier more than 12 months ago	2352
	51	24	Q.22 How many times have you ever switched your electricity supplier?	Base: All who have switched electricity supplier	3416
	53	25	Q.139 When did you last do this?	Base: All who have switched electricity supplier more than 12 months ago	2652
	55	26	Q.29 Thinking of the last time you switched gas supplier, how did you switch?	Base: All who have ever switched gas supplier	3088
	59	27	Q.34 Thinking of the last time you switched electricity supplier, how did you switch?	Base: All who have ever switched electricity supplier	3416
	63	28	Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the following statements - SUMMARY	Base: All who have ever switched gas supplier	3088
	64	29	Q.23_01 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to	Base: All who have ever switched gas supplier	3088
	66	30	Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the following statements - SUMMARY	Base: All who have ever switched electricity supplier	3416
	67	31	Q.24_01 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to	Base: All who have ever switched electricity supplier	3416
	69	32	Q.25 And who was your previous gas supplier?	Base: All who have switched gas supplier in the last 12 months	736
	73	33	Q.26 In the last 12 months, have you changed the payment method with your gas supplier?	Base: All who have mains gas at home and are responsible for it	5552
	75	34	Q.27 How did you previously pay for your gas?	Base: All who switched payment method	244
	77	35	Q.30 And who was your previous electricity supplier?	Base: All who have switched electricity supplier in the last 12 months	794

	Page	Table	Title	Base Description	Base
	81	36	Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?	Base: All who have mains electricity at home and are responsible for it	6130
	83	37	Q.32 How did you previously pay for your electricity?	Base: All who switched payment method	245
	85	38	Q.35 In the last 12 months, did you change the tariff you were on with your existing gas supplier (without switching supplier)?	Base: All who have mains gas at home and are responsible for it	5552
	87	39	Q.37 Have you ever changed your tariff with an existing gas supplier?	Base: All who have not changed gas tariff in the past 12 months	5017
	89	40	Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?	Base: All who have not switched gas supplier in the past 12 months	4816
	91	41	Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?	Base: All who have not changed gas tariff in the past 12 months	5017
	93	42	Q.36 In the last 12 months, did you change the tariff you were on with your existing electricity supplier (without switching supplier)?	Base: All who have mains electricity at home and are responsible for it	6130
	95	43	Q.39 Have you ever changed your tariff with an existing electricity supplier?	Base: All who have not changed electricity tariff in the past 12 months	5356
	97	44	Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?	Base: All who have not switched electricity supplier in the past 12 months	5336
	99	45	Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?	Base: All who have not changed electricity tariff in the past 12 months	5356
	101	46	Q.46 Thinking of the last time you switched or compared gas supplier or tariffs, what were the main things you wanted to achieve?	Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months	1720
	105	47	Q.45 And what were the main reasons that caused you to compare?	Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months	1720
	111	48	Q.47 When you last compared gas tariffs or suppliers did you also look for information about your existing tariff or energy use?	Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months	1720
	113	49	Q.48 And how did you find out more about your existing tariff or energy use?	Base: All who looked for information about existing gas tariff or energy use	952
	116	50	Q.49 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it - SUMMARY	Base: All who looked for information about existing gas tariff or energy use	952

	Page	Table	Title	Base Description	Base
	117	51	Q.49_01 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to find the information that you wanted?	Base: All who looked for information about existing gas tariff or energy use	952
	119	52	Q.49_02 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to understand the information that you found?	Base: All who looked for information about existing gas tariff or energy use	952
	121	53	Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?	Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months	1720
	127	54	Q.51 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your gas tariff or supplier?	Base: All who have switched gas supplier or tariff in the last 12 months and aim was to save money	1060
	129	55	Q.53 Thinking of the last time you switched or compared electricity supplier or tariffs, what were the main things you wanted to achieve?	Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months	1846
	133	56	Q.52 And what were the main reasons that caused you to compare?	Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months	1846
	139	57	Q.54 When you last compared electricity tariffs or energy suppliers did you look for information about your existing tariff or energy use?	Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months	1846
	141	58	Q.55 And how did you find out more about your existing tariff or energy use?	Base: All who looked for information about existing electricity tariff or energy use	1048
	144	59	Q.140 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it - SUMMARY	Base: All who looked for information about existing electricity tariff or energy use	1048
	145	60	Q.140_01 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to find the information that you wanted?	Base: All who looked for information about existing electricity tariff or energy use	1048
	147	61	Q.140_02 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to understand the information that you found?	Base: All who looked for information about existing electricity tariff or energy use	1048
	149	62	Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?	Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months	1788
	155	63	Q.57 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your electricity tariff or supplier?	Base: All who have switched electricity supplier or tariff in the last 12 months and aim was to save money	1261
	157	64	Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	165	65	Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?	Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier	541

	Page	Table	Title	Base Description	Base
	167	66	Q.60 To what extent do you trust or distrust your gas supplier to - SUMMARY	Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier	541
	168	67	Q.60_1 To what extent do you trust or distrust your gas supplier to ... treat you fairly in their dealings with you?	Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier	541
	170	68	Q.60_2 To what extent do you trust or distrust your gas supplier to ... provide clear and helpful information for you?	Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier	541
	172	69	Q.60_3 To what extent do you trust or distrust your gas supplier to ... charge you a fair price for your gas?	Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier	541
	174	70	Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?	Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier	1119
	176	71	Q.64 To what extent do you trust or distrust your electricity supplier to - SUMMARY	Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier	1119
	177	72	Q.64_01 To what extent do you trust or distrust your electricity supplier to ... treat you fairly in their dealings with you?	Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier	1119
	179	73	Q.64_02 To what extent do you trust or distrust your electricity supplier to ... provide clear and helpful information for you?	Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier	1119
	181	74	Q.64_03 To what extent do you trust or distrust your electricity supplier to ... charge you a fair price for your electricity?	Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier	1119
	183	75	Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?	Base: All who have gas and electricity and they have the same gas and electricity supplier	4760
	185	76	Q.68 To what extent do you trust or distrust your energy supplier to - SUMMARY	Base: All who have gas and electricity and they have the same gas and electricity supplier	4760
	186	77	Q.68_01 To what extent do you trust or distrust your energy supplier to ... treat you fairly in their dealings with you?	Base: All who have gas and electricity and they have the same gas and electricity supplier	4760
	188	78	Q.68_02 To what extent do you trust or distrust your energy supplier to ... provide clear and helpful information for you?	Base: All who have gas and electricity and they have the same gas and electricity supplier	4760
	190	79	Q.68_03 To what extent do you trust or distrust your energy supplier to ... Charge you a fair price for your gas and electricity?	Base: All who have gas and electricity and they have the same gas and electricity supplier	4760
	192	80	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	193	81	Q.72_01 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Energy suppliers in general	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

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	195	82	Q.72_02 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Banks	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	197	83	Q.72_03 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - NHS Doctors	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	199	84	Q.72_04 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Politicians	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	201	85	Q.72_05 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Estate Agents	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	203	86	Q.72_06 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - The Police	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	205	87	Q.72_07 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Mobile phone providers	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	207	88	Q.72_08 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Landline phone providers	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	209	89	Q.72_09 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Insurance companies	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	211	90	Q.72_10 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Water suppliers	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	213	91	Q.71 In the last 12 months, have you received a letter or leaflet from your energy supplier about their requirements to treat customers fairly?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	215	92	Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have ...	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	217	93	Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	219	94	Q.146 Why do you say that?	Base: All who think it's easy or difficult to compare tariffs	4582
	228	95	Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?	Base: All who have switched supplier, changed tariff, compared tariffs with other suppliers, or compared tariffs with their own supplier in the last year	1953
	230	96	Q.75 Why do you say that?	Base: All who think it is easier or harder to compare energy tariffs than a year ago	590
	236	97	Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

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	238	98	Q.77 Can I just check which energy supplier(s) you have complained to in the last 12 months?	Base: All who have contacted a current or previous energy supplier to complain	583
	242	99	Q.78 How many issues have you needed to complain about in the last 12 months?	Base: All who have contacted a current or previous energy supplier to complain	583
	244	100	Q.79 Which energy company did you most recently complain to?	Base: All who have contacted a current or previous energy supplier to complain	583
	248	101	Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?	Base: All who have contacted a current or previous energy supplier to complain	583
	250	102	Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?	Base: All who have not contacted a current or previous energy supplier to complain	5568
	252	103	Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	254	104	Q.83 Which supplier did you have contact with most recently?	Base: All who have had an interaction with an energy supplier in the past 12 months	946
	258	105	Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?	Base: All who have had an interaction with an energy supplier in the past 12 months	946
	260	106	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months - SUMMARY	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	261	107	Q.94_01 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - An annual summary or review (containing details about your own energy tariff and energy use)	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	263	108	Q.94_02 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - At least one bill or direct debit/prepayment statement	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	265	109	Q.94_03 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A price increase notification letter	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	267	110	Q.94_04 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A letter informing you your fixed term tariff is coming to an end	Base: All who have mains gas and/or mains electricity at home and are responsible for it	6151
	269	111	Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?	Base: All who have received an annual Energy summary in the past 12 months	3286

	Page	Table	Title	Base Description	Base
	271	112	Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?	Base: All who read annual Energy summary	2941
	273	113	Q.97 And how easy or difficult did you find it to understand the information in the annual summary?	Base: All who read annual Energy summary	2941
	275	114	Q.98 Did you take any of the following action as a result of receiving the annual summary - SUMMARY	Base: All who read annual Energy summary	2941
	276	115	Q.98_01 Did you take any of the following action as a result of receiving the annual summary? - I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	Base: All who read annual Energy summary	2941
	278	116	Q.98_02 Did you take any of the following action as a result of receiving the annual summary? - I looked into switching tariffs with my current supplier	Base: All who read annual Energy summary	2941
	280	117	Q.98_03 Did you take any of the following action as a result of receiving the annual summary? - I looked into switching to a different supplier	Base: All who read annual Energy summary	2941
	282	118	Q.98_04 Did you take any of the following action as a result of receiving the annual summary? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who read annual Energy summary	2941
	284	119	Q.141 Do you recall seeing a message on your annual summary about savings you could make by changing tariff or payment method with your current supplier?	Base: All who read annual Energy summary	2941
	286	120	Q.99 Thinking about when you last received a bill or direct debit\prepayment statement, in how much detail did you look at it?	Base: All who have received a bill or direct debit payment statement in the past 12 months	4100
	288	121	Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit\prepayment statement?	Base: All who read bill or direct debit payment statement	3670
	290	122	Q.101 And how easy or difficult did you find it to understand the information in the bill or direct debit\prepayment statement?	Base: All who read bill or direct debit payment statement	3670
	292	123	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement - SUMMARY	Base: All who read bill or direct debit payment statement	3670
	293	124	Q.102_01 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	Base: All who read bill or direct debit payment statement	3670
	295	125	Q.102_02 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching tariffs with my current supplier	Base: All who read bill or direct debit payment statement	3670
	297	126	Q.102_03 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching to a different supplier	Base: All who read bill or direct debit payment statement	3670

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	299	127	Q.102_04 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who read bill or direct debit payment statement	3670
	301	128	Q.142 Do you recall seeing a message on your bill or direct debit\prepayment statement about savings you could make by changing tariff or payment method with your current supplier?	Base: All who read bill or direct debit payment statement	3670
	303	129	Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?	Base: All who have received a price increase notification letter in the past 12 months	2851
	305	130	Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?	Base: All who read the price increase notification letter	2528
	307	131	Q.105 And how easy or difficult did you find it to understand the information in the price increase notice?	Base: All who read the price increase notification letter	2528
	309	132	Q.106 Did you take any of the following action as a result of receiving the price increase notice - SUMMARY	Base: All who read the price increase notification letter	2528
	310	133	Q.106_01 Did you take any of the following action as a result of receiving the price increase notice? - I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	Base: All who read the price increase notification letter	2528
	312	134	Q.106_02 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching tariffs with my current supplier	Base: All who read the price increase notification letter	2528
	314	135	Q.106_03 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching to a different supplier	Base: All who read the price increase notification letter	2528
	316	136	Q.106_04 Did you take any of the following action as a result of receiving the price increase notice? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who read the price increase notification letter	2528
	318	137	Q.143 Do you recall seeing a message on your price increase notification letter about savings you could make by changing tariff or payment method with your current supplier?	Base: All who read the price increase notification letter	2528
	320	138	Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?	Base: All who have received a letter informing them or fixed term tariff is coming to an end in the past 12 months	1140
	322	139	Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	324	140	Q.109 And how easy or difficult did you find it to understand the information in the end of fixed term letter?	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	326	141	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter - SUMMARY	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029

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	327	142	Q.110_01 Did you take any of the following action as a result of receiving the end of fixed term letter? - I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	329	143	Q.110_02 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching tariffs with my current supplier	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	331	144	Q.110_03 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching to a different supplier	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	333	145	Q.110_04 Did you take any of the following action as a result of receiving the end of fixed term letter? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	335	146	Q.144 Do you recall seeing a message on your end of fixed term letter about savings you could make by changing tariff or payment method with your current supplier?	Base: All who read the letter informing them or fixed term tariff is coming to an end	1029
	337	147	Q.119 If you have them, have you ever switched your provider for any of the following services - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	338	148	Q.119_01 If you have them, have you ever switched your provider for any of the following services? - Mortgage	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	340	149	Q.119_02 If you have them, have you ever switched your provider for any of the following services? - Car insurance	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	342	150	Q.119_03 If you have them, have you ever switched your provider for any of the following services? - Home insurance	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	344	151	Q.119_04 If you have them, have you ever switched your provider for any of the following services? - Landline phone calls	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	346	152	Q.119_05 If you have them, have you ever switched your provider for any of the following services? - Mobile phone network	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	348	153	Q.119_06 If you have them, have you ever switched your provider for any of the following services? - Internet or broadband provider	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	350	154	Q.119_07 If you have them, have you ever switched your provider for any of the following services? - Cash ISA	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	352	155	Q.119_08 If you have them, have you ever switched your provider for any of the following services? - Balance transfer on a credit card	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	354	156	Q.119_09 If you have them, have you ever switched your provider for any of the following services? - Current Account	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

	Page	Table	Title	Base Description	Base
	356	157	Q.120 And for those you have ever switched, which of these services have you switched in the last 12 months - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	357	158	Q.120_01 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mortgage	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	359	159	Q.120_02 And for those you have ever switched, which of these services have you switched in the last 12 months? - Car insurance	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	361	160	Q.120_03 And for those you have ever switched, which of these services have you switched in the last 12 months? - Home insurance	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	363	161	Q.120_04 And for those you have ever switched, which of these services have you switched in the last 12 months? - Landline phone calls	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	365	162	Q.120_05 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mobile phone network	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	367	163	Q.120_06 And for those you have ever switched, which of these services have you switched in the last 12 months? - Internet or broadband provider	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	369	164	Q.120_07 And for those you have ever switched, which of these services have you switched in the last 12 months? - Cash ISA	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	371	165	Q.120_08 And for those you have ever switched, which of these services have you switched in the last 12 months? - Balance transfer on a credit card	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	373	166	Q.120_09 And for those you have ever switched, which of these services have you switched in the last 12 months? - Current Account	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	375	167	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	376	168	Q.121_01 To what extent do you agree or disagree with the following statements about energy suppliers? - It's too hard to work out whether I would save or not if I switched	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	378	169	Q.121_02 To what extent do you agree or disagree with the following statements about energy suppliers? - There are no real differences between suppliers in the prices they charge	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	380	170	Q.121_03 To what extent do you agree or disagree with the following statements about energy suppliers? - Switching is a hassle that I've not got time for	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	382	171	Q.121_04 To what extent do you agree or disagree with the following statements about energy suppliers? - I worry that if I switch things will go wrong	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	384	172	Q.121_05 To what extent do you agree or disagree with the following statements about energy suppliers? - I check now and again to see if it's worth me switching supplier or tariff	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

	Page	Table	Title	Base Description	Base
	386	173	Q.121_06 To what extent do you agree or disagree with the following statements about energy suppliers? - I'm happy with my current supplier and I see no need to switch	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	388	174	Q.121_07 To what extent do you agree or disagree with the following statements about energy suppliers? - I feel reasonably confident I know enough about how to switch suppliers	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	390	175	Q.121_08 To what extent do you agree or disagree with the following statements about energy suppliers? - I don't think I'd be able to switch even if I wanted to	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	392	176	Q.121_09 To what extent do you agree or disagree with the following statements about energy suppliers? - Some energy suppliers are more trustworthy than others	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	394	177	Q.121_10 To what extent do you agree or disagree with the following statements about energy suppliers? - It's getting harder to understand all the information I receive from suppliers	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	396	178	Q.121_11 To what extent do you agree or disagree with the following statements about energy suppliers? - Changing tariff with your existing supplier is a good way to save money	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	398	179	Q.121_12 To what extent do you agree or disagree with the following statements about energy suppliers? - I would switch if my supplier let me down on customer service	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	400	180	Q.122 What factors matter most to you when choosing your energy supplier or tariff?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	408	181	Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?	Base: All who have mains gas at home and did not receive a dual fuel discount	2397
	410	182	Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?	Base: All who have mains electricity at home and did not receive a dual fuel discount	2975
	412	183	Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?	Base: All who have mains gas AND electricity at home and received a dual fuel discount for buying from the same supplier	3155
	414	184	Q.126 How likely would you be to switch either gas or electricity supplier - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	415	185	Q.126_01 How likely would you be to switch either gas or electricity supplier ... in the next 12 months?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	417	186	Q.126_02 How likely would you be to switch either gas or electricity supplier ... in the next 5 years?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	419	187	Q.127 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the following statements - SUMMARY	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

	Page	Table	Title	Base Description	Base
	420	188	Q.127_01 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Financially things are a bit of a struggle for me	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	422	189	Q.127_02 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always like to look for ways that I can save money, even if it is only a little	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	424	190	Q.127_03 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always feel some worry or anxiety when things I am used to start to change	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	426	191	Q.127_04 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always find out everything I can about a product before I decide to buy it	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	428	192	Q.127_05 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I prefer to talk to a salesperson before I buy things	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	430	193	Q.127_06 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I often make a decision on impulse	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	432	194	Q.127_07 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Everything seems to be getting more complicated these days	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	434	195	Q.127_08 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I think about the effects on the environment of my purchasing decisions	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	436	196	Q.127_09 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always check bank or building society statements when I get them, including online	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	438	197	Q.128 How often do you use the internet:	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	440	198	Q.129 Can I check, is English your first or main language?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	442	199	Q.130 What is the highest level of education you have completed?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	444	200	Q.131 Do you or your husband\wife\partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

	Page	Table	Title	Base Description	Base
	446	201	Q.132 And do you or your husband\wife\partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	448	202	Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal\you and your husband's\wife's\ partner's combined income before any deductions such as income tax or National Insurance?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	452	203	Q.134 Can I just check, is your own\your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?	Base: All who Not working or Don't know or Refused salary	545
	454	204	Q.135 Have you moved house in the last 12 months?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	456	205	Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	458	206	AGE	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	460	207	GENDER	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	462	208	TENURE	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151
	464	209	SOCIAL CLASS	Base: All who have mains gas and\or mains electricity at home and are responsible for it	6151

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.1 Do you have mains gas and/or mains electricity in your home?

Base: All Adults aged 16+ in GB

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	8726	7884	8588	7549	778	399	3090	3504	2132	1568	2276	1710	3172
Weighted Base	8726	7829	8504	7538	778	410	2697	4055	1973	1990	2791	1792	2152
Mains gas only	39	39	-	33	3	2	14	18	6	9	13	7	9
	*	*	-	*	*	1%	1%	*	*	*	*	*	*
Mains electricity only	714	-	714	564	81	69	179	315	220	128	237	141	208
	8%	-	8%	7%	10%	17%	7%	8%	11%	6%	9%	8%	10%
Mains gas and electricity	7790	7790	7790	6775	684	331	2424	3659	1707	1797	2505	1613	1875
	89%	100%	92%	90%	88%	81%	90%	90%	86%	90%	90%	90%	87%
Neither	130	-	-	119	7	4	41	53	37	46	19	19	46
	1%	-	-	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%
Refused	8	-	-	5	3	-	1	7	-	-	6	-	2
	*	-	-	*	*	-	*	*	-	-	*	-	*
Don't know	45	-	-	42	-	3	38	4	4	10	10	13	12
	1%	-	-	1%	-	1%	1%	*	*	1%	*	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.1 Do you have mains gas and/or mains electricity in your home?****Base: All Adults aged 16+ in GB**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	8726	743	5424	2455	3696	4615	2045	1776	4537	1614
Weighted Base	8726	757	5409	2576	3575	5054	1947	1455	4785	1366
Mains gas only	39	-	39	7	14	20	13	6	14	6
	*	-	1%	*	*	*	1%	*	*	*
Mains electricity only	714	225	351	229	347	339	202	144	409	167
	8%	30%	6%	9%	10%	7%	10%	10%	9%	12%
Mains gas and electricity	7790	533	5019	2340	3214	4608	1682	1275	4362	1192
	89%	70%	93%	91%	90%	91%	86%	88%	91%	87%
Neither	130	-	-	-	-	68	29	23	-	-
	1%	-	-	-	-	1%	1%	2%	-	-
Refused	8	-	-	-	-	7	-	1	-	-
	*	-	-	-	-	*	-	*	-	-
Don't know	45	-	-	-	-	11	22	7	-	-
	1%	-	-	-	-	*	1%	*	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?****Base: All who have mains gas and/or mains electricity at home**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	8627	7884	8588	7459	774	394	3042	3475	2110	1547	2260	1694	3126
Weighted Base	8543	7829	8504	7371	768	403	2618	3992	1933	1934	2756	1761	2092
Yes	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
	72%	71%	72%	71%	76%	81%	44%	80%	94%	77%	68%	70%	74%
No	2380	2243	2362	2119	185	76	1457	802	121	444	865	526	545
	28%	29%	28%	29%	24%	19%	56%	20%	6%	23%	31%	30%	26%
Refused	8	8	8	8	-	-	1	7	-	3	4	-	1
	*	*	*	*	-	-	*	*	-	*	*	-	*
Don't know	4	3	4	4	-	-	3	1	-	-	1	-	3
	*	*	*	*	-	-	*	*	-	-	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?****Base: All who have mains gas and/or mains electricity at home**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	8627	743	5424	2455	3696	4573	2018	1755	4537	1614
Weighted Base	8543	757	5409	2576	3575	4968	1896	1425	4785	1366
Yes	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
	72%	100%	100%	100%	100%	78%	60%	74%	100%	100%
No	2380	-	18	-	-	1086	760	366	-	-
	28%	-	*	-	-	22%	40%	26%	-	-
Refused	8	-	-	-	-	3	5	*	-	-
	*	-	-	-	-	*	*	*	-	-
Don't know	4	-	-	-	-	-	2	1	-	-
	*	-	-	-	-	-	*	*	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.3 Who is your current gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
British Gas	1931	1931	1922	1693	155	83	335	988	608	413	587	407	524
	35%	35%	35%	35%	30%	31%	32%	34%	38%	30%	35%	36%	38%
Co-operative Energy	52	52	52	50	-	2	7	29	16	24	15	7	6
	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	*
E.ON	804	804	802	706	55	43	168	425	211	198	221	162	223
	14%	14%	14%	15%	11%	16%	16%	15%	13%	14%	13%	14%	16%
Ebico	4	4	4	3	-	2	-	3	2	3	-	1	-
	*	*	*	*	-	1%	-	*	*	*	-	*	-
Ecotricity	9	9	9	8	1	-	3	5	2	5	4	-	*
	*	*	*	*	*	-	*	*	*	*	*	-	*
EDF	477	477	475	451	15	11	107	266	103	130	143	110	94
	9%	9%	9%	9%	3%	4%	10%	9%	6%	9%	8%	10%	7%
First Utility	92	92	92	84	7	1	7	65	19	36	30	19	7
	2%	2%	2%	2%	1%	*	1%	2%	1%	3%	2%	2%	*
Good Energy	6	6	6	6	-	-	1	4	2	3	2	-	1
	*	*	*	*	-	-	*	*	*	*	*	-	*
Marks & Spencer Energy	50	50	50	45	5	-	5	26	19	19	21	4	6
	1%	1%	1%	1%	1%	-	*	1%	1%	1%	1%	*	*
Npower	481	481	479	440	34	6	99	259	123	164	151	70	96
	9%	9%	9%	9%	7%	2%	9%	9%	8%	12%	9%	6%	7%
Ovo	38	38	38	32	4	1	3	27	8	20	9	5	4
	1%	1%	1%	1%	1%	*	*	1%	*	1%	1%	*	*
Sainsburys Energy	36	36	36	30	4	2	3	21	12	11	14	8	2
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	*
Scottish Hydro	74	74	74	4	70	-	16	32	27	9	28	24	13
	1%	1%	1%	*	13%	-	1%	1%	2%	1%	2%	2%	1%
Scottish Power	509	509	507	377	112	20	86	300	123	142	144	97	126
	9%	9%	9%	8%	22%	8%	8%	10%	8%	10%	8%	9%	9%
Southern Electric	346	346	346	345	1	1	75	165	107	53	121	78	93
	6%	6%	6%	7%	*	*	7%	6%	7%	4%	7%	7%	7%
Spark Energy	20	20	20	19	1	-	11	8	2	6	7	3	4
	*	*	*	*	*	-	1%	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.3 Who is your current gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
SSE (Scottish and Southern Energy)	243 4%	243 4%	243 4%	220 5%	17 3%	7 2%	48 5%	99 3%	96 6%	68 5%	77 5%	42 4%	56 4%
Swalec	82 1%	82 1%	81 1%	6 *	- -	76 29%	18 2%	32 1%	32 2%	10 1%	13 1%	24 2%	34 2%
Utility Warehouse	125 2%	125 2%	125 2%	111 2%	6 1%	9 3%	20 2%	73 3%	32 2%	34 2%	49 3%	20 2%	24 2%
Other	100 2%	100 2%	100 2%	72 1%	26 5%	3 1%	21 2%	51 2%	29 2%	17 1%	26 2%	22 2%	36 3%
Refused	7 *	7 *	7 *	7 *	- -	- -	* *	3 *	3 *	2 *	2 *	- -	3 *
Don't know	89 2%	89 2%	89 2%	82 2%	7 1%	- -	23 2%	38 1%	28 2%	17 1%	32 2%	19 2%	21 2%

Table 3

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.3 Who is your current gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
British Gas	1931	172	1758	708	1223	1228	321	358	1434	497
	35%	32%	35%	30%	38%	34%	33%	38%	33%	41%
Co-operative Energy	52	6	46	24	28	42	4	3	41	11
	1%	1%	1%	1%	1%	1%	*	*	1%	1%
E.ON	804	91	714	366	438	467	173	157	642	162
	14%	17%	14%	16%	14%	13%	18%	17%	15%	14%
Ebico	4	-	4	-	4	3	-	-	4	-
	*	-	*	-	*	*	-	-	*	-
Ecotricity	9	1	8	2	7	4	5	-	9	-
	*	*	*	*	*	*	*	-	*	-
EDF	477	51	426	256	221	319	78	75	399	78
	9%	10%	8%	11%	7%	9%	8%	8%	9%	7%
First Utility	92	1	90	64	28	81	5	3	84	7
	2%	*	2%	3%	1%	2%	1%	*	2%	1%
Good Energy	6	-	6	1	5	5	1	-	6	1
	*	-	*	*	*	*	*	-	*	*
Marks & Spencer Energy	50	2	48	19	31	43	6	2	45	5
	1%	*	1%	1%	1%	1%	1%	*	1%	*
Npower	481	52	429	221	260	317	101	59	399	81
	9%	10%	9%	9%	8%	9%	10%	6%	9%	7%
Ovo	38	3	34	28	10	30	6	1	35	3
	1%	1%	1%	1%	*	1%	1%	*	1%	*
Sainsburys Energy	36	6	29	17	19	29	7	-	30	6
	1%	1%	1%	1%	1%	1%	1%	-	1%	*
Scottish Hydro	74	9	65	23	51	45	7	21	53	21
	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%
Scottish Power	509	53	457	266	243	358	75	73	415	95
	9%	10%	9%	11%	8%	10%	8%	8%	9%	8%
Southern Electric	346	32	314	134	212	200	73	71	262	84
	6%	6%	6%	6%	7%	6%	7%	8%	6%	7%
Spark Energy	20	1	18	12	8	6	14	-	20	-
	*	*	*	*	*	*	1%	-	*	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.3 Who is your current gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
SSE (Scottish and Southern Energy)	243	24	220	97	146	162	36	40	192	51
	4%	4%	4%	4%	5%	5%	4%	4%	4%	4%
Swalec	82	3	79	26	56	48	14	16	55	27
	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%
Utility Warehouse	125	14	112	28	98	91	22	11	112	14
	2%	3%	2%	1%	3%	3%	2%	1%	3%	1%
Other	100	5	96	35	65	51	15	31	73	27
	2%	1%	2%	1%	2%	1%	2%	3%	2%	2%
Refused	7	2	5	1	6	6	1	*	4	2
	*	*	*	*	*	*	*	*	*	*
Don't know	89	7	82	20	68	50	22	14	62	26
	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%

Table 4

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.4 Who is your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
British Gas	1618 26%	1540 28%	1618 26%	1410 27%	132 23%	76 23%	295 26%	844 27%	479 27%	314 21%	514 27%	344 28%	447 29%
Co-operative Energy	53 1%	52 1%	53 1%	50 1%	- -	2 1%	7 1%	28 1%	17 1%	22 2%	15 1%	8 1%	6 *
E.ON	983 16%	882 16%	983 16%	877 17%	58 10%	49 15%	194 17%	509 16%	280 16%	235 16%	269 14%	201 16%	278 18%
Ebico	6 *	4 *	6 *	3 *	- -	3 1%	- -	4 *	2 *	3 *	2 *	1 *	- -
Ecotricity	17 *	11 *	17 *	16 *	1 *	- -	4 *	10 *	3 *	9 1%	7 *	- -	1 *
EDF	678 11%	557 10%	678 11%	648 12%	15 3%	16 5%	135 12%	369 12%	174 10%	187 13%	202 11%	146 12%	144 9%
First Utility	96 2%	94 2%	96 2%	88 2%	7 1%	1 *	8 1%	68 2%	19 1%	38 3%	30 2%	21 2%	7 *
Good Energy	10 *	10 *	10 *	10 *	- -	- -	3 *	4 *	3 *	5 *	3 *	- -	1 *
Marks & Spencer Energy	51 1%	51 1%	51 1%	44 1%	7 1%	- -	5 *	27 1%	19 1%	21 1%	21 1%	4 *	5 *
Npower	588 10%	530 10%	588 10%	544 10%	35 6%	9 3%	110 10%	317 10%	161 9%	188 13%	182 10%	91 7%	128 8%
Ovo	42 1%	40 1%	42 1%	37 1%	4 1%	1 *	2 *	31 1%	9 *	20 1%	11 1%	7 1%	3 *
Sainsburys Energy	37 1%	36 1%	37 1%	32 1%	4 1%	2 *	3 *	22 1%	12 1%	11 1%	16 1%	8 1%	2 *
Scottish Hydro	96 2%	85 2%	96 2%	5 *	90 16%	2 *	17 1%	39 1%	41 2%	13 1%	30 2%	33 3%	21 1%
Scottish Power	626 10%	544 10%	626 10%	426 8%	165 28%	35 11%	104 9%	338 11%	184 10%	163 11%	176 9%	122 10%	165 11%
Southern Electric	446 7%	407 7%	446 7%	444 8%	- -	3 1%	99 9%	208 7%	140 8%	75 5%	152 8%	100 8%	119 8%
Spark Energy	18 *	18 *	18 *	17 *	1 *	- -	9 1%	8 *	2 *	6 *	6 *	2 *	4 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.4 Who is your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
SSE (Scottish and Southern Energy)	271	247	271	238	23	9	55	105	112	77	86	46	62
	4%	4%	4%	5%	4%	3%	5%	3%	6%	5%	5%	4%	4%
Swalec	108	92	108	6	-	102	19	47	41	13	23	29	43
	2%	2%	2%	*	-	31%	2%	1%	2%	1%	1%	2%	3%
Utility Warehouse	134	128	134	118	6	9	20	77	36	35	52	21	25
	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%	2%
Other	119	104	119	90	25	4	24	64	31	15	35	27	42
	2%	2%	2%	2%	4%	1%	2%	2%	2%	1%	2%	2%	3%
Refused	7	7	7	7	-	-	*	3	3	2	2	-	3
	*	*	*	*	-	-	*	*	*	*	*	-	*
Don't know	128	115	128	115	9	4	37	52	39	31	45	22	30
	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%

Table 4

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.4 Who is your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
British Gas	1618	166	1450	609	1009	996	289	311	1220	398
	26%	22%	27%	24%	28%	26%	26%	30%	26%	29%
Co-operative Energy	53	6	47	23	29	42	5	3	41	11
	1%	1%	1%	1%	1%	1%	*	*	1%	1%
E.ON	983	148	835	438	546	584	209	180	756	227
	16%	20%	16%	17%	15%	15%	19%	17%	16%	17%
Ebico	6	2	4	-	6	5	-	-	6	-
	*	*	*	-	*	*	-	-	*	-
Ecotricity	17	3	14	2	15	10	6	1	16	1
	*	*	*	*	*	*	1%	*	*	*
EDF	678	105	574	338	340	438	110	123	557	121
	11%	14%	11%	13%	10%	11%	10%	12%	12%	9%
First Utility	96	1	94	67	28	82	8	4	86	9
	2%	*	2%	3%	1%	2%	1%	*	2%	1%
Good Energy	10	-	10	2	7	6	2	1	9	1
	*	-	*	*	*	*	*	*	*	*
Marks & Spencer Energy	51	3	48	18	33	44	6	2	46	5
	1%	*	1%	1%	1%	1%	1%	*	1%	*
Npower	588	80	508	263	325	378	118	80	472	117
	10%	11%	9%	10%	9%	10%	11%	8%	10%	9%
Ovo	42	6	36	31	11	32	9	1	39	3
	1%	1%	1%	1%	*	1%	1%	*	1%	*
Sainsburys Energy	37	8	29	17	20	30	7	-	31	6
	1%	1%	1%	1%	1%	1%	1%	-	1%	*
Scottish Hydro	96	14	82	31	65	57	10	29	61	35
	2%	2%	2%	1%	2%	1%	1%	3%	1%	3%
Scottish Power	626	82	544	319	306	427	91	102	490	135
	10%	11%	10%	12%	9%	11%	8%	10%	10%	10%
Southern Electric	446	57	389	157	289	255	105	82	342	104
	7%	7%	7%	6%	8%	7%	9%	8%	7%	8%
Spark Energy	18	1	17	11	7	6	12	-	18	-
	*	*	*	*	*	*	1%	-	*	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.4 Who is your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
SSE (Scottish and Southern Energy)	271	35	236	106	165	175	43	46	208	63
	4%	5%	4%	4%	5%	5%	4%	4%	4%	5%
Swalec	108	8	100	35	73	69	18	18	70	38
	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%
Utility Warehouse	134	15	118	29	105	94	24	13	119	15
	2%	2%	2%	1%	3%	2%	2%	1%	2%	1%
Other	119	8	111	41	77	61	19	37	86	33
	2%	1%	2%	2%	2%	2%	2%	4%	2%	2%
Refused	7	2	5	1	6	6	1	*	4	2
	*	*	*	*	*	*	*	*	*	*
Don't know	128	7	120	29	99	72	34	19	93	35
	2%	1%	2%	1%	3%	2%	3%	2%	2%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.5 How do you pay for your gas?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Monthly direct debit	3629	3629	3618	3127	334	169	525	1941	1164	1159	1233	711	526
	65%	65%	65%	65%	64%	64%	50%	67%	73%	84%	73%	63%	38%
Quarterly direct debit	347	347	346	302	32	13	92	160	95	82	108	83	74
	6%	6%	6%	6%	6%	5%	9%	5%	6%	6%	6%	7%	5%
Pay by cheque, cash or card on receipt of your bill	530	530	526	456	45	29	86	234	210	90	159	109	172
	10%	10%	9%	10%	9%	11%	8%	8%	13%	6%	9%	10%	13%
Prepayment meter (where you top up credit onto a key or card)	802	802	798	694	63	44	298	447	57	34	144	156	468
	14%	14%	14%	14%	12%	17%	28%	15%	4%	2%	9%	14%	34%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8	8	8	8	-	-	2	2	4	1	1	2	5
	*	*	*	*	-	-	*	*	*	*	*	*	*
Weekly \ fortnightly payment scheme	47	47	47	33	10	4	4	22	21	3	2	9	34
	1%	1%	1%	1%	2%	1%	*	1%	1%	*	*	1%	2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	142	142	142	110	28	4	34	78	31	4	24	39	75
	3%	3%	3%	2%	5%	2%	3%	3%	2%	*	1%	4%	5%
Other	50	50	50	42	6	1	11	26	13	6	21	8	14
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%
Refused	4	4	4	4	-	-	-	1	3	-	2	1	1
	*	*	*	*	-	-	-	*	*	-	*	*	*
Don't know	15	15	15	14	-	1	4	5	5	6	3	3	3
	*	*	*	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.5 How do you pay for your gas?

Base: All who have mains gas at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
Monthly direct debit	3629	348	3280	1890	1739	2850	448	297	2973	657
	65%	65%	65%	81%	54%	79%	46%	32%	68%	55%
Quarterly direct debit	347	34	313	145	202	212	94	34	274	73
	6%	6%	6%	6%	6%	6%	10%	4%	6%	6%
Pay by cheque, cash or card on receipt of your bill	530	54	475	132	398	302	121	97	336	193
	10%	10%	9%	6%	12%	8%	12%	10%	8%	16%
Prepayment meter (where you top up credit onto a key or card)	802	67	735	103	699	113	260	412	626	176
	14%	13%	15%	4%	22%	3%	26%	44%	14%	15%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8	1	7	2	6	3	3	2	4	4
	*	*	*	*	*	*	*	*	*	*
Weekly \ fortnightly payment scheme	47	3	45	22	26	19	11	17	21	26
	1%	1%	1%	1%	1%	1%	1%	2%	*	2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	142	19	123	39	103	43	30	69	92	51
	3%	4%	2%	2%	3%	1%	3%	7%	2%	4%
Other	50	4	44	11	38	29	13	7	36	14
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Refused	4	2	3	1	4	2	2	-	3	2
	*	*	*	*	*	*	*	-	*	*
Don't know	15	-	15	2	13	12	1	1	12	3
	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.6 How do you pay for your electricity?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Monthly direct debit	3899	3593	3899	3342	352	205	558	2071	1270	1228	1338	763	570
	64%	65%	64%	64%	61%	63%	48%	65%	70%	83%	71%	62%	37%
Quarterly direct debit	376	338	376	327	34	15	93	172	111	88	117	90	81
	6%	6%	6%	6%	6%	5%	8%	5%	6%	6%	6%	7%	5%
Pay by cheque, cash or card on receipt of your bill	570	498	570	484	52	34	92	242	236	99	168	110	193
	9%	9%	9%	9%	9%	10%	8%	8%	13%	7%	9%	9%	13%
Prepayment meter (where you top up credit onto a key or card)	1000	871	1000	853	86	61	346	552	102	48	200	200	552
	16%	16%	16%	16%	15%	19%	30%	17%	6%	3%	11%	16%	36%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	9	9	9	9	-	-	2	2	5	1	1	2	4
	*	*	*	*	-	-	*	*	*	*	*	*	*
Weekly \ fortnightly payment scheme	55	50	55	39	12	4	6	27	23	3	3	10	39
	1%	1%	1%	1%	2%	1%	*	1%	1%	*	*	1%	3%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	140	125	140	102	33	5	36	73	32	4	24	40	73
	2%	2%	2%	2%	6%	2%	3%	2%	2%	*	1%	3%	5%
Other	60	50	60	48	12	-	14	28	18	6	21	12	21
	1%	1%	1%	1%	2%	-	1%	1%	1%	*	1%	1%	1%
Refused	4	4	4	4	-	-	1	1	3	-	2	2	1
	*	*	*	*	-	-	*	*	*	-	*	*	*
Don't know	18	15	18	17	-	1	4	8	6	6	5	3	5
	*	*	*	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.6 How do you pay for your electricity?

Base: All who have mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Monthly direct debit	3899	468	3430	2040	1859	3040	515	308	3178	720
	64%	62%	64%	79%	52%	79%	46%	29%	67%	53%
Quarterly direct debit	376	47	328	155	221	234	95	39	293	83
	6%	6%	6%	6%	6%	6%	8%	4%	6%	6%
Pay by cheque, cash or card on receipt of your bill	570	75	495	143	427	333	125	103	356	213
	9%	10%	9%	6%	12%	9%	11%	10%	7%	16%
Prepayment meter (where you top up credit onto a key or card)	1000	128	872	152	848	153	322	496	768	232
	16%	17%	16%	6%	24%	4%	29%	47%	16%	17%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	9	1	7	3	6	3	2	3	4	5
	*	*	*	*	*	*	*	*	*	*
Weekly \ fortnightly payment scheme	55	3	52	23	32	21	13	21	26	29
	1%	*	1%	1%	1%	1%	1%	2%	1%	2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	140	28	112	37	103	37	32	70	90	51
	2%	4%	2%	1%	3%	1%	3%	7%	2%	4%
Other	60	5	54	12	48	33	17	9	39	21
	1%	1%	1%	*	1%	1%	2%	1%	1%	2%
Refused	4	2	3	-	4	2	2	-	3	2
	*	*	*	-	*	*	*	-	*	*
Don't know	18	1	16	4	13	13	2	2	14	4
	*	*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?****Base: All who have the same gas and electricity supplier**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4760	4760	4760	4096	430	234	1054	2223	1483	968	1174	889	1729
Weighted Base	4809	4809	4809	4147	429	233	891	2550	1368	1218	1474	958	1160
Yes	3348	3348	3348	2906	289	153	470	1828	1051	990	1092	654	612
	70%	70%	70%	70%	67%	66%	53%	72%	77%	81%	74%	68%	53%
No	1106	1106	1106	922	120	64	346	544	216	147	285	227	446
	23%	23%	23%	22%	28%	27%	39%	21%	16%	12%	19%	24%	38%
Refused	1	1	1	1	-	-	-	-	1	-	-	-	1
	*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know	354	354	354	318	20	16	76	179	100	80	97	76	101
	7%	7%	7%	8%	5%	7%	8%	7%	7%	7%	7%	8%	9%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?****Base: All who have the same gas and electricity supplier**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4760	449	4309	2011	2749	2867	879	957	3595	1165
Weighted Base	4809	473	4334	2117	2692	3151	829	774	3813	996
Yes	3348	355	2994	1758	1590	2512	415	384	2717	631
	70%	75%	69%	83%	59%	80%	50%	50%	71%	63%
No	1106	86	1018	260	846	447	324	321	825	280
	23%	18%	23%	12%	31%	14%	39%	41%	22%	28%
Refused	1	-	1	-	1	1	-	-	-	1
	*	-	*	-	*	*	-	-	-	*
Don't know	354	32	322	99	256	191	90	69	270	84
	7%	7%	7%	5%	10%	6%	11%	9%	7%	8%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.8/Q.9 Spend on home energy per year

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
£0 to £700	699	487	696	616	49	34	147	344	207	130	242	115	212
	11%	9%	11%	12%	8%	10%	13%	11%	11%	9%	13%	9%	14%
£701 to £1200	2219	2009	2214	1902	198	119	453	1112	654	479	684	485	570
	36%	36%	36%	36%	34%	36%	39%	35%	36%	32%	36%	39%	37%
£1201 to £1500	773	753	770	641	94	39	114	419	240	199	260	155	160
	13%	14%	13%	12%	16%	12%	10%	13%	13%	13%	14%	13%	10%
£1501 or more	1539	1484	1533	1280	169	89	285	944	310	441	435	295	368
	25%	27%	25%	24%	29%	27%	25%	30%	17%	30%	23%	24%	24%
Don't Know	921	842	916	801	73	47	157	363	401	238	264	186	233
	15%	15%	15%	15%	13%	14%	14%	11%	22%	16%	14%	15%	15%
Average Score	1329.515	1373.029	1328.875	1317.735	1425.660	1341.156	1304.002	1389.475	1227.802	1449.527	1292.819	1312.828	1273.859
Standard Deviation	892.932	896.409	892.536	878.747	1103.291	646.864	1035.364	957.526	589.176	957.167	941.030	736.240	873.108
Error Variance	152.979	171.077	153.344	174.389	2382.094	1532.722	897.804	368.659	226.733	919.847	689.134	552.547	390.932

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.8/Q.9 Spend on home energy per year

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
£0 to £700	699 11%	114 15%	584 11%	279 11%	420 12%	353 9%	178 16%	152 14%	528 11%	170 12%
£701 to £1200	2219 36%	279 37%	1940 36%	973 38%	1246 35%	1322 34%	447 40%	419 40%	1735 36%	484 35%
£1201 to £1500	773 13%	76 10%	698 13%	375 15%	398 11%	552 14%	103 9%	111 10%	608 13%	165 12%
£1501 or more	1539 25%	184 24%	1355 25%	614 24%	924 26%	989 25%	262 23%	267 25%	1310 27%	228 17%
Don't Know	921 15%	105 14%	815 15%	335 13%	587 16%	663 17%	139 12%	108 10%	603 13%	318 23%
Average Score	1329.515	1266.665	1338.613	1341.402	1320.601	1363.178	1267.276	1288.570	1363.266	1194.863
Standard Deviation	892.932	638.156	923.278	1087.430	713.144	788.415	1050.192	1045.903	952.790	578.185
Error Variance	152.979	637.314	186.449	554.645	165.121	213.461	1047.392	934.171	228.265	270.686

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.10 An energy tariff is the pricing plan for gas, electricity or for both that you use.

Are you on an online tariff, that is, a gas, electricity or for both account that you manage over the internet?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes, gas only	42	42	36	32	8	3	7	23	12	16	13	8	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*
Yes, electricity only	172	12	172	147	9	15	43	84	44	39	70	33	30
	3%	*	3%	3%	2%	5%	4%	3%	2%	3%	4%	3%	2%
Yes, gas and electricity	1896	1896	1896	1636	178	82	393	1136	367	689	697	316	194
	31%	34%	31%	31%	31%	25%	34%	36%	20%	46%	37%	26%	13%
No	3869	3470	3855	3262	380	227	682	1834	1353	694	1033	855	1288
	63%	62%	63%	62%	65%	69%	59%	58%	75%	47%	55%	69%	83%
Refused	3	3	3	3	-	-	-	2	2	2	2	-	-
	*	*	*	*	-	-	-	*	*	*	*	-	-
Don't know	168	150	168	160	8	-	31	103	34	48	71	23	26
	3%	3%	3%	3%	1%	-	3%	3%	2%	3%	4%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.10 An energy tariff is the pricing plan for gas, electricity or for both that you use.

Are you on an online tariff, that is, a gas, electricity or for both account that you manage over the internet?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes, gas only	42	4	38	18	25	28	10	4	39	3
	1%	1%	1%	1%	1%	1%	1%	*	1%	*
Yes, electricity only	172	65	107	112	59	94	47	27	161	11
	3%	9%	2%	4%	2%	2%	4%	3%	3%	1%
Yes, gas and electricity	1896	219	1677	1186	710	1444	316	122	1808	88
	31%	29%	31%	46%	20%	37%	28%	12%	38%	6%
No	3869	456	3413	1213	2656	2183	730	889	2632	1238
	63%	60%	63%	47%	74%	56%	65%	84%	55%	91%
Refused	3	2	-	-	3	3	-	-	2	2
	*	*	-	-	*	*	-	-	*	*
Don't know	168	12	156	46	122	128	26	13	144	24
	3%	2%	3%	2%	3%	3%	2%	1%	3%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for gas, electricity or for both?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes, gas only	68 1%	68 1%	61 1%	59 1%	6 1%	3 1%	11 1%	33 1%	24 1%	16 1%	18 1%	19 2%	15 1%
Yes, electricity only	247 4%	18 *	247 4%	199 4%	24 4%	24 7%	37 3%	110 3%	99 5%	44 3%	95 5%	57 5%	50 3%
Yes, gas and electricity	2261 37%	2261 41%	2261 37%	1926 37%	238 41%	97 30%	328 28%	1197 38%	735 41%	692 47%	723 38%	453 37%	393 25%
No	3196 52%	2880 52%	3182 52%	2720 52%	293 50%	183 56%	706 61%	1650 52%	840 46%	657 44%	936 50%	628 51%	975 63%
Refused	6 *	6 *	6 *	6 *	- -	- -	1 *	3 *	2 *	3 *	3 *	- -	- -
Don't know	374 6%	343 6%	374 6%	330 6%	23 4%	21 6%	74 6%	189 6%	111 6%	75 5%	111 6%	78 6%	110 7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for gas, electricity or for both?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes, gas only	68	9	59	68	-	44	8	12	45	23
	1%	1%	1%	3%	-	1%	1%	1%	1%	2%
Yes, electricity only	247	94	152	247	-	130	63	46	186	61
	4%	12%	3%	10%	-	3%	6%	4%	4%	4%
Yes, gas and electricity	2261	233	2027	2261	-	1699	292	252	1830	431
	37%	31%	38%	88%	-	44%	26%	24%	38%	32%
No	3196	382	2813	-	3196	1780	686	678	2435	760
	52%	50%	52%	-	89%	46%	61%	64%	51%	56%
Refused	6	2	2	-	6	5	1	-	4	2
	*	*	*	-	*	*	*	-	*	*
Don't know	374	36	337	-	374	220	78	69	285	89
	6%	5%	6%	-	10%	6%	7%	7%	6%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.13 Do you have an electricity meter that charges different amounts at different times of the day?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Yes, such as Economy 7 or Economy 10	757	533	757	679	43	36	149	382	227	180	265	136	177
	12%	10%	12%	13%	7%	11%	13%	12%	13%	12%	14%	11%	11%
No, it's a single rate meter	5031	4709	5031	4247	516	268	885	2638	1508	1243	1506	1030	1252
	82%	85%	82%	81%	89%	82%	77%	83%	84%	84%	80%	84%	81%
Other	59	57	59	47	7	5	16	28	15	15	19	12	12
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
Refused	2	2	2	2	-	-	-	2	-	2	-	-	1
	*	*	*	*	-	-	-	*	-	*	-	-	*
Don't know	281	254	281	249	15	16	102	123	56	43	86	55	97
	5%	5%	5%	5%	3%	5%	9%	4%	3%	3%	5%	4%	6%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.13 Do you have an electricity meter that charges different amounts at different times of the day?

Base: All who have mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Yes, such as Economy 7 or Economy 10	757 12%	757 100%	-	337 13%	420 12%	455 12%	159 14%	127 12%	595 12%	163 12%
No, it's a single rate meter	5031 82%	-	5031 94%	2130 83%	2901 81%	3262 84%	866 77%	848 81%	3911 82%	1120 82%
Other	59 1%	-	59 1%	15 1%	43 1%	33 1%	10 1%	11 1%	45 1%	14 1%
Refused	2 *	-	-	1 *	2 *	2 *	-	1 *	2 *	-
Don't know	281 5%	-	281 5%	86 3%	195 5%	118 3%	90 8%	66 6%	218 5%	63 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.14 Which of the following do you think it is possible for energy customers to do:

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Change their payment method with their current supplier	576 9%	517 9%	571 9%	499 10%	43 7%	34 10%	109 9%	297 9%	169 9%	128 9%	152 8%	107 9%	190 12%
Change their tariff with their current supplier	454 7%	409 7%	453 7%	398 8%	35 6%	21 6%	99 9%	237 7%	118 7%	98 7%	130 7%	84 7%	143 9%
Switch to a different supplier	979 16%	883 16%	974 16%	828 16%	89 15%	62 19%	161 14%	480 15%	339 19%	192 13%	269 14%	215 17%	304 20%
All of the above	4449 72%	4055 73%	4438 72%	3783 72%	435 75%	231 71%	819 71%	2385 75%	1245 69%	1191 80%	1443 77%	883 72%	932 60%
None of the above	280 5%	248 4%	278 5%	231 4%	34 6%	14 4%	57 5%	122 4%	100 6%	34 2%	67 4%	53 4%	126 8%
Refused	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	1 *	2 *	- -	- -	1 *
Don't know	177 3%	154 3%	177 3%	165 3%	4 1%	8 2%	35 3%	66 2%	76 4%	21 1%	37 2%	37 3%	82 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.14 Which of the following do you think it is possible for energy customers to do:

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Change their payment method with their current supplier	576 9%	100 13%	476 9%	244 9%	332 9%	350 9%	100 9%	116 11%	428 9%	148 11%
Change their tariff with their current supplier	454 7%	86 11%	369 7%	226 9%	228 6%	258 7%	92 8%	98 9%	355 7%	100 7%
Switch to a different supplier	979 16%	159 21%	820 15%	396 15%	583 16%	577 15%	174 15%	214 20%	692 14%	287 21%
All of the above	4449 72%	518 68%	3930 73%	1927 75%	2522 71%	2958 76%	779 69%	652 62%	3617 76%	832 61%
None of the above	280 5%	35 5%	245 5%	95 4%	185 5%	132 3%	68 6%	78 7%	176 4%	104 8%
Refused	2 *	- -	1 *	- -	2 *	2 *	- -	- -	2 *	1 *
Don't know	177 3%	19 2%	158 3%	42 2%	134 4%	89 2%	41 4%	42 4%	97 2%	80 6%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.86 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely	(4)	360	327	355	314	27	18	66	195	98	103	117	70	69
		6%	6%	6%	6%	5%	6%	6%	6%	5%	7%	6%	6%	4%
Fairly	(3)	2004	1838	1996	1750	162	92	383	1138	482	503	658	413	429
		33%	33%	33%	33%	28%	28%	33%	36%	27%	34%	35%	33%	28%
Not very	(2)	2102	1909	2097	1805	198	99	430	1097	574	544	659	406	494
		34%	34%	34%	34%	34%	30%	37%	34%	32%	37%	35%	33%	32%
Not at all	(1)	1639	1462	1635	1325	196	118	271	734	634	323	442	337	536
		27%	26%	27%	25%	34%	36%	23%	23%	35%	22%	23%	27%	35%
SUMMARY CODES														
COMPLETELY/FAIR AMOUNT 1,2		2363	2165	2350	2064	189	110	449	1334	580	607	775	483	498
		38%	39%	38%	39%	32%	34%	39%	42%	32%	41%	41%	39%	32%
NOT VERY/AT ALL 3,4		3740	3371	3733	3130	394	217	701	1831	1208	867	1101	743	1030
		61%	60%	61%	60%	68%	66%	61%	58%	67%	58%	58%	60%	67%
Refused		2	2	2	2	-	-	-	2	-	2	-	-	-
		*	*	*	*	-	-	-	*	-	*	-	-	-
Don't know		45	37	45	45	-	1	6	16	23	12	10	9	14
		1%	1%	1%	1%	-	*	1%	1%	1%	1%	1%	1%	1%
Average Score		2.178	2.186	2.176	2.203	2.036	2.030	2.213	2.251	2.025	2.263	2.240	2.176	2.020
Standard Deviation		0.895	0.893	0.894	0.891	0.894	0.932	0.868	0.881	0.919	0.879	0.883	0.900	0.902
Error Variance		*	*	*	*	0.001	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.86 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely	(4)	360 6%	50 7%	309 6%	200 8%	160 4%	241 6%	57 5%	57 5%	310 6%	50 4%
Fairly	(3)	2004 33%	263 35%	1741 32%	1027 40%	976 27%	1300 34%	373 33%	307 29%	1672 35%	332 24%
Not very	(2)	2102 34%	257 34%	1844 34%	858 33%	1244 35%	1335 34%	405 36%	332 31%	1703 36%	399 29%
Not at all	(1)	1639 27%	184 24%	1455 27%	477 19%	1162 32%	977 25%	284 25%	352 33%	1076 22%	563 41%
SUMMARY CODES											
COMPLETELY\FAIR AMOUNT 1,2		2363 38%	313 41%	2050 38%	1227 48%	1136 32%	1541 40%	430 38%	364 34%	1982 41%	382 28%
NOT VERY\AT ALL 3,4		3740 61%	441 58%	3299 61%	1335 52%	2405 67%	2312 60%	688 61%	684 65%	2778 58%	962 70%
Refused		2 *	- -	- -	- -	2 *	2 *	- -	- -	2 *	- -
Don't know		45 1%	4 *	42 1%	13 1%	32 1%	24 1%	11 1%	9 1%	23 *	22 2%
Average Score		2.178	2.238	2.169	2.371	2.038	2.209	2.182	2.066	2.255	1.902
Standard Deviation		0.895	0.896	0.895	0.873	0.885	0.893	0.871	0.918	0.879	0.898
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?

Base: All who have mains gas at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE			
Total		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base		5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Completely	(4)	379	376	325	34	21	67	211	101	114	118	76	71
		7%	7%	7%	6%	8%	6%	7%	6%	8%	7%	7%	5%
Fairly	(3)	1880	1870	1652	148	80	336	1058	486	483	623	392	382
		34%	34%	34%	29%	30%	32%	36%	30%	35%	37%	35%	28%
Not very	(2)	1853	1848	1601	173	80	396	959	498	510	558	354	432
		33%	33%	33%	33%	30%	37%	33%	31%	37%	33%	32%	31%
Not at all	(1)	1431	1429	1182	163	85	252	673	506	267	392	295	476
		26%	26%	25%	32%	32%	24%	23%	32%	19%	23%	26%	35%
SUMMARY CODES													
COMPLETELY/FAIR AMOUNT 1,2		2259	2245	1977	182	100	403	1269	587	597	741	468	453
		41%	40%	41%	35%	38%	38%	44%	37%	43%	44%	42%	33%
NOT VERY/AT ALL 3,4		3284	3277	2783	336	165	647	1632	1004	777	949	650	908
		59%	59%	58%	65%	62%	61%	56%	63%	56%	56%	58%	66%
Refused		2	2	2	-	-	-	2	-	2	-	-	-
		*	*	*	-	-	-	*	-	*	-	-	-
Don't know		30	30	30	-	-	4	14	12	9	7	4	10
		1%	1%	1%	-	-	*	*	1%	1%	*	*	1%
Average Score		2.218	2.216	2.235	2.101	2.136	2.207	2.278	2.114	2.323	2.277	2.222	2.036
Standard Deviation		0.907	0.907	0.902	0.924	0.956	0.878	0.900	0.930	0.880	0.897	0.915	0.916
Error Variance		*	*	*	0.002	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?****Base: All who have mains gas at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base		5575	533	5040	2347	3228	3586	984	935	4376	1198
Completely	(4)	379 7%	50 9%	329 7%	220 9%	159 5%	269 7%	57 6%	49 5%	332 8%	47 4%
Fairly	(3)	1880 34%	190 36%	1690 34%	971 41%	909 28%	1253 35%	325 33%	279 30%	1574 36%	306 26%
Not very	(2)	1853 33%	180 34%	1672 33%	744 32%	1109 34%	1204 34%	348 35%	285 30%	1486 34%	368 31%
Not at all	(1)	1431 26%	111 21%	1319 26%	405 17%	1026 32%	840 23%	248 25%	318 34%	964 22%	467 39%
SUMMARY CODES											
COMPLETELY\FAIR AMOUNT 1,2		2259 41%	241 45%	2018 40%	1191 51%	1068 33%	1522 42%	382 39%	328 35%	1906 44%	353 29%
NOT VERY\AT ALL 3,4		3284 59%	292 55%	2991 59%	1149 49%	2135 66%	2044 57%	596 61%	602 64%	2450 56%	834 70%
Refused		2 *	- -	- -	- -	2 *	2 *	- -	- -	2 *	- -
Don't know		30 1%	- -	30 1%	7 *	23 1%	19 1%	7 1%	5 *	19 *	11 1%
Average Score		2.218	2.337	2.205	2.430	2.063	2.267	2.195	2.063	2.292	1.944
Standard Deviation		0.907	0.912	0.906	0.883	0.894	0.904	0.884	0.921	0.896	0.898
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base		6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Completely	(4)	418	373	418	364	35	19	71	235	111	120	130	86	83
		7%	7%	7%	7%	6%	6%	6%	7%	6%	8%	7%	7%	5%
Fairly	(3)	2027	1856	2027	1770	159	99	367	1127	533	525	656	424	422
		33%	33%	33%	34%	27%	30%	32%	36%	30%	35%	35%	34%	27%
Not very	(2)	2051	1873	2051	1768	193	89	430	1060	561	539	640	396	475
		33%	34%	33%	34%	33%	27%	37%	33%	31%	36%	34%	32%	31%
Not at all	(1)	1599	1424	1599	1288	193	118	277	733	590	289	444	324	542
		26%	26%	26%	25%	33%	36%	24%	23%	33%	19%	24%	26%	35%
SUMMARY CODES														
COMPLETELY/FAIR AMOUNT 1,2		2445	2229	2445	2133	194	118	438	1363	644	645	786	510	505
		40%	40%	40%	41%	33%	36%	38%	43%	36%	43%	42%	41%	33%
NOT VERY/AT ALL 3,4		3650	3297	3650	3056	387	207	707	1793	1151	828	1084	720	1018
		60%	59%	60%	59%	67%	64%	61%	56%	64%	56%	58%	58%	66%
Refused		2	2	2	2	-	-	-	2	-	2	-	-	-
		*	*	*	*	-	-	-	*	-	*	-	-	-
Don't know		33	27	33	33	-	-	7	16	11	8	8	3	15
		1%	*	1%	1%	-	-	1%	*	1%	1%	*	*	1%
Average Score		2.207	2.213	2.207	2.233	2.061	2.059	2.203	2.274	2.092	2.323	2.252	2.221	2.030
Standard Deviation		0.909	0.904	0.909	0.903	0.919	0.950	0.878	0.902	0.930	0.880	0.896	0.916	0.922
Error Variance		*	*	*	*	0.001	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?

Base: All who have mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base		6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Completely	(4)	418 7%	63 8%	354 7%	244 10%	174 5%	282 7%	72 6%	58 5%	365 8%	53 4%
Fairly	(3)	2027 33%	271 36%	1757 33%	1057 41%	971 27%	1336 35%	350 31%	313 30%	1694 36%	334 25%
Not very	(2)	2051 33%	252 33%	1798 33%	813 32%	1238 35%	1310 34%	399 36%	319 30%	1632 34%	419 31%
Not at all	(1)	1599 26%	171 23%	1428 27%	451 18%	1148 32%	925 24%	290 26%	356 34%	1058 22%	542 40%
SUMMARY CODES											
COMPLETELY\FAIR AMOUNT 1,2		2445 40%	334 44%	2111 39%	1301 51%	1144 32%	1619 42%	422 38%	370 35%	2059 43%	386 28%
NOT VERY\AT ALL 3,4		3650 60%	423 56%	3226 60%	1264 49%	2386 67%	2235 58%	690 61%	675 64%	2689 56%	961 71%
Refused		2 *	- -	- -	- -	2 *	2 *	- -	- -	2 *	- -
Don't know		33 1%	* *	33 1%	4 *	29 1%	14 *	12 1%	6 1%	21 *	12 1%
Average Score		2.207	2.299	2.194	2.427	2.048	2.253	2.183	2.069	2.288	1.924
Standard Deviation		0.909	0.911	0.908	0.887	0.891	0.903	0.896	0.925	0.897	0.895
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.89 How familiar would you say you are with the features of your current gas tariff?

Base: All who have mains gas at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base		5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Completely	(4)	482	482	479	415	42	25	79	260	144	143	155	96	87
		9%	9%	9%	9%	8%	10%	7%	9%	9%	10%	9%	9%	6%
Fairly	(3)	1925	1925	1915	1690	153	82	339	1081	505	517	654	379	374
		35%	35%	34%	35%	30%	31%	32%	37%	31%	37%	39%	34%	27%
Not very	(2)	1734	1734	1730	1525	148	60	368	905	461	453	514	346	421
		31%	31%	31%	32%	29%	23%	35%	31%	29%	33%	30%	31%	31%
Not at all	(1)	1401	1401	1398	1129	175	98	262	661	478	262	367	298	475
		25%	25%	25%	24%	34%	37%	25%	23%	30%	19%	22%	27%	35%
SUMMARY CODES														
COMPLETELY/FAIR AMOUNT 1,2		2407	2407	2394	2106	194	107	418	1341	649	661	810	475	461
		43%	43%	43%	44%	38%	40%	40%	46%	40%	48%	48%	42%	34%
NOT VERY/AT ALL 3,4		3135	3135	3128	2654	323	158	630	1566	939	715	880	644	896
		56%	56%	56%	55%	62%	60%	60%	54%	59%	52%	52%	57%	65%
Refused		2	2	2	2	-	-	-	2	1	2	-	-	1
		*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know		30	30	30	29	1	-	8	8	14	8	7	1	14
		1%	1%	1%	1%	*	-	1%	*	1%	1%	*	*	1%
Average Score		2.268	2.268	2.267	2.293	2.119	2.128	2.224	2.323	2.198	2.394	2.354	2.245	2.054
Standard Deviation		0.936	0.936	0.936	0.925	0.971	1.023	0.908	0.923	0.971	0.910	0.920	0.943	0.938
Error Variance		*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.89 How familiar would you say you are with the features of your current gas tariff?****Base: All who have mains gas at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
Completely	(4) 482 9%	53 10%	429 9%	281 12%	201 6%	357 10%	57 6%	62 7%	418 10%	64 5%
Fairly	(3) 1925 35%	205 38%	1720 34%	972 41%	953 30%	1299 36%	335 34%	269 29%	1612 37%	313 26%
Not very	(2) 1734 31%	170 32%	1563 31%	702 30%	1032 32%	1108 31%	332 34%	275 29%	1368 31%	365 30%
Not at all	(1) 1401 25%	102 19%	1299 26%	385 16%	1016 31%	803 22%	254 26%	322 34%	957 22%	445 37%
SUMMARY CODES										
COMPLETELY\FAIR AMOUNT 1,2	2407 43%	258 48%	2150 43%	1253 53%	1154 36%	1657 46%	392 40%	331 35%	2030 46%	377 31%
NOT VERY\AT ALL 3,4	3135 56%	272 51%	2862 57%	1087 46%	2048 63%	1911 53%	586 60%	597 64%	2325 53%	810 68%
Refused	2 *	-	1 *	-	2 *	2 *	-	1 *	2 *	1 *
Don't know	30 1%	3 *	28 1%	7 *	23 1%	18 *	6 1%	6 1%	19 *	11 1%
Average Score	2.268	2.393	2.255	2.491	2.106	2.340	2.200	2.076	2.343	1.996
Standard Deviation	0.936	0.908	0.938	0.905	0.925	0.935	0.893	0.947	0.926	0.924
Error Variance	*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.90 How familiar would you say you are with the features of your current electricity tariff?

Base: All who have mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base		6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Completely	(4)	555	480	555	476	46	33	86	300	169	164	187	101	104
		9%	9%	9%	9%	8%	10%	7%	9%	9%	11%	10%	8%	7%
Fairly	(3)	2097	1920	2097	1840	161	96	368	1154	575	553	693	430	422
		34%	35%	34%	35%	28%	30%	32%	36%	32%	37%	37%	35%	27%
Not very	(2)	1893	1740	1893	1650	174	69	407	984	502	483	575	375	461
		31%	31%	31%	32%	30%	21%	35%	31%	28%	33%	31%	30%	30%
Not at all	(1)	1549	1385	1549	1223	200	127	280	723	546	274	416	324	534
		25%	25%	25%	23%	34%	39%	24%	23%	30%	19%	22%	26%	35%
SUMMARY CODES														
COMPLETELY\FAIR AMOUNT 1,2		2652	2400	2652	2316	207	129	454	1455	744	716	880	531	526
		43%	43%	43%	44%	36%	40%	39%	46%	41%	48%	47%	43%	34%
NOT VERY\AT ALL 3,4		3442	3125	3442	2873	374	196	687	1707	1048	757	991	699	995
		56%	56%	56%	55%	64%	60%	60%	54%	58%	51%	53%	57%	65%
Refused		2	2	2	2	-	-	-	2	1	2	-	-	1
		*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know		33	27	33	33	-	-	11	10	13	7	7	3	17
		1%	*	1%	1%	-	-	1%	*	1%	*	*	*	1%
Average Score		2.272	2.271	2.272	2.302	2.093	2.110	2.228	2.326	2.205	2.411	2.348	2.250	2.063
Standard Deviation		0.943	0.934	0.943	0.931	0.966	1.040	0.904	0.931	0.980	0.915	0.934	0.938	0.948
Error Variance		*	*	*	*	0.002	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.90 How familiar would you say you are with the features of your current electricity tariff?****Base: All who have mains electricity at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base		6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Completely	(4)	555 9%	83 11%	472 9%	313 12%	242 7%	401 10%	79 7%	69 7%	480 10%	75 6%
Fairly	(3)	2097 34%	282 37%	1815 34%	1080 42%	1017 29%	1398 36%	368 33%	302 29%	1733 36%	364 27%
Not very	(2)	1893 31%	229 30%	1663 31%	757 29%	1137 32%	1179 30%	374 33%	318 30%	1501 31%	392 29%
Not at all	(1)	1549 25%	161 21%	1388 26%	413 16%	1137 32%	875 23%	294 26%	354 34%	1035 22%	514 38%
SUMMARY CODES											
COMPLETELY\FAIR AMOUNT 1,2		2652 43%	365 48%	2288 43%	1393 54%	1260 35%	1798 46%	447 40%	371 35%	2213 46%	439 32%
NOT VERY\AT ALL 3,4		3442 56%	390 51%	3052 57%	1169 46%	2273 64%	2055 53%	668 59%	672 64%	2537 53%	906 67%
Refused		2 *	-	1 *	-	2 *	2 *	-	1 *	2 *	1 *
Don't know		33 1%	3 *	31 1%	7 *	26 1%	15 *	10 1%	8 1%	19 *	14 1%
Average Score		2.272	2.380	2.257	2.505	2.103	2.343	2.208	2.083	2.349	2.001
Standard Deviation		0.943	0.940	0.942	0.904	0.935	0.942	0.914	0.942	0.930	0.937
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
£0 to £50	316	292	316	280	20	16	68	162	86	100	83	74	59
	5%	5%	5%	5%	3%	5%	6%	5%	5%	7%	4%	6%	4%
£51 to £100	492	430	492	416	43	33	95	269	128	163	170	83	76
	8%	8%	8%	8%	7%	10%	8%	8%	7%	11%	9%	7%	5%
£101 to £200	1156	1052	1152	999	104	53	225	648	283	360	389	218	188
	19%	19%	19%	19%	18%	16%	19%	20%	16%	24%	21%	18%	12%
£201 to £400	1389	1297	1385	1218	127	44	282	784	323	356	464	288	281
	23%	23%	23%	23%	22%	13%	24%	25%	18%	24%	25%	23%	18%
£401 or more	742	699	734	611	75	55	177	440	125	131	243	162	207
	12%	13%	12%	12%	13%	17%	15%	14%	7%	9%	13%	13%	13%
Don't Know	2056	1805	2051	1716	213	127	310	879	867	377	537	410	732
	33%	32%	33%	33%	37%	39%	27%	28%	48%	25%	28%	33%	47%
Average Score	293.798	298.695	292.751	291.403	295.387	332.449	302.331	303.257	262.099	244.188	288.694	327.291	337.997
Standard Deviation	349.962	357.610	348.705	357.611	286.766	320.595	428.606	355.102	235.238	261.878	280.279	542.112	305.942
Error Variance	32.128	36.601	32.016	39.157	227.796	555.574	192.359	66.054	58.372	78.737	74.887	400.388	80.830

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
£0 to £50	316	36	280	149	167	210	49	49	258	58
	5%	5%	5%	6%	5%	5%	4%	5%	5%	4%
£51 to £100	492	53	439	252	240	332	89	68	434	58
	8%	7%	8%	10%	7%	9%	8%	6%	9%	4%
£101 to £200	1156	159	997	529	627	807	204	130	1008	147
	19%	21%	18%	21%	18%	21%	18%	12%	21%	11%
£201 to £400	1389	185	1204	629	760	910	243	210	1174	215
	23%	24%	22%	24%	21%	23%	22%	20%	25%	16%
£401 or more	742	78	663	283	459	400	173	162	613	129
	12%	10%	12%	11%	13%	10%	15%	15%	13%	9%
Don't Know	2056	247	1808	734	1322	1220	371	439	1298	758
	33%	33%	34%	28%	37%	31%	33%	42%	27%	56%
Average Score	293.798	268.110	297.454	277.918	306.848	273.437	335.879	333.217	289.901	317.061
Standard Deviation	349.962	227.628	364.126	382.206	320.548	302.073	515.835	282.800	361.577	269.525
Error Variance	32.128	112.153	39.590	88.374	47.592	40.021	344.224	113.281	41.491	109.899

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.19 In the last 12 months, have you switched gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Yes	768	768	767	665	70	33	179	430	160	238	257	129	144
	14%	14%	14%	14%	14%	13%	17%	15%	10%	17%	15%	12%	10%
No	4802	4802	4783	4122	448	232	873	2487	1442	1147	1438	991	1226
	86%	86%	86%	86%	86%	87%	83%	85%	90%	83%	85%	88%	89%
Refused	1	1	1	1	-	-	-	-	1	-	-	-	1
	*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know	4	4	4	4	-	-	3	-	*	-	2	-	1
	*	*	*	*	-	-	*	-	*	-	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.19 In the last 12 months, have you switched gas supplier?****Base: All who have mains gas at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
Yes	768 14%	77 14%	692 14%	456 19%	312 10%	516 14%	138 14%	103 11%	675 15%	94 8%
No	4802 86%	456 86%	4344 86%	1891 81%	2911 90%	3069 86%	846 86%	830 89%	3699 85%	1103 92%
Refused	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *
Don't know	4 *	- -	4 *	- -	4 *	2 *	- -	1 *	3 *	* *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.18 In the last 12 months, have you switched your electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Yes	830	781	830	716	77	38	194	460	177	247	280	149	155
	14%	14%	14%	14%	13%	12%	17%	14%	10%	17%	15%	12%	10%
No	5294	4769	5294	4503	504	287	955	2712	1627	1235	1596	1083	1381
	86%	86%	86%	86%	87%	88%	83%	85%	90%	83%	85%	88%	90%
Refused	1	1	1	1	-	-	-	-	1	-	-	-	1
	*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know	5	4	5	5	-	-	3	1	1	-	2	1	2
	*	*	*	*	-	-	*	*	*	-	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.18 In the last 12 months, have you switched your electricity supplier?****Base: All who have mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Yes	830 14%	100 13%	730 14%	491 19%	339 10%	551 14%	155 14%	115 11%	725 15%	105 8%
No	5294 86%	657 87%	4635 86%	2078 81%	3216 90%	3315 86%	969 86%	935 89%	4042 85%	1253 92%
Refused	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *
Don't know	5 *	- -	5 *	- -	5 *	3 *	- -	1 *	4 *	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.20 Have you ever switched your gas or electricity supplier?

Base: All who have not switched gas or electricity supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5392	4841	5373	4582	523	287	1158	2438	1796	994	1292	1021	2085
Weighted Base	5358	4831	5339	4556	511	292	975	2741	1643	1246	1618	1100	1393
Yes - gas supplier	75	74	74	65	4	5	12	36	26	12	22	16	24
	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%
Yes - electricity supplier	364	196	363	309	27	28	33	197	133	92	92	88	91
	7%	4%	7%	7%	5%	10%	3%	7%	8%	7%	6%	8%	7%
Yes - both	2427	2409	2422	2055	242	130	287	1443	698	678	772	489	488
	45%	50%	45%	45%	47%	45%	29%	53%	42%	54%	48%	44%	35%
SUMMARY CODES													
GAS SUPPLIER 1,3	2502	2483	2496	2120	246	136	299	1479	724	690	795	505	512
	47%	51%	47%	47%	48%	47%	31%	54%	44%	55%	49%	46%	37%
ELECTRICITY SUPPLIER 2,3	2791	2604	2785	2364	269	159	320	1640	831	770	865	577	580
	52%	54%	52%	52%	53%	54%	33%	60%	51%	62%	53%	52%	42%
No	2462	2124	2449	2098	236	128	636	1051	774	459	723	501	779
	46%	44%	46%	46%	46%	44%	65%	38%	47%	37%	45%	46%	56%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	27	25	27	24	2	-	6	11	9	4	9	4	10
	*	1%	*	1%	*	-	1%	*	1%	*	1%	*	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.20 Have you ever switched your gas or electricity supplier?

Base: All who have not switched gas or electricity supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5392	650	4740	2029	3363	3090	1053	1170	3898	1494
Weighted Base	5358	662	4694	2099	3259	3349	983	950	4092	1266
Yes - gas supplier	75	7	68	22	53	45	4	21	45	30
	1%	1%	1%	1%	2%	1%	*	2%	1%	2%
Yes - electricity supplier	364	89	275	157	206	243	51	64	282	82
	7%	13%	6%	8%	6%	7%	5%	7%	7%	6%
Yes - both	2427	259	2168	1077	1350	1756	272	372	1977	450
	45%	39%	46%	51%	41%	52%	28%	39%	48%	36%
SUMMARY CODES										
GAS SUPPLIER 1,3	2502	266	2236	1099	1403	1801	276	394	2022	480
	47%	40%	48%	52%	43%	54%	28%	41%	49%	38%
ELECTRICITY SUPPLIER 2,3	2791	348	2443	1235	1557	2000	323	437	2259	532
	52%	53%	52%	59%	48%	60%	33%	46%	55%	42%
No	2462	306	2155	833	1629	1288	652	486	1763	699
	46%	46%	46%	40%	50%	38%	66%	51%	43%	55%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	27	1	26	9	17	15	3	5	22	5
	*	*	1%	*	1%	*	*	1%	1%	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.21 How many times have you ever switched your gas supplier?

Base: All who have switched gas supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3088	3065	3081	2626	302	160	555	1605	928	728	820	581	959
Weighted Base	3247	3228	3240	2768	313	166	471	1895	881	923	1043	630	651
Once	(1) 1489 46%	1480 46%	1487 46%	1274 46%	136 44%	78 47%	276 59%	767 40%	446 51%	407 44%	447 43%	283 45%	351 54%
Twice	(2) 760 23%	755 23%	755 23%	633 23%	85 27%	43 26%	104 22%	464 24%	192 22%	199 22%	273 26%	149 24%	138 21%
Three times	(3) 537 17%	532 16%	537 17%	455 16%	46 15%	36 21%	58 12%	334 18%	144 16%	165 18%	170 16%	111 18%	91 14%
Four times or more	(4) 442 14%	442 14%	442 14%	390 14%	43 14%	10 6%	32 7%	317 17%	93 11%	148 16%	147 14%	82 13%	67 10%
Refused	1 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
Don't know	19 1%	19 1%	19 1%	16 1%	3 1%	- -	1 *	13 1%	5 1%	4 *	6 1%	5 1%	3 1%
Average Score	1.979	1.980	1.980	1.986	1.985	1.859	1.675	2.107	1.867	2.058	2.016	1.985	1.803
Standard Deviation	1.084	1.085	1.085	1.093	1.069	0.950	0.940	1.117	1.040	1.124	1.078	1.074	1.028
Error Variance	*	*	*	*	0.004	0.006	0.002	0.001	0.001	0.002	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.21 How many times have you ever switched your gas supplier?****Base: All who have switched gas supplier**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3088	314	2774	1423	1665	2037	425	586	2435	653
Weighted Base	3247	343	2904	1548	1700	2304	409	493	2677	570
Once	(1) 1489 46%	167 49%	1322 46%	642 42%	847 50%	979 42%	229 56%	258 52%	1166 44%	323 57%
Twice	(2) 760 23%	80 23%	680 23%	353 23%	407 24%	557 24%	86 21%	113 23%	639 24%	121 21%
Three times	(3) 537 17%	46 13%	490 17%	275 18%	262 15%	413 18%	46 11%	67 14%	460 17%	76 13%
Four times or more	(4) 442 14%	48 14%	394 14%	268 17%	175 10%	340 15%	45 11%	53 11%	396 15%	46 8%
Refused	1 *	1 *	- -	- -	1 *	- -	- -	1 *	1 *	- -
Don't know	19 1%	1 *	18 1%	10 1%	8 *	15 1%	2 1%	1 *	15 1%	4 1%
Average Score	1.979	1.925	1.985	2.109	1.861	2.050	1.772	1.830	2.033	1.727
Standard Deviation	1.084	1.088	1.084	1.132	1.025	1.095	1.034	1.034	1.098	0.978
Error Variance	*	0.004	*	0.001	0.001	0.001	0.003	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.138 When did you last do this?

Base: All who have switched gas supplier more than 12 months ago

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		2352	2352	2347	1992	233	127	348	1248	756	537	623	457	735
Weighted Base		2483	2483	2477	2104	244	134	294	1467	721	683	794	502	504
Between 1 and 2 years ago	(1.5)	403	403	402	357	29	17	77	256	70	120	133	76	74
		16%	16%	16%	17%	12%	13%	26%	17%	10%	18%	17%	15%	15%
Between 2 and 5 years ago	(3.5)	1244	1244	1240	1053	123	68	176	727	340	358	406	248	231
		50%	50%	50%	50%	50%	51%	60%	50%	47%	53%	51%	49%	46%
Between 5 and 9 years ago	(7)	594	594	594	491	65	38	39	358	197	151	190	121	132
		24%	24%	24%	23%	27%	29%	13%	24%	27%	22%	24%	24%	26%
10 or more years ago	(10)	226	226	225	191	24	11	1	116	109	50	59	54	62
		9%	9%	9%	9%	10%	8%	*	8%	15%	7%	7%	11%	12%
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1
		*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know		15	15	15	13	3	-	1	9	4	3	5	3	4
		1%	1%	1%	1%	1%	-	*	1%	1%	*	1%	1%	1%
Average Score		4.611	4.611	4.612	4.574	4.848	4.758	3.445	4.525	5.261	4.403	4.497	4.753	4.930
Standard Deviation		2.498	2.498	2.497	2.502	2.495	2.414	1.660	2.455	2.668	2.397	2.414	2.572	2.649
Error Variance		0.003	0.003	0.003	0.003	0.027	0.046	0.008	0.005	0.009	0.011	0.009	0.015	0.010

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.138 When did you last do this?

