

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you have mains gas and/or mains electricity in your home?	Base: All who have gas and/or electricity supply and are responsible for it	5934
	7	2	Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	13	3	Q.150 Is your gas and electricity supplied by the same energy supplier?	Base: All who have gas and electricity supply and are responsible for it	5299
●	19	4	Q.3 Who is your current gas supplier?	Base: All who have a separate gas supplier from electricity supplier, or only have gas supply	541
●	37	5	Q.4 Who is your current electricity supplier?	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154
●	55	6	Q.151 Who is your current gas and electricity supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4769
●	73	7	Q.5 How do you pay for your gas?	Base: All who have gas supply	5310
●	85	8	Q.6 How do you pay for your electricity?	Base: All who have electricity supply	5923
●	97	9	Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4769
●	103	10	Q.8/Q.9 Spend on home energy per year	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	109	11	Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	115	12	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 / gas and electricity>?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	121	13	Q.13 Do you have an electricity meter that charges different amounts at different times of the day?	Base: All who have electricity supply	5923
●	127	14	Q.14 Which of the following do you think it is possible for energy customers to do?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	133	15	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 gas and/or electricity supply and are responsible for it	5934
●	139	16	Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4769

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●	145	17	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 a separate gas supplier from electricity supplier, or only have gas supply	541
●	151	18	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 a separate electricity supplier from gas supplier, or only have electricity supply	1154
●	157	19	Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who receive a dual fuel discount	3017
●	163	20	Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who have gas supply but not as part of a dual fuel deal	2293
●	169	21	Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who have electricity supply but not as part of a dual fuel deal	2906
●	175	22	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 gas and/or electricity supply and are responsible for it	5934
●	181	23	Q.19 In the last 12 months, have you switched your gas supplier?	Base: All who have gas supply	5310
●	187	24	Q.18 In the last 12 months, have you switched your electricity supplier?	Base: All who have electricity supply	5923
●	193	25	Q.20 Have you ever switched your gas or electricity supplier?	Base: All who haven't switched gas or electricity supplier in the past 12 months	5250
●	199	26	Q.21 How many times have you ever switched your gas supplier?	Base: All who have switched gas supplier ever	2881
●	205	27	Q.138 When did you last do this?	Base: All who have switched gas supplier more than one year ago	2244
●	211	28	Q.22 How many times have you ever switched your electricity supplier?	Base: All who have switched electricity supplier ever	3177
●	217	29	Q.139 When did you last do this?	Base: All who have switched electricity supplier more than one year ago	2491
●	223	30	Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?	Base: All who have switched gas AND electricity supplier ever	2781
●	229	31	Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?	Base: All who switched gas AND electricity supplier at same time	2638
●	235	32	Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch	2157

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●	247	33	Q.29 Thinking of the last time you switched gas supplier, how did you switch?	Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch	718
●	260	34	Q.34 Thinking of the last time you switched electricity supplier, how did you switch?	Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch	1009
●	272	35	Q.156/Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table	Base: All who switched	3260
●	290	36	Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch	2157
●	296	37	Q.23 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 to switch to""	Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch	718
●	302	38	Q.24 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 to switch to""	Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch	1009
●	308	39	Q.158 And who was your previous energy supplier?	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months	541
●	326	40	Q.25 And who was your previous gas supplier?	Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch	118
●	344	41	Q.30 And who was your previous electricity supplier?	Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch	166
●	362	42	Q.26 In the last 12 months, have you changed the payment method with your gas supplier?	Base: All who have gas supply	5310
●	368	43	Q.27 How did you previously pay for your gas?	Base: All who have changed gas payment method in past 12 months	207
●	375	44	Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?	Base: All who have electricity supply	5923
●	381	45	Q.32 How did you previously pay for your electricity?	Base: All who have changed electricity payment method in past 12 months	183
●	388	46	Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?	Base: All who have gas supply	5310
●	394	47	Q.37 Have you ever changed your tariff with an existing gas supplier?	Base: All who haven't changed gas tariff with an existing supplier in the last 12 months	4698

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●	400	48	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 gas supply	5310
●	406	49	Q.41 2014 survey equivalent	Base: All who haven't switched gas supplier in the last 12 months	4651
●	412	50	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 gas supply	5310
●	418	51	Q.43 2014 survey equivalent	Base: All who haven't changed gas tariff in the last 12 months	4698
●	424	52	Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?	Base: All who have electricity supply	5923
●	430	53	Q.39 Have you ever changed your tariff with an existing electricity supplier?	Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months	5143
●	436	54	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 electricity supply	5923
●	442	55	Q.42 2014 survey equivalent	Base: All who haven't switched electricity supplier in the last 12 months	5216
●	448	56	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 electricity supply	5923
●	454	57	Q.44 2014 survey equivalent	Base: All who haven't changed electricity tariff in the last 12 months	5143
●	460	58	Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?	Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months	2034
●	466	59	Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2034
●	478	60	Q.161 And what were the main reasons that caused you to do this?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2034
●	497	61	Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2034