Base: All who have switched gas supplier more than 12 months ago

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2352	230	2122	1014	1338	1594	279	451	1814	538
Weighted Base		2483	259	2224	1090	1393	1793	271	389	2007	476
Between 1 and 2 years ago	(1.5)	403 16%	47 18%	356 16%	190 17%	213 15%	273 15%	66 24%	59 15%	357 18%	47 10%
Between 2 and 5 years ago	(3.5)	1244 50%	120 46%	1124 51%	557 51%	687 49%	892 50%	149 55%	189 49%	1047 52%	196 41%
Between 5 and 9 years ago	(7)	594 24%	64 25%	530 24%	251 23%	343 25%	446 25%	44 16%	95 24%	443 22%	151 32%
10 or more years ago	(10)	226 9%	27 11%	198 9%	89 8%	136 10%	170 9%	10 4%	46 12%	148 7%	78 16%
Refused		1 *	- -	1 *	- -	1 *	1 *	- -	- -	- -	1 *
Don't know		15 1%	- -	15 1%	2 *	13 1%	12 1%	2 1%	1 *	12 1%	3 1%
Average Score		4.611	4.686	4.602	4.493	4.703	4.690	3.828	4.815	4.402	5.493
Standard Deviation		2.498	2.619	2.483	2.453	2.529	2.509	2.119	2.617	2.399	2.705
Error Variance		0.003	0.030	0.003	0.006	0.005	0.004	0.016	0.015	0.003	0.014

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.22 How many times have you ever switched your electricity supplier?

Base: All who have switched electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3416	3183	3411	2903	329	184	593	1768	1055	799	888	659	1070
Weighted Base	3584	3348	3578	3049	341	194	502	2081	1001	1010	1132	714	728
Once	(1) 1677 47%	1546 46%	1676 47%	1417 46%	162 47%	98 50%	289 57%	872 42%	516 52%	451 45%	493 44%	335 47%	397 55%
Twice	(2) 842 24%	788 24%	837 23%	712 23%	87 25%	44 23%	114 23%	506 24%	222 22%	223 22%	294 26%	164 23%	162 22%
Three times	(3) 551 15%	526 16%	551 15%	464 15%	45 13%	41 21%	58 12%	340 16%	153 15%	167 17%	178 16%	112 16%	93 13%
Four times or more	(4) 492 14%	468 14%	492 14%	436 14%	45 13%	12 6%	40 8%	347 17%	105 10%	166 16%	159 14%	98 14%	69 10%
Refused	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *
Don't know	22 1%	20 1%	22 1%	19 1%	3 1%	- -	1 *	16 1%	5 *	4 *	8 1%	5 1%	5 1%
Average Score	1.960	1.975	1.960	1.973	1.918	1.830	1.699	2.079	1.846	2.047	2.004	1.960	1.772
Standard Deviation	1.085	1.089	1.086	1.094	1.066	0.964	0.960	1.120	1.034	1.127	1.080	1.087	1.007
Error Variance	*	*	*	*	0.003	0.005	0.002	0.001	0.001	0.002	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.22 How many times have you ever switched your electricity supplier?

Base: All who have switched electricity supplier

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3416	416	3000	1577	1839	2238	493	643	2694	722
Weighted Base	3584	444	3140	1711	1874	2530	469	544	2952	632
Once	(1) 1677 47%	219 49%	1458 46%	720 42%	956 51%	1105 44%	261 56%	286 53%	1308 44%	368 58%
Twice	(2) 842 24%	107 24%	735 23%	398 23%	444 24%	616 24%	98 21%	123 23%	711 24%	131 21%
Three times	(3) 551 15%	55 12%	495 16%	287 17%	263 14%	420 17%	54 11%	68 13%	475 16%	75 12%
Four times or more	(4) 492 14%	60 13%	432 14%	293 17%	199 11%	372 15%	54 12%	62 11%	440 15%	52 8%
Refused	1 *	-	1 *	-	1 *	1 *	-	-	-	1 *
Don't know	22 1%	3 1%	19 1%	12 1%	10 1%	16 1%	2 *	4 1%	17 1%	5 1%
Average Score	1.960	1.900	1.969	2.091	1.841	2.023	1.787	1.824	2.016	1.698
Standard Deviation	1.085	1.075	1.086	1.130	1.028	1.095	1.046	1.042	1.099	0.975
Error Variance	*	0.003	*	0.001	0.001	0.001	0.002	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.139 When did you last do this?

Base: All who have switched electricity supplier more than 12 months ago

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		2652	2467	2652	2247	257	148	375	1403	874	608	675	524	845
	Weighted Base	2785	2598	2785	2359	269	157	317	1639	830	767	862	576	580
Between 1 and 2 years ago	(1.5)	461	424	461	408	33	20	90	289	82	129	140	101	90
		17%	16%	17%	17%	12%	13%	28%	18%	10%	17%	16%	18%	16%
Between 2 and 5 years ago	(3.5)	1344	1262	1344	1150	126	68	182	794	368	395	428	264	256
		48%	49%	48%	49%	47%	43%	57%	48%	44%	51%	50%	46%	44%
Between 5 and 9 years ago	(7)	687	640	687	558	78	51	42	406	239	176	215	143	153
		25%	25%	25%	24%	29%	32%	13%	25%	29%	23%	25%	25%	26%
10 or more years ago	(10)	274	253	274	228	29	17	2	138	134	64	72	64	73
		10%	10%	10%	10%	11%	11%	*	8%	16%	8%	8%	11%	13%
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1
		*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know		20	18	20	16	3	2	2	12	6	3	6	4	7
		1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
Average Score		4.679	4.678	4.679	4.617	4.981	5.100	3.429	4.571	5.372	4.513	4.602	4.746	4.950
Standard Deviation		2.550	2.542	2.550	2.545	2.547	2.575	1.728	2.493	2.707	2.456	2.469	2.636	2.685
Error Variance		0.002	0.003	0.002	0.003	0.026	0.045	0.008	0.004	0.008	0.010	0.009	0.013	0.009

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.139 When did you last do this?

Base: All who have switched electricity supplier more than 12 months ago

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2652	323	2329	1151	1501	1779	338	502	2050	602
Weighted Base		2785	348	2437	1232	1553	1997	323	434	2253	532
Between 1 and 2 years ago	(1.5)	461 17%	67 19%	393 16%	213 17%	248 16%	303 15%	83 26%	70 16%	403 18%	58 11%
Between 2 and 5 years ago	(3.5)	1344 48%	157 45%	1186 49%	616 50%	728 47%	953 48%	166 51%	208 48%	1135 50%	208 39%
Between 5 and 9 years ago	(7)	687 25%	83 24%	603 25%	285 23%	402 26%	519 26%	57 18%	102 23%	520 23%	167 31%
10 or more years ago	(10)	274 10%	37 11%	236 10%	113 9%	161 10%	205 10%	13 4%	52 12%	181 8%	93 17%
Refused		1 *	-	1 *	-	1 *	1 *	-	-	-	1 *
Don't know		20 1%	3 1%	17 1%	6 *	14 1%	16 1%	3 1%	1 *	14 1%	6 1%
Average Score		4.679	4.656	4.683	4.563	4.772	4.785	3.876	4.776	4.479	5.535
Standard Deviation		2.550	2.640	2.537	2.510	2.578	2.559	2.209	2.642	2.455	2.764
Error Variance		0.002	0.022	0.003	0.005	0.004	0.004	0.015	0.014	0.003	0.013

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.29 Thinking of the last time you switched gas supplier, how did you switch?

Base: All who have ever switched gas supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3088	3065	3081	2626	302	160	555	1605	928	728	820	581	959
Weighted Base	3247	3228	3240	2768	313	166	471	1895	881	923	1043	630	651
On-line price comparison service	882 27%	880 27%	881 27%	771 28%	73 23%	39 23%	131 28%	613 32%	139 16%	349 38%	322 31%	136 22%	74 11%
Telephone price comparison service	114 4%	113 4%	114 4%	94 3%	15 5%	6 3%	16 3%	59 3%	39 4%	30 3%	40 4%	23 4%	22 3%
I contacted the supplier by phone	756 23%	752 23%	754 23%	653 24%	67 21%	36 22%	136 29%	418 22%	202 23%	187 20%	220 21%	164 26%	185 28%
Through the supplier's website	120 4%	120 4%	120 4%	99 4%	16 5%	5 3%	24 5%	75 4%	21 2%	46 5%	56 5%	11 2%	7 1%
Through a salesperson who knocked at my door	680 21%	673 21%	680 21%	559 20%	73 23%	48 29%	67 14%	381 20%	233 26%	120 13%	190 18%	169 27%	202 31%
Through a salesperson in the street \ shopping centre \ other public place	185 6%	184 6%	184 6%	155 6%	23 7%	6 4%	29 6%	91 5%	64 7%	43 5%	59 6%	43 7%	40 6%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc)	28 1%	28 1%	28 1%	26 1%	3 1%	- -	4 1%	6 *	18 2%	13 1%	8 1%	2 *	5 1%
Supplier contacted me by phone	169 5%	168 5%	169 5%	142 5%	20 7%	7 4%	22 5%	107 6%	40 5%	39 4%	46 4%	35 6%	49 7%
Someone else contacted supplier by phone	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Someone else did it online	2 *	2 *	2 *	2 *	- -	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Someone else did it (no detail)	37 1%	37 1%	37 1%	29 1%	5 1%	3 2%	6 1%	11 1%	20 2%	7 1%	12 1%	11 2%	7 1%
Moved house	40 1%	40 1%	40 1%	34 1%	6 2%	- -	15 3%	17 1%	7 1%	8 1%	14 1%	5 1%	12 2%
Someone else\friend (no detail)	9 *	9 *	9 *	8 *	- -	1 *	2 *	4 *	3 *	1 *	2 *	3 *	3 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.29 Thinking of the last time you switched gas supplier, how did you switch?

Base: All who have ever switched gas supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3088	3065	3081	2626	302	160	555	1605	928	728	820	581	959
Weighted Base	3247	3228	3240	2768	313	166	471	1895	881	923	1043	630	651
Recommendation	25	24	25	20	2	2	2	11	12	9	9	2	4
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%
Internet\online (no detail)	8	8	8	6	1	1	-	7	1	5	3	-	-
	*	*	*	*	*	1%	-	*	*	1%	*	-	-
Through Age UK\Age Concern	5	5	5	5	-	-	-	2	3	1	3	-	1
	*	*	*	*	-	-	-	*	*	*	*	-	*
Through work	6	6	6	5	-	1	1	5	-	2	4	-	-
	*	*	*	*	-	1%	*	*	-	*	*	-	-
Supplier sent a letter	8	8	8	7	1	-	2	5	1	3	5	-	1
	*	*	*	*	*	-	*	*	*	*	*	-	*
Other	38	38	35	33	1	3	5	17	17	12	14	5	7
	1%	1%	1%	1%	*	2%	1%	1%	2%	1%	1%	1%	1%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	135	134	135	121	7	7	11	66	59	47	37	20	30
	4%	4%	4%	4%	2%	4%	2%	3%	7%	5%	4%	3%	5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.29 Thinking of the last time you switched gas supplier, how did you switch?

Base: All who have ever switched gas supplier

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3088	314	2774	1423	1665	2037	425	586	2435	653
Weighted Base	3247	343	2904	1548	1700	2304	409	493	2677	570
On-line price comparison service	882 27%	93 27%	789 27%	562 36%	320 19%	727 32%	101 25%	44 9%	856 32%	26 5%
Telephone price comparison service	114 4%	7 2%	107 4%	72 5%	42 2%	86 4%	12 3%	16 3%	88 3%	26 5%
I contacted the supplier by phone	756 23%	86 25%	670 23%	338 22%	418 25%	477 21%	139 34%	134 27%	614 23%	142 25%
Through the supplier's website	120 4%	11 3%	109 4%	63 4%	57 3%	96 4%	16 4%	8 2%	119 4%	1 *
Through a salesperson who knocked at my door	680 21%	77 22%	604 21%	228 15%	452 27%	420 18%	61 15%	187 38%	474 18%	207 36%
Through a salesperson in the street \ shopping centre \ other public place	185 6%	17 5%	168 6%	63 4%	121 7%	133 6%	20 5%	30 6%	142 5%	42 7%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc)	28 1%	4 1%	24 1%	18 1%	11 1%	22 1%	1 *	5 1%	26 1%	2 *
Supplier contacted me by phone	169 5%	12 3%	158 5%	81 5%	89 5%	107 5%	31 8%	28 6%	134 5%	36 6%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-
Someone else did it online	2 *	-	2 *	-	2 *	2 *	-	-	-	2 *
Someone else did it (no detail)	37 1%	5 1%	32 1%	12 1%	25 1%	27 1%	3 1%	6 1%	19 1%	17 3%
Moved house	40 1%	8 2%	31 1%	10 1%	30 2%	19 1%	11 3%	10 2%	35 1%	5 1%
Someone else/friend (no detail)	9 *	1 *	8 *	3 *	6 *	6 *	2 *	1 *	6 *	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.29 Thinking of the last time you switched gas supplier, how did you switch?

Base: All who have ever switched gas supplier

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3088	314	2774	1423	1665	2037	425	586	2435	653
Weighted Base	3247	343	2904	1548	1700	2304	409	493	2677	570
Recommendation	25	4	21	8	17	21	2	1	18	7
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
Internet\online (no detail)	8	-	8	4	4	8	-	-	8	-
	*	-	*	*	*	*	-	-	*	-
Through Age UK\Age Concern	5	-	5	4	1	3	-	2	1	4
	*	-	*	*	*	*	-	*	*	1%
Through work	6	-	6	1	4	6	-	-	6	-
	*	-	*	*	*	*	-	-	*	-
Supplier sent a letter	8	3	5	8	-	6	2	-	8	-
	*	1%	*	1%	-	*	1%	-	*	-
Other	38	2	35	20	18	29	2	6	28	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	135	14	122	53	83	110	8	16	94	41
	4%	4%	4%	3%	5%	5%	2%	3%	4%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.34 Thinking of the last time you switched electricity supplier, how did you switch?

Base: All who have ever switched electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3416	3183	3411	2903	329	184	593	1768	1055	799	888	659	1070
Weighted Base	3584	3348	3578	3049	341	194	502	2081	1001	1010	1132	714	728
On-line price comparison service	946 26%	886 26%	944 26%	829 27%	73 21%	43 22%	139 28%	649 31%	158 16%	364 36%	345 30%	157 22%	80 11%
Telephone price comparison service	133 4%	129 4%	133 4%	110 4%	16 5%	6 3%	16 3%	69 3%	48 5%	32 3%	49 4%	25 4%	26 4%
I contacted the supplier by phone	869 24%	801 24%	869 24%	747 25%	79 23%	43 22%	149 30%	477 23%	244 24%	212 21%	254 22%	193 27%	210 29%
Through the supplier's website	124 3%	119 4%	124 3%	103 3%	15 4%	7 4%	25 5%	80 4%	20 2%	48 5%	55 5%	14 2%	8 1%
Through a salesperson who knocked at my door	736 21%	691 21%	736 21%	603 20%	81 24%	52 27%	70 14%	415 20%	251 25%	137 14%	199 18%	182 26%	217 30%
Through a salesperson in the street \ shopping centre \ other public place	195 5%	179 5%	194 5%	165 5%	22 6%	9 5%	32 6%	91 4%	72 7%	46 5%	56 5%	40 6%	52 7%
Written communication	19 1%	18 1%	19 1%	18 1%	1 *	- -	3 1%	10 *	6 1%	8 1%	8 1%	- -	2 *
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc)	32 1%	30 1%	32 1%	27 1%	5 1%	- -	4 1%	10 *	19 2%	15 2%	9 1%	2 *	6 1%
Supplier contacted me by phone	192 5%	180 5%	192 5%	160 5%	23 7%	8 4%	24 5%	119 6%	49 5%	45 4%	46 4%	44 6%	57 8%
Someone else did it online	13 *	11 *	13 *	9 *	- -	3 2%	- -	6 *	6 1%	2 *	4 *	4 1%	2 *
Someone else contacted the supplier by phone	5 *	4 *	5 *	4 *	- -	1 1%	1 *	3 *	1 *	4 *	- -	1 *	- -
Someone else did it (no detail)	31 1%	29 1%	31 1%	23 1%	5 1%	3 2%	4 1%	9 *	17 2%	6 1%	10 1%	11 2%	4 *
Moved house	41 1%	36 1%	41 1%	36 1%	5 1%	- -	15 3%	18 1%	8 1%	9 1%	16 1%	5 1%	12 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.34 Thinking of the last time you switched electricity supplier, how did you switch?

Base: All who have ever switched electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3416	3183	3411	2903	329	184	593	1768	1055	799	888	659	1070
Weighted Base	3584	3348	3578	3049	341	194	502	2081	1001	1010	1132	714	728
Internet\online (no detail)	5 *	5 *	5 *	4 *	1 *	- -	- -	5 *	- -	3 *	2 *	- -	- -
Recommendation (all references)	20 1%	20 1%	20 1%	16 1%	2 1%	2 1%	2 *	9 *	10 1%	7 1%	8 1%	1 *	3 *
In shop\salesperson in shop (M&S, Sainsbury etc)	12 *	12 *	12 *	11 *	- -	2 1%	1 *	7 *	4 *	4 *	5 *	3 *	- -
Friend\someone else (no detail)	14 *	12 *	14 *	11 *	2 1%	1 *	1 *	9 *	4 *	1 *	6 1%	2 *	5 1%
Through work	6 *	6 *	6 *	5 *	- -	1 1%	1 *	5 *	- -	2 *	4 *	- -	- -
Through Age UK\Age Concern	4 *	4 *	4 *	4 *	- -	- -	- -	2 *	2 *	1 *	2 *	- -	1 *
Other	38 1%	37 1%	35 1%	33 1%	2 1%	3 2%	6 1%	17 1%	14 1%	11 1%	13 1%	3 *	10 1%
Refused	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *
Don't know	148 4%	138 4%	148 4%	129 4%	10 3%	10 5%	10 2%	71 3%	67 7%	51 5%	41 4%	25 3%	32 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.34 Thinking of the last time you switched electricity supplier, how did you switch?

Base: All who have ever switched electricity supplier

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3416	416	3000	1577	1839	2238	493	643	2694	722
Weighted Base	3584	444	3140	1711	1874	2530	469	544	2952	632
On-line price comparison service	946 26%	115 26%	831 26%	608 36%	338 18%	771 30%	119 25%	48 9%	916 31%	29 5%
Telephone price comparison service	133 4%	12 3%	120 4%	83 5%	50 3%	102 4%	14 3%	16 3%	104 4%	29 5%
I contacted the supplier by phone	869 24%	124 28%	746 24%	392 23%	477 25%	547 22%	156 33%	161 30%	704 24%	166 26%
Through the supplier's website	124 3%	15 3%	110 3%	67 4%	57 3%	96 4%	18 4%	9 2%	124 4%	1 *
Through a salesperson who knocked at my door	736 21%	97 22%	639 20%	246 14%	490 26%	466 18%	67 14%	188 35%	512 17%	224 35%
Through a salesperson in the street \ shopping centre \ other public place	195 5%	20 5%	175 6%	72 4%	123 7%	132 5%	23 5%	38 7%	154 5%	41 7%
Written communication	19 1%	4 1%	15 *	10 1%	8 *	12 *	4 1%	2 *	17 1%	1 *
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc)	32 1%	4 1%	29 1%	20 1%	12 1%	25 1%	1 *	7 1%	26 1%	6 1%
Supplier contacted me by phone	192 5%	15 3%	177 6%	82 5%	110 6%	123 5%	33 7%	33 6%	149 5%	43 7%
Someone else did it online	13 *	2 *	11 *	6 *	6 *	9 *	1 *	2 *	8 *	5 1%
Someone else contacted the supplier by phone	5 *	- -	5 *	4 *	1 *	5 *	- -	- -	4 *	1 *
Someone else did it (no detail)	31 1%	3 1%	28 1%	12 1%	19 1%	23 1%	2 1%	6 1%	16 1%	15 2%
Moved house	41 1%	9 2%	31 1%	10 1%	31 2%	19 1%	14 3%	8 2%	37 1%	4 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.34 Thinking of the last time you switched electricity supplier, how did you switch?

Base: All who have ever switched electricity supplier

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3416	416	3000	1577	1839	2238	493	643	2694	722
Weighted Base	3584	444	3140	1711	1874	2530	469	544	2952	632
Internet\online (no detail)	5 *	- -	5 *	2 *	3 *	5 *	- -	- -	5 *	- -
Recommendation (all references)	20 1%	6 1%	14 *	8 *	12 1%	16 1%	2 *	2 *	17 1%	4 1%
In shop\salesperson in shop (M&S, Sainsbury etc)	12 *	2 *	11 *	5 *	8 *	11 *	1 *	- -	9 *	4 1%
Friend\someone else (no detail)	14 *	1 *	13 *	1 *	13 1%	9 *	3 1%	1 *	12 *	3 *
Through work	6 *	- -	6 *	1 *	4 *	6 *	- -	- -	6 *	- -
Through Age UK\Age Concern	4 *	- -	4 *	3 *	1 *	2 *	- -	2 *	1 *	3 1%
Other	38 1%	2 *	36 1%	16 1%	21 1%	29 1%	3 1%	4 1%	27 1%	11 2%
Refused	1 *	- -	1 *	- -	1 *	1 *	- -	- -	- -	1 *
Don't know	148 4%	15 3%	133 4%	60 4%	88 5%	122 5%	8 2%	16 3%	106 4%	43 7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the following statements - SUMMARY****Base: All who have ever switched gas supplier**

		I found it easy to decide which deal(s) to switch to
Unweighted Base		3088
Weighted Base		3247
Agree strongly	(2)	938 29%
Tend to agree	(1)	1432 44%
Neither agree nor disagree	(0)	337 10%
Tend to disagree	(-1)	238 7%
Disagree strongly	(-2)	134 4%
SUMMARY CODES		
AGREE 1,2		2370 73%
DISAGREE 4,5		372 11%
Refused		*
Don't know		167 5%
Average Score		0.910
Standard Deviation		1.053
Error Variance		*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.23_01 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to
Base: All who have ever switched gas supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3088	3065	3081	2626	302	160	555	1605	928	728	820	581	959
Weighted Base	3247	3228	3240	2768	313	166	471	1895	881	923	1043	630	651
Agree strongly	(2) 938 29%	934 29%	937 29%	793 29%	100 32%	45 27%	152 32%	557 29%	230 26%	279 30%	299 29%	166 26%	194 30%
Tend to agree	(1) 1432 44%	1423 44%	1428 44%	1245 45%	116 37%	72 43%	206 44%	837 44%	389 44%	395 43%	482 46%	281 45%	274 42%
Neither agree nor disagree	(0) 337 10%	336 10%	336 10%	288 10%	29 9%	20 12%	40 8%	194 10%	103 12%	100 11%	96 9%	69 11%	73 11%
Tend to disagree	(-1) 238 7%	236 7%	238 7%	199 7%	28 9%	11 7%	30 6%	143 8%	65 7%	79 9%	66 6%	49 8%	43 7%
Disagree strongly	(-2) 134 4%	133 4%	134 4%	110 4%	23 7%	2 1%	16 3%	81 4%	37 4%	35 4%	40 4%	29 5%	30 5%
SUMMARY CODES													
AGREE 1,2	2370 73%	2356 73%	2365 73%	2037 74%	216 69%	117 71%	358 76%	1394 74%	619 70%	674 73%	781 75%	447 71%	468 72%
DISAGREE 4,5	372 11%	369 11%	372 11%	309 11%	51 16%	13 8%	46 10%	224 12%	102 12%	115 12%	106 10%	79 12%	73 11%
Refused	* *	* *	* *	* *	- -	- -	- -	- -	* *	- -	- -	- -	* *
Don't know	167 5%	166 5%	167 5%	133 5%	18 6%	16 10%	28 6%	83 4%	56 6%	35 4%	61 6%	35 6%	36 6%
Average Score	0.910	0.911	0.910	0.915	0.822	0.989	1.008	0.908	0.861	0.904	0.951	0.850	0.910
Standard Deviation	1.053	1.052	1.053	1.040	1.217	0.911	1.016	1.061	1.051	1.064	1.016	1.072	1.073
Error Variance	*	*	*	*	0.005	0.006	0.002	0.001	0.001	0.002	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.23_01 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to
Base: All who have ever switched gas supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		3088	314	2774	1423	1665	2037	425	586	2435	653
Weighted Base		3247	343	2904	1548	1700	2304	409	493	2677	570
Agree strongly	(2)	938 29%	99 29%	839 29%	474 31%	465 27%	646 28%	129 31%	148 30%	797 30%	141 25%
Tend to agree	(1)	1432 44%	158 46%	1275 44%	696 45%	736 43%	1018 44%	190 46%	208 42%	1176 44%	256 45%
Neither agree nor disagree	(0)	337 10%	32 9%	305 11%	135 9%	202 12%	240 10%	39 10%	54 11%	275 10%	62 11%
Tend to disagree	(-1)	238 7%	28 8%	210 7%	110 7%	128 8%	182 8%	22 5%	31 6%	199 7%	39 7%
Disagree strongly	(-2)	134 4%	14 4%	120 4%	73 5%	61 4%	91 4%	15 4%	26 5%	110 4%	24 4%
SUMMARY CODES											
AGREE 1,2		2370 73%	257 75%	2113 73%	1170 76%	1201 71%	1664 72%	318 78%	356 72%	1974 74%	397 70%
DISAGREE 4,5		372 11%	42 12%	330 11%	183 12%	190 11%	274 12%	37 9%	58 12%	309 12%	63 11%
Refused		* *	* *	- -	* *	- -	* *	- -	- -	* *	- -
Don't know		167 5%	12 3%	155 5%	60 4%	107 6%	126 5%	14 3%	26 5%	119 4%	48 8%
Average Score		0.910	0.908	0.910	0.933	0.888	0.893	1.000	0.900	0.920	0.862
Standard Deviation		1.053	1.053	1.053	1.068	1.037	1.053	0.997	1.096	1.054	1.044
Error Variance		*	0.004	*	0.001	0.001	0.001	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the following statements - SUMMARY****Base: All who have ever switched electricity supplier**

		I found it easy to decide which deal(s) to switch to
Unweighted Base		3416
Weighted Base		3584
Agree strongly	(2)	1034 29%
Tend to agree	(1)	1577 44%
Neither agree nor disagree	(0)	383 11%
Tend to disagree	(-1)	251 7%
Disagree strongly	(-2)	154 4%
SUMMARY CODES		
AGREE 1,2		2611 73%
DISAGREE 4,5		405 11%
Refused		*
		*
Don't know		184 5%
Average Score		0.908
Standard Deviation		1.054
Error Variance		*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.24_01 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to

Base: All who have ever switched electricity supplier

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		3416	3183	3411	2903	329	184	593	1768	1055	799	888	659	1070
Weighted Base		3584	3348	3578	3049	341	194	502	2081	1001	1010	1132	714	728
Agree strongly	(2)	1034	959	1034	869	109	56	164	603	267	299	327	195	214
		29%	29%	29%	29%	32%	29%	33%	29%	27%	30%	29%	27%	29%
Tend to agree	(1)	1577	1487	1573	1370	126	81	217	916	444	443	520	311	303
		44%	44%	44%	45%	37%	42%	43%	44%	44%	44%	46%	44%	42%
Neither agree nor disagree	(0)	383	352	382	328	30	25	44	222	117	111	102	85	85
		11%	11%	11%	11%	9%	13%	9%	11%	12%	11%	9%	12%	12%
Tend to disagree	(-1)	251	238	251	211	30	10	27	156	68	78	71	55	48
		7%	7%	7%	7%	9%	5%	5%	8%	7%	8%	6%	8%	7%
Disagree strongly	(-2)	154	141	154	125	25	3	22	88	43	40	45	32	36
		4%	4%	4%	4%	7%	1%	4%	4%	4%	4%	4%	4%	5%
SUMMARY CODES														
AGREE 1,2		2611	2446	2607	2239	235	137	382	1519	711	741	848	505	517
		73%	73%	73%	73%	69%	70%	76%	73%	71%	73%	75%	71%	71%
DISAGREE 4,5		405	379	405	337	55	13	49	245	111	118	116	87	84
		11%	11%	11%	11%	16%	7%	10%	12%	11%	12%	10%	12%	12%
Refused		*	*	*	*	-	-	-	-	*	-	-	-	*
		*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know		184	170	184	144	20	19	27	96	61	40	66	37	41
		5%	5%	5%	5%	6%	10%	5%	5%	6%	4%	6%	5%	6%
Average Score		0.908	0.908	0.908	0.911	0.821	1.007	0.999	0.901	0.876	0.908	0.951	0.859	0.889
Standard Deviation		1.054	1.051	1.055	1.041	1.222	0.922	1.043	1.059	1.049	1.053	1.024	1.069	1.086
Error Variance		*	*	*	*	0.005	0.005	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.24_01 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement - I found it easy to decide which deal(s) to switch to

Base: All who have ever switched electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		3416	416	3000	1577	1839	2238	493	643	2694	722
Weighted Base		3584	444	3140	1711	1874	2530	469	544	2952	632
Agree strongly		(2) 1034	125	909	521	513	708	148	165	871	163
		29%	28%	29%	30%	27%	28%	32%	30%	30%	26%
Tend to agree		(1) 1577	204	1373	773	804	1124	216	220	1299	279
		44%	46%	44%	45%	43%	44%	46%	41%	44%	44%
Neither agree nor disagree		(0) 383	48	335	153	230	266	47	65	309	74
		11%	11%	11%	9%	12%	10%	10%	12%	10%	12%
Tend to disagree		(-1) 251	30	222	117	135	189	24	36	214	38
		7%	7%	7%	7%	7%	7%	5%	7%	7%	6%
Disagree strongly		(-2) 154	21	133	77	77	104	16	31	125	28
		4%	5%	4%	4%	4%	4%	3%	6%	4%	4%
SUMMARY CODES											
AGREE 1,2		2611	329	2283	1294	1317	1832	364	385	2170	441
		73%	74%	73%	76%	70%	72%	77%	71%	74%	70%
DISAGREE 4,5		405	51	354	193	212	293	40	67	339	66
		11%	11%	11%	11%	11%	12%	9%	12%	11%	10%
Refused		*	*	-	*	-	*	-	-	*	-
		*	*	-	*	-	*	-	-	*	-
Don't know		184	16	168	70	114	138	18	27	133	51
		5%	4%	5%	4%	6%	5%	4%	5%	4%	8%
Average Score		0.908	0.891	0.910	0.941	0.877	0.896	1.009	0.872	0.914	0.878
Standard Deviation		1.054	1.057	1.054	1.055	1.053	1.051	0.986	1.119	1.056	1.044
Error Variance		*	0.003	*	0.001	0.001	0.001	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	736	736	734	632	70	34	209	354	173	188	203	126	219
Weighted Base	768	768	767	665	70	33	179	430	160	238	257	129	144
British Gas	202	202	201	174	15	13	43	114	45	54	64	36	48
	26%	26%	26%	26%	21%	39%	24%	27%	28%	23%	25%	28%	33%
Co-operative Energy	2	2	2	2	-	-	1	-	1	2	-	-	-
	*	*	*	*	-	-	1%	-	1%	1%	-	-	-
E.ON	130	130	130	114	13	3	35	74	20	40	39	24	27
	17%	17%	17%	17%	18%	8%	20%	17%	13%	17%	15%	19%	18%
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	*	*	*	*	-	-	*	-	-	-	-	-	*
	*	*	*	*	-	-	*	-	-	-	-	-	*
EDF	79	79	78	76	2	2	18	49	12	26	23	20	9
	10%	10%	10%	11%	2%	5%	10%	11%	8%	11%	9%	16%	6%
First Utility	8	8	8	8	-	-	2	5	2	2	3	2	2
	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	2%	1%
Good Energy	1	1	1	1	-	-	-	1	-	-	-	-	1
	*	*	*	*	-	-	-	*	-	-	-	-	*
Marks & Spencer Energy	8	8	8	8	-	-	1	5	3	4	3	2	-
	1%	1%	1%	1%	-	-	1%	1%	2%	2%	1%	2%	-
Npower	87	87	87	76	7	4	22	50	15	25	34	12	16
	11%	11%	11%	11%	9%	13%	13%	12%	9%	10%	13%	10%	11%
Ovo	2	2	2	2	-	-	-	2	-	2	-	-	-
	*	*	*	*	-	-	-	*	-	1%	-	-	-
Sainsburys Energy	6	6	6	6	-	-	-	4	2	3	2	2	-
	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	-
Scottish Hydro	4	4	4	-	4	-	1	1	1	-	2	1	1
	*	*	*	-	5%	-	1%	*	1%	-	1%	*	1%
Scottish Power	95	95	95	72	23	-	18	51	27	36	36	12	12
	12%	12%	12%	11%	33%	-	10%	12%	17%	15%	14%	9%	8%
Southern Electric	42	42	42	42	-	-	17	18	7	6	17	6	12
	5%	5%	5%	6%	-	-	9%	4%	4%	3%	7%	5%	8%
Spark Energy	1	1	1	1	-	-	1	-	-	-	-	-	1
	*	*	*	*	-	-	*	-	-	-	-	-	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	736	736	734	632	70	34	209	354	173	188	203	126	219
Weighted Base	768	768	767	665	70	33	179	430	160	238	257	129	144
SSE (Scottish and Southern Energy)	36 5%	36 5%	36 5%	32 5%	3 5%	* 1%	3 2%	24 6%	9 6%	18 7%	13 5%	2 2%	3 2%
Swalec	9 1%	9 1%	9 1%	- -	- -	9 28%	4 2%	5 1%	1 *	4 1%	3 1%	- -	3 2%
Utility Warehouse	12 2%	12 2%	12 2%	11 2%	- -	1 3%	3 2%	4 1%	4 3%	2 1%	7 3%	2 1%	1 1%
Other	17 2%	17 2%	17 2%	15 2%	2 2%	* 1%	4 2%	10 2%	3 2%	6 3%	5 2%	- -	6 4%
Refused	2 *	2 *	2 *	2 *	- -	* 1%	* *	- -	2 1%	1 *	- -	- -	1 1%
Don't know	25 3%	25 3%	25 3%	23 3%	2 3%	- -	4 2%	15 3%	6 4%	7 3%	9 3%	7 5%	2 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	736	74	662	407	329	447	145	134	622	114
Weighted Base	768	77	692	456	312	516	138	103	675	94
British Gas	202	16	186	127	75	139	32	29	174	28
	26%	21%	27%	28%	24%	27%	23%	28%	26%	30%
Co-operative Energy	2	2	-	2	-	2	-	-	2	-
	*	3%	-	1%	-	*	-	-	*	-
E.ON	130	14	116	74	56	81	28	18	118	12
	17%	18%	17%	16%	18%	16%	20%	17%	17%	13%
Ebico	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Ecotricity	*	-	*	-	*	-	-	*	*	-
	*	-	*	-	*	-	-	*	*	-
EDF	79	9	70	51	28	49	21	9	66	13
	10%	11%	10%	11%	9%	9%	15%	9%	10%	14%
First Utility	8	-	8	4	5	6	2	1	8	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	-
Good Energy	1	1	-	-	1	-	-	1	1	-
	*	1%	-	-	*	-	-	1%	*	-
Marks & Spencer Energy	8	-	8	7	1	7	-	-	8	-
	1%	-	1%	2%	*	1%	-	-	1%	-
Npower	87	11	76	47	40	58	14	16	81	6
	11%	14%	11%	10%	13%	11%	10%	15%	12%	7%
Ovo	2	-	2	2	-	2	-	-	2	-
	*	-	*	*	-	*	-	-	*	-
Sainsburys Energy	6	-	6	5	2	6	-	-	6	-
	1%	-	1%	1%	1%	1%	-	-	1%	-
Scottish Hydro	4	-	4	2	2	1	2	1	2	2
	*	-	1%	*	1%	*	1%	1%	*	2%
Scottish Power	95	10	85	62	33	73	10	10	82	13
	12%	13%	12%	14%	11%	14%	7%	10%	12%	14%
Southern Electric	42	2	40	21	21	20	11	9	36	5
	5%	2%	6%	5%	7%	4%	8%	9%	5%	6%
Spark Energy	1	-	1	-	1	-	-	1	1	-
	*	-	*	-	*	-	-	1%	*	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	736	74	662	407	329	447	145	134	622	114
Weighted Base	768	77	692	456	312	516	138	103	675	94
SSE (Scottish and Southern Energy)	36	5	31	26	10	29	4	2	31	5
	5%	6%	5%	6%	3%	6%	3%	2%	5%	6%
Swalec	9	1	8	3	6	5	3	1	9	1
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%
Utility Warehouse	12	4	8	7	4	10	2	-	12	-
	2%	5%	1%	2%	1%	2%	1%	-	2%	-
Other	17	3	14	2	16	9	5	3	14	4
	2%	4%	2%	*	5%	2%	4%	3%	2%	4%
Refused	2	*	2	1	1	1	1	-	1	1
	*	1%	*	*	*	*	1%	-	*	1%
Don't know	25	-	25	13	12	18	4	3	21	4
	3%	-	4%	3%	4%	3%	3%	3%	3%	4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Yes	250	250	250	210	25	14	70	141	39	65	73	51	60
	4%	4%	4%	4%	5%	5%	7%	5%	2%	5%	4%	5%	4%
No	5308	5308	5288	4565	492	251	979	2768	1560	1317	1616	1068	1307
	95%	95%	95%	95%	95%	95%	93%	95%	97%	95%	95%	95%	95%
Refused	4	4	4	4	-	-	-	2	3	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	12	12	12	11	1	-	6	6	*	1	8	-	3
	*	*	*	*	*	-	1%	*	*	*	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.26 In the last 12 months, have you changed the payment method with your gas supplier?****Base: All who have mains gas at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
Yes	250	34	216	121	129	132	70	46	226	24
	4%	6%	4%	5%	4%	4%	7%	5%	5%	2%
No	5308	499	4808	2224	3084	3445	908	888	4137	1171
	95%	94%	95%	95%	96%	96%	92%	95%	95%	98%
Refused	4	-	3	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	12	-	12	2	11	6	4	1	11	2
	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.27 How did you previously pay for your gas?

Base: All who switched payment method

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	244	244	244	203	25	16	82	125	37	51	58	49	86
Weighted Base	250	250	250	210	25	14	70	141	39	65	73	51	60
Monthly direct debit	96 38%	96 38%	96 38%	77 37%	11 43%	8 57%	27 39%	56 40%	12 32%	33 51%	29 40%	16 31%	17 29%
Quarterly direct debit	33 13%	33 13%	33 13%	30 14%	2 10%	- -	11 16%	18 13%	4 10%	5 7%	14 20%	4 9%	9 15%
Pay by cheque, cash or card on receipt of your bill	55 22%	55 22%	55 22%	47 22%	7 27%	2 11%	9 13%	33 24%	12 31%	16 24%	13 18%	16 30%	11 17%
Prepayment meter (where you top up credit onto a key or card)	41 16%	41 16%	41 16%	35 17%	2 9%	3 22%	15 21%	22 15%	4 11%	4 6%	11 16%	9 17%	16 27%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	1 *	1 *	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	1 1%
Weekly \ fortnightly payment scheme	4 2%	4 2%	4 2%	2 1%	3 12%	- -	1 1%	2 2%	1 4%	- -	2 2%	2 4%	1 1%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	7 3%	7 3%	7 3%	7 3%	- -	* 3%	4 6%	2 2%	1 2%	3 4%	1 2%	2 3%	2 3%
Other	12 5%	12 5%	12 5%	11 5%	- -	1 7%	3 4%	5 3%	4 10%	3 5%	2 3%	3 6%	3 5%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 1%	1 1%	1 1%	1 1%	- -	- -	- -	1 1%	- -	1 2%	- -	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.27 How did you previously pay for your gas?

Base: All who switched payment method

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	244	31	213	110	134	115	71	56	217	27
Weighted Base	250	34	216	121	129	132	70	46	226	24
Monthly direct debit	96 38%	20 59%	76 35%	49 40%	47 37%	63 47%	18 26%	14 31%	91 40%	4 18%
Quarterly direct debit	33 13%	6 17%	27 13%	11 9%	22 17%	18 14%	11 16%	4 8%	29 13%	4 16%
Pay by cheque, cash or card on receipt of your bill	55 22%	4 13%	50 23%	28 23%	27 21%	31 24%	13 19%	10 21%	50 22%	5 21%
Prepayment meter (where you top up credit onto a key or card)	41 16%	2 5%	39 18%	19 16%	21 16%	8 6%	18 26%	14 31%	34 15%	7 28%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	- -	1 *	1 1%	- -	- -	- -	1 2%	1 *	- -
Weekly \ fortnightly payment scheme	4 2%	- -	4 2%	- -	4 3%	1 1%	2 3%	1 2%	3 1%	1 6%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	7 3%	- -	7 3%	6 5%	2 1%	4 3%	3 4%	* 1%	6 3%	1 4%
Other	12 5%	2 6%	9 4%	8 7%	4 3%	7 5%	3 4%	2 4%	10 4%	2 7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 1%	- -	1 1%	- -	1 1%	- -	1 2%	- -	1 1%	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	794	746	794	680	77	37	226	381	187	195	221	144	234
Weighted Base	830	781	830	716	77	38	194	460	177	247	280	149	155
British Gas	182 22%	177 23%	182 22%	155 22%	13 17%	14 36%	43 22%	100 22%	39 22%	42 17%	57 20%	41 27%	42 27%
Co-operative Energy	2 *	2 *	2 *	2 *	- -	- -	1 1%	- -	1 1%	2 1%	- -	- -	- -
E.ON	157 19%	146 19%	157 19%	136 19%	16 21%	5 13%	41 21%	84 18%	33 18%	45 18%	52 19%	32 22%	27 18%
Ebico	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ecotricity	2 *	2 *	2 *	1 *	2 2%	- -	* *	2 *	- -	2 1%	- -	- -	1 1%
EDF	84 10%	78 10%	84 10%	81 11%	2 2%	2 4%	20 10%	50 11%	14 8%	30 12%	23 8%	19 13%	12 8%
First Utility	8 1%	8 1%	8 1%	8 1%	- -	- -	2 1%	5 1%	2 1%	2 1%	3 1%	2 1%	2 1%
Good Energy	1 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
Marks & Spencer Energy	9 1%	9 1%	9 1%	9 1%	- -	- -	1 1%	6 1%	2 1%	4 2%	3 1%	2 1%	- -
Npower	98 12%	92 12%	98 12%	89 12%	5 7%	4 10%	27 14%	53 12%	17 10%	30 12%	34 12%	14 9%	19 12%
Ovo	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	2 1%	- -	- -	- -
Sainsburys Energy	6 1%	6 1%	6 1%	6 1%	- -	- -	- -	4 1%	2 1%	3 1%	2 1%	2 1%	- -
Scottish Hydro	5 1%	5 1%	5 1%	- -	5 6%	- -	2 1%	1 *	1 *	- -	3 1%	1 *	1 1%
Scottish Power	112 13%	104 13%	112 13%	83 12%	28 36%	2 4%	19 10%	62 14%	31 18%	39 16%	44 16%	15 10%	14 9%
Southern Electric	51 6%	46 6%	51 6%	51 7%	- -	- -	18 9%	25 5%	9 5%	6 3%	24 9%	8 5%	13 8%
Spark Energy	1 *	1 *	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	794	746	794	680	77	37	226	381	187	195	221	144	234
Weighted Base	830	781	830	716	77	38	194	460	177	247	280	149	155
SSE (Scottish and Southern Energy)	40 5%	36 5%	40 5%	36 5%	4 5%	* 1%	4 2%	26 6%	10 6%	20 8%	12 4%	4 2%	4 3%
Swalec	10 1%	10 1%	10 1%	- -	- -	10 25%	4 2%	5 1%	1 *	5 2%	1 *	- -	4 3%
Utility Warehouse	13 2%	12 1%	13 2%	12 2%	- -	1 3%	3 2%	5 1%	4 2%	2 1%	7 3%	2 1%	2 1%
Other	19 2%	17 2%	19 2%	17 2%	2 2%	* 1%	4 2%	12 3%	3 2%	5 2%	6 2%	1 1%	7 4%
Refused	2 *	2 *	2 *	2 *	- -	* 1%	* *	- -	2 1%	1 *	- -	- -	1 1%
Don't know	27 3%	27 3%	27 3%	26 4%	1 1%	- -	3 2%	16 4%	8 4%	7 3%	10 4%	7 4%	4 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	794	96	698	438	356	475	164	146	669	125
Weighted Base	830	100	730	491	339	551	155	115	725	105
British Gas	182 22%	17 17%	164 23%	112 23%	70 21%	119 22%	31 20%	31 27%	156 22%	25 24%
Co-operative Energy	2 *	2 2%	- -	2 *	- -	2 *	- -	- -	2 *	- -
E.ON	157 19%	24 24%	133 18%	89 18%	68 20%	100 18%	31 20%	22 19%	139 19%	18 17%
Ebico	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ecotricity	2 *	- -	2 *	2 *	* *	2 *	* *	* *	2 *	- -
EDF	84 10%	11 11%	73 10%	51 10%	33 10%	49 9%	26 17%	9 8%	71 10%	13 12%
First Utility	8 1%	- -	8 1%	4 1%	5 1%	6 1%	2 1%	1 1%	8 1%	- -
Good Energy	1 *	1 1%	- -	- -	1 *	- -	- -	1 1%	1 *	- -
Marks & Spencer Energy	9 1%	- -	9 1%	9 2%	- -	8 1%	- -	- -	9 1%	- -
Npower	98 12%	13 13%	85 12%	51 10%	46 14%	66 12%	17 11%	15 13%	89 12%	9 8%
Ovo	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Sainsburys Energy	6 1%	- -	6 1%	5 1%	2 *	6 1%	- -	- -	6 1%	- -
Scottish Hydro	5 1%	- -	5 1%	2 *	3 1%	1 *	3 2%	1 1%	3 *	2 1%
Scottish Power	112 13%	16 16%	96 13%	74 15%	38 11%	86 16%	13 9%	11 9%	97 13%	15 15%
Southern Electric	51 6%	4 4%	47 6%	28 6%	23 7%	28 5%	11 7%	11 9%	44 6%	7 7%
Spark Energy	1 *	- -	1 *	- -	1 *	- -	- -	1 1%	1 *	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	794	96	698	438	356	475	164	146	669	125
Weighted Base	830	100	730	491	339	551	155	115	725	105
SSE (Scottish and Southern Energy)	40	4	36	29	10	32	5	3	34	6
	5%	4%	5%	6%	3%	6%	3%	3%	5%	6%
Swalec	10	1	9	5	5	4	3	2	9	1
	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%
Utility Warehouse	13	4	9	7	5	10	3	-	13	-
	2%	4%	1%	1%	2%	2%	2%	-	2%	-
Other	19	3	16	3	16	10	4	5	14	5
	2%	3%	2%	1%	5%	2%	3%	4%	2%	5%
Refused	2	*	2	1	1	1	1	-	1	1
	*	*	*	*	*	*	1%	-	*	1%
Don't know	27	-	27	15	12	20	4	3	24	4
	3%	-	4%	3%	4%	4%	2%	3%	3%	4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Yes	249	220	249	209	27	13	75	137	37	57	87	43	63
	4%	4%	4%	4%	5%	4%	7%	4%	2%	4%	5%	4%	4%
No	5863	5321	5863	4999	554	310	1070	3028	1764	1423	1782	1187	1471
	96%	96%	96%	96%	95%	95%	93%	95%	98%	96%	95%	96%	96%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	14	10	14	13	-	1	6	6	2	1	9	1	3
	*	*	*	*	-	*	1%	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?****Base: All who have mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Yes	249	33	216	113	137	124	76	47	227	22
	4%	4%	4%	4%	4%	3%	7%	4%	5%	2%
No	5863	723	5140	2453	3410	3734	1044	1003	4530	1334
	96%	95%	96%	95%	96%	96%	93%	95%	95%	98%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	14	1	13	3	11	10	2	1	11	3
	*	*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.32 How did you previously pay for your electricity?

Base: All who switched payment method

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	245	215	245	204	27	14	88	123	34	45	67	43	90
Weighted Base	249	220	249	209	27	13	75	137	37	57	87	43	63
Monthly direct debit	88 35%	80 36%	88 35%	67 32%	13 49%	8 60%	31 41%	44 32%	13 35%	25 44%	34 39%	12 29%	17 27%
Quarterly direct debit	35 14%	29 13%	35 14%	35 17%	- -	- -	10 14%	20 15%	4 12%	8 15%	12 14%	4 9%	10 16%
Pay by cheque, cash or card on receipt of your bill	56 22%	50 23%	56 22%	47 22%	8 28%	2 11%	11 15%	32 23%	13 35%	13 23%	20 23%	13 29%	10 16%
Prepayment meter (where you top up credit onto a key or card)	46 18%	39 18%	46 18%	39 18%	3 12%	4 29%	14 19%	27 20%	4 12%	5 9%	13 15%	8 19%	20 32%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weekly \ fortnightly payment scheme	4 2%	4 2%	4 2%	2 1%	2 6%	- -	1 1%	2 2%	1 2%	- -	2 2%	2 4%	1 1%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 4%	9 4%	10 4%	10 5%	1 2%	- -	5 6%	5 3%	1 2%	3 5%	4 4%	2 4%	2 4%
Other	11 4%	10 4%	11 4%	10 5%	1 3%	- -	3 4%	7 5%	1 2%	2 4%	2 3%	3 7%	3 5%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.32 How did you previously pay for your electricity?

Base: All who switched payment method

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	245	34	211	104	141	106	78	58	221	24
Weighted Base	249	33	216	113	137	124	76	47	227	22
Monthly direct debit	88 35%	14 43%	74 34%	36 32%	52 38%	51 41%	23 30%	13 28%	84 37%	5 21%
Quarterly direct debit	35 14%	5 16%	29 14%	12 11%	22 16%	17 13%	13 17%	5 12%	32 14%	2 10%
Pay by cheque, cash or card on receipt of your bill	56 22%	8 25%	48 22%	26 23%	29 21%	35 28%	14 18%	6 13%	49 22%	7 30%
Prepayment meter (where you top up credit onto a key or card)	46 18%	4 12%	42 19%	20 18%	26 19%	10 8%	19 24%	17 36%	40 18%	6 26%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weekly \ fortnightly payment scheme	4 2%	- -	4 2%	1 1%	3 2%	1 1%	2 3%	1 1%	3 1%	1 4%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 4%	- -	10 5%	8 8%	2 1%	6 5%	4 5%	1 2%	9 4%	1 6%
Other	11 4%	1 4%	10 5%	9 8%	2 2%	5 4%	3 4%	3 7%	10 5%	1 3%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.35 In the last 12 months, did you change the tariff you were on with your existing gas supplier (without switching supplier)?

Base: All who have mains gas at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5552	5552	5531	4763	526	263	1250	2560	1742	1101	1357	1046	2048
Weighted Base	5575	5575	5554	4791	518	265	1055	2917	1603	1385	1697	1121	1372
Yes	601	601	600	511	60	30	84	348	168	207	205	117	72
	11%	11%	11%	11%	12%	11%	8%	12%	10%	15%	12%	10%	5%
No	4929	4929	4909	4243	454	232	961	2547	1421	1167	1477	998	1287
	88%	88%	88%	89%	88%	88%	91%	87%	89%	84%	87%	89%	94%
Refused	4	4	4	4	-	-	-	2	3	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	41	41	41	33	4	3	10	20	11	10	15	4	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.35 In the last 12 months, did you change the tariff you were on with your existing gas supplier (without switching supplier)?****Base: All who have mains gas at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5552	507	5043	2232	3320	3279	1048	1155	4141	1411
Weighted Base	5575	533	5040	2347	3228	3586	984	935	4376	1198
Yes	601 11%	60 11%	540 11%	407 17%	194 6%	487 14%	63 6%	46 5%	545 12%	56 5%
No	4929 88%	468 88%	4461 89%	1927 82%	3002 93%	3069 86%	915 93%	883 94%	3796 87%	1133 95%
Refused	4 *	- -	3 *	- -	4 *	2 *	1 *	1 *	3 *	1 *
Don't know	41 1%	5 1%	36 1%	13 1%	28 1%	28 1%	4 *	5 1%	32 1%	8 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.37 Have you ever changed your tariff with an existing gas supplier?

Base: All who have not changed gas tariff in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5017	5017	4997	4313	468	236	1159	2282	1576	937	1194	940	1946
Weighted Base	4974	4974	4954	4281	458	235	971	2569	1435	1178	1492	1004	1300
Yes	362	362	360	320	28	14	28	234	100	119	112	79	52
	7%	7%	7%	7%	6%	6%	3%	9%	7%	10%	8%	8%	4%
No	4552	4552	4534	3908	428	217	935	2304	1312	1043	1360	914	1235
	92%	92%	92%	91%	93%	92%	96%	90%	91%	89%	91%	91%	95%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	57	57	57	49	3	4	7	29	20	14	19	10	13
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.37 Have you ever changed your tariff with an existing gas supplier?****Base: All who have not changed gas tariff in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5017	457	4558	1874	3143	2865	982	1103	3670	1347
Weighted Base	4974	472	4499	1940	3034	3100	921	888	3831	1143
Yes	362	50	312	228	134	294	35	25	309	53
	7%	11%	7%	12%	4%	9%	4%	3%	8%	5%
No	4552	418	4133	1694	2858	2763	881	852	3479	1072
	92%	89%	92%	87%	94%	89%	96%	96%	91%	94%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	57	4	52	18	39	41	5	10	40	17
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?

Base: All who have not switched gas supplier in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4816	4816	4797	4131	456	229	1041	2206	1569	913	1154	920	1829
Weighted Base	4806	4806	4787	4126	448	232	876	2487	1443	1147	1440	991	1228
Yes	827	827	822	708	72	47	135	494	198	264	282	161	121
	17%	17%	17%	17%	16%	20%	15%	20%	14%	23%	20%	16%	10%
No	3952	3952	3938	3394	375	184	737	1977	1238	875	1149	826	1103
	82%	82%	82%	82%	84%	79%	84%	79%	86%	76%	80%	83%	90%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	23	23	23	21	1	1	4	14	5	7	10	3	4
	*	*	*	1%	*	1%	*	1%	*	1%	1%	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?****Base: All who have not switched gas supplier in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4816	433	4381	1825	2991	2832	903	1021	3519	1297
Weighted Base	4806	456	4348	1891	2915	3070	846	831	3702	1105
Yes	827 17%	103 23%	724 17%	463 24%	365 13%	628 20%	114 13%	74 9%	760 21%	67 6%
No	3952 82%	349 77%	3602 83%	1426 75%	2526 87%	2423 79%	728 86%	754 91%	2922 79%	1031 93%
Refused	4 *	- -	2 *	- -	4 *	2 *	1 *	1 *	3 *	1 *
Don't know	23 *	4 1%	20 *	2 *	21 1%	18 1%	3 *	2 *	17 *	6 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?

Base: All who have not changed gas tariff in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5017	5017	4997	4313	468	236	1159	2282	1576	937	1194	940	1946
Weighted Base	4974	4974	4954	4281	458	235	971	2569	1435	1178	1492	1004	1300
Yes	730	730	726	635	61	34	127	460	144	239	242	137	112
	15%	15%	15%	15%	13%	15%	13%	18%	10%	20%	16%	14%	9%
No	4219	4219	4203	3624	395	200	840	2095	1285	932	1242	862	1183
	85%	85%	85%	85%	86%	85%	86%	82%	90%	79%	83%	86%	91%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	21	21	21	18	2	1	5	12	4	5	8	4	4
	*	*	*	*	*	*	*	*	*	*	1%	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?****Base: All who have not changed gas tariff in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5017	457	4558	1874	3143	2865	982	1103	3670	1347
Weighted Base	4974	472	4499	1940	3034	3100	921	888	3831	1143
Yes	730	86	644	400	330	535	102	81	665	66
	15%	18%	14%	21%	11%	17%	11%	9%	17%	6%
No	4219	384	3834	1537	2682	2545	816	805	3147	1072
	85%	81%	85%	79%	88%	82%	89%	91%	82%	94%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	21	2	19	3	18	18	2	1	17	4
	*	*	*	*	1%	1%	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.36 In the last 12 months, did you change the tariff you were on with your existing electricity supplier (without switching supplier)?

Base: All who have mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6130	5531	6130	5217	593	320	1367	2794	1969	1180	1497	1149	2304
Weighted Base	6130	5554	6130	5225	581	325	1152	3173	1806	1482	1877	1233	1538
Yes	867	807	867	744	75	48	118	538	211	292	299	169	106
	14%	15%	14%	14%	13%	15%	10%	17%	12%	20%	16%	14%	7%
No	5228	4718	5228	4448	504	276	1027	2615	1586	1183	1566	1055	1424
	85%	85%	85%	85%	87%	85%	89%	82%	88%	80%	83%	86%	93%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	31	26	31	28	2	1	6	19	6	5	12	7	7
	1%	*	1%	1%	*	*	1%	1%	*	*	1%	1%	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.36 In the last 12 months, did you change the tariff you were on with your existing electricity supplier (without switching supplier)?****Base: All who have mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6130	743	5385	2449	3681	3536	1202	1304	4524	1606
Weighted Base	6130	757	5370	2569	3561	3870	1124	1051	4771	1360
Yes	867 14%	103 14%	764 14%	585 23%	282 8%	684 18%	94 8%	78 7%	792 17%	75 6%
No	5228 85%	653 86%	4575 85%	1976 77%	3253 91%	3162 82%	1022 91%	968 92%	3951 83%	1278 94%
Refused	4 *	- -	2 *	- -	4 *	2 *	1 *	1 *	3 *	1 *
Don't know	31 1%	2 *	29 1%	8 *	23 1%	21 1%	6 1%	4 *	25 1%	6 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.39 Have you ever changed your tariff with an existing electricity supplier?

Base: All who have not changed electricity tariff in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5356	4812	5356	4558	519	279	1237	2363	1756	949	1261	996	2150
Weighted Base	5263	4747	5263	4480	506	277	1033	2635	1595	1190	1579	1064	1432
Yes	422	378	422	356	49	18	46	260	116	127	161	67	67
	8%	8%	8%	8%	10%	6%	4%	10%	7%	11%	10%	6%	5%
No	4794	4327	4794	4082	452	260	983	2352	1459	1046	1403	991	1353
	91%	91%	91%	91%	89%	94%	95%	89%	91%	88%	89%	93%	95%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	44	38	44	39	5	-	5	21	18	15	14	4	11
	1%	1%	1%	1%	1%	-	*	1%	1%	1%	1%	*	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.39 Have you ever changed your tariff with an existing electricity supplier?

Base: All who have not changed electricity tariff in the past 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5356	653	4701	1931	3425	2954	1106	1216	3835	1521
Weighted Base	5263	655	4606	1984	3280	3185	1030	973	3979	1284
Yes	422	68	353	245	177	322	52	46	368	54
	8%	10%	8%	12%	5%	10%	5%	5%	9%	4%
No	4794	582	4212	1723	3071	2829	972	919	3582	1212
	91%	89%	91%	87%	94%	89%	94%	94%	90%	94%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	44	5	38	16	28	32	4	8	27	17
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?****Base: All who have not switched electricity supplier in the past 12 months**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5336	4785	5336	4537	516	283	1141	2413	1782	985	1276	1005	2070
Weighted Base	5300	4773	5300	4509	504	287	958	2713	1629	1235	1598	1084	1383
Yes	876	786	876	747	72	58	131	529	216	273	314	165	124
	17%	16%	17%	17%	14%	20%	14%	20%	13%	22%	20%	15%	9%
No	4398	3965	4398	3739	430	229	823	2169	1406	954	1274	916	1255
	83%	83%	83%	83%	85%	80%	86%	80%	86%	77%	80%	84%	91%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	22	18	22	20	3	-	4	14	5	7	10	2	4
	*	*	*	*	1%	-	*	1%	*	1%	1%	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?****Base: All who have not switched electricity supplier in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5336	647	4687	2011	3325	3061	1038	1158	3855	1481
Weighted Base	5300	657	4640	2078	3222	3318	969	937	4045	1255
Yes	876 17%	137 21%	739 16%	482 23%	394 12%	648 20%	126 13%	87 9%	795 20%	81 6%
No	4398 83%	519 79%	3879 84%	1593 77%	2806 87%	2651 80%	839 87%	847 90%	3228 80%	1170 93%
Refused	4 *	- -	2 *	- -	4 *	2 *	1 *	1 *	3 *	1 *
Don't know	22 *	1 *	21 *	3 *	19 1%	18 1%	2 *	2 *	19 *	3 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?****Base: All who have not changed electricity tariff in the past 12 months**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5356	4812	5356	4558	519	279	1237	2363	1756	949	1261	996	2150
Weighted Base	5263	4747	5263	4480	506	277	1033	2635	1595	1190	1579	1064	1432
Yes	545	479	545	461	49	35	98	319	128	177	186	93	89
	10%	10%	10%	10%	10%	12%	9%	12%	8%	15%	12%	9%	6%
No	4694	4247	4694	3997	454	243	931	2301	1461	1004	1384	967	1339
	89%	89%	89%	89%	90%	88%	90%	87%	92%	84%	88%	91%	94%
Refused	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*
Don't know	21	18	21	18	3	-	4	14	4	7	8	3	4
	*	*	*	*	1%	-	*	1%	*	1%	1%	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?****Base: All who have not changed electricity tariff in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5356	653	4701	1931	3425	2954	1106	1216	3835	1521
Weighted Base	5263	655	4606	1984	3280	3185	1030	973	3979	1284
Yes	545	101	444	276	268	372	96	65	488	57
	10%	15%	10%	14%	8%	12%	9%	7%	12%	4%
No	4694	553	4140	1706	2988	2793	931	905	3471	1223
	89%	84%	90%	86%	91%	88%	90%	93%	87%	95%
Refused	4	-	2	-	4	2	1	1	3	1
	*	-	*	-	*	*	*	*	*	*
Don't know	21	1	20	2	20	18	1	1	17	4
	*	*	*	*	1%	1%	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.46 Thinking of the last time you switched or compared gas supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Save money	1667	1667	1661	1432	152	82	302	975	390	543	542	310	272
	90%	90%	90%	89%	92%	89%	89%	91%	87%	91%	87%	93%	90%
Get better customer service	170	170	170	152	12	6	28	95	47	56	60	26	28
	9%	9%	9%	9%	8%	6%	8%	9%	10%	9%	10%	8%	9%
Get other benefits (e.g. loyalty points)	44	44	44	36	5	3	14	21	9	11	10	14	8
	2%	2%	2%	2%	3%	3%	4%	2%	2%	2%	2%	4%	3%
Wanted a dual fuel package	95	95	94	79	14	2	19	51	24	21	41	17	16
	5%	5%	5%	5%	9%	2%	6%	5%	5%	3%	7%	5%	5%
Wanted a fixed term/fixed price deal	125	125	124	101	18	6	16	77	32	42	50	18	14
	7%	7%	7%	6%	11%	7%	5%	7%	7%	7%	8%	5%	5%
Wanted a 'greener' tariff	27	27	27	21	3	3	6	15	7	13	10	3	3
	1%	1%	1%	1%	2%	3%	2%	1%	2%	2%	2%	1%	1%
Wanted an online tariff	23	23	23	20	2	-	3	15	5	13	3	4	3
	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	*	1%	1%
Moved house	10	10	10	7	3	-	7	2	1	-	5	2	4
	1%	1%	1%	*	2%	-	2%	*	*	-	1%	*	1%
Wanted a better/cheaper deal/prices	25	25	25	24	1	-	2	14	9	9	8	5	3
	1%	1%	1%	2%	1%	-	*	1%	2%	1%	1%	2%	1%
Haven't changed/switched/stayed with existing supplier	15	15	15	13	1	1	5	7	4	6	8	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*
Stable prices/cost	5	5	5	4	1	-	1	4	-	1	3	-	1
	*	*	*	*	1%	-	*	*	-	*	1%	-	*
A company I could trust/a reliable company	10	10	10	10	-	-	1	3	6	3	3	2	1
	1%	1%	1%	1%	-	-	*	*	1%	*	*	1%	*
Clarity	3	3	3	3	-	-	-	2	1	1	1	1	-
	*	*	*	*	-	-	-	*	*	*	*	*	-
No exit fee	4	4	4	4	-	-	-	3	1	4	-	-	-
	*	*	*	*	-	-	-	*	*	1%	-	-	-
Payment options	9	9	9	8	-	1	2	6	1	2	5	-	2
	*	*	*	1%	-	1%	1%	1%	*	*	1%	-	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.46 Thinking of the last time you switched or compared gas supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Old tariff came to an end\removed	5 *	5 *	5 *	2 *	3 2%	- -	- -	3 *	3 1%	1 *	3 *	1 *	1 *
Efficiency	1 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	- -
To get away from our supplier\wanted a change	8 *	8 *	8 *	7 *	1 1%	- -	2 1%	5 *	1 *	3 *	3 1%	1 *	1 *
Meter\wanted a different meter	3 *	3 *	3 *	1 *	1 1%	1 1%	1 *	2 *	1 *	- -	- -	- -	3 1%
Meter read regularly\correctly\no estimated bills	3 *	3 *	3 *	3 *	- -	- -	- -	1 *	3 1%	- -	1 *	1 *	1 *
Other	35 2%	35 2%	35 2%	33 2%	2 1%	- -	8 2%	17 2%	10 2%	11 2%	12 2%	7 2%	5 2%
None	3 *	3 *	3 *	2 *	1 1%	- -	1 *	2 *	- -	2 *	- -	- -	1 *
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	15 1%	15 1%	15 1%	12 1%	2 1%	2 2%	6 2%	5 *	4 1%	4 1%	7 1%	1 *	3 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.46 Thinking of the last time you switched or compared gas supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Save money	1667	179	1488	979	688	1206	247	190	1491	176
	90%	88%	90%	91%	87%	89%	89%	92%	90%	88%
Get better customer service	170	25	146	94	76	116	32	18	150	21
	9%	12%	9%	9%	10%	9%	11%	9%	9%	10%
Get other benefits (e.g. loyalty points)	44	6	38	16	27	20	10	12	35	8
	2%	3%	2%	2%	3%	1%	4%	6%	2%	4%
Wanted a dual fuel package	95	9	86	56	39	71	14	10	84	11
	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Wanted a fixed term/fixed price deal	125	10	115	108	17	103	12	11	119	6
	7%	5%	7%	10%	2%	8%	4%	5%	7%	3%
Wanted a 'greener' tariff	27	2	26	12	15	21	6	-	25	2
	1%	1%	2%	1%	2%	2%	2%	-	2%	1%
Wanted an online tariff	23	3	19	12	11	18	3	1	21	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Moved house	10	1	9	3	7	4	3	3	9	1
	1%	1%	1%	*	1%	*	1%	2%	1%	1%
Wanted a better/cheaper deal/prices	25	4	21	18	8	19	5	1	24	1
	1%	2%	1%	2%	1%	1%	2%	*	1%	*
Haven't changed/switched/stayed with existing supplier	15	5	11	5	10	12	3	-	13	2
	1%	2%	1%	*	1%	1%	1%	-	1%	1%
Stable prices/cost	5	1	4	3	2	4	1	-	5	-
	*	*	*	*	*	*	*	-	*	-
A company I could trust/a reliable company	10	1	8	8	2	9	-	1	8	1
	1%	1%	*	1%	*	1%	-	*	1%	1%
Clarity	3	1	2	1	2	3	-	-	3	-
	*	*	*	*	*	*	-	-	*	-
No exit fee	4	-	4	4	-	4	-	-	4	-
	*	-	*	*	-	*	-	-	*	-
Payment options	9	-	9	-	9	3	4	2	8	1
	*	-	1%	-	1%	*	2%	1%	1%	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.46 Thinking of the last time you switched or compared gas supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Old tariff came to an end\removed	5 *	- -	5 *	2 *	3 *	5 *	- -	- -	4 *	1 1%
Efficiency	1 *	1 1%	- -	- -	1 *	- -	1 1%	- -	1 *	- -
To get away from our supplier\wanted a change	8 *	- -	8 1%	3 *	5 1%	6 *	2 1%	- -	8 1%	- -
Meter\wanted a different meter	3 *	- -	3 *	- -	3 *	- -	1 *	2 1%	2 *	1 *
Meter read regularly\correctly\no estimated bills	3 *	- -	3 *	2 *	2 *	3 *	- -	1 *	- -	3 2%
Other	35 2%	7 4%	27 2%	14 1%	21 3%	24 2%	3 1%	8 4%	29 2%	5 3%
None	3 *	- -	3 *	2 *	1 *	2 *	1 *	- -	3 *	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	15 1%	- -	15 1%	5 *	11 1%	9 1%	4 2%	2 1%	11 1%	4 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
I received a bill or direct debit \ prepayment statement from my supplier	182 10%	182 10%	180 10%	156 10%	17 10%	10 10%	34 10%	104 10%	45 10%	54 9%	65 10%	37 11%	27 9%
I received a price increase notice from my supplier	358 19%	358 19%	358 19%	309 19%	31 19%	17 19%	59 17%	217 20%	82 18%	115 19%	131 21%	60 18%	52 17%
I received an end of fixed term tariff notice from my supplier	187 10%	187 10%	187 10%	154 10%	31 19%	3 3%	22 7%	119 11%	46 10%	83 14%	59 9%	31 9%	14 5%
I received an annual summary or review from my supplier	55 3%	55 3%	54 3%	51 3%	3 2%	1 1%	7 2%	38 4%	10 2%	20 3%	18 3%	7 2%	10 3%
I received a 'dead notice' from my supplier about my tariff	4 *	4 *	4 *	1 *	1 1%	1 1%	- -	1 *	2 *	2 *	- -	1 *	- -
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	46 2%	46 2%	46 2%	42 3%	3 2%	1 1%	4 1%	29 3%	13 3%	11 2%	16 3%	13 4%	6 2%
I received another communication from my supplier	46 2%	46 2%	46 2%	42 3%	4 2%	- -	3 1%	28 3%	15 3%	15 2%	18 3%	5 1%	8 3%
I experienced poor customer service	94 5%	94 5%	94 5%	83 5%	9 6%	2 2%	14 4%	54 5%	26 6%	31 5%	33 5%	16 5%	14 5%
I moved home	133 7%	133 7%	133 7%	113 7%	17 10%	3 3%	56 16%	65 6%	12 3%	43 7%	33 5%	30 9%	27 9%
I heard my energy supplier's prices were going up	155 8%	155 8%	155 8%	136 8%	14 8%	5 6%	23 7%	91 8%	41 9%	43 7%	52 8%	32 9%	28 9%
Media coverage about energy suppliers in general	107 6%	107 6%	107 6%	96 6%	7 4%	3 4%	16 5%	64 6%	27 6%	45 7%	32 5%	16 5%	14 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
I was looking at a money saving website	102 5%	102 5%	102 5%	87 5%	14 8%	1 1%	19 6%	64 6%	18 4%	33 6%	40 6%	15 4%	13 4%
I saw an advert on TV	54 3%	54 3%	54 3%	40 2%	3 2%	11 12%	8 2%	32 3%	14 3%	17 3%	22 4%	10 3%	6 2%
I saw an advert (billboard)	3 *	3 *	3 *	2 *	- -	1 1%	1 *	1 *	1 *	1 *	1 *	- -	1 *
I saw an advert in the newspaper	16 1%	16 1%	16 1%	14 1%	- -	2 2%	1 *	7 1%	8 2%	10 2%	2 *	2 1%	1 *
Advert other	28 1%	28 1%	28 1%	26 2%	- -	1 2%	5 2%	13 1%	10 2%	8 1%	10 2%	4 1%	6 2%
Talked to a friend, family member, or neighbour	103 6%	103 6%	101 5%	86 5%	10 6%	7 8%	23 7%	53 5%	27 6%	26 4%	34 5%	20 6%	24 8%
Salesman at the door/on street/in shops	31 2%	31 2%	31 2%	29 2%	2 1%	* 1%	4 1%	17 2%	9 2%	4 1%	5 1%	9 3%	13 4%
Save money	68 4%	68 4%	67 4%	63 4%	4 2%	1 1%	9 3%	43 4%	16 4%	23 4%	22 4%	10 3%	13 4%
To get a better deal	40 2%	40 2%	40 2%	35 2%	4 2%	1 1%	11 3%	17 2%	12 3%	13 2%	13 2%	4 1%	10 3%
Rising prices	7 *	7 *	7 *	6 *	- -	2 2%	- -	3 *	4 1%	2 *	4 1%	1 *	- -
Too expensive	28 2%	28 2%	28 2%	24 2%	3 2%	1 2%	9 3%	14 1%	5 1%	9 2%	6 1%	5 1%	8 3%
Price/cost (no detail)	26 1%	26 1%	23 1%	26 2%	- -	- -	4 1%	18 2%	4 1%	8 1%	6 1%	10 3%	3 1%
Wanted a fixed tariff/rate	7 *	7 *	7 *	6 *	- -	1 1%	3 1%	4 *	- -	3 1%	4 1%	- -	- -
Do it regularly/periodically	35 2%	35 2%	35 2%	28 2%	4 3%	3 3%	4 1%	24 2%	7 2%	15 2%	13 2%	2 1%	5 2%
Curiosity	26 1%	26 1%	26 1%	20 1%	3 2%	3 3%	5 1%	14 1%	8 2%	14 2%	8 1%	2 1%	2 1%
Call from another supplier to switch	27 1%	27 1%	27 1%	27 2%	1 *	- -	3 1%	13 1%	11 2%	5 1%	6 1%	10 3%	6 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Offered an incentive to switch	10 1%	10 1%	10 1%	9 1%	1 1%	- -	2 1%	7 1%	1 *	- -	5 1%	3 1%	2 1%
Problems with/unhappy with current supplier	25 1%	25 1%	25 1%	23 1%	2 1%	1 1%	2 1%	15 1%	8 2%	9 2%	5 1%	5 2%	6 2%
Internet	9 *	9 *	9 *	7 *	- -	1 2%	1 *	6 1%	2 *	3 *	4 1%	2 *	1 *
Martin Lewis advice	7 *	7 *	7 *	7 *	- -	- -	- -	6 1%	2 *	1 *	5 1%	1 *	- -
Did not compare	10 1%	10 1%	10 1%	10 1%	- -	- -	2 1%	4 *	4 1%	3 1%	4 1%	3 1%	1 *
Other	75 4%	75 4%	75 4%	59 4%	8 5%	8 9%	9 2%	44 4%	22 5%	26 4%	26 4%	11 3%	12 4%
Refused	4 *	4 *	4 *	2 *	2 1%	- -	- -	3 *	1 *	- -	3 *	- -	1 *
None	15 1%	15 1%	15 1%	11 1%	3 2%	1 1%	3 1%	10 1%	3 1%	4 1%	9 1%	1 *	1 *
Don't know	89 5%	89 5%	89 5%	70 4%	9 6%	10 11%	30 9%	36 3%	24 5%	18 3%	26 4%	25 7%	21 7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
I received a bill or direct debit \ prepayment statement from my supplier	182 10%	13 6%	169 10%	95 9%	87 11%	141 10%	21 8%	17 8%	154 9%	28 14%
I received a price increase notice from my supplier	358 19%	46 22%	312 19%	229 21%	129 16%	274 20%	50 18%	31 15%	325 20%	33 16%
I received an end of fixed term tariff notice from my supplier	187 10%	10 5%	177 11%	167 16%	21 3%	166 12%	11 4%	9 4%	182 11%	5 3%
I received an annual summary or review from my supplier	55 3%	7 3%	48 3%	33 3%	22 3%	45 3%	6 2%	4 2%	51 3%	4 2%
I received a 'dead notice' from my supplier about my tariff	4 *	- -	4 *	2 *	1 *	4 *	- -	- -	4 *	- -
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	46 2%	2 1%	43 3%	17 2%	28 4%	37 3%	4 1%	5 2%	39 2%	7 3%
I received another communication from my supplier	46 2%	10 5%	35 2%	24 2%	22 3%	29 2%	7 2%	5 3%	37 2%	8 4%
I experienced poor customer service	94 5%	15 7%	79 5%	48 4%	46 6%	61 5%	21 7%	7 4%	88 5%	6 3%
I moved home	133 7%	21 10%	112 7%	66 6%	67 8%	63 5%	50 18%	20 10%	123 7%	10 5%
I heard my energy supplier's prices were going up	155 8%	20 10%	135 8%	100 9%	55 7%	118 9%	15 5%	20 10%	134 8%	21 10%
Media coverage about energy suppliers in general	107 6%	16 8%	90 5%	70 7%	37 5%	83 6%	15 5%	9 5%	100 6%	7 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
I was looking at a money saving website	102 5%	23 11%	79 5%	65 6%	36 5%	79 6%	17 6%	6 3%	99 6%	3 1%
I saw an advert on TV	54 3%	6 3%	49 3%	33 3%	21 3%	46 3%	5 2%	4 2%	52 3%	2 1%
I saw an advert (billboard)	3 *	- -	3 *	2 *	1 *	1 *	- -	2 1%	1 *	2 1%
I saw an advert in the newspaper	16 1%	3 2%	12 1%	15 1%	1 *	13 1%	2 1%	- -	12 1%	3 2%
Advert other	28 1%	1 *	27 2%	17 2%	11 1%	22 2%	2 1%	4 2%	24 1%	4 2%
Talked to a friend, family member, or neighbour	103 6%	5 3%	98 6%	43 4%	60 8%	68 5%	16 6%	19 9%	84 5%	19 9%
Salesman at the door/on street/in shops	31 2%	3 2%	27 2%	10 1%	20 3%	15 1%	4 1%	10 5%	19 1%	11 6%
Save money	68 4%	8 4%	60 4%	30 3%	38 5%	48 4%	11 4%	7 3%	62 4%	6 3%
To get a better deal	40 2%	5 2%	34 2%	24 2%	15 2%	27 2%	9 3%	3 1%	34 2%	5 3%
Rising prices	7 *	1 1%	6 *	6 1%	2 *	7 1%	- -	- -	7 *	- -
Too expensive	28 2%	1 *	28 2%	15 1%	13 2%	17 1%	4 1%	5 3%	25 1%	4 2%
Price/cost (no detail)	26 1%	1 *	25 2%	14 1%	12 2%	19 1%	2 1%	4 2%	25 1%	1 *
Wanted a fixed tariff/rate	7 *	- -	7 *	6 1%	1 *	6 *	1 *	- -	7 *	- -
Do it regularly/periodically	35 2%	6 3%	28 2%	20 2%	15 2%	28 2%	4 1%	3 1%	33 2%	2 1%
Curiosity	26 1%	2 1%	24 1%	14 1%	12 2%	22 2%	4 1%	1 1%	26 2%	- -
Call from another supplier to switch	27 1%	3 1%	24 1%	15 1%	13 2%	17 1%	6 2%	5 2%	19 1%	9 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.45 And what were the main reasons that caused you to compare?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Offered an incentive to switch	10 1%	* 1%	9 1%	3 *	7 1%	7 *	1 *	2 1%	9 1%	1 *
Problems with/unhappy with current supplier	25 1%	1 1%	24 1%	18 2%	7 1%	16 1%	3 1%	4 2%	23 1%	2 1%
Internet	9 *	1 1%	7 *	4 *	5 1%	8 1%	- -	1 *	9 1%	- -
Martin Lewis advice	7 *	- -	7 *	6 1%	2 *	6 *	1 *	- -	7 *	- -
Did not compare	10 1%	2 1%	8 *	5 *	5 1%	10 1%	1 *	- -	8 *	3 1%
Other	75 4%	11 5%	64 4%	38 4%	37 5%	54 4%	12 4%	9 4%	63 4%	12 6%
Refused	4 *	1 1%	3 *	3 *	1 *	1 *	2 1%	1 *	3 *	1 *
None	15 1%	- -	15 1%	4 *	11 1%	13 1%	1 *	1 1%	13 1%	1 1%
Don't know	89 5%	8 4%	82 5%	33 3%	56 7%	53 4%	16 6%	21 10%	70 4%	20 10%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.47 When you last compared gas tariffs or suppliers did you also look for information about your existing tariff or energy use?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Yes, I just found out more about my existing tariff	434 23%	434 23%	433 23%	377 24%	30 18%	27 29%	78 23%	261 24%	94 21%	158 26%	126 20%	91 27%	58 19%
Yes, I just found out more about my existing energy use	118 6%	118 6%	118 6%	103 6%	10 6%	5 6%	22 6%	73 7%	23 5%	35 6%	49 8%	20 6%	14 5%
Yes, I found out more about both my tariff and energy use	526 28%	526 28%	524 28%	455 28%	52 32%	19 21%	81 24%	338 32%	107 24%	187 31%	212 34%	79 24%	49 16%
SUMMARY CODE													
YES	1078 58%	1078 58%	1075 58%	934 58%	93 56%	51 56%	181 53%	672 63%	225 50%	380 63%	387 62%	190 57%	122 40%
No, neither	754 41%	754 41%	751 41%	642 40%	71 43%	41 44%	156 46%	383 36%	216 48%	211 35%	229 37%	140 42%	173 58%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	28 2%	28 2%	28 2%	27 2%	1 1%	-	4 1%	16 1%	8 2%	8 1%	9 1%	5 1%	6 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.47 When you last compared gas tariffs or suppliers did you also look for information about your existing tariff or energy use?

Base: All who have switched gas supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Yes, I just found out more about my existing tariff	434 23%	53 26%	381 23%	274 26%	160 20%	337 25%	59 21%	35 17%	395 24%	39 19%
Yes, I just found out more about my existing energy use	118 6%	14 7%	105 6%	79 7%	39 5%	86 6%	15 6%	17 8%	111 7%	7 4%
Yes, I found out more about both my tariff and energy use	526 28%	64 31%	462 28%	328 31%	198 25%	407 30%	69 25%	39 19%	494 30%	32 16%
SUMMARY CODE										
YES	1078 58%	131 64%	947 57%	681 64%	397 50%	830 61%	144 52%	91 44%	1000 60%	78 39%
No, neither	754 41%	72 35%	682 41%	376 35%	378 48%	497 37%	132 48%	111 54%	642 39%	112 56%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	28 2%	1 1%	27 2%	15 1%	14 2%	24 2%	1 *	4 2%	18 1%	11 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.48 And how did you find out more about your existing tariff or energy use?

Base: All who looked for information about existing gas tariff or energy use

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	952	952	949	818	90	44	197	535	220	302	304	168	178
Weighted Base	1078	1078	1075	934	93	51	181	672	225	380	387	190	122
Looked at my bill or direct debit/prepayment statement	310 29%	310 29%	308 29%	269 29%	26 28%	15 29%	55 30%	186 28%	68 30%	106 28%	115 30%	60 32%	30 24%
Looked at my annual summary or review	182 17%	182 17%	180 17%	156 17%	21 23%	6 11%	30 16%	113 17%	40 18%	58 15%	73 19%	24 13%	27 22%
Looked at my account details online	464 43%	464 43%	464 43%	396 42%	46 50%	22 44%	73 41%	321 48%	70 31%	173 46%	176 45%	80 42%	35 29%
Rang my supplier	250 23%	250 23%	249 23%	212 23%	22 24%	16 32%	53 29%	138 21%	60 27%	86 23%	89 23%	44 23%	32 26%
Comparison website	3 *	3 *	3 *	3 *	- -	- -	2 1%	- -	1 1%	2 *	- -	- -	1 1%
Website (all other references)	4 *	4 *	4 *	3 *	- -	1 2%	1 1%	1 *	2 1%	3 1%	- -	1 *	- -
Online\internet (no detail)	10 1%	10 1%	10 1%	9 1%	1 1%	- -	2 1%	6 1%	1 1%	4 1%	2 1%	1 1%	2 1%
Talked to\asked someone else\friend	10 1%	10 1%	10 1%	8 1%	- -	2 3%	- -	5 1%	5 2%	- -	2 *	4 2%	5 4%
Someone else did it online	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -
Supplier informed me by letter/email/told me	6 1%	6 1%	6 1%	6 1%	- -	- -	- -	2 *	3 1%	2 *	1 *	2 1%	1 1%
They rang me	5 *	5 *	5 *	5 1%	- -	- -	1 1%	1 *	2 1%	- -	3 1%	1 *	1 1%
Age UK	2 *	2 *	2 *	2 *	- -	- -	- -	- -	2 1%	2 *	- -	- -	- -
Other	11 1%	11 1%	11 1%	9 1%	1 1%	1 2%	2 1%	6 1%	3 1%	6 2%	3 1%	- -	2 2%
None	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	- -	2 *	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	6 1%	6 1%	6 1%	6 1%	- -	- -	1 *	4 1%	1 1%	1 *	- -	3 1%	1 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.48 And how did you find out more about your existing tariff or energy use?

Base: All who looked for information about existing gas tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	952	112	840	589	363	696	142	105	863	89
Weighted Base	1078	131	947	681	397	830	144	91	1000	78
Looked at my bill or direct debit/prepayment statement	310 29%	35 27%	274 29%	184 27%	126 32%	241 29%	36 25%	29 31%	279 28%	30 39%
Looked at my annual summary or review	182 17%	24 19%	158 17%	107 16%	75 19%	142 17%	24 17%	16 18%	168 17%	14 18%
Looked at my account details online	464 43%	60 46%	405 43%	288 42%	177 44%	368 44%	61 42%	28 30%	455 45%	9 12%
Rang my supplier	250 23%	30 23%	220 23%	165 24%	85 21%	191 23%	40 28%	19 21%	228 23%	22 29%
Comparison website	3 *	1 1%	2 *	2 *	1 *	1 *	2 1%	- -	3 *	- -
Website (all other references)	4 *	- -	4 *	4 1%	- -	3 *	1 1%	- -	4 *	- -
Online\internet (no detail)	10 1%	- -	10 1%	7 1%	3 1%	7 1%	1 *	* 1%	10 1%	- -
Talked to\asked someone else\friend	10 1%	1 *	9 1%	3 *	7 2%	4 *	2 1%	5 5%	5 *	5 7%
Someone else did it online	1 *	- -	1 *	- -	1 *	1 *	- -	- -	1 *	- -
Supplier informed me by letter\email\told me	6 1%	1 1%	5 *	3 1%	2 1%	5 1%	- -	1 1%	3 *	2 3%
They rang me	5 *	- -	5 *	3 *	1 *	2 *	1 *	2 2%	3 *	2 2%
Age UK	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Other	11 1%	1 1%	10 1%	5 1%	6 1%	10 1%	1 1%	- -	10 1%	1 1%
None	2 *	2 1%	- -	2 *	- -	2 *	- -	- -	2 *	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.48 And how did you find out more about your existing tariff or energy use?

Base: All who looked for information about existing gas tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	952	112	840	589	363	696	142	105	863	89
Weighted Base	1078	131	947	681	397	830	144	91	1000	78
Don't know	6	-	6	3	3	5	-	1	3	2
	1%	-	1%	*	1%	1%	-	1%	*	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.49 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it - SUMMARY****Base: All who looked for information about existing gas tariff or energy use**

		To find the information that you wanted	To understand the information that you found
Unweighted Base		952	952
Weighted Base		1078	1078
Very easy	(2)	305 28%	270 25%
Quite easy	(1)	530 49%	469 43%
Neither easy nor difficult	(0)	88 8%	109 10%
Quite difficult	(-1)	110 10%	172 16%
Very difficult	(-2)	37 3%	53 5%
SUMMARY CODES			
EASY 1,2		835 77%	739 69%
DIFFICULT 4,5		148 14%	224 21%
Refused		1 *	1 *
Don't know		6 1%	5 *
Average Score		0.892	0.683
Standard Deviation		1.040	1.156
Error Variance		0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.49_01 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to find the information that you wanted?

Base: All who looked for information about existing gas tariff or energy use

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		952	952	949	818	90	44	197	535	220	302	304	168	178
Weighted Base		1078	1078	1075	934	93	51	181	672	225	380	387	190	122
Very easy	(2)	305	305	305	257	29	19	63	189	53	92	110	72	31
		28%	28%	28%	28%	32%	37%	35%	28%	24%	24%	28%	38%	26%
Quite easy	(1)	530	530	528	462	43	25	89	323	118	189	200	76	64
		49%	49%	49%	49%	46%	49%	49%	48%	52%	50%	52%	40%	53%
Neither easy nor difficult	(0)	88	88	88	80	7	2	13	54	21	40	25	16	7
		8%	8%	8%	9%	7%	3%	7%	8%	9%	11%	6%	9%	6%
Quite difficult	(-1)	110	110	109	98	9	4	13	72	25	42	38	17	14
		10%	10%	10%	10%	9%	8%	7%	11%	11%	11%	10%	9%	12%
Very difficult	(-2)	37	37	37	32	5	1	3	28	6	15	11	8	4
		3%	3%	3%	3%	5%	3%	2%	4%	3%	4%	3%	4%	3%
SUMMARY CODES														
EASY 1,2		835	835	834	719	72	44	152	512	171	282	310	148	96
		77%	77%	78%	77%	78%	86%	84%	76%	76%	74%	80%	78%	79%
DIFFICULT 4,5		148	148	146	129	13	5	16	100	31	56	49	25	18
		14%	14%	14%	14%	14%	10%	9%	15%	14%	15%	13%	13%	15%
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1
		*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know		6	6	6	5	1	-	-	5	1	2	3	1	1
		1%	1%	1%	1%	1%	-	-	1%	*	*	1%	*	1%
Average Score		0.892	0.892	0.895	0.878	0.911	1.105	1.081	0.860	0.835	0.801	0.940	0.987	0.876
Standard Deviation		1.040	1.040	1.039	1.037	1.103	0.979	0.929	1.076	1.005	1.051	0.999	1.103	1.026
Error Variance		0.001	0.001	0.001	0.001	0.014	0.022	0.004	0.002	0.005	0.004	0.003	0.007	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.49_01 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to find the information that you wanted?

Base: All who looked for information about existing gas tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	952	112	840	589	363	696	142	105	863	89
Weighted Base	1078	131	947	681	397	830	144	91	1000	78
Very easy	(2) 305 28%	30 23%	276 29%	200 29%	106 27%	227 27%	45 31%	27 29%	290 29%	15 20%
Quite easy	(1) 530 49%	67 52%	462 49%	337 49%	193 49%	406 49%	72 50%	48 52%	479 48%	51 65%
Neither easy nor difficult	(0) 88 8%	10 8%	78 8%	55 8%	34 8%	69 8%	13 9%	3 4%	85 8%	4 5%
Quite difficult	(-1) 110 10%	16 12%	94 10%	68 10%	43 11%	90 11%	9 7%	11 12%	105 10%	5 7%
Very difficult	(-2) 37 3%	7 6%	30 3%	18 3%	19 5%	31 4%	4 3%	2 2%	35 4%	2 2%
SUMMARY CODES										
EASY 1,2	835 77%	97 74%	738 78%	536 79%	299 75%	633 76%	117 81%	74 82%	769 77%	66 84%
DIFFICULT 4,5	148 14%	23 18%	124 13%	86 13%	62 16%	121 15%	14 9%	13 14%	140 14%	7 9%
Refused	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Don't know	6 1%	- -	6 1%	4 1%	3 1%	6 1%	- -	1 1%	5 1%	1 1%
Average Score	0.892	0.736	0.914	0.934	0.820	0.860	1.000	0.954	0.889	0.933
Standard Deviation	1.040	1.115	1.028	1.006	1.094	1.058	0.966	1.007	1.053	0.873
Error Variance	0.001	0.011	0.001	0.002	0.003	0.002	0.007	0.010	0.001	0.009

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.49_02 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to understand the information that you found?

Base: All who looked for information about existing gas tariff or energy use

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		952	952	949	818	90	44	197	535	220	302	304	168	178
Weighted Base		1078	1078	1075	934	93	51	181	672	225	380	387	190	122
Very easy	(2)	270	270	270	226	25	19	57	163	51	78	98	65	28
		25%	25%	25%	24%	27%	36%	31%	24%	23%	21%	25%	34%	23%
Quite easy	(1)	469	469	467	412	38	18	76	294	99	159	186	66	58
		43%	43%	43%	44%	41%	36%	42%	44%	44%	42%	48%	35%	48%
Neither easy nor difficult	(0)	109	109	109	99	7	3	13	68	27	46	29	23	11
		10%	10%	10%	11%	7%	6%	7%	10%	12%	12%	7%	12%	9%
Quite difficult	(-1)	172	172	172	147	15	9	29	107	36	75	57	22	18
		16%	16%	16%	16%	17%	17%	16%	16%	16%	20%	15%	12%	15%
Very difficult	(-2)	53	53	51	44	7	2	7	35	11	20	15	13	6
		5%	5%	5%	5%	7%	4%	4%	5%	5%	5%	4%	7%	5%
SUMMARY CODES														
EASY 1,2		739	739	738	638	64	37	132	457	150	237	284	131	87
		69%	69%	69%	68%	69%	72%	73%	68%	67%	62%	73%	69%	71%
DIFFICULT 4,5		224	224	223	191	22	11	36	142	47	95	71	35	23
		21%	21%	21%	20%	24%	22%	20%	21%	21%	25%	18%	18%	19%
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1
		*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know		5	5	5	5	-	-	-	4	1	2	2	1	1
		*	*	*	1%	-	-	-	1%	*	*	1%	*	1%
Average Score		0.683	0.683	0.687	0.679	0.645	0.827	0.810	0.663	0.642	0.531	0.771	0.791	0.713
Standard Deviation		1.156	1.156	1.153	1.143	1.252	1.224	1.153	1.162	1.138	1.175	1.103	1.224	1.120
Error Variance		0.001	0.001	0.001	0.002	0.017	0.034	0.007	0.003	0.006	0.005	0.004	0.009	0.007

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.49_02 And thinking about the information that you wanted about your existing gas tariff or energy use. How easy or difficult was it .. to understand the information that you found?

Base: All who looked for information about existing gas tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	952	112	840	589	363	696	142	105	863	89
Weighted Base	1078	131	947	681	397	830	144	91	1000	78
Very easy	(2) 270	30	240	174	96	203	37	26	258	12
	25%	23%	25%	26%	24%	24%	26%	28%	26%	15%
Quite easy	(1) 469	63	406	299	170	358	64	44	423	46
	43%	48%	43%	44%	43%	43%	44%	48%	42%	59%
Neither easy nor difficult	(0) 109	13	96	61	48	80	18	6	101	7
	10%	10%	10%	9%	12%	10%	13%	7%	10%	10%
Quite difficult	(-1) 172	17	154	119	53	138	20	12	163	8
	16%	13%	16%	17%	13%	17%	14%	14%	16%	10%
Very difficult	(-2) 53	7	46	25	27	45	5	2	49	4
	5%	5%	5%	4%	7%	5%	4%	3%	5%	4%
SUMMARY CODES										
EASY 1,2	739	93	646	473	267	561	101	69	681	58
	69%	71%	68%	69%	67%	68%	70%	76%	68%	75%
DIFFICULT 4,5	224	24	200	144	80	183	25	15	213	12
	21%	19%	21%	21%	20%	22%	17%	16%	21%	15%
Refused	1	-	1	1	-	1	-	-	1	-
	*	-	*	*	-	*	-	-	*	-
Don't know	5	-	5	3	3	5	-	1	4	1
	*	-	1%	*	1%	1%	-	1%	*	1%
Average Score	0.683	0.701	0.681	0.704	0.647	0.650	0.749	0.856	0.681	0.713
Standard Deviation	1.156	1.127	1.161	1.140	1.184	1.177	1.094	1.065	1.168	1.004
Error Variance	0.001	0.011	0.002	0.002	0.004	0.002	0.008	0.011	0.002	0.011

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
I used an online\website price comparison service (e.g. USwitch, Money Supermarket)	714 38%	714 38%	714 38%	635 40%	58 35%	20 22%	142 42%	470 44%	101 23%	276 46%	260 42%	109 33%	68 23%
I rang my supplier	244 13%	244 13%	242 13%	212 13%	18 11%	14 15%	52 15%	120 11%	71 16%	69 11%	84 14%	45 13%	46 15%
I rang other suppliers	86 5%	86 5%	84 5%	74 5%	7 4%	4 4%	18 5%	45 4%	23 5%	17 3%	28 5%	18 5%	22 7%
I looked at my supplier's own website	198 11%	198 11%	198 11%	158 10%	30 18%	11 11%	33 10%	129 12%	36 8%	77 13%	78 12%	22 7%	22 7%
I looked at the websites of other suppliers	185 10%	185 10%	185 10%	147 9%	23 14%	15 16%	31 9%	121 11%	33 7%	72 12%	66 11%	26 8%	21 7%
I spoke to a supplier salesperson in the street\shopping centre\ public place	85 5%	85 5%	85 5%	75 5%	7 4%	3 3%	19 6%	48 4%	18 4%	16 3%	28 5%	17 5%	23 8%
A friend or family member told me about it	94 5%	94 5%	92 5%	82 5%	7 4%	5 5%	15 5%	44 4%	35 8%	22 4%	31 5%	24 7%	17 6%
A supplier salesperson knocked at my door	77 4%	77 4%	76 4%	68 4%	4 2%	5 5%	12 4%	41 4%	24 5%	17 3%	19 3%	15 5%	25 8%
A new supplier phoned me	81 4%	81 4%	81 4%	70 4%	9 5%	2 2%	13 4%	49 5%	19 4%	13 2%	13 2%	28 8%	27 9%
I saw an advert	47 3%	47 3%	47 3%	40 2%	2 1%	4 5%	5 1%	23 2%	18 4%	11 2%	17 3%	7 2%	11 4%
I phoned a comparison service	49 3%	49 3%	48 3%	39 2%	4 2%	6 7%	10 3%	25 2%	15 3%	14 2%	23 4%	5 1%	7 2%
Written communication or marketing material from supplier	67 4%	67 4%	67 4%	52 3%	8 5%	7 8%	8 2%	32 3%	27 6%	23 4%	14 2%	16 5%	14 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Through a collective (group) switching campaign organised by a third party (e.g. council\charity\housing association \ Big Switch, ready to switch etc)	19 1%	19 1%	19 1%	16 1%	1 1%	1 1%	1 *	7 1%	10 2%	6 1%	3 1%	7 2%	3 1%
Comparison website\supplier sites (contacted me)	12 1%	12 1%	12 1%	10 1%	1 1%	1 1%	3 1%	4 *	6 1%	4 1%	3 *	5 2%	1 *
Looked at the bills	3 *	3 *	3 *	3 *	- -	- -	- -	3 *	- -	3 *	- -	- -	- -
Supplier phoned me	15 1%	15 1%	15 1%	13 1%	1 *	1 1%	* *	10 1%	4 1%	3 1%	8 1%	1 *	2 1%
They phoned me (no detail)	5 *	5 *	5 *	4 *	- -	1 1%	- -	1 *	4 1%	2 *	- -	1 *	1 *
Moved house	8 *	8 *	8 *	7 *	1 1%	- -	3 1%	4 *	2 *	3 *	5 1%	- -	1 *
Someone else did it online	3 *	3 *	3 *	2 *	- -	1 1%	- -	1 *	2 *	1 *	1 *	- -	1 *
Someone else contacted supplier by phone	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	2 *	- -	- -	- -
Someone else did it (no detail)	10 1%	10 1%	10 1%	9 1%	1 1%	- -	1 *	5 *	4 1%	4 1%	2 *	2 1%	1 *
Someone else\friend (no detail)	8 *	8 *	8 *	6 *	2 1%	- -	- -	5 *	3 1%	- -	3 1%	3 1%	2 1%
Recommendation	1 *	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
Online\internet	6 *	6 *	6 *	6 *	- -	- -	1 *	5 *	1 *	- -	5 1%	- -	2 1%
Martin Lewis (website\programme)	4 *	4 *	4 *	4 *	- -	- -	- -	2 *	2 *	- -	4 1%	- -	- -
Age UK	2 *	2 *	2 *	2 *	- -	- -	- -	- -	2 *	- -	1 *	- -	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1720	1720	1715	1473	162	85	387	875	458	477	495	309	439
Weighted Base	1860	1860	1854	1603	165	92	341	1070	449	600	625	335	301
Newspaper\magazine	7	7	7	7	-	-	-	5	2	2	2	1	1
	*	*	*	*	-	-	-	*	*	*	*	*	*
By post	3	3	3	1	1	-	1	-	1	-	1	1	1
	*	*	*	*	1%	-	*	-	*	-	*	*	*
Other	36	36	34	30	3	3	8	16	11	17	13	4	2
	2%	2%	2%	2%	2%	3%	2%	2%	3%	3%	2%	1%	1%
None	21	21	21	16	4	2	4	13	4	4	9	4	4
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%
Refused	2	2	2	2	1	-	-	2	1	-	1	-	1
	*	*	*	*	*	-	-	*	*	-	*	-	*
Don't know	75	75	75	60	8	8	19	34	23	16	23	18	18
	4%	4%	4%	4%	5%	8%	6%	3%	5%	3%	4%	5%	6%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
I used an online\website price comparison service (e.g. USwitch, Money Supermarket)	714 38%	74 36%	639 39%	458 43%	256 32%	554 41%	110 40%	41 20%	706 43%	8 4%
I rang my supplier	244 13%	24 12%	220 13%	153 14%	91 12%	175 13%	36 13%	33 16%	206 12%	37 19%
I rang other suppliers	86 5%	14 7%	72 4%	44 4%	41 5%	58 4%	18 7%	9 5%	72 4%	13 7%
I looked at my supplier's own website	198 11%	28 14%	170 10%	123 11%	76 10%	160 12%	27 10%	11 5%	195 12%	3 2%
I looked at the websites of other suppliers	185 10%	22 11%	163 10%	96 9%	89 11%	153 11%	23 8%	10 5%	181 11%	4 2%
I spoke to a supplier salesperson in the street\shopping centre\ public place	85 5%	12 6%	73 4%	39 4%	45 6%	49 4%	16 6%	18 9%	70 4%	14 7%
A friend or family member told me about it	94 5%	10 5%	84 5%	42 4%	52 7%	59 4%	11 4%	22 11%	65 4%	29 14%
A supplier salesperson knocked at my door	77 4%	9 4%	68 4%	31 3%	46 6%	46 3%	6 2%	21 10%	64 4%	13 7%
A new supplier phoned me	81 4%	5 2%	76 5%	45 4%	35 4%	46 3%	16 6%	16 8%	63 4%	18 9%
I saw an advert	47 3%	8 4%	39 2%	28 3%	18 2%	33 2%	7 2%	5 3%	39 2%	7 4%
I phoned a comparison service	49 3%	8 4%	41 2%	26 2%	23 3%	34 3%	9 3%	6 3%	38 2%	12 6%
Written communication or marketing material from supplier	67 4%	7 3%	60 4%	38 4%	29 4%	47 4%	8 3%	6 3%	48 3%	19 9%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association \ Big Switch, ready to switch etc)	19 1%	3 1%	16 1%	10 1%	9 1%	13 1%	2 1%	2 1%	17 1%	2 1%
Comparison website\supplier sites (contacted me)	12 1%	1 1%	11 1%	10 1%	2 *	8 1%	3 1%	2 1%	11 1%	1 1%
Looked at the bills	3 *	- -	3 *	1 *	2 *	3 *	- -	- -	3 *	- -
Supplier phoned me	15 1%	3 2%	12 1%	6 1%	8 1%	13 1%	1 *	1 *	11 1%	4 2%
They phoned me (no detail)	5 *	- -	5 *	3 *	1 *	5 *	- -	- -	2 *	2 1%
Moved house	8 *	4 2%	4 *	1 *	7 1%	5 *	2 1%	1 *	8 *	1 *
Someone else did it online	3 *	- -	3 *	2 *	2 *	3 *	- -	- -	2 *	1 1%
Someone else contacted supplier by phone	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Someone else did it (no detail)	10 1%	- -	10 1%	5 *	5 1%	5 *	1 *	3 2%	6 *	4 2%
Someone else\friend (no detail)	8 *	2 1%	6 *	4 *	4 1%	3 *	3 1%	1 *	7 *	1 *
Recommendation	1 *	- -	1 *	1 *	- -	- -	- -	1 *	- -	1 *
Online\internet	6 *	- -	6 *	4 *	3 *	5 *	1 *	1 1%	6 *	- -
Martin Lewis (website\ programme)	4 *	1 *	3 *	2 *	2 *	4 *	- -	- -	3 *	1 *
Age UK	2 *	- -	2 *	2 *	- -	2 *	- -	- -	- -	2 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.50 And when you compared and/or switched gas supplier or tariff, how did you find out about the deals offered?

Base: All who have switched gas supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1720	184	1536	954	766	1167	284	248	1488	232
Weighted Base	1860	204	1656	1071	789	1351	277	206	1660	200
Newspaper\magazine	7	2	5	6	1	7	-	-	5	2
	*	1%	*	1%	*	1%	-	-	*	1%
By post	3	-	3	1	1	1	1	1	3	-
	*	-	*	*	*	*	*	1%	*	-
Other	36	2	34	22	14	26	4	5	34	2
	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%
None	21	2	19	4	18	17	1	3	17	4
	1%	1%	1%	*	2%	1%	*	2%	1%	2%
Refused	2	1	1	2	1	1	*	1	2	1
	*	1%	*	*	*	*	*	*	*	*
Don't know	75	5	70	34	42	48	15	12	61	15
	4%	3%	4%	3%	5%	4%	5%	6%	4%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.51 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your gas tariff or supplier?

Base: All who have switched gas supplier or tariff in the last 12 months and aim was to save money

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1060	1060	1059	904	106	50	241	533	286	304	297	191	268
Weighted Base	1137	1137	1137	979	109	50	207	654	277	381	374	202	180
Yes, I feel I'm paying less now	767 67%	767 67%	767 67%	675 69%	65 60%	28 55%	140 68%	468 72%	159 57%	250 66%	279 75%	132 65%	106 59%
Yes, I feel I'll be paying less in the long term	114 10%	114 10%	114 10%	90 9%	14 13%	9 18%	15 7%	61 9%	37 13%	39 10%	35 9%	20 10%	19 11%
SUMMARY CODE													
YES 1,2	881 77%	881 77%	881 77%	765 78%	79 73%	37 73%	155 75%	529 81%	196 71%	289 76%	315 84%	152 75%	125 69%
No	205 18%	205 18%	204 18%	168 17%	26 24%	11 21%	43 21%	106 16%	57 20%	71 19%	51 14%	42 21%	41 23%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	52 5%	52 5%	52 5%	46 5%	3 3%	3 5%	8 4%	19 3%	24 9%	21 5%	8 2%	9 4%	14 8%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.51 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your gas tariff or supplier?

Base: All who have switched gas supplier or tariff in the last 12 months and aim was to save money

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1060	100	960	643	417	720	174	155	910	150
Weighted Base	1137	108	1030	727	410	834	165	125	1010	127
Yes, I feel I'm paying less now	767 67%	76 70%	691 67%	530 73%	237 58%	578 69%	107 65%	74 59%	684 68%	83 65%
Yes, I feel I'll be paying less in the long term	114 10%	9 8%	105 10%	73 10%	41 10%	85 10%	16 10%	13 10%	103 10%	11 9%
SUMMARY CODE										
YES 1,2	881 77%	85 79%	796 77%	602 83%	278 68%	662 79%	123 75%	87 69%	787 78%	94 74%
No	205 18%	17 16%	188 18%	99 14%	106 26%	130 16%	37 22%	34 27%	184 18%	21 16%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	52 5%	6 5%	46 4%	25 3%	27 6%	42 5%	5 3%	4 4%	39 4%	12 10%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.53 Thinking of the last time you switched or compared electricity supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
Save money	1822	1675	1822	1560	160	102	322	1059	440	579	604	343	297
	92%	92%	92%	91%	94%	95%	91%	93%	90%	92%	90%	94%	91%
Get better customer service	172	159	172	152	12	8	25	105	42	55	54	35	27
	9%	9%	9%	9%	7%	8%	7%	9%	9%	9%	8%	10%	8%
Get other benefits (e.g. loyalty points)	42	39	42	37	4	2	12	23	7	8	16	6	12
	2%	2%	2%	2%	2%	2%	3%	2%	1%	1%	2%	2%	4%
Wanted a dual fuel package	96	96	96	77	16	3	17	50	29	24	39	19	13
	5%	5%	5%	5%	9%	3%	5%	4%	6%	4%	6%	5%	4%
Wanted a fixed term/fixed price deal	124	112	124	97	22	5	13	78	33	39	46	23	15
	6%	6%	6%	6%	13%	4%	4%	7%	7%	6%	7%	6%	5%
Wanted a 'greener' tariff	34	29	34	28	6	-	9	19	6	17	11	4	2
	2%	2%	2%	2%	3%	-	2%	2%	1%	3%	2%	1%	1%
Wanted an online tariff	24	22	24	19	5	-	3	13	8	13	4	4	3
	1%	1%	1%	1%	3%	-	1%	1%	2%	2%	1%	1%	1%
Moved house	17	13	17	14	3	-	9	5	3	4	7	2	4
	1%	1%	1%	1%	1%	-	3%	*	1%	1%	1%	*	1%
Wanted a better/cheaper deal/prices	19	16	19	18	1	-	2	9	8	5	9	4	2
	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	1%
Haven't changed/switched/stayed with existing supplier	4	3	4	4	-	-	2	-	2	-	2	-	1
	*	*	*	*	-	-	*	-	*	-	*	-	*
Stable prices/cost	3	3	3	2	1	-	1	2	-	1	2	-	1
	*	*	*	*	*	-	*	*	-	*	*	-	*
A company I could trust/a reliable company	3	3	3	3	-	-	-	1	2	1	-	-	2
	*	*	*	*	-	-	-	*	*	*	-	-	1%
Clarity	3	3	3	3	-	-	-	2	1	1	1	1	-
	*	*	*	*	-	-	-	*	*	*	*	*	-
No exit fee	3	3	3	3	-	-	-	3	-	3	-	-	-
	*	*	*	*	-	-	-	*	-	*	-	-	-
Payment options	10	10	10	10	1	-	3	6	1	1	4	1	4
	1%	1%	1%	1%	*	-	1%	1%	*	*	1%	*	1%
Old tariff came to an end/removed	3	3	3	-	3	-	-	1	2	-	1	1	1
	*	*	*	-	2%	-	-	*	*	-	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.53 Thinking of the last time you switched or compared electricity supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
Efficiency	1	1	1	1	-	-	-	1	-	1	-	-	-
	*	*	*	*	-	-	-	*	-	*	-	-	-
To get away from our supplier/wanted a change	6	6	6	5	1	-	3	3	-	3	4	-	-
	*	*	*	*	1%	-	1%	*	-	*	1%	-	-
Meter/wanted a different meter	4	2	4	3	1	-	-	3	1	2	-	-	2
	*	*	*	*	1%	-	-	*	*	*	-	-	1%
Meter read regularly/correctly/no estimated bills	3	2	3	3	-	-	1	2	-	-	2	-	1
	*	*	*	*	-	-	*	*	-	-	*	-	*
Other	25	23	25	25	-	-	3	13	10	9	10	3	4
	1%	1%	1%	1%	-	-	1%	1%	2%	1%	1%	1%	1%
None	4	4	4	4	-	-	1	3	-	-	4	-	-
	*	*	*	*	-	-	*	*	-	-	1%	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	18	22	17	3	2	6	9	7	9	11	2	1
	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%	1%	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.53 Thinking of the last time you switched or compared electricity supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
Save money	1822	246	1576	1061	761	1296	285	214	1614	207
	92%	90%	92%	93%	90%	92%	91%	92%	92%	91%
Get better customer service	172	21	151	87	85	118	31	21	147	25
	9%	8%	9%	8%	10%	8%	10%	9%	8%	11%
Get other benefits (e.g. loyalty points)	42	11	31	15	28	19	11	10	34	9
	2%	4%	2%	1%	3%	1%	4%	4%	2%	4%
Wanted a dual fuel package	96	10	86	59	37	77	14	5	81	14
	5%	4%	5%	5%	4%	5%	5%	2%	5%	6%
Wanted a fixed term/fixed price deal	124	19	105	107	17	100	15	9	119	6
	6%	7%	6%	9%	2%	7%	5%	4%	7%	2%
Wanted a 'greener' tariff	34	7	26	16	18	23	10	1	34	-
	2%	3%	2%	1%	2%	2%	3%	1%	2%	-
Wanted an online tariff	24	6	18	13	12	20	4	-	24	-
	1%	2%	1%	1%	1%	1%	1%	-	1%	-
Moved house	17	3	14	5	12	8	6	2	14	3
	1%	1%	1%	*	1%	1%	2%	1%	1%	1%
Wanted a better/cheaper deal/prices	19	5	15	14	5	14	6	-	19	-
	1%	2%	1%	1%	1%	1%	2%	-	1%	-
Haven't changed/switched/stayed with existing supplier	4	2	2	1	3	2	-	1	2	1
	*	1%	*	*	*	*	-	1%	*	1%
Stable prices/cost	3	1	2	2	2	2	1	-	3	-
	*	*	*	*	*	*	*	-	*	-
A company I could trust/a reliable company	3	-	3	3	-	2	-	2	2	1
	*	-	*	*	-	*	-	1%	*	1%
Clarity	3	1	2	1	2	3	-	-	3	-
	*	*	*	*	*	*	-	-	*	-
No exit fee	3	-	3	3	-	3	-	-	3	-
	*	-	*	*	-	*	-	-	*	-
Payment options	10	1	9	1	9	1	7	2	9	1
	1%	1%	1%	*	1%	*	2%	1%	1%	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.53 Thinking of the last time you switched or compared electricity supplier or tariffs, what were the main things you wanted to achieve?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
Old tariff came to an end\removed	3 *	- -	3 *	2 *	1 *	3 *	- -	- -	2 *	1 1%
Efficiency	1 *	1 1%	- -	- -	1 *	- -	1 *	- -	1 *	- -
To get away from our supplier\wanted a change	6 *	- -	6 *	3 *	4 *	4 *	1 *	1 *	6 *	- -
Meter\wanted a different meter	4 *	1 *	3 *	- -	4 *	2 *	- -	2 1%	3 *	1 *
Meter read regularly\correctly\no estimated bills	3 *	- -	3 *	1 *	2 *	1 *	- -	2 1%	2 *	1 *
Other	25 1%	6 2%	20 1%	16 1%	10 1%	17 1%	2 1%	6 2%	21 1%	4 2%
None	4 *	- -	4 *	1 *	2 *	4 *	- -	- -	4 *	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	22 1%	6 2%	17 1%	9 1%	13 2%	17 1%	3 1%	2 1%	19 1%	3 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
I received a bill or direct debit \ prepayment statement from my supplier	207 10%	190 10%	207 10%	173 10%	22 13%	12 11%	48 13%	114 10%	45 9%	56 9%	78 12%	41 11%	32 10%
I received a price increase notice from my supplier	425 21%	383 21%	425 21%	371 22%	37 22%	17 16%	61 17%	273 24%	92 19%	128 20%	155 23%	80 22%	62 19%
I received an end of fixed term tariff notice from my supplier	209 10%	199 11%	209 10%	172 10%	30 18%	7 6%	19 5%	135 12%	55 11%	92 15%	68 10%	36 10%	13 4%
I received an annual summary or review from my supplier	58 3%	55 3%	58 3%	55 3%	3 2%	- -	7 2%	44 4%	7 1%	22 4%	20 3%	7 2%	9 3%
I received a 'dead notice' from my supplier about my tariff	4 *	4 *	4 *	2 *	1 *	1 1%	2 *	1 *	1 *	- -	1 *	2 1%	1 *
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	30 2%	26 1%	30 2%	27 2%	3 2%	- -	2 1%	18 2%	10 2%	17 3%	10 1%	2 1%	2 *
I received a letter telling me about savings I could achieve by changing tariff, payment method or managing my account online with my current supplier	60 3%	50 3%	60 3%	53 3%	4 3%	3 2%	4 1%	32 3%	24 5%	17 3%	18 3%	15 4%	10 3%
I received another communication from my supplier	54 3%	48 3%	54 3%	52 3%	2 1%	- -	5 1%	31 3%	18 4%	14 2%	12 2%	11 3%	17 5%
I experienced poor customer service	99 5%	90 5%	99 5%	83 5%	11 6%	6 5%	14 4%	64 6%	21 4%	30 5%	34 5%	20 5%	15 5%
I moved home	153 8%	143 8%	153 8%	128 7%	20 12%	6 6%	62 18%	78 7%	13 3%	46 7%	41 6%	33 9%	34 10%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
Media coverage about my energy supplier's prices going up	113 6%	108 6%	113 6%	106 6%	5 3%	2 2%	19 5%	71 6%	23 5%	36 6%	48 7%	20 5%	9 3%
Media coverage about energy suppliers in general	65 3%	61 3%	65 3%	61 4%	3 2%	2 2%	6 2%	44 4%	15 3%	30 5%	24 4%	6 2%	6 2%
I was looking at a money saving website	120 6%	104 6%	120 6%	105 6%	10 6%	5 5%	22 6%	76 7%	22 5%	38 6%	43 6%	24 7%	14 4%
I saw an advert on TV	69 3%	65 4%	69 3%	56 3%	3 2%	10 9%	10 3%	39 3%	20 4%	20 3%	27 4%	12 3%	9 3%
I saw an advert (billboard)	2 *	1 *	2 *	2 *	- -	- -	- -	1 *	1 *	1 *	1 *	- -	- -
I saw an advert in the newspaper	11 1%	11 1%	11 1%	8 *	2 1%	2 2%	1 *	6 1%	4 1%	3 *	3 *	2 1%	3 1%
Advert other	20 1%	20 1%	20 1%	19 1%	1 *	1 1%	4 1%	8 1%	8 2%	5 1%	6 1%	3 1%	7 2%
Talked to a friend, family member, or neighbour	103 5%	94 5%	103 5%	83 5%	13 8%	6 6%	24 7%	50 4%	29 6%	23 4%	31 5%	21 6%	28 9%
Salesman at the door/on street/in shops	28 1%	25 1%	28 1%	25 1%	2 1%	2 2%	4 1%	14 1%	10 2%	6 1%	4 1%	7 2%	11 3%
Do it regularly/periodically	32 2%	28 2%	32 2%	27 2%	2 1%	3 3%	7 2%	19 2%	5 1%	10 2%	15 2%	4 1%	2 1%
Save money	67 3%	56 3%	67 3%	60 4%	5 3%	1 1%	13 4%	42 4%	12 2%	22 4%	19 3%	15 4%	10 3%
Wanted a fixed tariff/rate	2 *	2 *	2 *	2 *	- -	- -	1 *	1 *	- -	- -	2 *	- -	- -
Rising prices	13 1%	12 1%	13 1%	11 1%	- -	2 2%	3 1%	5 *	5 1%	3 *	6 1%	2 1%	1 *
To get a better/cheaper deal	31 2%	30 2%	31 2%	29 2%	- -	2 2%	6 2%	15 1%	10 2%	6 1%	10 2%	10 3%	5 2%
Too expensive	23 1%	21 1%	23 1%	22 1%	2 1%	- -	5 1%	12 1%	5 1%	6 1%	4 1%	6 2%	7 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
Price\cost (no detail)	20	18	20	20	-	-	1	12	7	6	6	6	2
	1%	1%	1%	1%	-	-	*	1%	1%	1%	1%	2%	*
Internet	4	4	4	3	-	1	1	4	-	2	1	-	1
	*	*	*	*	-	1%	*	*	-	*	*	-	*
Offered an incentive to switch	5	5	5	5	-	-	3	2	1	1	1	2	2
	*	*	*	*	-	-	1%	*	*	*	*	*	1%
Call from another supplier to switch	37	35	37	34	3	-	6	20	11	11	8	8	11
	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	1%	2%	3%
Martin Lewis advice	8	7	8	8	-	-	-	6	2	1	5	1	1
	*	*	*	*	-	-	-	*	*	*	1%	*	*
Curiosity	33	30	33	27	2	4	4	15	13	14	16	1	2
	2%	2%	2%	2%	1%	4%	1%	1%	3%	2%	2%	*	*
Problems with\unhappy with current supplier	21	18	21	21	-	-	2	15	4	8	3	6	4
	1%	1%	1%	1%	-	-	1%	1%	1%	1%	*	2%	1%
Did not compare	5	4	5	4	-	1	3	1	1	-	1	1	3
	*	*	*	*	-	1%	1%	*	*	-	*	*	1%
Other	70	59	70	54	9	6	11	36	23	24	22	9	15
	3%	3%	3%	3%	5%	6%	3%	3%	5%	4%	3%	2%	5%
None	13	13	13	11	2	-	4	5	4	5	6	2	1
	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	*
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	116	99	116	96	8	12	30	46	40	30	40	19	27
	6%	5%	6%	6%	5%	11%	8%	4%	8%	5%	6%	5%	8%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
I received a bill or direct debit \ prepayment statement from my supplier	207 10%	31 11%	176 10%	105 9%	101 12%	150 11%	33 10%	21 9%	185 10%	22 10%
I received a price increase notice from my supplier	425 21%	65 24%	361 21%	271 24%	155 18%	319 23%	61 19%	42 18%	389 22%	37 16%
I received an end of fixed term tariff notice from my supplier	209 10%	15 6%	193 11%	172 15%	36 4%	182 13%	14 5%	9 4%	199 11%	10 4%
I received an annual summary or review from my supplier	58 3%	7 2%	52 3%	37 3%	21 3%	46 3%	5 2%	7 3%	54 3%	5 2%
I received a 'dead notice' from my supplier about my tariff	4 *	1 *	3 *	4 *	- -	2 *	2 1%	- -	3 *	1 *
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	30 2%	2 1%	28 2%	17 1%	13 2%	22 2%	4 1%	4 2%	27 2%	3 1%
I received a letter telling me about savings I could achieve by changing tariff, payment method or managing my account online with my current supplier	60 3%	11 4%	48 3%	38 3%	22 3%	48 3%	6 2%	4 2%	48 3%	12 5%
I received another communication from my supplier	54 3%	13 5%	41 2%	26 2%	28 3%	35 2%	10 3%	8 3%	44 2%	11 5%
I experienced poor customer service	99 5%	20 7%	79 5%	46 4%	52 6%	55 4%	27 9%	13 6%	89 5%	9 4%
I moved home	153 8%	27 10%	126 7%	73 6%	80 9%	69 5%	60 19%	25 10%	145 8%	8 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
Media coverage about my energy supplier's prices going up	113 6%	23 9%	90 5%	75 7%	38 5%	94 7%	10 3%	7 3%	105 6%	8 4%
Media coverage about energy suppliers in general	65 3%	12 4%	53 3%	40 4%	25 3%	49 3%	8 3%	6 3%	64 4%	1 *
I was looking at a money saving website	120 6%	32 12%	88 5%	74 6%	46 5%	87 6%	21 7%	10 4%	118 7%	2 1%
I saw an advert on TV	69 3%	11 4%	58 3%	41 4%	27 3%	54 4%	8 3%	6 3%	61 3%	7 3%
I saw an advert (billboard)	2 *	1 1%	1 *	2 *	- -	1 *	- -	1 1%	2 *	- -
I saw an advert in the newspaper	11 1%	1 *	10 1%	9 1%	2 *	9 1%	1 *	1 *	7 *	4 2%
Advert other	20 1%	1 *	20 1%	12 1%	8 1%	14 1%	3 1%	3 1%	16 1%	5 2%
Talked to a friend, family member, or neighbour	103 5%	12 4%	90 5%	37 3%	66 8%	58 4%	19 6%	24 10%	77 4%	26 11%
Salesman at the door/on street/in shops	28 1%	2 1%	26 2%	11 1%	18 2%	16 1%	3 1%	8 4%	17 1%	11 5%
Do it regularly/periodically	32 2%	7 3%	24 1%	24 2%	8 1%	27 2%	3 1%	2 1%	32 2%	- -
Save money	67 3%	9 3%	58 3%	32 3%	34 4%	47 3%	12 4%	5 2%	61 3%	6 2%
Wanted a fixed tariff/rate	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Rising prices	13 1%	- -	13 1%	9 1%	4 *	10 1%	2 1%	1 *	13 1%	- -
To get a better/cheaper deal	31 2%	3 1%	28 2%	19 2%	12 1%	19 1%	8 2%	3 1%	27 2%	5 2%
Too expensive	23 1%	2 1%	21 1%	14 1%	9 1%	11 1%	5 2%	5 2%	18 1%	5 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.52 And what were the main reasons that caused you to compare?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
Price\cost (no detail)	20 1%	1 1%	19 1%	9 1%	11 1%	14 1%	4 1%	2 1%	18 1%	3 1%
Internet	4 *	- *	4 *	2 *	2 *	4 *	- *	1 *	4 *	- *
Offered an incentive to switch	5 *	1 *	4 *	2 *	4 *	4 *	- *	1 1%	5 *	- *
Call from another supplier to switch	37 2%	2 1%	35 2%	19 2%	18 2%	22 2%	8 3%	6 3%	29 2%	8 4%
Martin Lewis advice	8 *	1 *	7 *	6 *	2 *	7 *	1 *	- *	8 *	- *
Curiosity	33 2%	3 1%	30 2%	11 1%	22 3%	27 2%	3 1%	3 1%	30 2%	3 1%
Problems with\unhappy with current supplier	21 1%	1 *	20 1%	15 1%	6 1%	11 1%	5 2%	4 2%	19 1%	1 1%
Did not compare	5 *	1 *	4 *	1 *	4 *	2 *	1 *	2 1%	3 *	2 1%
Other	70 3%	13 5%	56 3%	35 3%	35 4%	49 3%	9 3%	12 5%	60 3%	10 4%
None	13 1%	1 *	12 1%	6 1%	7 1%	8 1%	3 1%	2 1%	10 1%	3 1%
Refused	1 *	- *	1 *	1 *	- *	1 *	- *	- *	1 *	- *
Don't know	116 6%	18 7%	98 6%	52 5%	64 8%	76 5%	16 5%	21 9%	89 5%	27 12%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.54 When you last compared electricity tariffs or energy suppliers did you look for information about your existing tariff or energy use?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1846	1690	1846	1583	168	95	405	939	502	499	529	339	479
Weighted Base	1987	1823	1987	1710	171	106	355	1143	489	629	669	363	325
Yes, I just found out more about my existing tariff	488 25%	442 24%	488 25%	422 25%	36 21%	29 27%	86 24%	299 26%	103 21%	170 27%	148 22%	101 28%	69 21%
Yes, I just found out more about my existing energy use	134 7%	114 6%	134 7%	113 7%	13 8%	8 8%	24 7%	83 7%	26 5%	45 7%	48 7%	25 7%	16 5%
Yes, I found out more about both my tariff and energy use	564 28%	522 29%	564 28%	482 28%	52 30%	31 29%	78 22%	360 31%	126 26%	192 30%	242 36%	77 21%	54 17%
SUMMARY CODE													
YES 1,2,3	1186 60%	1079 59%	1186 60%	1017 59%	101 59%	68 64%	188 53%	742 65%	255 52%	407 65%	438 65%	203 56%	138 42%
No, neither	765 39%	714 39%	765 39%	659 39%	68 40%	39 36%	162 46%	383 33%	221 45%	208 33%	220 33%	155 43%	183 56%
Refused	2 *	- -	2 *	2 *	- -	- -	- -	- -	2 *	2 *	- -	- -	- -
Don't know	34 2%	31 2%	34 2%	32 2%	2 1%	- -	4 1%	19 2%	11 2%	13 2%	12 2%	5 1%	4 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.54 When you last compared electricity tariffs or energy suppliers did you look for information about your existing tariff or energy use?

Base: All who have switched electricity supplier, changed tariff, compared tariff with other suppliers or checked tariff with current supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1846	253	1593	1024	822	1216	324	281	1582	264
Weighted Base	1987	273	1715	1143	844	1413	313	234	1759	228
Yes, I just found out more about my existing tariff	488 25%	63 23%	424 25%	310 27%	177 21%	372 26%	70 22%	43 19%	442 25%	46 20%
Yes, I just found out more about my existing energy use	134 7%	26 9%	108 6%	91 8%	43 5%	96 7%	16 5%	21 9%	126 7%	8 3%
Yes, I found out more about both my tariff and energy use	564 28%	90 33%	474 28%	339 30%	226 27%	434 31%	78 25%	40 17%	531 30%	33 14%
SUMMARY CODE										
YES 1,2,3	1186 60%	179 66%	1006 59%	740 65%	446 53%	902 64%	164 52%	105 45%	1099 62%	87 38%
No, neither	765 39%	90 33%	676 39%	382 33%	383 45%	479 34%	147 47%	126 54%	629 36%	136 60%
Refused	2 *	- -	2 *	1 *	1 *	1 *	1 *	- -	2 *	- -
Don't know	34 2%	4 1%	30 2%	20 2%	14 2%	31 2%	1 *	3 1%	29 2%	5 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.55 And how did you find out more about your existing tariff or energy use?

Base: All who looked for information about existing electricity tariff or energy use

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1048	950	1048	896	96	56	206	588	254	322	342	182	202
Weighted Base	1186	1079	1186	1017	101	68	188	742	255	407	438	203	138
Looked at my bill or direct debit/prepayment statement	342 29%	313 29%	342 29%	297 29%	27 27%	18 26%	51 27%	220 30%	72 28%	127 31%	130 30%	54 26%	31 23%
Looked at my annual statement	188 16%	174 16%	188 16%	161 16%	22 21%	5 8%	35 18%	114 15%	40 16%	58 14%	70 16%	32 16%	28 20%
Looked at my account details online	496 42%	450 42%	496 42%	419 41%	48 47%	30 44%	75 40%	332 45%	89 35%	176 43%	198 45%	86 42%	37 27%
Rang my supplier	304 26%	274 25%	304 26%	261 26%	25 25%	18 27%	56 30%	170 23%	78 30%	92 23%	112 26%	53 26%	47 34%
Comparison website	2 *	* *	2 *	2 *	- -	- -	* *	1 *	- -	- *	1 *	- -	* *
Website (all other references)	3 *	3 *	3 *	2 *	- -	1 1%	1 *	- -	2 1%	2 *	- -	1 *	- -
Online\internet (no detail)	8 1%	8 1%	8 1%	6 1%	1 1%	1 1%	2 1%	4 1%	2 1%	4 1%	1 *	2 1%	1 1%
Talked to\asked someone else\friend	3 *	3 *	3 *	3 *	- -	- -	1 *	1 *	1 *	- -	- -	2 1%	1 1%
Someone else did it online	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	- -
Supplier informed me by letter/email\told me	4 *	3 *	4 *	3 *	1 1%	- -	- -	2 *	2 1%	- -	2 *	- -	2 2%
They rang me	3 *	3 *	3 *	3 *	- -	- -	- -	1 *	2 1%	- -	3 1%	- -	1 1%
Age UK	2 *	2 *	2 *	2 *	- -	- -	- -	- -	2 1%	2 *	- -	- -	- -
Other	29 2%	22 2%	29 2%	22 2%	4 4%	2 4%	1 1%	17 2%	10 4%	13 3%	9 2%	2 1%	5 4%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 *	3 *	4 *	4 *	- -	- -	1 *	3 *	1 *	1 *	1 *	- -	1 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.55 And how did you find out more about your existing tariff or energy use?

Base: All who looked for information about existing electricity tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1048	158	890	642	406	754	164	119	949	99
Weighted Base	1186	179	1006	740	446	902	164	105	1099	87
Looked at my bill or direct debit/prepayment statement	342 29%	46 26%	296 29%	207 28%	136 30%	262 29%	51 31%	27 25%	315 29%	27 32%
Looked at my annual statement	188 16%	28 16%	160 16%	108 15%	80 18%	138 15%	30 18%	20 19%	170 15%	18 21%
Looked at my account details online	496 42%	78 43%	419 42%	311 42%	186 42%	398 44%	60 36%	29 28%	484 44%	13 14%
Rang my supplier	304 26%	57 32%	247 25%	204 28%	100 22%	219 24%	55 33%	30 29%	275 25%	29 33%
Comparison website	2 *	1 1%	* *	2 *	- -	- -	* *	1 1%	2 *	- -
Website (all other references)	3 *	- -	3 *	3 *	- -	2 *	1 1%	- -	3 *	- -
Online\internet (no detail)	8 1%	- -	8 1%	4 1%	4 1%	6 1%	- -	1 1%	8 1%	- -
Talked to\asked someone else\friend	3 *	- -	3 *	1 *	2 *	1 *	- -	2 1%	2 *	1 1%
Someone else did it online	1 *	- -	1 *	1 *	- -	- -	- -	1 1%	- -	1 1%
Supplier informed me by letter\email\ told me	4 *	- -	4 *	- -	4 1%	4 *	- -	- -	2 *	2 2%
They rang me	3 *	- -	3 *	3 *	- -	3 *	- -	- -	1 *	2 2%
Age UK	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Other	29 2%	4 2%	24 2%	14 2%	14 3%	19 2%	- -	8 8%	25 2%	4 4%
None	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.55 And how did you find out more about your existing tariff or energy use?****Base: All who looked for information about existing electricity tariff or energy use**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1048	158	890	642	406	754	164	119	949	99
Weighted Base	1186	179	1006	740	446	902	164	105	1099	87
Don't know	4	-	4	3	1	3	*	*	3	1
	*	-	*	*	*	*	*	*	*	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.140 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it - SUMMARY****Base: All who looked for information about existing electricity tariff or energy use**

		To find the information that you wanted	To understand the information that you found
Unweighted Base		1048	1048
Weighted Base		1186	1186
Very easy (2)		348 29%	319 27%
Quite easy (1)		584 49%	520 44%
Neither easy nor difficult (0)		94 8%	112 9%
Quite difficult (-1)		114 10%	174 15%
Very difficult (-2)		38 3%	55 5%
SUMMARY CODES			
EASY 1,2		932 79%	839 71%
DIFFICULT 4,5		152 13%	229 19%
Refused		1 *	1 *
Don't know		7 1%	5 *
Average Score		0.925	0.741
Standard Deviation		1.024	1.144
Error Variance		0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.140_01 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to find the information that you wanted?

Base: All who looked for information about existing electricity tariff or energy use

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE				
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE	
Unweighted Base		1048	950	1048	896	96	56	206	588	254	322	342	182	202	
Weighted Base		1186	1079	1186	1017	101	68	188	742	255	407	438	203	138	
Very easy	(2)	348	319	348	294	26	27	60	222	66	98	131	79	41	
		29%	30%	29%	29%	26%	40%	32%	30%	26%	24%	30%	39%	29%	
Quite easy	(1)	584	534	584	502	52	30	101	357	127	213	217	82	72	
		49%	49%	49%	49%	52%	44%	53%	48%	50%	52%	50%	41%	52%	
Neither easy nor difficult	(0)	94	84	94	88	3	4	13	52	29	32	39	17	6	
		8%	8%	8%	9%	3%	5%	7%	7%	11%	8%	9%	8%	4%	
Quite difficult	(-1)	114	103	114	95	13	6	10	81	24	46	34	20	15	
		10%	10%	10%	9%	13%	9%	5%	11%	9%	11%	8%	10%	11%	
Very difficult	(-2)	38	33	38	33	5	-	5	26	7	16	14	5	3	
		3%	3%	3%	3%	5%	-	3%	3%	3%	4%	3%	3%	2%	
SUMMARY CODES															
EASY 1,2		932	853	932	796	79	57	160	579	193	311	347	161	113	
		79%	79%	79%	78%	78%	84%	85%	78%	75%	76%	79%	79%	81%	
DIFFICULT 4,5		152	136	152	128	18	6	15	107	31	62	48	25	18	
		13%	13%	13%	13%	18%	9%	8%	14%	12%	15%	11%	12%	13%	
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1	
		*	*	*	*	-	-	-	-	*	-	-	-	*	
Don't know		7	6	7	5	1	1	-	5	2	3	3	-	1	
		1%	1%	1%	*	1%	1%	-	1%	1%	1%	1%	-	1%	
Average Score		0.925	0.935	0.925	0.919	0.816	1.171	1.064	0.906	0.875	0.819	0.959	1.034	0.969	
Standard Deviation		1.024	1.017	1.024	1.020	1.120	0.900	0.913	1.058	0.996	1.048	0.995	1.048	0.989	
Error Variance		0.001	0.001	0.001	0.001	0.013	0.015	0.004	0.002	0.004	0.003	0.003	0.006	0.005	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.140_01 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to find the information that you wanted?

Base: All who looked for information about existing electricity tariff or energy use

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER		
		Total	Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1048	158	890	642	406	754	164	119	949	99
Weighted Base		1186	179	1006	740	446	902	164	105	1099	87
Very easy	(2)	348 29%	34 19%	314 31%	218 30%	130 29%	259 29%	51 31%	31 29%	327 30%	21 24%
Quite easy	(1)	584 49%	105 59%	479 48%	368 50%	216 48%	438 49%	83 51%	57 54%	529 48%	55 63%
Neither easy nor difficult	(0)	94 8%	13 7%	82 8%	62 8%	33 7%	74 8%	15 9%	4 4%	91 8%	3 4%
Quite difficult	(-1)	114 10%	19 10%	96 10%	66 9%	49 11%	95 10%	11 6%	9 9%	110 10%	5 5%
Very difficult	(-2)	38 3%	8 5%	29 3%	22 3%	16 4%	29 3%	4 3%	4 4%	34 3%	3 4%
SUMMARY CODES											
EASY 1,2		932 79%	139 77%	793 79%	586 79%	345 77%	697 77%	134 82%	88 84%	856 78%	75 87%
DIFFICULT 4,5		152 13%	27 15%	125 12%	88 12%	65 15%	123 14%	15 9%	13 13%	144 13%	8 9%
Refused		1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Don't know		7 1%	1 1%	6 1%	4 *	3 1%	7 1%	- -	- -	7 1%	- -
Average Score		0.925	0.767	0.953	0.946	0.890	0.899	1.008	0.960	0.920	0.982
Standard Deviation		1.024	1.027	1.021	1.001	1.060	1.036	0.953	1.027	1.032	0.917
Error Variance		0.001	0.007	0.001	0.002	0.003	0.001	0.006	0.009	0.001	0.008

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.140_02 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to understand the information that you found?

Base: All who looked for information about existing electricity tariff or energy use

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE				
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE	
Unweighted Base		1048	950	1048	896	96	56	206	588	254	322	342	182	202	
Weighted Base		1186	1079	1186	1017	101	68	188	742	255	407	438	203	138	
Very easy	(2)	319	291	319	268	25	27	57	197	65	93	120	71	35	
		27%	27%	27%	26%	25%	39%	30%	27%	25%	23%	27%	35%	26%	
Quite easy	(1)	520	477	520	454	44	23	81	329	110	179	199	76	67	
		44%	44%	44%	45%	43%	34%	43%	44%	43%	44%	45%	37%	48%	
Neither easy nor difficult	(0)	112	99	112	102	5	5	17	62	33	40	40	22	9	
		9%	9%	9%	10%	5%	7%	9%	8%	13%	10%	9%	11%	7%	
Quite difficult	(-1)	174	155	174	144	19	11	23	118	34	72	62	22	18	
		15%	14%	15%	14%	19%	17%	12%	16%	13%	18%	14%	11%	13%	
Very difficult	(-2)	55	51	55	44	8	2	11	33	12	21	16	11	7	
		5%	5%	5%	4%	8%	3%	6%	4%	5%	5%	4%	5%	5%	
SUMMARY CODES															
EASY 1,2		839	768	839	721	69	49	138	526	175	272	318	147	102	
		71%	71%	71%	71%	68%	73%	73%	71%	69%	67%	73%	72%	74%	
DIFFICULT 4,5		229	206	229	188	27	14	34	150	45	93	77	34	25	
		19%	19%	19%	18%	27%	20%	18%	20%	18%	23%	18%	16%	18%	
Refused		1	1	1	1	-	-	-	-	1	-	-	-	1	
		*	*	*	*	-	-	-	-	*	-	-	-	*	
Don't know		5	5	5	5	-	-	-	4	1	2	2	-	1	
		*	*	*	*	-	-	-	1%	*	*	1%	-	1%	
Average Score		0.741	0.748	0.741	0.748	0.572	0.886	0.800	0.732	0.723	0.618	0.792	0.855	0.774	
Standard Deviation		1.144	1.143	1.144	1.125	1.273	1.204	1.163	1.147	1.122	1.168	1.104	1.175	1.129	
Error Variance		0.001	0.001	0.001	0.001	0.017	0.026	0.007	0.002	0.005	0.004	0.004	0.008	0.006	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.140_02 And thinking about the information that you wanted about your existing electricity tariff or energy use. How easy or difficult was it .. to understand the information that you found?

Base: All who looked for information about existing electricity tariff or energy use

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER		
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular	
Unweighted Base	1048	158	890	642	406	754	164	119	949	99	
Weighted Base	1186	179	1006	740	446	902	164	105	1099	87	
Very easy	(2)	319 27%	36 20%	283 28%	199 27%	120 27%	242 27%	43 27%	29 27%	302 27%	17 20%
Quite easy	(1)	520 44%	89 49%	432 43%	328 44%	192 43%	396 44%	69 42%	49 47%	470 43%	50 58%
Neither easy nor difficult	(0)	112 9%	18 10%	94 9%	66 9%	46 10%	82 9%	23 14%	5 4%	104 9%	8 9%
Quite difficult	(-1)	174 15%	28 16%	146 15%	114 15%	60 13%	136 15%	24 15%	15 14%	167 15%	7 8%
Very difficult	(-2)	55 5%	9 5%	46 5%	29 4%	26 6%	41 5%	5 3%	8 8%	50 5%	5 5%
SUMMARY CODES											
EASY 1,2	839 71%	125 70%	715 71%	527 71%	312 70%	638 71%	112 68%	78 74%	772 70%	67 78%	
DIFFICULT 4,5	229 19%	37 21%	192 19%	143 19%	86 19%	177 20%	29 18%	23 21%	217 20%	12 14%	
Refused	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -	
Don't know	5 *	- -	5 *	3 *	2 *	5 1%	- -	- -	5 *	- -	
Average Score	0.741	0.642	0.759	0.751	0.724	0.738	0.739	0.726	0.738	0.783	
Standard Deviation	1.144	1.118	1.148	1.131	1.166	1.146	1.102	1.221	1.152	1.033	
Error Variance	0.001	0.008	0.001	0.002	0.003	0.002	0.007	0.013	0.001	0.011	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1788	1637	1788	1532	162	94	398	910	480	479	516	330	463
Weighted Base	1925	1765	1925	1655	164	106	349	1109	467	604	653	353	315
I used an online\website price comparison service (e.g. USwitch, Money Supermarket)	776 40%	722 41%	776 40%	666 40%	68 42%	42 40%	143 41%	508 46%	124 27%	278 46%	291 45%	134 38%	73 23%
I rang my supplier	262 14%	235 13%	262 14%	233 14%	18 11%	11 11%	49 14%	142 13%	71 15%	68 11%	99 15%	48 14%	47 15%
I rang other suppliers	111 6%	98 6%	111 6%	95 6%	6 3%	11 10%	21 6%	63 6%	27 6%	34 6%	36 6%	20 6%	21 7%
I looked at my supplier's own website	201 10%	179 10%	201 10%	171 10%	15 9%	14 13%	33 9%	134 12%	34 7%	81 13%	76 12%	24 7%	20 6%
I looked at the websites of other suppliers	164 9%	143 8%	164 9%	139 8%	13 8%	12 12%	29 8%	100 9%	35 7%	65 11%	58 9%	23 6%	18 6%
I spoke to a supplier salesperson in the street\shopping centre\ public place	81 4%	77 4%	81 4%	72 4%	6 4%	2 2%	21 6%	46 4%	14 3%	16 3%	23 3%	17 5%	25 8%
A friend or family member told me about it	89 5%	75 4%	89 5%	77 5%	7 4%	5 5%	20 6%	34 3%	35 7%	17 3%	21 3%	26 7%	25 8%
A supplier salesperson knocked at my door	80 4%	79 4%	80 4%	67 4%	7 4%	6 5%	15 4%	45 4%	19 4%	15 2%	20 3%	16 5%	29 9%
A new supplier phoned me	81 4%	73 4%	81 4%	67 4%	11 7%	3 2%	13 4%	46 4%	22 5%	16 3%	18 3%	24 7%	23 7%
I saw an advert	49 3%	44 2%	49 3%	45 3%	2 1%	2 2%	8 2%	24 2%	16 3%	8 1%	19 3%	11 3%	10 3%
I phoned a comparison service	40 2%	38 2%	40 2%	35 2%	4 2%	2 1%	9 3%	18 2%	13 3%	8 1%	16 2%	12 3%	5 1%
Written communication or marketing material from your supplier	61 3%	56 3%	61 3%	51 3%	4 3%	6 5%	3 1%	29 3%	29 6%	19 3%	16 3%	14 4%	11 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1788	1637	1788	1532	162	94	398	910	480	479	516	330	463
Weighted Base	1925	1765	1925	1655	164	106	349	1109	467	604	653	353	315
Through a collective (group) switching campaign organised by a third party (e.g. council\charity\housing association \ Big Switch, ready to switch etc)	27 1%	26 1%	27 1%	23 1%	1 1%	3 3%	1 *	13 1%	13 3%	9 1%	8 1%	6 2%	4 1%
Comparison website\supplier sites (contacted me)	11 1%	10 1%	11 1%	10 1%	1 1%	- -	3 1%	6 1%	3 1%	3 *	3 1%	4 1%	1 *
Looked at the bills	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	2 *	- -	- -	- -
Supplier phoned me	10 1%	9 1%	10 1%	7 *	2 1%	2 1%	2 *	5 *	4 1%	3 *	3 *	2 1%	2 1%
They phoned me (no detail)	3 *	3 *	3 *	3 *	- -	- -	1 *	1 *	2 *	- -	- -	1 *	2 1%
Moved house	7 *	7 *	7 *	6 *	1 *	- -	4 1%	3 *	- -	2 *	3 *	- -	2 1%
Someone else did it online	5 *	4 *	5 *	4 *	- -	1 1%	- -	2 *	3 1%	1 *	3 *	- -	1 *
Someone else contacted supplier by phone	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	2 *	- -	- -	- -
Someone else did it (no detail)	10 1%	9 *	10 1%	9 1%	2 1%	- -	- -	5 *	5 1%	3 *	5 1%	1 *	2 1%
Someone else\friend (no detail)	8 *	6 *	8 *	7 *	1 1%	- -	- -	4 *	4 1%	1 *	3 1%	2 1%	1 *
Recommendation	1 *	1 *	1 *	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -
Online\internet	7 *	7 *	7 *	7 *	1 1%	- -	1 *	7 1%	- -	1 *	5 1%	- -	1 *
Martin Lewis (website\programme)	4 *	3 *	4 *	4 *	- -	- -	- -	1 *	2 *	2 *	1 *	- -	1 *
Age UK	3 *	3 *	3 *	3 *	- -	- -	- -	- -	3 1%	1 *	1 *	- -	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1788	1637	1788	1532	162	94	398	910	480	479	516	330	463
Weighted Base	1925	1765	1925	1655	164	106	349	1109	467	604	653	353	315
Newspaper\magazine	7	5	7	4	-	3	-	5	3	3	3	-	1
	*	*	*	*	-	3%	-	*	1%	1%	*	-	*
By post	4	4	4	2	1	-	1	1	1	1	1	1	-
	*	*	*	*	1%	-	*	*	*	*	*	*	-
Other	22	22	22	17	5	-	5	12	6	6	9	6	2
	1%	1%	1%	1%	3%	-	1%	1%	1%	1%	1%	2%	1%
None	21	17	21	16	4	1	4	11	6	3	10	1	7
	1%	1%	1%	1%	3%	1%	1%	1%	1%	*	2%	*	2%
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	82	72	82	68	8	6	18	36	29	24	28	13	17
	4%	4%	4%	4%	5%	6%	5%	3%	6%	4%	4%	4%	5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1788	240	1548	996	792	1177	317	270	1537	251
Weighted Base	1925	257	1667	1111	814	1367	306	226	1708	217
I used an online\website price comparison service (e.g. USwitch, Money Supermarket)	776 40%	102 40%	674 40%	507 46%	270 33%	610 45%	113 37%	46 21%	767 45%	9 4%
I rang my supplier	262 14%	39 15%	224 13%	161 14%	102 12%	175 13%	50 16%	36 16%	222 13%	41 19%
I rang other suppliers	111 6%	22 9%	89 5%	62 6%	50 6%	78 6%	19 6%	14 6%	96 6%	16 7%
I looked at my supplier's own website	201 10%	35 14%	166 10%	130 12%	71 9%	156 11%	28 9%	13 6%	198 12%	3 1%
I looked at the websites of other suppliers	164 9%	27 10%	137 8%	96 9%	68 8%	126 9%	28 9%	10 4%	159 9%	5 2%
I spoke to a supplier salesperson in the street\shopping centre\ public place	81 4%	8 3%	72 4%	36 3%	45 5%	41 3%	20 6%	18 8%	68 4%	13 6%
A friend or family member told me about it	89 5%	14 6%	75 4%	34 3%	55 7%	49 4%	18 6%	19 9%	60 4%	29 13%
A supplier salesperson knocked at my door	80 4%	11 4%	69 4%	30 3%	49 6%	44 3%	10 3%	24 11%	64 4%	16 7%
A new supplier phoned me	81 4%	9 4%	71 4%	46 4%	34 4%	48 4%	13 4%	18 8%	64 4%	17 8%
I saw an advert	49 3%	12 5%	37 2%	26 2%	22 3%	28 2%	10 3%	9 4%	37 2%	11 5%
I phoned a comparison service	40 2%	12 5%	28 2%	23 2%	17 2%	28 2%	6 2%	6 3%	34 2%	6 3%
Written communication or marketing material from your supplier	61 3%	4 2%	57 3%	35 3%	26 3%	46 3%	5 2%	7 3%	46 3%	15 7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1788	240	1548	996	792	1177	317	270	1537	251
Weighted Base	1925	257	1667	1111	814	1367	306	226	1708	217
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association \ Big Switch, ready to switch etc)	27 1%	2 1%	25 1%	18 2%	8 1%	21 2%	- -	5 2%	24 1%	3 2%
Comparison website\supplier sites (contacted me)	11 1%	1 *	10 1%	11 1%	1 *	6 *	3 1%	2 1%	11 1%	- -
Looked at the bills	2 *	- -	2 *	- -	2 *	2 *	- -	- -	2 *	- -
Supplier phoned me	10 1%	2 1%	8 *	6 1%	4 *	9 1%	1 *	1 *	7 *	3 2%
They phoned me (no detail)	3 *	- -	3 *	2 *	1 *	2 *	1 *	1 *	2 *	1 1%
Moved house	7 *	1 *	6 *	2 *	5 1%	3 *	3 1%	1 1%	6 *	1 *
Someone else did it online	5 *	- -	5 *	2 *	3 *	5 *	- -	- -	2 *	3 1%
Someone else contacted supplier by phone	2 *	- -	2 *	2 *	- -	2 *	- -	- -	2 *	- -
Someone else did it (no detail)	10 1%	- -	10 1%	8 1%	2 *	6 *	2 *	2 1%	8 *	2 1%
Someone else\friend (no detail)	8 *	- -	8 *	4 *	3 *	2 *	1 *	3 2%	2 *	6 3%
Recommendation	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Online\internet	7 *	- -	7 *	3 *	4 1%	6 *	1 *	1 *	7 *	1 *
Martin Lewis (website\programme)	4 *	2 1%	1 *	3 *	1 *	4 *	- -	- -	4 *	- -
Age UK	3 *	- -	3 *	2 *	1 *	3 *	- -	- -	- -	3 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.56 And when you compared and/or switched electricity supplier or tariff, how did you find out about the deals offered?

Base: All who have switched electricity supplier, changed tariff, compared tariff or compared supplier in the last 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1788	240	1548	996	792	1177	317	270	1537	251
Weighted Base	1925	257	1667	1111	814	1367	306	226	1708	217
Newspaper\magazine	7	3	4	5	2	7	-	-	7	1
	*	1%	*	*	*	1%	-	-	*	*
By post	4	-	4	1	3	2	-	1	4	-
	*	-	*	*	*	*	-	1%	*	-
Other	22	2	20	10	12	17	1	3	17	5
	1%	1%	1%	1%	1%	1%	*	1%	1%	2%
None	21	4	16	6	15	13	1	7	13	8
	1%	2%	1%	1%	2%	1%	*	3%	1%	4%
Refused	1	-	1	1	-	1	-	-	1	-
	*	-	*	*	-	*	-	-	*	-
Don't know	82	9	73	29	54	53	20	9	66	16
	4%	3%	4%	3%	7%	4%	6%	4%	4%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.57 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your electricity tariff or supplier?