	Page	Table	Title	Base Description	Base
●	503	62	Q.163 And how did you find out more about your existing tariff or energy use?	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1299
●	511	63	To find the information that you wanted . Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use,...?	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1299
●	517	64	To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use,...?	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1299
	523	65	Q.164 And thinking about the information that you wanted about your existing <gas / electricity / gas and electricity> tariff or energy use, how easy or difficult was it...? - Summary Table	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1299
●	524	66	Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2034
●	536	67	Q.166 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 / electricity / gas and electricity> tariff or supplier?	Base: All who have switched supplier or tariff in the last 12 months and aimed to save money	1306
●	542	68	Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	577	69	Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?	Base: All who have different gas and electricity suppliers, or only have gas supply	541
●	583	70	Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you	Base: All who have different gas and electricity suppliers, or only have gas supply	541
●	589	71	Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you	Base: All who have different gas and electricity suppliers, or only have gas supply	541
●	595	72	Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity	Base: All who have different gas and electricity suppliers, or only have gas supply	541
	601	73	Q.60 To what extent do you trust or distrust your gas supplier to...? - Summary Table	Base: All who have different gas and electricity suppliers, or only have gas supply	541
●	602	74	Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154
●	608	75	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154

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●	614	76	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154
●	620	77	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154
	626	78	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table	Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply	1154
●	627	79	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 supply from the same supplier and are responsible for it	4769
●	633	80	Q.68 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 supply from the same supplier and are responsible for it	4769
●	639	81	Q.68 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 supply from the same supplier and are responsible for it	4769
●	645	82	Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4769
	651	83	Q.68 To what extent do you trust or distrust your energy supplier to...? - Summary Table	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4769
●	652	84	Landline phone providers 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?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	658	85	Banks 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?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	664	86	Insurance companies 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?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	670	87	Water suppliers 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?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	676	88	Energy suppliers in general 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?	Base: All who has gas and/or electricity supply and responsible for it	5934
	682	89	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 Table	Base: All who has gas and/or electricity supply and responsible for it	5934
●	683	90	Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?	Base: All who have gas and/or electricity supply and are responsible for it	5934

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●	689	91	Q.167 And where did you see this information?	Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months	1770
●	695	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 gas and/or electricity supply and are responsible for it	5934
●	701	93	Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	707	94	Q.146 Why do you say that?	Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs	4284
●	732	95	Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?	Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months	2034
●	738	96	Q.75 Why do you say that?	Base: All who think it is easier or harder to compare compared to a year ago	672
●	758	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 gas and/or electricity supply and are responsible for it	5934
●	764	98	Q.79 Which energy company did you most recently complain to?	Base: All who made complaint in past 12 months to current or previous supplier	535
●	782	99	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 made complaint in past 12 months to current or previous supplier	535
●	788	100	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 haven't made a complaint in past 12 months to current or previous supplier	5399
●	794	101	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 gas and/or electricity supply and are responsible for it	5934
●	800	102	Q.83 Which supplier did you have contact with most recently?	Base: All who contacted a supplier in past 12 months, NOT to make a complaint	852
●	818	103	Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?	Base: All who contacted a supplier in past 12 months, NOT to make a complaint	852
●	824	104	An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	830	105	At least one bill or direct debit \ repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934

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●	836	106	A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	842	107	A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	848	108	Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?	Base: All who recall receiving an annual summary	3367
●	854	109	Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	2981
●	860	110	I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.98 Did you take any of the following actions as a result of receiving the annual summary?	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	2981
●	866	111	I looked into switching tariffs with my current supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	2981
●	872	112	I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	2981
●	878	113	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?	Base: All received annual summary AND read it in detail/skimmed	2981
	884	114	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - Summary Table	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	2981
●	885	115	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 recall receiving an energy bill	4002
●	891	116	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 recall receiving an energy bill AND read it in detail/skimmed it	3443
●	897	117	I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct ...?	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3443
●	903	118	I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit\prepayment statement?	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3443
●	909	119	I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit\prepayment statement?	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3443
●	915	120	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of..?	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3443
	921	121	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - Summary Table	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3443



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●	922	122	Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?	Base: All who recall receiving a price increase notification letter	1627
●	928	123	Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?	Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
●	934	124	I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
●	940	125	I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
●	946	126	I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
●	952	127	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.106 Did you take any of the following actions as a result of ..?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
	958	128	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - Summary Table	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1399
●	959	129	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 recall receiving an end of fixed term letter	1091
●	965	130	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 recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
●	971	131	I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
●	977	132	I looked into switching tariffs with my current supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
●	983	133	I looked into switching to a different supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
●	989	134	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
	995	135	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - Summary Table	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	967
●	996	136	Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?	Base: All who have gas and/or electricity supply and are responsible for it	5934

	Page	Table	Title	Base Description	Base
●	1002	137	Q.169 And where did you see this?	Base: All who recall seeing a savings note/reminder on correspondence	1901
●	1014	138	Q.170 And to what extent, if at all, did this encourage you to check your current tariff?	Base: All who recall seeing a savings note/reminder on correspondence	1901
●	1020	139	Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?	Base: All who recall seeing a savings note/reminder on correspondence	1901
●	1026	140	Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?	Base: All who recall seeing a savings note/reminder on correspondence	1901
	1032	141	Q.170 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who recall seeing a savings note/reminder on correspondence	1901
●	1033	142	Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1039	143	Q.172 And where did you see this?	Base: All who are aware of TCR	1002
●	1051	144	Q.173 And to what extent, if at all, did this encourage you to check your current tariff?	Base: All who are aware of TCR	1002
●	1057	145	Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?	Base: All who are aware of TCR	1002
●	1063	146	Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?	Base: All who are aware of TCR	1002
	1069	147	Q.173 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of TCR	1002
●	1070	148	Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1076	149	Q.175 And where did you see this?	Base: All who are aware of PP	1723
●	1088	150	Q.176 And to what extent, if at all, did this encourage you to check your current tariff?	Base: All who are aware of PP	1723
●	1094	151	Q.176 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?	Base: All who are aware of PP	1723
●	1100	152	Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?	Base: All who are aware of PP	1723
	1106	153	Q.176 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of PP	1723
●	1107	154	Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934