Base: All who have switched electricity supplier or tariff in the last 12 months and aim was to save money

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1261	1179	1261	1076	120	65	276	648	337	349	355	244	313
Weighted Base	1358	1273	1358	1167	121	70	238	793	327	440	446	262	210
Yes, I feel I'm paying less now	916 67%	857 67%	916 67%	800 69%	75 62%	41 59%	165 69%	547 69%	204 62%	286 65%	331 74%	171 65%	127 61%
Yes, I feel I'll be paying less in the long term	141 10%	133 10%	141 10%	115 10%	15 12%	11 15%	15 6%	81 10%	45 14%	56 13%	36 8%	24 9%	25 12%
SUMMARY CODE													
YES 1,2	1056 78%	990 78%	1056 78%	914 78%	90 74%	52 74%	180 76%	628 79%	249 76%	342 78%	367 82%	195 74%	152 72%
No	246 18%	232 18%	246 18%	201 17%	30 25%	14 20%	50 21%	135 17%	61 19%	77 18%	66 15%	56 21%	47 22%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	55 4%	49 4%	55 4%	50 4%	1 1%	4 5%	9 4%	30 4%	17 5%	21 5%	12 3%	11 4%	11 5%
Not stated	1 *	1 *	1 *	1 *	-	-	-	1 *	-	-	1 *	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.57 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your electricity tariff or supplier?****Base: All who have switched electricity supplier or tariff in the last 12 months and aim was to save money**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1261	149	1112	765	496	852	206	189	1081	180
Weighted Base	1358	160	1198	858	500	988	198	156	1202	156
Yes, I feel I'm paying less now	916 67%	104 65%	812 68%	619 72%	296 59%	685 69%	121 61%	98 63%	813 68%	103 66%
Yes, I feel I'll be paying less in the long term	141 10%	15 10%	125 10%	96 11%	44 9%	105 11%	18 9%	16 11%	125 10%	15 10%
SUMMARY CODE										
YES 1,2	1056 78%	119 74%	937 78%	715 83%	341 68%	790 80%	140 71%	115 74%	938 78%	118 76%
No	246 18%	32 20%	213 18%	118 14%	127 25%	154 16%	50 25%	37 24%	215 18%	30 20%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	55 4%	9 5%	46 4%	24 3%	31 6%	43 4%	8 4%	4 3%	47 4%	8 5%
Not stated	1 *	-	1 *	-	1 *	1 *	-	-	1 *	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Price increases	3704	3386	3687	3163	367	174	730	2036	938	976	1185	737	805
	60%	61%	60%	60%	63%	53%	63%	64%	52%	66%	63%	60%	52%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	196	181	196	170	20	6	28	116	53	57	76	38	24
	3%	3%	3%	3%	3%	2%	2%	4%	3%	4%	4%	3%	2%
Other mentions of clearer information for energy consumers	233	214	232	214	12	6	34	149	50	85	79	42	27
	4%	4%	4%	4%	2%	2%	3%	5%	3%	6%	4%	3%	2%
Poor customer service	421	388	416	351	60	10	67	235	120	123	139	89	71
	7%	7%	7%	7%	10%	3%	6%	7%	7%	8%	7%	7%	5%
Simpler structures for tariffs	397	367	395	342	36	19	37	259	101	148	141	70	38
	6%	7%	6%	7%	6%	6%	3%	8%	6%	10%	7%	6%	2%
Removal of some discounts	113	105	113	96	13	4	14	74	25	23	44	24	22
	2%	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	1%
There is more competition	237	226	234	210	19	8	23	146	68	57	75	61	43
	4%	4%	4%	4%	3%	2%	2%	5%	4%	4%	4%	5%	3%
Plans to freeze energy prices	465	431	463	408	40	18	95	250	120	134	154	88	90
	8%	8%	8%	8%	7%	5%	8%	8%	7%	9%	8%	7%	6%
Energy on the government \ political agenda	422	394	418	372	35	14	49	250	123	150	136	85	51
	7%	7%	7%	7%	6%	4%	4%	8%	7%	10%	7%	7%	3%
Power cut issues	218	208	214	184	25	8	26	136	56	69	75	43	31
	4%	4%	3%	4%	4%	2%	2%	4%	3%	5%	4%	4%	2%
Green \ environmental issues	354	330	350	296	42	16	47	221	87	111	132	60	51
	6%	6%	6%	6%	7%	5%	4%	7%	5%	7%	7%	5%	3%
Energy suppliers over charging\profit margins	823	778	819	683	109	31	106	495	223	287	270	152	115
	13%	14%	13%	13%	19%	10%	9%	16%	12%	19%	14%	12%	7%
Fewer energy tariffs	177	166	175	152	17	8	18	120	39	55	70	35	17
	3%	3%	3%	3%	3%	2%	2%	4%	2%	4%	4%	3%	1%
Price reductions	234	221	231	200	19	16	31	127	77	49	70	55	61
	4%	4%	4%	4%	3%	5%	3%	4%	4%	3%	4%	4%	4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Ofgem's be an Energy Shopper\Go Energy Shopping campaign\website	59 1%	48 1%	56 1%	47 1%	9 2%	4 1%	9 1%	38 1%	12 1%	13 1%	26 1%	13 1%	8 *
Fracking	18 *	18 *	18 *	15 *	- -	3 1%	1 *	13 *	4 *	7 *	7 *	3 *	- -
Price fixing\cartels (being investigated)	63 1%	59 1%	63 1%	53 1%	4 1%	6 2%	13 1%	31 1%	19 1%	14 1%	21 1%	18 1%	10 1%
Prices being capped	14 *	14 *	14 *	13 *	1 *	- -	5 *	9 *	1 *	6 *	5 *	1 *	2 *
People being ripped off	45 1%	41 1%	45 1%	42 1%	1 *	2 1%	4 *	26 1%	14 1%	13 1%	13 1%	7 1%	13 1%
More power stations required\being built	5 *	4 *	5 *	4 *	- -	1 *	1 *	4 *	- -	2 *	1 *	2 *	* *
Solar panels	7 *	7 *	7 *	5 *	2 *	- -	- -	6 *	1 *	1 *	3 *	1 *	1 *
Smart meters	12 *	11 *	12 *	10 *	2 *	- -	5 *	6 *	2 *	2 *	5 *	2 *	3 *
On TV	8 *	8 *	8 *	8 *	1 *	- -	2 *	3 *	3 *	1 *	4 *	2 *	2 *
In papers	4 *	3 *	4 *	3 *	1 *	- -	- -	- -	4 *	1 *	2 *	1 *	- -
British Gas (any mention)	12 *	12 *	12 *	10 *	1 *	2 *	4 *	6 *	3 *	- -	6 *	4 *	3 *
First Utility (any mention)	2 *	2 *	2 *	2 *	1 *	- -	1 *	2 *	- -	- -	2 *	1 *	- -
Scottish Hydro (any mention)	1 *	1 *	1 *	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -
NPower (any mention)	2 *	2 *	2 *	2 *	- -	- -	- -	2 *	- -	- -	- -	- -	2 *
EON (any mention)	3 *	3 *	3 *	3 *	- -	- -	- -	3 *	- -	- -	- -	- -	3 *
The Big 6 (any mention)	25 *	25 *	25 *	21 *	3 1%	1 *	2 *	14 *	9 1%	4 *	13 1%	5 *	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
(Being told to) shop around\compare\switch	43 1%	36 1%	43 1%	37 1%	5 1%	1 *	4 *	22 1%	17 1%	16 1%	8 *	13 1%	6 *
Can save money (by switching)	12 *	10 *	12 *	12 *	- -	- -	1 *	8 *	3 *	1 *	3 *	4 *	4 *
Director's/bosses pay\bonuses	38 1%	33 1%	38 1%	25 *	12 2%	1 *	1 *	30 1%	6 *	9 1%	13 1%	9 1%	7 *
Problems with switching\difficult to switch	14 *	12 *	12 *	11 *	2 *	2 *	2 *	9 *	3 *	5 *	4 *	4 *	- -
Easier to switch	14 *	14 *	14 *	9 *	2 *	4 1%	2 *	6 *	6 *	2 *	6 *	2 *	3 *
Monopoly\lack of competition	31 *	29 1%	31 1%	27 1%	2 *	3 1%	3 *	21 1%	7 *	11 1%	11 1%	6 *	3 *
Have not been regulated\need to be regulated	18 *	17 *	18 *	16 *	- -	1 *	1 *	14 *	3 *	8 1%	7 *	2 *	1 *
Tariffs\bills are complicated	43 1%	33 1%	43 1%	37 1%	5 1%	- -	6 1%	24 1%	12 1%	22 1%	18 1%	- -	2 *
Rebates\reimbursements\not receiving rebates\not being reimbursed	29 *	27 *	29 *	26 *	1 *	2 1%	2 *	24 1%	3 *	8 1%	8 *	7 1%	6 *
Wholesale prices\price reductions not being passed on to customer	34 1%	32 1%	34 1%	20 *	10 2%	4 1%	3 *	24 1%	6 *	11 1%	17 1%	3 *	2 *
Russia\Ukraine\Middle East\China\gas from Russia\Ukraine\Middle East\China(possible) difficulty obtaining power from Russia\Ukraine\Middle East\China	19 *	19 *	19 *	15 *	1 *	3 1%	2 *	11 *	6 *	8 1%	8 *	- -	4 *
Short supply of power\low reserves (in UK)	18 *	15 *	18 *	14 *	4 1%	- -	2 *	12 *	4 *	6 *	4 *	4 *	4 *
Expensive	19 *	17 *	19 *	15 *	3 1%	1 *	5 *	8 *	6 *	5 *	6 *	6 1%	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Transparency\lack of transparency	9 *	7 *	9 *	8 *	1 *	- -	- -	5 *	4 *	3 *	5 *	- -	- -
All other general negative comments (greedy, crooks etc)	74 1%	70 1%	71 1%	57 1%	9 2%	8 2%	12 1%	35 1%	27 2%	27 2%	21 1%	14 1%	12 1%
Tariffs\about tariffs (no detail)	9 *	5 *	9 *	7 *	- -	2 *	- -	2 *	7 *	4 *	2 *	1 *	2 *
All the same\they're all the same	14 *	12 *	14 *	13 *	- -	1 *	2 *	4 *	8 *	1 *	6 *	3 *	4 *
Other	187 3%	174 3%	187 3%	154 3%	16 3%	17 5%	27 2%	98 3%	62 3%	63 4%	68 4%	24 2%	32 2%
Nothing	1144 19%	1003 18%	1142 19%	969 18%	109 19%	67 20%	278 24%	448 14%	418 23%	174 12%	279 15%	242 20%	450 29%
Refused	9 *	8 *	9 *	8 *	1 *	- -	* *	3 *	6 *	4 *	2 *	1 *	2 *
Don't know	170 3%	144 3%	170 3%	148 3%	17 3%	5 1%	24 2%	73 2%	73 4%	24 2%	47 2%	27 2%	73 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Price increases	3704	458	3245	1618	2086	2406	669	584	3045	659
	60%	60%	60%	63%	58%	62%	59%	55%	64%	48%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	196	33	163	88	108	140	37	18	182	14
	3%	4%	3%	3%	3%	4%	3%	2%	4%	1%
Other mentions of clearer information for energy consumers	233	20	212	121	112	181	32	17	216	17
	4%	3%	4%	5%	3%	5%	3%	2%	5%	1%
Poor customer service	421	46	375	202	219	309	62	46	353	69
	7%	6%	7%	8%	6%	8%	5%	4%	7%	5%
Simpler structures for tariffs	397	51	345	206	191	329	41	24	361	35
	6%	7%	6%	8%	5%	8%	4%	2%	8%	3%
Removal of some discounts	113	15	98	60	53	76	15	20	96	17
	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%
There is more competition	237	31	206	111	126	176	36	25	191	45
	4%	4%	4%	4%	4%	5%	3%	2%	4%	3%
Plans to freeze energy prices	465	64	401	199	266	331	74	56	398	67
	8%	8%	7%	8%	7%	9%	7%	5%	8%	5%
Energy on the government \ political agenda	422	50	371	214	208	330	53	38	363	59
	7%	7%	7%	8%	6%	9%	5%	4%	8%	4%
Power cut issues	218	24	193	109	108	156	28	32	179	39
	4%	3%	4%	4%	3%	4%	2%	3%	4%	3%
Green \ environmental issues	354	41	314	167	187	265	52	31	310	44
	6%	5%	6%	6%	5%	7%	5%	3%	6%	3%
Energy suppliers over charging/profit margins	823	84	739	413	410	619	107	90	727	96
	13%	11%	14%	16%	11%	16%	9%	8%	15%	7%
Fewer energy tariffs	177	17	160	93	84	156	11	10	165	12
	3%	2%	3%	4%	2%	4%	1%	1%	3%	1%
Price reductions	234	27	207	98	136	156	36	41	186	49
	4%	4%	4%	4%	4%	4%	3%	4%	4%	4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Ofgem's be an Energy Shopper\Go Energy Shopping campaign\website	59 1%	11 1%	48 1%	28 1%	31 1%	39 1%	11 1%	9 1%	54 1%	5 *
Fracking	18 *	2 *	16 *	5 *	13 *	15 *	3 *	- -	17 *	1 *
Price fixing\cartels (being investigated)	63 1%	5 1%	58 1%	24 1%	39 1%	43 1%	14 1%	7 1%	55 1%	8 1%
Prices being capped	14 *	1 *	13 *	7 *	7 *	7 *	7 1%	- -	12 *	2 *
People being ripped off	45 1%	9 1%	36 1%	23 1%	23 1%	31 1%	3 *	10 1%	38 1%	7 1%
More power stations required\being built	5 *	- -	5 *	3 *	3 *	3 *	1 *	2 *	5 *	* *
Solar panels	7 *	1 *	6 *	2 *	5 *	7 *	- -	- -	6 *	1 *
Smart meters	12 *	5 1%	8 *	4 *	8 *	8 *	- -	5 *	9 *	3 *
On TV	8 *	1 *	7 *	2 *	7 *	5 *	1 *	2 *	6 *	3 *
In papers	4 *	1 *	3 *	2 *	2 *	3 *	- -	1 *	1 *	3 *
British Gas (any mention)	12 *	2 *	10 *	6 *	7 *	4 *	4 *	5 *	6 *	6 *
First Utility (any mention)	2 *	2 *	1 *	- -	2 *	2 *	- -	- -	2 *	- -
Scottish Hydro (any mention)	1 *	- -	1 *	- *	1 *	- -	- -	1 *	1 *	- -
NPower (any mention)	2 *	- -	2 *	- -	2 *	- -	- -	1 *	2 *	- -
EON (any mention)	3 *	- -	3 *	- -	3 *	- -	1 *	2 *	2 *	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
The Big 6 (any mention)	25	4	21	13	12	18	5	2	19	7
	*	1%	*	*	*	*	*	*	*	*
(Being told to) shop around\compare\switch	43	5	37	27	16	31	7	3	35	8
	1%	1%	1%	1%	*	1%	1%	*	1%	1%
Can save money (by switching)	12	2	11	4	9	9	2	1	9	3
	*	*	*	*	*	*	*	*	*	*
Director's\bosses pay\bonuses	38	4	34	23	14	35	-	2	32	6
	1%	*	1%	1%	*	1%	-	*	1%	*
Problems with switching\difficult to switch	14	2	12	9	5	9	1	3	11	3
	*	*	*	*	*	*	*	*	*	*
Easier to switch	14	1	13	6	7	11	1	2	12	2
	*	*	*	*	*	*	*	*	*	*
Monopoly\lack of competition	31	4	27	15	15	23	7	1	29	2
	*	1%	*	1%	*	1%	1%	*	1%	*
Have not been regulated\need to be regulated	18	1	17	7	11	14	3	*	18	-
	*	*	*	*	*	*	*	*	*	-
Tariffs\bills are complicated	43	6	37	25	18	35	4	4	42	1
	1%	1%	1%	1%	*	1%	*	*	1%	*
Rebates\reimbursements\ not receiving rebates\ not being reimbursed	29	6	23	17	12	18	1	9	24	4
	*	1%	*	1%	*	*	*	1%	1%	*
Wholesale prices\price reductions not being passed on to customer	34	2	32	15	19	24	8	2	31	3
	1%	*	1%	1%	1%	1%	1%	*	1%	*
Russia\Ukraine\Middle East\China\gas from Russia\Ukraine\Middle East\China(possible) difficulty obtaining power from Russia\Ukraine\Middle East\China	19	2	17	7	12	13	5	2	14	5
	*	*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Short supply of power/low reserves (in UK)	18 *	3 *	15 *	10 *	8 *	14 *	3 *	2 *	15 *	3 *
Expensive	19 *	2 *	17 *	4 *	15 *	12 *	2 *	6 1%	18 *	2 *
Transparency/lack of transparency	9 *	1 *	8 *	3 *	5 *	7 *	1 *	-	9 *	-
All other general negative comments (greedy, crooks etc)	74 1%	8 1%	67 1%	41 2%	34 1%	53 1%	10 1%	11 1%	61 1%	14 1%
Tariffs/about tariffs (no detail)	9 *	2 *	7 *	4 *	4 *	8 *	1 *	-	7 *	2 *
All the same\they're all the same	14 *	3 *	12 *	9 *	5 *	10 *	-	3 *	10 *	4 *
Other	187 3%	31 4%	156 3%	69 3%	118 3%	132 3%	34 3%	16 1%	155 3%	33 2%
Nothing	1144 19%	125 16%	1019 19%	386 15%	758 21%	582 15%	261 23%	283 27%	716 15%	428 31%
Refused	9 *	2 *	5 *	2 *	7 *	6 *	1 *	1 *	5 *	4 *
Don't know	170 3%	23 3%	148 3%	64 2%	107 3%	93 2%	32 3%	44 4%	106 2%	65 5%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	541	541	520	460	58	23	127	235	179	94	121	113	213
Weighted Base	523	523	503	446	53	24	104	254	165	120	148	116	139
Very satisfied	(2) 88	88	86	69	14	4	10	31	46	24	20	22	23
	17%	17%	17%	16%	27%	18%	10%	12%	28%	20%	13%	19%	16%
Satisfied	(1) 265	265	256	231	25	8	61	117	86	50	78	62	74
	51%	51%	51%	52%	47%	33%	58%	46%	52%	42%	53%	53%	53%
Neither satisfied nor dissatisfied	(0) 123	123	112	106	7	10	22	77	23	38	36	20	28
	23%	23%	22%	24%	14%	40%	21%	31%	14%	32%	25%	17%	20%
Dissatisfied	(-1) 34	34	34	28	4	2	7	18	9	8	7	8	10
	6%	6%	7%	6%	7%	9%	6%	7%	6%	7%	5%	7%	7%
Very dissatisfied	(-2) 14	14	14	10	3	-	3	10	-	-	6	3	4
	3%	3%	3%	2%	6%	-	3%	4%	-	-	4%	3%	3%
SUMMARY CODES													
SATISFIED 1,2	352	352	342	301	39	12	71	148	133	74	98	84	97
	67%	67%	68%	67%	74%	50%	68%	58%	80%	61%	66%	72%	69%
DISSATISFIED 4,5	47	47	47	38	7	2	10	28	9	8	13	11	15
	9%	9%	9%	9%	13%	9%	10%	11%	6%	7%	9%	10%	11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	1	1	-	-	1	-	-	-	-	1	-
	*	*	*	*	-	-	1%	-	-	-	-	1%	-
Average Score	0.727	0.727	0.732	0.723	0.818	0.589	0.661	0.557	1.028	0.745	0.669	0.791	0.719
Standard Deviation	0.906	0.906	0.914	0.882	1.091	0.904	0.868	0.935	0.807	0.849	0.914	0.926	0.933
Error Variance	0.002	0.002	0.002	0.002	0.021	0.036	0.006	0.004	0.004	0.008	0.007	0.008	0.004

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		541	45	496	156	385	289	118	128	375	166
Weighted Base		523	47	476	162	361	303	108	105	387	136
Very satisfied	(2)	88 17%	6 13%	82 17%	30 19%	57 16%	61 20%	12 11%	15 14%	53 14%	35 26%
Satisfied	(1)	265 51%	30 65%	234 49%	90 55%	175 48%	140 46%	59 55%	61 58%	188 49%	76 56%
Neither satisfied nor dissatisfied	(0)	123 23%	8 17%	115 24%	31 19%	91 25%	76 25%	25 23%	18 17%	107 28%	16 12%
Dissatisfied	(-1)	34 6%	1 2%	33 7%	6 4%	27 8%	21 7%	4 4%	8 8%	27 7%	7 5%
Very dissatisfied	(-2)	14 3%	2 3%	12 3%	5 3%	8 2%	4 1%	6 6%	3 3%	12 3%	2 1%
SUMMARY CODES											
SATISFIED 1,2		352 67%	36 78%	316 66%	120 74%	232 64%	201 66%	71 66%	76 72%	241 62%	111 82%
DISSATISFIED 4,5		47 9%	2 5%	45 9%	11 7%	36 10%	25 8%	10 10%	11 11%	39 10%	9 6%
Refused		-	-	-	-	-	-	-	-	-	-
Don't know		1 *	-	1 *	-	1 *	1 *	1 1%	-	1 *	-
Average Score		0.727	0.830	0.717	0.826	0.682	0.768	0.623	0.727	0.630	1.002
Standard Deviation		0.906	0.810	0.915	0.887	0.912	0.897	0.946	0.912	0.911	0.833
Error Variance		0.002	0.015	0.002	0.005	0.002	0.003	0.008	0.006	0.002	0.004

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60 To what extent do you trust or distrust your gas supplier to - SUMMARY

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your gas
Unweighted Base		541	541	541
Weighted Base		523	523	523
Completely trust	(2)	87 17%	95 18%	72 14%
Tend to trust	(1)	207 40%	203 39%	163 31%
Neither trust nor distrust	(0)	125 24%	112 21%	116 22%
Tend to distrust	(-1)	57 11%	65 12%	101 19%
Strongly distrust	(-2)	34 6%	35 7%	60 11%
SUMMARY CODES				
TRUST 1,2		294 56%	298 57%	235 45%
DISTRUST 4,5		91 17%	100 19%	161 31%
Refused		-	-	-
Don't know		13 2%	13 2%	12 2%
Average Score		0.501	0.504	0.168
Standard Deviation		1.104	1.136	1.234
Error Variance		0.002	0.002	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_1 To what extent do you trust or distrust your gas supplier to ... treat you fairly in their dealings with you?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	541	541	520	460	58	23	127	235	179	94	121	113	213
Weighted Base	523	523	503	446	53	24	104	254	165	120	148	116	139
Completely trust	(2) 87	87	84	72	11	4	17	27	44	14	24	18	30
	17%	17%	17%	16%	20%	18%	16%	11%	27%	12%	16%	16%	22%
Tend to trust	(1) 207	207	201	176	21	10	41	95	71	38	67	48	53
	40%	40%	40%	40%	39%	40%	39%	37%	43%	32%	45%	42%	38%
Neither trust nor distrust	(0) 125	125	118	115	6	4	27	71	27	42	33	25	26
	24%	24%	24%	26%	12%	15%	26%	28%	17%	35%	22%	21%	18%
Tend to distrust	(-1) 57	57	54	44	9	5	7	32	19	17	11	13	17
	11%	11%	11%	10%	17%	19%	7%	12%	11%	14%	7%	12%	12%
Strongly distrust	(-2) 34	34	34	28	4	2	9	22	3	8	11	8	7
	6%	6%	7%	6%	8%	8%	9%	9%	2%	6%	8%	7%	5%
SUMMARY CODES													
TRUST 1,2	294	294	285	248	32	14	58	122	114	52	91	67	84
	56%	56%	57%	56%	59%	58%	55%	48%	69%	44%	62%	57%	60%
DISTRUST 4,5	91	91	88	72	13	7	16	54	21	24	22	21	24
	17%	17%	18%	16%	25%	27%	15%	21%	13%	20%	15%	18%	17%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	13	11	10	2	-	4	7	2	2	2	3	6
	2%	2%	2%	2%	4%	-	3%	3%	1%	2%	1%	3%	4%
Average Score	0.501	0.501	0.503	0.508	0.486	0.409	0.488	0.294	0.823	0.297	0.560	0.494	0.625
Standard Deviation	1.104	1.104	1.109	1.081	1.244	1.232	1.126	1.109	1.008	1.059	1.094	1.115	1.129
Error Variance	0.002	0.002	0.002	0.003	0.028	0.066	0.010	0.005	0.006	0.012	0.010	0.011	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_1 To what extent do you trust or distrust your gas supplier to ... treat you fairly in their dealings with you?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		541	45	496	156	385	289	118	128	375	166
Weighted Base		523	47	476	162	361	303	108	105	387	136
Completely trust	(2)	87 17%	5 10%	82 17%	30 19%	57 16%	51 17%	17 16%	19 18%	48 12%	39 29%
Tend to trust	(1)	207 40%	22 47%	185 39%	67 41%	139 39%	116 38%	47 43%	39 37%	144 37%	63 46%
Neither trust nor distrust	(0)	125 24%	10 22%	115 24%	39 24%	87 24%	74 25%	26 24%	24 23%	112 29%	13 9%
Tend to distrust	(-1)	57 11%	3 6%	55 11%	16 10%	42 12%	36 12%	8 7%	12 11%	45 12%	12 9%
Strongly distrust	(-2)	34 6%	4 9%	30 6%	8 5%	26 7%	20 6%	9 9%	5 4%	31 8%	3 3%
SUMMARY CODES											
TRUST 1,2		294 56%	27 58%	267 56%	98 60%	196 54%	167 55%	64 59%	59 56%	192 50%	102 75%
DISTRUST 4,5		91 17%	7 15%	84 18%	24 15%	68 19%	56 18%	17 16%	16 15%	76 20%	16 11%
Refused		-	-	-	-	-	-	-	-	-	-
Don't know		13 2%	3 6%	10 2%	2 1%	10 3%	5 2%	1 1%	6 6%	7 2%	6 4%
Average Score		0.501	0.476	0.504	0.602	0.456	0.478	0.516	0.576	0.351	0.940
Standard Deviation		1.104	1.085	1.106	1.060	1.121	1.111	1.115	1.075	1.096	1.007
Error Variance		0.002	0.027	0.003	0.007	0.003	0.004	0.011	0.010	0.003	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_2 To what extent do you trust or distrust your gas supplier to ... provide clear and helpful information for you?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	541	541	520	460	58	23	127	235	179	94	121	113	213
Weighted Base	523	523	503	446	53	24	104	254	165	120	148	116	139
Completely trust	(2) 95	95	92	78	11	6	19	30	46	18	27	20	31
	18%	18%	18%	18%	20%	23%	18%	12%	28%	15%	18%	17%	22%
Tend to trust	(1) 203	203	198	178	18	8	40	92	71	34	62	49	58
	39%	39%	39%	40%	33%	32%	38%	36%	43%	28%	42%	42%	42%
Neither trust nor distrust	(0) 112	112	106	99	10	4	20	66	27	43	25	24	20
	21%	21%	21%	22%	19%	15%	19%	26%	16%	36%	17%	20%	15%
Tend to distrust	(-1) 65	65	61	51	9	5	13	37	15	19	16	13	17
	12%	12%	12%	12%	16%	22%	13%	15%	9%	16%	11%	11%	12%
Strongly distrust	(-2) 35	35	35	30	4	1	9	23	3	7	14	7	7
	7%	7%	7%	7%	8%	4%	8%	9%	2%	6%	10%	6%	5%
SUMMARY CODES													
TRUST 1,2	298	298	290	256	28	13	59	122	117	51	89	69	89
	57%	57%	58%	58%	53%	54%	57%	48%	71%	43%	60%	59%	64%
DISTRUST 4,5	100	100	96	81	13	6	22	60	18	26	30	20	24
	19%	19%	19%	18%	24%	26%	21%	24%	11%	21%	20%	17%	17%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	13	11	9	2	1	4	6	4	-	4	3	6
	2%	2%	2%	2%	4%	4%	3%	2%	2%	-	2%	3%	4%
Average Score	0.504	0.504	0.509	0.514	0.429	0.484	0.472	0.278	0.871	0.303	0.493	0.541	0.666
Standard Deviation	1.136	1.136	1.141	1.121	1.235	1.228	1.191	1.139	1.000	1.079	1.199	1.109	1.122
Error Variance	0.002	0.002	0.003	0.003	0.027	0.069	0.012	0.006	0.006	0.012	0.012	0.011	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_2 To what extent do you trust or distrust your gas supplier to ... provide clear and helpful information for you?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		541	45	496	156	385	289	118	128	375	166
Weighted Base		523	47	476	162	361	303	108	105	387	136
Completely trust	(2)	95 18%	6 12%	89 19%	36 22%	59 16%	55 18%	20 19%	19 18%	58 15%	36 27%
Tend to trust	(1)	203 39%	21 44%	183 38%	67 41%	136 38%	107 35%	44 41%	47 45%	141 36%	63 46%
Neither trust nor distrust	(0)	112 21%	9 18%	104 22%	32 19%	81 22%	80 26%	15 14%	17 16%	96 25%	16 12%
Tend to distrust	(-1)	65 12%	5 10%	60 13%	15 9%	50 14%	36 12%	18 16%	10 10%	53 14%	12 9%
Strongly distrust	(-2)	35 7%	4 9%	31 6%	10 6%	25 7%	20 7%	9 9%	5 5%	33 9%	2 1%
SUMMARY CODES											
TRUST 1,2		298 57%	26 56%	272 57%	103 64%	195 54%	162 54%	64 60%	67 63%	199 51%	99 73%
DISTRUST 4,5		100 19%	9 19%	91 19%	25 15%	76 21%	56 18%	27 25%	15 15%	86 22%	14 11%
Refused		-	-	-	-	-	-	-	-	-	-
Don't know		13 2%	3 6%	10 2%	3 2%	10 3%	5 2%	1 1%	6 6%	6 2%	6 5%
Average Score		0.504	0.435	0.511	0.657	0.435	0.475	0.456	0.667	0.364	0.918
Standard Deviation		1.136	1.146	1.136	1.112	1.141	1.124	1.224	1.068	1.157	0.961
Error Variance		0.002	0.031	0.003	0.008	0.003	0.004	0.013	0.009	0.004	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_3 To what extent do you trust or distrust your gas supplier to ... charge you a fair price for your gas?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	541	541	520	460	58	23	127	235	179	94	121	113	213
Weighted Base	523	523	503	446	53	24	104	254	165	120	148	116	139
Completely trust	(2) 72	72	69	61	9	2	16	23	33	13	19	15	25
	14%	14%	14%	14%	16%	8%	15%	9%	20%	11%	13%	13%	18%
Tend to trust	(1) 163	163	158	143	13	6	35	72	56	20	59	33	50
	31%	31%	31%	32%	25%	25%	33%	28%	34%	17%	40%	29%	36%
Neither trust nor distrust	(0) 116	116	110	104	8	3	23	62	30	44	28	23	21
	22%	22%	22%	23%	16%	13%	22%	25%	18%	37%	19%	20%	15%
Tend to distrust	(-1) 101	101	96	81	12	8	13	57	31	30	24	25	23
	19%	19%	19%	18%	22%	32%	12%	23%	19%	25%	16%	21%	17%
Strongly distrust	(-2) 60	60	58	46	9	5	14	34	12	14	17	16	13
	11%	11%	12%	10%	17%	19%	13%	14%	7%	11%	12%	14%	9%
SUMMARY CODES													
TRUST 1,2	235	235	227	205	22	8	50	95	89	33	78	48	76
	45%	45%	45%	46%	41%	33%	48%	38%	54%	27%	53%	42%	54%
DISTRUST 4,5	161	161	155	128	21	12	27	92	42	43	41	40	36
	31%	31%	31%	29%	39%	51%	26%	36%	26%	36%	28%	35%	26%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	12	11	9	2	1	4	4	4	-	1	5	6
	2%	2%	2%	2%	4%	3%	4%	2%	2%	-	1%	4%	4%
Average Score	0.168	0.168	0.169	0.211	0.017	-0.298	0.254	-0.030	0.422	-0.095	0.258	0.070	0.389
Standard Deviation	1.234	1.234	1.237	1.208	1.381	1.301	1.265	1.204	1.214	1.138	1.218	1.281	1.255
Error Variance	0.003	0.003	0.003	0.003	0.034	0.077	0.013	0.006	0.008	0.014	0.012	0.015	0.008

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.60_3 To what extent do you trust or distrust your gas supplier to ... charge you a fair price for your gas?

Base: All who have gas only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		541	45	496	156	385	289	118	128	375	166
Weighted Base		523	47	476	162	361	303	108	105	387	136
Completely trust	(2)	72	4	68	24	48	39	14	20	42	30
		14%	9%	14%	15%	13%	13%	13%	19%	11%	22%
Tend to trust	(1)	163	13	150	57	106	81	40	39	112	51
		31%	28%	31%	35%	29%	27%	37%	37%	29%	38%
Neither trust nor distrust	(0)	116	11	104	34	82	79	18	17	98	18
		22%	25%	22%	21%	23%	26%	17%	16%	25%	13%
Tend to distrust	(-1)	101	6	95	30	71	66	16	16	77	24
		19%	12%	20%	18%	20%	22%	15%	16%	20%	18%
Strongly distrust	(-2)	60	9	51	15	45	33	18	9	52	8
		11%	19%	11%	9%	12%	11%	16%	8%	13%	6%
SUMMARY CODES											
TRUST 1,2		235	17	217	81	154	120	54	58	154	81
		45%	37%	46%	50%	43%	40%	50%	56%	40%	60%
DISTRUST 4,5		161	14	146	45	116	99	34	25	129	32
		31%	31%	31%	27%	32%	33%	31%	24%	33%	24%
Refused		-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-
Don't know		12	3	8	3	9	5	2	5	7	5
		2%	7%	2%	2%	2%	2%	2%	4%	2%	4%
Average Score		0.168	-0.033	0.187	0.282	0.117	0.088	0.149	0.445	0.042	0.537
Standard Deviation		1.234	1.292	1.228	1.201	1.246	1.205	1.311	1.222	1.218	1.208
Error Variance		0.003	0.040	0.003	0.009	0.004	0.005	0.015	0.012	0.004	0.009

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1119	520	1119	914	125	80	244	469	406	173	261	216	469
Weighted Base	1079	503	1079	879	116	84	201	510	368	217	328	228	305
Very satisfied	(2) 217	81	217	159	29	30	26	85	106	37	63	52	65
	20%	16%	20%	18%	25%	35%	13%	17%	29%	17%	19%	23%	21%
Satisfied	(1) 546	276	546	463	46	37	115	239	192	110	156	123	157
	51%	55%	51%	53%	39%	43%	57%	47%	52%	51%	47%	54%	51%
Neither satisfied nor dissatisfied	(0) 229	107	229	184	30	14	48	131	50	57	77	37	58
	21%	21%	21%	21%	26%	17%	24%	26%	14%	26%	23%	16%	19%
Dissatisfied	(-1) 58	26	58	50	6	2	6	37	15	8	24	11	15
	5%	5%	5%	6%	5%	2%	3%	7%	4%	4%	7%	5%	5%
Very dissatisfied	(-2) 26	14	26	20	5	1	7	17	2	3	9	5	9
	2%	3%	2%	2%	4%	1%	3%	3%	1%	1%	3%	2%	3%
SUMMARY CODES													
SATISFIED 1,2	763	357	763	622	75	66	141	324	298	148	218	174	222
	71%	71%	71%	71%	64%	79%	70%	64%	81%	68%	67%	76%	73%
DISSATISFIED 4,5	84	40	84	70	11	3	12	54	17	11	33	16	24
	8%	8%	8%	8%	10%	3%	6%	11%	5%	5%	10%	7%	8%
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	3	-	3	2	-	1	-	1	2	1	-	-	2
	*	-	*	*	-	1%	-	*	*	*	-	-	1%
Average Score	0.809	0.764	0.809	0.788	0.757	1.107	0.735	0.664	1.052	0.796	0.729	0.895	0.840
Standard Deviation	0.901	0.877	0.901	0.885	1.022	0.843	0.843	0.951	0.807	0.814	0.944	0.889	0.918
Error Variance	0.001	0.001	0.001	0.001	0.008	0.009	0.003	0.002	0.002	0.004	0.003	0.004	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1119	281	838	373	746	546	272	277	758	361
Weighted Base		1079	272	807	385	694	586	247	222	782	297
Very satisfied	(2)	217	57	161	82	135	112	44	55	132	85
		20%	21%	20%	21%	20%	19%	18%	25%	17%	29%
Satisfied	(1)	546	143	403	204	342	307	119	109	388	157
		51%	52%	50%	53%	49%	52%	48%	49%	50%	53%
Neither satisfied nor dissatisfied	(0)	229	54	175	68	160	126	60	37	192	37
		21%	20%	22%	18%	23%	22%	24%	17%	25%	13%
Dissatisfied	(-1)	58	11	47	19	39	29	13	15	46	12
		5%	4%	6%	5%	6%	5%	5%	7%	6%	4%
Very dissatisfied	(-2)	26	6	20	10	16	9	10	7	22	4
		2%	2%	2%	3%	2%	1%	4%	3%	3%	1%
SUMMARY CODES											
SATISFIED 1,2		763	199	563	285	477	420	163	163	520	242
		71%	73%	70%	74%	69%	72%	66%	74%	67%	81%
DISSATISFIED 4,5		84	17	67	29	55	37	23	21	68	16
		8%	6%	8%	8%	8%	6%	9%	10%	9%	5%
Refused		1	-	1	1	-	1	-	-	1	-
		*	-	*	*	-	*	-	-	*	-
Don't know		3	2	1	1	2	2	1	-	1	2
		*	1%	*	*	*	*	*	-	*	1%
Average Score		0.809	0.864	0.791	0.856	0.783	0.833	0.707	0.857	0.722	1.038
Standard Deviation		0.901	0.866	0.912	0.901	0.900	0.844	0.960	0.965	0.909	0.839
Error Variance		0.001	0.003	0.001	0.002	0.001	0.001	0.003	0.003	0.001	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64 To what extent do you trust or distrust your electricity supplier to - SUMMARY

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your electricity
Unweighted Base		1119	1119	1119
Weighted Base		1079	1079	1079
Completely trust	(2)	208 19%	204 19%	163 15%
Tend to trust	(1)	467 43%	488 45%	410 38%
Neither trust nor distrust	(0)	224 21%	195 18%	237 22%
Tend to distrust	(-1)	97 9%	107 10%	146 13%
Strongly distrust	(-2)	51 5%	60 6%	83 8%
SUMMARY CODES				
TRUST 1,2		676 63%	693 64%	573 53%
DISTRUST 4,5		149 14%	167 16%	228 21%
Refused		2 *	1 *	1 *
Don't know		28 3%	23 2%	40 4%
Average Score		0.653	0.634	0.410
Standard Deviation		1.051	1.080	1.147
Error Variance		0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_01 To what extent do you trust or distrust your electricity supplier to ... treat you fairly in their dealings with you?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1119	520	1119	914	125	80	244	469	406	173	261	216	469
Weighted Base	1079	503	1079	879	116	84	201	510	368	217	328	228	305
Completely trust	(2) 208	88	208	160	24	24	28	78	102	29	66	39	75
	19%	18%	19%	18%	20%	29%	14%	15%	28%	13%	20%	17%	24%
Tend to trust	(1) 467	226	467	383	51	33	97	197	174	87	142	106	132
	43%	45%	43%	44%	44%	40%	48%	39%	47%	40%	43%	47%	43%
Neither trust nor distrust	(0) 224	107	224	193	22	9	39	139	46	59	70	45	50
	21%	21%	21%	22%	19%	11%	19%	27%	13%	27%	21%	20%	16%
Tend to distrust	(-1) 97	42	97	73	12	12	16	51	30	25	26	21	25
	9%	8%	9%	8%	10%	15%	8%	10%	8%	12%	8%	9%	8%
Strongly distrust	(-2) 51	31	51	41	6	4	12	31	8	13	18	11	10
	5%	6%	5%	5%	6%	5%	6%	6%	2%	6%	5%	5%	3%
SUMMARY CODES													
TRUST 1,2	676	314	676	543	75	58	125	275	276	116	208	145	207
	63%	62%	63%	62%	65%	69%	62%	54%	75%	53%	63%	64%	68%
DISTRUST 4,5	149	73	149	114	18	16	28	82	39	38	44	32	35
	14%	14%	14%	13%	16%	19%	14%	16%	11%	17%	13%	14%	12%
Refused	2	-	2	2	-	-	-	1	1	1	1	-	-
	*	-	*	*	-	-	-	*	*	*	*	-	-
Don't know	28	10	28	26	1	1	10	12	7	4	5	6	13
	3%	2%	3%	3%	1%	2%	5%	2%	2%	2%	2%	3%	4%
Average Score	0.653	0.606	0.653	0.645	0.643	0.748	0.594	0.483	0.917	0.444	0.659	0.639	0.808
Standard Deviation	1.051	1.069	1.051	1.034	1.091	1.173	1.038	1.073	0.976	1.055	1.065	1.034	1.025
Error Variance	0.001	0.002	0.001	0.001	0.010	0.018	0.005	0.003	0.002	0.007	0.004	0.005	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_01 To what extent do you trust or distrust your electricity supplier to ... treat you fairly in their dealings with you?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1119	281	838	373	746	546	272	277	758	361
Weighted Base		1079	272	807	385	694	586	247	222	782	297
Completely trust	(2)	208	57	152	76	133	102	47	54	120	89
		19%	21%	19%	20%	19%	17%	19%	24%	15%	30%
Tend to trust	(1)	467	118	349	169	299	256	97	105	326	142
		43%	44%	43%	44%	43%	44%	39%	48%	42%	48%
Neither trust nor distrust	(0)	224	48	176	75	149	135	54	32	196	28
		21%	18%	22%	20%	21%	23%	22%	14%	25%	9%
Tend to distrust	(-1)	97	30	67	37	60	55	24	14	79	19
		9%	11%	8%	10%	9%	9%	10%	6%	10%	6%
Strongly distrust	(-2)	51	10	41	19	32	28	16	6	46	6
		5%	4%	5%	5%	5%	5%	7%	3%	6%	2%
SUMMARY CODES											
TRUST 1,2		676	175	501	245	431	357	144	159	445	231
		63%	64%	62%	64%	62%	61%	58%	72%	57%	78%
DISTRUST 4,5		149	40	108	56	92	82	41	20	124	24
		14%	15%	13%	15%	13%	14%	16%	9%	16%	8%
Refused		2	-	2	1	1	1	-	1	2	-
		*	-	*	*	*	*	-	1%	*	-
Don't know		28	9	20	8	21	11	9	9	14	14
		3%	3%	2%	2%	3%	2%	4%	4%	2%	5%
Average Score		0.653	0.687	0.641	0.652	0.653	0.608	0.561	0.881	0.516	1.024
Standard Deviation		1.051	1.054	1.051	1.066	1.044	1.035	1.122	0.963	1.062	0.928
Error Variance		0.001	0.004	0.001	0.003	0.002	0.002	0.005	0.004	0.002	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_02 To what extent do you trust or distrust your electricity supplier to ... provide clear and helpful information for you?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1119	520	1119	914	125	80	244	469	406	173	261	216	469
Weighted Base	1079	503	1079	879	116	84	201	510	368	217	328	228	305
Completely trust	(2) 204	84	204	159	23	23	28	75	101	29	62	39	74
	19%	17%	19%	18%	19%	27%	14%	15%	27%	13%	19%	17%	24%
Tend to trust	(1) 488	223	488	399	50	39	95	215	178	98	149	107	133
	45%	44%	45%	45%	43%	46%	47%	42%	48%	45%	45%	47%	44%
Neither trust nor distrust	(0) 195	101	195	167	22	6	35	118	41	43	62	45	45
	18%	20%	18%	19%	19%	7%	18%	23%	11%	20%	19%	20%	15%
Tend to distrust	(-1) 107	54	107	82	13	12	20	56	31	26	31	21	30
	10%	11%	10%	9%	11%	14%	10%	11%	8%	12%	9%	9%	10%
Strongly distrust	(-2) 60	33	60	49	6	4	14	36	10	17	20	12	11
	6%	7%	6%	6%	6%	5%	7%	7%	3%	8%	6%	5%	4%
SUMMARY CODES													
TRUST 1,2	693	307	693	559	73	61	123	290	279	127	211	147	208
	64%	61%	64%	64%	63%	73%	61%	57%	76%	58%	64%	64%	68%
DISTRUST 4,5	167	87	167	132	19	16	34	92	41	44	51	32	41
	16%	17%	16%	15%	17%	19%	17%	18%	11%	20%	16%	14%	13%
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	23	7	23	20	2	1	8	9	6	3	3	4	13
	2%	1%	2%	2%	2%	1%	4%	2%	2%	1%	1%	2%	4%
Average Score	0.634	0.547	0.634	0.626	0.610	0.756	0.535	0.473	0.911	0.444	0.622	0.636	0.786
Standard Deviation	1.080	1.100	1.080	1.070	1.099	1.161	1.093	1.099	0.991	1.120	1.090	1.039	1.052
Error Variance	0.001	0.002	0.001	0.001	0.010	0.017	0.005	0.003	0.002	0.007	0.005	0.005	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_02 To what extent do you trust or distrust your electricity supplier to ... provide clear and helpful information for you?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1119	281	838	373	746	546	272	277	758	361
Weighted Base		1079	272	807	385	694	586	247	222	782	297
Completely trust	(2)	204	54	150	79	125	102	45	51	119	86
		19%	20%	19%	21%	18%	17%	18%	23%	15%	29%
Tend to trust	(1)	488	129	359	179	309	269	108	102	343	145
		45%	47%	45%	46%	45%	46%	44%	46%	44%	49%
Neither trust nor distrust	(0)	195	42	154	61	134	115	41	36	164	32
		18%	15%	19%	16%	19%	20%	17%	16%	21%	11%
Tend to distrust	(-1)	107	28	79	39	68	60	26	17	88	19
		10%	10%	10%	10%	10%	10%	11%	7%	11%	6%
Strongly distrust	(-2)	60	14	46	22	38	33	20	6	54	6
		6%	5%	6%	6%	5%	6%	8%	3%	7%	2%
SUMMARY CODES											
TRUST 1,2		693	183	509	258	435	371	153	153	462	230
		64%	67%	63%	67%	63%	63%	62%	69%	59%	78%
DISTRUST 4,5		167	42	125	62	106	93	47	23	143	25
		16%	16%	15%	16%	15%	16%	19%	10%	18%	8%
Refused		1	-	1	1	-	1	-	-	1	-
	*	*	-	*	*	-	*	-	-	*	-
Don't know		23	5	18	3	20	6	7	10	12	11
		2%	2%	2%	1%	3%	1%	3%	5%	2%	4%
Average Score		0.634	0.677	0.620	0.664	0.618	0.601	0.545	0.828	0.500	0.996
Standard Deviation		1.080	1.077	1.081	1.096	1.071	1.068	1.161	0.980	1.102	0.926
Error Variance		0.001	0.004	0.001	0.003	0.002	0.002	0.005	0.004	0.002	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_03 To what extent do you trust or distrust your electricity supplier to ... charge you a fair price for your electricity?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1119	520	1119	914	125	80	244	469	406	173	261	216	469
Weighted Base	1079	503	1079	879	116	84	201	510	368	217	328	228	305
Completely trust	(2) 163	71	163	131	18	15	24	63	77	21	47	30	65
	15%	14%	15%	15%	15%	18%	12%	12%	21%	10%	14%	13%	21%
Tend to trust	(1) 410	187	410	330	48	32	81	171	158	70	133	86	121
	38%	37%	38%	38%	41%	37%	40%	34%	43%	32%	41%	38%	40%
Neither trust nor distrust	(0) 237	113	237	204	22	12	45	133	59	59	76	51	52
	22%	22%	22%	23%	19%	14%	23%	26%	16%	27%	23%	22%	17%
Tend to distrust	(-1) 146	73	146	117	14	15	25	84	37	44	35	31	36
	13%	15%	13%	13%	12%	17%	12%	16%	10%	20%	11%	14%	12%
Strongly distrust	(-2) 83	47	83	65	11	6	17	47	19	16	30	19	18
	8%	9%	8%	7%	9%	8%	8%	9%	5%	7%	9%	8%	6%
SUMMARY CODES													
TRUST 1,2	573	258	573	461	66	47	104	234	234	91	180	116	186
	53%	51%	53%	52%	56%	55%	52%	46%	64%	42%	55%	51%	61%
DISTRUST 4,5	228	120	228	182	25	21	41	130	56	60	65	50	54
	21%	24%	21%	21%	22%	25%	21%	26%	15%	27%	20%	22%	18%
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	40	12	40	32	3	5	10	12	18	8	7	11	14
	4%	2%	4%	4%	3%	6%	5%	2%	5%	3%	2%	5%	5%
Average Score	0.410	0.330	0.410	0.407	0.418	0.429	0.368	0.241	0.673	0.174	0.413	0.358	0.615
Standard Deviation	1.147	1.176	1.147	1.136	1.184	1.224	1.125	1.156	1.098	1.108	1.145	1.152	1.142
Error Variance	0.001	0.003	0.001	0.001	0.011	0.020	0.005	0.003	0.003	0.007	0.005	0.006	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.64_03 To what extent do you trust or distrust your electricity supplier to ... charge you a fair price for your electricity?

Base: All who have electricity only, or if gas and electricity and gas supplier is not the same as electricity supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1119	281	838	373	746	546	272	277	758	361
Weighted Base		1079	272	807	385	694	586	247	222	782	297
Completely trust	(2)	163 15%	43 16%	120 15%	63 16%	100 14%	70 12%	40 16%	48 22%	90 12%	73 25%
Tend to trust	(1)	410 38%	105 39%	304 38%	149 39%	260 38%	218 37%	85 35%	98 44%	281 36%	128 43%
Neither trust nor distrust	(0)	237 22%	53 19%	184 23%	76 20%	162 23%	149 25%	50 20%	35 16%	197 25%	41 14%
Tend to distrust	(-1)	146 13%	46 17%	100 12%	53 14%	93 13%	86 15%	32 13%	23 10%	118 15%	27 9%
Strongly distrust	(-2)	83 8%	17 6%	65 8%	34 9%	49 7%	42 7%	28 11%	10 5%	71 9%	12 4%
SUMMARY CODES											
TRUST 1,2		573 53%	148 55%	425 53%	212 55%	361 52%	289 49%	125 51%	146 66%	372 48%	201 68%
DISTRUST 4,5		228 21%	63 23%	165 20%	86 22%	142 20%	127 22%	61 24%	33 15%	189 24%	39 13%
Refused		1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Don't know		40 4%	8 3%	32 4%	9 2%	30 4%	20 3%	12 5%	8 4%	23 3%	16 6%
Average Score		0.410	0.421	0.406	0.415	0.407	0.335	0.324	0.707	0.267	0.795
Standard Deviation		1.147	1.146	1.148	1.186	1.125	1.105	1.246	1.075	1.145	1.063
Error Variance		0.001	0.005	0.002	0.004	0.002	0.002	0.006	0.004	0.002	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?

Base: All who have gas and electricity and they have the same gas and electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4760	4760	4760	4096	430	234	1054	2223	1483	968	1174	889	1729
Weighted Base	4809	4809	4809	4147	429	233	891	2550	1368	1218	1474	958	1160
Very satisfied	(2) 943	943	943	775	102	66	159	482	302	218	267	197	260
	20%	20%	20%	19%	24%	28%	18%	19%	22%	18%	18%	21%	22%
Satisfied	(1) 2618	2618	2618	2271	223	123	466	1324	828	658	818	538	604
	54%	54%	54%	55%	52%	53%	52%	52%	61%	54%	55%	56%	52%
Neither satisfied nor dissatisfied	(0) 902	902	902	804	63	35	183	544	176	258	291	151	202
	19%	19%	19%	19%	15%	15%	20%	21%	13%	21%	20%	16%	17%
Dissatisfied	(-1) 252	252	252	214	32	6	60	148	44	65	77	49	60
	5%	5%	5%	5%	7%	3%	7%	6%	3%	5%	5%	5%	5%
Very dissatisfied	(-2) 84	84	84	72	10	2	22	48	13	13	18	23	31
	2%	2%	2%	2%	2%	1%	3%	2%	1%	1%	1%	2%	3%
SUMMARY CODES													
SATISFIED 1,2	3560	3560	3560	3047	325	189	625	1805	1130	876	1085	735	864
	74%	74%	74%	73%	76%	81%	70%	71%	83%	72%	74%	77%	74%
DISSATISFIED 4,5	336	336	336	285	42	9	83	196	57	78	95	72	91
	7%	7%	7%	7%	10%	4%	9%	8%	4%	6%	6%	8%	8%
Refused	2	2	2	2	-	-	-	2	1	2	-	-	1
	*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know	8	8	8	8	-	-	1	3	4	4	1	-	2
	*	*	*	*	-	-	*	*	*	*	*	-	*
Average Score	0.851	0.851	0.851	0.838	0.872	1.043	0.762	0.802	0.999	0.828	0.842	0.873	0.867
Standard Deviation	0.855	0.855	0.855	0.848	0.937	0.798	0.909	0.876	0.754	0.821	0.822	0.876	0.911
Error Variance	*	*	*	*	0.002	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?****Base: All who have gas and electricity and they have the same gas and electricity supplier**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		4760	449	4309	2011	2749	2867	879	957	3595	1165
Weighted Base		4809	473	4334	2117	2692	3151	829	774	3813	996
Very satisfied	(2)	943	74	868	457	486	591	171	168	713	229
		20%	16%	20%	22%	18%	19%	21%	22%	19%	23%
Satisfied	(1)	2618	265	2353	1155	1462	1749	435	405	2037	581
		54%	56%	54%	55%	54%	56%	52%	52%	53%	58%
Neither satisfied nor dissatisfied	(0)	902	103	798	368	534	608	149	130	769	133
		19%	22%	18%	17%	20%	19%	18%	17%	20%	13%
Dissatisfied	(-1)	252	21	230	103	149	156	49	47	218	34
		5%	5%	5%	5%	6%	5%	6%	6%	6%	3%
Very dissatisfied	(-2)	84	9	75	27	58	39	23	23	69	16
		2%	2%	2%	1%	2%	1%	3%	3%	2%	2%
SUMMARY CODES											
SATISFIED 1,2		3560	339	3221	1612	1948	2340	606	574	2750	810
		74%	72%	74%	76%	72%	74%	73%	74%	72%	81%
DISSATISFIED 4,5		336	31	306	130	207	195	72	70	286	50
		7%	6%	7%	6%	8%	6%	9%	9%	8%	5%
Refused		2	-	1	-	2	2	-	1	2	1
		*	-	*	-	*	*	-	*	*	*
Don't know		8	-	8	7	1	6	2	-	6	2
		*	-	*	*	*	*	*	-	*	*
Average Score		0.851	0.790	0.857	0.907	0.807	0.858	0.825	0.841	0.817	0.980
Standard Deviation		0.855	0.829	0.857	0.831	0.870	0.819	0.918	0.931	0.864	0.803
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.68 To what extent do you trust or distrust your energy supplier to - SUMMARY****Base: All who have gas and electricity and they have the same gas and electricity supplier**

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your gas and electricity
Unweighted Base		4760	4760	4760
Weighted Base		4809	4809	4809
Completely trust	(2)	759 16%	825 17%	659 14%
Tend to trust	(1)	2272 47%	2313 48%	1833 38%
Neither trust nor distrust	(0)	990 21%	871 18%	1042 22%
Tend to distrust	(-1)	496 10%	488 10%	734 15%
Strongly distrust	(-2)	199 4%	210 4%	405 8%
SUMMARY CODES				
TRUST 1,2		3031 63%	3138 65%	2492 52%
DISTRUST 4,5		694 14%	698 15%	1138 24%
Refused		10 *	9 *	10 *
Don't know		83 2%	92 2%	128 3%
Average Score		0.614	0.649	0.344
Standard Deviation		1.011	1.026	1.158
Error Variance		*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.68_01 To what extent do you trust or distrust your energy supplier to ... treat you fairly in their dealings with you?

Base: All who have gas and electricity and they have the same gas and electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4760	4760	4760	4096	430	234	1054	2223	1483	968	1174	889	1729
Weighted Base	4809	4809	4809	4147	429	233	891	2550	1368	1218	1474	958	1160
Completely trust	(2) 759	759	759	661	52	45	147	344	268	140	207	164	248
	16%	16%	16%	16%	12%	19%	17%	13%	20%	11%	14%	17%	21%
Tend to trust	(1) 2272	2272	2272	1963	202	108	417	1148	708	557	711	441	563
	47%	47%	47%	47%	47%	46%	47%	45%	52%	46%	48%	46%	49%
Neither trust nor distrust	(0) 990	990	990	853	89	49	177	604	209	300	332	179	178
	21%	21%	21%	21%	21%	21%	20%	24%	15%	25%	23%	19%	15%
Tend to distrust	(-1) 496	496	496	419	57	20	81	299	116	160	141	112	83
	10%	10%	10%	10%	13%	9%	9%	12%	8%	13%	10%	12%	7%
Strongly distrust	(-2) 199	199	199	170	21	7	45	118	36	44	54	46	55
	4%	4%	4%	4%	5%	3%	5%	5%	3%	4%	4%	5%	5%
SUMMARY CODES													
TRUST 1,2	3031	3031	3031	2624	254	153	564	1491	976	697	918	605	811
	63%	63%	63%	63%	59%	66%	63%	58%	71%	57%	62%	63%	70%
DISTRUST 4,5	694	694	694	589	78	27	126	416	152	204	195	158	138
	14%	14%	14%	14%	18%	12%	14%	16%	11%	17%	13%	16%	12%
Refused	10	10	10	10	-	-	3	5	3	2	3	-	6
	*	*	*	*	-	-	*	*	*	*	*	-	1%
Don't know	83	83	83	70	9	4	21	33	28	15	25	16	26
	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%
Average Score	0.614	0.614	0.614	0.621	0.492	0.716	0.623	0.518	0.790	0.490	0.606	0.600	0.769
Standard Deviation	1.011	1.011	1.011	1.009	1.037	0.985	1.037	1.021	0.951	0.985	0.973	1.057	1.028
Error Variance	*	*	*	*	0.003	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.68_01 To what extent do you trust or distrust your energy supplier to ... treat you fairly in their dealings with you?****Base: All who have gas and electricity and they have the same gas and electricity supplier**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		4760	449	4309	2011	2749	2867	879	957	3595	1165
Weighted Base		4809	473	4334	2117	2692	3151	829	774	3813	996
Completely trust	(2)	759 16%	59 13%	700 16%	333 16%	426 16%	433 14%	150 18%	168 22%	525 14%	234 23%
Tend to trust	(1)	2272 47%	231 49%	2041 47%	1035 49%	1237 46%	1498 48%	385 46%	365 47%	1756 46%	516 52%
Neither trust nor distrust	(0)	990 21%	106 23%	883 20%	446 21%	545 20%	700 22%	147 18%	128 17%	873 23%	117 12%
Tend to distrust	(-1)	496 10%	51 11%	445 10%	198 9%	297 11%	354 11%	70 8%	65 8%	424 11%	72 7%
Strongly distrust	(-2)	199 4%	16 3%	183 4%	82 4%	117 4%	113 4%	52 6%	33 4%	166 4%	33 3%
SUMMARY CODES											
TRUST 1,2		3031 63%	290 61%	2741 63%	1368 65%	1663 62%	1932 61%	535 65%	532 69%	2282 60%	750 75%
DISTRUST 4,5		694 14%	67 14%	628 14%	280 13%	414 15%	467 15%	122 15%	98 13%	590 15%	104 10%
Refused		10 *	2 *	7 *	4 *	7 *	4 *	3 *	4 *	8 *	2 *
Don't know		83 2%	8 2%	75 2%	20 1%	63 2%	48 2%	22 3%	11 1%	59 2%	23 2%
Average Score		0.614	0.576	0.619	0.639	0.594	0.576	0.637	0.749	0.548	0.872
Standard Deviation		1.011	0.962	1.016	0.986	1.030	0.986	1.080	1.032	1.010	0.972
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.68_02 To what extent do you trust or distrust your energy supplier to ... provide clear and helpful information for you?

Base: All who have gas and electricity and they have the same gas and electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4760	4760	4760	4096	430	234	1054	2223	1483	968	1174	889	1729
Weighted Base	4809	4809	4809	4147	429	233	891	2550	1368	1218	1474	958	1160
Completely trust	(2) 825	825	825	717	57	50	155	382	288	174	230	165	255
	17%	17%	17%	17%	13%	22%	17%	15%	21%	14%	16%	17%	22%
Tend to trust	(1) 2313	2313	2313	1984	216	113	405	1187	721	587	724	452	550
	48%	48%	48%	48%	50%	48%	45%	47%	53%	48%	49%	47%	47%
Neither trust nor distrust	(0) 871	871	871	769	65	37	167	526	178	252	286	166	167
	18%	18%	18%	19%	15%	16%	19%	21%	13%	21%	19%	17%	14%
Tend to distrust	(-1) 488	488	488	416	50	21	96	290	103	149	157	92	91
	10%	10%	10%	10%	12%	9%	11%	11%	8%	12%	11%	10%	8%
Strongly distrust	(-2) 210	210	210	173	31	6	41	131	39	43	53	51	63
	4%	4%	4%	4%	7%	3%	5%	5%	3%	4%	4%	5%	5%
SUMMARY CODES													
TRUST 1,2	3138	3138	3138	2701	274	163	560	1569	1009	761	954	618	805
	65%	65%	65%	65%	64%	70%	63%	62%	74%	63%	65%	64%	69%
DISTRUST 4,5	698	698	698	589	82	27	137	420	142	192	210	143	154
	15%	15%	15%	14%	19%	12%	15%	16%	10%	16%	14%	15%	13%
Refused	9	9	9	9	-	-	3	4	3	2	3	-	5
	*	*	*	*	-	-	*	*	*	*	*	-	*
Don't know	92	92	92	79	8	5	25	31	36	11	20	31	30
	2%	2%	2%	2%	2%	2%	3%	1%	3%	1%	1%	3%	3%
Average Score	0.649	0.649	0.649	0.655	0.517	0.790	0.622	0.557	0.841	0.581	0.635	0.636	0.749
Standard Deviation	1.026	1.026	1.026	1.020	1.101	0.980	1.048	1.045	0.948	0.997	0.993	1.057	1.067
Error Variance	*	*	*	*	0.003	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.68_02 To what extent do you trust or distrust your energy supplier to ... provide clear and helpful information for you?****Base: All who have gas and electricity and they have the same gas and electricity supplier**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		4760	449	4309	2011	2749	2867	879	957	3595	1165
Weighted Base		4809	473	4334	2117	2692	3151	829	774	3813	996
Completely trust	(2)	825 17%	64 14%	760 18%	370 17%	455 17%	495 16%	155 19%	166 21%	585 15%	239 24%
Tend to trust	(1)	2313 48%	243 51%	2070 48%	1076 51%	1237 46%	1531 49%	382 46%	371 48%	1808 47%	505 51%
Neither trust nor distrust	(0)	871 18%	89 19%	783 18%	368 17%	503 19%	611 19%	152 18%	98 13%	758 20%	113 11%
Tend to distrust	(-1)	488 10%	50 11%	439 10%	195 9%	293 11%	332 11%	74 9%	76 10%	419 11%	69 7%
Strongly distrust	(-2)	210 4%	18 4%	192 4%	82 4%	128 5%	123 4%	44 5%	43 6%	173 5%	37 4%
SUMMARY CODES											
TRUST 1,2		3138 65%	307 65%	2830 65%	1446 68%	1692 63%	2026 64%	537 65%	537 69%	2393 63%	745 75%
DISTRUST 4,5		698 15%	68 14%	630 15%	277 13%	421 16%	455 14%	118 14%	119 15%	593 16%	105 11%
Refused		9 *	2 *	6 *	3 *	7 *	4 *	2 *	4 *	7 *	2 *
Don't know		92 2%	7 1%	85 2%	23 1%	69 3%	55 2%	20 2%	16 2%	62 2%	31 3%
Average Score		0.649	0.615	0.652	0.696	0.611	0.628	0.658	0.717	0.591	0.874
Standard Deviation		1.026	0.983	1.031	0.994	1.050	1.003	1.058	1.090	1.028	0.990
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.68_03 To what extent do you trust or distrust your energy supplier to ... Charge you a fair price for your gas and electricity?

Base: All who have gas and electricity and they have the same gas and electricity supplier

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4760	4760	4760	4096	430	234	1054	2223	1483	968	1174	889	1729
Weighted Base	4809	4809	4809	4147	429	233	891	2550	1368	1218	1474	958	1160
Completely trust	(2) 659	659	659	568	54	37	125	293	240	126	183	142	208
	14%	14%	14%	14%	13%	16%	14%	12%	18%	10%	12%	15%	18%
Tend to trust	(1) 1833	1833	1833	1599	155	79	340	878	615	440	536	366	491
	38%	38%	38%	39%	36%	34%	38%	34%	45%	36%	36%	38%	42%
Neither trust nor distrust	(0) 1042	1042	1042	908	83	51	210	606	225	312	334	202	193
	22%	22%	22%	22%	19%	22%	24%	24%	16%	26%	23%	21%	17%
Tend to distrust	(-1) 734	734	734	637	64	33	110	468	155	220	256	133	124
	15%	15%	15%	15%	15%	14%	12%	18%	11%	18%	17%	14%	11%
Strongly distrust	(-2) 405	405	405	317	63	25	79	249	77	96	123	87	98
	8%	8%	8%	8%	15%	11%	9%	10%	6%	8%	8%	9%	8%
SUMMARY CODES													
TRUST 1,2	2492	2492	2492	2166	210	115	466	1171	855	565	720	508	699
	52%	52%	52%	52%	49%	50%	52%	46%	63%	46%	49%	53%	60%
DISTRUST 4,5	1138	1138	1138	954	127	57	189	717	232	316	380	220	222
	24%	24%	24%	23%	30%	25%	21%	28%	17%	26%	26%	23%	19%
Refused	10	10	10	9	-	1	3	3	4	2	3	1	4
	*	*	*	*	-	*	*	*	*	*	*	*	*
Don't know	128	128	128	110	10	9	24	53	51	23	38	27	41
	3%	3%	3%	3%	2%	4%	3%	2%	4%	2%	3%	3%	4%
Average Score	0.344	0.344	0.344	0.363	0.175	0.313	0.373	0.200	0.599	0.233	0.279	0.369	0.526
Standard Deviation	1.158	1.158	1.158	1.141	1.272	1.227	1.153	1.170	1.093	1.115	1.154	1.177	1.173
Error Variance	*	*	*	*	0.004	0.007	0.001	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.68_03 To what extent do you trust or distrust your energy supplier to ... Charge you a fair price for your gas and electricity?****Base: All who have gas and electricity and they have the same gas and electricity supplier**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		4760	449	4309	2011	2749	2867	879	957	3595	1165
Weighted Base		4809	473	4334	2117	2692	3151	829	774	3813	996
Completely trust	(2)	659	43	615	291	367	377	131	144	449	210
		14%	9%	14%	14%	14%	12%	16%	19%	12%	21%
Tend to trust	(1)	1833	193	1639	843	990	1180	310	319	1382	451
		38%	41%	38%	40%	37%	37%	37%	41%	36%	45%
Neither trust nor distrust	(0)	1042	104	937	457	585	723	174	129	911	131
		22%	22%	22%	22%	22%	23%	21%	17%	24%	13%
Tend to distrust	(-1)	734	80	652	318	415	529	110	87	636	97
		15%	17%	15%	15%	15%	17%	13%	11%	17%	10%
Strongly distrust	(-2)	405	42	363	162	242	253	77	72	334	71
		8%	9%	8%	8%	9%	8%	9%	9%	9%	7%
SUMMARY CODES											
TRUST 1,2		2492	237	2255	1135	1357	1557	441	463	1831	660
		52%	50%	52%	54%	50%	49%	53%	60%	48%	66%
DISTRUST 4,5		1138	122	1015	481	658	783	188	159	970	168
		24%	26%	23%	23%	24%	25%	23%	21%	25%	17%
Refused		10	1	7	4	6	5	2	3	7	2
		*	*	*	*	*	*	*	*	*	*
Don't know		128	8	120	42	87	84	24	20	93	36
		3%	2%	3%	2%	3%	3%	3%	3%	2%	4%
Average Score		0.344	0.250	0.355	0.378	0.317	0.293	0.383	0.502	0.263	0.659
Standard Deviation		1.158	1.125	1.162	1.138	1.174	1.138	1.189	1.201	1.148	1.144
Error Variance		*	0.003	*	0.001	0.001	*	0.002	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens - SUMMARY

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Energy suppliers in general	Banks	NHS Doctors	Politicians	Estate Agents	The Police	Mobile phone providers	Landline phone providers	Insurance companies	Water suppliers
Unweighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151	6151
Weighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151	6151
Completely trust	(2)	291 5%	586 10%	1998 32%	68 1%	148 2%	1303 21%	333 5%	447 7%	250 4%	680 11%
Tend to trust	(1)	2350 38%	2675 43%	3107 51%	564 9%	1176 19%	3167 51%	2160 35%	2736 44%	1963 32%	3168 52%
Neither	(0)	1582 26%	1059 17%	514 8%	1156 19%	1737 28%	786 13%	1544 25%	1388 23%	1436 23%	1250 20%
Tend to distrust	(-1)	1320 21%	1074 17%	354 6%	1702 28%	1271 21%	511 8%	1190 19%	903 15%	1462 24%	631 10%
Completely distrust	(-2)	478 8%	670 11%	113 2%	2432 40%	859 14%	278 5%	480 8%	368 6%	782 13%	235 4%
SUMMARY CODES											
TRUST 1,2		2640 43%	3261 53%	5105 83%	633 10%	1324 22%	4470 73%	2493 41%	3183 52%	2213 36%	3848 63%
DISTRUST 4,5		1797 29%	1744 28%	467 8%	4134 67%	2130 35%	789 13%	1670 27%	1271 21%	2244 36%	866 14%
Refused		16 *	17 *	11 *	51 1%	27 *	19 *	22 *	16 *	16 *	13 *
Don't know		115 2%	71 1%	54 1%	177 3%	933 15%	87 1%	422 7%	293 5%	242 4%	174 3%
Average Score		0.109	0.236	1.072	-0.990	-0.292	0.778	0.118	0.341	-0.095	0.575
Standard Deviation		1.053	1.179	0.899	1.045	1.078	1.024	1.069	1.032	1.128	0.960
Error Variance		*	*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_01 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Energy suppliers in general
Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 291	248	290	238	32	21	63	110	118	45	75	55	116
	5%	4%	5%	5%	5%	7%	5%	3%	6%	3%	4%	4%	7%
Tend to trust	(1) 2350	2127	2347	2022	211	116	463	1068	819	496	697	487	669
	38%	38%	38%	39%	36%	36%	40%	34%	45%	33%	37%	39%	43%
Neither	(0) 1582	1443	1577	1372	142	68	301	918	362	456	492	307	327
	26%	26%	26%	26%	24%	21%	26%	29%	20%	31%	26%	25%	21%
Tend to distrust	(-1) 1320	1206	1310	1106	120	94	228	743	349	370	447	236	267
	21%	22%	21%	21%	21%	29%	20%	23%	19%	25%	24%	19%	17%
Completely distrust	(-2) 478	436	477	386	74	18	75	294	109	98	145	118	117
	8%	8%	8%	7%	13%	6%	6%	9%	6%	7%	8%	10%	8%
SUMMARY CODES													
TRUST 1,2	2640	2375	2637	2259	243	138	526	1178	936	541	773	541	785
	43%	43%	43%	43%	42%	42%	45%	37%	52%	36%	41%	44%	51%
DISTRUST 4,5	1797	1642	1787	1492	194	112	303	1037	458	467	592	354	384
	29%	29%	29%	28%	33%	34%	26%	33%	25%	31%	31%	29%	25%
Refused	16	16	15	15	1	-	3	10	3	5	3	3	5
	*	*	*	*	*	-	*	*	*	*	*	*	*
Don't know	115	98	114	102	4	10	23	39	53	17	26	30	42
	2%	2%	2%	2%	1%	3%	2%	1%	3%	1%	1%	2%	3%
Average Score	0.109	0.100	0.111	0.121	0.013	0.092	0.186	-0.013	0.278	0.015	0.060	0.103	0.267
Standard Deviation	1.053	1.050	1.053	1.041	1.141	1.075	1.032	1.046	1.051	0.991	1.043	1.080	1.085
Error Variance	*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_01 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Energy suppliers in general

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	291	36	255	108	183	146	74	67	170	121
		5%	5%	5%	4%	5%	4%	7%	6%	4%	9%
Tend to trust	(1)	2350	305	2044	1015	1335	1422	441	451	1679	671
		38%	40%	38%	39%	37%	37%	39%	43%	35%	49%
Neither	(0)	1582	192	1388	682	899	1024	298	240	1336	246
		26%	25%	26%	26%	25%	26%	26%	23%	28%	18%
Tend to distrust	(-1)	1320	155	1164	538	782	917	201	186	1128	191
		21%	21%	22%	21%	22%	24%	18%	18%	24%	14%
Completely distrust	(-2)	478	62	416	190	288	296	86	86	394	83
		8%	8%	8%	7%	8%	8%	8%	8%	8%	6%
SUMMARY CODES											
TRUST 1,2		2640	341	2299	1123	1517	1568	515	518	1849	792
		43%	45%	43%	44%	42%	40%	46%	49%	39%	58%
DISTRUST 4,5		1797	217	1580	728	1070	1213	287	272	1523	275
		29%	29%	29%	28%	30%	31%	25%	26%	32%	20%
Refused		16	2	12	3	13	8	3	5	11	5
		*	*	*	*	*	*	*	*	*	*
Don't know		115	4	111	39	76	66	26	22	67	48
		2%	1%	2%	2%	2%	2%	2%	2%	1%	4%
Average Score		0.109	0.131	0.106	0.124	0.098	0.054	0.195	0.221	0.022	0.422
Standard Deviation		1.053	1.058	1.052	1.034	1.067	1.038	1.062	1.079	1.037	1.050
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_02 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Banks

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 586	509	582	483	58	45	136	222	228	98	152	122	215
	10%	9%	9%	9%	10%	14%	12%	7%	13%	7%	8%	10%	14%
Tend to trust	(1) 2675	2453	2670	2335	220	121	530	1284	861	627	835	544	669
	43%	44%	44%	45%	38%	37%	46%	40%	48%	42%	44%	44%	43%
Neither	(0) 1059	953	1057	904	103	52	202	621	236	310	332	186	230
	17%	17%	17%	17%	18%	16%	17%	20%	13%	21%	18%	15%	15%
Tend to distrust	(-1) 1074	984	1070	896	111	67	172	615	288	292	345	197	241
	17%	18%	17%	17%	19%	21%	15%	19%	16%	20%	18%	16%	16%
Completely distrust	(-2) 670	598	667	546	86	38	96	404	170	147	208	163	151
	11%	11%	11%	10%	15%	12%	8%	13%	9%	10%	11%	13%	10%
SUMMARY CODES													
TRUST 1,2	3261	2962	3252	2818	278	165	666	1506	1089	725	986	666	884
	53%	53%	53%	54%	48%	51%	58%	47%	60%	49%	52%	54%	57%
DISTRUST 4,5	1744	1582	1736	1441	198	105	267	1019	458	439	553	360	392
	28%	28%	28%	28%	34%	32%	23%	32%	25%	30%	29%	29%	25%
Refused	17	15	16	16	1	-	7	6	3	5	2	5	5
	*	*	*	*	*	-	1%	*	*	*	*	*	*
Don't know	71	62	69	61	4	5	15	30	26	8	12	18	32
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Average Score	0.236	0.235	0.237	0.254	0.089	0.208	0.387	0.097	0.386	0.160	0.201	0.219	0.369
Standard Deviation	1.179	1.173	1.179	1.165	1.251	1.254	1.134	1.179	1.179	1.124	1.166	1.227	1.201
Error Variance	*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_02 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Banks

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	586	66	520	211	375	305	138	132	367	219
		10%	9%	10%	8%	10%	8%	12%	12%	8%	16%
Tend to trust	(1)	2675	329	2345	1145	1530	1688	493	465	2044	630
		43%	43%	44%	44%	43%	44%	44%	44%	43%	46%
Neither	(0)	1059	133	926	443	616	689	186	166	885	174
		17%	18%	17%	17%	17%	18%	16%	16%	18%	13%
Tend to distrust	(-1)	1074	131	942	455	619	739	160	159	898	176
		17%	17%	17%	18%	17%	19%	14%	15%	19%	13%
Completely distrust	(-2)	670	93	577	297	373	424	131	105	538	132
		11%	12%	11%	12%	10%	11%	12%	10%	11%	10%
SUMMARY CODES											
TRUST 1,2		3261	395	2865	1356	1905	1992	630	596	2412	849
		53%	52%	53%	53%	53%	51%	56%	56%	50%	62%
DISTRUST 4,5		1744	223	1519	752	992	1163	291	264	1436	309
		28%	29%	28%	29%	28%	30%	26%	25%	30%	23%
Refused		17	4	13	5	12	8	5	4	12	5
		*	*	*	*	*	*	*	*	*	*
Don't know		71	3	67	21	50	27	17	26	40	30
		1%	*	1%	1%	1%	1%	1%	3%	1%	2%
Average Score		0.236	0.192	0.243	0.203	0.260	0.185	0.313	0.350	0.170	0.471
Standard Deviation		1.179	1.192	1.178	1.176	1.182	1.164	1.210	1.187	1.165	1.200
Error Variance		*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_03 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - NHS Doctors

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 1998	1778	1992	1668	219	111	349	927	722	436	592	409	561
	32%	32%	32%	32%	37%	34%	30%	29%	40%	29%	31%	33%	36%
Tend to trust	(1) 3107	2856	3098	2684	270	154	566	1723	818	812	997	619	680
	51%	51%	51%	51%	46%	47%	49%	54%	45%	55%	53%	50%	44%
Neither	(0) 514	464	514	447	39	28	123	261	130	127	148	118	123
	8%	8%	8%	9%	7%	9%	11%	8%	7%	9%	8%	10%	8%
Tend to distrust	(-1) 354	322	351	300	29	25	81	178	94	78	107	64	105
	6%	6%	6%	6%	5%	8%	7%	6%	5%	5%	6%	5%	7%
Completely distrust	(-2) 113	99	112	83	25	5	22	64	27	24	27	15	47
	2%	2%	2%	2%	4%	2%	2%	2%	1%	2%	1%	1%	3%
SUMMARY CODES													
TRUST 1,2	5105	4633	5090	4351	488	265	915	2651	1540	1249	1589	1027	1240
	83%	83%	83%	83%	84%	81%	79%	83%	85%	84%	84%	83%	80%
DISTRUST 4,5	467	421	463	383	53	30	103	242	121	102	134	79	152
	8%	8%	8%	7%	9%	9%	9%	8%	7%	7%	7%	6%	10%
Refused	11	11	11	11	-	-	2	5	4	2	2	1	5
	*	*	*	*	-	-	*	*	*	*	*	*	*
Don't know	54	45	53	48	3	3	13	23	17	8	13	10	23
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
Average Score	1.072	1.067	1.072	1.072	1.083	1.053	0.997	1.037	1.180	1.056	1.079	1.096	1.058
Standard Deviation	0.899	0.893	0.898	0.883	1.009	0.943	0.934	0.886	0.889	0.857	0.866	0.861	1.003
Error Variance	*	*	*	*	0.002	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_03 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - NHS Doctors

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2) 1998	235	1761	839	1158	1219	367	383	1439	558
	32%	31%	33%	33%	32%	31%	33%	36%	30%	41%
Tend to trust	(1) 3107	379	2728	1307	1801	2051	552	458	2532	575
	51%	50%	51%	51%	50%	53%	49%	43%	53%	42%
Neither	(0) 514	71	443	227	288	308	106	98	418	96
	8%	9%	8%	9%	8%	8%	9%	9%	9%	7%
Tend to distrust	(-1) 354	48	306	146	207	209	66	71	271	82
	6%	6%	6%	6%	6%	5%	6%	7%	6%	6%
Completely distrust	(-2) 113	18	95	45	68	60	21	31	85	28
	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%
SUMMARY CODES										
TRUST 1,2	5105	614	4488	2146	2959	3270	919	841	3972	1133
	83%	81%	83%	83%	83%	84%	81%	80%	83%	83%
DISTRUST 4,5	467	66	401	191	276	269	87	103	356	111
	8%	9%	7%	7%	8%	7%	8%	10%	7%	8%
Refused	11	2	8	1	9	4	3	4	5	5
	*	*	*	*	*	*	*	*	*	*
Don't know	54	3	51	11	43	28	15	11	34	20
	1%	*	1%	*	1%	1%	1%	1%	1%	1%
Average Score	1.072	1.018	1.079	1.072	1.071	1.081	1.060	1.046	1.047	1.158
Standard Deviation	0.899	0.939	0.893	0.893	0.903	0.865	0.911	1.003	0.883	0.949
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_04 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Politicians

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2)	68	61	68	57	9	2	22	29	18	11	17	16	25
		1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%
Tend to trust	(1)	564	511	563	508	37	19	134	256	175	170	162	100	133
		9%	9%	9%	10%	6%	6%	12%	8%	10%	11%	9%	8%	9%
Neither	(0)	1156	1060	1151	1027	87	42	272	591	293	335	359	225	237
		19%	19%	19%	20%	15%	13%	23%	19%	16%	22%	19%	18%	15%
Tend to distrust	(-1)	1702	1551	1699	1474	157	71	276	907	519	452	558	315	377
		28%	28%	28%	28%	27%	22%	24%	28%	29%	30%	30%	26%	24%
Completely distrust	(-2)	2432	2195	2424	1976	276	180	376	1307	749	484	741	526	681
		40%	39%	40%	38%	47%	55%	33%	41%	41%	33%	39%	43%	44%
SUMMARY CODES														
TRUST 1,2		633	572	632	566	46	21	155	285	193	180	178	116	158
		10%	10%	10%	11%	8%	6%	13%	9%	11%	12%	9%	9%	10%
DISTRUST 4,5		4134	3746	4123	3450	433	251	653	2214	1268	935	1300	842	1058
		67%	67%	67%	66%	74%	77%	56%	70%	70%	63%	69%	68%	69%
Refused		51	45	49	47	4	-	15	23	13	10	14	14	12
		1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Don't know		177	151	176	151	13	13	62	70	46	27	35	39	77
		3%	3%	3%	3%	2%	4%	5%	2%	3%	2%	2%	3%	5%
Average Score		-0.990	-0.987	-0.990	-0.953	-1.155	-1.299	-0.789	-1.038	-1.030	-0.847	-1.005	-1.045	-1.071
Standard Deviation		1.045	1.043	1.045	1.048	1.012	0.959	1.110	1.014	1.041	1.037	1.017	1.046	1.071
Error Variance		*	*	*	*	0.002	0.003	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_04 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Politicians

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	68 1%	6 1%	62 1%	25 1%	44 1%	34 1%	16 1%	17 2%	41 1%	28 2%
Tend to trust	(1)	564 9%	71 9%	494 9%	216 8%	348 10%	345 9%	124 11%	87 8%	446 9%	118 9%
Neither	(0)	1156 19%	143 19%	1013 19%	521 20%	635 18%	767 20%	226 20%	150 14%	960 20%	195 14%
Tend to distrust	(-1)	1702 28%	233 31%	1468 27%	701 27%	1001 28%	1138 29%	280 25%	256 24%	1329 28%	373 27%
Completely distrust	(-2)	2432 40%	283 37%	2148 40%	1036 40%	1396 39%	1495 39%	418 37%	488 46%	1850 39%	582 43%
SUMMARY CODES											
TRUST 1,2		633 10%	77 10%	556 10%	241 9%	392 11%	379 10%	140 12%	104 10%	487 10%	146 11%
DISTRUST 4,5		4134 67%	516 68%	3616 67%	1737 67%	2397 67%	2633 68%	699 62%	744 70%	3179 66%	955 70%
Refused		51 1%	8 1%	42 1%	25 1%	26 1%	29 1%	11 1%	10 1%	33 1%	18 1%
Don't know		177 3%	13 2%	164 3%	52 2%	125 4%	72 2%	54 5%	49 5%	126 3%	52 4%
Average Score		-0.990	-0.974	-0.992	-1.004	-0.981	-0.983	-0.903	-1.114	-0.973	-1.051
Standard Deviation		1.045	1.019	1.048	1.028	1.056	1.022	1.094	1.062	1.035	1.075
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_05 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Estate Agents

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE			
Total		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 148	129	147	125	12	11	56	56	36	24	50	25	49
	2%	2%	2%	2%	2%	3%	5%	2%	2%	2%	3%	2%	3%
Tend to trust	(1) 1176	1070	1175	1007	114	55	288	571	318	295	407	228	246
	19%	19%	19%	19%	20%	17%	25%	18%	18%	20%	22%	18%	16%
Neither	(0) 1737	1581	1733	1474	196	67	289	964	484	439	524	350	424
	28%	28%	28%	28%	34%	20%	25%	30%	27%	29%	28%	28%	27%
Tend to distrust	(-1) 1271	1150	1266	1116	79	77	261	691	320	372	401	235	264
	21%	21%	21%	21%	14%	23%	23%	22%	18%	25%	21%	19%	17%
Completely distrust	(-2) 859	788	856	728	76	55	149	500	209	225	271	188	174
	14%	14%	14%	14%	13%	17%	13%	16%	12%	15%	14%	15%	11%
SUMMARY CODES													
TRUST 1,2	1324	1199	1322	1132	126	66	344	626	354	319	457	253	295
	22%	22%	22%	22%	22%	20%	30%	20%	20%	21%	24%	20%	19%
DISTRUST 4,5	2130	1938	2122	1844	155	132	410	1191	529	597	672	423	438
	35%	35%	35%	35%	27%	40%	35%	37%	29%	40%	36%	34%	28%
Refused	27	26	26	24	3	-	4	14	9	5	6	3	12
	*	*	*	*	*	-	*	*	*	*	*	*	1%
Don't know	933	831	928	766	103	63	109	388	436	127	227	206	374
	15%	15%	15%	15%	18%	19%	9%	12%	24%	9%	12%	17%	24%
Average Score	-0.292	-0.296	-0.291	-0.295	-0.197	-0.414	-0.152	-0.363	-0.255	-0.354	-0.264	-0.325	-0.232
Standard Deviation	1.078	1.077	1.078	1.076	1.052	1.152	1.136	1.059	1.059	1.051	1.093	1.085	1.077
Error Variance	*	*	*	*	0.002	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.72_05 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Estate Agents****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	148	17	131	52	96	76	40	27	113	35
		2%	2%	2%	2%	3%	2%	4%	3%	2%	3%
Tend to trust	(1)	1176	154	1022	494	682	782	253	132	967	209
		19%	20%	19%	19%	19%	20%	22%	12%	20%	15%
Neither	(0)	1737	200	1537	729	1008	1145	313	258	1386	351
		28%	26%	29%	28%	28%	30%	28%	24%	29%	26%
Tend to distrust	(-1)	1271	181	1091	558	713	824	245	182	1068	204
		21%	24%	20%	22%	20%	21%	22%	17%	22%	15%
Completely distrust	(-2)	859	107	751	372	486	564	165	122	694	164
		14%	14%	14%	14%	14%	15%	15%	12%	15%	12%
SUMMARY CODES											
TRUST 1,2		1324	171	1153	546	778	858	294	159	1080	244
		22%	23%	21%	21%	22%	22%	26%	15%	23%	18%
DISTRUST 4,5		2130	288	1842	931	1200	1388	410	304	1762	368
		35%	38%	34%	36%	34%	36%	36%	29%	37%	27%
Refused		27	3	23	10	17	16	5	6	15	12
		*	*	*	*	*	*	*	1%	*	1%
Don't know		933	95	835	361	572	473	108	331	542	391
		15%	13%	15%	14%	16%	12%	10%	31%	11%	29%
Average Score		-0.292	-0.316	-0.289	-0.320	-0.272	-0.300	-0.236	-0.334	-0.299	-0.263
Standard Deviation		1.078	1.080	1.078	1.070	1.084	1.067	1.115	1.073	1.075	1.091
Error Variance		*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_06 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - The Police

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 1303	1173	1302	1089	144	71	251	627	425	281	399	256	368
	21%	21%	21%	21%	25%	22%	22%	20%	23%	19%	21%	21%	24%
Tend to trust	(1) 3167	2909	3157	2722	296	149	607	1681	879	851	992	641	683
	51%	52%	51%	52%	51%	45%	52%	53%	49%	57%	53%	52%	44%
Neither	(0) 786	714	784	663	76	47	135	416	234	206	253	152	176
	13%	13%	13%	13%	13%	14%	12%	13%	13%	14%	13%	12%	11%
Tend to distrust	(-1) 511	447	507	438	38	34	87	261	163	108	146	105	152
	8%	8%	8%	8%	7%	10%	8%	8%	9%	7%	8%	8%	10%
Completely distrust	(-2) 278	248	277	237	23	19	54	156	68	27	79	51	121
	5%	4%	5%	5%	4%	6%	5%	5%	4%	2%	4%	4%	8%
SUMMARY CODES													
TRUST 1,2	4470	4082	4459	3810	440	220	858	2307	1304	1132	1390	898	1050
	73%	73%	73%	73%	75%	67%	74%	73%	72%	76%	74%	73%	68%
DISTRUST 4,5	789	695	785	675	61	53	141	417	231	135	225	156	273
	13%	12%	13%	13%	10%	16%	12%	13%	13%	9%	12%	13%	18%
Refused	19	16	18	16	2	1	5	9	5	4	1	6	8
	*	*	*	*	*	*	*	*	*	*	*	*	1%
Don't know	87	68	86	76	4	7	17	33	37	11	17	24	36
	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	2%
Average Score	0.778	0.785	0.780	0.775	0.866	0.684	0.805	0.752	0.808	0.849	0.795	0.785	0.683
Standard Deviation	1.024	1.015	1.024	1.022	0.992	1.110	1.021	1.025	1.025	0.876	1.001	1.012	1.181
Error Variance	*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_06 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - The Police

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	1303	153	1150	532	771	799	251	236	944	360
		21%	20%	21%	21%	22%	21%	22%	22%	20%	26%
Tend to trust	(1)	3167	386	2778	1355	1812	2094	564	462	2566	601
		51%	51%	52%	53%	51%	54%	50%	44%	54%	44%
Neither	(0)	786	105	681	335	451	498	149	133	623	163
		13%	14%	13%	13%	13%	13%	13%	13%	13%	12%
Tend to distrust	(-1)	511	56	455	217	293	312	89	99	391	120
		8%	7%	8%	8%	8%	8%	8%	9%	8%	9%
Completely distrust	(-2)	278	39	240	98	180	127	54	92	203	75
		5%	5%	4%	4%	5%	3%	5%	9%	4%	6%
SUMMARY CODES											
TRUST 1,2		4470	539	3928	1887	2583	2892	815	698	3509	961
		73%	71%	73%	73%	72%	75%	72%	66%	73%	70%
DISTRUST 4,5		789	94	695	316	473	440	143	192	594	196
		13%	12%	13%	12%	13%	11%	13%	18%	12%	14%
Refused		19	5	13	5	13	8	3	8	12	7
		*	1%	*	*	*	*	*	1%	*	1%
Don't know		87	14	74	33	54	42	19	25	48	40
		1%	2%	1%	1%	2%	1%	2%	2%	1%	3%
Average Score		0.778	0.758	0.781	0.790	0.770	0.816	0.785	0.636	0.774	0.795
Standard Deviation		1.024	1.032	1.024	0.995	1.045	0.964	1.038	1.196	0.999	1.111
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_07 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Mobile phone providers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 333	286	332	276	40	17	92	136	105	50	82	73	128
	5%	5%	5%	5%	7%	5%	8%	4%	6%	3%	4%	6%	8%
Tend to trust	(1) 2160	1980	2153	1874	196	91	496	1083	581	465	693	454	548
	35%	36%	35%	36%	34%	28%	43%	34%	32%	31%	37%	37%	36%
Neither	(0) 1544	1407	1542	1324	147	73	243	847	454	415	490	299	341
	25%	25%	25%	25%	25%	22%	21%	27%	25%	28%	26%	24%	22%
Tend to distrust	(-1) 1190	1080	1185	1014	100	76	209	719	262	366	378	208	238
	19%	19%	19%	19%	17%	23%	18%	23%	14%	25%	20%	17%	15%
Completely distrust	(-2) 480	432	479	384	59	37	97	292	90	101	133	119	128
	8%	8%	8%	7%	10%	11%	8%	9%	5%	7%	7%	10%	8%
SUMMARY CODES													
TRUST 1,2	2493	2266	2485	2150	235	108	588	1219	686	515	775	527	676
	41%	41%	41%	41%	40%	33%	51%	38%	38%	35%	41%	43%	44%
DISTRUST 4,5	1670	1511	1664	1399	158	113	307	1011	352	467	511	327	366
	27%	27%	27%	27%	27%	35%	27%	32%	19%	31%	27%	26%	24%
Refused	22	21	22	18	3	-	6	7	8	4	4	5	9
	*	*	*	*	1%	-	1%	*	*	*	*	*	1%
Don't know	422	369	418	349	40	33	13	98	310	87	107	77	151
	7%	7%	7%	7%	7%	10%	1%	3%	17%	6%	6%	6%	10%
Average Score	0.118	0.118	0.118	0.132	0.107	-0.085	0.242	0.017	0.234	-0.002	0.120	0.134	0.224
Standard Deviation	1.069	1.063	1.069	1.057	1.124	1.141	1.108	1.069	1.017	1.013	1.036	1.106	1.122
Error Variance	*	*	*	*	0.002	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.72_07 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Mobile phone providers****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	333	43	290	120	213	146	101	79	236	97
		5%	6%	5%	5%	6%	4%	9%	7%	5%	7%
Tend to trust	(1)	2160	261	1896	902	1258	1297	449	387	1725	435
		35%	35%	35%	35%	35%	33%	40%	37%	36%	32%
Neither	(0)	1544	183	1361	649	895	1054	259	209	1227	317
		25%	24%	25%	25%	25%	27%	23%	20%	26%	23%
Tend to distrust	(-1)	1190	163	1027	520	670	793	184	199	1036	154
		19%	22%	19%	20%	19%	20%	16%	19%	22%	11%
Completely distrust	(-2)	480	53	427	191	289	285	106	82	400	80
		8%	7%	8%	7%	8%	7%	9%	8%	8%	6%
SUMMARY CODES											
TRUST 1,2		2493	305	2186	1022	1471	1444	550	465	1961	532
		41%	40%	41%	40%	41%	37%	49%	44%	41%	39%
DISTRUST 4,5		1670	216	1454	712	959	1077	290	281	1436	234
		27%	28%	27%	28%	27%	28%	26%	27%	30%	17%
Refused		22	5	16	6	16	9	6	7	10	11
		*	1%	*	*	*	*	1%	1%	*	1%
Don't know		422	49	373	187	235	295	25	95	151	271
		7%	6%	7%	7%	7%	8%	2%	9%	3%	20%
Average Score		0.118	0.112	0.119	0.100	0.131	0.064	0.232	0.189	0.078	0.291
Standard Deviation		1.069	1.067	1.070	1.053	1.080	1.031	1.129	1.119	1.068	1.056
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_08 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Landline phone providers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 447	389	444	369	58	21	76	179	193	86	111	89	162
	7%	7%	7%	7%	10%	6%	7%	6%	11%	6%	6%	7%	10%
Tend to trust	(1) 2736	2479	2730	2353	245	138	481	1301	954	649	869	558	659
	44%	44%	45%	45%	42%	42%	42%	41%	53%	44%	46%	45%	43%
Neither	(0) 1388	1277	1387	1191	138	59	278	812	298	391	442	259	295
	23%	23%	23%	23%	24%	18%	24%	26%	16%	26%	23%	21%	19%
Tend to distrust	(-1) 903	824	896	764	72	67	165	519	220	245	281	180	197
	15%	15%	15%	15%	12%	20%	14%	16%	12%	16%	15%	15%	13%
Completely distrust	(-2) 368	333	366	291	55	23	64	226	79	78	105	88	98
	6%	6%	6%	6%	9%	7%	5%	7%	4%	5%	6%	7%	6%
SUMMARY CODES													
TRUST 1,2	3183	2868	3174	2721	303	159	556	1480	1147	734	980	648	821
	52%	51%	52%	52%	52%	49%	48%	46%	63%	49%	52%	52%	53%
DISTRUST 4,5	1271	1157	1262	1054	127	90	228	745	298	323	386	268	295
	21%	21%	21%	20%	22%	27%	20%	23%	16%	22%	20%	22%	19%
Refused	16	16	16	16	-	-	6	6	4	5	3	2	5
	*	*	*	*	-	-	1%	*	*	*	*	*	*
Don't know	293	257	291	257	16	20	88	141	64	34	75	58	125
	5%	5%	5%	5%	3%	6%	8%	4%	4%	2%	4%	5%	8%
Average Score	0.341	0.333	0.342	0.351	0.315	0.217	0.320	0.227	0.552	0.289	0.332	0.325	0.418
Standard Deviation	1.032	1.028	1.031	1.017	1.120	1.094	1.015	1.040	0.996	0.993	1.002	1.061	1.081
Error Variance	*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_08 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Landline phone providers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	447	61	386	169	279	261	86	94	271	176
		7%	8%	7%	7%	8%	7%	8%	9%	6%	13%
Tend to trust	(1)	2736	331	2403	1219	1517	1772	454	468	2071	665
		44%	44%	45%	47%	42%	46%	40%	44%	43%	49%
Neither	(0)	1388	158	1230	574	814	912	263	193	1184	204
		23%	21%	23%	22%	23%	24%	23%	18%	25%	15%
Tend to distrust	(-1)	903	125	777	384	519	595	155	144	759	144
		15%	17%	14%	15%	15%	15%	14%	14%	16%	11%
Completely distrust	(-2)	368	47	322	154	214	224	76	64	296	72
		6%	6%	6%	6%	6%	6%	7%	6%	6%	5%
SUMMARY CODES											
TRUST 1,2		3183	392	2789	1387	1796	2033	540	562	2342	841
		52%	52%	52%	54%	50%	52%	48%	53%	49%	62%
DISTRUST 4,5		1271	172	1099	538	733	819	232	207	1055	217
		21%	23%	20%	21%	21%	21%	21%	20%	22%	16%
Refused		16	4	12	4	11	6	6	3	11	5
		*	1%	*	*	*	*	1%	*	*	*
Don't know		293	32	261	72	221	109	89	91	193	99
		5%	4%	5%	3%	6%	3%	8%	9%	4%	7%
Average Score		0.341	0.326	0.343	0.345	0.337	0.332	0.308	0.399	0.276	0.577
Standard Deviation		1.032	1.061	1.028	1.019	1.042	1.017	1.060	1.063	1.018	1.048
Error Variance		*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_09 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Insurance companies

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 250 4%	216 4%	250 4%	200 4%	35 6%	15 5%	53 5%	89 3%	108 6%	47 3%	68 4%	49 4%	86 6%
Tend to trust	(1) 1963 32%	1788 32%	1960 32%	1680 32%	199 34%	84 26%	351 30%	920 29%	692 38%	448 30%	587 31%	453 37%	476 31%
Neither	(0) 1436 23%	1320 24%	1433 23%	1237 24%	136 23%	62 19%	268 23%	810 25%	357 20%	381 26%	456 24%	269 22%	330 21%
Tend to distrust	(-1) 1462 24%	1329 24%	1453 24%	1248 24%	109 19%	104 32%	274 24%	799 25%	388 21%	386 26%	509 27%	254 21%	313 20%
Completely distrust	(-2) 782 13%	689 12%	780 13%	655 12%	89 15%	38 11%	145 13%	450 14%	187 10%	196 13%	214 11%	164 13%	207 13%
SUMMARY CODES													
TRUST 1,2	2213 36%	2004 36%	2210 36%	1880 36%	234 40%	100 30%	405 35%	1009 32%	800 44%	495 33%	654 35%	502 41%	562 36%
DISTRUST 4,5	2244 36%	2018 36%	2233 36%	1903 36%	198 34%	142 43%	419 36%	1250 39%	575 32%	582 39%	724 38%	418 34%	520 34%
Refused	16 *	16 *	16 *	16 *	1 *	- -	5 *	8 *	4 *	5 *	1 *	4 *	7 *
Don't know	242 4%	216 4%	239 4%	204 4%	14 2%	24 7%	60 5%	106 3%	76 4%	23 2%	51 3%	43 3%	124 8%
Average Score	-0.095	-0.091	-0.094	-0.095	-0.034	-0.213	-0.097	-0.197	0.084	-0.162	-0.118	-0.026	-0.056
Standard Deviation	1.128	1.119	1.128	1.121	1.190	1.129	1.136	1.107	1.139	1.102	1.095	1.145	1.178
Error Variance	*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_09 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Insurance companies

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	250	217	101	149	134	50	60	148	102
	4%	4%	4%	4%	4%	3%	4%	6%	3%	7%
Tend to trust	(1)	1963	1750	841	1123	1303	308	324	1442	522
	32%	28%	32%	33%	31%	34%	27%	31%	30%	38%
Neither	(0)	1436	1256	626	810	911	286	223	1195	240
	23%	23%	23%	24%	23%	23%	25%	21%	25%	18%
Tend to distrust	(-1)	1462	1258	613	849	981	245	214	1216	246
	24%	27%	23%	24%	24%	25%	22%	20%	25%	18%
Completely distrust	(-2)	782	682	318	464	467	172	135	632	150
	13%	13%	13%	12%	13%	12%	15%	13%	13%	11%
SUMMARY CODES										
TRUST 1,2	2213	245	1968	942	1271	1437	358	384	1589	624
	36%	32%	37%	37%	36%	37%	32%	36%	33%	46%
DISTRUST 4,5	2244	304	1940	931	1313	1448	416	349	1848	395
	36%	40%	36%	36%	37%	37%	37%	33%	39%	29%
Refused	16	3	13	4	12	7	5	4	11	5
	*	*	*	*	*	*	*	*	*	*
Don't know	242	28	214	73	169	76	64	97	141	101
	4%	4%	4%	3%	5%	2%	6%	9%	3%	7%
Average Score	-0.095	-0.174	-0.084	-0.082	-0.105	-0.091	-0.170	-0.042	-0.160	0.144
Standard Deviation	1.128	1.129	1.128	1.116	1.137	1.108	1.153	1.173	1.105	1.179
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_10 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Water suppliers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Completely trust	(2) 680	598	677	553	88	40	141	283	257	135	202	127	216
	11%	11%	11%	11%	15%	12%	12%	9%	14%	9%	11%	10%	14%
Tend to trust	(1) 3168	2891	3161	2721	278	170	604	1561	1002	738	985	654	790
	52%	52%	52%	52%	48%	52%	52%	49%	55%	50%	52%	53%	51%
Neither	(0) 1250	1134	1249	1048	145	57	229	754	267	356	386	255	253
	20%	20%	20%	20%	25%	17%	20%	24%	15%	24%	20%	21%	16%
Tend to distrust	(-1) 631	574	625	568	25	38	114	346	170	170	197	111	153
	10%	10%	10%	11%	4%	12%	10%	11%	9%	11%	10%	9%	10%
Completely distrust	(-2) 235	213	234	209	14	12	24	146	66	58	60	49	68
	4%	4%	4%	4%	2%	4%	2%	5%	4%	4%	3%	4%	4%
SUMMARY CODES													
TRUST 1,2	3848	3489	3837	3273	365	210	745	1844	1259	874	1187	781	1006
	63%	63%	63%	62%	63%	64%	64%	58%	69%	59%	63%	63%	65%
DISTRUST 4,5	866	787	859	777	39	49	138	492	236	228	257	159	221
	14%	14%	14%	15%	7%	15%	12%	15%	13%	15%	14%	13%	14%
Refused	13	13	13	13	-	-	3	6	4	3	1	2	6
	*	*	*	*	-	-	*	*	*	*	*	*	*
Don't know	174	153	173	129	33	11	41	87	47	27	54	37	56
	3%	3%	3%	2%	6%	3%	4%	3%	3%	2%	3%	3%	4%
Average Score	0.575	0.571	0.575	0.557	0.726	0.596	0.651	0.482	0.689	0.496	0.585	0.585	0.631
Standard Deviation	0.960	0.956	0.958	0.966	0.874	0.978	0.903	0.969	0.961	0.954	0.936	0.941	1.004
Error Variance	*	*	*	*	0.001	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.72_10 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Water suppliers
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Completely trust	(2)	680 11%	88 12%	592 11%	273 11%	407 11%	392 10%	146 13%	131 12%	446 9%	234 17%
Tend to trust	(1)	3168 52%	394 52%	2773 51%	1382 54%	1786 50%	2025 52%	569 50%	532 50%	2439 51%	729 53%
Neither	(0)	1250 20%	141 19%	1108 21%	487 19%	763 21%	821 21%	231 20%	183 17%	1060 22%	190 14%
Tend to distrust	(-1)	631 10%	89 12%	541 10%	278 11%	353 10%	411 11%	93 8%	115 11%	523 11%	108 8%
Completely distrust	(-2)	235 4%	28 4%	207 4%	92 4%	143 4%	137 4%	48 4%	47 4%	185 4%	50 4%
SUMMARY CODES											
TRUST 1,2		3848 63%	482 64%	3365 62%	1655 64%	2193 61%	2417 62%	715 63%	663 63%	2885 60%	963 70%
DISTRUST 4,5		866 14%	117 15%	749 14%	369 14%	496 14%	548 14%	140 12%	162 15%	708 15%	158 12%
Refused		13 *	3 *	9 *	3 *	9 *	6 *	4 *	3 *	8 *	5 *
Don't know		174 3%	14 2%	160 3%	61 2%	113 3%	86 2%	40 4%	46 4%	124 3%	50 4%
Average Score		0.575	0.574	0.575	0.584	0.568	0.561	0.619	0.581	0.524	0.754
Standard Deviation		0.960	0.976	0.957	0.949	0.967	0.943	0.970	1.007	0.951	0.968
Error Variance		*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.71 In the last 12 months, have you received a letter or leaflet from your energy supplier about their requirements to treat customers fairly?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2004	1801	1999	1703	194	108	298	1059	648	587	617	404	396
	33%	32%	33%	33%	33%	33%	26%	33%	36%	39%	33%	33%	26%
No	3619	3290	3606	3083	353	183	775	1835	1009	728	1104	733	1053
	59%	59%	59%	59%	60%	56%	67%	58%	56%	49%	59%	59%	68%
Refused	3	2	3	3	-	-	-	2	2	3	-	-	1
	*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know	524	481	522	451	37	37	84	287	153	169	164	98	93
	9%	9%	9%	9%	6%	11%	7%	9%	8%	11%	9%	8%	6%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.71 In the last 12 months, have you received a letter or leaflet from your energy supplier about their requirements to treat customers fairly?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2004	274	1729	926	1078	1382	298	294	1603	402
	33%	36%	32%	36%	30%	36%	26%	28%	33%	29%
No	3619	429	3190	1440	2179	2104	768	697	2756	863
	59%	57%	59%	56%	61%	54%	68%	66%	58%	63%
Refused	3	-	2	1	2	3	-	1	3	1
	*	-	*	*	*	*	-	*	*	*
Don't know	524	54	470	209	316	391	63	65	424	101
	9%	7%	9%	8%	9%	10%	6%	6%	9%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have ...

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Too much choice	(1) 1988	1851	1978	1664	212	113	297	1115	576	551	660	399	379
	32%	33%	32%	32%	36%	34%	26%	35%	32%	37%	35%	32%	25%
About the right amount of choice	(0) 2793	2525	2787	2415	246	132	570	1399	824	668	847	566	713
	45%	45%	45%	46%	42%	40%	49%	44%	45%	45%	45%	46%	46%
or too little choice	(-1) 873	769	871	733	90	51	193	470	211	156	261	168	288
	14%	14%	14%	14%	15%	16%	17%	15%	12%	11%	14%	14%	19%
Refused	6	3	6	5	-	1	-	2	4	5	-	-	1
	*	*	*	*	-	*	-	*	*	*	-	-	*
Don't know	490	426	488	424	35	31	97	196	197	107	118	103	161
	8%	8%	8%	8%	6%	9%	8%	6%	11%	7%	6%	8%	10%
Average Score	0.197	0.210	0.196	0.194	0.222	0.209	0.098	0.216	0.227	0.287	0.225	0.204	0.066
Standard Deviation	0.684	0.682	0.683	0.679	0.708	0.715	0.673	0.696	0.661	0.657	0.686	0.678	0.692
Error Variance	*	*	*	*	0.001	0.002	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have ...

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Too much choice	(1) 1988	245	1744	929	1060	1402	260	305	1617	371
	32%	32%	32%	36%	30%	36%	23%	29%	34%	27%
About the right amount of choice	(0) 2793	340	2453	1168	1625	1716	560	477	2169	625
	45%	45%	46%	45%	45%	44%	50%	45%	45%	46%
or too little choice	(-1) 873	117	756	346	528	477	213	169	693	180
	14%	16%	14%	13%	15%	12%	19%	16%	14%	13%
Refused	6	3	2	2	4	5	-	1	4	2
	*	*	*	*	*	*	-	*	*	*
Don't know	490	53	437	131	359	279	98	104	301	188
	8%	7%	8%	5%	10%	7%	9%	10%	6%	14%
Average Score	0.197	0.181	0.199	0.239	0.166	0.257	0.046	0.143	0.206	0.163
Standard Deviation	0.684	0.696	0.682	0.682	0.683	0.676	0.675	0.692	0.688	0.665
Error Variance	*	0.001	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Very easy	(2)	522	470	519	438	52	32	146	297	78	122	185	108	107
		8%	8%	8%	8%	9%	10%	13%	9%	4%	8%	10%	9%	7%
Fairly easy	(1)	1771	1614	1769	1561	141	69	439	977	354	446	584	350	390
		29%	29%	29%	30%	24%	21%	38%	31%	20%	30%	31%	28%	25%
Neither easy nor difficult	(0)	1187	1064	1176	1034	98	54	247	539	401	206	327	248	406
		19%	19%	19%	20%	17%	17%	21%	17%	22%	14%	17%	20%	26%
Fairly difficult	(-1)	1416	1294	1412	1180	146	90	188	747	481	422	436	266	292
		23%	23%	23%	23%	25%	28%	16%	23%	27%	28%	23%	22%	19%
Very difficult	(-2)	1004	911	1003	804	131	69	83	531	390	258	293	205	248
		16%	16%	16%	15%	22%	21%	7%	17%	22%	17%	16%	17%	16%
SUMMARY CODES														
EASY 1,2		2292	2084	2288	1999	193	100	585	1275	432	568	769	458	497
		37%	37%	37%	38%	33%	31%	51%	40%	24%	38%	41%	37%	32%
DIFFICULT 4,5		2420	2206	2415	1984	277	160	271	1278	871	680	728	471	540
		39%	40%	39%	38%	47%	49%	23%	40%	48%	46%	39%	38%	35%
Don't know		252	221	252	223	16	13	54	90	108	33	62	57	100
		4%	4%	4%	4%	3%	4%	5%	3%	6%	2%	3%	5%	6%
Average Score		-0.103	-0.105	-0.104	-0.070	-0.287	-0.310	0.343	-0.077	-0.441	-0.171	-0.037	-0.093	-0.128
Standard Deviation		1.251	1.251	1.251	1.238	1.310	1.304	1.132	1.275	1.181	1.271	1.267	1.258	1.200
Error Variance		*	*	*	*	0.003	0.006	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Very easy	(2) 522 8%	77 10%	444 8%	267 10%	254 7%	312 8%	121 11%	78 7%	473 10%	48 4%
Fairly easy	(1) 1771 29%	225 30%	1545 29%	799 31%	972 27%	1072 28%	400 35%	272 26%	1519 32%	252 18%
Neither easy nor difficult	(0) 1187 19%	130 17%	1057 20%	409 16%	778 22%	642 17%	273 24%	255 24%	816 17%	371 27%
Fairly difficult	(-1) 1416 23%	191 25%	1225 23%	617 24%	799 22%	1008 26%	179 16%	211 20%	1122 23%	294 22%
Very difficult	(-2) 1004 16%	113 15%	891 17%	422 16%	582 16%	712 18%	114 10%	170 16%	719 15%	285 21%
SUMMARY CODES										
EASY 1,2	2292 37%	302 40%	1989 37%	1066 41%	1226 34%	1383 36%	521 46%	351 33%	1992 42%	300 22%
DIFFICULT 4,5	2420 39%	304 40%	2116 39%	1040 40%	1380 39%	1719 44%	293 26%	382 36%	1841 38%	579 42%
Don't know	252 4%	21 3%	229 4%	61 2%	191 5%	134 3%	43 4%	69 7%	136 3%	115 8%
Average Score	-0.103	-0.051	-0.111	-0.051	-0.142	-0.197	0.216	-0.124	-0.020	-0.413
Standard Deviation	1.251	1.265	1.249	1.288	1.221	1.269	1.163	1.218	1.262	1.155
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4582	4157	4572	3855	476	251	987	2204	1391	994	1189	859	1540
Weighted Base	4712	4290	4703	3983	470	260	856	2553	1303	1248	1497	930	1037
There is more information available on the internet from price comparison websites	1641 35%	1499 35%	1638 35%	1435 36%	134 28%	72 28%	448 52%	976 38%	216 17%	455 36%	589 39%	302 32%	296 29%
There is more information available on the internet from suppliers	726 15%	670 16%	725 15%	625 16%	74 16%	27 11%	180 21%	451 18%	95 7%	188 15%	264 18%	148 16%	127 12%
The information from suppliers is clearer these days	466 10%	419 10%	465 10%	396 10%	53 11%	17 7%	86 10%	230 9%	149 11%	115 9%	144 10%	84 9%	123 12%
The information about tariffs from suppliers is too complicated	1055 22%	989 23%	1054 22%	877 22%	132 28%	46 18%	105 12%	590 23%	360 28%	309 25%	318 21%	204 22%	225 22%
There are too many tariffs to choose from	942 20%	858 20%	935 20%	749 19%	130 28%	64 25%	127 15%	506 20%	309 24%	249 20%	290 19%	195 21%	209 20%
There are too many suppliers	463 10%	418 10%	461 10%	378 9%	57 12%	28 11%	79 9%	217 8%	168 13%	98 8%	139 9%	98 11%	128 12%
The tariffs are all structured differently	721 15%	656 15%	718 15%	589 15%	92 20%	40 15%	90 10%	416 16%	215 16%	241 19%	230 15%	137 15%	113 11%
You can't trust the information that's available \ it's misleading	385 8%	342 8%	385 8%	300 8%	51 11%	34 13%	50 6%	212 8%	123 9%	84 7%	113 8%	83 9%	106 10%
Do not use/have access to internet	34 1%	30 1%	34 1%	33 1%	- -	1 *	* *	14 1%	20 2%	8 1%	8 1%	4 *	14 1%
Too complicated/don't understand it/confusing	139 3%	128 3%	139 3%	100 3%	21 4%	17 7%	11 1%	65 3%	63 5%	38 3%	38 3%	29 3%	33 3%
Too much information (to read)	14 *	13 *	14 *	12 *	1 *	1 *	1 *	9 *	4 *	3 *	5 *	4 *	3 *
Information on internet (no detail)	41 1%	38 1%	41 1%	32 1%	3 1%	5 2%	9 1%	28 1%	4 *	16 1%	13 1%	9 1%	3 *
Easy to do	32 1%	29 1%	32 1%	25 1%	4 1%	3 1%	6 1%	19 1%	7 1%	8 1%	12 1%	5 1%	6 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4582	4157	4572	3855	476	251	987	2204	1391	994	1189	859	1540
Weighted Base	4712	4290	4703	3983	470	260	856	2553	1303	1248	1497	930	1037
Don't understand jargon/language used	35 1%	32 1%	35 1%	26 1%	6 1%	3 1%	5 1%	17 1%	13 1%	13 1%	8 1%	7 1%	7 1%
Limited tariffs available	3 *	3 *	3 *	3 *	- -	- -	1 *	1 *	1 *	1 *	1 *	- -	1 *
Takes too long/too much time	18 *	15 *	17 *	15 *	- -	3 1%	4 *	7 *	8 1%	12 1%	2 *	4 *	1 *
Small print	8 *	8 *	8 *	8 *	- -	- -	- -	7 *	2 *	5 *	2 *	- -	1 *
Not interested/too lazy	13 *	11 *	13 *	6 *	4 1%	3 1%	1 *	2 *	10 1%	2 *	4 *	1 *	6 1%
They are all the same	12 *	11 *	12 *	11 *	- -	1 *	3 *	4 *	5 *	1 *	6 *	1 *	5 *
Don't know how to do it	20 *	18 *	20 *	18 *	1 *	1 *	8 1%	6 *	7 1%	2 *	10 1%	4 *	3 *
Didn't know you could switch	3 *	3 *	3 *	3 *	- -	- -	2 *	1 *	- -	- -	1 *	1 *	1 *
Someone else does it for me	17 *	14 *	17 *	14 *	2 *	1 *	- -	3 *	14 1%	2 *	2 *	5 1%	8 1%
No/lack of information	19 *	17 *	19 *	17 *	2 1%	- -	3 *	8 *	8 1%	4 *	10 1%	2 *	3 *
The amount of information they need	6 *	6 *	6 *	6 *	- -	- -	1 *	- -	5 *	3 *	3 *	- -	- -
Not easy to compare like for like	34 1%	30 1%	34 1%	28 1%	4 1%	2 1%	3 *	14 1%	16 1%	21 2%	8 1%	4 *	1 *
Worked in the industry	8 *	8 *	8 *	8 *	- -	- -	1 *	6 *	1 *	2 *	3 *	2 *	1 *
Happy with current supplier	14 *	12 *	14 *	13 *	* *	1 *	2 *	3 *	9 1%	1 *	4 *	5 1%	3 *
Can phone them	15 *	13 *	15 *	14 *	2 *	- -	2 *	11 *	2 *	2 *	6 *	3 *	5 *
I have switched/done it before	8 *	6 *	8 *	7 *	1 *	- -	- -	6 *	3 *	3 *	2 *	2 *	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4582	4157	4572	3855	476	251	987	2204	1391	994	1189	859	1540
Weighted Base	4712	4290	4703	3983	470	260	856	2553	1303	1248	1497	930	1037
Have never switched/done it	8 *	5 *	8 *	7 *	1 *	- -	1 *	1 *	6 *	1 *	2 *	3 *	2 *
Difficult to check without internet	5 *	4 *	5 *	3 *	- -	1 *	- -	4 *	1 *	- -	1 *	1 *	2 *
On (back of) bill\letter	6 *	4 *	6 *	6 *	- -	- -	- -	4 *	2 *	- -	3 *	1 *	2 *
On TV	10 *	9 *	10 *	8 *	1 *	1 *	1 *	7 *	2 *	2 *	3 *	3 *	2 *
In media\press\newspapers	12 *	11 *	12 *	10 *	1 *	1 *	- -	6 *	6 *	4 *	5 *	1 *	3 *
Too many matrices/calculations	13 *	12 *	13 *	13 *	- -	- -	2 *	6 *	5 *	1 *	10 1%	2 *	1 *
Don't tell you cost of unit	7 *	7 *	7 *	5 *	2 *	- -	- -	6 *	1 *	3 *	2 *	2 *	- -
Always changing prices	3 *	3 *	3 *	2 *	- -	1 *	1 *	1 *	2 *	- -	- -	1 *	2 *
Introductory offers give illusions of savings	5 *	5 *	5 *	3 *	- -	2 1%	1 *	4 *	- -	- -	2 *	2 *	1 *
Unsure of what tariff we are on	4 *	3 *	4 *	2 *	2 *	- -	1 *	3 *	- -	- -	2 *	- -	2 *
Other	120 3%	102 2%	120 3%	104 3%	9 2%	7 3%	24 3%	59 2%	37 3%	37 3%	35 2%	24 3%	25 2%
None	6 *	6 *	6 *	4 *	2 *	- -	- -	4 *	3 *	- -	2 *	1 *	4 *
Don't know	45 1%	40 1%	45 1%	36 1%	5 1%	4 2%	6 1%	22 1%	17 1%	7 1%	5 *	9 1%	25 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4582	577	4004	1971	2611	2777	853	890	3565	1017
Weighted Base	4712	607	4105	2106	2606	3103	814	732	3833	879
There is more information available on the internet from price comparison websites	1641 35%	226 37%	1414 34%	781 37%	860 33%	1010 33%	381 47%	227 31%	1527 40%	114 13%
There is more information available on the internet from suppliers	726 15%	96 16%	630 15%	345 16%	381 15%	463 15%	166 20%	90 12%	665 17%	61 7%
The information from suppliers is clearer these days	466 10%	58 10%	408 10%	225 11%	241 9%	305 10%	79 10%	73 10%	356 9%	110 12%
The information about tariffs from suppliers is too complicated	1055 22%	131 22%	924 23%	484 23%	571 22%	775 25%	106 13%	163 22%	831 22%	224 26%
There are too many tariffs to choose from	942 20%	124 20%	818 20%	427 20%	516 20%	650 21%	121 15%	163 22%	728 19%	214 24%
There are too many suppliers	463 10%	54 9%	410 10%	186 9%	278 11%	289 9%	79 10%	90 12%	331 9%	132 15%
The tariffs are all structured differently	721 15%	93 15%	627 15%	330 16%	391 15%	558 18%	84 10%	73 10%	615 16%	106 12%
You can't trust the information that's available \ it's misleading	385 8%	57 9%	329 8%	153 7%	232 9%	235 8%	71 9%	77 11%	302 8%	83 9%
Do not use\have access to internet	34 1%	5 1%	30 1%	14 1%	20 1%	21 1%	6 1%	7 1%	6 *	28 3%
Too complicated\don't understand it\confusing	139 3%	10 2%	129 3%	57 3%	81 3%	97 3%	17 2%	25 3%	101 3%	38 4%
Too much information (to read)	14 *	2 *	13 *	3 *	11 *	6 *	1 *	7 1%	11 *	4 *
Information on internet (no detail)	41 1%	2 *	38 1%	13 1%	27 1%	30 1%	7 1%	3 *	38 1%	3 *
Easy to do	32 1%	1 *	30 1%	14 1%	18 1%	24 1%	5 1%	3 *	25 1%	7 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4582	577	4004	1971	2611	2777	853	890	3565	1017
Weighted Base	4712	607	4105	2106	2606	3103	814	732	3833	879
Don't understand jargon/language used	35 1%	4 1%	31 1%	14 1%	21 1%	25 1%	3 *	7 1%	32 1%	3 *
Limited tariffs available	3 *	- *	3 *	- *	3 *	3 *	- *	- *	2 *	1 *
Takes too long/too much time	18 *	3 1%	15 *	9 *	9 *	17 1%	1 *	- *	17 *	1 *
Small print	8 *	1 *	8 *	4 *	5 *	7 *	- *	1 *	6 *	2 *
Not interested/too lazy	13 *	- *	13 *	4 *	9 *	9 *	1 *	4 1%	5 *	9 1%
They are all the same	12 *	1 *	11 *	2 *	10 *	7 *	2 *	3 *	6 *	6 1%
Don't know how to do it	20 *	4 1%	16 *	7 *	13 1%	9 *	7 1%	4 *	14 *	7 1%
Didn't know you could switch	3 *	- *	3 *	2 *	1 *	1 *	1 *	1 *	3 *	- *
Someone else does it for me	17 *	3 1%	13 *	5 *	12 *	8 *	2 *	7 1%	3 *	14 2%
No/lack of information	19 *	1 *	18 *	3 *	16 1%	10 *	2 *	7 1%	13 *	6 1%
The amount of information they need	6 *	- *	6 *	3 *	3 *	6 *	- *	- *	6 *	- *
Not easy to compare like for like	34 1%	7 1%	27 1%	18 1%	16 1%	30 1%	4 *	- *	32 1%	2 *
Worked in the industry	8 *	1 *	7 *	3 *	5 *	7 *	1 *	- *	8 *	- *
Happy with current supplier	14 *	1 *	13 *	8 *	6 *	6 *	2 *	3 *	7 *	7 1%
Can phone them	15 *	2 *	13 *	3 *	12 *	8 *	4 1%	2 *	8 *	7 1%
I have switched/done it before	8 *	2 *	6 *	2 *	6 *	7 *	- *	2 *	7 *	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4582	577	4004	1971	2611	2777	853	890	3565	1017
Weighted Base	4712	607	4105	2106	2606	3103	814	732	3833	879
Have never switched/done it	8	-	8	4	4	5	2	1	2	5
	*	-	*	*	*	*	*	*	*	1%
Difficult to check without internet	5	-	5	1	3	3	-	1	2	3
	*	-	*	*	*	*	-	*	*	*
On (back of) bill/letter	6	1	5	4	2	3	-	2	1	4
	*	*	*	*	*	*	-	*	*	*
On TV	10	1	9	5	6	6	1	4	7	3
	*	*	*	*	*	*	*	1%	*	*
In media/press/newspapers	12	*	12	8	4	12	-	1	9	3
	*	*	*	*	*	*	-	*	*	*
Too many matrices/calculations	13	5	9	7	6	8	3	3	9	4
	*	1%	*	*	*	*	*	*	*	*
Don't tell you cost of unit	7	1	6	5	1	7	-	-	7	-
	*	*	*	*	*	*	-	-	*	-
Always changing prices	3	-	3	-	3	2	-	1	1	2
	*	-	*	-	*	*	-	*	*	*
Introductory offers give illusions of savings	5	2	3	1	3	1	2	3	5	-
	*	*	*	*	*	*	*	*	*	-
Unsure of what tariff we are on	4	1	3	1	3	2	2	-	4	-
	*	*	*	*	*	*	*	-	*	-
Other	120	21	99	59	61	79	25	11	96	24
	3%	3%	2%	3%	2%	3%	3%	1%	3%	3%
None	6	-	6	2	4	3	*	2	3	4
	*	-	*	*	*	*	*	*	*	*
Don't know	45	6	40	16	30	20	11	14	26	20
	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	Q.145 HOW EASY OR DIFFICULT DO YOU BELIEVE IT IS TO COMPARE DIFFERENT TARIFFS FOR ELECTRICITY OR GAS?					
		Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know
Unweighted Base	4582	495	1735	-	1354	998	-
Weighted Base	4712	522	1771	-	1416	1004	-
There is more information available on the internet from price comparison websites	1641 35%	378 73%	1111 63%	- -	101 7%	50 5%	- -
There is more information available on the internet from suppliers	726 15%	159 30%	495 28%	- -	51 4%	22 2%	- -
The information from suppliers is clearer these days	466 10%	90 17%	336 19%	- -	27 2%	13 1%	- -
The information about tariffs from suppliers is too complicated	1055 22%	5 1%	60 3%	- -	536 38%	454 45%	- -
There are too many tariffs to choose from	942 20%	13 3%	101 6%	- -	486 34%	342 34%	- -
There are too many suppliers	463 10%	10 2%	97 5%	- -	207 15%	149 15%	- -
The tariffs are all structured differently	721 15%	8 2%	57 3%	- -	369 26%	287 29%	- -
You can't trust the information that's available \ it's misleading	385 8%	8 2%	27 1%	- -	176 12%	174 17%	- -
Do not use\have access to internet	34 1%	- -	- -	- -	11 1%	23 2%	- -
Too complicated\don't understand it\confusing	139 3%	- -	4 *	- -	70 5%	64 6%	- -
Too much information (to read)	14 *	- -	- -	- -	8 1%	7 1%	- -
Information on internet (no detail)	41 1%	12 2%	27 2%	- -	1 *	1 *	- -
Easy to do	32 1%	9 2%	23 1%	- -	- -	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	Q.145 HOW EASY OR DIFFICULT DO YOU BELIEVE IT IS TO COMPARE DIFFERENT TARIFFS FOR ELECTRICITY OR GAS?					
		Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know
Unweighted Base	4582	495	1735	-	1354	998	-
Weighted Base	4712	522	1771	-	1416	1004	-
Don't understand jargon\language used	35 1%	-	-	-	17 1%	18 2%	-
Limited tariffs available	3 *	-	2 *	-	-	1 *	-
Takes too long\too much time	18 *	-	-	-	10 1%	8 1%	-
Small print	8 *	-	-	-	3 *	5 1%	-
Not interested\too lazy	13 *	1 *	2 *	-	7 *	4 *	-
They are all the same	12 *	-	6 *	-	5 *	1 *	-
Don't know how to do it	20 *	1 *	-	-	11 1%	9 1%	-
Didn't know you could switch	3 *	-	-	-	2 *	1 *	-
Someone else does it for me	17 *	* *	13 1%	-	3 *	1 *	-
No\lack of information	19 *	1 *	-	-	13 1%	5 *	-
The amount of information they need	6 *	-	-	-	4 *	2 *	-
Not easy to compare like for like	34 1%	-	-	-	23 2%	11 1%	-
Worked in the industry	8 *	3 1%	5 *	-	-	-	-
Happy with current supplier	14 *	1 *	8 *	-	2 *	3 *	-
Can phone them	15 *	4 1%	9 1%	-	-	1 *	-
I have switched\done it before	8 *	1 *	6 *	-	1 *	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.146 Why do you say that?

Base: All who think it's easy or difficult to compare tariffs

	Total	Q.145 HOW EASY OR DIFFICULT DO YOU BELIEVE IT IS TO COMPARE DIFFERENT TARIFFS FOR ELECTRICITY OR GAS?					
		Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know
Unweighted Base	4582	495	1735	-	1354	998	-
Weighted Base	4712	522	1771	-	1416	1004	-
Have never switched/done it	8 *	- -	1 *	- -	4 *	3 *	- -
Difficult to check without internet	5 *	- -	- -	- -	2 *	3 *	- -
On (back of) bill\letter	6 *	1 *	4 *	- -	- -	1 *	- -
On TV	10 *	4 1%	6 *	- -	- -	- -	- -
In media\press\newspapers	12 *	2 *	7 *	- -	3 *	1 *	- -
Too many matrices\calculations	13 *	- -	- -	- -	5 *	8 1%	- -
Don't tell you cost of unit	7 *	- -	1 *	- -	4 *	2 *	- -
Always changing prices	3 *	- -	- -	- -	1 *	2 *	- -
Introductory offers give illusions of savings	5 *	- -	1 *	- -	3 *	1 *	- -
Unsure of what tariff we are on	4 *	- -	- -	- -	3 *	1 *	- -
Other	120 3%	17 3%	46 3%	- -	31 2%	27 3%	- -
None	6 *	2 *	3 *	- -	- -	1 *	- -
Don't know	45 1%	3 1%	27 2%	- -	10 1%	5 1%	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have switched supplier, changed tariff, compared tariffs with other suppliers, or compared tariffs with their own supplier in the last year

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1953	1797	1948	1669	182	102	434	989	530	524	558	362	509
Weighted Base	2101	1937	2095	1803	184	114	384	1201	516	659	706	389	347
Easier	(1) 479	451	478	420	39	20	103	284	92	121	174	105	79
	23%	23%	23%	23%	21%	18%	27%	24%	18%	18%	25%	27%	23%
About the same as a year ago	(0) 1315	1221	1314	1115	122	78	222	767	326	457	425	230	203
	63%	63%	63%	62%	66%	69%	58%	64%	63%	69%	60%	59%	59%
Harder	(-1) 142	122	139	116	17	8	22	78	42	37	47	26	33
	7%	6%	7%	6%	9%	7%	6%	6%	8%	6%	7%	7%	9%
Refused	1	-	1	1	-	-	-	-	1	1	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	-	-
Don't know	163	142	163	150	6	7	36	72	54	43	60	28	31
	8%	7%	8%	8%	3%	6%	9%	6%	11%	7%	9%	7%	9%
Average Score	0.174	0.183	0.176	0.184	0.122	0.108	0.233	0.183	0.108	0.136	0.197	0.221	0.148
Standard Deviation	0.539	0.535	0.537	0.540	0.550	0.507	0.555	0.536	0.530	0.489	0.551	0.561	0.578
Error Variance	*	*	*	*	0.002	0.003	0.001	*	0.001	*	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have switched supplier, changed tariff, compared tariffs with other suppliers, or compared tariffs with their own supplier in the last year

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1953	266	1687	1083	870	1283	345	299	1673	280
Weighted Base	2101	289	1811	1208	892	1486	334	251	1859	242
Easier	(1) 479	56	423	289	190	338	78	62	443	36
	23%	20%	23%	24%	21%	23%	23%	25%	24%	15%
About the same as a year ago	(0) 1315	176	1139	766	550	956	205	133	1161	154
	63%	61%	63%	63%	62%	64%	61%	53%	62%	64%
Harder	(-1) 142	32	111	75	68	89	21	30	121	21
	7%	11%	6%	6%	8%	6%	6%	12%	7%	9%
Refused	1	-	1	1	-	1	-	-	1	-
	*	-	*	*	-	*	-	-	*	-
Don't know	163	25	137	78	84	101	30	27	132	31
	8%	9%	8%	6%	9%	7%	9%	11%	7%	13%
Average Score	0.174	0.094	0.187	0.190	0.152	0.180	0.187	0.144	0.187	0.070
Standard Deviation	0.539	0.571	0.533	0.535	0.545	0.526	0.541	0.623	0.541	0.516
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	590	544	587	508	58	24	144	304	142	125	176	124	165
Weighted Base	622	574	617	537	56	29	126	362	134	158	221	131	112
More (comparison) websites	103 17%	99 17%	103 17%	89 17%	9 17%	4 16%	35 28%	62 17%	6 5%	22 14%	40 18%	23 17%	18 16%
Internet\online information	124 20%	119 21%	124 20%	102 19%	16 28%	7 25%	33 26%	74 20%	17 13%	31 20%	51 23%	25 19%	17 15%
Clearer\more transparent information	55 9%	54 9%	55 9%	49 9%	4 8%	2 6%	6 5%	32 9%	16 12%	13 8%	24 11%	10 8%	8 7%
Clearer\easier to understand bills	12 2%	10 2%	10 2%	9 2%	1 2%	2 6%	- -	8 2%	3 2%	5 3%	6 3%	- -	- -
Too much information	13 2%	9 2%	10 2%	10 2%	- -	3 12%	6 4%	5 1%	3 2%	5 3%	4 2%	2 2%	2 2%
More information available	50 8%	50 9%	50 8%	43 8%	4 6%	3 11%	9 7%	27 7%	14 10%	11 7%	13 6%	12 9%	14 12%
Standardised\reduced amount of tariffs	45 7%	41 7%	45 7%	42 8%	2 4%	- -	2 2%	30 8%	12 9%	18 11%	12 6%	13 10%	1 1%
Government\legislation\Ofgem involvement	21 3%	21 4%	21 3%	20 4%	2 3%	- -	- -	12 3%	9 7%	5 3%	10 5%	2 1%	4 4%
Too many tariffs	8 1%	8 1%	7 1%	8 2%	- -	- -	2 2%	1 *	5 4%	2 1%	5 2%	1 1%	1 *
Supplies have been made to make things easier	20 3%	20 3%	18 3%	19 4%	1 1%	- -	2 1%	12 3%	6 5%	6 4%	8 3%	4 3%	2 2%
Too much choice\competition	36 6%	33 6%	36 6%	24 5%	9 16%	2 9%	9 7%	18 5%	9 7%	9 6%	12 5%	10 8%	4 4%
Not so much choice\competition	5 1%	4 1%	5 1%	5 1%	- -	- -	* *	3 1%	2 1%	1 1%	2 1%	1 1%	* *
More choice\competition	8 1%	8 1%	8 1%	7 1%	1 2%	- -	2 1%	5 1%	2 1%	2 1%	3 1%	2 1%	3 2%
Too complicated\difficult to understand	50 8%	42 7%	50 8%	45 8%	4 7%	1 4%	4 3%	26 7%	20 15%	13 8%	13 6%	13 10%	11 10%
Jargon\language used	4 1%	4 1%	4 1%	3 1%	1 2%	- -	1 1%	1 *	2 1%	2 1%	1 *	- -	1 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	590	544	587	508	58	24	144	304	142	125	176	124	165
Weighted Base	622	574	617	537	56	29	126	362	134	158	221	131	112
News\media advertising\coverage\pub licity	27 4%	26 5%	27 4%	26 5%	- -	1 3%	7 6%	15 4%	5 4%	7 5%	10 5%	4 3%	6 5%
Personal experience	8 1%	6 1%	8 1%	7 1%	1 2%	- -	1 1%	4 1%	2 2%	2 1%	1 1%	4 3%	1 1%
Prices have increased	4 1%	4 1%	4 1%	4 1%	- -	1 3%	- -	3 1%	2 1%	- -	1 *	- -	3 3%
Have read\studied more	2 *	1 *	2 *	2 *	- -	- -	* *	- -	2 1%	1 1%	- -	- -	1 1%
Quicker\faster to do	6 1%	6 1%	6 1%	6 1%	- -	- -	1 1%	3 1%	1 1%	1 1%	2 1%	1 1%	2 2%
You can ring\they will talk to you over the phone	3 *	1 *	3 *	1 *	- -	2 7%	- -	1 *	2 1%	- -	- -	1 1%	1 1%
Impossible to compare (with different tariffs)	12 2%	12 2%	12 2%	10 2%	2 3%	- -	2 2%	7 2%	3 3%	7 4%	4 2%	1 1%	1 1%
Other	92 15%	82 14%	92 15%	82 15%	9 16%	2 6%	17 13%	55 15%	21 15%	22 14%	29 13%	14 11%	28 25%
Nothing	4 1%	4 1%	4 1%	4 1%	- -	- -	- -	4 1%	* *	1 1%	1 1%	1 1%	* *
Don't know	5 1%	3 1%	5 1%	5 1%	- -	- -	- -	5 1%	- -	- -	3 1%	2 1%	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	590	85	505	336	254	370	107	109	523	67
Weighted Base	622	88	533	364	258	427	99	91	565	57
More (comparison) websites	103 17%	11 13%	92 17%	66 18%	37 14%	67 16%	20 21%	16 17%	101 18%	2 3%
Internet\online information	124 20%	11 13%	113 21%	62 17%	63 24%	89 21%	22 22%	13 14%	120 21%	5 8%
Clearer\more transparent information	55 9%	7 8%	48 9%	33 9%	21 8%	40 9%	4 4%	10 11%	51 9%	4 7%
Clearer\easier to understand bills	12 2%	- -	12 2%	9 2%	3 1%	12 3%	- -	- -	10 2%	2 3%
Too much information	13 2%	3 4%	10 2%	8 2%	5 2%	7 2%	1 1%	5 6%	13 2%	- -
More information available	50 8%	5 6%	44 8%	28 8%	21 8%	32 8%	11 11%	7 7%	41 7%	9 15%
Standardised\reduced amount of tariffs	45 7%	4 4%	41 8%	31 9%	13 5%	39 9%	1 1%	3 3%	43 8%	2 3%
Government\legislation\Ofgem involvement	21 3%	3 3%	19 3%	14 4%	8 3%	15 4%	2 2%	4 5%	18 3%	4 7%
Too many tariffs	8 1%	- -	8 2%	3 1%	5 2%	8 2%	- -	- -	8 1%	1 1%
Supplies have been made to make things easier	20 3%	3 4%	17 3%	12 3%	8 3%	19 4%	1 1%	- -	16 3%	4 6%
Too much choice\competition	36 6%	5 6%	30 6%	22 6%	13 5%	26 6%	5 5%	4 5%	34 6%	1 2%
Not so much choice\competition	5 1%	1 1%	4 1%	2 1%	3 1%	5 1%	- -	* *	5 1%	- -
More choice\competition	8 1%	- -	8 2%	4 1%	4 2%	7 2%	- -	1 1%	8 1%	- -
Too complicated\difficult to understand	50 8%	11 13%	39 7%	18 5%	32 12%	27 6%	7 7%	16 17%	41 7%	9 16%
Jargon\language used	4 1%	- -	4 1%	2 *	2 1%	2 *	2 2%	1 1%	2 *	2 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	590	85	505	336	254	370	107	109	523	67
Weighted Base	622	88	533	364	258	427	99	91	565	57
News\media advertising\coverage\pub licity	27 4%	9 10%	18 3%	13 4%	14 5%	15 4%	10 10%	2 2%	25 4%	2 4%
Personal experience	8 1%	2 2%	6 1%	6 2%	2 1%	7 2%	- -	1 1%	8 1%	- -
Prices have increased	4 1%	-	4 1%	2 *	3 1%	1 *	1 1%	1 1%	4 1%	1 1%
Have read\studied more	2 *	* *	2 *	1 *	1 *	1 *	* *	1 1%	1 *	1 1%
Quicker\faster to do	6 1%	- -	6 1%	1 *	5 2%	1 *	3 3%	2 2%	6 1%	- -
You can ring\they will talk to you over the phone	3 *	1 1%	2 *	3 1%	- -	1 *	- -	1 2%	1 *	1 2%
Impossible to compare (with different tariffs)	12 2%	1 2%	11 2%	7 2%	5 2%	10 2%	2 2%	1 1%	10 2%	3 4%
Other	92 15%	21 23%	72 13%	56 15%	36 14%	59 14%	18 18%	14 15%	81 14%	11 20%
Nothing	4 1%	1 1%	3 1%	* *	4 1%	1 *	2 2%	1 1%	4 1%	- -
Don't know	5 1%	2 2%	3 1%	5 1%	- -	2 *	2 2%	1 2%	3 1%	1 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	Q.74 AND WOULD YOU SAY IT IS EASIER OR HARDER TO COMPARE ENERGY TARIFFS THAN A YEAR AGO?				
		Easier	About the same as a year ago	Harder	Refused	Don't know
Unweighted Base	590	451	-	139	-	-
Weighted Base	622	479	-	142	-	-
More (comparison) websites	103 17%	102 21%	-	1 1%	-	-
Internet\online information	124 20%	124 26%	-	-	-	-
Clearer\more transparent information	55 9%	54 11%	-	*	-	-
Clearer\easier to understand bills	12 2%	12 2%	-	-	-	-
Too much information	13 2%	1 *	-	12 9%	-	-
More information available	50 8%	49 10%	-	1 1%	-	-
Standardised\reduced amount of tariffs	45 7%	42 9%	-	3 2%	-	-
Government\legislation\Ofgem involvement	21 3%	21 4%	-	-	-	-
Too many tariffs	8 1%	1 *	-	7 5%	-	-
Supplies have been made to make things easier	20 3%	20 4%	-	-	-	-
Too much choice\competition	36 6%	3 1%	-	33 23%	-	-
Not so much choice\competition	5 1%	5 1%	-	*	-	-
More choice\competition	8 1%	6 1%	-	3 2%	-	-
Too complicated\difficult to understand	50 8%	5 1%	-	45 32%	-	-
Jargon\language used	4 1%	-	-	4 3%	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare energy tariffs than a year ago

	Total	Q.74 AND WOULD YOU SAY IT IS EASIER OR HARDER TO COMPARE ENERGY TARIFFS THAN A YEAR AGO?				
		Easier	About the same as a year ago	Harder	Refused	Don't know
Unweighted Base	590	451	-	139	-	-
Weighted Base	622	479	-	142	-	-
News\media advertising\coverage\publicity	27 4%	27 6%	- -	- -	- -	- -
Personal experience	8 1%	6 1%	- -	2 2%	- -	- -
Prices have increased	4 1%	1 *	- -	3 2%	- -	- -
Have read\studied more	2 *	2 *	- -	- -	- -	- -
Quicker\faster to do	6 1%	6 1%	- -	- -	- -	- -
You can ring\they will talk to you over the phone	3 *	3 1%	- -	- -	- -	- -
Impossible to compare (with different tariffs)	12 2%	- -	- -	12 9%	- -	- -
Other	92 15%	55 11%	- -	37 26%	- -	- -
Nothing	4 1%	4 1%	- -	* *	- -	- -
Don't know	5 1%	3 1%	- -	2 1%	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	602	548	601	512	66	24	138	337	127	163	189	115	134
	10%	10%	10%	10%	11%	7%	12%	11%	7%	11%	10%	9%	9%
No	5535	5015	5515	4714	517	303	1013	2842	1681	1319	1692	1120	1404
	90%	90%	90%	90%	89%	93%	88%	89%	93%	89%	90%	91%	91%
Refused	3	2	3	3	-	-	-	2	2	3	-	-	1
	*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know	11	9	11	11	-	-	5	3	3	2	5	-	4
	*	*	*	*	-	-	*	*	*	*	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	602	83	519	280	322	377	122	98	535	67
	10%	11%	10%	11%	9%	10%	11%	9%	11%	5%
No	5535	675	4859	2293	3242	3493	1005	956	4238	1297
	90%	89%	90%	89%	91%	90%	89%	90%	89%	95%
Refused	3	-	2	1	2	3	-	1	3	1
	*	-	*	*	*	*	-	*	*	*
Don't know	11	-	11	2	9	6	3	2	9	1
	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.77 Can I just check which energy supplier(s) you have complained to in the last 12 months?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
British Gas	187 31%	182 33%	187 31%	157 31%	19 29%	11 44%	35 25%	109 32%	43 34%	38 23%	68 36%	36 31%	45 33%
Co-operative Energy	3 1%	3 1%	3 1%	3 1%	- -	- -	2 1%	1 *	1 1%	2 1%	- -	1 1%	* *
E.ON	87 14%	75 14%	87 14%	77 15%	8 12%	2 10%	20 15%	50 15%	16 13%	23 14%	20 10%	15 13%	29 22%
Ebico	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ecotricity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
EDF	64 11%	55 10%	64 11%	61 12%	3 4%	- -	18 13%	40 12%	5 4%	23 14%	19 10%	14 13%	7 5%
First Utility	10 2%	10 2%	10 2%	10 2%	- -	- -	1 1%	7 2%	2 1%	4 3%	3 2%	2 2%	1 1%
Good Energy	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Marks & Spencer Energy	2 *	2 *	2 *	2 *	- -	- -	- -	1 *	1 1%	- -	2 1%	- -	- -
Npower	104 17%	92 17%	104 17%	97 19%	6 9%	1 6%	21 15%	60 18%	23 18%	35 22%	31 16%	17 15%	21 15%
Ovo	5 1%	4 1%	5 1%	5 1%	- -	- -	- -	5 1%	- -	3 2%	2 1%	1 1%	- -
Sainsburys Energy	2 *	2 *	2 *	2 *	- -	- -	- -	- -	2 2%	- -	2 1%	1 1%	- -
Scottish Hydro	7 1%	7 1%	7 1%	2 *	5 8%	- -	4 3%	1 *	2 1%	1 1%	1 *	4 4%	1 *
Scottish Power	72 12%	62 11%	71 12%	48 9%	22 34%	2 7%	19 14%	33 10%	20 16%	25 15%	18 10%	17 15%	11 8%
Southern Electric	24 4%	22 4%	24 4%	24 5%	- -	- -	6 4%	13 4%	5 4%	4 3%	7 4%	3 3%	10 7%
Spark Energy	4 1%	4 1%	4 1%	4 1%	- -	- -	1 1%	3 1%	- -	- -	4 2%	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.77 Can I just check which energy supplier(s) you have complained to in the last 12 months?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
SSE (Scottish and Southern Energy)	20 3%	19 3%	20 3%	17 3%	2 4%	-	5 4%	10 3%	4 3%	5 3%	7 4%	1 1%	6 4%
Swalec	7 1%	4 1%	7 1%	2 *	-	6 23%	2 1%	5 1%	1 *	-	3 2%	1 1%	3 2%
Utility Warehouse	11 2%	10 2%	11 2%	10 2%	1 1%	1 4%	3 2%	6 2%	2 2%	2 1%	6 3%	1 1%	3 2%
Other	15 2%	14 3%	15 2%	12 2%	2 2%	1 6%	5 4%	8 2%	2 2%	2 1%	6 3%	6 6%	* *
Refused	1 *	1 *	1 *	1 *	-	-	-	-	1 1%	1 1%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.77 Can I just check which energy supplier(s) you have complained to in the last 12 months?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
British Gas	187	23	164	73	114	117	43	26	164	23
	31%	27%	32%	26%	35%	31%	35%	27%	31%	35%
Co-operative Energy	3	2	2	-	3	2	2	-	3	-
	1%	2%	*	-	1%	*	1%	-	1%	-
E.ON	87	10	77	39	48	39	21	24	77	10
	14%	12%	15%	14%	15%	10%	17%	25%	14%	15%
Ebico	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Ecotricity	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
EDF	64	9	55	34	30	35	16	12	59	4
	11%	10%	11%	12%	9%	9%	13%	13%	11%	6%
First Utility	10	-	10	8	3	9	1	*	10	-
	2%	-	2%	3%	1%	2%	1%	*	2%	-
Good Energy	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	2	-	2	-	2	2	-	-	2	-
	*	-	*	-	1%	1%	-	-	*	-
Npower	104	13	91	54	50	77	16	11	95	9
	17%	16%	18%	19%	16%	20%	13%	11%	18%	13%
Ovo	5	1	4	4	2	5	-	-	5	-
	1%	1%	1%	1%	*	1%	-	-	1%	-
Sainsburys Energy	2	-	2	1	2	2	-	-	2	-
	*	-	*	*	*	1%	-	-	*	-
Scottish Hydro	7	1	6	1	5	4	1	2	5	2
	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%
Scottish Power	72	12	59	40	32	51	13	8	63	9
	12%	15%	11%	14%	10%	13%	11%	8%	12%	13%
Southern Electric	24	5	19	8	16	10	5	9	21	4
	4%	6%	4%	3%	5%	3%	4%	9%	4%	6%
Spark Energy	4	-	4	3	1	1	3	-	4	-
	1%	-	1%	1%	*	*	2%	-	1%	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.77 Can I just check which energy supplier(s) you have complained to in the last 12 months?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
SSE (Scottish and Southern Energy)	20 3%	2 2%	18 3%	11 4%	9 3%	11 3%	4 3%	4 4%	16 3%	3 5%
Swalec	7 1%	2 3%	5 1%	4 1%	3 1%	5 1%	1 1%	2 2%	4 1%	3 5%
Utility Warehouse	11 2%	3 4%	8 2%	5 2%	7 2%	8 2%	2 1%	2 2%	11 2%	- -
Other	15 2%	1 1%	14 3%	8 3%	7 2%	10 3%	3 2%	2 2%	13 3%	1 2%
Refused	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.78 How many issues have you needed to complain about in the last 12 months?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
One	434	401	434	376	40	19	93	245	96	128	131	84	91
	72%	73%	72%	73%	61%	76%	67%	73%	76%	79%	69%	73%	68%
Two	92	82	92	77	11	5	21	50	21	23	33	14	23
	15%	15%	15%	15%	16%	20%	15%	15%	17%	14%	17%	12%	17%
Three or more	75	66	75	59	15	1	24	42	9	12	25	17	21
	13%	12%	13%	12%	23%	4%	18%	12%	7%	7%	13%	15%	16%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.78 How many issues have you needed to complain about in the last 12 months?****Base: All who have contacted a current or previous energy supplier to complain**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
One	434	50	384	200	234	284	78	67	385	49
	72%	61%	74%	71%	73%	75%	64%	68%	72%	74%
Two	92	19	73	43	49	59	17	17	85	7
	15%	23%	14%	16%	15%	16%	14%	17%	16%	11%
Three or more	75	13	62	37	39	34	27	15	65	10
	13%	16%	12%	13%	12%	9%	22%	15%	12%	15%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.79 Which energy company did you most recently complain to?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
British Gas	181 30%	175 32%	181 30%	153 30%	17 25%	11 44%	34 24%	104 31%	43 34%	37 23%	65 34%	36 31%	43 32%
Co-operative Energy	3 *	3 1%	3 *	3 1%	- -	- -	1 1%	1 *	1 1%	2 1%	- -	1 1%	- -
E.ON	84 14%	74 13%	84 14%	73 14%	8 13%	3 12%	21 15%	48 14%	15 12%	22 14%	18 10%	15 13%	29 21%
Ebico	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ecotricity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
EDF	58 10%	50 9%	58 10%	55 11%	3 4%	- -	17 13%	37 11%	4 3%	22 14%	17 9%	11 10%	7 5%
First Utility	11 2%	11 2%	11 2%	11 2%	- -	- -	1 1%	8 2%	2 1%	4 3%	3 2%	2 2%	2 1%
Good Energy	1 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 1%
Marks & Spencer Energy	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 1%	- -	1 1%	- -	- -
Npower	103 17%	91 17%	103 17%	95 19%	6 9%	1 6%	20 15%	59 18%	24 19%	33 20%	32 17%	17 15%	21 15%
Ovo	5 1%	4 1%	5 1%	5 1%	- -	- -	- -	5 1%	- -	3 2%	2 1%	1 1%	- -
Sainsburys Energy	2 *	2 *	2 *	2 *	- -	- -	- -	- -	2 2%	- -	2 1%	1 1%	- -
Scottish Hydro	7 1%	7 1%	7 1%	2 *	5 8%	- -	4 3%	1 *	2 1%	1 1%	1 *	4 4%	1 *
Scottish Power	68 11%	60 11%	68 11%	44 9%	22 34%	2 7%	19 14%	30 9%	19 15%	24 15%	17 9%	16 14%	11 8%
Southern Electric	23 4%	20 4%	23 4%	23 5%	- -	- -	6 4%	12 4%	5 4%	4 3%	7 4%	2 2%	9 7%
Spark Energy	4 1%	4 1%	4 1%	4 1%	- -	- -	1 1%	3 1%	- -	- -	4 2%	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.79 Which energy company did you most recently complain to?****Base: All who have contacted a current or previous energy supplier to complain**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
SSE (Scottish and Southern Energy)	18 3%	17 3%	18 3%	16 3%	2 3%	- -	5 3%	9 3%	4 3%	5 3%	6 3%	1 1%	5 4%
Swalec	7 1%	4 1%	7 1%	2 *	- -	6 23%	2 1%	5 1%	1 *	- -	3 2%	1 1%	3 2%
Utility Warehouse	11 2%	10 2%	11 2%	10 2%	1 1%	1 4%	3 2%	6 2%	2 2%	2 1%	6 3%	1 1%	3 2%
Other	13 2%	12 2%	13 2%	11 2%	2 2%	1 4%	5 4%	8 2%	1 1%	2 1%	5 3%	6 6%	- -
Refused	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 1%	1 1%	- -	- -	- -
Don't know	1 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	1 1%	- -	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.79 Which energy company did you most recently complain to?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
British Gas	181	22	159	72	109	114	41	25	158	22
	30%	27%	31%	26%	34%	30%	34%	25%	30%	34%
Co-operative Energy	3	2	1	-	3	2	1	-	3	-
	*	2%	*	-	1%	*	1%	-	1%	-
E.ON	84	10	74	38	46	38	19	24	74	10
	14%	12%	14%	14%	14%	10%	16%	24%	14%	15%
Ebico	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Ecotricity	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
EDF	58	9	49	30	28	33	14	11	53	4
	10%	10%	9%	11%	9%	9%	12%	11%	10%	6%
First Utility	11	-	11	8	3	9	1	1	11	-
	2%	-	2%	3%	1%	2%	1%	1%	2%	-
Good Energy	1	1	-	-	1	-	-	1	1	-
	*	1%	-	-	*	-	-	1%	*	-
Marks & Spencer Energy	1	-	1	-	1	1	-	-	1	-
	*	-	*	-	*	*	-	-	*	-
Npower	103	13	90	53	50	76	16	11	93	10
	17%	16%	17%	19%	16%	20%	13%	11%	17%	15%
Ovo	5	1	4	4	2	5	-	-	5	-
	1%	1%	1%	1%	*	1%	-	-	1%	-
Sainsburys Energy	2	-	2	1	2	2	-	-	2	-
	*	-	*	*	*	1%	-	-	*	-
Scottish Hydro	7	1	6	1	5	4	1	2	5	2
	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%
Scottish Power	68	12	56	38	31	50	12	6	59	9
	11%	15%	11%	13%	9%	13%	10%	7%	11%	13%
Southern Electric	23	4	19	7	16	9	5	8	19	4
	4%	5%	4%	3%	5%	2%	4%	9%	4%	6%
Spark Energy	4	-	4	3	1	1	3	-	4	-
	1%	-	1%	1%	*	*	2%	-	1%	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.79 Which energy company did you most recently complain to?****Base: All who have contacted a current or previous energy supplier to complain**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
SSE (Scottish and Southern Energy)	18 3%	1 1%	17 3%	10 4%	7 2%	10 3%	4 3%	4 4%	15 3%	3 5%
Swalec	7 1%	2 3%	5 1%	4 1%	3 1%	5 1%	1 1%	2 2%	4 1%	3 5%
Utility Warehouse	11 2%	3 4%	8 2%	5 2%	7 2%	8 2%	2 1%	2 2%	11 2%	- -
Other	13 2%	1 1%	12 2%	7 3%	6 2%	9 2%	3 2%	2 2%	13 3%	- -
Refused	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Don't know	1 *	1 1%	- -	- -	1 *	1 *	- -	- -	1 *	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	583	533	582	492	66	25	165	286	132	130	148	108	197
Weighted Base	602	548	601	512	66	24	138	337	127	163	189	115	134
Very satisfied	(2)	84	78	84	69	9	18	43	24	25	23	17	19
		14%	14%	14%	14%	14%	13%	13%	19%	15%	12%	15%	14%
Quite satisfied	(1)	144	131	144	123	14	28	70	47	42	46	28	29
		24%	24%	24%	24%	21%	20%	21%	37%	25%	24%	25%	21%
Neither satisfied nor dissatisfied	(0)	72	65	72	61	10	12	52	9	21	27	9	16
		12%	12%	12%	12%	15%	8%	15%	7%	13%	14%	7%	12%
Quite dissatisfied	(-1)	122	112	122	106	12	39	62	21	41	35	21	25
		20%	20%	20%	21%	19%	28%	18%	17%	25%	19%	18%	19%
Very dissatisfied	(-2)	179	162	179	152	20	43	110	26	36	58	40	46
		30%	30%	30%	30%	31%	31%	33%	21%	22%	30%	35%	34%
SUMMARY CODES													
SATISFIED 1,2	228	209	228	192	23	13	46	112	70	66	69	45	48
	38%	38%	38%	38%	35%	53%	33%	33%	55%	40%	36%	40%	36%
DISSATISFIED 4,5	301	273	301	259	33	10	81	172	48	77	93	61	71
	50%	50%	50%	51%	50%	40%	59%	51%	38%	47%	49%	53%	53%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	*	*	*	*	-	-	-	-	*	-	-	-	*
	*	*	*	*	-	-	-	-	*	-	-	-	*
Average Score	-0.279	-0.270	-0.282	-0.292	-0.321	0.104	-0.435	-0.379	0.158	-0.132	-0.310	-0.337	-0.367
Standard Deviation	1.456	1.459	1.455	1.449	1.460	1.595	1.434	1.439	1.451	1.404	1.434	1.527	1.489
Error Variance	0.004	0.004	0.004	0.004	0.032	0.102	0.012	0.007	0.016	0.015	0.014	0.022	0.011

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?

Base: All who have contacted a current or previous energy supplier to complain

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	583	77	506	257	326	329	123	126	504	79
Weighted Base	602	83	519	280	322	377	122	98	535	67
Very satisfied	(2) 84	5	79	40	44	56	8	18	69	15
	14%	6%	15%	14%	14%	15%	6%	19%	13%	23%
Quite satisfied	(1) 144	25	119	79	65	98	25	22	128	16
	24%	30%	23%	28%	20%	26%	20%	22%	24%	24%
Neither satisfied nor dissatisfied	(0) 72	13	59	36	36	53	9	10	65	7
	12%	16%	11%	13%	11%	14%	8%	10%	12%	11%
Quite dissatisfied	(-1) 122	18	105	51	71	65	38	19	110	12
	20%	21%	20%	18%	22%	17%	32%	19%	21%	18%
Very dissatisfied	(-2) 179	22	157	74	105	105	42	29	163	16
	30%	26%	30%	27%	33%	28%	34%	30%	31%	24%
SUMMARY CODES										
SATISFIED 1,2	228	30	198	119	109	154	32	40	197	31
	38%	36%	38%	42%	34%	41%	26%	41%	37%	47%
DISSATISFIED 4,5	301	39	262	125	176	170	80	48	273	28
	50%	48%	50%	45%	55%	45%	66%	49%	51%	42%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	*	-	*	-	*	*	-	-	-	*
	*	-	*	-	*	*	-	-	-	1%
Average Score	-0.279	-0.317	-0.274	-0.145	-0.397	-0.173	-0.672	-0.192	-0.320	0.048
Standard Deviation	1.456	1.317	1.478	1.444	1.458	1.456	1.303	1.533	1.443	1.528
Error Variance	0.004	0.023	0.004	0.008	0.007	0.006	0.014	0.019	0.004	0.030

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?****Base: All who have not contacted a current or previous energy supplier to complain**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	5568	5019	5548	4742	529	297	1207	2517	1844	1054	1355	1044	2115
Weighted Base	5549	5026	5529	4728	517	303	1018	2846	1685	1324	1697	1120	1408
Yes	185	162	183	150	27	8	39	99	48	35	55	42	52
	3%	3%	3%	3%	5%	3%	4%	3%	3%	3%	3%	4%	4%
No	5351	4854	5333	4566	490	295	976	2740	1635	1284	1637	1077	1353
	96%	97%	96%	97%	95%	97%	96%	96%	97%	97%	96%	96%	96%
Refused	3	2	3	3	-	-	-	2	2	3	-	-	1
	*	*	*	*	-	-	-	*	*	*	-	-	*
Don't know	9	8	9	9	-	-	3	6	1	1	5	1	2
	*	*	*	*	-	-	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?****Base: All who have not contacted a current or previous energy supplier to complain**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	5568	666	4900	2198	3370	3218	1084	1183	4033	1535
Weighted Base	5549	675	4872	2296	3253	3502	1008	958	4250	1299
Yes	185	34	152	77	109	110	39	34	147	38
	3%	5%	3%	3%	3%	3%	4%	4%	3%	3%
No	5351	641	4709	2216	3135	3382	967	923	4092	1260
	96%	95%	97%	97%	96%	97%	96%	96%	96%	97%
Refused	3	-	2	1	2	3	-	1	3	1
	*	-	*	*	*	*	-	*	*	*
Don't know	9	-	9	3	7	7	2	1	8	1
	*	-	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes - I contacted my current or previous energy supplier	651 11%	583 10%	650 11%	537 10%	71 12%	43 13%	121 10%	333 10%	197 11%	167 11%	235 12%	105 8%	144 9%
Yes - I contacted another energy supplier	156 3%	139 2%	156 3%	134 3%	12 2%	11 3%	23 2%	102 3%	32 2%	39 3%	66 4%	25 2%	27 2%
Yes - my current or previous energy supplier contacted me	197 3%	187 3%	197 3%	169 3%	21 4%	7 2%	26 2%	116 4%	55 3%	69 5%	65 3%	35 3%	28 2%
Yes - another energy supplier contacted me	75 1%	70 1%	75 1%	62 1%	7 1%	5 2%	10 1%	45 1%	20 1%	19 1%	21 1%	12 1%	22 1%
SUMMARY CODE													
YES 1,2,3,4	994 16%	901 16%	993 16%	832 16%	103 18%	60 18%	170 15%	543 17%	281 16%	263 18%	358 19%	166 13%	207 13%
No	5144 84%	4663 84%	5125 84%	4395 84%	481 82%	268 82%	984 85%	2635 83%	1525 84%	1220 82%	1526 81%	1067 86%	1331 86%
Refused	5 *	4 *	5 *	5 *	- -	- -	- -	2 *	3 *	3 *	- -	1 *	1 *
Don't know	8 *	7 *	8 *	8 *	- -	- -	3 *	2 *	3 *	1 *	2 *	- -	5 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes - I contacted my current or previous energy supplier	651 11%	95 13%	556 10%	307 12%	344 10%	412 11%	120 11%	108 10%	562 12%	88 6%
Yes - I contacted another energy supplier	156 3%	28 4%	128 2%	88 3%	68 2%	110 3%	24 2%	16 1%	141 3%	15 1%
Yes - my current or previous energy supplier contacted me	197 3%	17 2%	179 3%	118 5%	80 2%	143 4%	24 2%	28 3%	168 4%	29 2%
Yes - another energy supplier contacted me	75 1%	9 1%	66 1%	29 1%	46 1%	53 1%	6 1%	16 1%	60 1%	15 1%
SUMMARY CODE										
YES 1,2,3,4	994 16%	143 19%	850 16%	497 19%	497 14%	666 17%	157 14%	155 15%	859 18%	135 10%
No	5144 84%	613 81%	4530 84%	2074 81%	3070 86%	3206 83%	970 86%	900 85%	3916 82%	1227 90%
Refused	5 *	- *	3 *	1 *	4 *	3 *	1 *	1 *	4 *	1 *
Don't know	8 *	1 *	7 *	4 *	4 *	5 *	2 *	1 *	5 *	3 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.83 Which supplier did you have contact with most recently?

Base: All who have had an interaction with an energy supplier in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	946	855	944	788	102	56	203	465	278	214	278	156	298
Weighted Base	994	901	993	832	103	60	170	543	281	263	358	166	207
British Gas	268 27%	260 29%	267 27%	231 28%	23 22%	14 24%	42 25%	142 26%	84 30%	71 27%	93 26%	46 28%	58 28%
Co-operative Energy	14 1%	14 2%	14 1%	13 2%	- -	1 1%	3 2%	8 1%	3 1%	4 2%	7 2%	2 1%	1 *
E.ON	167 17%	148 16%	167 17%	145 17%	14 14%	8 13%	32 19%	95 18%	40 14%	55 21%	47 13%	31 19%	34 17%
Ebico	3 *	2 *	3 *	2 *	- -	2 3%	- -	3 1%	- -	- -	2 *	2 1%	- -
Ecotricity	9 1%	7 1%	9 1%	8 1%	1 1%	- -	3 2%	4 1%	2 1%	3 1%	5 1%	- -	1 *
EDF	105 11%	78 9%	105 11%	96 12%	3 3%	6 11%	14 8%	64 12%	27 10%	36 14%	37 10%	16 10%	16 8%
First Utility	17 2%	17 2%	17 2%	15 2%	2 2%	1 1%	- -	12 2%	5 2%	4 1%	7 2%	4 2%	2 1%
Good Energy	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Marks & Spencer Energy	7 1%	7 1%	7 1%	7 1%	- -	- -	- -	5 1%	2 1%	- -	7 2%	- -	1 *
Npower	105 11%	96 11%	104 10%	90 11%	11 11%	4 6%	24 14%	55 10%	26 9%	31 12%	40 11%	16 10%	17 8%
Ovo	12 1%	11 1%	12 1%	11 1%	1 1%	1 1%	1 *	9 2%	3 1%	3 1%	4 1%	3 2%	3 1%
Sainsburys Energy	12 1%	12 1%	12 1%	9 1%	2 1%	2 3%	- -	10 2%	2 1%	3 1%	8 2%	1 1%	- -
Scottish Hydro	15 2%	12 1%	15 2%	- -	13 13%	2 3%	5 3%	4 1%	6 2%	1 *	5 1%	7 4%	2 1%
Scottish Power	97 10%	88 10%	97 10%	72 9%	20 20%	5 9%	14 8%	54 10%	29 10%	21 8%	33 9%	16 10%	27 13%
Southern Electric	59 6%	53 6%	59 6%	59 7%	- -	- -	10 6%	26 5%	24 9%	14 5%	24 7%	7 4%	14 7%
Spark Energy	2 *	2 *	2 *	2 *	- -	- -	1 *	1 *	1 *	- -	- -	- -	2 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.83 Which supplier did you have contact with most recently?

Base: All who have had an interaction with an energy supplier in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	946	855	944	788	102	56	203	465	278	214	278	156	298
Weighted Base	994	901	993	832	103	60	170	543	281	263	358	166	207
SSE (Scottish and Southern Energy)	40 4%	37 4%	40 4%	29 4%	8 8%	2 4%	10 6%	19 4%	11 4%	8 3%	19 5%	4 3%	8 4%
Swalec	8 1%	8 1%	8 1%	- -	- -	8 14%	3 2%	1 *	4 1%	1 *	2 1%	3 2%	2 1%
Utility Warehouse	22 2%	21 2%	22 2%	18 2%	- -	3 6%	6 4%	11 2%	4 1%	3 1%	14 4%	2 1%	3 1%
Other	16 2%	13 1%	16 2%	10 1%	4 4%	2 3%	2 1%	10 2%	4 1%	1 1%	2 *	5 3%	8 4%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 2%	15 2%	16 2%	16 2%	1 1%	- -	1 1%	9 2%	6 2%	4 2%	5 1%	1 *	7 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.83 Which supplier did you have contact with most recently?

Base: All who have had an interaction with an energy supplier in the past 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	946	138	807	456	490	578	166	188	796	150
Weighted Base	994	143	850	497	497	666	157	155	859	135
British Gas	268	31	237	128	140	186	40	39	220	48
	27%	21%	28%	26%	28%	28%	25%	25%	26%	36%
Co-operative Energy	14	3	11	7	7	12	-	-	13	1
	1%	2%	1%	1%	1%	2%	-	-	1%	1%
E.ON	167	26	141	90	77	106	29	29	150	17
	17%	18%	17%	18%	16%	16%	18%	19%	17%	12%
Ebico	3	2	2	2	2	3	-	-	3	-
	*	1%	*	*	*	*	-	-	*	-
Ecotricity	9	-	9	1	7	6	2	1	8	1
	1%	-	1%	*	1%	1%	1%	1%	1%	1%
EDF	105	18	88	65	40	77	12	14	93	13
	11%	12%	10%	13%	8%	12%	7%	9%	11%	9%
First Utility	17	-	17	13	4	15	1	1	15	2
	2%	-	2%	3%	1%	2%	1%	*	2%	2%
Good Energy	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	7	-	7	2	5	5	3	-	7	-
	1%	-	1%	*	1%	1%	2%	-	1%	-
Npower	105	13	92	57	47	69	17	18	94	11
	11%	9%	11%	11%	10%	10%	11%	12%	11%	8%
Ovo	12	3	9	11	1	10	2	1	10	2
	1%	2%	1%	2%	*	1%	1%	*	1%	1%
Sainsburys Energy	12	3	9	5	7	9	3	-	12	-
	1%	2%	1%	1%	1%	1%	2%	-	1%	-
Scottish Hydro	15	4	11	3	12	8	1	6	12	3
	2%	3%	1%	1%	2%	1%	1%	4%	1%	2%
Scottish Power	97	12	85	56	41	60	15	20	84	13
	10%	9%	10%	11%	8%	9%	9%	13%	10%	10%
Southern Electric	59	15	44	23	36	36	12	12	51	8
	6%	10%	5%	5%	7%	5%	7%	8%	6%	6%
Spark Energy	2	-	2	2	1	1	2	-	2	-
	*	-	*	*	*	*	1%	-	*	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.83 Which supplier did you have contact with most recently?****Base: All who have had an interaction with an energy supplier in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	946	138	807	456	490	578	166	188	796	150
Weighted Base	994	143	850	497	497	666	157	155	859	135
SSE (Scottish and Southern Energy)	40	6	34	19	20	22	9	8	37	3
	4%	4%	4%	4%	4%	3%	5%	5%	4%	2%
Swalec	8	-	8	1	7	5	2	1	7	1
	1%	-	1%	*	1%	1%	1%	1%	1%	1%
Utility Warehouse	22	6	16	2	19	14	6	*	20	2
	2%	4%	2%	*	4%	2%	4%	*	2%	2%
Other	16	1	15	4	12	10	1	5	12	4
	2%	1%	2%	1%	2%	2%	1%	3%	1%	3%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	16	2	14	5	11	13	2	1	11	5
	2%	1%	2%	1%	2%	2%	1%	1%	1%	4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?

Base: All who have had an interaction with an energy supplier in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	946	855	944	788	102	56	203	465	278	214	278	156	298
Weighted Base	994	901	993	832	103	60	170	543	281	263	358	166	207
Very satisfied	(2) 361	324	360	300	34	27	66	175	120	86	128	67	80
	36%	36%	36%	36%	33%	44%	39%	32%	43%	33%	36%	40%	39%
Quite satisfied	(1) 387	364	387	335	32	21	68	213	106	109	150	63	65
	39%	40%	39%	40%	31%	35%	40%	39%	38%	41%	42%	38%	32%
Neither satisfied nor dissatisfied	(0) 106	97	106	82	16	8	12	70	24	35	37	15	19
	11%	11%	11%	10%	15%	14%	7%	13%	8%	13%	10%	9%	9%
Quite dissatisfied	(-1) 66	54	66	53	11	2	9	44	14	12	19	13	22
	7%	6%	7%	6%	11%	3%	5%	8%	5%	5%	5%	8%	11%
Very dissatisfied	(-2) 73	61	73	60	10	2	14	41	18	21	24	8	20
	7%	7%	7%	7%	10%	4%	8%	8%	6%	8%	7%	5%	10%
SUMMARY CODES													
SATISFIED 1,2	748	688	747	635	66	47	134	388	226	195	278	130	145
	75%	76%	75%	76%	64%	79%	79%	71%	80%	74%	78%	78%	70%
DISSATISFIED 4,5	139	115	139	114	21	4	23	85	31	33	43	21	42
	14%	13%	14%	14%	20%	7%	13%	16%	11%	13%	12%	12%	20%
Refused	1	1	1	1	-	-	-	1	-	1	-	-	-
	*	*	*	*	-	-	-	*	-	*	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Average Score	0.904	0.929	0.903	0.916	0.676	1.127	0.961	0.807	1.058	0.866	0.948	1.016	0.787
Standard Deviation	1.179	1.147	1.179	1.169	1.307	1.028	1.197	1.191	1.128	1.160	1.132	1.110	1.322
Error Variance	0.001	0.002	0.001	0.002	0.017	0.019	0.007	0.003	0.005	0.006	0.005	0.008	0.006

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?