	Page	Table	Title	Base Description	Base
●	1113	155	It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1119	156	There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1125	157	Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1131	158	I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1137	159	I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1143	160	Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1149	161	Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?	Base: All who has gas and/or electricity supply and responsible for it	5934
	1155	162	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Summary Table	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1156	163	Q.122 What factors matter most to you when choosing your energy supplier or tariff?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1186	164	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 gas supply but not as part of a dual fuel deal	2293
●	1192	165	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 electricity supply but not as part of a dual fuel deal	2906
●	1198	166	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 receive a dual fuel discount	3017
●	1204	167	Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1210	168	I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1216	169	I often make a decision on impulse Q.127 Could you tell me the extent to which you agree or disagree with the following statements?	Base: All who has gas and/or electricity supply and responsible for it	5934
●	1222	170	Everything seems to be getting more complicated these days Q.127 Could you tell me the extent to which you agree or disagree with the following statements?	Base: All who has gas and/or electricity supply and responsible for it	5934

	Page	Table	Title	Base Description	Base
●	1228	171	I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?	Base: All who has gas and/or electricity supply and responsible for it	5934
	1234	172	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Summary Table	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1235	173	Q.128 How often do you use the internet?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1241	174	Q.129 Can I check, is English your first or main language?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1247	175	Q.130 What is the highest level of education you have completed?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1253	176	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? This includes problems due to old age.	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1259	177	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? This includes caring for relatives with problems due to old age.	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1265	178	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? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1277	179	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 answered "nothing/no work or scheme", refused or don't know their household income	1909
●	1283	180	Q.135 Have you moved house in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5934
●	1289	181	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 gas and/or electricity supply and are responsible for it	5934
●	1295	182	Q. Breaks X Breaks	Base: All who have gas and/or electricity supply and are responsible for it	5934

Q.1 Do you have mains gas and/or mains electricity in your home?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Mains gas only	11	8	2	1	4	5	1	1	2	4	4	2	7	*	10	4	4	2
Mains electricity only	608	459	81	69	126	290	192	152	176	121	159	222	333	129	480	331	149	118
Mains gas and electricity	5315	4603	468	244	1007	2813	1495	1186	1711	1111	1307	1672	2938	951	4364	3308	990	929
Neither	90%cds	91%acd	85%cd	78%	89%	91%g	89%	89%	91%	90%	89%	88%	90%	88%	90%	91%qr	87%	89%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m - n/o - p/q/r



Q.1 Do you have mains gas and/or mains electricity in your home?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Mains gas only	11	11	-	11	-	-	-	-	8	2	9	1	1	9	2	-
	100%	-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-
Mains electricity only	608	-	608	-	608	-	218	391	522	87	367	88	126	212	397	-
	100%	-	100%	-	100%	-	33%	7%	70%	9%	9%	15%	12%	9%	11%	-
Mains gas and electricity	5310	-	-	5315	5315	5315	445	4870	4456	859	3841	514	927	2022	3224	69
	90%	-	-	100%	90%	100%	67%	93%	89%	91%	91%	65%	86%	90%	89%	100%
Neither	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing









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

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Mains gas only 11	4	1	2	-	-	-	-	-	2	-	-	1	1	-	-
Mains electricity only 608	1%a	-	-	-	-	-	-	-	-	-	-	7%	-	-	-
10%gho	81	55	47	26	70	17	41	40	39	75	45	45	38	18	1
13%aagkno	13%aagkno	10%gho	10%gho	9%gho	13%aagkno	4%	3%	27%abode fghkno	10%gho	8%gho	15%adeg hko	20%abode fghkno	11%gho	4%	10%
Mains gas and electricity 5315	521	503	428	274	452	387	513	111	358	440	437	178	301	401	11
90%blm	86%im	90%blm	90%im	91%blm	87%im	96%abode fjklmn	97%abode fjklmn	73%	90%im	92%blfm	85%l	79%	89%im	96%abode fjklmn	90%
Neither -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

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

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Mains gas only	11	2	4	1	3	1	6	3	5
Mains electricity only	608	66	131	131	88	88	460	391	344
	10%b	6%	8%	9%	9%	9%	10%	10%	10%
Mains gas and electricity	5315	961	1423	1369	966	903	3457	3465	2996
Neither	90%	93%a	97%	97%	92%	91%	89%	90%	90%
Refused	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-

Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	5934	11	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69
No	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	5934	4642	1292	578	235	5352	560	22
No	100%	100%	100%	100%	100%	100%	100%	100%
Refused	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
No	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-



Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	559	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12
No	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	5934	1030	1558	1502	1077	992	3863	3859	3345
	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-



Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5299	4618	445	236	972	2461	1866	943	1329	957	2070	2121	2444	1186	4113	3078	967	1154
Weighted Base	5315	4803	488	244	1007	2813	1495	1188	1711	1111	1307	1672	2938	951	4364	3308	990	529
Yes	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	883	831
	91% <sup>u</sup>	91%	90%	88%	91%	91% <sup>g</sup>	89%	92% <sup>h</sup>	90%	92% <sup>k</sup>	89%	89%	92% <sup>l</sup>	90%	91%	91%	89%	89%
No	444	375	41	27	75	218	151	93	140	82	129	180	198	89	355	258	89	93
	8% <sup>v</sup>	8%	9%	11%	7%	8%	10% <sup>aef</sup>	8%	8%	7%	10% <sup>j</sup>	11% <sup>lm</sup>	7%	9%	8%	8%	9%	10% <sup>p</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	58	51	6	2	12	33	14	6	27	13	14	11	32	8	51	32	19	5
	1%	1%	1%	1%	1%	1%	1%	-	2% <sup>ab</sup>	1%	1%	1%	1%	1%	1%	1%	2% <sup>qr</sup>	1%



Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5299	-	-	5299	5299	5299	432	4867	4471	828	3811	554	1060	1933	3296	70
Weighted Base	5315	**	**	5315	5315	5315	445	4870	4456	859	3841	514	927	2022	3224	69*
Yes	4813	-	-	4813	4813	4813	405	4408	4015	798	3543	416	796	1931	2846	34
	91% <sup>abc</sup>	-	-	91%	91%	91%	91%	91%	80%	93% <sup>ai</sup>	92% <sup>aklm</sup>	81%	86% <sup>ij</sup>	96% <sup>acp</sup>	88% <sup>op</sup>	49%
No	444	-	-	444	444	444	39	404	421	23	261	99	112	83	326	35
	8% <sup>hkn</sup>	-	-	8%	8%	8%	9%	8%	9% <sup>ij</sup>	3%	7%	18% <sup>akm</sup>	12% <sup>ak</sup>	4%	10% <sup>an</sup>	51% <sup>ano</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	58	-	-	58	58	58	1	57	21	38	31	5	16	8	50	-
	1% <sup>in</sup>	-	-	1%	1%	1%	*	1%	*	4% <sup>ai</sup>	1%	1%	2% <sup>lx</sup>	*	2% <sup>un</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5039	3825	1473	418	288	4808	474	17
Weighted Base	5315	4185	1130	533	210	4793	502	21**
Yes	4813	3825	989	506	189	4333	460	20
	91%	91%	68%	95%	80%	90%	92%	97%
No	444	319	126	27	20	405	38	1
	8%	8%	11%	5%	9%	8%	8%	3%
Refused	-	-	-	-	-	-	-	-
Don't know	58	43	16	-	2	55	3	-
	1%	1%	1%	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	6299	1976	3183	682	3008	4617	2291	700	1452	1992	1155
Weighted Base	5315	2108	3090	730	3115	4585	2200	796	1543	1948	1028
Yes	4813	1966	2744	686	2936	4125	1877	769	1420	1747	877
	91% <sup>cga</sup>	99% <sup>ac</sup>	89%	94% <sup>alg</sup>	94% <sup>alg</sup>	90% <sup>g</sup>	85%	97% <sup>aihj</sup>	92% <sup>jk</sup>	90% <sup>k</sup>	85%
No	444	130	306	37	157	406	287	25	117	183	118
	8% <sup>bden</sup>	6%	10% <sup>ab</sup>	5%	5%	9% <sup>de</sup>	13% <sup>adef</sup>	3%	8% <sup>h</sup>	9% <sup>h</sup>	11% <sup>ahj</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	58	10	40	5	22	53	37	1	6	17	34
	1% <sup>bh</sup>	*	1% <sup>b</sup>	1%	1%	1%	2% <sup>e</sup>	*	*	1%	3% <sup>ahj</sup>

Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 529	521	500	411	273	446	395	553	108	337	457	432	173	318	384	11
Weighted Base 5315	521	503	428	274	452	387	513	111**	358	440	437	178	301	401	11**
Yes 4813 91%ek	479 92%ek	457 91%k	381 89%	237 86%	422 93%dek	362 94%dek	470 92%ek	94 85%	327 92%k	377 86%	386 88%	158 88%	273 91%k	379 95%dek	11 100%
No 444 8%o	36 7%	40 8%	42 10%o	32 12%blgo	26 6%	23 6%	39 8%	15 13%blgo	26 7%	56 13%ablctq hp	42 10%o	19 11%o	27 9%o	19 5%	-
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 58 1%	5 1%	7 1%	5 1%	5 2%	3 1%	2 -	4 1%	2 2%	4 1%	7 2%	8 2%	2 1%	1 -	3 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.150 Is your gas and electricity supplied by the same energy supplier?  
 Base: All who have gas and electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5299	876	1287	1236	896	817	3537	3524	3097
Weighted Base	5315	961	1423	1369	986	903	3457	3465	2996
Yes	4813	908	1339	1284	918	849	3119	3135	2700
	91%	94% <sup>a</sup>	94% <sup>a</sup>	94% <sup>a</sup>	93% <sup>a</sup>	94% <sup>a</sup>	90%	90%	90%
No	444	51	80	81	68	50	309	300	271
	8% <sup>b</sup>	5%	6%	6%	7%	6%	9%	9%	9%
Refused	-	-	-	-	-	-	-	-	-
Don't know	58	3	4	4	-	4	30	29	25
	1% <sup>b</sup>	-	-	-	-	-	1%	1%	1%

Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	3	3	-	-	-	3	-	-	1	1	-	1	-	-	3	-	-	-
British Gas	309	260	27	23	37	147	126	68	104	57	80	114	144	64	245	196	55	57
Co-operative Energy	1	1	-	-	1	57%e	76%ae	68%k	62%	58%	55%	59%	61%	66%	59%	67%q	49%	57%
Daligas	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-
E.ON	36	31	3	1	14	17	5	-	12	5	18	19	14	7	29	12	15	8
Ebico	1	1	6%	4%	16%atg	7%	3%	1	7%h	5%h	12%ah	10%	6%	7%	4%	13%ap	6%	-
Economy Energy	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	-
EDF	11	11	-	-	2	7	3	2	1	1	7	5	4	4	8	5	-	6
Extra Energy	1	1	-	-	2%	2%	2%	2%	1%	1%	5%al	3%	1%	4%	2%	2%	1%	6%apq
First Utility	2	2	-	-	1	1	-	1	-	1	-	-	2	-	3	-	2	-
Flow Energy	-	1%	-	-	1%	-	-	1%	-	1%	-	-	1%	-	1%	-	2%q	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-
Npower	27	26	-	*	4	20	3	8	8	3	8	11	14	3	24	13	10	3
Ovo	11	8%	-	2%	4%	8%g	2%	8%	5%	3%	5%	6%	6%	3%	6%	5%	9%	3%
Sainsbury's Energy	-	-	-	-	1%	-	-	-	-	-	1	-	-	-	-	-	-	1%
Scottish Hydro	2	-	2	-	-	2	-	-	-	-	2	-	1	-	1	-	-	-
Scottish Power	21	15	3	3	9	11	1	3	5	6	6	10	10	4	17	5	10	6
Southern Electric	4%g	3%	-	9%	10%ag	4%g	1%	3%	3%	6%	4%	5%	4%	4%	4%	2%	9%p	6%p
Spark Energy	1	1	-	-	2	3	1	-	1	3	3	2	4	1	5	3	1	3
SSE (Scottish and Southern Energy)	10	5	5	-	3	5	2	1	4	2	2	3	5	1	9	4	3	3
Swalec	2	1	-	1	-	1	1	1	1	-	-	-	2	1	2	-	-	-
Utility Warehouse	4	4	-	4%	1	2	1	2	1	2	2	2	2	1	2	2	2	2
	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Utilita	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	5	3	-	2	1	5	-	3	3	1	4	2	2	6	4	-	3
	1%	1%	6%b	-	2%	-	3%l	-	2%	3%	1%	2%	1%	2%	1%	2%	-	3%
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	425	357	39	28	70	212	142	83	137	77	126	165	197	85	339	241	93	86
	83%	82%	81%	95%	77%	83%	86%	83%	82%	79%	86%	85%	83%	68%	82%	82%	83%	86%
SSE ALL	20	13	6	1	5	11	5	2	6	5	7	6	12	4	17	9	4	6
	4%	3%	13%ab	4%	6%	4%	3%	2%	4%	5%	5%	3%	5%	4%	4%	3%	4%	6%
Refused	5	5	-	-	4	4	-	-	2	-	3	-	2	-	5	3	-	2
	1%	1%	-	-	1%	2%	-	-	1%	-	2%	-	1%	-	1%	1%	-	2%
Don't know	59	52	6	2	15	28	17	12	22	13	12	19	25	7	52	35	13	9
	12%	12%	12%	5%	17%	11%	10%	12%	13%	13%	8%	10%	11%	8%	13%	12%	11%	9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total	Gas only	Electri-	Any gas	Any electri-	Gas and electri-	Yes	No	Any big	No big	Direct	Standard	PPM	Fixed	SVT	Mixed
	(a)	(b)	city only (c)	(d)	city (e)	city (f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	3	-	-	3	3	3	1	2	3	-	3	-	-	-	3	-
British Gas	309	2	-	309	307	307	22	285	309	-	192	80	55	65	250	24
	60% <sup>lm</sup>	21%	-	60%	61%	61%	3%	62%	69% <sup>aj</sup>	-	64% <sup>m</sup>	81% <sup>akm</sup>	42%	66%	68%	68%
Co-operative Energy	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
Dalgas	-	-	-	-	-	-	-	-	-	2 <sup>uj</sup>	-	-	-	-	-	-
E.ON	36	4	-	36	31	31	3	28	36	-	14	3	19	10	24	2
	7% <sup>hj</sup>	42%	-	7%	6%	6%	7%	6%	8% <sup>ij</sup>	-	5%	3%	15% <sup>akl</sup>	10%	6%	5%