Base: All who have had an interaction with an energy supplier in the past 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	946	138	807	456	490	578	166	188	796	150
Weighted Base	994	143	850	497	497	666	157	155	859	135
Very satisfied	(2) 361	57	304	182	179	239	49	65	303	58
	36%	40%	36%	37%	36%	36%	31%	42%	35%	43%
Quite satisfied	(1) 387	55	332	202	185	257	74	50	340	47
	39%	39%	39%	41%	37%	39%	48%	32%	40%	35%
Neither satisfied nor dissatisfied	(0) 106	13	93	51	55	83	12	9	94	12
	11%	9%	11%	10%	11%	12%	8%	6%	11%	9%
Quite dissatisfied	(-1) 66	9	57	29	37	40	8	17	54	12
	7%	6%	7%	6%	7%	6%	5%	11%	6%	9%
Very dissatisfied	(-2) 73	7	65	33	40	45	13	14	67	5
	7%	5%	8%	7%	8%	7%	8%	9%	8%	4%
SUMMARY CODES										
SATISFIED 1,2	748	113	636	384	364	496	123	115	643	106
	75%	79%	75%	77%	73%	75%	79%	74%	75%	79%
DISSATISFIED 4,5	139	16	122	62	77	85	21	31	122	17
	14%	11%	14%	13%	15%	13%	13%	20%	14%	13%
Refused	1	1	-	-	1	1	-	-	1	-
	*	1%	-	-	*	*	-	-	*	-
Don't know	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Average Score	0.904	1.038	0.885	0.948	0.860	0.909	0.881	0.879	0.881	1.052
Standard Deviation	1.179	1.096	1.188	1.140	1.215	1.155	1.151	1.313	1.188	1.112
Error Variance	0.001	0.009	0.002	0.003	0.003	0.002	0.008	0.009	0.002	0.008

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months - SUMMARY****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	An annual summary or review (containing details about your own energy tariff and energy use)	At least one bill or direct debit/prepayment statement	A price increase notification letter	A letter informing you your fixed term tariff is coming to an end
Unweighted Base	6151	6151	6151	6151
Weighted Base	6151	6151	6151	6151
Yes	3409 55%	4256 69%	2924 48%	1203 20%
No	1976 32%	1409 23%	2451 40%	4235 69%
Refused	23 *	26 *	31 1%	37 1%
Don't know	744 12%	460 7%	745 12%	675 11%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_01 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- An annual summary or review (containing details about your own energy tariff and energy use)****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	3409	3144	3397	2922	336	151	537	1875	997	944	1078	693	694
	55%	56%	55%	56%	58%	46%	46%	59%	55%	63%	57%	56%	45%
No	1976	1742	1971	1672	177	127	478	927	572	358	590	390	638
	32%	31%	32%	32%	30%	39%	41%	29%	32%	24%	31%	32%	41%
Refused	23	19	23	23	-	-	6	9	7	4	6	3	9
	*	*	*	*	-	-	1%	*	*	*	*	*	1%
Don't know	744	669	739	623	71	50	136	371	237	182	211	149	201
	12%	12%	12%	12%	12%	15%	12%	12%	13%	12%	11%	12%	13%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_01 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- An annual summary or review (containing details about your own energy tariff and energy use)****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	3409 55%	453 60%	2956 55%	1547 60%	1862 52%	2327 60%	509 45%	527 50%	2765 58%	644 47%
No	1976 32%	222 29%	1753 33%	755 29%	1221 34%	1067 28%	478 42%	404 38%	1470 31%	506 37%
Refused	23 *	5 1%	16 *	6 *	16 *	11 *	6 1%	6 1%	16 *	6 *
Don't know	744 12%	78 10%	666 12%	268 10%	476 13%	474 12%	136 12%	121 11%	533 11%	210 15%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_02 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- At least one bill or direct debit/prepayment statement****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	4256	3880	4244	3656	395	205	707	2246	1303	1152	1404	841	859
	69%	70%	69%	70%	68%	63%	61%	71%	72%	77%	74%	68%	56%
No	1409	1249	1405	1166	152	91	352	713	344	225	355	286	543
	23%	22%	23%	22%	26%	28%	30%	22%	19%	15%	19%	23%	35%
Refused	26	21	26	25	-	1	5	14	7	6	5	4	12
	*	*	*	*	-	*	*	*	*	*	*	*	1%
Don't know	460	424	455	393	37	30	92	210	158	104	122	105	129
	7%	8%	7%	8%	6%	9%	8%	7%	9%	7%	6%	8%	8%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_02 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- At least one bill or direct debit/prepayment statement****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	4256 69%	551 73%	3704 69%	1910 74%	2346 66%	2923 75%	694 61%	580 55%	3373 70%	883 65%
No	1409 23%	159 21%	1250 23%	499 19%	910 25%	652 17%	342 30%	394 37%	1066 22%	343 25%
Refused	26 *	6 1%	19 *	10 *	16 *	12 *	8 1%	6 1%	20 *	6 *
Don't know	460 7%	42 5%	419 8%	158 6%	302 8%	292 8%	86 8%	77 7%	326 7%	134 10%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.94_03 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A price increase notification letter

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2924	2681	2917	2473	312	139	479	1612	833	775	935	590	624
	48%	48%	48%	47%	54%	42%	41%	51%	46%	52%	50%	48%	40%
No	2451	2193	2444	2117	202	131	543	1186	722	528	721	479	723
	40%	39%	40%	40%	35%	40%	47%	37%	40%	35%	38%	39%	47%
Refused	31	28	31	31	-	-	6	18	8	6	11	2	12
	1%	*	1%	1%	-	-	1%	1%	*	*	1%	*	1%
Don't know	745	673	739	619	69	57	129	367	248	178	218	164	184
	12%	12%	12%	12%	12%	17%	11%	12%	14%	12%	12%	13%	12%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_03 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- A price increase notification letter****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2924	385	2539	1221	1703	1968	446	466	2346	579
	48%	51%	47%	47%	48%	51%	40%	44%	49%	42%
No	2451	291	2159	1089	1362	1407	546	466	1870	580
	40%	38%	40%	42%	38%	36%	48%	44%	39%	42%
Refused	31	6	24	12	20	17	6	8	23	8
	1%	1%	*	*	1%	*	1%	1%	*	1%
Don't know	745	76	669	254	491	487	131	117	546	199
	12%	10%	12%	10%	14%	13%	12%	11%	11%	15%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_04 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- A letter informing you your fixed term tariff is coming to an end****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	1203	1112	1201	992	158	52	136	684	383	388	354	242	218
	20%	20%	20%	19%	27%	16%	12%	21%	21%	26%	19%	20%	14%
No	4235	3807	4226	3653	349	234	889	2146	1201	952	1321	836	1127
	69%	68%	69%	70%	60%	72%	77%	67%	66%	64%	70%	68%	73%
Refused	37	34	37	37	-	-	8	18	12	7	9	6	15
	1%	1%	1%	1%	-	-	1%	1%	1%	*	*	*	1%
Don't know	675	622	666	558	76	41	124	334	217	140	202	150	183
	11%	11%	11%	11%	13%	12%	11%	11%	12%	9%	11%	12%	12%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.94_04 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.****- A letter informing you your fixed term tariff is coming to an end****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	1203	146	1056	862	341	912	137	142	974	229
	20%	19%	20%	33%	10%	24%	12%	13%	20%	17%
No	4235	530	3706	1484	2752	2530	865	779	3307	929
	69%	70%	69%	58%	77%	65%	77%	74%	69%	68%
Refused	37	9	27	12	26	17	8	12	26	11
	1%	1%	1%	*	1%	*	1%	1%	1%	1%
Don't know	675	73	602	218	457	420	119	125	477	198
	11%	10%	11%	8%	13%	11%	11%	12%	10%	14%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?

Base: All who have received an annual Energy summary in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3286	3021	3274	2809	331	146	620	1615	1051	756	856	632	1042
Weighted Base	3409	3144	3397	2922	336	151	537	1875	997	944	1078	693	694
Read it in detail	1418	1310	1414	1218	143	57	172	747	499	452	443	269	254
	42%	42%	42%	42%	43%	38%	32%	40%	50%	48%	41%	39%	37%
Glanced over it or skim read it	1652	1520	1646	1420	161	71	304	946	402	427	537	344	344
	48%	48%	48%	49%	48%	47%	57%	50%	40%	45%	50%	50%	50%
Only saw what it was, but did not read it	334	310	333	280	32	22	60	181	93	64	98	79	94
	10%	10%	10%	10%	9%	15%	11%	10%	9%	7%	9%	11%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4	4	4	4	-	-	-	2	2	2	-	1	1
	*	*	*	*	-	-	-	*	*	*	-	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?****Base: All who have received an annual Energy summary in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3286	431	2855	1438	1848	2092	534	619	2549	737
Weighted Base	3409	453	2956	1547	1862	2327	509	527	2765	644
Read it in detail	1418	195	1223	750	668	1057	170	172	1178	241
	42%	43%	41%	49%	36%	45%	33%	33%	43%	37%
Glanced over it or skim read it	1652	217	1435	672	980	1074	281	277	1334	318
	48%	48%	49%	43%	53%	46%	55%	53%	48%	49%
Only saw what it was, but did not read it	334	40	294	123	211	192	57	78	250	84
	10%	9%	10%	8%	11%	8%	11%	15%	9%	13%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	4	-	4	2	2	3	1	-	3	1
	*	-	*	*	*	*	*	-	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?

Base: All who read annual Energy summary

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Very clearly	(2) 551 18%	502 18%	551 18%	469 18%	51 17%	30 23%	86 18%	298 18%	166 18%	159 18%	189 19%	99 16%	104 17%
Quite clearly	(1) 1697 55%	1576 56%	1691 55%	1469 56%	158 52%	69 54%	258 54%	927 55%	512 57%	492 56%	542 55%	340 55%	323 54%
Neither clearly nor unclearly	(0) 429 14%	392 14%	426 14%	369 14%	46 15%	14 11%	74 16%	244 14%	111 12%	123 14%	128 13%	91 15%	87 14%
Quite unclearly	(-1) 290 9%	261 9%	288 9%	249 9%	29 10%	12 9%	46 10%	164 10%	81 9%	83 9%	87 9%	67 11%	53 9%
Very unclearly	(-2) 93 3%	89 3%	93 3%	72 3%	19 6%	2 1%	9 2%	54 3%	30 3%	16 2%	31 3%	17 3%	29 5%
SUMMARY CODES													
CLEARLY 1,2	2247 73%	2078 73%	2242 73%	1939 73%	209 69%	99 77%	344 72%	1225 72%	678 75%	651 74%	731 75%	439 72%	427 71%
UNCLEARLY 4,5	383 12%	350 12%	381 12%	321 12%	48 16%	13 10%	55 12%	217 13%	110 12%	99 11%	118 12%	84 14%	82 14%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11 *	10 *	11 *	9 *	1 *	2 1%	3 1%	6 *	2 *	5 1%	2 *	-	4 1%
Average Score	0.759	0.760	0.761	0.766	0.637	0.898	0.773	0.742	0.783	0.794	0.788	0.713	0.707
Standard Deviation	0.957	0.956	0.957	0.944	1.071	0.911	0.924	0.965	0.958	0.911	0.962	0.954	1.012
Error Variance	*	*	*	*	0.004	0.007	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?

Base: All who read annual Energy summary

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base		3070	412	2658	1422	1648	2132	451	449	2512	558
Very clearly	(2)	551 18%	77 19%	473 18%	276 19%	274 17%	382 18%	83 18%	78 17%	460 18%	91 16%
Quite clearly	(1)	1697 55%	224 54%	1473 55%	792 56%	904 55%	1192 56%	246 55%	235 52%	1396 56%	300 54%
Neither clearly nor unclearly	(0)	429 14%	57 14%	372 14%	174 12%	255 15%	288 14%	68 15%	68 15%	347 14%	82 15%
Quite unclearly	(-1)	290 9%	45 11%	245 9%	138 10%	152 9%	202 9%	43 9%	43 10%	232 9%	58 10%
Very unclearly	(-2)	93 3%	7 2%	86 3%	40 3%	53 3%	61 3%	9 2%	22 5%	67 3%	26 5%
SUMMARY CODES											
CLEARLY 1,2		2247 73%	301 73%	1946 73%	1069 75%	1178 71%	1574 74%	329 73%	313 70%	1856 74%	391 70%
UNCLEARLY 4,5		383 12%	53 13%	330 12%	178 13%	205 12%	264 12%	52 11%	65 14%	300 12%	83 15%
Refused		-	-	-	-	-	-	-	-	-	-
Don't know		11 *	2 *	10 *	1 *	10 1%	6 *	2 *	3 1%	9 *	2 *
Average Score		0.759	0.776	0.756	0.794	0.729	0.767	0.782	0.683	0.779	0.670
Standard Deviation		0.957	0.938	0.960	0.957	0.956	0.950	0.925	1.026	0.942	1.016
Error Variance		*	0.002	*	0.001	0.001	*	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.97 And how easy or difficult did you find it to understand the information in the annual summary?

Base: All who read annual Energy summary

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Very easy	(2) 497 16%	451 16%	497 16%	425 16%	51 17%	21 17%	80 17%	287 17%	130 14%	148 17%	174 18%	84 14%	91 15%
Quite easy	(1) 1572 51%	1456 51%	1567 51%	1368 52%	136 45%	69 54%	237 50%	833 49%	503 56%	481 55%	499 51%	306 50%	286 48%
Neither easy nor difficult	(0) 476 15%	438 15%	473 15%	405 15%	50 16%	21 16%	67 14%	281 17%	128 14%	117 13%	157 16%	105 17%	97 16%
Quite difficult	(-1) 392 13%	362 13%	390 13%	338 13%	40 13%	15 11%	71 15%	215 13%	106 12%	105 12%	108 11%	91 15%	88 15%
Very difficult	(-2) 123 4%	114 4%	123 4%	93 4%	27 9%	3 2%	17 4%	73 4%	32 4%	24 3%	39 4%	26 4%	34 6%
SUMMARY CODES													
EASY 1,2	2069 67%	1907 67%	2064 67%	1793 68%	187 61%	90 70%	317 67%	1120 66%	633 70%	630 72%	673 69%	390 64%	377 63%
DIFFICULT 4,5	515 17%	476 17%	513 17%	431 16%	66 22%	18 14%	88 18%	288 17%	139 15%	129 15%	148 15%	117 19%	122 20%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	10 *	9 *	10 *	9 *	1 *	- -	4 1%	4 *	2 *	4 *	2 *	1 *	3 1%
Average Score	0.630	0.627	0.631	0.644	0.476	0.707	0.619	0.619	0.658	0.714	0.675	0.543	0.523
Standard Deviation	1.027	1.026	1.028	1.011	1.177	0.957	1.046	1.045	0.984	0.974	1.019	1.037	1.091
Error Variance	*	*	*	*	0.005	0.007	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.97 And how easy or difficult did you find it to understand the information in the annual summary?

Base: All who read annual Energy summary

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Very easy	(2) 497 16%	67 16%	430 16%	244 17%	253 15%	347 16%	75 17%	70 16%	428 17%	69 12%
Quite easy	(1) 1572 51%	196 47%	1377 52%	751 53%	821 50%	1111 52%	230 51%	208 46%	1282 51%	291 52%
Neither easy nor difficult	(0) 476 15%	70 17%	406 15%	192 14%	284 17%	323 15%	72 16%	75 17%	387 15%	89 16%
Quite difficult	(-1) 392 13%	68 16%	325 12%	179 13%	213 13%	267 13%	55 12%	66 15%	314 13%	78 14%
Very difficult	(-2) 123 4%	10 2%	113 4%	54 4%	68 4%	78 4%	17 4%	26 6%	92 4%	31 6%
SUMMARY CODES										
EASY 1,2	2069 67%	263 64%	1806 68%	995 70%	1074 65%	1458 68%	305 68%	279 62%	1710 68%	359 64%
DIFFICULT 4,5	515 17%	77 19%	438 16%	233 16%	281 17%	345 16%	72 16%	93 21%	406 16%	109 19%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	10 *	3 1%	8 *	1 *	9 1%	5 *	2 *	3 1%	9 *	1 *
Average Score	0.630	0.594	0.636	0.670	0.596	0.649	0.646	0.516	0.656	0.517
Standard Deviation	1.027	1.021	1.028	1.023	1.030	1.013	1.017	1.104	1.020	1.054
Error Variance	*	0.003	*	0.001	0.001	0.001	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.98 Did you take any of the following action as a result of receiving the annual summary - SUMMARY****Base: All who read annual Energy summary**

	I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	2941	2941	2941	2941
Weighted Base	3070	3070	3070	3070
Yes	1048 34%	532 17%	474 15%	172 6%
No	1975 64%	2496 81%	2553 83%	2826 92%
Refused	7 *	8 *	8 *	12 *
Don't know	40 1%	34 1%	35 1%	61 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.98_01 Did you take any of the following action as a result of receiving the annual summary?

- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on

Base: All who read annual Energy summary

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Yes	1048	969	1043	910	109	28	157	578	313	335	341	200	172
	34%	34%	34%	35%	36%	22%	33%	34%	35%	38%	35%	33%	29%
No	1975	1816	1971	1696	180	99	316	1086	574	530	624	408	413
	64%	64%	64%	64%	59%	77%	66%	64%	64%	60%	64%	67%	69%
Refused	7	7	7	3	3	-	-	6	1	1	3	1	2
	*	*	*	*	1%	-	-	*	*	*	*	*	*
Don't know	40	38	39	28	12	1	4	23	14	12	12	4	12
	1%	1%	1%	1%	4%	1%	1%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.98_01 Did you take any of the following action as a result of receiving the annual summary?
- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on
Base: All who read annual Energy summary

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Yes	1048 34%	147 36%	900 34%	543 38%	504 31%	747 35%	153 34%	134 30%	888 35%	160 29%
No	1975 64%	260 63%	1715 65%	858 60%	1118 68%	1356 64%	294 65%	302 67%	1595 63%	381 68%
Refused	7 *	2 *	5 *	4 *	3 *	4 *	1 *	1 *	6 *	1 *
Don't know	40 1%	3 1%	38 1%	17 1%	23 1%	25 1%	3 1%	12 3%	23 1%	17 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.98_02 Did you take any of the following action as a result of receiving the annual summary?****- I looked into switching tariffs with my current supplier****Base: All who read annual Energy summary**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Yes	532	495	529	457	58	17	73	334	125	205	178	92	56
	17%	17%	17%	17%	19%	13%	15%	20%	14%	23%	18%	15%	9%
No	2496	2296	2489	2153	232	111	401	1332	763	662	786	516	532
	81%	81%	81%	82%	76%	87%	84%	79%	85%	75%	80%	84%	89%
Refused	8	8	8	5	3	-	-	7	1	1	4	1	1
	*	*	*	*	1%	-	-	*	*	*	*	*	*
Don't know	34	31	34	24	11	-	3	20	12	10	11	4	9
	1%	1%	1%	1%	4%	-	1%	1%	1%	1%	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.98_02 Did you take any of the following action as a result of receiving the annual summary?****- I looked into switching tariffs with my current supplier****Base: All who read annual Energy summary**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Yes	532 17%	80 19%	452 17%	336 24%	196 12%	414 19%	68 15%	45 10%	491 20%	41 7%
No	2496 81%	328 80%	2168 82%	1068 75%	1428 87%	1693 79%	376 83%	393 88%	1994 79%	502 90%
Refused	8 *	2 *	6 *	5 *	3 *	4 *	3 1%	1 *	7 *	1 *
Don't know	34 1%	3 1%	32 1%	13 1%	21 1%	21 1%	3 1%	10 2%	20 1%	14 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.98_03 Did you take any of the following action as a result of receiving the annual summary?****- I looked into switching to a different supplier****Base: All who read annual Energy summary**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Yes	474	434	474	411	41	22	70	308	97	178	162	84	51
	15%	15%	15%	16%	13%	17%	15%	18%	11%	20%	17%	14%	8%
No	2553	2356	2543	2197	249	106	403	1359	791	691	802	524	535
	83%	83%	83%	83%	82%	83%	85%	80%	88%	79%	82%	85%	89%
Refused	8	8	8	5	3	-	-	7	1	1	4	1	1
	*	*	*	*	1%	-	-	*	*	*	*	*	*
Don't know	35	33	35	24	11	-	3	19	13	8	11	4	11
	1%	1%	1%	1%	4%	-	1%	1%	1%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.98_03 Did you take any of the following action as a result of receiving the annual summary?****- I looked into switching to a different supplier****Base: All who read annual Energy summary**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Yes	474 15%	67 16%	407 15%	286 20%	188 11%	371 17%	59 13%	38 8%	442 18%	33 6%
No	2553 83%	340 82%	2213 83%	1116 78%	1437 87%	1735 81%	385 85%	400 89%	2043 81%	510 91%
Refused	8 *	2 *	6 *	5 *	3 *	4 *	3 1%	1 *	7 *	1 *
Don't know	35 1%	3 1%	32 1%	15 1%	20 1%	21 1%	3 1%	10 2%	20 1%	15 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.98_04 Did you take any of the following action as a result of receiving the annual summary?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read annual Energy summary

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Yes	172	165	172	145	21	6	29	94	48	50	47	47	27
	6%	6%	6%	5%	7%	5%	6%	6%	5%	6%	5%	8%	4%
No	2826	2597	2816	2440	263	122	441	1553	832	809	909	552	556
	92%	92%	92%	93%	87%	95%	93%	92%	92%	92%	93%	90%	93%
Refused	12	11	12	8	3	-	-	9	3	4	3	2	3
	*	*	*	*	1%	-	-	1%	*	*	*	*	*
Don't know	61	57	60	45	16	-	7	36	18	16	21	11	13
	2%	2%	2%	2%	5%	-	1%	2%	2%	2%	2%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.98_04 Did you take any of the following action as a result of receiving the annual summary?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read annual Energy summary

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Yes	172 6%	26 6%	146 6%	68 5%	103 6%	132 6%	22 5%	17 4%	155 6%	16 3%
No	2826 92%	379 92%	2447 92%	1314 92%	1512 92%	1954 92%	422 94%	414 92%	2306 92%	519 93%
Refused	12 *	3 1%	9 *	7 *	5 *	8 *	2 *	2 *	9 *	3 *
Don't know	61 2%	4 1%	57 2%	32 2%	29 2%	38 2%	5 1%	17 4%	41 2%	20 4%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.141 Do you recall seeing a message on your annual summary about savings you could make by changing tariff or payment method with your current supplier?****Base: All who read annual Energy summary**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2941	2700	2930	2518	299	124	546	1448	947	707	773	558	903
Weighted Base	3070	2830	3060	2638	304	128	476	1693	901	878	980	613	599
Yes	969	892	965	831	91	46	112	537	320	312	315	190	151
	32%	32%	32%	31%	30%	36%	23%	32%	36%	35%	32%	31%	25%
No	2067	1910	2061	1780	208	79	363	1134	571	559	658	413	437
	67%	67%	67%	67%	68%	62%	76%	67%	63%	64%	67%	67%	73%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	34	28	34	27	5	3	2	22	10	8	6	9	11
	1%	1%	1%	1%	2%	2%	*	1%	1%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.141 Do you recall seeing a message on your annual summary about savings you could make by changing tariff or payment method with your current supplier?****Base: All who read annual Energy summary**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2941	390	2551	1317	1624	1911	470	526	2302	639
Weighted Base	3070	412	2658	1422	1648	2132	451	449	2512	558
Yes	969 32%	143 35%	825 31%	489 34%	480 29%	739 35%	110 24%	107 24%	798 32%	171 31%
No	2067 67%	265 64%	1802 68%	919 65%	1149 70%	1370 64%	336 75%	335 75%	1687 67%	380 68%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	34 1%	4 1%	30 1%	14 1%	20 1%	23 1%	5 1%	7 2%	27 1%	8 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?

Base: All who have received a bill or direct debit payment statement in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	4100	3733	4089	3501	401	198	796	1912	1392	919	1118	774	1289
Weighted Base	4256	3880	4244	3656	395	205	707	2246	1303	1152	1404	841	859
Read it in detail	1767	1608	1761	1525	171	72	260	867	640	497	610	322	339
	42%	41%	41%	42%	43%	35%	37%	39%	49%	43%	43%	38%	39%
Glanced over it or skim read it	2057	1879	2053	1767	180	109	365	1154	538	561	637	435	424
	48%	48%	48%	48%	46%	53%	52%	51%	41%	49%	45%	52%	49%
Only saw what it was, but did not read it	418	382	417	350	44	24	78	216	124	90	153	83	93
	10%	10%	10%	10%	11%	12%	11%	10%	9%	8%	11%	10%	11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	11	13	13	-	-	4	8	1	4	5	2	3
	*	*	*	*	-	-	1%	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?

Base: All who have received a bill or direct debit payment statement in the past 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	4100	516	3583	1797	2303	2640	708	696	3076	1024
Weighted Base	4256	551	3704	1910	2346	2923	694	580	3373	883
Read it in detail	1767	239	1529	888	879	1275	260	217	1412	355
	42%	43%	41%	47%	37%	44%	37%	37%	42%	40%
Glanced over it or skim read it	2057	261	1795	852	1205	1376	360	283	1636	421
	48%	47%	48%	45%	51%	47%	52%	49%	48%	48%
Only saw what it was, but did not read it	418	49	369	164	254	265	72	75	315	104
	10%	9%	10%	9%	11%	9%	10%	13%	9%	12%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	13	2	11	5	8	7	1	5	10	3
	*	*	*	*	*	*	*	1%	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?

Base: All who read bill or direct debit payment statement

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Very clearly	(2) 689 18%	625 18%	689 18%	591 18%	60 17%	38 21%	121 19%	359 18%	209 18%	179 17%	240 19%	128 17%	142 19%
Quite clearly	(1) 2175 57%	1991 57%	2170 57%	1896 58%	180 51%	99 55%	369 59%	1129 56%	677 57%	624 59%	711 57%	430 57%	410 54%
Neither clearly nor unclearly	(0) 502 13%	451 13%	501 13%	430 13%	43 12%	29 16%	65 10%	297 15%	139 12%	139 13%	147 12%	117 15%	99 13%
Quite unclearly	(-1) 347 9%	320 9%	343 9%	295 9%	41 12%	11 6%	60 10%	173 9%	115 10%	88 8%	113 9%	65 9%	81 11%
Very unclearly	(-2) 104 3%	96 3%	104 3%	74 2%	28 8%	2 1%	9 1%	57 3%	37 3%	25 2%	34 3%	17 2%	28 4%
SUMMARY CODES													
CLEARLY 1,2	2864 75%	2616 75%	2859 75%	2487 76%	240 68%	137 76%	490 78%	1488 74%	885 75%	803 76%	951 76%	558 74%	552 72%
UNCLEARLY 4,5	451 12%	415 12%	447 12%	369 11%	68 19%	13 7%	69 11%	230 11%	152 13%	112 11%	147 12%	82 11%	109 14%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	8 *	5 *	8 *	6 *	- -	2 1%	1 *	5 *	2 *	4 *	1 *	- -	2 *
Average Score	0.786	0.784	0.787	0.802	0.580	0.898	0.855	0.774	0.769	0.802	0.811	0.775	0.732
Standard Deviation	0.935	0.936	0.935	0.913	1.138	0.844	0.891	0.935	0.958	0.897	0.941	0.907	1.003
Error Variance	*	*	*	*	0.004	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Very clearly	(2) 689 18%	83 17%	607 18%	323 19%	366 18%	464 18%	122 20%	93 19%	563 18%	127 16%
Quite clearly	(1) 2175 57%	290 58%	1885 57%	1022 59%	1153 55%	1517 57%	354 57%	273 55%	1749 57%	426 55%
Neither clearly nor unclearly	(0) 502 13%	56 11%	444 13%	200 12%	301 14%	345 13%	85 14%	62 12%	405 13%	97 12%
Quite unclearly	(-1) 347 9%	56 11%	291 9%	145 8%	202 10%	244 9%	50 8%	50 10%	252 8%	95 12%
Very unclearly	(-2) 104 3%	14 3%	90 3%	47 3%	57 3%	76 3%	9 1%	19 4%	74 2%	30 4%
SUMMARY CODES										
CLEARLY 1,2	2864 75%	372 74%	2492 75%	1345 77%	1519 73%	1982 75%	476 77%	366 73%	2312 76%	552 71%
UNCLEARLY 4,5	451 12%	70 14%	381 11%	192 11%	258 12%	320 12%	59 10%	69 14%	326 11%	125 16%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	8 *	1 *	6 *	3 *	5 *	4 *	- -	3 1%	5 *	2 *
Average Score	0.786	0.743	0.792	0.822	0.755	0.775	0.853	0.748	0.813	0.678
Standard Deviation	0.935	0.958	0.932	0.921	0.946	0.939	0.877	0.997	0.913	1.011
Error Variance	*	0.002	*	0.001	*	*	0.001	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.101 And how easy or difficult did you find it to understand the information in the bill or direct debit/prepayment statement?

Base: All who read bill or direct debit payment statement

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base		3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Very easy	(2)	681 18%	614 18%	680 18%	584 18%	60 17%	36 20%	118 19%	363 18%	200 17%	188 18%	239 19%	121 16%	134 18%
Quite easy	(1)	2005 52%	1830 52%	2000 52%	1749 53%	164 47%	92 51%	352 56%	1028 51%	625 53%	582 55%	665 53%	395 52%	364 48%
Neither easy nor difficult	(0)	518 14%	468 13%	518 14%	447 14%	39 11%	32 18%	78 12%	292 14%	148 13%	134 13%	154 12%	114 15%	117 15%
Quite difficult	(-1)	482 13%	446 13%	478 13%	407 12%	56 16%	18 10%	68 11%	266 13%	147 12%	122 12%	150 12%	99 13%	111 14%
Very difficult	(-2)	132 3%	125 4%	132 3%	100 3%	30 9%	2 1%	7 1%	69 3%	56 5%	31 3%	39 3%	28 4%	35 5%
SUMMARY CODES														
EASY 1,2		2686 70%	2444 70%	2680 70%	2333 71%	225 64%	128 71%	470 75%	1391 69%	825 70%	770 73%	904 73%	515 68%	498 65%
DIFFICULT 4,5		614 16%	571 16%	610 16%	507 15%	87 25%	19 11%	75 12%	335 17%	203 17%	153 14%	189 15%	127 17%	145 19%
Refused		-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6 *	5 *	6 *	5 *	- -	1 *	2 *	2 *	2 *	1 *	- -	1 *	3 *
Average Score		0.686	0.678	0.687	0.703	0.478	0.797	0.811	0.669	0.650	0.732	0.734	0.636	0.595
Standard Deviation		1.016	1.021	1.016	0.998	1.200	0.907	0.905	1.025	1.051	0.978	1.004	1.018	1.076
Error Variance		*	*	*	*	0.004	0.005	0.001	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.101 And how easy or difficult did you find it to understand the information in the bill or direct debit/prepayment statement?

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Very easy	(2) 681 18%	80 16%	601 18%	320 18%	361 17%	456 17%	127 21%	87 17%	569 19%	112 14%
Quite easy	(1) 2005 52%	278 56%	1728 52%	939 54%	1066 51%	1415 53%	326 53%	235 47%	1615 53%	390 50%
Neither easy nor difficult	(0) 518 14%	57 11%	462 14%	207 12%	311 15%	348 13%	88 14%	78 16%	412 14%	107 14%
Quite difficult	(-1) 482 13%	68 14%	413 12%	214 12%	268 13%	338 13%	63 10%	74 15%	364 12%	117 15%
Very difficult	(-2) 132 3%	18 4%	115 3%	59 3%	73 3%	93 3%	15 2%	24 5%	85 3%	48 6%
SUMMARY CODES										
EASY 1,2	2686 70%	358 72%	2329 70%	1259 72%	1427 68%	1871 71%	453 73%	323 65%	2184 72%	502 65%
DIFFICULT 4,5	614 16%	85 17%	528 16%	273 16%	341 16%	430 16%	78 13%	98 20%	449 15%	165 21%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	6 *	1 *	5 *	1 *	5 *	2 *	1 *	2 *	3 *	3 *
Average Score	0.686	0.670	0.689	0.717	0.661	0.681	0.787	0.580	0.729	0.519
Standard Deviation	1.016	1.013	1.016	1.011	1.020	1.013	0.964	1.086	0.989	1.101
Error Variance	*	0.002	*	0.001	0.001	*	0.001	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement - SUMMARY****Base: All who read bill or direct debit payment statement**

	I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	3670	3670	3670	3670
Weighted Base	3824	3824	3824	3824
Yes	1132 30%	506 13%	437 11%	183 5%
No	2639 69%	3266 85%	3337 87%	3568 93%
Refused	11 *	7 *	10 *	8 *
Don't know	42 1%	44 1%	40 1%	65 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_01 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on

Base: All who read bill or direct debit payment statement

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Yes	1132	1033	1128	980	124	28	178	598	356	324	400	222	186
	30%	30%	30%	30%	35%	15%	28%	30%	30%	31%	32%	29%	24%
No	2639	2405	2634	2274	213	152	439	1401	799	719	831	527	563
	69%	69%	69%	69%	61%	84%	70%	69%	68%	68%	67%	70%	74%
Refused	11	11	11	8	2	-	3	4	4	3	4	2	2
	*	*	*	*	1%	-	*	*	*	*	*	*	*
Don't know	42	39	41	30	11	1	6	17	19	12	12	6	12
	1%	1%	1%	1%	3%	*	1%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_01 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Yes	1132 30%	173 35%	958 29%	612 35%	520 25%	797 30%	181 29%	139 28%	942 31%	190 24%
No	2639 69%	316 63%	2323 70%	1106 64%	1534 74%	1822 69%	432 70%	349 70%	2069 68%	570 73%
Refused	11 *	3 1%	8 *	2 *	9 *	6 *	3 *	2 *	9 *	2 *
Don't know	42 1%	8 2%	34 1%	21 1%	21 1%	27 1%	5 1%	10 2%	28 1%	14 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.102_02 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?****- I looked into switching tariffs with my current supplier****Base: All who read bill or direct debit payment statement**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Yes	506	467	505	443	44	20	71	308	128	164	190	89	63
	13%	13%	13%	13%	13%	11%	11%	15%	11%	15%	15%	12%	8%
No	3266	2971	3258	2812	294	160	547	1696	1024	883	1039	660	684
	85%	85%	85%	85%	84%	89%	87%	84%	87%	83%	83%	87%	90%
Refused	7	7	7	5	2	-	3	3	2	1	2	2	2
	*	*	*	*	1%	-	*	*	*	*	*	*	*
Don't know	44	42	43	33	11	1	5	14	25	10	15	6	13
	1%	1%	1%	1%	3%	*	1%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_02 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching tariffs with my current supplier

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Yes	506 13%	69 14%	437 13%	314 18%	193 9%	395 15%	65 10%	45 9%	458 15%	48 6%
No	3266 85%	423 85%	2843 86%	1405 81%	1861 89%	2224 84%	546 88%	446 89%	2554 84%	712 92%
Refused	7 *	1 *	6 *	2 *	6 *	4 *	2 *	2 *	7 *	- -
Don't know	44 1%	7 1%	37 1%	20 1%	24 1%	29 1%	8 1%	7 1%	28 1%	16 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_03 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching to a different supplier

Base: All who read bill or direct debit payment statement

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Yes	437	402	437	392	27	18	66	273	97	146	158	78	54
	11%	12%	11%	12%	8%	10%	11%	14%	8%	14%	13%	10%	7%
No	3337	3040	3328	2862	312	163	551	1727	1059	898	1071	671	697
	87%	87%	87%	87%	89%	90%	88%	85%	90%	85%	86%	89%	91%
Refused	10	10	10	7	2	-	3	5	2	2	4	2	2
	*	*	*	*	1%	-	*	*	*	*	*	*	*
Don't know	40	36	40	32	9	-	5	15	20	12	14	5	10
	1%	1%	1%	1%	2%	-	1%	1%	2%	1%	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_03 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching to a different supplier

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Yes	437 11%	58 12%	379 11%	255 15%	182 9%	340 13%	58 9%	36 7%	404 13%	33 4%
No	3337 87%	434 87%	2902 87%	1463 84%	1874 90%	2279 86%	553 89%	456 91%	2608 86%	729 94%
Refused	10 *	1 *	8 *	5 *	5 *	5 *	3 *	1 *	10 *	- -
Don't know	40 1%	6 1%	34 1%	18 1%	22 1%	27 1%	6 1%	7 1%	27 1%	14 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_04 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read bill or direct debit payment statement

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Yes	183	172	183	159	15	9	39	105	39	51	65	39	29
	5%	5%	5%	5%	4%	5%	6%	5%	3%	5%	5%	5%	4%
No	3568	3248	3558	3077	320	171	573	1882	1113	988	1155	705	719
	93%	93%	93%	93%	91%	95%	92%	93%	95%	93%	93%	93%	94%
Refused	8	8	8	5	2	-	3	2	3	1	3	2	2
	*	*	*	*	1%	-	*	*	*	*	*	*	*
Don't know	65	59	64	51	14	1	11	31	23	18	23	11	13
	2%	2%	2%	2%	4%	*	2%	2%	2%	2%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.102_04 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Yes	183 5%	27 5%	157 5%	73 4%	110 5%	138 5%	27 4%	16 3%	166 5%	17 2%
No	3568 93%	464 93%	3103 93%	1630 94%	1938 93%	2468 93%	580 94%	470 94%	2829 93%	739 95%
Refused	8 *	1 *	6 *	3 *	5 *	5 *	2 *	1 *	8 *	- -
Don't know	65 2%	8 2%	57 2%	35 2%	30 1%	41 2%	11 2%	12 2%	46 1%	19 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.142 Do you recall seeing a message on your bill or direct debit/prepayment statement about savings you could make by changing tariff or payment method with your current supplier?

Base: All who read bill or direct debit payment statement

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	3670	3341	3660	3136	358	176	701	1710	1259	847	989	689	1145
Weighted Base	3824	3488	3814	3292	351	181	625	2021	1178	1058	1247	757	763
Yes	1052	952	1048	897	103	52	135	552	364	288	362	222	180
	27%	27%	27%	27%	29%	29%	22%	27%	31%	27%	29%	29%	24%
No	2723	2493	2716	2352	248	123	486	1441	795	749	872	527	575
	71%	71%	71%	71%	71%	68%	78%	71%	67%	71%	70%	70%	75%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	50	42	50	44	1	5	4	28	19	22	13	8	8
	1%	1%	1%	1%	*	3%	1%	1%	2%	2%	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.142 Do you recall seeing a message on your bill or direct debit/prepayment statement about savings you could make by changing tariff or payment method with your current supplier?

Base: All who read bill or direct debit payment statement

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	3670	468	3201	1635	2035	2394	629	598	2773	897
Weighted Base	3824	500	3323	1741	2084	2651	620	500	3048	776
Yes	1052 27%	167 33%	885 27%	519 30%	532 26%	766 29%	134 22%	139 28%	832 27%	219 28%
No	2723 71%	328 66%	2393 72%	1200 69%	1523 73%	1852 70%	476 77%	356 71%	2174 71%	549 71%
Refused	-	-	-	-	-	-	-	-	-	-
Don't know	50 1%	5 1%	45 1%	21 1%	29 1%	34 1%	11 2%	5 1%	42 1%	8 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?

Base: All who have received a price increase notification letter in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2851	2602	2844	2400	310	141	557	1396	898	622	743	546	940
Weighted Base	2924	2681	2917	2473	312	139	479	1612	833	775	935	590	624
Read it in detail	1220	1120	1218	1050	127	43	192	624	405	359	407	218	236
	42%	42%	42%	42%	41%	31%	40%	39%	49%	46%	44%	37%	38%
Glanced over it or skim read it	1389	1269	1385	1171	140	77	230	828	331	344	433	304	308
	47%	47%	47%	47%	45%	56%	48%	51%	40%	44%	46%	51%	49%
Only saw what it was, but did not read it	297	279	296	236	44	17	56	154	86	70	89	64	75
	10%	10%	10%	10%	14%	13%	12%	10%	10%	9%	9%	11%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	18	13	18	16	1	1	1	6	11	2	7	5	4
	1%	*	1%	1%	*	1%	*	*	1%	*	1%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?

Base: All who have received a price increase notification letter in the past 12 months

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2851	373	2477	1150	1701	1785	468	555	2177	674
Weighted Base	2924	385	2539	1221	1703	1968	446	466	2346	579
Read it in detail	1220	165	1055	602	618	889	168	149	1002	218
	42%	43%	42%	49%	36%	45%	38%	32%	43%	38%
Glanced over it or skim read it	1389	189	1199	523	865	897	229	240	1111	278
	47%	49%	47%	43%	51%	46%	51%	52%	47%	48%
Only saw what it was, but did not read it	297	27	270	87	210	170	48	71	223	74
	10%	7%	11%	7%	12%	9%	11%	15%	10%	13%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	18	3	15	9	9	12	1	5	9	9
	1%	1%	1%	1%	1%	1%	*	1%	*	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Very clearly	(2) 436 17%	387 16%	436 17%	382 17%	44 16%	11 9%	79 19%	236 16%	122 17%	114 16%	152 18%	78 15%	92 17%
Quite clearly	(1) 1471 56%	1347 56%	1467 56%	1259 57%	141 53%	72 59%	224 53%	809 56%	438 60%	426 61%	464 55%	294 56%	287 53%
Neither clearly nor unclearly	(0) 389 15%	363 15%	389 15%	341 15%	24 9%	24 20%	67 16%	232 16%	91 12%	90 13%	124 15%	83 16%	92 17%
Quite unclearly	(-1) 236 9%	219 9%	236 9%	188 8%	35 13%	13 11%	43 10%	131 9%	62 8%	58 8%	75 9%	45 9%	58 11%
Very unclearly	(-2) 67 3%	64 3%	67 3%	43 2%	23 9%	1 1%	8 2%	40 3%	19 3%	12 2%	23 3%	20 4%	13 2%
SUMMARY CODES													
CLEARLY 1,2	1908 73%	1734 73%	1902 73%	1640 74%	185 69%	82 68%	303 72%	1044 72%	560 76%	540 77%	616 73%	372 71%	380 70%
UNCLEARLY 4,5	303 12%	284 12%	303 12%	231 10%	58 22%	14 11%	51 12%	171 12%	81 11%	70 10%	98 12%	65 12%	71 13%
Refused	1 *	1 *	1 *	1 *	- *	- *	- *	1 *	- *	1 *	- *	- *	- *
Don't know	8 *	7 *	8 *	8 *	- *	- *	- *	4 *	4 1%	2 *	3 *	1 *	2 *
Average Score	0.759	0.745	0.758	0.790	0.552	0.648	0.767	0.738	0.795	0.818	0.774	0.703	0.714
Standard Deviation	0.925	0.929	0.926	0.894	1.167	0.822	0.934	0.931	0.907	0.862	0.939	0.954	0.952
Error Variance	*	*	*	*	0.005	0.006	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?

Base: All who read the price increase notification letter

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base		2609	354	2254	1126	1484	1786	397	389	2114	496
Very clearly	(2)	436 17%	69 20%	367 16%	190 17%	246 17%	291 16%	77 19%	61 16%	354 17%	82 17%
Quite clearly	(1)	1471 56%	204 58%	1268 56%	660 59%	812 55%	1034 58%	215 54%	203 52%	1190 56%	281 57%
Neither clearly nor unclearly	(0)	389 15%	43 12%	346 15%	145 13%	244 16%	250 14%	57 14%	74 19%	329 16%	60 12%
Quite unclearly	(-1)	236 9%	28 8%	208 9%	98 9%	138 9%	160 9%	40 10%	34 9%	180 9%	55 11%
Very unclearly	(-2)	67 3%	8 2%	59 3%	28 3%	39 3%	43 2%	7 2%	18 5%	54 3%	13 3%
SUMMARY CODES											
CLEARLY 1,2		1908 73%	273 77%	1635 73%	850 75%	1058 71%	1325 74%	292 73%	264 68%	1544 73%	363 73%
UNCLEARLY 4,5		303 12%	36 10%	266 12%	126 11%	177 12%	203 11%	47 12%	52 13%	234 11%	69 14%
Refused		1 *	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -
Don't know		8 *	1 *	7 *	5 *	3 *	7 *	1 *	- -	5 *	3 1%
Average Score		0.759	0.845	0.746	0.790	0.736	0.770	0.795	0.656	0.764	0.738
Standard Deviation		0.925	0.906	0.926	0.912	0.934	0.911	0.928	0.993	0.917	0.958
Error Variance		*	0.002	*	0.001	0.001	0.001	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.105 And how easy or difficult did you find it to understand the information in the price increase notice?

Base: All who read the price increase notification letter

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base		2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Very easy	(2)	427	381	427	374	41	12	78	237	112	113	148	84	82
		16%	16%	16%	17%	16%	10%	19%	16%	15%	16%	18%	16%	15%
Quite easy	(1)	1393	1276	1387	1184	144	65	219	755	419	421	439	263	269
		53%	53%	53%	53%	54%	54%	52%	52%	57%	60%	52%	50%	49%
Neither easy nor difficult	(0)	406	371	405	358	25	23	67	234	105	86	144	82	94
		16%	16%	16%	16%	9%	19%	16%	16%	14%	12%	17%	16%	17%
Quite difficult	(-1)	279	259	279	233	29	17	46	167	67	66	77	65	71
		11%	11%	11%	10%	11%	14%	11%	11%	9%	9%	9%	13%	13%
Very difficult	(-2)	98	94	98	66	28	4	10	54	33	16	28	27	27
		4%	4%	4%	3%	11%	3%	2%	4%	4%	2%	3%	5%	5%
SUMMARY CODES														
EASY 1,2		1820	1657	1814	1557	186	77	297	991	531	534	587	347	351
		70%	69%	70%	70%	69%	64%	71%	68%	72%	76%	70%	67%	65%
DIFFICULT 4,5		377	353	377	299	57	21	56	221	100	82	105	92	98
		14%	15%	14%	13%	21%	17%	13%	15%	14%	12%	12%	18%	18%
Refused		1	1	1	1	-	-	-	1	-	1	-	-	-
		*	*	*	*	-	-	-	*	-	*	-	-	-
Don't know		6	6	6	6	-	-	1	4	1	-	4	-	2
		*	*	*	*	-	-	*	*	*	-	*	-	*
Average Score		0.681	0.668	0.681	0.708	0.528	0.532	0.735	0.658	0.694	0.783	0.720	0.597	0.569
Standard Deviation		0.993	0.998	0.994	0.966	1.191	0.962	0.965	1.005	0.985	0.905	0.969	1.061	1.052
Error Variance		*	*	*	*	0.005	0.008	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.105 And how easy or difficult did you find it to understand the information in the price increase notice?

Base: All who read the price increase notification letter

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base		2609	354	2254	1126	1484	1786	397	389	2114	496
Very easy	(2)	427 16%	69 20%	358 16%	192 17%	235 16%	286 16%	73 19%	62 16%	354 17%	74 15%
Quite easy	(1)	1393 53%	193 54%	1200 53%	604 54%	789 53%	972 54%	211 53%	188 48%	1133 54%	259 52%
Neither easy nor difficult	(0)	406 16%	47 13%	359 16%	170 15%	237 16%	265 15%	62 16%	73 19%	330 16%	76 15%
Quite difficult	(-1)	279 11%	33 9%	245 11%	118 10%	161 11%	194 11%	39 10%	43 11%	221 10%	58 12%
Very difficult	(-2)	98 4%	10 3%	87 4%	41 4%	57 4%	64 4%	11 3%	23 6%	70 3%	28 6%
SUMMARY CODES											
EASY 1,2		1820 70%	262 74%	1558 69%	796 71%	1024 69%	1258 70%	284 72%	250 64%	1487 70%	333 67%
DIFFICULT 4,5		377 14%	43 12%	333 15%	159 14%	218 15%	258 14%	50 13%	65 17%	291 14%	86 17%
Refused		1 *	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -
Don't know		6 *	1 *	5 *	2 *	4 *	4 *	1 *	1 *	5 *	1 *
Average Score		0.681	0.787	0.665	0.701	0.666	0.686	0.749	0.575	0.702	0.591
Standard Deviation		0.993	0.963	0.996	0.990	0.995	0.986	0.962	1.065	0.976	1.056
Error Variance		*	0.003	*	0.001	0.001	0.001	0.002	0.002	*	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.106 Did you take any of the following action as a result of receiving the price increase notice - SUMMARY****Base: All who read the price increase notification letter**

	I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	2528	2528	2528	2528
Weighted Base	2609	2609	2609	2609
Yes	838 32%	494 19%	445 17%	152 6%
No	1725 66%	2069 79%	2119 81%	2384 91%
Refused	7 *	10 *	9 *	14 1%
Don't know	39 1%	36 1%	37 1%	59 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_01 Did you take any of the following action as a result of receiving the price increase notice?

- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Yes	838	776	836	724	94	19	128	476	233	266	270	152	150
	32%	33%	32%	33%	35%	16%	30%	33%	32%	38%	32%	29%	28%
No	1725	1572	1721	1459	166	100	287	952	487	425	557	359	384
	66%	66%	66%	66%	62%	83%	68%	66%	66%	60%	66%	69%	70%
Refused	7	6	7	6	2	-	2	4	1	2	3	2	-
	*	*	*	*	1%	-	*	*	*	*	*	*	-
Don't know	39	35	39	32	5	1	5	20	15	10	10	8	11
	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.106_01 Did you take any of the following action as a result of receiving the price increase notice?****- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on****Base: All who read the price increase notification letter**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base	2609	354	2254	1126	1484	1786	397	389	2114	496
Yes	838 32%	121 34%	716 32%	439 39%	399 27%	600 34%	121 30%	109 28%	724 34%	114 23%
No	1725 66%	229 65%	1496 66%	667 59%	1059 71%	1157 65%	270 68%	270 69%	1354 64%	371 75%
Refused	7 *	1 *	6 *	1 *	6 *	4 *	2 *	1 *	7 *	- -
Don't know	39 1%	3 1%	36 2%	19 2%	20 1%	25 1%	5 1%	9 2%	29 1%	10 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_02 Did you take any of the following action as a result of receiving the price increase notice?

- I looked into switching tariffs with my current supplier

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Yes	494	459	494	424	44	26	65	324	105	163	177	92	62
	19%	19%	19%	19%	16%	22%	15%	22%	14%	23%	21%	18%	11%
No	2069	1888	2063	1758	218	93	350	1107	612	528	649	420	472
	79%	79%	79%	79%	81%	77%	83%	76%	83%	75%	77%	81%	87%
Refused	10	10	10	7	3	-	2	7	1	5	3	2	-
	*	*	*	*	1%	-	*	*	*	1%	*	*	-
Don't know	36	32	36	33	3	1	5	14	18	7	11	8	11
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.106_02 Did you take any of the following action as a result of receiving the price increase notice?****- I looked into switching tariffs with my current supplier****Base: All who read the price increase notification letter**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base	2609	354	2254	1126	1484	1786	397	389	2114	496
Yes	494 19%	74 21%	420 19%	306 27%	188 13%	384 21%	56 14%	51 13%	457 22%	38 8%
No	2069 79%	276 78%	1792 79%	799 71%	1270 86%	1375 77%	332 84%	329 84%	1621 77%	448 90%
Refused	10 *	1 *	9 *	6 *	4 *	7 *	3 1%	- -	10 *	- -
Don't know	36 1%	3 1%	33 1%	15 1%	22 1%	20 1%	6 2%	9 2%	26 1%	10 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_03 Did you take any of the following action as a result of receiving the price increase notice?

- I looked into switching to a different supplier

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Yes	445	415	445	398	27	20	67	293	85	153	159	82	52
	17%	17%	17%	18%	10%	17%	16%	20%	12%	22%	19%	16%	10%
No	2119	1932	2113	1785	234	100	347	1140	632	539	669	429	483
	81%	81%	81%	80%	87%	83%	82%	78%	86%	77%	80%	82%	89%
Refused	9	9	9	6	3	-	2	6	1	4	3	2	-
	*	*	*	*	1%	-	*	*	*	1%	*	*	-
Don't know	37	33	37	33	4	1	5	13	18	8	10	9	10
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_03 Did you take any of the following action as a result of receiving the price increase notice?

- I looked into switching to a different supplier

Base: All who read the price increase notification letter

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base	2609	354	2254	1126	1484	1786	397	389	2114	496
Yes	445 17%	62 17%	383 17%	259 23%	186 13%	345 19%	57 14%	38 10%	421 20%	24 5%
No	2119 81%	287 81%	1830 81%	845 75%	1274 86%	1414 79%	331 83%	343 88%	1659 78%	460 93%
Refused	9 *	1 *	7 *	4 *	4 *	5 *	3 1%	- -	9 *	- -
Don't know	37 1%	4 1%	33 1%	17 2%	20 1%	23 1%	6 2%	8 2%	26 1%	11 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_04 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Yes	152	145	152	129	17	6	34	86	32	48	54	25	25
	6%	6%	6%	6%	6%	5%	8%	6%	4%	7%	6%	5%	5%
No	2384	2175	2378	2031	242	111	379	1322	684	635	763	480	506
	91%	91%	91%	91%	91%	92%	90%	91%	93%	90%	91%	92%	93%
Refused	14	14	14	11	3	-	2	11	1	8	3	3	-
	1%	1%	1%	*	1%	-	*	1%	*	1%	*	1%	-
Don't know	59	55	59	50	5	4	7	33	19	12	20	14	13
	2%	2%	2%	2%	2%	4%	2%	2%	3%	2%	2%	3%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.106_04 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read the price increase notification letter

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base	2609	354	2254	1126	1484	1786	397	389	2114	496
Yes	152 6%	21 6%	131 6%	54 5%	98 7%	105 6%	27 7%	19 5%	140 7%	12 3%
No	2384 91%	327 92%	2056 91%	1037 92%	1347 91%	1633 91%	358 90%	358 92%	1914 91%	470 95%
Refused	14 1%	3 1%	11 1%	7 1%	7 *	8 *	5 1%	1 *	12 1%	2 *
Don't know	59 2%	4 1%	56 2%	27 2%	32 2%	40 2%	8 2%	11 3%	48 2%	12 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.143 Do you recall seeing a message on your price increase notification letter about savings you could make by changing tariff or payment method with your current supplier?

Base: All who read the price increase notification letter

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2528	2305	2523	2141	265	122	487	1247	794	565	667	477	819
Weighted Base	2609	2389	2603	2221	268	121	421	1452	736	703	840	522	545
Yes	793	724	791	659	97	38	117	421	255	214	259	167	153
	30%	30%	30%	30%	36%	31%	28%	29%	35%	30%	31%	32%	28%
No	1758	1613	1755	1509	169	80	298	1006	454	469	564	342	383
	67%	68%	67%	68%	63%	66%	71%	69%	62%	67%	67%	66%	70%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	58	51	58	53	2	3	6	24	28	19	17	12	9
	2%	2%	2%	2%	1%	2%	1%	2%	4%	3%	2%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.143 Do you recall seeing a message on your price increase notification letter about savings you could make by changing tariff or payment method with your current supplier?

Base: All who read the price increase notification letter

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	2528	341	2186	1052	1476	1616	412	465	1949	579
Weighted Base	2609	354	2254	1126	1484	1786	397	389	2114	496
Yes	793	126	667	386	407	564	112	108	638	155
	30%	36%	30%	34%	27%	32%	28%	28%	30%	31%
No	1758	219	1539	711	1047	1182	279	269	1432	326
	67%	62%	68%	63%	71%	66%	70%	69%	68%	66%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	58	10	48	29	29	40	6	12	44	14
	2%	3%	2%	3%	2%	2%	2%	3%	2%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?

Base: All who have received a letter informing them or fixed term tariff is coming to an end in the past 12 months

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1140	1054	1137	936	151	53	157	574	409	310	279	220	331
Weighted Base	1203	1112	1201	992	158	52	136	684	383	388	354	242	218
Read it in detail	612	561	612	494	91	27	60	334	219	213	187	106	106
	51%	50%	51%	50%	57%	52%	44%	49%	57%	55%	53%	44%	49%
Glanced over it or skim read it	483	450	481	408	56	19	65	287	131	142	138	118	85
	40%	40%	40%	41%	35%	36%	48%	42%	34%	37%	39%	49%	39%
Only saw what it was, but did not read it	99	92	98	81	12	6	12	60	27	32	28	16	23
	8%	8%	8%	8%	8%	11%	8%	9%	7%	8%	8%	6%	11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	10	10	10	9	-	*	*	3	6	1	2	3	4
	1%	1%	1%	1%	-	1%	*	*	2%	*	*	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?****Base: All who have received a letter informing them or fixed term tariff is coming to an end in the past 12 months**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1140	133	1006	800	340	825	142	163	878	262
Weighted Base	1203	146	1056	862	341	912	137	142	974	229
Read it in detail	612	72	540	463	149	485	65	56	501	111
	51%	49%	51%	54%	44%	53%	47%	40%	51%	49%
Glanced over it or skim read it	483	63	418	338	144	355	59	63	388	94
	40%	43%	40%	39%	42%	39%	43%	44%	40%	41%
Only saw what it was, but did not read it	99	10	89	55	44	66	12	20	80	19
	8%	7%	8%	6%	13%	7%	9%	14%	8%	8%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	10	1	9	6	4	6	1	2	5	4
	1%	*	1%	1%	1%	1%	1%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Very clearly	(2) 253 23%	236 23%	253 23%	215 24%	29 20%	9 20%	27 22%	149 24%	77 22%	79 22%	87 27%	44 20%	43 22%
Quite clearly	(1) 593 54%	545 54%	592 54%	494 55%	72 49%	27 58%	67 54%	334 54%	191 55%	197 56%	171 53%	125 56%	99 52%
Neither clearly nor unclearly	(0) 140 13%	129 13%	140 13%	112 12%	21 15%	7 14%	13 11%	82 13%	45 13%	45 13%	36 11%	32 14%	27 14%
Quite unclearly	(-1) 76 7%	70 7%	76 7%	61 7%	12 8%	3 7%	15 12%	35 6%	27 8%	21 6%	24 7%	13 6%	18 9%
Very unclearly	(-2) 26 2%	25 3%	26 2%	14 2%	12 8%	- -	2 2%	17 3%	8 2%	11 3%	3 1%	9 4%	3 2%
SUMMARY CODES													
CLEARLY 1,2	846 77%	781 77%	845 77%	709 79%	101 69%	36 78%	94 76%	483 78%	268 77%	276 78%	259 80%	169 75%	142 75%
UNCLEARLY 4,5	103 9%	95 9%	103 9%	75 8%	24 17%	3 7%	17 13%	52 8%	34 10%	32 9%	28 8%	22 10%	21 11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	6 1%	6 1%	6 1%	6 1%	- -	- -	- -	5 1%	1 *	1 *	3 1%	1 1%	- -
Average Score	0.891	0.893	0.892	0.931	0.638	0.916	0.828	0.914	0.874	0.883	0.978	0.818	0.844
Standard Deviation	0.921	0.925	0.921	0.881	1.133	0.803	0.959	0.916	0.916	0.927	0.884	0.947	0.934
Error Variance	0.001	0.001	0.001	0.001	0.009	0.014	0.007	0.002	0.002	0.003	0.003	0.004	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?

Base: All who read the letter informing them or fixed term tariff is coming to an end

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		1029	122	906	736	293	755	126	139	794	235
Weighted Base		1095	136	958	802	293	840	124	119	889	205
Very clearly	(2)	253 23%	29 22%	224 23%	183 23%	70 24%	194 23%	25 20%	31 26%	216 24%	37 18%
Quite clearly	(1)	593 54%	76 56%	517 54%	427 53%	165 56%	457 54%	75 60%	58 49%	473 53%	119 58%
Neither clearly nor unclearly	(0)	140 13%	22 17%	118 12%	108 13%	33 11%	109 13%	10 8%	19 16%	115 13%	25 12%
Quite unclearly	(-1)	76 7%	6 5%	69 7%	60 8%	16 5%	57 7%	11 9%	6 5%	61 7%	16 8%
Very unclearly	(-2)	26 2%	2 1%	24 3%	17 2%	9 3%	19 2%	3 3%	4 3%	19 2%	7 4%
SUMMARY CODES											
CLEARLY 1,2		846 77%	105 78%	741 77%	611 76%	235 80%	650 77%	99 80%	89 75%	690 78%	156 76%
UNCLEARLY 4,5		103 9%	8 6%	94 10%	78 10%	25 9%	76 9%	15 12%	10 9%	80 9%	23 11%
Refused		-	-	-	-	-	-	-	-	-	-
Don't know		6 1%	-	6 1%	6 1%	-	6 1%	-	-	5 1%	1 1%
Average Score		0.891	0.918	0.889	0.879	0.924	0.898	0.854	0.886	0.913	0.796
Standard Deviation		0.921	0.827	0.932	0.921	0.919	0.910	0.938	0.968	0.913	0.948
Error Variance		0.001	0.006	0.001	0.001	0.003	0.001	0.007	0.007	0.001	0.004

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.109 And how easy or difficult did you find it to understand the information in the end of fixed term letter?

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Very easy	(2) 244	231	244	204	29	12	25	146	74	75	83	45	41
	22%	23%	22%	23%	20%	25%	20%	23%	21%	21%	26%	20%	22%
Quite easy	(1) 568	521	567	478	65	25	62	320	186	193	170	108	96
	52%	52%	52%	53%	45%	53%	50%	52%	53%	54%	52%	48%	50%
Neither easy nor difficult	(0) 151	135	150	122	22	7	16	86	49	46	37	36	31
	14%	13%	14%	14%	15%	14%	13%	14%	14%	13%	11%	16%	16%
Quite difficult	(-1) 99	91	99	76	19	3	19	49	30	29	24	27	19
	9%	9%	9%	8%	13%	7%	15%	8%	9%	8%	7%	12%	10%
Very difficult	(-2) 27	26	27	16	11	-	3	16	8	10	7	7	3
	2%	3%	2%	2%	7%	-	2%	3%	2%	3%	2%	3%	2%
SUMMARY CODES													
EASY 1,2	812	752	811	681	94	36	87	466	260	268	253	154	137
	74%	74%	74%	76%	65%	78%	70%	75%	74%	76%	78%	69%	72%
DIFFICULT 4,5	126	117	126	92	30	3	22	65	39	39	30	34	22
	11%	12%	12%	10%	21%	7%	18%	10%	11%	11%	9%	15%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	6	6	6	-	-	-	5	2	1	5	-	-
	1%	1%	1%	1%	-	-	-	1%	*	*	1%	-	-
Average Score	0.830	0.835	0.831	0.867	0.564	0.963	0.690	0.861	0.825	0.831	0.932	0.705	0.804
Standard Deviation	0.960	0.967	0.960	0.921	1.168	0.837	1.036	0.952	0.944	0.948	0.927	1.024	0.946
Error Variance	0.001	0.001	0.001	0.001	0.010	0.015	0.008	0.002	0.002	0.003	0.003	0.005	0.003

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.109 And how easy or difficult did you find it to understand the information in the end of fixed term letter?

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Very easy	(2) 244 22%	33 25%	211 22%	177 22%	67 23%	189 23%	24 20%	26 22%	211 24%	33 16%
Quite easy	(1) 568 52%	69 51%	499 52%	409 51%	159 54%	442 53%	68 55%	55 46%	451 51%	117 57%
Neither easy nor difficult	(0) 151 14%	22 16%	129 13%	113 14%	37 13%	113 13%	12 10%	23 19%	122 14%	29 14%
Quite difficult	(-1) 99 9%	8 6%	90 9%	80 10%	19 6%	71 8%	15 12%	11 9%	82 9%	17 8%
Very difficult	(-2) 27 2%	2 1%	25 3%	18 2%	9 3%	19 2%	3 3%	5 4%	19 2%	8 4%
SUMMARY CODES										
EASY 1,2	812 74%	102 75%	710 74%	586 73%	226 77%	631 75%	93 75%	81 68%	662 74%	150 73%
DIFFICULT 4,5	126 11%	10 7%	115 12%	98 12%	28 10%	90 11%	19 15%	15 13%	101 11%	25 12%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	6 1%	2 1%	5 *	5 1%	2 1%	6 1%	- -	- -	5 1%	2 1%
Average Score	0.830	0.923	0.819	0.812	0.879	0.853	0.766	0.737	0.851	0.740
Standard Deviation	0.960	0.881	0.969	0.966	0.942	0.943	0.996	1.028	0.959	0.961
Error Variance	0.001	0.006	0.001	0.001	0.003	0.001	0.008	0.008	0.001	0.004

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter - SUMMARY****Base: All who read the letter informing them or fixed term tariff is coming to an end**

	I checked what I'm currently paying for my energy or found out more about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	1029	1029	1029	1029
Weighted Base	1095	1095	1095	1095
Yes	470 43%	373 34%	247 23%	58 5%
No	604 55%	700 64%	825 75%	996 91%
Refused	5 *	6 1%	5 *	7 1%
Don't know	16 1%	15 1%	17 2%	33 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.110_01 Did you take any of the following action as a result of receiving the end of fixed term letter?****- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on****Base: All who read the letter informing them or fixed term tariff is coming to an end**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Yes	470	435	470	387	63	20	59	260	150	164	142	89	74
	43%	43%	43%	43%	43%	43%	48%	42%	43%	46%	44%	40%	39%
No	604	556	603	502	76	26	64	348	192	187	174	130	113
	55%	55%	55%	56%	52%	57%	51%	56%	55%	53%	54%	58%	59%
Refused	5	5	5	2	2	-	-	4	1	1	2	1	1
	*	*	*	*	2%	-	-	1%	*	*	*	*	*
Don't know	16	15	16	11	5	-	1	9	6	3	7	4	2
	1%	1%	1%	1%	3%	-	1%	1%	2%	1%	2%	2%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_01 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I checked what I'm currently paying for my energy or found out more about the tariff that I'm on

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Yes	470 43%	53 39%	417 44%	343 43%	127 43%	373 44%	50 40%	44 37%	399 45%	71 35%
No	604 55%	80 59%	524 55%	444 55%	161 55%	453 54%	71 57%	72 61%	473 53%	131 64%
Refused	5 *	- -	5 *	2 *	2 1%	4 *	- -	1 1%	5 1%	- -
Don't know	16 1%	3 2%	13 1%	12 2%	4 1%	11 1%	3 3%	2 2%	13 1%	3 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_02 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I looked into switching tariffs with my current supplier

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Yes	373	344	373	308	42	23	43	226	104	146	114	70	43
	34%	34%	34%	34%	29%	50%	34%	36%	30%	41%	35%	31%	22%
No	700	648	699	582	96	23	80	383	238	205	201	149	145
	64%	64%	64%	64%	66%	50%	64%	62%	68%	58%	62%	67%	76%
Refused	6	6	6	2	4	-	-	5	1	2	3	1	1
	1%	1%	1%	*	3%	-	-	1%	*	*	1%	*	*
Don't know	15	13	15	11	5	-	2	7	6	2	7	4	2
	1%	1%	1%	1%	3%	-	1%	1%	2%	1%	2%	2%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_02 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I looked into switching tariffs with my current supplier

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Yes	373	34	338	297	76	310	34	24	347	26
	34%	25%	35%	37%	26%	37%	27%	20%	39%	13%
No	700	98	602	491	210	518	84	92	525	175
	64%	72%	63%	61%	72%	62%	68%	78%	59%	85%
Refused	6	-	6	4	2	4	1	1	6	-
	1%	-	1%	*	1%	*	1%	1%	1%	-
Don't know	15	3	12	10	5	8	5	2	11	4
	1%	2%	1%	1%	2%	1%	4%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_03 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I looked into switching to a different supplier

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Yes	247	230	247	207	25	15	27	165	56	103	72	46	26
	23%	23%	23%	23%	17%	31%	22%	27%	16%	29%	22%	21%	14%
No	825	761	824	681	112	32	96	442	286	248	243	172	162
	75%	75%	75%	75%	77%	69%	77%	71%	82%	70%	75%	77%	85%
Refused	5	5	5	1	4	-	-	5	1	2	3	1	-
	*	1%	*	*	3%	-	-	1%	*	*	1%	*	-
Don't know	17	15	17	13	5	-	2	9	6	2	7	5	3
	2%	1%	2%	1%	3%	-	1%	2%	2%	1%	2%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_03 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I looked into switching to a different supplier

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Yes	247 23%	23 17%	224 23%	196 24%	51 17%	210 25%	22 18%	13 11%	228 26%	19 9%
No	825 75%	109 81%	714 75%	590 74%	234 80%	616 73%	95 77%	104 87%	642 72%	182 89%
Refused	5 *	- -	5 1%	4 *	2 1%	4 *	1 1%	- -	5 1%	- -
Don't know	17 2%	3 2%	14 1%	11 1%	6 2%	10 1%	5 4%	2 2%	13 1%	4 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_04 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Yes	58	54	58	52	4	2	7	35	17	21	15	11	12
	5%	5%	5%	6%	3%	4%	6%	6%	5%	6%	5%	5%	6%
No	996	919	995	822	131	43	114	558	323	323	293	205	175
	91%	91%	91%	91%	89%	93%	92%	90%	93%	91%	90%	91%	92%
Refused	7	7	7	3	4	-	-	6	1	3	3	1	-
	1%	1%	1%	*	3%	-	-	1%	*	1%	1%	*	-
Don't know	33	31	33	25	7	1	3	22	9	8	14	7	3
	3%	3%	3%	3%	5%	3%	2%	4%	2%	2%	4%	3%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.110_04 Did you take any of the following action as a result of receiving the end of fixed term letter?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Yes	58 5%	8 6%	51 5%	42 5%	16 5%	45 5%	8 7%	4 4%	52 6%	7 3%
No	996 91%	125 92%	870 91%	729 91%	267 91%	771 92%	105 85%	109 92%	806 91%	190 92%
Refused	7 1%	- -	7 1%	6 1%	2 1%	6 1%	1 1%	- -	5 1%	2 1%
Don't know	33 3%	3 2%	30 3%	24 3%	9 3%	18 2%	9 8%	6 5%	26 3%	7 3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.144 Do you recall seeing a message on your end of fixed term letter about savings you could make by changing tariff or payment method with your current supplier?

Base: All who read the letter informing them or fixed term tariff is coming to an end

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	1029	950	1027	845	138	46	141	515	373	283	256	201	289
Weighted Base	1095	1011	1093	902	146	46	124	621	349	355	325	224	190
Yes	421	389	421	341	56	24	41	234	146	134	137	90	60
	38%	38%	38%	38%	38%	52%	33%	38%	42%	38%	42%	40%	31%
No	659	610	657	546	90	22	82	379	198	215	183	133	129
	60%	60%	60%	61%	62%	48%	66%	61%	57%	60%	56%	59%	68%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	15	12	15	15	-	-	2	8	6	7	5	1	2
	1%	1%	1%	2%	-	-	1%	1%	2%	2%	2%	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.144 Do you recall seeing a message on your end of fixed term letter about savings you could make by changing tariff or payment method with your current supplier?****Base: All who read the letter informing them or fixed term tariff is coming to an end**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	1029	122	906	736	293	755	126	139	794	235
Weighted Base	1095	136	958	802	293	840	124	119	889	205
Yes	421	47	373	323	98	337	43	35	352	69
	38%	35%	39%	40%	33%	40%	35%	29%	40%	34%
No	659	87	571	466	192	490	80	83	525	133
	60%	64%	60%	58%	66%	58%	64%	70%	59%	65%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	15	1	14	12	3	14	1	1	12	3
	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119 If you have them, have you ever switched your provider for any of the following services - SUMMARY

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Mortgage	Car insurance	Home insurance	Landline phone calls	Mobile phone network	Internet or broadband provider	Cash ISA	Balance transfer on a credit card	Current Account
Unweighted Base	6151	6151	6151	6151	6151	6151	6151	6151	6151
Weighted Base	6151	6151	6151	6151	6151	6151	6151	6151	6151
Yes	978 16%	3318 54%	2855 46%	2120 34%	2063 34%	1975 32%	803 13%	893 15%	1091 18%
No	2647 43%	1634 27%	2469 40%	3493 57%	3609 59%	3215 52%	3443 56%	3647 59%	4755 77%
Does not apply	2408 39%	1085 18%	711 12%	440 7%	381 6%	850 14%	1736 28%	1471 24%	191 3%
Refused	27 *	24 *	27 *	28 *	24 *	32 1%	57 1%	51 1%	43 1%
Don't know	91 1%	89 1%	88 1%	69 1%	73 1%	79 1%	112 2%	88 1%	70 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_01 If you have them, have you ever switched your provider for any of the following services? - Mortgage

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	978	916	978	843	82	53	77	792	109	370	366	167	76
	16%	16%	16%	16%	14%	16%	7%	25%	6%	25%	19%	13%	5%
No	2647	2422	2638	2268	248	131	461	1356	830	722	841	568	515
	43%	43%	43%	43%	43%	40%	40%	43%	46%	49%	45%	46%	33%
Does not apply	2408	2125	2397	2025	243	140	598	977	833	367	646	474	921
	39%	38%	39%	39%	42%	43%	52%	31%	46%	25%	34%	38%	60%
Refused	27	26	26	23	3	1	7	13	7	5	12	7	4
	*	*	*	*	1%	*	1%	*	*	*	1%	1%	*
Don't know	91	86	91	81	8	2	14	44	33	24	20	20	27
	1%	2%	1%	2%	1%	*	1%	1%	2%	2%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_01 If you have them, have you ever switched your provider for any of the following services? - Mortgage****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	978 16%	109 14%	869 16%	474 18%	505 14%	919 24%	39 3%	16 2%	928 19%	51 4%
No	2647 43%	328 43%	2318 43%	1179 46%	1468 41%	2023 52%	364 32%	231 22%	2050 43%	597 44%
Does not apply	2408 39%	311 41%	2096 39%	880 34%	1527 43%	879 23%	703 62%	774 73%	1726 36%	681 50%
Refused	27 *	3 *	24 *	9 *	18 *	17 *	5 *	3 *	24 *	3 *
Don't know	91 1%	7 1%	84 2%	34 1%	57 2%	40 1%	19 2%	32 3%	57 1%	34 2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_02 If you have them, have you ever switched your provider for any of the following services? - Car insurance

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	3318	3050	3313	2835	281	203	500	1943	875	1038	1142	678	461
	54%	55%	54%	54%	48%	62%	43%	61%	48%	70%	61%	55%	30%
No	1634	1454	1624	1398	166	69	349	733	551	327	486	337	483
	27%	26%	26%	27%	29%	21%	30%	23%	30%	22%	26%	27%	31%
Does not apply	1085	964	1081	909	123	53	290	453	342	95	233	189	568
	18%	17%	18%	17%	21%	16%	25%	14%	19%	6%	12%	15%	37%
Refused	24	23	23	20	3	1	6	11	7	6	8	7	4
	*	*	*	*	1%	*	*	*	*	*	*	1%	*
Don't know	89	84	89	79	10	1	11	42	36	21	16	25	27
	1%	2%	1%	1%	2%	*	1%	1%	2%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_02 If you have them, have you ever switched your provider for any of the following services? - Car insurance****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	3318	413	2903	1532	1787	2578	433	270	2917	402
	54%	54%	54%	59%	50%	66%	38%	26%	61%	29%
No	1634	212	1422	681	952	930	354	324	1134	499
	27%	28%	26%	26%	27%	24%	31%	31%	24%	37%
Does not apply	1085	124	962	324	761	310	320	434	666	420
	18%	16%	18%	13%	21%	8%	28%	41%	14%	31%
Refused	24	3	21	10	14	16	5	3	21	3
	*	*	*	*	*	*	*	*	*	*
Don't know	89	6	83	28	61	46	18	25	47	42
	1%	1%	2%	1%	2%	1%	2%	2%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_03 If you have them, have you ever switched your provider for any of the following services? - Home insurance

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2855	2631	2851	2434	246	175	262	1720	873	904	995	593	363
	46%	47%	47%	46%	42%	53%	23%	54%	48%	61%	53%	48%	24%
No	2469	2212	2459	2094	262	114	568	1099	802	497	709	499	764
	40%	40%	40%	40%	45%	35%	49%	35%	44%	33%	38%	40%	50%
Does not apply	711	625	706	617	62	32	303	309	99	57	155	116	383
	12%	11%	12%	12%	11%	10%	26%	10%	5%	4%	8%	9%	25%
Refused	27	26	26	21	5	1	6	13	8	8	8	7	4
	*	*	*	*	1%	*	1%	*	*	1%	*	1%	*
Don't know	88	81	88	74	9	6	17	42	29	21	19	20	29
	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_03 If you have them, have you ever switched your provider for any of the following services? - Home insurance****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2855	347	2507	1420	1435	2388	242	195	2446	409
	46%	46%	46%	55%	40%	62%	21%	18%	51%	30%
No	2469	335	2135	956	1514	1374	538	519	1730	739
	40%	44%	40%	37%	42%	35%	48%	49%	36%	54%
Does not apply	711	63	647	156	554	53	319	319	533	178
	12%	8%	12%	6%	16%	1%	28%	30%	11%	13%
Refused	27	4	23	13	14	17	6	4	24	4
	*	1%	*	1%	*	*	1%	*	*	*
Don't know	88	9	80	30	58	46	23	19	52	36
	1%	1%	1%	1%	2%	1%	2%	2%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_04 If you have them, have you ever switched your provider for any of the following services? - Landline phone calls

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2120	1949	2115	1797	209	113	266	1297	557	609	695	430	386
	34%	35%	35%	34%	36%	35%	23%	41%	31%	41%	37%	35%	25%
No	3493	3143	3480	2981	319	194	690	1634	1169	808	1068	699	919
	57%	56%	57%	57%	55%	59%	60%	51%	65%	54%	57%	57%	60%
Does not apply	440	393	439	378	43	19	183	206	52	49	103	82	206
	7%	7%	7%	7%	7%	6%	16%	6%	3%	3%	5%	7%	13%
Refused	28	26	27	22	4	1	7	12	10	7	8	9	4
	*	*	*	*	1%	*	1%	*	1%	*	*	1%	*
Don't know	69	64	69	61	7	*	11	34	24	14	12	15	28
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_04 If you have them, have you ever switched your provider for any of the following services? - Landline phone calls****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2120	256	1864	978	1142	1520	287	285	1821	299
	34%	34%	35%	38%	32%	39%	25%	27%	38%	22%
No	3493	447	3044	1452	2041	2198	651	594	2580	914
	57%	59%	56%	56%	57%	57%	58%	56%	54%	67%
Does not apply	440	43	397	110	330	108	169	156	322	118
	7%	6%	7%	4%	9%	3%	15%	15%	7%	9%
Refused	28	6	22	12	16	17	5	5	24	4
	*	1%	*	*	*	*	*	*	*	*
Don't know	69	6	64	24	46	36	17	16	38	31
	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_05 If you have them, have you ever switched your provider for any of the following services? - Mobile phone network

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2063	1883	2059	1774	183	106	459	1310	294	601	690	405	367
	34%	34%	34%	34%	31%	32%	40%	41%	16%	40%	37%	33%	24%
No	3609	3265	3598	3067	349	194	662	1755	1192	804	1086	720	999
	59%	59%	59%	59%	60%	59%	57%	55%	66%	54%	58%	58%	65%
Does not apply	381	334	378	315	41	25	19	82	280	61	95	83	142
	6%	6%	6%	6%	7%	8%	2%	3%	15%	4%	5%	7%	9%
Refused	24	24	23	19	4	1	6	9	10	4	8	7	5
	*	*	*	*	1%	*	1%	*	1%	*	*	1%	*
Don't know	73	69	73	65	7	1	11	27	35	16	8	20	29
	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	*	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_05 If you have them, have you ever switched your provider for any of the following services? - Mobile phone network****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2063	233	1829	878	1186	1308	436	290	1901	162
	34%	31%	34%	34%	33%	34%	39%	27%	40%	12%
No	3609	464	3144	1505	2103	2258	638	663	2704	905
	59%	61%	58%	58%	59%	58%	56%	63%	57%	66%
Does not apply	381	51	331	159	223	255	34	87	128	253
	6%	7%	6%	6%	6%	7%	3%	8%	3%	19%
Refused	24	4	20	9	16	15	5	5	20	4
	*	1%	*	*	*	*	*	*	*	*
Don't know	73	6	68	25	48	43	16	13	32	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_06 If you have them, have you ever switched your provider for any of the following services? - Internet or broadband provider

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	1975	1809	1971	1691	180	103	367	1303	305	615	700	380	280
	32%	32%	32%	32%	31%	31%	32%	41%	17%	41%	37%	31%	18%
No	3215	2920	3203	2762	286	166	704	1601	910	771	986	640	818
	52%	52%	52%	53%	49%	51%	61%	50%	50%	52%	52%	52%	53%
Does not apply	850	743	847	691	105	55	68	231	551	77	180	186	407
	14%	13%	14%	13%	18%	17%	6%	7%	30%	5%	10%	15%	26%
Refused	32	30	30	26	5	1	6	14	11	6	9	9	8
	1%	1%	*	*	1%	*	1%	*	1%	*	*	1%	1%
Don't know	79	73	79	70	7	2	11	34	35	19	11	20	29
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_06 If you have them, have you ever switched your provider for any of the following services? - Internet or broadband provider****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	1975	245	1728	919	1056	1372	350	227	1891	84
	32%	32%	32%	36%	30%	35%	31%	22%	40%	6%
No	3215	404	2810	1318	1896	2001	637	530	2671	543
	52%	53%	52%	51%	53%	52%	56%	50%	56%	40%
Does not apply	850	96	754	300	550	444	115	279	163	687
	14%	13%	14%	12%	15%	11%	10%	26%	3%	50%
Refused	32	5	26	12	20	19	6	6	23	8
	1%	1%	*	*	1%	*	1%	1%	*	1%
Don't know	79	6	73	27	52	44	21	14	37	42
	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_07 If you have them, have you ever switched your provider for any of the following services? - Cash ISA

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	803	731	803	708	55	40	79	436	288	338	300	110	54
	13%	13%	13%	14%	9%	12%	7%	14%	16%	23%	16%	9%	4%
No	3443	3119	3432	2940	332	171	640	1750	1053	835	1109	730	769
	56%	56%	56%	56%	57%	52%	55%	55%	58%	56%	59%	59%	50%
Does not apply	1736	1570	1728	1453	171	112	417	914	405	280	434	351	672
	28%	28%	28%	28%	29%	34%	36%	29%	22%	19%	23%	28%	44%
Refused	57	50	55	44	11	1	9	20	28	10	15	17	15
	1%	1%	1%	1%	2%	*	1%	1%	2%	1%	1%	1%	1%
Don't know	112	106	112	95	14	3	12	63	37	24	29	27	33
	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_07 If you have them, have you ever switched your provider for any of the following services? - Cash ISA****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	803	103	698	429	374	710	64	26	716	87
	13%	14%	13%	17%	10%	18%	6%	2%	15%	6%
No	3443	462	2981	1531	1912	2326	583	483	2690	754
	56%	61%	55%	59%	53%	60%	52%	46%	56%	55%
Does not apply	1736	176	1560	556	1181	749	449	511	1274	463
	28%	23%	29%	22%	33%	19%	40%	48%	27%	34%
Refused	57	10	47	23	33	35	9	13	37	20
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	112	6	105	37	74	60	24	25	69	43
	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_08 If you have them, have you ever switched your provider for any of the following services? - Balance transfer on a credit card****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	893	818	892	777	69	47	157	633	103	321	341	154	76
	15%	15%	15%	15%	12%	15%	14%	20%	6%	22%	18%	12%	5%
No	3647	3299	3636	3147	319	182	660	1817	1170	907	1148	746	846
	59%	59%	59%	60%	55%	56%	57%	57%	65%	61%	61%	60%	55%
Does not apply	1471	1327	1465	1204	174	94	319	667	485	235	354	301	582
	24%	24%	24%	23%	30%	29%	28%	21%	27%	16%	19%	24%	38%
Refused	51	48	50	37	10	4	9	18	25	11	18	13	10
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	88	82	88	75	12	*	12	47	29	14	24	22	29
	1%	1%	1%	1%	2%	*	1%	1%	2%	1%	1%	2%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_08 If you have them, have you ever switched your provider for any of the following services? - Balance transfer on a credit card****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	893	118	773	434	459	700	130	53	852	41
	15%	16%	14%	17%	13%	18%	12%	5%	18%	3%
No	3647	474	3173	1578	2069	2410	635	552	2868	779
	59%	63%	59%	61%	58%	62%	56%	52%	60%	57%
Does not apply	1471	154	1317	513	959	692	334	420	981	490
	24%	20%	24%	20%	27%	18%	30%	40%	21%	36%
Refused	51	5	46	23	29	34	9	8	34	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	88	6	82	28	60	42	22	24	49	39
	1%	1%	2%	1%	2%	1%	2%	2%	1%	3%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.119_09 If you have them, have you ever switched your provider for any of the following services? - Current Account