Ebico	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
Economy Energy	-	-	-	-	-	-	-	-	-	2 <sup>uj</sup>	-	-	-	-	-	-
Ecotricity	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
EDF	11	-	-	11	11	11	-	11	11	-	5	1	6	1	10	-
	2%	-	-	2%	2%	2%	-	2%	3%	-	2%	1%	4%	1%	3%	1%
Extra Energy	1	-	-	1	1	1	1	-	1	-	1	-	1	-	-	1
	-	-	-	-	-	-	4% <sup>lah</sup>	-	-	-	-	-	1%	-	-	4% <sup>lao</sup>
First Utility	2	2	-	2	-	-	-	-	-	2	2	-	-	2	-	-
	-	21%	-	-	-	-	-	-	-	4% <sup>lai</sup>	1%	-	-	2% <sup>lo</sup>	-	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	-	1	1	1	1	-	1	-	1	-	-	1	-	-
Npower	27	-	-	27	27	27	3	24	27	-	17	2	6	5	20	2
Ovo	5%	-	-	5%	5%	5%	8%	5%	6%	-	6%	2%	4%	5%	5%	6%
Sainsbury's Energy	1	-	-	1	1	1	-	-	-	-	-	1%	-	-	-	-
Scottish Hydro	2	-	-	2	2	2	-	2	2	-	1	-	1	-	1	-
Scottish Power	21	-	-	21	21	21	3	18	21	-	7	3	11	2	17	2
Southern Electric	4%	-	-	4%	4%	4%	6%	4%	5%	-	2%	3%	8%k	2%	5%	6%
Spark Energy	7	2	-	7	5	5	-	5	7	-	3	2	1	3	3	-
SSE (Scottish and Southern Energy)	1%	15%	-	1%	1%	1%	-	1%	1%	-	1%	2%	1%	3%	1%	-
Swalec	1	-	-	1	1	1	-	1	-	1	-	1	-	-	1	-
Utility Warehouse	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-
	10	-	-	10	10	10	1	9	10	-	7	1	3	2	8	-
	2%	-	-	2%	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	2%	-
	2	-	-	2	2	2	1	1	2	-	2	-	1	2	2	-
	-	-	-	-	-	-	3%h	-	-	-	1%	-	1%	-	1%	-
	4	-	-	4	4	4	-	4	1	2	2	-	3	3	1	-
	1%	-	-	1%	1%	1%	-	1%	-	4%ai	1%	-	2%	-	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Utilita	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	-	-	7	7	7	1	6	7	-	4	3	3	1	5	2
	1%	-	-	1%	1%	1%	2%	1%	2%	-	1%	3%	2%	1%	1%	6% <sup>o</sup>
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	425	8	-	425	418	418	32	384	425	-	248	92	103	88	306	31
	83%	79%	-	83%	83%	83%	79%	83%	94% <sup>a</sup>	-	63%	50% <sup>akm</sup>	79%	68%	81%	88%
SSE ALL	20	2	-	20	19	19	2	17	20	-	13	3	7	5	15	-
	4%	15%	-	4%	4%	4%	5%	4%	5%	-	4%	3%	5%	5%	4%	1%
Refused	5	-	-	5	5	5	-	4	-	4	2	-	2	-	5	-
	1%	-	-	1%	1%	1%	1%	1%	-	6% <sup>ai</sup>	1%	-	2%	-	1%	-
Don't know	59	-	-	59	59	59	3	57	9	51	34	2	17	8	52	-
	12% <sup>ip</sup>	-	-	12%	12%	12%	7%	12%	2%	81% <sup>ai</sup>	11% <sup>u</sup>	2%	13% <sup>u</sup>	6%	14% <sup>ip</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Axis Telecom	-	-	-	-	-	-	-	-
Better Energy	3	3	-	-	-	3	-	-
British Gas	309	210	99	10	8	288	21	-
	60% <sup>a</sup>	57%	70% <sup>a,b</sup>	35%	36%	62% <sup>g</sup>	46%	-
Co-operative Energy	1	1	-	-	-	1	-	-
Daligas	-	-	-	-	-	-	-	-
E.ON	38	31	4	1	5	33	2	1
	7%	8% <sup>c</sup>	3%	3%	21% <sup>a</sup>	7%	4%	100%
Ebico	1	1	-	1	-	1	-	-
Economy Energy	-	-	-	4%	-	-	-	-
Ecotricity	1	1	-	-	-	1	-	-
EDF	11	8	4	2	1	8	3	-
	2%	2%	3%	5%	5%	2%	7% <sup>d</sup>	-
Extra Energy	1	1	-	1	-	-	1	-
	-	-	-	5%	-	-	3% <sup>a,f</sup>	-
First Utility	2	2	-	2	-	-	2	-
	-	1%	-	8% <sup>a</sup>	-	-	5% <sup>a,f</sup>	-
Flow Energy	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-

## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Good Energy	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	1	-	-	-	1	-	-
Npower	27	25	5	1	1	23	3	-
Ovo	1	1	-	-	-	1	-	-
Sainsbury's Energy	-	-	-	-	-	-	-	-
Scottish Hydro	2	2	-	-	-	2	-	-
Scottish Power	21	18	5	3	2	17	4	-
Southern Electric	7	5	2	-	-	5	2	-
Spark Energy	1	1	-	-	-	1	-	-
SSE (Scottish and Southern Energy)	10	10	-	1	1	10	-	-
Swalec	2	2	-	-	-	2	-	-
Utility Warehouse	4	3	1	1	1	4	-	-
Utilita	-	-	-	-	-	-	-	-

Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Zog Energy	-	-	-	-	-	-	-	-
Other	7	3	5	1	-	7	1	-
	1%	1%	3% <sup>b</sup>	3%	-	1%	1%	-
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	425	307	117	18	19	389	35	1
	63%	63%	63%	63%	64%	84%	75%	100%
SSE ALL	20	18	2	1	1	19	2	-
	4%	5%	2%	3%	6%	4%	3%	-
Refused	5	3	2	-	-	3	1	-
	1%	1%	1%	-	-	1%	2%	-
Don't know	59	42	17	4	3	53	6	-
	12%	11%	12%	14%	11%	11%	13%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	389	43	175	488	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	128	202	154
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
Better Energy	3	1	2	-	1	3	2	-	1	-	1
British Gas	369	92	211	15	81	294	228	16	80	134	79
	60% <i>de</i>	64%	60%	35%	44%	62% <i>de</i>	69% <i>de</i>	53%	64%	66% <i>de</i>	51%
Co-operative Energy	1	-	1	-	-	1	1	-	-	1	-
Dalgas	-	-	-	-	-	-	-	-	-	1%	-
E.ON	38	15	21	7	21	29	15	3	11	15	6
	7%	10%	6%	16% <i>afg</i>	12% <i>fg</i>	6%	4%	9%	9%	8%	4%
Ebico	1	1	-	1	1	-	-	-	1	-	-
	*	1%	-	1%	1%	-	-	-	1%	-	-
Economy Energy	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	1	-	1	1	-	-	-	-	-	-
	*	1%	-	3% <i>afg</i>	1%	-	-	4%	-	-	-
EDF	11	2	9	1	5	11	7	-	2	6	3
	2%	1%	3%	2%	3%	2%	2%	-	2%	3%	2%
Extra Energy	1	1	-	1	1	-	-	-	1	-	-
	*	1%	-	3% <i>afg</i>	1%	-	-	-	1%	-	-
First Utility	2	-	1	1	1	1	1	2	-	-	-
	*	-	*	3% <i>f</i>	1%	*	*	7%	-	-	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Good Energy	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	1	-	-	1	1	-	-	1	-
Npower	27	6	21	1	19	26	8	2	8	10	8
Ovo	1	1	-	1	10%atg	5%g	2%	5%	6%	5%	5%
Sainsbury's Energy	-	-	-	1%g	-	-	-	2%	-	-	-
Scottish Hydro	2	1	1	1	1	1	-	-	2	-	-
Scottish Power	21	6	15	2	9	19	12	-	5	12	4
Southern Electric	4%	4%	4%	5%	5%	4%	4%	-	4%	6%	2%
Spark Energy	7	3	4	1	2	6	4	1	-	2	4
SSE (Scottish and Southern Energy)	1%	2%	1%	1%	1%	1%	1%	4%	-	1%	2%
Swalec	1	1	-	-	1	1	-	1	-	-	-
Utility Warehouse	-	1%	-	-	-	-	-	3%	-	-	-
	10	3	7	-	2	10	8	-	3	2	5
	2%	2%	2%	-	1%	2%	2%	-	2%	1%	3%
	2	-	2	1	2	1	-	-	-	2	-
	-	-	1%	3%g	1%	-	-	-	-	1%	-
	4	-	4	2	3	2	1	1	2	-	2
	1%	-	1%	4%g	2%	-	-	2%	1%	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Utilita	-	-	-	-	-	-	-	-	-	-	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-
Other	7	-	7	-	2	7	5	1	3	1	2
	1%	-	2%	-	1%	2%	2%	3%	2%	*	1%
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	425	128	290	29	142	396	282	22	110	184	109
	83% <sub>dk</sub>	89%	83%	68%	79%	84% <sub>ld</sub>	85% <sub>ld</sub>	71%	88% <sub>dk</sub>	91% <sub>dk</sub>	70%
SSE ALL	20	7	13	3	8	18	13	1	4	6	9
	4%	5%	4%	8%	4%	4%	4%	4%	4%	3%	6%
Refused	5	2	1	-	4	5	-	-	-	2	3
	1%	2%	*	-	2% <sub>g</sub>	1%	*	-	-	1%	2%
Don't know	59	7	43	8	23	52	36	3	7	13	37
	12% <sub>h</sub>	5%	12% <sub>h</sub>	18%	13%	11%	11%	8%	6%	6%	24% <sub>aj</sub>

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	541	52	47	51	35	36	28	50	18	28	85	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	3	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
British Gas	309	27	24	34	23	17	11	26	11	16	45	28	18	14	16	-
Co-operative Energy	60%	59%	50%	68%	62%	58%	43%	59%	68%	49%	70%	1	63%	49%	78%	-
Daligas	1	-	-	-	-	-	-	-	-	-	-	2%a	-	-	-	-
E.ON	38	7	4	1	3	3	2	5	3	3	1	2	1	3	2	-
Ebico	7%	15%kd	7%	1%	9%	9%k	8%	11%k	3%	8%	1%	4%	8%	10%	10%	-
Economy Energy	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Ecotricity	-	-	-	-	-	3%a	-	-	-	-	-	-	-	-	-	-
EDF	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
EDF	11	-	-	2	-	-	-	-	3%	-	-	-	-	-	-	-
Extra Energy	2%	1%	-	5%	-	2%	-	1%	-	5	1	2	7%a	7%	-	-
First Utility	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Flow Energy	2	1	-	-	-	-	-	-	-	2%a	-	-	-	1	-	-
Gnergy	*	3%	-	-	-	-	-	-	-	-	-	-	-	4%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	541	52	47	51	35	36	28	50	18	28	85	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	**
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Npower	27	1	2	1	2	2	7	-	-	1	4	2%a	3	4	1	-
Ovo	1	-	5%	3%	6%	6%	27%	2%	-	2%	6%	-	11%	5%	-	-
Sainsbury's Energy	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Scottish Hydro	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
Scottish Power	21	1	5	1	3	-	4	1	3	5%	-	-	1	1	-	-
Southern Electric	7	4%	1%	11%j	1%	7%	6%	9%j	3%	6%	4%	4%	2%	-	-	-
Spark Energy	1	-	-	-	-	1	-	-	-	-	-	2	4%	-	-	-
SSE (Scottish and Southern Energy)	10	-	2	-	-	-	1	1	1	4	1	-	1	-	-	-
Swalec	2	1	3%	-	-	-	3%	1%	8%	71%	2%	-	4%	-	-	-
Utility Warehouse	4	-	-	2	-	-	1	-	-	-	1	-	1	-	-	-
Utilita	1%	-	-	3%	-	-	2%	-	-	1%	-	-	2%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	**
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	1	-	1	-	-	2	-	1	2	-	1	-	-	-	-
	1%	2%	-	1%	-	-	8%	-	6%	5%	-	2%	-	-	-	-
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	425	38	36	42	32	22	22	37	13	26	55	37	20	24	20	-
	83%	83%	77%	85%	87%	75%	86%	85%	80%	81%	87%	74%	80%	82%	81%	-
SSE ALL	20	2	2	3	1	-	1	2	1	5	1	2	-	1	-	-
	4%	3%	3%	6%	3%	-	3%	4%	8%	16%	2%	4%	-	4%	-	-
Refused	5	-	1	-	-	-	-	-	-	3	-	-	-	-	-	-
	1%	-	3%	-	-	-	-	-	-	5%a	-	-	-	-	-	-
Don't know	59	6	8	5	5	6	-	4	2	3	3	10	2	3	2	-
	12%	12%	18%	11%	13%	19%	2%	10%	14%	11%	4%	20%	7%	11%	8%	-