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	1091	994	1091	944	83	65	205	660	227	339	399	191	163
	18%	18%	18%	18%	14%	20%	18%	21%	13%	23%	21%	15%	11%
No	4755	4309	4739	4065	442	248	889	2379	1487	1101	1420	989	1244
	77%	77%	77%	78%	76%	76%	77%	75%	82%	74%	75%	80%	81%
Does not apply	191	167	189	145	36	11	44	88	59	24	38	28	101
	3%	3%	3%	3%	6%	3%	4%	3%	3%	2%	2%	2%	7%
Refused	43	41	42	29	11	2	7	16	19	8	15	10	9
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	70	64	70	58	11	1	11	39	20	14	14	16	26
	1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.119_09 If you have them, have you ever switched your provider for any of the following services? - Current Account****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	1091	149	943	480	611	759	176	144	984	107
	18%	20%	17%	19%	17%	20%	16%	14%	21%	8%
No	4755	570	4183	2004	2751	3003	882	802	3615	1141
	77%	75%	78%	78%	77%	77%	78%	76%	76%	84%
Does not apply	191	28	163	45	146	53	46	88	118	73
	3%	4%	3%	2%	4%	1%	4%	8%	2%	5%
Refused	43	5	38	21	22	30	7	6	28	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	70	5	65	25	45	35	18	16	40	30
	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120 And for those you have ever switched, which of these services have you switched in the last 12 months - SUMMARY

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Mortgage	Car insurance	Home insurance	Landline phone calls	Mobile phone network	Internet or broadband provider	Cash ISA	Balance transfer on a credit card	Current Account
Unweighted Base	6151	6151	6151	6151	6151	6151	6151	6151	6151
Weighted Base	6151	6151	6151	6151	6151	6151	6151	6151	6151
Yes	152 2%	1686 27%	1147 19%	522 8%	678 11%	620 10%	247 4%	279 5%	214 3%
No	792 13%	1599 26%	1685 27%	1584 26%	1376 22%	1349 22%	548 9%	605 10%	874 14%
Does not apply	34 1%	14 *	5 *	4 *	3 *	1 *	5 *	6 *	1 *
Refused	- -	1 *	- -	- -	1 *	- -	1 *	1 *	1 *
Don't know	- -	18 *	17 *	9 *	6 *	5 *	2 *	2 *	1 *
Not stated	5172 84%	2832 46%	3296 54%	4031 66%	4088 66%	4176 68%	5348 87%	5258 85%	5059 82%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_01 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mortgage

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	152	140	152	127	13	12	36	114	2	60	66	18	8
	2%	3%	2%	2%	2%	4%	3%	4%	*	4%	3%	1%	*
No	792	744	792	686	65	42	41	657	94	298	290	139	65
	13%	13%	13%	13%	11%	13%	4%	21%	5%	20%	15%	11%	4%
Does not apply	34	31	34	30	4	-	-	22	12	12	10	9	3
	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	5172	4659	5152	4397	502	274	1079	2390	1703	1117	1520	1068	1467
	84%	84%	84%	84%	86%	84%	93%	75%	94%	75%	81%	87%	95%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_01 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mortgage****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	152	16	137	77	76	147	2	1	151	1
	2%	2%	3%	3%	2%	4%	*	*	3%	*
No	792	89	703	380	412	742	35	13	743	49
	13%	12%	13%	15%	12%	19%	3%	1%	16%	4%
Does not apply	34	4	30	17	17	30	1	2	33	1
	1%	1%	1%	1%	*	1%	*	*	1%	*
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Not stated	5172	648	4522	2102	3070	2960	1090	1040	3857	1315
	84%	86%	84%	82%	86%	76%	97%	98%	81%	96%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_02 And for those you have ever switched, which of these services have you switched in the last 12 months? - Car insurance

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	1686	1568	1682	1451	122	113	315	1027	344	521	593	357	214
	27%	28%	27%	28%	21%	35%	27%	32%	19%	35%	31%	29%	14%
No	1599	1453	1598	1359	155	86	181	902	516	509	535	312	243
	26%	26%	26%	26%	27%	26%	16%	28%	28%	34%	28%	25%	16%
Does not apply	14	12	14	10	2	2	2	6	6	3	7	3	3
	*	*	*	*	*	1%	*	*	*	*	*	*	*
Refused	1	1	1	1	-	-	1	-	-	-	1	-	-
	*	*	*	*	-	-	*	-	-	-	*	-	-
Don't know	18	16	18	15	2	2	2	8	9	4	7	6	1
	*	*	*	*	*	*	*	*	*	*	*	*	*
Not stated	2832	2525	2817	2405	303	125	656	1240	937	449	744	557	1082
	46%	45%	46%	46%	52%	38%	57%	39%	52%	30%	39%	45%	70%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_02 And for those you have ever switched, which of these services have you switched in the last 12 months? - Car insurance****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	1686	208	1477	787	899	1291	246	133	1539	146
	27%	27%	27%	31%	25%	33%	22%	13%	32%	11%
No	1599	199	1398	732	867	1261	181	136	1358	241
	26%	26%	26%	28%	24%	33%	16%	13%	28%	18%
Does not apply	14	2	12	4	10	11	3	1	9	5
	*	*	*	*	*	*	*	*	*	*
Refused	1	-	1	1	-	-	1	-	1	-
	*	-	*	*	-	-	*	-	*	-
Don't know	18	3	15	7	11	15	2	1	9	9
	*	*	*	*	*	*	*	*	*	1%
Not stated	2832	345	2488	1044	1788	1301	697	787	1868	964
	46%	46%	46%	41%	50%	34%	62%	74%	39%	71%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_03 And for those you have ever switched, which of these services have you switched in the last 12 months? - Home insurance****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	1147	1060	1147	999	76	73	144	700	304	355	440	222	130
	19%	19%	19%	19%	13%	22%	12%	22%	17%	24%	23%	18%	8%
No	1685	1551	1682	1420	165	100	118	1004	563	544	550	362	229
	27%	28%	27%	27%	28%	31%	10%	32%	31%	37%	29%	29%	15%
Does not apply	5	5	5	2	2	-	-	3	2	1	2	1	1
	*	*	*	*	*	-	-	*	*	*	*	*	*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	15	17	12	3	2	1	12	4	4	4	7	2
	*	*	*	*	*	1%	*	*	*	*	*	1%	*
Not stated	3296	2944	3280	2806	337	152	894	1463	939	583	890	642	1180
	54%	53%	53%	54%	58%	47%	77%	46%	52%	39%	47%	52%	76%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_03 And for those you have ever switched, which of these services have you switched in the last 12 months? - Home insurance****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	1147	153	995	594	554	959	109	70	1019	128
	19%	20%	18%	23%	15%	25%	10%	7%	21%	9%
No	1685	193	1491	817	869	1409	132	124	1408	277
	27%	25%	28%	32%	24%	36%	12%	12%	29%	20%
Does not apply	5	-	5	*	4	4	*	-	3	2
	*	-	*	*	*	*	*	-	*	*
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	17	1	16	9	9	17	-	1	16	2
	*	*	*	*	*	*	-	*	*	*
Not stated	3296	411	2884	1156	2140	1491	887	862	2339	957
	54%	54%	54%	45%	60%	38%	79%	82%	49%	70%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_04 And for those you have ever switched, which of these services have you switched in the last 12 months? - Landline phone calls

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	522	477	520	444	46	32	93	361	68	132	171	99	119
	8%	9%	8%	8%	8%	10%	8%	11%	4%	9%	9%	8%	8%
No	1584	1461	1582	1346	160	79	172	931	482	473	521	325	265
	26%	26%	26%	26%	27%	24%	15%	29%	27%	32%	28%	26%	17%
Does not apply	4	4	4	2	2	-	-	2	3	2	-	1	2
	*	*	*	*	*	-	-	*	*	*	-	*	*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	6	9	5	2	2	1	3	5	2	3	4	1
	*	*	*	*	*	1%	*	*	*	*	*	*	*
Not stated	4031	3626	4015	3443	374	214	891	1886	1254	879	1191	805	1157
	66%	65%	65%	66%	64%	65%	77%	59%	69%	59%	63%	65%	75%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_04 And for those you have ever switched, which of these services have you switched in the last 12 months? - Landline phone calls****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	522	65	457	227	295	317	112	80	486	36
	8%	9%	8%	9%	8%	8%	10%	8%	10%	3%
No	1584	189	1396	745	840	1192	175	203	1326	259
	26%	25%	26%	29%	23%	31%	15%	19%	28%	19%
Does not apply	4	-	4	2	3	3	-	1	4	-
	*	-	*	*	*	*	-	*	*	-
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	9	2	7	4	5	8	-	1	5	4
	*	*	*	*	*	*	-	*	*	*
Not stated	4031	502	3527	1598	2433	2359	843	772	2964	1067
	66%	66%	65%	62%	68%	61%	75%	73%	62%	78%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_05 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mobile phone network

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	678	611	674	591	54	33	177	422	79	170	230	131	146
	11%	11%	11%	11%	9%	10%	15%	13%	4%	11%	12%	11%	9%
No	1376	1264	1376	1174	129	73	281	885	210	430	457	270	219
	22%	23%	22%	22%	22%	22%	24%	28%	12%	29%	24%	22%	14%
Does not apply	3	3	3	3	-	-	-	1	2	1	-	-	1
	*	*	*	*	-	-	-	*	*	*	-	-	*
Refused	1	1	1	1	-	-	1	-	-	-	1	-	-
	*	*	*	*	-	-	*	-	-	-	*	-	-
Don't know	6	5	6	6	-	-	-	2	4	-	2	4	1
	*	*	*	*	-	-	-	*	*	-	*	*	*
Not stated	4088	3691	4071	3467	400	221	697	1873	1518	886	1196	830	1175
	66%	66%	66%	66%	69%	68%	60%	59%	84%	60%	63%	67%	76%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_05 And for those you have ever switched, which of these services have you switched in the last 12 months? - Mobile phone network****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	678 11%	81 11%	597 11%	285 11%	393 11%	403 10%	164 15%	102 10%	633 13%	45 3%
No	1376 22%	151 20%	1223 23%	587 23%	789 22%	899 23%	271 24%	186 18%	1262 26%	114 8%
Does not apply	3 *	- -	3 *	1 *	2 *	2 *	- -	1 *	2 *	1 *
Refused	1 *	- -	1 *	1 *	- -	- -	1 *	- -	1 *	- -
Don't know	6 *	1 *	5 *	4 *	2 *	4 *	- -	1 *	3 *	2 *
Not stated	4088 66%	525 69%	3562 66%	1698 66%	2390 67%	2571 66%	693 61%	767 73%	2884 60%	1204 88%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_06 And for those you have ever switched, which of these services have you switched in the last 12 months? - Internet or broadband provider****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	620	561	617	529	51	40	156	399	64	159	222	128	111
	10%	10%	10%	10%	9%	12%	14%	13%	4%	11%	12%	10%	7%
No	1349	1244	1347	1156	130	63	211	898	240	455	477	250	168
	22%	22%	22%	22%	22%	19%	18%	28%	13%	31%	25%	20%	11%
Does not apply	1	-	1	1	-	-	-	1	-	1	-	-	-
	*	-	*	*	-	-	-	*	-	*	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	4	5	5	-	-	-	4	1	-	2	3	1
	*	*	*	*	-	-	-	*	*	-	*	*	*
Not stated	4176	3766	4160	3549	403	224	789	1880	1507	872	1186	855	1263
	68%	68%	68%	68%	69%	69%	68%	59%	83%	59%	63%	69%	82%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_06 And for those you have ever switched, which of these services have you switched in the last 12 months? - Internet or broadband provider****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	620	86	534	264	356	373	149	87	598	21
	10%	11%	10%	10%	10%	10%	13%	8%	13%	2%
No	1349	158	1189	654	695	993	199	140	1286	63
	22%	21%	22%	25%	19%	26%	18%	13%	27%	5%
Does not apply	1	-	1	-	1	-	1	-	1	-
	*	-	*	-	*	-	*	-	*	-
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	5	1	4	1	4	5	-	-	5	-
	*	*	*	*	*	*	-	-	*	-
Not stated	4176	512	3663	1657	2519	2507	779	830	2894	1282
	68%	68%	68%	64%	70%	65%	69%	78%	60%	94%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_07 And for those you have ever switched, which of these services have you switched in the last 12 months? - Cash ISA

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	247	226	247	216	15	16	29	130	87	108	100	25	14
	4%	4%	4%	4%	2%	5%	3%	4%	5%	7%	5%	2%	1%
No	548	497	548	487	37	24	49	303	196	228	200	81	40
	9%	9%	9%	9%	6%	7%	4%	10%	11%	15%	11%	7%	3%
Does not apply	5	5	5	2	4	-	-	2	3	1	-	4	*
	*	*	*	*	1%	-	-	*	*	*	-	*	*
Refused	1	1	1	1	-	-	1	-	-	-	1	-	-
	*	*	*	*	-	-	*	-	-	-	*	-	-
Don't know	2	2	2	2	-	-	-	1	1	1	-	1	-
	*	*	*	*	-	-	-	*	*	*	-	*	-
Not stated	5348	4843	5328	4532	528	287	1078	2746	1524	1149	1586	1125	1489
	87%	87%	87%	86%	91%	88%	93%	86%	84%	77%	84%	91%	96%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_07 And for those you have ever switched, which of these services have you switched in the last 12 months? - Cash ISA****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	247	37	210	146	100	220	16	9	227	19
	4%	5%	4%	6%	3%	6%	1%	1%	5%	1%
No	548	65	481	277	271	483	47	16	481	67
	9%	9%	9%	11%	8%	12%	4%	1%	10%	5%
Does not apply	5	-	5	3	2	4	*	1	4	1
	*	-	*	*	*	*	*	*	*	*
Refused	1	-	1	1	-	-	1	-	1	-
	*	-	*	*	-	-	*	-	*	-
Don't know	2	1	1	1	1	2	-	-	2	-
	*	*	*	*	*	*	-	-	*	-
Not stated	5348	654	4693	2147	3201	3169	1065	1031	4069	1279
	87%	86%	87%	83%	90%	82%	94%	98%	85%	94%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_08 And for those you have ever switched, which of these services have you switched in the last 12 months? - Balance transfer on a credit card****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	279	255	278	238	24	17	64	195	20	104	106	49	20
	5%	5%	5%	5%	4%	5%	5%	6%	1%	7%	6%	4%	1%
No	605	555	605	531	44	31	91	437	77	215	234	101	56
	10%	10%	10%	10%	8%	9%	8%	14%	4%	14%	12%	8%	4%
Does not apply	6	6	6	5	1	-	1	1	4	2	1	2	1
	*	*	*	*	*	-	*	*	*	*	*	*	*
Refused	1	1	1	1	-	-	1	-	-	-	1	-	-
	*	*	*	*	-	-	*	-	-	-	*	-	-
Don't know	2	2	2	2	-	-	-	-	2	1	-	1	-
	*	*	*	*	-	-	-	-	*	*	-	*	-
Not stated	5258	4756	5238	4463	515	280	1000	2550	1709	1166	1545	1081	1466
	85%	85%	85%	85%	88%	85%	86%	80%	94%	78%	82%	88%	95%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.120_08 And for those you have ever switched, which of these services have you switched in the last 12 months? - Balance transfer on a credit card

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	279	34	245	144	135	219	41	14	274	5
	5%	4%	5%	6%	4%	6%	4%	1%	6%	*
No	605	84	519	284	321	477	87	38	571	34
	10%	11%	10%	11%	9%	12%	8%	4%	12%	3%
Does not apply	6	-	6	3	3	3	1	1	4	1
	*	-	*	*	*	*	*	*	*	*
Refused	1	-	1	1	-	-	1	-	1	-
	*	-	*	*	-	-	*	-	*	-
Don't know	2	-	2	2	-	2	-	-	2	-
	*	-	*	*	-	*	-	-	*	-
Not stated	5258	639	4618	2142	3116	3179	999	1004	3933	1325
	85%	84%	86%	83%	87%	82%	88%	95%	82%	97%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_09 And for those you have ever switched, which of these services have you switched in the last 12 months? - Current Account****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	214	194	214	186	14	14	54	125	35	56	79	42	37
	3%	3%	3%	4%	2%	4%	5%	4%	2%	4%	4%	3%	2%
No	874	798	874	755	69	51	150	535	189	282	318	148	126
	14%	14%	14%	14%	12%	15%	13%	17%	10%	19%	17%	12%	8%
Does not apply	1	1	1	1	-	-	-	-	1	1	-	-	-
	*	*	*	*	-	-	-	-	*	*	-	-	-
Refused	1	1	1	1	-	-	1	-	-	-	1	-	-
	*	*	*	*	-	-	*	-	-	-	*	-	-
Don't know	1	-	1	1	-	-	-	-	1	-	-	1	-
	*	-	*	*	-	-	-	-	*	-	-	*	-
Not stated	5059	4581	5039	4296	500	263	951	2523	1585	1148	1487	1044	1380
	82%	82%	82%	82%	86%	80%	82%	79%	87%	77%	79%	85%	89%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.120_09 And for those you have ever switched, which of these services have you switched in the last 12 months? - Current Account****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	214	38	176	105	109	136	42	34	202	12
	3%	5%	3%	4%	3%	4%	4%	3%	4%	1%
No	874	109	765	373	501	620	133	110	779	95
	14%	14%	14%	14%	14%	16%	12%	10%	16%	7%
Does not apply	1	-	1	-	1	1	-	-	1	-
	*	-	*	-	*	*	-	-	*	-
Refused	1	-	1	1	-	-	1	-	1	-
	*	-	*	*	-	-	*	-	*	-
Don't know	1	1	-	1	-	1	-	-	1	-
	*	*	-	*	-	*	-	-	*	-
Not stated	5059	609	4448	2096	2964	3120	953	913	3801	1259
	82%	80%	83%	81%	83%	80%	84%	86%	79%	92%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers - SUMMARY

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		It's too hard to work out whether I would save or not if I switched	There are no real differences between suppliers in the prices they charge	Switching is a hassle that I've not got time for	I worry that if I switch things will go wrong	I check now and again to see if it's worth me switching supplier or tariff	I'm happy with my current supplier and I see no need to switch	I feel reasonably confident I know enough about how to switch suppliers	I don't think I'd be able to switch even if I wanted to	Some energy suppliers are more trustworthy than others	It's getting harder to understand all the information I receive from suppliers	Changing tariff with your existing supplier is a good way to save money	I would switch if my supplier let me down on customer service
Unweighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151	6151	6151	6151
Weighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151	6151	6151	6151
Agree strongly	(2)	913 15%	696 11%	1019 17%	770 13%	547 9%	1561 25%	1331 22%	224 4%	452 7%	1034 17%	706 11%	1243 20%
Tend to agree	(1)	1923 31%	2065 34%	1850 30%	1712 28%	1676 27%	2624 43%	2595 42%	662 11%	1593 26%	2002 33%	2429 39%	2649 43%
Neither agree nor disagree	(0)	1176 19%	1233 20%	1079 18%	1092 18%	1034 17%	1114 18%	915 15%	950 15%	1939 32%	1348 22%	1526 25%	1105 18%
Tend to disagree	(-1)	1215 20%	1123 18%	1308 21%	1498 24%	1585 26%	380 6%	704 11%	2005 33%	977 16%	1048 17%	538 9%	655 11%
Disagree strongly	(-2)	576 9%	480 8%	616 10%	813 13%	1031 17%	207 3%	317 5%	1971 32%	452 7%	412 7%	173 3%	178 3%
SUMMARY CODES													
AGREE 1,2		2836 46%	2761 45%	2869 47%	2482 40%	2224 36%	4185 68%	3926 64%	886 14%	2045 33%	3036 49%	3135 51%	3891 63%
DISAGREE 4,5		1791 29%	1602 26%	1924 31%	2311 38%	2616 43%	587 10%	1021 17%	3976 65%	1429 23%	1460 24%	711 12%	833 14%
Don't know		275 4%	473 8%	210 3%	199 3%	208 3%	199 3%	218 4%	261 4%	641 10%	235 4%	688 11%	249 4%
Refused		73 1%	81 1%	69 1%	67 1%	69 1%	66 1%	71 1%	77 1%	98 2%	71 1%	91 1%	72 1%
Average Score		0.238	0.246	0.230	0.022	-0.149	0.841	0.669	-0.832	0.114	0.376	0.550	0.707
Standard Deviation		1.229	1.162	1.265	1.273	1.268	1.002	1.114	1.130	1.063	1.171	0.951	1.020
Error Variance		*	*	*	*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_01 To what extent do you agree or disagree with the following statements about energy suppliers? - It's too hard to work out whether I would save or not if I switched
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	913	830	909	729	120	64	135	425	353	195	250	208	261
		15%	15%	15%	14%	21%	20%	12%	13%	19%	13%	13%	17%	17%
Tend to agree	(1)	1923	1757	1917	1664	163	97	317	1002	605	432	590	387	514
		31%	32%	31%	32%	28%	30%	27%	31%	33%	29%	31%	31%	33%
Neither agree nor disagree	(0)	1176	1056	1171	1026	104	46	243	636	297	268	336	240	331
		19%	19%	19%	20%	18%	14%	21%	20%	16%	18%	18%	19%	21%
Tend to disagree	(-1)	1215	1113	1211	1058	95	62	250	667	298	341	428	221	225
		20%	20%	20%	20%	16%	19%	22%	21%	16%	23%	23%	18%	15%
Disagree strongly	(-2)	576	516	576	465	67	43	124	316	136	189	196	105	86
		9%	9%	9%	9%	12%	13%	11%	10%	7%	13%	10%	9%	6%
SUMMARY CODES														
AGREE 1,2		2836	2587	2826	2393	283	161	452	1427	958	627	840	595	775
		46%	46%	46%	46%	49%	49%	39%	45%	53%	42%	45%	48%	50%
DISAGREE 4,5		1791	1630	1787	1523	162	105	374	983	433	530	624	326	311
		29%	29%	29%	29%	28%	32%	32%	31%	24%	36%	33%	26%	20%
Don't know		275	233	275	234	29	12	77	98	100	41	71	62	101
		4%	4%	4%	4%	5%	4%	7%	3%	6%	3%	4%	5%	7%
Refused		73	68	71	64	5	3	10	38	24	20	15	12	25
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Average Score		0.238	0.241	0.237	0.229	0.315	0.244	0.083	0.181	0.440	0.073	0.149	0.320	0.451
Standard Deviation		1.229	1.228	1.230	1.211	1.319	1.353	1.223	1.220	1.225	1.271	1.239	1.225	1.139
Error Variance		*	*	*	*	0.003	0.006	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.121_01 To what extent do you agree or disagree with the following statements about energy suppliers? - It's too hard to work out whether I would save or not if I switched****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 913 15%	111 15%	802 15%	322 12%	591 17%	568 15%	138 12%	193 18%	610 13%	304 22%
Tend to agree	(1) 1923 31%	242 32%	1680 31%	780 30%	1143 32%	1199 31%	352 31%	343 32%	1460 31%	463 34%
Neither agree nor disagree	(0) 1176 19%	131 17%	1044 19%	460 18%	716 20%	685 18%	246 22%	232 22%	917 19%	259 19%
Tend to disagree	(-1) 1215 20%	170 22%	1045 19%	601 23%	613 17%	838 22%	209 19%	149 14%	1054 22%	160 12%
Disagree strongly	(-2) 576 9%	66 9%	510 9%	307 12%	269 8%	393 10%	105 9%	71 7%	515 11%	61 4%
SUMMARY CODES										
AGREE 1,2	2836 46%	353 47%	2482 46%	1102 43%	1734 49%	1767 46%	489 43%	536 51%	2070 43%	766 56%
DISAGREE 4,5	1791 29%	236 31%	1554 29%	908 35%	883 25%	1231 32%	314 28%	220 21%	1569 33%	222 16%
Don't know	275 4%	29 4%	246 5%	93 4%	182 5%	147 4%	66 6%	58 5%	178 4%	97 7%
Refused	73 1%	7 1%	64 1%	12 *	61 2%	49 1%	13 1%	10 1%	52 1%	21 2%
Average Score	0.238	0.223	0.240	0.085	0.352	0.193	0.198	0.444	0.131	0.631
Standard Deviation	1.229	1.228	1.230	1.253	1.199	1.249	1.192	1.171	1.234	1.128
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_02 To what extent do you agree or disagree with the following statements about energy suppliers? - There are no real differences between suppliers in the prices they charge

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	696	622	693	548	103	45	122	358	215	134	222	149
		11%	11%	11%	10%	18%	14%	11%	11%	12%	9%	12%	12%
Tend to agree	(1)	2065	1878	2054	1764	193	107	342	1080	643	469	613	438
		34%	34%	34%	34%	33%	33%	30%	34%	35%	32%	33%	35%
Neither agree nor disagree	(0)	1233	1111	1231	1091	97	45	282	630	321	280	364	263
		20%	20%	20%	21%	17%	14%	24%	20%	18%	19%	19%	21%
Tend to disagree	(-1)	1123	1044	1120	988	72	63	207	615	300	322	398	190
		18%	19%	18%	19%	12%	19%	18%	19%	17%	22%	21%	15%
Disagree strongly	(-2)	480	435	480	390	54	35	87	271	122	155	144	88
		8%	8%	8%	7%	9%	11%	8%	9%	7%	10%	8%	7%
SUMMARY CODES													
AGREE 1,2	2761	2500	2747	2312	296	152	464	1438	858	603	835	587	735
	45%	45%	45%	44%	51%	46%	40%	45%	47%	41%	44%	48%	48%
DISAGREE 4,5	1602	1479	1599	1378	126	98	294	886	422	476	542	278	306
	26%	27%	26%	26%	22%	30%	25%	28%	23%	32%	29%	23%	20%
Don't know	473	408	473	388	55	30	105	182	185	105	131	89	147
	8%	7%	8%	7%	9%	9%	9%	6%	10%	7%	7%	7%	10%
Refused	81	77	80	72	8	1	11	46	25	23	13	17	28
	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	2%
Average Score	0.246	0.237	0.244	0.228	0.421	0.215	0.198	0.216	0.331	0.078	0.212	0.329	0.386
Standard Deviation	1.162	1.161	1.162	1.144	1.244	1.271	1.138	1.175	1.150	1.195	1.173	1.136	1.112
Error Variance	*	*	*	*	0.003	0.006	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_02 To what extent do you agree or disagree with the following statements about energy suppliers? - There are no real differences between suppliers in the prices they charge

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 696 11%	91 12%	605 11%	265 10%	431 12%	415 11%	131 12%	138 13%	502 10%	194 14%
Tend to agree	(1) 2065 34%	258 34%	1807 34%	835 32%	1230 34%	1310 34%	353 31%	380 36%	1574 33%	491 36%
Neither agree nor disagree	(0) 1233 20%	144 19%	1089 20%	489 19%	744 21%	702 18%	277 25%	234 22%	976 20%	257 19%
Tend to disagree	(-1) 1123 18%	156 21%	967 18%	556 22%	567 16%	785 20%	177 16%	143 14%	944 20%	179 13%
Disagree strongly	(-2) 480 8%	52 7%	427 8%	237 9%	243 7%	338 9%	80 7%	56 5%	416 9%	64 5%
SUMMARY CODES										
AGREE 1,2	2761 45%	349 46%	2411 45%	1100 43%	1661 46%	1724 44%	484 43%	518 49%	2076 43%	684 50%
DISAGREE 4,5	1602 26%	208 27%	1394 26%	792 31%	810 23%	1123 29%	257 23%	199 19%	1360 28%	243 18%
Don't know	473 8%	50 7%	423 8%	176 7%	297 8%	276 7%	98 9%	92 9%	315 7%	158 12%
Refused	81 1%	7 1%	73 1%	19 1%	63 2%	53 1%	14 1%	13 1%	58 1%	23 2%
Average Score	0.246	0.257	0.244	0.141	0.323	0.191	0.272	0.420	0.182	0.482
Standard Deviation	1.162	1.160	1.162	1.186	1.137	1.184	1.130	1.091	1.171	1.097
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_03 To what extent do you agree or disagree with the following statements about energy suppliers? - Switching is a hassle that I've not got time for
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	1019	918	1016	817	136	67	179	495	345	243	301	200	275
		17%	16%	17%	16%	23%	20%	15%	16%	19%	16%	16%	16%	18%
Tend to agree	(1)	1850	1669	1842	1580	171	98	368	908	575	397	579	391	484
		30%	30%	30%	30%	29%	30%	32%	29%	32%	27%	31%	32%	31%
Neither agree nor disagree	(0)	1079	974	1076	950	80	48	215	580	284	244	299	220	315
		18%	17%	18%	18%	14%	15%	19%	18%	16%	16%	16%	18%	20%
Tend to disagree	(-1)	1308	1200	1304	1138	95	75	221	734	353	362	432	259	256
		21%	22%	21%	22%	16%	23%	19%	23%	19%	24%	23%	21%	17%
Disagree strongly	(-2)	616	570	615	512	73	32	106	348	162	190	208	102	115
		10%	10%	10%	10%	12%	10%	9%	11%	9%	13%	11%	8%	7%
SUMMARY CODES														
AGREE 1,2		2869	2587	2858	2397	307	165	547	1403	920	639	881	591	759
		47%	46%	47%	46%	53%	50%	47%	44%	51%	43%	47%	48%	49%
DISAGREE 4,5		1924	1770	1919	1650	168	106	327	1082	515	552	640	362	371
		31%	32%	31%	31%	29%	32%	28%	34%	28%	37%	34%	29%	24%
Don't know		210	177	210	180	22	7	59	77	73	33	54	50	73
		3%	3%	3%	3%	4%	2%	5%	2%	4%	2%	3%	4%	5%
Refused		69	67	67	62	5	1	9	40	20	18	13	12	25
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%
Average Score		0.230	0.219	0.229	0.211	0.365	0.293	0.269	0.152	0.342	0.097	0.183	0.279	0.379
Standard Deviation		1.265	1.268	1.265	1.250	1.361	1.302	1.232	1.270	1.266	1.314	1.282	1.229	1.204
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.002	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_03 To what extent do you agree or disagree with the following statements about energy suppliers? - Switching is a hassle that I've not got time for
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 1019	122	896	363	656	633	170	201	732	287
	17%	16%	17%	14%	18%	16%	15%	19%	15%	21%
Tend to agree	(1) 1850	235	1615	724	1126	1142	341	343	1367	483
	30%	31%	30%	28%	31%	29%	30%	32%	29%	35%
Neither agree nor disagree	(0) 1079	105	974	434	645	632	232	200	837	242
	18%	14%	18%	17%	18%	16%	21%	19%	17%	18%
Tend to disagree	(-1) 1308	200	1108	628	680	879	221	186	1110	198
	21%	26%	21%	24%	19%	23%	20%	18%	23%	15%
Disagree strongly	(-2) 616	70	546	339	277	439	98	73	550	67
	10%	9%	10%	13%	8%	11%	9%	7%	11%	5%
SUMMARY CODES										
AGREE 1,2	2869	358	2511	1087	1782	1775	511	544	2100	770
	47%	47%	47%	42%	50%	46%	45%	52%	44%	56%
DISAGREE 4,5	1924	270	1654	967	957	1317	319	259	1659	265
	31%	36%	31%	38%	27%	34%	28%	25%	35%	19%
Don't know	210	20	190	75	135	107	56	44	142	67
	3%	3%	4%	3%	4%	3%	5%	4%	3%	5%
Refused	69	5	62	13	56	48	11	10	47	22
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Average Score	0.230	0.191	0.235	0.058	0.356	0.175	0.247	0.411	0.136	0.568
Standard Deviation	1.265	1.270	1.264	1.292	1.229	1.290	1.216	1.206	1.279	1.149
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_04 To what extent do you agree or disagree with the following statements about energy suppliers? - I worry that if I switch things will go wrong

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE			
Total		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2) 770	689	769	602	115	54	115	385	270	138	229	167	237
	13%	12%	13%	11%	20%	16%	10%	12%	15%	9%	12%	14%	15%
Tend to agree	(1) 1712	1531	1701	1467	151	94	303	840	569	366	502	364	480
	28%	27%	28%	28%	26%	29%	26%	26%	31%	25%	27%	29%	31%
Neither agree nor disagree	(0) 1092	984	1090	962	93	36	223	572	297	239	320	228	305
	18%	18%	18%	18%	16%	11%	19%	18%	16%	16%	17%	18%	20%
Tend to disagree	(-1) 1498	1383	1494	1313	101	85	299	824	375	430	504	273	292
	24%	25%	24%	25%	17%	26%	26%	26%	21%	29%	27%	22%	19%
Disagree strongly	(-2) 813	752	812	662	97	53	157	447	209	262	267	150	135
	13%	13%	13%	13%	17%	16%	14%	14%	12%	18%	14%	12%	9%
SUMMARY CODES													
AGREE 1,2	2482	2219	2470	2069	265	148	418	1226	839	504	731	531	716
	40%	40%	40%	39%	45%	45%	36%	39%	46%	34%	39%	43%	46%
DISAGREE 4,5	2311	2136	2306	1975	198	138	456	1271	584	691	771	423	427
	38%	38%	38%	38%	34%	42%	39%	40%	32%	46%	41%	34%	28%
Don't know	199	172	199	174	22	3	51	77	72	33	53	41	71
	3%	3%	3%	3%	4%	1%	4%	2%	4%	2%	3%	3%	5%
Refused	67	63	65	60	5	1	9	37	21	20	11	12	24
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%
Average Score	0.022	0.004	0.021	0.007	0.152	0.034	-0.073	-0.035	0.184	-0.216	-0.043	0.106	0.270
Standard Deviation	1.273	1.275	1.274	1.251	1.398	1.373	1.239	1.275	1.277	1.274	1.280	1.266	1.219
Error Variance	*	*	*	*	0.003	0.006	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_04 To what extent do you agree or disagree with the following statements about energy suppliers? - I worry that if I switch things will go wrong

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 770 13%	86 11%	685 13%	285 11%	485 14%	465 12%	103 9%	185 17%	516 11%	254 19%
Tend to agree	(1) 1712 28%	216 28%	1496 28%	700 27%	1012 28%	1049 27%	306 27%	329 31%	1273 27%	439 32%
Neither agree nor disagree	(0) 1092 18%	128 17%	963 18%	417 16%	674 19%	631 16%	243 22%	207 20%	850 18%	242 18%
Tend to disagree	(-1) 1498 24%	196 26%	1301 24%	715 28%	783 22%	1015 26%	277 25%	189 18%	1265 26%	234 17%
Disagree strongly	(-2) 813 13%	104 14%	708 13%	382 15%	431 12%	569 15%	141 13%	93 9%	705 15%	108 8%
SUMMARY CODES										
AGREE 1,2	2482 40%	301 40%	2181 40%	985 38%	1497 42%	1514 39%	409 36%	514 49%	1789 37%	693 51%
DISAGREE 4,5	2311 38%	301 40%	2009 37%	1097 43%	1214 34%	1584 41%	419 37%	282 27%	1970 41%	342 25%
Don't know	199 3%	21 3%	178 3%	64 2%	136 4%	106 3%	47 4%	44 4%	130 3%	70 5%
Refused	67 1%	6 1%	59 1%	13 *	54 2%	45 1%	12 1%	10 1%	47 1%	20 1%
Average Score	0.022	-0.025	0.029	-0.084	0.100	-0.047	-0.045	0.322	-0.080	0.390
Standard Deviation	1.273	1.268	1.274	1.276	1.266	1.289	1.207	1.233	1.267	1.229
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_05 To what extent do you agree or disagree with the following statements about energy suppliers? - I check now and again to see if it's worth me switching supplier or tariff

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	547	495	547	454	66	27	88	326	133	175	181	100	91
		9%	9%	9%	9%	11%	8%	8%	10%	7%	12%	10%	8%	6%
Tend to agree	(1)	1676	1526	1666	1470	123	83	315	942	419	449	575	322	330
		27%	27%	27%	28%	21%	25%	27%	30%	23%	30%	31%	26%	21%
Neither agree nor disagree	(0)	1034	936	1032	918	81	34	224	556	254	221	307	215	291
		17%	17%	17%	18%	14%	10%	19%	17%	14%	15%	16%	17%	19%
Tend to disagree	(-1)	1585	1451	1582	1359	137	89	282	787	516	368	469	327	421
		26%	26%	26%	26%	23%	27%	24%	25%	28%	25%	25%	26%	27%
Disagree strongly	(-2)	1031	917	1030	797	144	90	186	444	402	213	293	212	314
		17%	16%	17%	15%	25%	27%	16%	14%	22%	14%	16%	17%	20%
SUMMARY CODES														
AGREE 1,2		2224	2021	2213	1924	190	110	403	1268	553	624	756	422	422
		36%	36%	36%	37%	33%	34%	35%	40%	30%	42%	40%	34%	27%
DISAGREE 4,5		2616	2368	2612	2156	281	179	468	1231	918	581	761	539	735
		43%	42%	43%	41%	48%	55%	40%	39%	51%	39%	40%	44%	48%
Don't know		208	182	207	183	22	3	53	87	68	39	50	47	72
		3%	3%	3%	3%	4%	1%	5%	3%	4%	3%	3%	4%	5%
Refused		69	67	66	59	9	1	9	41	20	22	12	12	23
		1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	2%
Average Score		0.149	-0.144	-0.151	-0.115	-0.307	-0.406	-0.148	-0.027	-0.367	0.005	-0.064	-0.195	-0.371
Standard Deviation		1.268	1.265	1.269	1.247	1.381	1.350	1.235	1.255	1.284	1.289	1.268	1.255	1.226
Error Variance		*	*	*	*	0.003	0.006	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_05 To what extent do you agree or disagree with the following statements about energy suppliers? - I check now and again to see if it's worth me switching supplier or tariff

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	547 9%	87 11%	461 9%	296 12%	251 7%	376 10%	87 8%	77 7%	493 10%	55 4%
Tend to agree	(1)	1676 27%	232 31%	1445 27%	839 33%	837 23%	1158 30%	286 25%	216 20%	1440 30%	236 17%
Neither agree nor disagree	(0)	1034 17%	104 14%	930 17%	407 16%	627 18%	570 15%	247 22%	200 19%	804 17%	230 17%
Tend to disagree	(-1)	1585 26%	211 28%	1374 25%	604 23%	981 27%	1011 26%	264 23%	288 27%	1176 25%	409 30%
Disagree strongly	(-2)	1031 17%	97 13%	934 17%	348 13%	684 19%	610 16%	185 16%	220 21%	678 14%	353 26%
SUMMARY CODES											
AGREE 1,2		2224 36%	318 42%	1906 35%	1135 44%	1088 30%	1533 40%	372 33%	293 28%	1933 40%	291 21%
DISAGREE 4,5		2616 43%	308 41%	2307 43%	952 37%	1665 47%	1620 42%	449 40%	508 48%	1854 39%	762 56%
Don't know		208 3%	22 3%	186 3%	69 3%	139 4%	107 3%	51 5%	45 4%	145 3%	62 5%
Refused		69 1%	6 1%	62 1%	13 1%	56 2%	48 1%	10 1%	11 1%	48 1%	21 2%
Average Score		-0.149	-0.001	-0.170	0.053	-0.299	-0.086	-0.163	-0.357	-0.023	-0.600
Standard Deviation		1.268	1.271	1.266	1.269	1.247	1.278	1.227	1.251	1.261	1.190
Error Variance		*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_06 To what extent do you agree or disagree with the following statements about energy suppliers? - I'm happy with my current supplier and I see no need to switch
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	1561	1388	1558	1254	192	114	253	704	604	327	463	310	461
		25%	25%	25%	24%	33%	35%	22%	22%	33%	22%	25%	25%	30%
Tend to agree	(1)	2624	2411	2613	2278	221	126	493	1371	761	653	844	532	595
		43%	43%	43%	43%	38%	38%	43%	43%	42%	44%	45%	43%	39%
Neither agree nor disagree	(0)	1114	993	1109	973	87	54	231	637	245	288	327	225	275
		18%	18%	18%	19%	15%	17%	20%	20%	14%	19%	17%	18%	18%
Tend to disagree	(-1)	380	350	380	333	30	17	67	237	76	104	125	79	73
		6%	6%	6%	6%	5%	5%	6%	7%	4%	7%	7%	6%	5%
Disagree strongly	(-2)	207	191	207	169	27	12	48	119	40	54	65	34	54
		3%	3%	3%	3%	5%	4%	4%	4%	2%	4%	3%	3%	4%
SUMMARY CODES														
AGREE 1,2		4185	3799	4171	3532	413	240	746	2074	1365	980	1307	842	1056
		68%	68%	68%	67%	71%	73%	64%	65%	75%	66%	69%	68%	68%
DISAGREE 4,5		587	541	587	502	57	29	114	356	117	158	189	113	127
		10%	10%	10%	10%	10%	9%	10%	11%	6%	11%	10%	9%	8%
Don't know		199	178	199	174	23	2	57	78	64	43	52	43	61
		3%	3%	3%	3%	4%	1%	5%	2%	4%	3%	3%	4%	4%
Refused		66	63	64	60	4	2	8	36	21	18	11	12	24
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Average Score		0.841	0.835	0.841	0.822	0.938	0.974	0.766	0.751	1.050	0.768	0.831	0.852	0.917
Standard Deviation		1.002	1.002	1.003	0.991	1.072	1.028	1.014	1.017	0.936	1.006	0.999	0.980	1.016
Error Variance		*	*	*	*	0.002	0.003	0.001	*	*	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_06 To what extent do you agree or disagree with the following statements about energy suppliers? - I'm happy with my current supplier and I see no need to switch
Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	1561	1381	696	865	961	258	310	1084	476
	25%	24%	26%	27%	24%	25%	23%	29%	23%	35%
Tend to agree	(1)	2624	2270	1163	1462	1714	441	439	2071	554
	43%	47%	42%	45%	41%	44%	39%	42%	43%	41%
Neither agree nor disagree	(0)	1114	991	392	721	665	261	176	941	173
	18%	16%	18%	15%	20%	17%	23%	17%	20%	13%
Tend to disagree	(-1)	380	335	162	218	256	65	53	326	55
	6%	6%	6%	6%	6%	7%	6%	5%	7%	4%
Disagree strongly	(-2)	207	178	85	122	130	42	33	184	23
	3%	4%	3%	3%	3%	3%	4%	3%	4%	2%
SUMMARY CODES										
AGREE 1,2	4185	532	3652	1859	2326	2674	699	749	3155	1030
	68%	70%	68%	72%	65%	69%	62%	71%	66%	75%
DISAGREE 4,5	587	74	513	248	339	385	108	86	509	78
	10%	10%	10%	10%	9%	10%	10%	8%	11%	6%
Don't know	199	22	177	64	135	108	52	36	136	63
	3%	3%	3%	2%	4%	3%	5%	3%	3%	5%
Refused	66	6	59	13	53	46	10	9	44	22
	1%	1%	1%	*	1%	1%	1%	1%	1%	2%
Average Score	0.841	0.834	0.842	0.889	0.806	0.838	0.756	0.929	0.770	1.097
Standard Deviation	1.002	0.996	1.003	0.995	1.006	0.999	1.014	0.991	1.014	0.912
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_07 To what extent do you agree or disagree with the following statements about energy suppliers? - I feel reasonably confident I know enough about how to switch suppliers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE	
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312	
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543	
Agree strongly	(2)	1331	1220	1327	1089	155	87	260	760	311	369	454	265	243
		22%	22%	22%	21%	27%	27%	23%	24%	17%	25%	24%	21%	16%
Tend to agree	(1)	2595	2365	2588	2263	204	127	486	1420	688	666	823	506	598
		42%	42%	42%	43%	35%	39%	42%	45%	38%	45%	44%	41%	39%
Neither agree nor disagree	(0)	915	826	912	813	66	36	186	433	296	174	259	189	293
		15%	15%	15%	16%	11%	11%	16%	14%	16%	12%	14%	15%	19%
Tend to disagree	(-1)	704	636	701	600	56	48	115	339	250	156	201	145	202
		11%	11%	11%	11%	10%	15%	10%	11%	14%	10%	11%	12%	13%
Disagree strongly	(-2)	317	272	316	239	58	21	46	109	162	67	84	65	101
		5%	5%	5%	5%	10%	6%	4%	3%	9%	4%	4%	5%	7%
SUMMARY CODES														
AGREE 1,2	3926	3585	3914	3353	359	214	747	2180	999	1036	1277	772	841	
	64%	64%	64%	64%	62%	65%	65%	69%	55%	70%	68%	62%	55%	
DISAGREE 4,5	1021	908	1017	838	114	68	162	448	412	223	285	210	303	
	17%	16%	17%	16%	20%	21%	14%	14%	23%	15%	15%	17%	20%	
Don't know	218	187	217	173	37	7	55	82	81	34	53	49	81	
	4%	3%	4%	3%	6%	2%	5%	3%	4%	2%	3%	4%	5%	
Refused	71	69	70	63	7	1	8	39	24	21	11	15	24	
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	
Average Score	0.669	0.682	0.669	0.672	0.635	0.667	0.730	0.779	0.432	0.779	0.748	0.650	0.473	
Standard Deviation	1.114	1.105	1.114	1.087	1.288	1.209	1.067	1.050	1.213	1.089	1.088	1.124	1.136	
Error Variance	*	*	*	*	0.003	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_07 To what extent do you agree or disagree with the following statements about energy suppliers? - I feel reasonably confident I know enough about how to switch suppliers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	1331	1170	630	701	893	230	187	1162	169
	22%	21%	22%	24%	20%	23%	20%	18%	24%	12%
Tend to agree	(1)	2595	2250	1172	1422	1700	448	413	2129	465
	42%	45%	42%	46%	40%	44%	40%	39%	45%	34%
Neither agree nor disagree	(0)	915	814	320	595	498	213	194	660	255
	15%	13%	15%	12%	17%	13%	19%	18%	14%	19%
Tend to disagree	(-1)	704	617	244	460	427	130	135	479	225
	11%	11%	11%	9%	13%	11%	11%	13%	10%	16%
Disagree strongly	(-2)	317	278	125	192	191	45	76	167	150
	5%	5%	5%	5%	5%	5%	4%	7%	3%	11%
SUMMARY CODES										
AGREE 1,2	3926	505	3420	1803	2123	2593	678	600	3291	635
	64%	67%	63%	70%	59%	67%	60%	57%	69%	46%
DISAGREE 4,5	1021	126	895	369	651	618	175	211	646	375
	17%	17%	17%	14%	18%	16%	16%	20%	14%	27%
Don't know	218	20	198	70	148	121	52	40	139	79
	4%	3%	4%	3%	4%	3%	5%	4%	3%	6%
Refused	71	6	64	14	57	49	11	11	48	23
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Average Score	0.669	0.685	0.666	0.778	0.588	0.722	0.645	0.498	0.792	0.221
Standard Deviation	1.114	1.102	1.116	1.085	1.128	1.105	1.077	1.160	1.047	1.228
Error Variance	*	0.002	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_08 To what extent do you agree or disagree with the following statements about energy suppliers? - I don't think I'd be able to switch even if I wanted to
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	224	193	222	176	36	13	46	113	66	36	73	38	77
		4%	3%	4%	3%	6%	4%	4%	4%	4%	2%	4%	3%	5%
Tend to agree	(1)	662	584	656	583	55	23	142	333	187	106	194	124	237
		11%	10%	11%	11%	9%	7%	12%	10%	10%	7%	10%	10%	15%
Neither agree nor disagree	(0)	950	859	949	835	75	40	209	454	287	171	250	220	309
		15%	15%	15%	16%	13%	12%	18%	14%	16%	11%	13%	18%	20%
Tend to disagree	(-1)	2005	1841	2001	1754	148	104	349	1046	611	516	612	413	464
		33%	33%	33%	33%	25%	32%	30%	33%	34%	35%	32%	33%	30%
Disagree strongly	(-2)	1971	1800	1966	1619	220	132	335	1087	549	591	673	373	334
		32%	32%	32%	31%	38%	40%	29%	34%	30%	40%	36%	30%	22%
SUMMARY CODES														
AGREE 1,2		886	777	878	760	91	36	188	446	252	142	267	163	314
		14%	14%	14%	14%	16%	11%	16%	14%	14%	10%	14%	13%	20%
DISAGREE 4,5		3976	3642	3967	3373	367	236	684	2133	1159	1107	1285	786	798
		65%	65%	65%	64%	63%	72%	59%	67%	64%	74%	68%	64%	52%
Don't know		261	222	261	205	41	15	65	105	90	46	68	53	95
		4%	4%	4%	4%	7%	5%	6%	3%	5%	3%	4%	4%	6%
Refused		77	75	76	67	9	1	10	44	23	22	15	14	27
		1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	2%
Average Score		-0.832	-0.847	-0.834	-0.816	-0.864	-1.028	-0.727	-0.877	-0.818	-1.071	-0.898	-0.819	-0.521
Standard Deviation		1.130	1.119	1.129	1.118	1.246	1.102	1.156	1.126	1.117	1.028	1.140	1.094	1.174
Error Variance		*	*	*	*	0.003	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_08 To what extent do you agree or disagree with the following statements about energy suppliers? - I don't think I'd be able to switch even if I wanted to
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	224	23	202	85	140	109	51	60	159	65
		4%	3%	4%	3%	4%	3%	5%	6%	3%	5%
Tend to agree	(1)	662	73	589	252	410	331	175	151	490	172
		11%	10%	11%	10%	11%	9%	16%	14%	10%	13%
Neither agree nor disagree	(0)	950	99	852	329	621	491	218	225	671	279
		15%	13%	16%	13%	17%	13%	19%	21%	14%	20%
Tend to disagree	(-1)	2005	282	1722	894	1111	1356	319	300	1577	428
		33%	37%	32%	35%	31%	35%	28%	28%	33%	31%
Disagree strongly	(-2)	1971	242	1729	910	1061	1397	285	262	1665	306
		32%	32%	32%	35%	30%	36%	25%	25%	35%	22%
SUMMARY CODES											
AGREE 1,2		886	96	790	337	549	440	226	211	649	237
		14%	13%	15%	13%	15%	11%	20%	20%	14%	17%
DISAGREE 4,5		3976	524	3451	1804	2172	2753	604	562	3243	734
		65%	69%	64%	70%	61%	71%	54%	53%	68%	54%
Don't know		261	31	230	89	172	141	69	48	167	93
		4%	4%	4%	3%	5%	4%	6%	5%	4%	7%
Refused		77	8	68	16	61	53	13	11	54	23
		1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Average Score		-0.832	-0.901	-0.822	-0.928	-0.761	-0.977	-0.584	-0.555	-0.898	-0.590
Standard Deviation		1.130	1.076	1.137	1.102	1.146	1.067	1.189	1.198	1.116	1.148
Error Variance		*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_09 To what extent do you agree or disagree with the following statements about energy suppliers? - Some energy suppliers are more trustworthy than others
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	452	408	450	366	53	33	92	231	128	99	136	93	124
		7%	7%	7%	7%	9%	10%	8%	7%	7%	7%	8%	8%	
Tend to agree	(1)	1593	1456	1585	1392	126	75	306	781	506	359	491	325	418
		26%	26%	26%	27%	22%	23%	26%	25%	28%	24%	26%	26%	27%
Neither agree nor disagree	(0)	1939	1781	1935	1682	171	86	386	1050	502	489	615	367	468
		32%	32%	32%	32%	29%	26%	33%	33%	28%	33%	33%	30%	30%
Tend to disagree	(-1)	977	887	975	844	79	53	170	601	206	242	327	205	202
		16%	16%	16%	16%	14%	16%	15%	19%	11%	16%	17%	17%	13%
Disagree strongly	(-2)	452	399	450	346	80	27	78	247	127	127	126	98	101
		7%	7%	7%	7%	14%	8%	7%	8%	7%	9%	7%	8%	7%
SUMMARY CODES														
AGREE 1,2		2045	1864	2035	1757	179	108	398	1012	635	458	627	418	542
		33%	33%	33%	34%	31%	33%	34%	32%	35%	31%	33%	34%	35%
DISAGREE 4,5		1429	1286	1425	1190	159	80	248	848	333	369	454	304	302
		23%	23%	23%	23%	27%	25%	21%	27%	18%	25%	24%	25%	20%
Don't know		641	553	639	527	65	48	114	220	306	145	170	129	197
		10%	10%	10%	10%	11%	15%	10%	7%	17%	10%	9%	10%	13%
Refused		98	91	97	84	9	5	11	52	36	26	21	18	33
		2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%
Average Score		0.114	0.119	0.113	0.127	-0.013	0.124	0.159	0.051	0.206	0.046	0.108	0.101	0.200
Standard Deviation		1.063	1.056	1.063	1.040	1.206	1.153	1.048	1.063	1.067	1.068	1.044	1.087	1.058
Error Variance		*	*	*	*	0.003	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.121_09 To what extent do you agree or disagree with the following statements about energy suppliers? - Some energy suppliers are more trustworthy than others****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	452	406	210	242	257	92	93	358	94
	7%	6%	8%	8%	7%	7%	8%	9%	7%	7%
Tend to agree	(1)	1593	1375	693	900	1003	296	273	1219	373
	26%	29%	26%	27%	25%	26%	26%	26%	25%	27%
Neither agree nor disagree	(0)	1939	1701	801	1137	1219	368	323	1556	383
	32%	31%	32%	31%	32%	31%	33%	31%	33%	28%
Tend to disagree	(-1)	977	846	389	588	648	165	153	814	162
	16%	17%	16%	15%	16%	17%	15%	14%	17%	12%
Disagree strongly	(-2)	452	397	201	252	293	81	75	368	84
	7%	7%	7%	8%	7%	8%	7%	7%	8%	6%
SUMMARY CODES										
AGREE 1,2	2045	262	1782	902	1142	1259	389	366	1577	468
	33%	35%	33%	35%	32%	32%	34%	35%	33%	34%
DISAGREE 4,5	1429	186	1243	589	840	940	246	228	1182	247
	23%	25%	23%	23%	23%	24%	22%	22%	25%	18%
Don't know	641	63	577	262	379	390	112	129	406	235
	10%	8%	11%	10%	11%	10%	10%	12%	8%	17%
Refused	98	9	87	21	77	71	15	12	64	34
	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%
Average Score	0.114	0.096	0.116	0.140	0.094	0.083	0.153	0.170	0.089	0.211
Standard Deviation	1.063	1.043	1.066	1.081	1.050	1.058	1.062	1.082	1.066	1.047
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_10 To what extent do you agree or disagree with the following statements about energy suppliers? - It's getting harder to understand all the information I receive from suppliers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	1034	939	1031	825	145	63	156	489	389	220	292	224	297
		17%	17%	17%	16%	25%	19%	13%	15%	21%	15%	16%	18%	19%
Tend to agree	(1)	2002	1821	1993	1708	183	111	358	1035	609	455	618	436	493
		33%	33%	33%	33%	31%	34%	31%	33%	34%	31%	33%	35%	32%
Neither agree nor disagree	(0)	1348	1232	1346	1175	106	66	290	723	335	326	419	262	342
		22%	22%	22%	22%	18%	20%	25%	23%	19%	22%	22%	21%	22%
Tend to disagree	(-1)	1048	953	1046	927	72	49	203	583	263	307	342	177	222
		17%	17%	17%	18%	12%	15%	18%	18%	14%	21%	18%	14%	14%
Disagree strongly	(-2)	412	357	411	345	41	26	81	212	118	121	140	70	81
		7%	6%	7%	7%	7%	8%	7%	7%	7%	8%	7%	6%	5%
SUMMARY CODES														
AGREE 1,2		3036	2759	3024	2534	328	175	514	1524	998	675	911	661	790
		49%	49%	49%	48%	56%	53%	44%	48%	55%	45%	48%	54%	51%
DISAGREE 4,5		1460	1310	1457	1272	113	75	284	795	381	428	483	247	303
		24%	23%	24%	24%	19%	23%	25%	25%	21%	29%	26%	20%	20%
Don't know		235	206	235	196	28	11	61	97	77	38	61	53	84
		4%	4%	4%	4%	5%	3%	5%	3%	4%	3%	3%	4%	5%
Refused		71	68	68	62	8	1	8	43	21	22	13	12	24
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%
Average Score		0.376	0.383	0.375	0.350	0.582	0.436	0.279	0.331	0.518	0.242	0.320	0.485	0.491
Standard Deviation		1.171	1.164	1.171	1.161	1.221	1.206	1.145	1.160	1.194	1.196	1.176	1.139	1.145
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_10 To what extent do you agree or disagree with the following statements about energy suppliers? - It's getting harder to understand all the information I receive from suppliers

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2)	1034	921	399	635	642	157	218	727	307
	17%	15%	17%	15%	18%	17%	14%	21%	15%	22%
Tend to agree	(1)	2002	1726	862	1141	1281	336	359	1532	470
	33%	36%	32%	33%	32%	33%	30%	34%	32%	34%
Neither agree nor disagree	(0)	1348	1195	558	790	813	308	214	1067	281
	22%	20%	22%	22%	22%	21%	27%	20%	22%	21%
Tend to disagree	(-1)	1048	915	471	577	708	177	144	892	157
	17%	18%	17%	18%	16%	18%	16%	14%	19%	11%
Disagree strongly	(-2)	412	353	199	213	267	78	61	358	54
	7%	8%	7%	8%	6%	7%	7%	6%	7%	4%
SUMMARY CODES										
AGREE 1,2	3036	388	2647	1260	1776	1923	493	577	2259	777
	49%	51%	49%	49%	50%	50%	44%	55%	47%	57%
DISAGREE 4,5	1460	192	1268	670	790	975	256	205	1250	211
	24%	25%	24%	26%	22%	25%	23%	19%	26%	15%
Don't know	235	20	215	76	159	120	61	50	158	77
	4%	3%	4%	3%	4%	3%	5%	5%	3%	6%
Refused	71	4	65	11	60	48	12	11	51	20
	1%	1%	1%	*	2%	1%	1%	1%	1%	1%
Average Score	0.376	0.340	0.381	0.318	0.419	0.356	0.299	0.532	0.301	0.646
Standard Deviation	1.171	1.175	1.170	1.182	1.161	1.179	1.136	1.160	1.178	1.102
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_11 To what extent do you agree or disagree with the following statements about energy suppliers? - Changing tariff with your existing supplier is a good way to save money

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	706	647	705	585	80	41	142	413	152	184	222	144	156
		11%	12%	11%	11%	14%	13%	12%	13%	8%	12%	12%	12%	10%
Tend to agree	(1)	2429	2222	2418	2126	186	117	450	1365	614	642	805	479	503
		39%	40%	39%	41%	32%	36%	39%	43%	34%	43%	43%	39%	33%
Neither agree nor disagree	(0)	1526	1378	1520	1324	136	65	312	751	462	343	450	309	423
		25%	25%	25%	25%	23%	20%	27%	24%	26%	23%	24%	25%	27%
Tend to disagree	(-1)	538	482	538	444	55	39	88	255	195	117	159	102	161
		9%	9%	9%	8%	9%	12%	8%	8%	11%	8%	8%	8%	10%
Disagree strongly	(-2)	173	151	173	120	40	13	23	86	64	33	57	35	48
		3%	3%	3%	2%	7%	4%	2%	3%	4%	2%	3%	3%	3%
SUMMARY CODES														
AGREE 1,2		3135	2869	3123	2711	266	159	592	1778	765	826	1027	624	659
		51%	51%	51%	52%	46%	48%	51%	56%	42%	56%	54%	51%	43%
DISAGREE 4,5		711	633	711	564	95	53	111	342	258	150	216	137	209
		12%	11%	12%	11%	16%	16%	10%	11%	14%	10%	11%	11%	14%
Don't know		688	609	687	563	76	48	130	260	298	142	179	146	220
		11%	11%	11%	11%	13%	15%	11%	8%	16%	10%	9%	12%	14%
Refused		91	86	90	78	10	3	11	52	28	26	14	19	32
		1%	2%	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		0.550	0.560	0.550	0.568	0.424	0.485	0.590	0.614	0.401	0.627	0.577	0.557	0.432
Standard Deviation		0.951	0.946	0.952	0.922	1.128	1.062	0.912	0.940	0.982	0.917	0.947	0.951	0.979
Error Variance		*	*	*	*	0.003	0.004	0.001	*	0.001	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_11 To what extent do you agree or disagree with the following statements about energy suppliers? - Changing tariff with your existing supplier is a good way to save money

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 706 11%	87 11%	619 11%	393 15%	314 9%	463 12%	125 11%	113 11%	613 13%	93 7%
Tend to agree	(1) 2429 39%	315 42%	2114 39%	1135 44%	1295 36%	1611 42%	433 38%	357 34%	2004 42%	425 31%
Neither agree nor disagree	(0) 1526 25%	182 24%	1344 25%	516 20%	1010 28%	899 23%	307 27%	300 28%	1147 24%	379 28%
Tend to disagree	(-1) 538 9%	72 9%	466 9%	212 8%	326 9%	335 9%	90 8%	98 9%	401 8%	137 10%
Disagree strongly	(-2) 173 3%	24 3%	150 3%	66 3%	107 3%	107 3%	34 3%	28 3%	116 2%	57 4%
SUMMARY CODES										
AGREE 1,2	3135 51%	402 53%	2733 51%	1527 59%	1608 45%	2074 53%	558 49%	470 44%	2617 55%	518 38%
DISAGREE 4,5	711 12%	95 13%	616 11%	278 11%	433 12%	442 11%	124 11%	126 12%	517 11%	194 14%
Don't know	688 11%	73 10%	615 11%	232 9%	455 13%	404 10%	128 11%	145 14%	440 9%	247 18%
Refused	91 1%	6 1%	84 2%	23 1%	69 2%	60 2%	13 1%	17 2%	64 1%	27 2%
Average Score	0.550	0.544	0.551	0.679	0.453	0.582	0.531	0.479	0.607	0.330
Standard Deviation	0.951	0.962	0.949	0.954	0.937	0.949	0.943	0.952	0.936	0.979
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_12 To what extent do you agree or disagree with the following statements about energy suppliers? - I would switch if my supplier let me down on customer service
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE			
Total		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Agree strongly	(2)	1243	1134	1239	997	165	80	245	657	341	316	397	270
		20%	20%	20%	19%	28%	24%	21%	21%	19%	21%	21%	17%
Tend to agree	(1)	2649	2415	2637	2332	185	132	474	1396	778	697	860	497
		43%	43%	43%	44%	32%	40%	41%	44%	43%	47%	46%	40%
Neither agree nor disagree	(0)	1105	999	1103	956	104	46	208	567	331	248	306	237
		18%	18%	18%	18%	18%	14%	18%	18%	18%	17%	16%	19%
Tend to disagree	(-1)	655	585	654	544	69	43	126	340	190	130	206	132
		11%	10%	11%	10%	12%	13%	11%	11%	10%	9%	11%	11%
Disagree strongly	(-2)	178	161	178	137	27	14	32	88	59	36	45	30
		3%	3%	3%	3%	5%	4%	3%	3%	3%	2%	2%	2%
SUMMARY CODES													
AGREE 1,2		3891	3549	3876	3329	350	212	719	2054	1119	1013	1257	767
		63%	64%	63%	64%	60%	65%	62%	65%	62%	68%	67%	62%
DISAGREE 4,5		833	746	832	681	96	57	158	427	248	166	252	162
		14%	13%	14%	13%	16%	17%	14%	13%	14%	11%	13%	13%
Don't know		249	212	249	210	28	12	63	95	92	41	58	54
		4%	4%	4%	4%	5%	4%	5%	3%	5%	3%	3%	4%
Refused		72	69	70	65	5	1	9	41	22	18	13	15
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Average Score		0.707	0.713	0.707	0.707	0.713	0.706	0.714	0.721	0.679	0.790	0.748	0.724
Standard Deviation		1.020	1.018	1.021	0.997	1.164	1.121	1.032	1.014	1.025	0.970	1.002	1.023
Error Variance		*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.121_12 To what extent do you agree or disagree with the following statements about energy suppliers? - I would switch if my supplier let me down on customer service

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Agree strongly	(2) 1243 20%	155 20%	1088 20%	585 23%	657 18%	806 21%	229 20%	187 18%	1040 22%	203 15%
Tend to agree	(1) 2649 43%	343 45%	2306 43%	1156 45%	1492 42%	1793 46%	434 38%	388 37%	2126 44%	522 38%
Neither agree nor disagree	(0) 1105 18%	120 16%	986 18%	409 16%	696 19%	633 16%	238 21%	223 21%	812 17%	294 21%
Tend to disagree	(-1) 655 11%	85 11%	569 11%	250 10%	405 11%	385 10%	119 11%	142 13%	482 10%	173 13%
Disagree strongly	(-2) 178 3%	20 3%	158 3%	67 3%	111 3%	88 2%	41 4%	46 4%	123 3%	55 4%
SUMMARY CODES										
AGREE 1,2	3891 63%	498 66%	3393 63%	1742 68%	2150 60%	2600 67%	663 59%	575 54%	3166 66%	725 53%
DISAGREE 4,5	833 14%	105 14%	727 13%	317 12%	516 14%	473 12%	160 14%	188 18%	605 13%	228 17%
Don't know	249 4%	28 4%	221 4%	93 4%	156 4%	124 3%	59 5%	59 6%	154 3%	95 7%
Refused	72 1%	7 1%	63 1%	14 1%	57 2%	49 1%	10 1%	12 1%	48 1%	24 2%
Average Score	0.707	0.731	0.704	0.787	0.649	0.768	0.651	0.535	0.759	0.518
Standard Deviation	1.020	1.013	1.021	1.004	1.029	0.982	1.057	1.094	1.004	1.057
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Tariff price	5050 82%	4624 83%	5033 82%	4357 83%	442 76%	252 77%	996 86%	2711 85%	1343 74%	1263 85%	1575 84%	1032 84%	1181 77%
Customer service	1734 28%	1588 28%	1731 28%	1477 28%	175 30%	82 25%	279 24%	951 30%	504 28%	457 31%	557 30%	351 28%	370 24%
Having a greener tariff	214 3%	191 3%	214 3%	187 4%	23 4%	3 1%	50 4%	124 4%	40 2%	84 6%	81 4%	21 2%	28 2%
Having a fixed term tariff	336 5%	309 6%	334 5%	293 6%	29 5%	14 4%	52 4%	189 6%	96 5%	98 7%	113 6%	54 4%	71 5%
Having an online tariff	151 2%	139 2%	151 2%	131 2%	20 3%	- -	23 2%	93 3%	34 2%	67 5%	48 3%	18 1%	18 1%
The reputation of the supplier	533 9%	486 9%	532 9%	449 9%	64 11%	21 6%	81 7%	272 9%	181 10%	143 10%	165 9%	103 8%	123 8%
Getting a smart meter \ in home display	86 1%	77 1%	86 1%	64 1%	17 3%	5 2%	24 2%	46 1%	16 1%	8 1%	37 2%	19 2%	22 1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	69 1%	59 1%	68 1%	54 1%	14 2%	2 *	11 1%	39 1%	19 1%	19 1%	22 1%	13 1%	15 1%
Other incentives (e.g. Nectar points, wine)	88 1%	83 1%	88 1%	81 2%	7 1%	* *	24 2%	54 2%	9 1%	20 1%	33 2%	20 2%	16 1%
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	95 2%	86 2%	95 2%	73 1%	20 3%	2 1%	12 1%	44 1%	39 2%	19 1%	28 1%	18 1%	29 2%
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	28 *	27 *	28 *	16 *	10 2%	1 *	3 *	17 1%	7 *	5 *	10 1%	6 *	6 *
A supplier I know	307 5%	275 5%	304 5%	216 4%	66 11%	25 8%	33 3%	135 4%	139 8%	46 3%	91 5%	68 6%	102 7%
Reliability of service	5 *	5 *	5 *	3 *	2 *	- -	1 *	3 *	1 *	1 *	4 *	- -	1 *
Reliability of supply	5 *	4 *	5 *	4 *	2 *	- -	2 *	4 *	- -	- -	3 *	1 *	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Reliability	55 1%	48 1%	55 1%	49 1%	4 1%	2 1%	6 *	28 1%	21 1%	26 2%	15 1%	3 *	11 1%
Honesty\trustworthy	18 *	16 *	18 *	17 *	- -	1 *	- -	6 *	12 1%	4 *	2 *	7 1%	5 *
Recommendation\word of mouth	6 *	6 *	6 *	5 *	2 *	- -	- -	4 *	2 *	3 *	1 *	1 *	1 *
Convenience	18 *	15 *	18 *	14 *	2 *	2 1%	4 *	10 *	3 *	8 1%	6 *	1 *	3 *
Efficiency	5 *	5 *	5 *	4 *	1 *	- -	2 *	1 *	3 *	2 *	1 *	1 *	1 *
Clarity\simplicity (of pricing\information\bill)	37 1%	33 1%	37 1%	34 1%	3 1%	- -	6 1%	16 *	15 1%	16 1%	16 1%	4 *	2 *
Saving money	12 *	11 *	12 *	12 *	- -	- -	6 1%	4 *	2 *	3 *	- -	5 *	4 *
Cheap\cheaper\cheapest	7 *	7 *	7 *	6 *	- -	1 *	1 *	3 *	2 *	3 *	- -	1 *	3 *
Deal\good\better\best deal	16 *	14 *	16 *	10 *	5 1%	- -	4 *	8 *	4 *	5 *	5 *	3 *	2 *
Dual fuel (discount)	10 *	10 *	10 *	8 *	2 *	- -	1 *	8 *	1 *	5 *	2 *	2 *	1 *
Value\value for money	11 *	10 *	11 *	10 *	1 *	- -	1 *	3 *	7 *	3 *	6 *	1 *	2 *
Money (no detail)	9 *	9 *	9 *	9 *	- -	- -	* *	7 *	2 *	5 *	- -	4 *	* *
Stable prices\long term deals	8 *	6 *	8 *	7 *	1 *	- -	1 *	6 *	2 *	1 *	6 *	1 *	- -
Payment options	17 *	15 *	17 *	16 *	2 *	- -	3 *	11 *	3 *	1 *	11 1%	- -	5 *
Standing charge\no standing charge	5 *	2 *	5 *	2 *	1 *	2 *	1 *	4 *	- -	- -	3 *	1 *	1 *
Service (no detail)	5 *	4 *	5 *	4 *	1 *	- -	- -	3 *	2 *	2 *	1 *	1 *	* *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Ease of contact\being able to speak to someone\not being left on hold	9 *	9 *	9 *	8 *	1 *	- -	1 *	5 *	3 *	3 *	5 *	1 *	1 *
British company\UK based call centre\English speaking	27 *	23 *	27 *	24 *	1 *	2 1%	3 *	15 *	9 *	8 1%	14 1%	3 *	2 *
Freephone number\0800 number	4 *	4 *	4 *	3 *	1 *	- -	1 *	1 *	2 *	- -	2 *	1 *	1 *
Regular/frequency of meter readings	3 *	2 *	3 *	3 *	- -	- -	- -	2 *	1 *	3 *	- -	- -	- -
Regular/frequency of bills	5 *	4 *	5 *	5 *	- -	- -	1 *	3 *	1 *	1 *	1 *	1 *	1 *
Pre-payment (meter)	3 *	1 *	3 *	3 *	1 *	- -	1 *	1 *	1 *	- -	- -	1 *	2 *
Communication\keeping me informed	11 *	8 *	11 *	10 *	1 *	- -	3 *	4 *	4 *	2 *	5 *	1 *	3 *
Ease\speed of switching	7 *	5 *	7 *	5 *	2 *	- -	1 *	4 *	2 *	1 *	4 *	- -	1 *
No problems\hassle free\easy	8 *	8 *	8 *	7 *	- -	2 *	2 *	6 *	1 *	3 *	3 *	1 *	1 *
Contract\not tied into (long) contract	6 *	6 *	6 *	6 *	- -	- -	2 *	3 *	1 *	2 *	2 *	1 *	- -
Getting the supply\permanent supply\don't get cut off	25 *	20 *	25 *	20 *	3 *	2 1%	3 *	12 *	11 1%	5 *	9 *	6 1%	5 *
Someone else deals with this (partner\family etc)	8 *	8 *	8 *	8 *	- -	- -	- -	1 *	7 *	3 *	2 *	- -	3 *
Not my decision\not my choice (council\rented property etc)	11 *	5 *	11 *	3 *	7 1%	1 *	2 *	8 *	- -	2 *	2 *	3 *	4 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
I am not changing\have never changed\happy with present company\have supplier that I have always had	20 *	15 *	20 *	15 *	3 1%	2 1%	4 *	7 *	9 1%	5 *	6 *	1 *	8 1%
Other	60 1%	55 1%	60 1%	56 1%	3 1%	1 *	8 1%	31 1%	21 1%	15 1%	21 1%	10 1%	14 1%
Refused	15 *	14 *	15 *	14 *	1 *	- -	2 *	7 *	6 *	5 *	5 *	3 *	3 *
None\nothing	24 *	21 *	24 *	23 *	1 *	- -	2 *	16 *	6 *	4 *	4 *	4 *	12 1%
Don't know	297 5%	252 5%	297 5%	246 5%	27 5%	24 7%	61 5%	105 3%	130 7%	48 3%	62 3%	53 4%	132 9%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Tariff price	5050	612	4437	2205	2845	3218	937	825	4097	953
	82%	81%	82%	86%	80%	83%	83%	78%	86%	70%
Customer service	1734	214	1520	724	1010	1137	316	257	1388	346
	28%	28%	28%	28%	28%	29%	28%	24%	29%	25%
Having a greener tariff	214	28	186	83	131	153	42	17	195	19
	3%	4%	3%	3%	4%	4%	4%	2%	4%	1%
Having a fixed term tariff	336	49	287	250	86	247	50	36	283	53
	5%	6%	5%	10%	2%	6%	4%	3%	6%	4%
Having an online tariff	151	26	124	84	67	115	23	10	147	4
	2%	3%	2%	3%	2%	3%	2%	1%	3%	*
The reputation of the supplier	533	53	480	191	342	356	84	89	423	111
	9%	7%	9%	7%	10%	9%	7%	8%	9%	8%
Getting a smart meter \ in home display	86	24	61	31	55	46	17	21	69	16
	1%	3%	1%	1%	2%	1%	1%	2%	1%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	69	14	55	30	39	39	13	17	56	13
	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%
Other incentives (e.g. Nectar points, wine)	88	17	71	39	49	41	27	15	80	8
	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	95	6	89	32	63	63	7	24	60	35
	2%	1%	2%	1%	2%	2%	1%	2%	1%	3%
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	28	1	27	11	17	19	5	4	20	7
	*	*	*	*	*	*	*	*	*	1%
A supplier I know	307	31	276	102	205	198	34	70	178	129
	5%	4%	5%	4%	6%	5%	3%	7%	4%	9%
Reliability of service	5	1	4	2	3	3	1	1	5	-
	*	*	*	*	*	*	*	*	*	-
Reliability of supply	5	2	4	1	5	4	1	1	5	-
	*	*	*	*	*	*	*	*	*	-

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Reliability	55 1%	7 1%	48 1%	28 1%	27 1%	45 1%	4 *	4 *	48 1%	7 1%
Honesty\trustworthy	18 *	2 *	16 *	8 *	10 *	10 *	1 *	7 1%	9 *	9 1%
Recommendation\word of mouth	6 *	- -	6 *	4 *	3 *	6 *	- -	- -	6 *	- -
Convenience	18 *	3 *	15 *	3 *	15 *	13 *	4 *	1 *	17 *	1 *
Efficiency	5 *	1 *	4 *	3 *	3 *	3 *	2 *	- -	3 *	3 *
Clarity\simplicity (of pricing\information\bill)	37 1%	11 1%	27 *	20 1%	17 *	30 1%	5 *	2 *	35 1%	3 *
Saving money	12 *	2 *	9 *	6 *	5 *	3 *	5 *	3 *	9 *	3 *
Cheap\cheaper\cheapest	7 *	1 *	6 *	3 *	4 *	5 *	1 *	1 *	6 *	1 *
Deal\good\better\best deal	16 *	2 *	14 *	8 *	8 *	12 *	2 *	1 *	12 *	3 *
Dual fuel (discount)	10 *	1 *	9 *	3 *	7 *	9 *	- -	1 *	8 *	2 *
Value\value for money	11 *	- -	11 *	3 *	9 *	8 *	2 *	1 *	9 *	3 *
Money (no detail)	9 *	- -	9 *	6 *	3 *	4 *	1 *	3 *	7 *	2 *
Stable prices\long term deals	8 *	4 1%	4 *	5 *	3 *	7 *	1 *	- -	8 *	- -
Payment options	17 *	- -	17 *	7 *	10 *	11 *	4 *	3 *	15 *	3 *
Standing charge\no standing charge	5 *	2 *	3 *	2 *	3 *	4 *	- -	1 *	5 *	- -
Service (no detail)	5 *	- -	5 *	2 *	3 *	5 *	* *	- -	5 *	- -

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Ease of contact\being able to speak to someone\not being left on hold	9 *	2 *	7 *	5 *	4 *	9 *	* *	- -	9 *	- -
British company\UK based call centre\English speaking	27 *	2 *	25 *	10 *	17 *	20 1%	3 *	2 *	26 1%	2 *
Freephone number\0800 number	4 *	1 *	3 *	1 *	3 *	3 *	- -	1 *	4 *	- -
Regular\frequency of meter readings	3 *	1 *	2 *	- -	3 *	3 *	- -	- -	3 *	- -
Regular\frequency of bills	5 *	- -	5 *	- -	5 *	4 *	- -	1 *	4 *	1 *
Pre-payment (meter)	3 *	* *	3 *	1 *	2 *	1 *	- -	2 *	2 *	2 *
Communication\keeping me informed	11 *	1 *	10 *	6 *	6 *	8 *	2 *	1 *	10 *	1 *
Ease\speed of switching	7 *	1 *	6 *	5 *	2 *	1 *	3 *	3 *	6 *	1 *
No problems\hassle free\easy	8 *	- -	8 *	2 *	6 *	7 *	- -	2 *	8 *	- -
Contract\not tied into (long) contract	6 *	- -	6 *	1 *	5 *	4 *	2 *	- -	6 *	- -
Getting the supply\permanent supply\don't get cut off	25 *	2 *	23 *	10 *	16 *	13 *	7 1%	5 *	17 *	9 1%
Someone else deals with this (partner\family etc)	8 *	- -	8 *	- -	8 *	6 *	- -	2 *	2 *	6 *
Not my decision\not my choice (council\rented property etc)	11 *	1 *	10 *	3 *	8 *	4 *	5 *	2 *	8 *	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.122 What factors matter most to you when choosing your energy supplier or tariff?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
I am not changing\have never changed\happy with present company\have supplier that I have always had	20 *	5 1%	14 *	6 *	14 *	13 *	3 *	3 *	11 *	9 1%
Other	60 1%	8 1%	52 1%	26 1%	34 1%	35 1%	11 1%	11 1%	49 1%	11 1%
Refused	15 *	1 *	13 *	3 *	13 *	9 *	5 *	1 *	9 *	6 *
None\nothing	24 *	- *	24 *	2 *	22 1%	11 *	5 *	8 1%	16 *	8 1%
Don't know	297 5%	40 5%	257 5%	87 3%	210 6%	146 4%	71 6%	76 7%	161 3%	135 10%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?

Base: All who have mains gas at home and did not receive a dual fuel discount

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2397	2397	2376	2029	248	120	734	1019	644	314	492	449	1142
Weighted Base	2226	2226	2206	1885	229	112	585	1089	552	394	605	467	760
Very confident	(2) 257 12%	257 12%	256 12%	218 12%	28 12%	10 9%	71 12%	116 11%	70 13%	31 8%	70 12%	63 13%	92 12%
Fairly confident	(1) 841 38%	841 38%	832 38%	701 37%	92 40%	48 43%	195 33%	382 35%	263 48%	156 40%	231 38%	173 37%	281 37%
Neutral	(0) 646 29%	646 29%	637 29%	566 30%	49 22%	31 27%	191 33%	308 28%	147 27%	119 30%	186 31%	128 27%	213 28%
Not very confident	(-1) 291 13%	291 13%	289 13%	239 13%	35 15%	17 15%	79 13%	176 16%	37 7%	65 17%	73 12%	58 12%	95 13%
Not confident at all	(-2) 149 7%	149 7%	149 7%	121 6%	22 10%	6 6%	42 7%	88 8%	20 4%	19 5%	36 6%	34 7%	60 8%
SUMMARY CODES													
CONFIDENT 1,2	1097 49%	1097 49%	1088 49%	919 49%	120 52%	58 52%	266 45%	499 46%	333 60%	187 48%	301 50%	236 51%	373 49%
NOT CONFIDENT 4,5	441 20%	441 20%	439 20%	360 19%	58 25%	23 21%	121 21%	263 24%	57 10%	85 21%	109 18%	92 20%	155 20%
Refused	4 *	4 *	4 *	4 *	- -	- -	- -	3 *	1 *	2 *	- -	1 *	1 *
Don't know	38 2%	38 2%	38 2%	36 2%	2 1%	- -	8 1%	17 2%	13 2%	2 1%	9 1%	9 2%	17 2%
Average Score	0.350	0.350	0.349	0.356	0.299	0.349	0.300	0.247	0.607	0.294	0.379	0.379	0.337
Standard Deviation	1.068	1.068	1.070	1.057	1.168	1.031	1.081	1.106	0.927	1.001	1.039	1.103	1.103
Error Variance	*	*	*	0.001	0.006	0.009	0.002	0.001	0.001	0.003	0.002	0.003	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?

Base: All who have mains gas at home and did not receive a dual fuel discount

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2397	190	2205	594	1803	1029	630	704	1691	706
Weighted Base		2226	178	2046	589	1638	1074	569	550	1659	567
Very confident	(2)	257 12%	20 11%	237 12%	93 16%	164 10%	124 12%	63 11%	62 11%	183 11%	74 13%
Fairly confident	(1)	841 38%	73 41%	767 38%	263 45%	578 35%	430 40%	198 35%	207 38%	595 36%	245 43%
Neutral	(0)	646 29%	42 23%	604 30%	143 24%	503 31%	298 28%	184 32%	158 29%	493 30%	153 27%
Not very confident	(-1)	291 13%	19 11%	272 13%	57 10%	234 14%	143 13%	76 13%	66 12%	253 15%	38 7%
Not confident at all	(-2)	149 7%	21 12%	129 6%	26 4%	124 8%	58 5%	41 7%	47 8%	113 7%	37 6%
SUMMARY CODES											
CONFIDENT 1,2		1097 49%	93 52%	1004 49%	356 60%	742 45%	554 52%	260 46%	268 49%	778 47%	319 56%
NOT CONFIDENT 4,5		441 20%	40 23%	401 20%	83 14%	358 22%	201 19%	117 21%	113 20%	366 22%	75 13%
Refused		4 *	- -	3 *	1 *	3 *	2 *	- -	2 *	3 *	1 *
Don't know		38 2%	3 2%	35 2%	6 1%	31 2%	19 2%	8 1%	10 2%	19 1%	18 3%
Average Score		0.350	0.300	0.354	0.584	0.265	0.398	0.293	0.317	0.295	0.514
Standard Deviation		1.068	1.176	1.058	1.013	1.075	1.038	1.068	1.100	1.074	1.032
Error Variance		*	0.007	0.001	0.002	0.001	0.001	0.002	0.002	0.001	0.002

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?

Base: All who have mains electricity at home and did not receive a dual fuel discount

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	2975	2376	2975	2483	315	177	851	1253	871	393	632	552	1398
Weighted Base	2782	2206	2782	2319	292	172	682	1345	755	492	785	579	926
Very confident	(2) 343	252	343	275	44	23	80	155	108	40	101	81	120
	12%	11%	12%	12%	15%	14%	12%	11%	14%	8%	13%	14%	13%
Fairly confident	(1) 1081	859	1081	903	115	64	241	487	353	205	296	227	353
	39%	39%	39%	39%	39%	37%	35%	36%	47%	42%	38%	39%	38%
Neutral	(0) 780	623	780	678	59	42	227	369	183	133	232	153	262
	28%	28%	28%	29%	20%	24%	33%	27%	24%	27%	30%	26%	28%
Not very confident	(-1) 340	277	340	270	42	28	80	200	61	78	97	63	102
	12%	13%	12%	12%	14%	16%	12%	15%	8%	16%	12%	11%	11%
Not confident at all	(-2) 183	148	183	144	29	9	44	110	29	29	46	42	65
	7%	7%	7%	6%	10%	5%	6%	8%	4%	6%	6%	7%	7%
SUMMARY CODES													
CONFIDENT 1,2	1424	1111	1424	1178	159	87	321	642	461	245	396	309	474
	51%	50%	51%	51%	54%	51%	47%	48%	61%	50%	50%	53%	51%
NOT CONFIDENT 4,5	523	425	523	414	71	38	124	310	89	107	143	105	167
	19%	19%	19%	18%	24%	22%	18%	23%	12%	22%	18%	18%	18%
Refused	5	4	5	5	-	-	-	3	2	3	-	1	1
	*	*	*	*	-	-	-	*	*	1%	-	*	*
Don't know	51	43	51	43	2	5	10	21	19	4	14	11	22
	2%	2%	2%	2%	1%	3%	2%	2%	2%	1%	2%	2%	2%
Average Score	0.389	0.366	0.389	0.394	0.358	0.381	0.348	0.285	0.616	0.308	0.399	0.429	0.401
Standard Deviation	1.068	1.065	1.068	1.049	1.196	1.096	1.046	1.115	0.965	1.031	1.055	1.096	1.081
Error Variance	*	*	*	*	0.005	0.007	0.001	0.001	0.001	0.003	0.002	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?

Base: All who have mains electricity at home and did not receive a dual fuel discount

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		2975	426	2547	811	2164	1286	784	853	2074	901
Weighted Base		2782	403	2377	811	1972	1357	709	667	2054	729
Very confident	(2)	343	49	294	138	205	166	83	85	231	112
		12%	12%	12%	17%	10%	12%	12%	13%	11%	15%
Fairly confident	(1)	1081	175	906	374	707	556	257	254	765	316
		39%	44%	38%	46%	36%	41%	36%	38%	37%	43%
Neutral	(0)	780	98	681	181	599	350	226	194	599	180
		28%	24%	29%	22%	30%	26%	32%	29%	29%	25%
Not very confident	(-1)	340	40	300	70	270	175	85	70	287	53
		12%	10%	13%	9%	14%	13%	12%	10%	14%	7%
Not confident at all	(-2)	183	33	149	37	146	77	51	50	140	42
		7%	8%	6%	5%	7%	6%	7%	8%	7%	6%
SUMMARY CODES											
CONFIDENT 1,2		1424	225	1199	512	912	722	340	339	996	428
		51%	56%	50%	63%	46%	53%	48%	51%	48%	59%
NOT CONFIDENT 4,5		523	74	449	107	416	252	135	120	428	95
		19%	18%	19%	13%	21%	19%	19%	18%	21%	13%
Refused		5	-	4	2	3	3	-	2	4	1
		*	-	*	*	*	*	-	*	*	*
Don't know		51	7	44	9	41	30	8	12	27	24
		2%	2%	2%	1%	2%	2%	1%	2%	1%	3%
Average Score		0.389	0.421	0.384	0.633	0.288	0.422	0.339	0.388	0.326	0.573
Standard Deviation		1.068	1.097	1.064	1.016	1.073	1.053	1.067	1.083	1.071	1.038
Error Variance		*	0.003	*	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?

Base: All who have mains gas AND electricity at home and received a dual fuel discount for buying from the same supplier

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		3155	3155	3155	2734	278	143	516	1541	1098	787	865	597	906
Weighted Base		3348	3348	3348	2906	289	153	470	1828	1051	990	1092	654	612
Very confident	(2)	523	523	523	431	58	34	70	280	173	145	170	105	103
		16%	16%	16%	15%	20%	22%	15%	15%	16%	15%	16%	16%	17%
Fairly confident	(1)	1547	1547	1547	1359	127	62	203	804	540	468	495	307	277
		46%	46%	46%	47%	44%	40%	43%	44%	51%	47%	45%	47%	45%
Neutral	(0)	722	722	722	628	61	33	119	402	201	206	244	134	138
		22%	22%	22%	22%	21%	22%	25%	22%	19%	21%	22%	20%	23%
Not very confident	(-1)	398	398	398	353	28	18	58	249	91	122	135	77	65
		12%	12%	12%	12%	10%	12%	12%	14%	9%	12%	12%	12%	11%
Not confident at all	(-2)	143	143	143	121	17	5	16	89	37	48	45	28	22
		4%	4%	4%	4%	6%	3%	3%	5%	4%	5%	4%	4%	4%
SUMMARY CODES														
CONFIDENT 1,2		2070	2070	2070	1789	184	96	273	1084	713	613	665	412	379
		62%	62%	62%	62%	64%	63%	58%	59%	68%	62%	61%	63%	62%
NOT CONFIDENT 4,5		541	541	541	474	44	22	75	338	128	170	179	105	87
		16%	16%	16%	16%	15%	15%	16%	18%	12%	17%	16%	16%	14%
Refused		1	1	1	1	-	-	1	-	-	1	-	-	-
		*	*	*	*	-	-	*	-	-	*	-	-	-
Don't know		15	15	15	13	-	2	3	3	9	-	4	4	7
		*	*	*	*	-	1%	1%	*	1%	-	*	1%	1%
Average Score		0.573	0.573	0.573	0.562	0.625	0.679	0.540	0.513	0.692	0.545	0.562	0.591	0.618
Standard Deviation		1.027	1.027	1.027	1.020	1.084	1.049	1.004	1.060	0.967	1.040	1.026	1.029	1.005
Error Variance		*	*	*	*	0.004	0.008	0.002	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?

Base: All who have mains gas AND electricity at home and received a dual fuel discount for buying from the same supplier

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		3155	317	2838	1638	1517	2250	418	451	2450	705
Weighted Base		3348	355	2994	1758	1590	2512	415	384	2717	631
Very confident	(2)	523	44	479	327	195	386	67	65	422	101
		16%	12%	16%	19%	12%	15%	16%	17%	16%	16%
Fairly confident	(1)	1547	166	1381	910	637	1151	196	176	1230	317
		46%	47%	46%	52%	40%	46%	47%	46%	45%	50%
Neutral	(0)	722	76	645	303	419	549	93	78	597	125
		22%	22%	22%	17%	26%	22%	22%	20%	22%	20%
Not very confident	(-1)	398	52	346	158	240	301	46	45	337	61
		12%	15%	12%	9%	15%	12%	11%	12%	12%	10%
Not confident at all	(-2)	143	13	130	53	90	117	11	13	122	21
		4%	4%	4%	3%	6%	5%	3%	3%	4%	3%
SUMMARY CODES											
CONFIDENT 1,2		2070	210	1860	1237	832	1538	263	241	1652	418
		62%	59%	62%	70%	52%	61%	63%	63%	61%	66%
NOT CONFIDENT 4,5		541	65	476	211	329	418	57	58	459	82
		16%	18%	16%	12%	21%	17%	14%	15%	17%	13%
Refused		1	1	-	1	-	1	-	-	1	-
		*	*	-	*	-	*	-	-	*	-
Don't know		15	2	13	5	10	6	1	7	8	7
		*	1%	*	*	1%	*	*	2%	*	1%
Average Score		0.573	0.501	0.581	0.742	0.385	0.555	0.634	0.621	0.552	0.665
Standard Deviation		1.027	1.007	1.029	0.964	1.062	1.038	0.971	1.013	1.038	0.972
Error Variance		*	0.003	*	0.001	0.001	*	0.002	0.002	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.126 How likely would you be to switch either gas or electricity supplier - SUMMARY****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		In the next 12 months	In the next 5 years
Unweighted Base		6151	6151
Weighted Base		6151	6151
Definitely	(6)	229 4%	438 7%
Very likely	(5)	463 8%	768 12%
Fairly likely	(4)	837 14%	1284 21%
Not very likely	(3)	1937 31%	1210 20%
Not at all likely	(2)	1158 19%	736 12%
Definitely not	(1)	1004 16%	619 10%
SUMMARY CODES			
LIKELY 1,2,3		1530 25%	2491 40%
UNLIKELY 4,5,6		4099 67%	2565 42%
Refused		15 *	16 *
Don't know		508 8%	1079 18%
Average Score		2.873	3.428
Standard Deviation		1.322	1.447
Error Variance		*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.126_01 How likely would you be to switch either gas or electricity supplier ... in the next 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Definitely	(6)	229	216	229	188	31	10	39	148	43	61	69	48	51
		4%	4%	4%	4%	5%	3%	3%	5%	2%	4%	4%	4%	3%
Very likely	(5)	463	427	459	401	32	30	110	285	68	127	160	94	81
		8%	8%	7%	8%	5%	9%	10%	9%	4%	9%	8%	8%	5%
Fairly likely	(4)	837	756	836	721	75	41	183	501	154	271	270	153	144
		14%	14%	14%	14%	13%	13%	16%	16%	8%	18%	14%	12%	9%
Not very likely	(3)	1937	1768	1929	1686	154	97	396	994	548	508	588	401	440
		31%	32%	31%	32%	26%	30%	34%	31%	30%	34%	31%	32%	29%
Not at all likely	(2)	1158	1046	1155	995	107	56	194	563	401	250	358	210	340
		19%	19%	19%	19%	18%	17%	17%	18%	22%	17%	19%	17%	22%
Definitely not	(1)	1004	882	1001	780	154	70	117	441	445	161	285	215	344
		16%	16%	16%	15%	26%	21%	10%	14%	25%	11%	15%	17%	22%
SUMMARY CODES														
LIKELY 1,2,3		1530	1399	1524	1311	139	80	332	934	264	459	499	295	276
		25%	25%	25%	25%	24%	25%	29%	29%	15%	31%	26%	24%	18%
UNLIKELY 4,5,6		4099	3696	4086	3461	415	223	707	1998	1394	918	1231	826	1124
		67%	66%	67%	66%	71%	68%	61%	63%	77%	62%	65%	67%	73%
Refused		15	14	15	15	-	-	3	8	4	4	3	1	5
		*	*	*	*	-	-	*	*	*	*	*	*	*
Don't know		508	466	506	454	29	24	115	243	149	105	153	112	138
		8%	8%	8%	9%	5%	7%	10%	8%	8%	7%	8%	9%	9%
Average Score		2.873	2.891	2.872	2.902	2.671	2.783	3.088	3.024	2.472	3.101	2.925	2.862	2.593
Standard Deviation		1.322	1.323	1.322	1.302	1.441	1.370	1.253	1.345	1.235	1.267	1.322	1.340	1.312
Error Variance		*	*	*	*	0.004	0.006	0.001	0.001	0.001	0.001	0.001	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.126_01 How likely would you be to switch either gas or electricity supplier ... in the next 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Definitely	(6)	229 4%	29 4%	200 4%	98 4%	131 4%	155 4%	33 3%	37 3%	203 4%	26 2%
Very likely	(5)	463 8%	63 8%	400 7%	215 8%	248 7%	324 8%	81 7%	55 5%	418 9%	45 3%
Fairly likely	(4)	837 14%	123 16%	714 13%	348 13%	490 14%	572 15%	154 14%	97 9%	758 16%	79 6%
Not very likely	(3)	1937 31%	224 30%	1712 32%	775 30%	1162 32%	1222 31%	366 32%	325 31%	1570 33%	366 27%
Not at all likely	(2)	1158 19%	153 20%	1005 19%	511 20%	647 18%	708 18%	206 18%	228 22%	849 18%	309 23%
Definitely not	(1)	1004 16%	118 16%	886 16%	444 17%	560 16%	594 15%	172 15%	222 21%	603 13%	401 29%
SUMMARY CODES											
LIKELY 1,2,3		1530 25%	216 29%	1313 24%	660 26%	869 24%	1050 27%	268 24%	189 18%	1379 29%	150 11%
UNLIKELY 4,5,6		4099 67%	495 65%	3603 67%	1730 67%	2369 66%	2524 65%	744 66%	775 73%	3022 63%	1077 79%
Refused		15 *	1 *	12 *	5 *	10 *	8 *	3 *	4 *	9 *	6 *
Don't know		508 8%	45 6%	462 9%	181 7%	327 9%	297 8%	114 10%	89 8%	375 8%	133 10%
Average Score		2.873	2.929	2.865	2.863	2.881	2.941	2.868	2.633	3.034	2.296
Standard Deviation		1.322	1.333	1.320	1.346	1.304	1.331	1.279	1.303	1.307	1.212
Error Variance		*	0.003	*	0.001	0.001	0.001	0.002	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.126_02 How likely would you be to switch either gas or electricity supplier ... in the next 5 years?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Definitely	(6)	438 7%	395 7%	437 7%	370 7%	49 8%	19 6%	101 9%	287 9%	50 3%	142 10%	146 8%	79 6%	72 5%
Very likely	(5)	768 12%	716 13%	765 12%	656 13%	67 11%	46 14%	159 14%	480 15%	129 7%	259 17%	259 14%	128 10%	122 8%
Fairly likely	(4)	1284 21%	1174 21%	1281 21%	1104 21%	109 19%	71 22%	259 22%	768 24%	258 14%	384 26%	434 23%	251 20%	216 14%
Not very likely	(3)	1210 20%	1103 20%	1202 20%	1052 20%	104 18%	54 17%	246 21%	566 18%	399 22%	260 17%	348 18%	256 21%	346 22%
Not at all likely	(2)	736 12%	655 12%	735 12%	640 12%	63 11%	33 10%	122 11%	321 10%	292 16%	127 9%	215 11%	136 11%	258 17%
Definitely not	(1)	619 10%	543 10%	616 10%	453 9%	125 21%	40 12%	70 6%	244 8%	304 17%	70 5%	160 8%	139 11%	250 16%
SUMMARY CODES														
LIKELY 1,2,3		2491 40%	2285 41%	2484 41%	2131 41%	224 38%	136 42%	519 45%	1535 48%	438 24%	784 53%	839 44%	458 37%	410 27%
UNLIKELY 4,5,6		2565 42%	2301 41%	2553 42%	2145 41%	292 50%	127 39%	439 38%	1131 36%	995 55%	457 31%	723 38%	531 43%	854 55%
Refused		16 *	15 *	16 *	16 *	- -	- -	3 *	8 *	5 *	5 *	3 *	1 *	5 *
Don't know		1079 18%	974 17%	1078 18%	948 18%	67 11%	64 20%	197 17%	509 16%	374 21%	240 16%	321 17%	244 20%	274 18%
Average Score		3.428	3.447	3.428	3.463	3.145	3.406	3.644	3.667	2.838	3.853	3.547	3.334	2.935
Standard Deviation		1.447	1.440	1.447	1.418	1.629	1.482	1.376	1.421	1.373	1.332	1.425	1.442	1.435
Error Variance		*	*	*	*	0.005	0.008	0.002	0.001	0.001	0.002	0.002	0.002	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.126_02 How likely would you be to switch either gas or electricity supplier ... in the next 5 years?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

		Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
			Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base		6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base		6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Definitely	(6)	438 7%	56 7%	382 7%	215 8%	223 6%	309 8%	71 6%	55 5%	407 9%	31 2%
Very likely	(5)	768 12%	96 13%	673 12%	386 15%	383 11%	552 14%	132 12%	77 7%	705 15%	63 5%
Fairly likely	(4)	1284 21%	196 26%	1088 20%	600 23%	684 19%	886 23%	229 20%	155 15%	1146 24%	138 10%
Not very likely	(3)	1210 20%	136 18%	1074 20%	431 17%	779 22%	711 18%	233 21%	250 24%	911 19%	299 22%
Not at all likely	(2)	736 12%	90 12%	647 12%	284 11%	452 13%	415 11%	142 13%	165 16%	497 10%	239 17%
Definitely not	(1)	619 10%	70 9%	548 10%	239 9%	380 11%	351 9%	91 8%	168 16%	307 6%	312 23%
SUMMARY CODES											
LIKELY 1,2,3		2491 40%	348 46%	2142 40%	1201 47%	1290 36%	1747 45%	432 38%	287 27%	2259 47%	232 17%
UNLIKELY 4,5,6		2565 42%	296 39%	2269 42%	954 37%	1611 45%	1477 38%	466 41%	583 55%	1715 36%	850 62%
Refused		16 *	1 *	13 *	5 *	11 *	9 *	3 *	4 *	10 *	6 *
Don't know		1079 18%	113 15%	967 18%	416 16%	663 19%	646 17%	229 20%	183 17%	801 17%	279 20%
Average Score		3.428	3.507	3.416	3.583	3.313	3.558	3.424	2.968	3.671	2.532
Standard Deviation		1.447	1.417	1.451	1.459	1.427	1.441	1.392	1.437	1.380	1.332
Error Variance		*	0.003	*	0.001	0.001	0.001	0.002	0.002	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the following statements - SUMMARY

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Financially things are a bit of a struggle for me	I always like to look for ways that I can save money, even if it is only a little	I always feel some worry or anxiety when things I am used to start to change	I always find out everything I can about a product before I decide to buy it	I prefer to talk to a salesperson before I buy things	I often make a decision on impulse	Everything seems to be getting more complicated these days	I think about the effects on the environment of my purchasing decisions	I always check bank or building society statements when I get them, including online
Unweighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151
Weighted Base		6151	6151	6151	6151	6151	6151	6151	6151	6151
Strongly agree	(2)	714 12%	1571 26%	732 12%	1527 25%	909 15%	515 8%	1337 22%	634 10%	2675 43%
Tend to agree	(1)	1553 25%	2909 47%	1921 31%	2765 45%	2015 33%	1363 22%	2152 35%	2107 34%	2250 37%
Neither agree nor disagree	(0)	1268 21%	822 13%	1136 18%	820 13%	1136 18%	888 14%	1104 18%	1306 21%	508 8%
Tend to disagree	(-1)	1692 28%	562 9%	1580 26%	698 11%	1428 23%	2181 35%	1072 17%	1390 23%	398 6%
Strongly disagree	(-2)	722 12%	133 2%	610 10%	184 3%	499 8%	1045 17%	314 5%	528 9%	153 2%
SUMMARY CODES										
AGREE 1,2		2267 37%	4481 73%	2652 43%	4292 70%	2925 48%	1878 31%	3489 57%	2741 45%	4925 80%
DISAGREE 4,5		2414 39%	695 11%	2190 36%	882 14%	1926 31%	3226 52%	1386 23%	1918 31%	551 9%
Refused		103 2%	56 1%	58 1%	55 1%	59 1%	58 1%	56 1%	55 1%	60 1%
Don't know		99 2%	97 2%	114 2%	101 2%	105 2%	101 2%	117 2%	132 2%	107 2%
Average Score		-0.026	0.871	0.098	0.793	0.235	-0.313	0.523	0.156	1.153
Standard Deviation		1.229	0.978	1.214	1.044	1.209	1.239	1.171	1.158	1.002
Error Variance		*	*	*	*	*	*	*	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_01 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Financially things are a bit of a struggle for me
Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	714	636	712	583	85	46	136	444	134	73	187	122	332
		12%	11%	12%	11%	15%	14%	12%	14%	7%	5%	10%	10%	22%
Tend to agree	(1)	1553	1393	1545	1333	123	96	322	823	408	238	451	335	527
		25%	25%	25%	25%	21%	29%	28%	26%	23%	16%	24%	27%	34%
Neither agree nor disagree	(0)	1268	1152	1264	1115	97	56	263	685	320	330	401	266	270
		21%	21%	21%	21%	17%	17%	23%	22%	18%	22%	21%	22%	18%
Tend to disagree	(-1)	1692	1566	1687	1463	149	80	285	778	629	506	577	339	270
		28%	28%	28%	28%	26%	24%	25%	24%	35%	34%	31%	27%	18%
Strongly disagree	(-2)	722	645	722	574	104	44	118	350	254	288	225	124	85
		12%	12%	12%	11%	18%	13%	10%	11%	14%	19%	12%	10%	5%
SUMMARY CODES														
AGREE 1,2		2267	2029	2256	1917	208	143	458	1267	541	311	639	457	860
		37%	36%	37%	37%	36%	44%	40%	40%	30%	21%	34%	37%	56%
DISAGREE 4,5		2414	2211	2409	2037	253	124	403	1128	883	794	802	463	355
		39%	40%	39%	39%	43%	38%	35%	35%	49%	53%	43%	37%	23%
Refused		103	94	101	90	10	2	17	52	34	24	33	19	28
		2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%
Don't know		99	89	99	81	15	2	16	51	33	28	11	30	30
		2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		-0.026	-0.035	-0.027	-0.022	-0.116	0.065	0.065	0.076	-0.265	-0.486	-0.109	-0.007	0.506
Standard Deviation		1.229	1.224	1.229	1.210	1.353	1.291	1.201	1.243	1.189	1.135	1.201	1.183	1.185
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_01 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Financially things are a bit of a struggle for me

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2) 714 12%	87 12%	627 12%	220 9%	494 14%	261 7%	192 17%	238 23%	513 11%	201 15%
Tend to agree	(1) 1553 25%	209 28%	1343 25%	626 24%	926 26%	814 21%	343 30%	370 35%	1160 24%	393 29%
Neither agree nor disagree	(0) 1268 21%	168 22%	1101 20%	555 22%	713 20%	802 21%	261 23%	195 18%	1056 22%	212 16%
Tend to disagree	(-1) 1692 28%	205 27%	1486 28%	761 30%	931 26%	1301 34%	212 19%	163 15%	1332 28%	360 26%
Strongly disagree	(-2) 722 12%	65 9%	657 12%	338 13%	384 11%	567 15%	91 8%	54 5%	582 12%	139 10%
SUMMARY CODES										
AGREE 1,2	2267 37%	296 39%	1970 37%	847 33%	1420 40%	1075 28%	535 47%	609 58%	1673 35%	594 43%
DISAGREE 4,5	2414 39%	270 36%	2143 40%	1099 43%	1315 37%	1869 48%	303 27%	217 21%	1915 40%	499 37%
Refused	103 2%	18 2%	85 2%	43 2%	60 2%	73 2%	14 1%	16 2%	75 2%	28 2%
Don't know	99 2%	7 1%	92 2%	33 1%	66 2%	60 2%	17 2%	20 2%	66 1%	33 2%
Average Score	-0.026	0.067	-0.039	-0.148	0.062	-0.294	0.302	0.564	-0.067	0.120
Standard Deviation	1.229	1.179	1.236	1.194	1.246	1.168	1.202	1.163	1.215	1.268
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_02 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always like to look for ways that I can save money, even if it is only a little

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	1571	1413	1563	1294	190	88	319	802	451	282	497	300	493
		26%	25%	25%	25%	33%	27%	28%	25%	25%	19%	26%	24%	32%
Tend to agree	(1)	2909	2667	2901	2516	239	155	539	1539	831	731	901	595	682
		47%	48%	47%	48%	41%	47%	47%	48%	46%	49%	48%	48%	44%
Neither agree nor disagree	(0)	822	740	820	736	51	35	163	429	230	227	248	173	175
		13%	13%	13%	14%	9%	11%	14%	13%	13%	15%	13%	14%	11%
Tend to disagree	(-1)	562	506	562	476	55	31	90	272	201	167	181	107	108
		9%	9%	9%	9%	9%	10%	8%	9%	11%	11%	10%	9%	7%
Strongly disagree	(-2)	133	111	133	93	25	15	22	63	48	45	32	23	33
		2%	2%	2%	2%	4%	5%	2%	2%	3%	3%	2%	2%	2%
SUMMARY CODES														
AGREE 1,2		4481	4080	4464	3809	429	243	857	2342	1282	1013	1397	896	1175
		73%	73%	73%	73%	74%	74%	74%	74%	71%	68%	74%	73%	76%
DISAGREE 4,5		695	617	694	569	80	46	112	335	248	212	212	130	141
		11%	11%	11%	11%	14%	14%	10%	11%	14%	14%	11%	11%	9%
Refused		56	52	56	47	7	1	8	27	20	10	16	8	21
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		97	86	97	79	15	3	16	50	31	25	12	28	31
		2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		0.871	0.876	0.870	0.868	0.917	0.831	0.920	0.884	0.816	0.715	0.889	0.870	1.001
Standard Deviation		0.978	0.968	0.979	0.957	1.105	1.074	0.955	0.957	1.026	1.004	0.965	0.953	0.969
Error Variance		*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_02 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always like to look for ways that I can save money, even if it is only a little

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER		
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular	
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614	
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366	
Strongly agree	(2)	1571 26%	202 27%	1367 25%	695 27%	876 25%	894 23%	319 28%	334 32%	1222 26%	350 26%
Tend to agree	(1)	2909 47%	352 47%	2557 47%	1297 50%	1612 45%	1914 49%	490 43%	471 45%	2292 48%	617 45%
Neither agree nor disagree	(0)	822 13%	95 13%	727 13%	306 12%	517 14%	510 13%	170 15%	129 12%	660 14%	162 12%
Tend to disagree	(-1)	562 9%	77 10%	485 9%	188 7%	374 10%	382 10%	95 8%	75 7%	413 9%	149 11%
Strongly disagree	(-2)	133 2%	16 2%	117 2%	41 2%	92 3%	86 2%	27 2%	19 2%	96 2%	37 3%
SUMMARY CODES											
AGREE 1,2	4481 73%	554 73%	3924 73%	1992 77%	2488 70%	2808 72%	809 72%	805 76%	3514 73%	967 71%	
DISAGREE 4,5	695 11%	92 12%	603 11%	229 9%	466 13%	467 12%	122 11%	94 9%	509 11%	186 14%	
Refused	56 1%	10 1%	46 1%	17 1%	39 1%	36 1%	9 1%	11 1%	39 1%	17 1%	
Don't know	97 2%	6 1%	91 2%	32 1%	65 2%	57 1%	20 2%	18 2%	62 1%	35 3%	
Average Score	0.871	0.873	0.870	0.957	0.808	0.832	0.890	0.999	0.882	0.832	
Standard Deviation	0.978	0.995	0.976	0.915	1.017	0.975	0.999	0.952	0.962	1.033	
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_03 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always feel some worry or anxiety when things I am used to start to change

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	732	648	727	591	94	47	108	357	267	98	211	139	283
		12%	12%	12%	11%	16%	14%	9%	11%	15%	7%	11%	11%	18%
Tend to agree	(1)	1921	1728	1916	1637	178	106	341	907	673	408	565	398	549
		31%	31%	31%	31%	30%	32%	30%	28%	37%	27%	30%	32%	36%
Neither agree nor disagree	(0)	1136	1034	1133	1013	76	47	231	603	302	309	334	242	252
		18%	19%	18%	19%	13%	14%	20%	19%	17%	21%	18%	20%	16%
Tend to disagree	(-1)	1580	1463	1575	1378	119	83	331	873	376	433	546	306	295
		26%	26%	26%	26%	20%	25%	29%	27%	21%	29%	29%	25%	19%
Strongly disagree	(-2)	610	546	609	476	94	41	119	358	134	196	195	111	108
		10%	10%	10%	9%	16%	12%	10%	11%	7%	13%	10%	9%	7%
SUMMARY CODES														
AGREE 1,2		2652	2376	2643	2228	271	153	450	1263	939	507	777	537	832
		43%	43%	43%	43%	47%	47%	39%	40%	52%	34%	41%	43%	54%
DISAGREE 4,5		2190	2009	2184	1854	213	123	449	1231	510	630	741	417	402
		36%	36%	36%	35%	36%	38%	39%	39%	28%	42%	39%	34%	26%
Refused		58	55	58	50	7	1	10	29	19	12	18	9	20
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		114	100	112	94	16	4	17	56	41	30	17	30	36
		2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		0.098	0.087	0.097	0.096	0.105	0.111	-0.009	0.010	0.321	-0.153	0.028	0.123	0.407
Standard Deviation		1.214	1.210	1.214	1.192	1.364	1.288	1.183	1.224	1.188	1.173	1.216	1.188	1.206
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_03 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always feel some worry or anxiety when things I am used to start to change

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2)	732 12%	639 12%	286 11%	446 12%	376 10%	152 13%	187 18%	477 10%	255 19%
Tend to agree	(1)	1921 31%	1670 33%	818 32%	1103 31%	1192 31%	327 29%	374 35%	1392 29%	529 39%
Neither agree nor disagree	(0)	1136 18%	1009 17%	467 18%	669 19%	717 18%	221 20%	180 17%	917 19%	219 16%
Tend to disagree	(-1)	1580 26%	1374 27%	688 27%	891 25%	1074 28%	277 25%	213 20%	1349 28%	231 17%
Strongly disagree	(-2)	610 10%	543 9%	262 10%	348 10%	407 10%	124 11%	71 7%	531 11%	80 6%
SUMMARY CODES										
AGREE 1,2	2652 43%	342 45%	2308 43%	1103 43%	1549 43%	1568 40%	479 42%	561 53%	1869 39%	783 57%
DISAGREE 4,5	2190 36%	274 36%	1917 36%	951 37%	1240 35%	1481 38%	402 36%	285 27%	1880 39%	310 23%
Refused	58 1%	9 1%	49 1%	19 1%	39 1%	37 1%	11 1%	10 1%	43 1%	15 1%
Don't know	114 2%	6 1%	108 2%	36 1%	78 2%	75 2%	18 2%	20 2%	76 2%	38 3%
Average Score	0.098	0.123	0.093	0.070	0.118	0.015	0.095	0.383	-0.014	0.493
Standard Deviation	1.214	1.207	1.215	1.209	1.217	1.197	1.243	1.198	1.205	1.164
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_04 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always find out everything I can about a product before I decide to buy it

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	1527	1392	1522	1253	189	85	290	787	450	371	492	285	378
		25%	25%	25%	24%	32%	26%	25%	25%	25%	25%	26%	23%	25%
Tend to agree	(1)	2765	2512	2757	2405	224	137	503	1456	806	702	859	549	655
		45%	45%	45%	46%	38%	42%	43%	46%	44%	47%	46%	44%	42%
Neither agree nor disagree	(0)	820	734	815	716	69	36	164	428	228	204	241	172	203
		13%	13%	13%	14%	12%	11%	14%	13%	13%	14%	13%	14%	13%
Tend to disagree	(-1)	698	632	697	591	54	52	135	343	220	141	219	146	192
		11%	11%	11%	11%	9%	16%	12%	11%	12%	9%	12%	12%	12%
Strongly disagree	(-2)	184	164	184	147	24	14	41	88	55	34	46	48	57
		3%	3%	3%	3%	4%	4%	4%	3%	3%	2%	2%	4%	4%
SUMMARY CODES														
AGREE 1,2		4292	3904	4279	3658	413	221	793	2243	1256	1073	1351	834	1034
		70%	70%	70%	70%	71%	68%	69%	70%	69%	72%	72%	68%	67%
DISAGREE 4,5		882	796	881	738	78	66	176	431	274	174	265	194	249
		14%	14%	14%	14%	13%	20%	15%	14%	15%	12%	14%	16%	16%
Refused		55	51	55	47	7	1	8	27	19	10	16	8	20
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		101	90	101	81	16	3	15	52	34	25	13	26	37
		2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		0.793	0.798	0.793	0.788	0.893	0.700	0.764	0.809	0.783	0.852	0.826	0.731	0.744
Standard Deviation		1.044	1.043	1.045	1.030	1.106	1.148	1.072	1.027	1.058	0.985	1.029	1.075	1.090
Error Variance		*	*	*	*	0.002	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_04 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always find out everything I can about a product before I decide to buy it

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2) 1527 25%	173 23%	1352 25%	689 27%	838 23%	964 25%	284 25%	254 24%	1230 26%	297 22%
Tend to agree	(1) 2765 45%	357 47%	2408 45%	1196 46%	1570 44%	1815 47%	462 41%	454 43%	2195 46%	570 42%
Neither agree nor disagree	(0) 820 13%	93 12%	726 13%	327 13%	493 14%	507 13%	153 14%	150 14%	631 13%	189 14%
Tend to disagree	(-1) 698 11%	99 13%	598 11%	260 10%	438 12%	410 11%	146 13%	130 12%	500 10%	198 14%
Strongly disagree	(-2) 184 3%	17 2%	167 3%	54 2%	131 4%	85 2%	58 5%	39 4%	126 3%	59 4%
SUMMARY CODES										
AGREE 1,2	4292 70%	531 70%	3760 70%	1885 73%	2408 67%	2780 72%	746 66%	707 67%	3425 72%	867 64%
DISAGREE 4,5	882 14%	116 15%	765 14%	313 12%	568 16%	495 13%	204 18%	169 16%	625 13%	257 19%
Refused	55 1%	10 1%	45 1%	17 1%	38 1%	36 1%	9 1%	11 1%	39 1%	16 1%
Don't know	101 2%	7 1%	94 2%	33 1%	68 2%	62 2%	18 2%	20 2%	64 1%	37 3%
Average Score	0.793	0.770	0.796	0.874	0.734	0.837	0.696	0.735	0.834	0.647
Standard Deviation	1.044	1.027	1.047	0.995	1.076	0.999	1.143	1.083	1.019	1.118
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_05 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I prefer to talk to a salesperson before I buy things

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	909	811	905	725	146	38	135	435	339	180	251	179	298
		15%	15%	15%	14%	25%	12%	12%	14%	19%	12%	13%	15%	19%
Tend to agree	(1)	2015	1829	2007	1764	147	104	361	961	694	444	611	438	523
		33%	33%	33%	34%	25%	32%	31%	30%	38%	30%	32%	35%	34%
Neither agree nor disagree	(0)	1136	1032	1130	1004	90	42	222	618	296	310	337	231	259
		18%	19%	18%	19%	15%	13%	19%	19%	16%	21%	18%	19%	17%
Tend to disagree	(-1)	1428	1297	1426	1217	109	101	290	820	317	371	500	263	293
		23%	23%	23%	23%	19%	31%	25%	26%	18%	25%	27%	21%	19%
Strongly disagree	(-2)	499	456	498	392	68	38	123	265	110	141	156	88	114
		8%	8%	8%	7%	12%	12%	11%	8%	6%	9%	8%	7%	7%
SUMMARY CODES														
AGREE 1,2		2925	2640	2912	2490	293	142	496	1396	1033	624	862	617	821
		48%	47%	48%	48%	50%	43%	43%	44%	57%	42%	46%	50%	53%
DISAGREE 4,5		1926	1753	1924	1609	178	139	413	1086	427	512	657	351	407
		31%	31%	31%	31%	30%	43%	36%	34%	24%	34%	35%	28%	26%
Refused		59	55	59	51	7	1	10	30	19	12	16	9	21
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		105	94	105	86	16	3	15	52	37	30	14	26	35
		2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%
Average Score		0.235	0.229	0.234	0.238	0.343	0.009	0.083	0.155	0.475	0.105	0.162	0.298	0.403
Standard Deviation		1.209	1.207	1.209	1.185	1.368	1.258	1.218	1.206	1.172	1.201	1.205	1.178	1.223
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_05 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I prefer to talk to a salesperson before I buy things

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2)	909	810	396	513	541	158	193	623	287
	15%	13%	15%	15%	14%	14%	14%	18%	13%	21%
Tend to agree	(1)	2015	1756	833	1182	1272	329	391	1491	525
	33%	34%	33%	32%	33%	33%	29%	37%	31%	38%
Neither agree nor disagree	(0)	1136	1006	492	644	728	221	168	933	203
	18%	17%	19%	19%	18%	19%	20%	16%	20%	15%
Tend to disagree	(-1)	1428	1226	598	829	938	268	202	1212	216
	23%	27%	23%	23%	23%	24%	24%	19%	25%	16%
Strongly disagree	(-2)	499	447	202	296	300	126	67	416	83
	8%	7%	8%	8%	8%	8%	11%	6%	9%	6%
SUMMARY CODES										
AGREE 1,2	2925	357	2566	1229	1695	1813	488	584	2113	812
	48%	47%	48%	48%	47%	47%	43%	55%	44%	59%
DISAGREE 4,5	1926	254	1673	801	1126	1237	394	269	1628	299
	31%	33%	31%	31%	31%	32%	35%	25%	34%	22%
Refused	59	9	49	20	39	37	9	12	43	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	105	8	97	34	71	63	18	24	67	38
	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%
Average Score	0.235	0.203	0.240	0.247	0.227	0.216	0.114	0.432	0.148	0.546
Standard Deviation	1.209	1.183	1.212	1.207	1.210	1.195	1.250	1.189	1.202	1.180
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_06 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I often make a decision on impulse

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
			Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	515	463	513	421	63	31	125	272	119	102	143	118	152
		8%	8%	8%	8%	11%	9%	11%	9%	7%	7%	8%	10%	10%
Tend to agree	(1)	1363	1229	1358	1173	121	69	330	695	337	290	405	292	376
		22%	22%	22%	22%	21%	21%	29%	22%	19%	20%	21%	24%	24%
Neither agree nor disagree	(0)	888	799	885	799	63	27	188	498	202	218	287	165	218
		14%	14%	14%	15%	11%	8%	16%	16%	11%	15%	15%	13%	14%
Tend to disagree	(-1)	2181	2002	2173	1868	176	138	344	1100	737	554	723	419	485
		35%	36%	35%	36%	30%	42%	30%	35%	41%	37%	38%	34%	31%
Strongly disagree	(-2)	1045	937	1042	845	139	60	143	537	365	286	299	203	256
		17%	17%	17%	16%	24%	18%	12%	17%	20%	19%	16%	16%	17%
SUMMARY CODES														
AGREE 1,2		1878	1692	1871	1594	184	100	455	967	456	392	548	410	528
		31%	30%	31%	30%	31%	31%	39%	30%	25%	26%	29%	33%	34%
DISAGREE 4,5		3226	2939	3215	2713	315	198	486	1637	1102	840	1022	622	741
		52%	53%	52%	52%	54%	60%	42%	51%	61%	56%	54%	50%	48%
Refused		58	54	58	50	7	1	8	30	20	13	16	8	20
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		101	90	101	84	15	2	18	50	33	24	12	29	35
		2%	2%	2%	2%	3%	*	2%	2%	2%	2%	1%	2%	2%
Average Score		-0.313	-0.317	-0.314	-0.302	-0.369	-0.391	-0.043	-0.302	-0.507	-0.436	-0.340	-0.248	-0.213
Standard Deviation		1.239	1.236	1.239	1.223	1.355	1.270	1.242	1.237	1.206	1.210	1.202	1.268	1.278
Error Variance		*	*	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_06 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I often make a decision on impulse

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
Total		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2)	515 8%	461 9%	199 8%	316 9%	264 7%	130 12%	113 11%	419 9%	96 7%
Tend to agree	(1)	1363 22%	1177 22%	518 20%	845 24%	770 20%	305 27%	267 25%	1087 23%	276 20%
Neither agree nor disagree	(0)	888 14%	798 15%	353 14%	535 15%	535 14%	193 17%	151 14%	716 15%	172 13%
Tend to disagree	(-1)	2181 35%	1894 35%	988 38%	1193 33%	1508 39%	316 28%	325 31%	1676 35%	505 37%
Strongly disagree	(-2)	1045 17%	917 17%	467 18%	577 16%	707 18%	155 14%	169 16%	783 16%	262 19%
SUMMARY CODES										
AGREE 1,2	1878 31%	240 32%	1638 30%	717 28%	1161 32%	1034 27%	436 39%	380 36%	1506 31%	372 27%
DISAGREE 4,5	3226 52%	413 55%	2812 52%	1455 57%	1770 50%	2216 57%	470 42%	494 47%	2459 51%	767 56%
Refused	58 1%	9 1%	48 1%	19 1%	39 1%	38 1%	9 1%	12 1%	42 1%	16 1%
Don't know	101 2%	6 1%	95 2%	31 1%	70 2%	57 1%	21 2%	20 2%	62 1%	38 3%
Average Score	-0.313	-0.330	-0.311	-0.398	-0.251	-0.430	-0.054	-0.165	-0.281	-0.427
Standard Deviation	1.239	1.226	1.241	1.222	1.247	1.202	1.265	1.286	1.240	1.227
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_07 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Everything seems to be getting more complicated these days

Base: All who have mains gas and/or mains electricity at home and are responsible for it

		TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Total	Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base		6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base		6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2)	1337	1188	1331	1079	175	82	163	620	554	225	375	271	465
		22%	21%	22%	21%	30%	25%	14%	19%	31%	15%	20%	22%	30%
Tend to agree	(1)	2152	1945	2143	1866	176	110	391	1074	686	460	647	472	573
		35%	35%	35%	36%	30%	34%	34%	34%	38%	31%	34%	38%	37%
Neither agree nor disagree	(0)	1104	1003	1100	964	84	56	247	626	231	324	338	228	214
		18%	18%	18%	18%	14%	17%	21%	20%	13%	22%	18%	18%	14%
Tend to disagree	(-1)	1072	1002	1070	944	76	52	240	614	218	328	379	177	188
		17%	18%	17%	18%	13%	16%	21%	19%	12%	22%	20%	14%	12%
Strongly disagree	(-2)	314	278	314	242	50	22	87	165	62	104	116	50	44
		5%	5%	5%	5%	9%	7%	8%	5%	3%	7%	6%	4%	3%
SUMMARY CODES														
AGREE 1,2		3489	3133	3474	2945	351	192	554	1695	1240	685	1022	743	1038
		57%	56%	57%	56%	60%	59%	48%	53%	68%	46%	54%	60%	67%
DISAGREE 4,5		1386	1281	1384	1186	125	74	327	778	280	432	495	227	233
		23%	23%	23%	23%	21%	23%	28%	24%	15%	29%	26%	18%	15%
Refused		56	52	56	48	7	1	9	27	19	10	18	8	20
		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know		117	106	117	97	16	4	19	56	42	36	13	29	39
		2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	2%	3%
Average Score		0.523	0.510	0.521	0.509	0.628	0.552	0.268	0.443	0.829	0.261	0.424	0.616	0.826
Standard Deviation		1.171	1.169	1.171	1.153	1.290	1.224	1.173	1.167	1.112	1.180	1.197	1.112	1.098
Error Variance		*	*	*	*	0.003	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_07 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - Everything seems to be getting more complicated these days

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2) 1337 22%	147 19%	1189 22%	531 21%	806 23%	808 21%	214 19%	294 28%	875 18%	462 34%
Tend to agree	(1) 2152 35%	293 39%	1859 34%	900 35%	1251 35%	1354 35%	381 34%	390 37%	1611 34%	541 40%
Neither agree nor disagree	(0) 1104 18%	131 17%	973 18%	472 18%	632 18%	689 18%	239 21%	163 15%	938 20%	166 12%
Tend to disagree	(-1) 1072 17%	127 17%	945 18%	480 19%	592 17%	725 19%	187 17%	141 13%	956 20%	116 8%
Strongly disagree	(-2) 314 5%	43 6%	271 5%	134 5%	180 5%	195 5%	81 7%	36 3%	286 6%	28 2%
SUMMARY CODES										
AGREE 1,2	3489 57%	439 58%	3048 57%	1431 56%	2057 58%	2161 56%	595 53%	684 65%	2486 52%	1003 73%
DISAGREE 4,5	1386 23%	170 22%	1216 23%	614 24%	772 22%	919 24%	268 24%	177 17%	1242 26%	144 11%
Refused	56 1%	9 1%	46 1%	16 1%	39 1%	36 1%	10 1%	10 1%	40 1%	15 1%
Don't know	117 2%	8 1%	107 2%	42 2%	75 2%	74 2%	18 2%	23 2%	79 2%	38 3%
Average Score	0.523	0.505	0.525	0.482	0.553	0.492	0.418	0.747	0.393	0.985
Standard Deviation	1.171	1.158	1.173	1.172	1.169	1.172	1.189	1.119	1.180	1.012
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_08 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I think about the effects on the environment of my purchasing decisions

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Strongly agree	(2) 634	569	630	515	89	30	93	331	209	178	204	105	147
	10%	10%	10%	10%	15%	9%	8%	10%	12%	12%	11%	9%	10%
Tend to agree	(1) 2107	1927	2100	1854	157	96	366	1131	610	566	669	392	480
	34%	35%	34%	35%	27%	29%	32%	36%	34%	38%	35%	32%	31%
Neither agree nor disagree	(0) 1306	1177	1301	1125	115	65	263	709	334	317	408	271	310
	21%	21%	21%	21%	20%	20%	23%	22%	18%	21%	22%	22%	20%
Tend to disagree	(-1) 1390	1260	1389	1178	127	85	292	675	423	282	419	304	384
	23%	23%	23%	22%	22%	26%	25%	21%	23%	19%	22%	25%	25%
Strongly disagree	(-2) 528	475	526	411	72	44	115	244	168	107	146	117	158
	9%	9%	9%	8%	12%	14%	10%	8%	9%	7%	8%	9%	10%
SUMMARY CODES													
AGREE 1,2	2741	2496	2730	2369	245	127	460	1462	819	744	872	497	627
	45%	45%	45%	45%	42%	39%	40%	46%	45%	50%	46%	40%	41%
DISAGREE 4,5	1918	1735	1914	1589	199	129	407	919	591	390	565	421	542
	31%	31%	31%	30%	34%	39%	35%	29%	33%	26%	30%	34%	35%
Refused	55	52	55	48	7	1	8	27	20	10	16	8	20
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know	132	115	130	109	17	5	19	64	49	27	24	37	44
	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	1%	3%	3%
Average Score	0.156	0.158	0.155	0.174	0.111	-0.052	0.027	0.204	0.154	0.293	0.198	0.054	0.051
Standard Deviation	1.158	1.156	1.158	1.138	1.284	1.223	1.149	1.135	1.198	1.134	1.144	1.154	1.186
Error Variance	*	*	*	*	0.003	0.005	0.001	*	0.001	0.001	0.001	0.001	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_08 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I think about the effects on the environment of my purchasing decisions

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Strongly agree	(2) 634 10%	71 9%	563 10%	263 10%	370 10%	408 11%	124 11%	92 9%	490 10%	144 11%
Tend to agree	(1) 2107 34%	290 38%	1815 34%	929 36%	1178 33%	1364 35%	365 32%	345 33%	1691 35%	416 30%
Neither agree nor disagree	(0) 1306 21%	144 19%	1162 22%	556 22%	750 21%	817 21%	259 23%	214 20%	1049 22%	257 19%
Tend to disagree	(-1) 1390 23%	179 24%	1211 22%	569 22%	821 23%	872 22%	236 21%	262 25%	1044 22%	346 25%
Strongly disagree	(-2) 528 9%	52 7%	475 9%	195 8%	332 9%	301 8%	114 10%	107 10%	393 8%	134 10%
SUMMARY CODES										
AGREE 1,2	2741 45%	361 48%	2378 44%	1192 46%	1549 43%	1772 46%	489 43%	436 41%	2181 46%	560 41%
DISAGREE 4,5	1918 31%	231 30%	1686 31%	764 30%	1154 32%	1173 30%	350 31%	369 35%	1437 30%	480 35%
Refused	55 1%	9 1%	46 1%	17 1%	38 1%	36 1%	9 1%	10 1%	39 1%	16 1%
Don't know	132 2%	13 2%	119 2%	47 2%	85 2%	81 2%	22 2%	27 3%	78 2%	53 4%
Average Score	0.156	0.203	0.149	0.198	0.125	0.188	0.135	0.051	0.180	0.069
Standard Deviation	1.158	1.125	1.163	1.135	1.174	1.146	1.183	1.172	1.145	1.201
Error Variance	*	0.002	*	0.001	*	*	0.001	0.001	*	0.001

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_09 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always check bank or building society statements when I get them, including online Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE				
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE	
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312	
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543	
Strongly agree	(2)	2675	2413	2669	2249	268	158	422	1334	919	637	862	525	651
		43%	43%	44%	43%	46%	48%	36%	42%	51%	43%	46%	43%	42%
Tend to agree	(1)	2250	2061	2241	1958	186	105	437	1202	610	560	694	465	530
		37%	37%	37%	37%	32%	32%	38%	38%	34%	38%	37%	38%	34%
Neither agree nor disagree	(0)	508	454	505	450	36	22	121	265	123	112	144	98	155
		8%	8%	8%	9%	6%	7%	10%	8%	7%	8%	8%	8%	10%
Tend to disagree	(-1)	398	359	396	329	40	29	109	220	70	108	114	73	103
		6%	6%	6%	6%	7%	9%	9%	7%	4%	7%	6%	6%	7%
Strongly disagree	(-2)	153	136	153	114	28	10	37	83	33	31	43	37	41
		2%	2%	2%	2%	5%	3%	3%	3%	2%	2%	2%	3%	3%
SUMMARY CODES														
AGREE 1,2	4925	4474	4910	4208	454	263	860	2537	1529	1197	1556	990	1181	
	80%	80%	80%	80%	78%	80%	74%	80%	84%	81%	83%	80%	77%	
DISAGREE 4,5	551	495	549	443	68	40	145	302	103	139	157	110	144	
	9%	9%	9%	8%	12%	12%	13%	10%	6%	9%	8%	9%	9%	
Refused	60	56	60	51	8	1	9	31	19	10	16	9	23	
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	
Don't know	107	96	107	88	17	2	21	48	38	28	12	28	39	
	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	2%	3%	
Average Score	1.153	1.153	1.153	1.156	1.123	1.143	0.977	1.123	1.317	1.149	1.194	1.142	1.112	
Standard Deviation	1.002	0.998	1.002	0.982	1.127	1.087	1.078	1.011	0.908	0.994	0.979	1.011	1.031	
Error Variance	*	*	*	*	0.002	0.004	0.001	*	*	0.001	0.001	0.001	*	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.127_09 And now I want to read out some statements about your more general attitudes. Could you tell me the extent to which you agree or disagree with the statement - I always check bank or building society statements when I get them, including online Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER		
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular	
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614	
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366	
Strongly agree	(2)	2675	345	2328	1204	1471	1771	432	436	2082	594
		43%	45%	43%	47%	41%	46%	38%	41%	44%	43%
Tend to agree	(1)	2250	292	1957	956	1294	1443	410	362	1771	479
		37%	39%	36%	37%	36%	37%	36%	34%	37%	35%
Neither agree nor disagree	(0)	508	46	462	189	320	252	134	117	378	130
		8%	6%	9%	7%	9%	7%	12%	11%	8%	10%
Tend to disagree	(-1)	398	38	360	132	266	236	87	72	331	67
		6%	5%	7%	5%	7%	6%	8%	7%	7%	5%
Strongly disagree	(-2)	153	17	136	39	114	81	37	30	117	36
		2%	2%	3%	2%	3%	2%	3%	3%	2%	3%
SUMMARY CODES											
AGREE 1,2	4925	637	4286	2160	2765	3214	841	798	3852	1073	
	80%	84%	79%	84%	77%	83%	75%	75%	81%	79%	
DISAGREE 4,5	551	55	496	171	380	317	124	102	448	103	
	9%	7%	9%	7%	11%	8%	11%	10%	9%	8%	
Refused	60	11	48	20	40	37	10	13	41	19	
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	
Don't know	107	8	99	37	70	58	20	28	66	41	
	2%	1%	2%	1%	2%	2%	2%	3%	1%	3%	
Average Score	1.153	1.232	1.141	1.252	1.080	1.212	1.011	1.084	1.148	1.170	
Standard Deviation	1.002	0.943	1.010	0.915	1.055	0.966	1.066	1.043	1.006	0.989	
Error Variance	*	0.001	*	*	*	*	0.001	0.001	*	0.001	

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.128 How often do you use the internet:

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Roughly every day	4297	3934	4286	3712	365	220	1070	2542	685	1268	1491	787	751
	70%	71%	70%	71%	63%	67%	93%	80%	38%	85%	79%	64%	49%
At least once a week	488	442	485	409	48	31	46	264	178	83	131	114	159
	8%	8%	8%	8%	8%	9%	4%	8%	10%	6%	7%	9%	10%
At least once a month	97	82	97	78	17	2	5	59	34	9	19	32	38
	2%	1%	2%	1%	3%	1%	*	2%	2%	1%	1%	3%	2%
Less often than once per month	104	97	104	88	11	5	10	52	43	12	19	31	43
	2%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	3%
Never - but I do have access	201	180	200	159	22	21	7	68	127	23	48	53	78
	3%	3%	3%	3%	4%	6%	1%	2%	7%	2%	3%	4%	5%
SUMMARY CODES													
USE 1,2,3,4	4987	4556	4972	4288	441	258	1131	2916	939	1372	1659	964	991
	81%	82%	81%	82%	76%	79%	98%	92%	52%	92%	88%	78%	64%
HAVE ACCESS 1,2,3,4,5	5188	4736	5171	4446	463	279	1138	2984	1066	1395	1707	1017	1069
	84%	85%	84%	85%	79%	85%	98%	94%	59%	94%	91%	82%	69%
Never - and I do not have access	958	835	955	791	120	48	18	196	744	93	179	215	472
	16%	15%	16%	15%	21%	15%	2%	6%	41%	6%	9%	17%	31%
Refused	1	1	1	1	-	-	-	-	1	-	-	-	1
	*	*	*	*	-	-	-	-	*	-	-	-	*
Don't know	4	3	4	3	1	-	-	2	1	-	-	2	2
	*	*	*	*	*	-	-	*	*	-	-	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.128 How often do you use the internet:

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Roughly every day	4297	535	3759	1865	2432	2727	933	576	4297	-
	70%	71%	70%	72%	68%	70%	83%	55%	90%	-
At least once a week	488	60	429	196	292	316	61	105	488	-
	8%	8%	8%	8%	8%	8%	5%	10%	10%	-
At least once a month	97	13	85	30	68	57	16	23	-	97
	2%	2%	2%	1%	2%	1%	1%	2%	-	7%
Less often than once per month	104	9	95	34	70	63	20	20	-	104
	2%	1%	2%	1%	2%	2%	2%	2%	-	8%
Never - but I do have access	201	35	166	95	106	135	22	42	-	201
	3%	5%	3%	4%	3%	3%	2%	4%	-	15%
SUMMARY CODES										
USE 1,2,3,4	4987	617	4367	2125	2862	3164	1030	725	4785	202
	81%	81%	81%	82%	80%	82%	91%	69%	100%	15%
HAVE ACCESS 1,2,3,4,5	5188	652	4533	2220	2968	3300	1052	767	4785	403
	84%	86%	84%	86%	83%	85%	93%	73%	100%	30%
Never - and I do not have access	958	105	853	354	604	577	76	289	-	958
	16%	14%	16%	14%	17%	15%	7%	27%	-	70%
Refused	1	-	1	-	1	1	-	-	-	1
	*	-	*	-	*	*	-	-	-	*
Don't know	4	-	4	1	2	1	1	1	-	4
	*	-	*	*	*	*	*	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.129 Can I check, is English your first or main language?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes - English only	5356 87%	4870 87%	5339 87%	4529 86%	542 93%	285 87%	918 79%	2755 87%	1682 93%	1274 86%	1614 86%	1102 89%	1367 89%
Yes - English first main and speaks other languages	326 5%	301 5%	323 5%	286 5%	24 4%	15 5%	69 6%	168 5%	89 5%	132 9%	104 6%	40 3%	49 3%
SUMMARY CODE													
YES 1,2	5682 92%	5170 93%	5662 92%	4815 92%	566 97%	300 92%	987 85%	2923 92%	1771 98%	1405 95%	1718 91%	1142 92%	1416 92%
No - Another first/main language	343 6%	284 5%	342 6%	312 6%	10 2%	21 6%	133 11%	182 6%	28 2%	46 3%	123 7%	71 6%	103 7%
Bilingual - consider both languages as main	125 2%	120 2%	125 2%	113 2%	6 1%	6 2%	36 3%	76 2%	13 1%	36 2%	44 2%	22 2%	23 2%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 *	1 *	1 *	-	1 *	-	-	1 *	-	-	-	-	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.129 Can I check, is English your first or main language?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes - English only	5356	643	4710	2318	3038	3498	858	923	4087	1269
	87%	85%	87%	90%	85%	90%	76%	87%	85%	93%
Yes - English first main and speaks other languages	326	41	285	122	204	207	70	45	286	39
	5%	5%	5%	5%	6%	5%	6%	4%	6%	3%
SUMMARY CODE										
YES 1,2	5682	684	4995	2440	3241	3705	928	968	4373	1309
	92%	90%	93%	95%	91%	96%	82%	92%	91%	96%
No - Another first/main language	343	59	284	87	256	107	163	71	302	41
	6%	8%	5%	3%	7%	3%	14%	7%	6%	3%
Bilingual - consider both languages as main	125	15	111	48	77	67	38	17	110	16
	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%
Refused	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	1	-	1	-	-	1	-	1
	*	-	*	-	*	-	-	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.130 What is the highest level of education you have completed?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Post graduate degree (MA, MSc, PhD etc)	443 7%	410 7%	441 7%	385 7%	35 6%	23 7%	97 8%	277 9%	69 4%	289 19%	125 7%	12 1%	17 1%
Degree	974 16%	882 16%	973 16%	845 16%	77 13%	51 16%	257 22%	578 18%	140 8%	445 30%	371 20%	93 8%	65 4%
Professional qualifications	672 11%	626 11%	671 11%	587 11%	53 9%	33 10%	78 7%	374 12%	220 12%	288 19%	205 11%	113 9%	66 4%
HND\HNC	308 5%	278 5%	308 5%	207 4%	86 15%	15 5%	56 5%	185 6%	67 4%	80 5%	136 7%	58 5%	35 2%
A Levels\AS Levels	662 11%	602 11%	661 11%	595 11%	44 8%	23 7%	232 20%	327 10%	104 6%	113 8%	285 15%	125 10%	139 9%
GCSE\O Levels\CSE	1402 23%	1255 23%	1399 23%	1226 23%	83 14%	93 28%	254 22%	799 25%	349 19%	149 10%	427 23%	369 30%	458 30%
ONC\OND\City & Guilds	300 5%	275 5%	297 5%	253 5%	28 5%	18 6%	47 4%	159 5%	94 5%	42 3%	68 4%	98 8%	92 6%
GNVQ	169 3%	149 3%	168 3%	146 3%	11 2%	12 4%	73 6%	76 2%	20 1%	5 *	52 3%	52 4%	59 4%
None of the above	1196 19%	1075 19%	1189 19%	978 19%	161 28%	57 17%	62 5%	397 12%	737 41%	77 5%	209 11%	312 25%	598 39%
Refused	15 *	15 *	14 *	13 *	3 *	- -	2 *	6 *	7 *	1 *	6 *	1 *	7 *
Don't know	9 *	7 *	9 *	6 *	1 *	2 1%	- -	5 *	4 *	- -	2 *	- -	7 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.130 What is the highest level of education you have completed?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Post graduate degree (MA, MSc, PhD etc)	443 7%	59 8%	383 7%	191 7%	252 7%	331 9%	96 9%	13 1%	428 9%	14 1%
Degree	974 16%	119 16%	856 16%	446 17%	528 15%	688 18%	220 19%	52 5%	933 19%	42 3%
Professional qualifications	672 11%	82 11%	591 11%	308 12%	364 10%	510 13%	94 8%	66 6%	572 12%	100 7%
HND\HNC	308 5%	42 5%	267 5%	153 6%	156 4%	225 6%	42 4%	38 4%	273 6%	36 3%
A Levels\AS Levels	662 11%	85 11%	577 11%	267 10%	396 11%	366 9%	193 17%	94 9%	609 13%	53 4%
GCSE\O Levels\CSE	1402 23%	172 23%	1230 23%	569 22%	833 23%	802 21%	255 23%	316 30%	1070 22%	332 24%
ONC\OND\City & Guilds	300 5%	31 4%	266 5%	130 5%	170 5%	184 5%	56 5%	52 5%	232 5%	68 5%
GNVQ	169 3%	27 4%	142 3%	55 2%	114 3%	68 2%	47 4%	53 5%	148 3%	21 2%
None of the above	1196 19%	138 18%	1059 20%	450 17%	746 21%	691 18%	122 11%	368 35%	509 11%	687 50%
Refused	15 *	2 *	13 *	5 *	10 *	11 *	3 *	1 *	9 *	6 *
Don't know	9 *	1 *	8 *	1 *	8 *	4 *	1 *	4 *	2 *	7 1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.131 Do you or your husband\wife\partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes, I do	1098	977	1096	895	116	87	54	482	562	196	243	194	465
	18%	18%	18%	17%	20%	27%	5%	15%	31%	13%	13%	16%	30%
Yes, my husband\wife\partner does	403	366	403	330	40	33	16	186	202	116	88	94	104
	7%	7%	7%	6%	7%	10%	1%	6%	11%	8%	5%	8%	7%
No	4772	4346	4753	4117	436	219	1090	2564	1118	1211	1591	968	1003
	78%	78%	78%	79%	75%	67%	94%	81%	62%	81%	84%	78%	65%
Refused .	12	12	12	9	2	-	-	5	7	1	3	2	6
	*	*	*	*	*	-	-	*	*	*	*	*	*
Don't know	3	2	3	2	1	-	-	1	2	-	-	-	3
	*	*	*	*	*	-	-	*	*	-	-	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.131 Do you or your husband\wife\partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes, I do	1098	144	954	443	655	601	120	356	597	501
	18%	19%	18%	17%	18%	15%	11%	34%	12%	37%
Yes, my husband\wife\partner does	403	41	362	172	231	289	35	73	282	121
	7%	5%	7%	7%	6%	7%	3%	7%	6%	9%
No	4772	587	4182	2017	2755	3071	984	658	3989	783
	78%	78%	78%	78%	77%	79%	87%	62%	83%	57%
Refused .	12	2	10	6	6	9	1	1	3	8
	*	*	*	*	*	*	*	*	*	1%
Don't know	3	-	3	1	2	1	-	2	-	3
	*	-	*	*	*	*	-	*	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.132 And do you or your husband\wife\partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	604	554	602	510	59	34	62	356	186	138	163	131	172
	10%	10%	10%	10%	10%	11%	5%	11%	10%	9%	9%	11%	11%
No	5537	5011	5519	4721	523	293	1095	2823	1620	1349	1719	1103	1367
	90%	90%	90%	90%	90%	89%	95%	89%	89%	91%	91%	89%	89%
Refused	8	8	8	8	-	-	-	2	6	1	3	1	3
	*	*	*	*	-	-	-	*	*	*	*	*	*
Don't know	2	2	2	1	1	-	-	1	1	-	-	-	2
	*	*	*	*	*	-	-	*	*	-	-	-	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.132 And do you or your husband\wife\partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	604 10%	73 10%	531 10%	244 9%	360 10%	378 10%	80 7%	137 13%	463 10%	141 10%
No	5537 90%	684 90%	4851 90%	2326 90%	3212 90%	3494 90%	1050 93%	918 87%	4317 90%	1220 89%
Refused	8 *	1 *	7 *	5 *	3 *	7 *	- -	1 *	4 *	4 *
Don't know	2 *	- -	2 *	1 *	1 *	1 *	- -	1 *	- -	2 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal/you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Under £100 \ Under £400 \ Under £5,000	248 4%	217 4%	248 4%	213 4%	23 4%	12 4%	71 6%	127 4%	51 3%	18 1%	35 2%	31 2%	165 11%
£100 - £199 \ £400 - £829 \ £5,000 - £9,999	573 9%	503 9%	573 9%	478 9%	62 11%	33 10%	118 10%	237 7%	219 12%	18 1%	107 6%	79 6%	369 24%
£200 - £289 \ £830 - £1,249 \ £10,000 - £14,999	635 10%	571 10%	633 10%	523 10%	82 14%	30 9%	111 10%	254 8%	270 15%	62 4%	187 10%	151 12%	235 15%
£290 - £389 \ £1,250 - £1,649 \ £15,000 - £19,999	462 8%	415 7%	461 8%	397 8%	39 7%	26 8%	85 7%	222 7%	155 9%	64 4%	135 7%	135 11%	128 8%
£390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	420 7%	375 7%	419 7%	358 7%	39 7%	24 7%	92 8%	213 7%	116 6%	105 7%	145 8%	106 9%	64 4%
£490 - £579 \ £2,100 - £2,499 \ £25,000 - £29,999	361 6%	328 6%	357 6%	305 6%	36 6%	20 6%	97 8%	187 6%	76 4%	86 6%	135 7%	97 8%	43 3%
£580 - £679 \ £2,500 - £2,899 \ £30,000 - £34,999	304 5%	278 5%	303 5%	260 5%	34 6%	10 3%	71 6%	176 6%	57 3%	95 6%	129 7%	60 5%	21 1%
£680 - £769 \ £2,900 - £3,349 \ £35,000 - £39,999	217 4%	199 4%	217 4%	193 4%	14 2%	10 3%	56 5%	134 4%	27 1%	74 5%	72 4%	52 4%	19 1%
£770 - £869 \ £3,350 - £3,749 \ £40,000 - £44,999	193 3%	178 3%	193 3%	162 3%	18 3%	13 4%	36 3%	130 4%	26 1%	71 5%	73 4%	42 3%	8 *
£870 - £969 \ £3,750 - £4,149 \ £45,000 - £49,999	201 3%	188 3%	199 3%	173 3%	22 4%	7 2%	45 4%	139 4%	18 1%	90 6%	76 4%	29 2%	7 *
£970 - £1,149 \ £4,150 - £4,999 \ £50,000 - £59,999	218 4%	204 4%	218 4%	185 4%	27 5%	6 2%	43 4%	157 5%	19 1%	94 6%	92 5%	28 2%	4 *
£1,150 - £1,349 \ £5,000 - £5,849 \ £60,000 - £69,999	146 2%	130 2%	146 2%	132 3%	10 2%	3 1%	18 2%	115 4%	13 1%	80 5%	48 3%	15 1%	3 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal/you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
£1,350 - £1,549 \ £5,850	107	99	107	91	7	8	16	85	6	70	23	10	3
- £6, 649 \ £70,000 - £79,999	2%	2%	2%	2%	1%	3%	1%	3%	*	5%	1%	1%	*
£1,550 or over \ £6,650 or over \ £80,000 or over	190	181	190	175	9	6	34	150	6	132	50	7	1
	3%	3%	3%	3%	2%	2%	3%	5%	*	9%	3%	1%	*
Nothing/no work or scheme	249	231	246	174	33	42	36	102	110	69	69	52	59
	4%	4%	4%	3%	6%	13%	3%	3%	6%	5%	4%	4%	4%
Refused	1361	1242	1356	1197	100	65	171	654	536	328	430	291	312
	22%	22%	22%	23%	17%	20%	15%	21%	30%	22%	23%	24%	20%
Don't know	266	235	266	225	29	13	58	100	109	32	80	52	103
	4%	4%	4%	4%	5%	4%	5%	3%	6%	2%	4%	4%	7%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal/you and your husband's\wife's\ partner's combined income before any deductions such as income tax or National Insurance?
Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Under £100 \ Under £400 \ Under £5,000	248 4%	39 5%	209 4%	71 3%	177 5%	70 2%	77 7%	93 9%	166 3%	83 6%
£100 - £199 \ £400 - £829 \ £5,000 - £9,999	573 9%	75 10%	498 9%	177 7%	396 11%	191 5%	133 12%	239 23%	313 7%	260 19%
£200 - £289 \ £830 - £1,249 \ £10,000 - £14,999	635 10%	77 10%	558 10%	248 10%	386 11%	304 8%	122 11%	196 19%	415 9%	220 16%
£290 - £389 \ £1,250 - £1,649 \ £15,000 - £19,999	462 8%	56 7%	406 8%	188 7%	274 8%	264 7%	103 9%	90 8%	357 7%	105 8%
£390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	420 7%	50 7%	371 7%	176 7%	245 7%	271 7%	90 8%	55 5%	366 8%	55 4%
£490 - £579 \ £2,100 - £2,499 \ £25,000 - £29,999	361 6%	44 6%	317 6%	162 6%	199 6%	231 6%	77 7%	46 4%	325 7%	36 3%
£580 - £679 \ £2,500 - £2,899 \ £30,000 - £34,999	304 5%	43 6%	262 5%	126 5%	179 5%	230 6%	53 5%	17 2%	286 6%	19 1%
£680 - £769 \ £2,900 - £3,349 \ £35,000 - £39,999	217 4%	34 4%	183 3%	104 4%	113 3%	175 5%	29 3%	11 1%	202 4%	14 1%
£770 - £869 \ £3,350 - £3,749 \ £40,000 - £44,999	193 3%	27 4%	166 3%	96 4%	97 3%	137 4%	49 4%	7 1%	186 4%	7 1%
£870 - £969 \ £3,750 - £4,149 \ £45,000 - £49,999	201 3%	25 3%	177 3%	95 4%	106 3%	169 4%	24 2%	8 1%	194 4%	7 1%
£970 - £1,149 \ £4,150 - £4,999 \ £50,000 - £59,999	218 4%	23 3%	196 4%	112 4%	106 3%	170 4%	36 3%	8 1%	209 4%	10 1%
£1,150 - £1,349 \ £5,000 - £5,849 \ £60,000 - £69,999	146 2%	22 3%	124 2%	73 3%	73 2%	127 3%	17 2%	2 *	143 3%	3 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal/you and your husband's\wife's\ partner's combined income before any deductions such as income tax or National Insurance?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
£1,350 - £1,549 \ £5,850	107	13	93	48	59	92	8	5	103	4
- £6, 649 \ £70,000 - £79,999	2%	2%	2%	2%	2%	2%	1%	*	2%	*
£1,550 or over \ £6,650 or over \ £80,000 or over	190	24	166	96	94	166	20	4	188	2
	3%	3%	3%	4%	3%	4%	2%	*	4%	*
Nothing\no work or scheme	249	16	233	107	142	171	30	47	175	74
	4%	2%	4%	4%	4%	4%	3%	4%	4%	5%
Refused	1361	164	1195	609	752	976	208	159	999	363
	22%	22%	22%	24%	21%	25%	18%	15%	21%	27%
Don't know	266	27	240	88	178	136	54	70	160	107
	4%	4%	4%	3%	5%	4%	5%	7%	3%	8%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.134 Can I just check, is your own\your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?****Base: All who Not working or Don't know or Refused salary**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	545	495	541	426	66	53	112	190	243	81	120	98	246
Weighted Base	515	466	513	399	61	55	94	202	219	101	149	104	162
Less than £16,000	237	215	234	190	27	19	41	79	117	15	63	47	112
	46%	46%	46%	48%	45%	35%	44%	39%	53%	15%	42%	45%	70%
£16,000 or more	204	187	204	151	24	29	43	101	59	78	65	35	25
	40%	40%	40%	38%	40%	53%	46%	50%	27%	78%	44%	34%	16%
Refused	26	25	26	19	4	2	3	8	16	4	8	7	7
	5%	5%	5%	5%	7%	4%	3%	4%	7%	4%	5%	7%	4%
Don't know	48	39	48	38	5	5	7	14	27	3	13	15	17
	9%	8%	9%	10%	8%	8%	7%	7%	12%	3%	9%	14%	11%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.134 Can I just check, is your own\your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?****Base: All who Not working or Don't know or Refused salary**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	545	45	500	195	350	301	87	149	330	215
Weighted Base	515	43	472	195	320	307	84	117	334	181
Less than £16,000	237	15	222	78	159	111	40	82	131	106
	46%	34%	47%	40%	50%	36%	48%	70%	39%	59%
£16,000 or more	204	19	185	89	115	146	32	23	161	43
	40%	46%	39%	45%	36%	48%	38%	19%	48%	24%
Refused	26	2	24	12	14	19	4	2	18	8
	5%	5%	5%	6%	4%	6%	5%	2%	5%	5%
Don't know	48	7	41	17	31	30	7	10	25	23
	9%	15%	9%	9%	10%	10%	9%	9%	8%	13%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.135 Have you moved house in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes - once	679	601	679	591	55	32	360	268	51	138	227	118	195
	11%	11%	11%	11%	9%	10%	31%	8%	3%	9%	12%	10%	13%
Yes - more than once	27	24	27	22	3	2	12	12	3	3	9	5	10
	*	*	*	*	*	1%	1%	*	*	*	1%	*	1%
No	5435	4940	5414	4618	524	293	782	2897	1756	1345	1645	1110	1335
	88%	89%	88%	88%	90%	89%	68%	91%	97%	90%	87%	90%	87%
Refused	8	8	8	8	-	-	2	3	3	1	4	1	1
	*	*	*	*	-	-	*	*	*	*	*	*	*
Don't know	2	2	2	1	1	-	-	2	-	-	-	1	1
	*	*	*	*	*	-	-	*	-	-	-	*	*

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

Q.135 Have you moved house in the last 12 months?

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes - once	679 11%	86 11%	593 11%	228 9%	451 13%	213 6%	337 30%	125 12%	614 13%	65 5%
Yes - more than once	27 *	5 1%	22 *	6 *	21 1%	3 *	17 2%	6 1%	24 *	3 *
No	5435 88%	665 88%	4767 88%	2336 91%	3099 87%	3657 94%	773 68%	924 87%	4139 86%	1296 95%
Refused	8 *	2 *	6 *	5 *	3 *	5 *	3 *	1 *	7 *	1 *
Don't know	2 *	- -	2 *	1 *	1 *	1 *	- -	1 *	1 *	1 *

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Yes	2174	1960	2170	1821	228	125	467	1250	458	557	672	408	538
	35%	35%	35%	35%	39%	38%	40%	39%	25%	37%	36%	33%	35%
No	3976	3615	3960	3419	355	202	690	1933	1354	930	1214	827	1005
	65%	65%	65%	65%	61%	62%	60%	61%	75%	63%	64%	67%	65%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Yes	2174	295	1879	919	1255	1284	476	389	1873	301
	35%	39%	35%	36%	35%	33%	42%	37%	39%	22%
No	3976	462	3512	1657	2320	2596	653	668	2912	1065
	65%	61%	65%	64%	65%	67%	58%	63%	61%	78%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

AGE

Base: All who have mains gas and/or mains electricity at home and are responsible for it

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
16-24	308	271	308	265	31	12	308	-	-	19	112	54	123
	5%	5%	5%	5%	5%	4%	27%	-	-	1%	6%	4%	8%
25-34	849	784	844	735	70	44	849	-	-	171	315	169	194
	14%	14%	14%	14%	12%	13%	73%	-	-	11%	17%	14%	13%
35-44	1065	980	1062	922	86	57	-	1065	-	275	354	200	236
	17%	18%	17%	18%	15%	17%	-	33%	-	18%	19%	16%	15%
45-54	1215	1110	1210	1055	110	50	-	1215	-	304	389	253	270
	20%	20%	20%	20%	19%	15%	-	38%	-	20%	21%	20%	17%
55-64	903	827	902	760	97	46	-	903	-	264	245	186	208
	15%	15%	15%	14%	17%	14%	-	28%	-	18%	13%	15%	13%
65-74	1014	893	1012	830	114	70	-	-	1014	254	280	221	260
	16%	16%	17%	16%	20%	21%	-	-	56%	17%	15%	18%	17%
65+	797	710	794	673	76	48	-	-	797	201	192	152	253
	13%	13%	13%	13%	13%	15%	-	-	44%	13%	10%	12%	16%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**AGE****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
16-24	308	29	279	80	228	36	187	83	290	17
	5%	4%	5%	3%	6%	1%	17%	8%	6%	1%
25-34	849	120	729	296	553	304	367	167	826	23
	14%	16%	14%	11%	15%	8%	33%	16%	17%	2%
35-44	1065	134	931	445	620	612	239	190	1018	47
	17%	18%	17%	17%	17%	16%	21%	18%	21%	3%
45-54	1215	150	1064	459	756	797	181	222	1062	153
	20%	20%	20%	18%	21%	21%	16%	21%	22%	11%
55-64	903	97	804	437	465	682	77	131	725	177
	15%	13%	15%	17%	13%	18%	7%	12%	15%	13%
65-74	1014	131	884	492	522	797	49	162	621	394
	16%	17%	16%	19%	15%	21%	4%	15%	13%	29%
65+	797	96	702	367	430	653	30	102	242	555
	13%	13%	13%	14%	12%	17%	3%	10%	5%	41%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**GENDER****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Male	2974	2700	2967	2555	265	155	526	1587	862	740	919	673	642
	48%	48%	48%	49%	45%	47%	46%	50%	48%	50%	49%	54%	42%
Female	3177	2874	3163	2685	319	173	630	1596	950	747	967	562	901
	52%	52%	52%	51%	55%	53%	54%	50%	52%	50%	51%	46%	58%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**GENDER****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Male	2974	384	2590	1292	1682	1942	573	422	2381	594
	48%	51%	48%	50%	47%	50%	51%	40%	50%	43%
Female	3177	374	2800	1284	1893	1937	556	635	2404	772
	52%	49%	52%	50%	53%	50%	49%	60%	50%	57%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

TENURE**Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
Mortgage	1623	1530	1622	1416	119	87	298	1245	79	577	592	319	134
	26%	27%	26%	27%	20%	27%	26%	39%	4%	39%	31%	26%	9%
Owned outright	2256	2057	2248	1877	249	130	41	845	1370	703	674	477	402
	37%	37%	37%	36%	43%	40%	4%	27%	76%	47%	36%	39%	26%
Rent local authority	1057	935	1051	873	138	45	250	543	264	41	190	221	605
	17%	17%	17%	17%	24%	14%	22%	17%	15%	3%	10%	18%	39%
Rent private	1129	984	1124	999	73	58	554	496	79	152	409	200	368
	18%	18%	18%	19%	12%	18%	48%	16%	4%	10%	22%	16%	24%
Other	86	69	86	75	4	7	13	53	20	14	21	17	33
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**TENURE****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
Mortgage	1623	192	1431	754	869	1623	-	-	1523	100
	26%	25%	27%	29%	24%	42%	-	-	32%	7%
Owned outright	2256	263	1992	1120	1136	2256	-	-	1521	735
	37%	35%	37%	43%	32%	58%	-	-	32%	54%
Rent local authority	1057	127	929	310	747	-	-	1057	681	376
	17%	17%	17%	12%	21%	-	-	100%	14%	28%
Rent private	1129	159	970	364	766	-	1129	-	994	135
	18%	21%	18%	14%	21%	-	100%	-	21%	10%
Other	86	17	69	28	58	-	-	-	66	19
	1%	2%	1%	1%	2%	-	-	-	1%	1%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)

SOCIAL CLASS**Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TYPE OF USER		NATION			AGE			SOCIAL GRADE			
		Gas	Electricity	England	Scotland	Wales	16-34	35-64	65+	AB	C1	C2	DE
Unweighted Base	6151	5552	6130	5234	595	322	1372	2803	1976	1184	1503	1152	2312
Weighted Base	6151	5575	6130	5240	583	327	1157	3182	1812	1487	1886	1235	1543
A	227	208	227	200	20	8	12	127	89	227	-	-	-
	4%	4%	4%	4%	3%	2%	1%	4%	5%	15%	-	-	-
B	1260	1177	1255	1096	109	54	178	716	365	1260	-	-	-
	20%	21%	20%	21%	19%	17%	15%	23%	20%	85%	-	-	-
C1	1886	1697	1877	1605	184	97	427	987	472	-	1886	-	-
	31%	30%	31%	31%	32%	30%	37%	31%	26%	-	100%	-	-
C2	1235	1121	1233	1029	134	72	223	639	373	-	-	1235	-
	20%	20%	20%	20%	23%	22%	19%	20%	21%	-	-	100%	-
D	604	550	601	532	37	35	143	329	132	-	-	-	604
	10%	10%	10%	10%	6%	11%	12%	10%	7%	-	-	-	39%
E	939	822	937	778	99	62	174	384	381	-	-	-	939
	15%	15%	15%	15%	17%	19%	15%	12%	21%	-	-	-	61%

Ofgem Energy Study (QS9254 - 183310/183411/183311/183412/183413)**SOCIAL CLASS****Base: All who have mains gas and/or mains electricity at home and are responsible for it**

	Total	TIME OF USE METER		WHETHER ON FIXED TERM TARIFF		TENURE			INTERNET USER	
		Yes	No	Yes	No	Owned Mortgage	Rent private	Rent local authority	Regular	Not regular
Unweighted Base	6151	743	5406	2455	3696	3547	1207	1309	4537	1614
Weighted Base	6151	757	5391	2576	3575	3879	1129	1057	4785	1366
A	227	34	193	107	120	205	17	4	204	23
	4%	5%	4%	4%	3%	5%	2%	*	4%	2%
B	1260	146	1112	645	615	1075	135	37	1147	113
	20%	19%	21%	25%	17%	28%	12%	3%	24%	8%
C1	1886	265	1621	836	1050	1266	409	190	1622	264
	31%	35%	30%	32%	29%	33%	36%	18%	34%	19%
C2	1235	136	1099	529	706	797	200	221	902	333
	20%	18%	20%	21%	20%	21%	18%	21%	19%	24%
D	604	73	530	196	408	256	168	172	436	168
	10%	10%	10%	8%	11%	7%	15%	16%	9%	12%
E	939	103	835	262	677	280	201	432	475	464
	15%	14%	15%	10%	19%	7%	18%	41%	10%	34%