Fieldwork : 20/02/15-22/03/15

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Axis Telecom	-	-	-	-	-	-	-	-	-
Better Energy	3	-	1	-	1	-	-	-	-
British Gas	309	38	52	53	48	29	223	221	190
Co-operative Energy	1	-	-	-	-	-	1	1	1
Daligas	-	-	-	-	-	-	-	-	-
E.ON	36	4	8	8	6	6	25	25	21
Ebico	1	-	1	1	1	1	1	1	1
Economy Energy	-	-	1%	1%	1%	2%	-	-	-
Ecotricity	1	-	1	1	-	1	-	-	-
EDF	11	-	1	1	-	1	7	6	5
Extra Energy	1	-	1%	1%	-	1%	2%	2%	2%
First Utility	2	2	2	2	1	1	-	-	1
Flow Energy	-	-	-	-	-	-	-	-	-

## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Gnergy	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	-	-	-	-	1	1	1
Npower	27	5	5	7	5	3	16	15	13
Ovo	5%	9%	6%	6%	6%	5%	5%	4%	4%
Sainsbury s Energy	1	-	1	1	-	1	1	1	1
Scottish Hydro	*	-	1%	1%	-	-	*	*	*
Scottish Power	21	-	2	2	2	2	14	12	13
Southern Electric	4%	-	3%	2%	3%	3%	4%	3%	4%
Spark Energy	7	-	1	1	1	1	6	5	6
SSE (Scottish and Southern Energy)	1%	-	1%	1%	1%	1%	2%	2%	2%
	1	1	1	1	1	-	-	-	-
	-	1%	1%	1%	1%	-	-	-	-
	10	2	2	2	2	2	4	6	5
	2%	3%	2%	2%	2%	2%	1%	2%	1%

## Q.3 Who is your current gas supplier?

Base: All who have a separate gas supplier from electricity supplier, or only have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Swalec	2	-	-	-	-	-	2	2	2
Utility Warehouse	4	-	-	-	-	-	1%	1%	1%
Utilita	1%	-	-	-	-	-	2	2	2
Zog Energy	-	-	-	-	-	-	*	1%	1%
Other	7	1	1	3	1	2	6	6	6
	1%	2%	1%	4%	1%	4%	2%	2%	2%
<b>SUMMARY CODES</b>									
BIG SIX SUPPLIER	425	50	72	74	65	44	298	291	255
	83%	89%	82%	85%	92%	80%	87%	87%	85%
SSE ALL	20	2	4	4	4	4	11	13	12
	4%	4%	4%	4%	5%	7%	3%	4%	4%
Refused	5	-	-	-	-	-	1	2	1
	1%	-	-	-	-	-	*	*	*
Don't know	59	2	6	5	1	5	31	29	30
	12%	4%	7%	6%	1%	9%	9%	8%	10%



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	502	225	885	620	256	216
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	97	80	5	12	26	47	24	13	30	17	36	44	40	21	76	39	28	31
Co-operative Energy	5	4	-	1	1	-	4	2	1	1	1	-	3	2	3	4	-	-
E.ON	190	172	8	10	37	92	61	56	41	42	51	71	99	46	144	110	38	41
Ebico	17	15	6	10%	17%	17%	17%	22%	12%	19%	17%	17%	16%	20%	16%	16%	15%	19%
Economy Energy	2	2	-	-	2	-	-	-	-	-	2	2	-	-	2	-	1	1
Ecotricity	4	4	-	-	-	4	-	3	2	-	-	-	4	2	3	4	-	-
EDF	185	180	4	1	30	88	67	36	73	29	47	69	91	33	152	96	49	38
Extra Energy	1	1	-	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1
First Utility	4	3	1	-	1	1	-	2	-	1	1	2	2	2	3	1	-	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	8	6	-	-	-	6	2	3	3	1	-	-	8	1	7	1	-	-
Gnergy	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%	-	-
Green Star Energy	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.4 Who is your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	562	225	885	620	256	216
Isupply	10	10	-	-	5	4	1	4	3	1	2	2	9	-	10	7	4	-
LoCo2 Energy	2	2	-	-	2%g	1%	-	2%	1%	1%	1%	-	2%	-	1%	1%	1%	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	1	-
Npower	113	100	3	11	15	48	50	25	32	25	30	47	53	28	85	74	18	20
Ovo	16	15	-	1	2	13	1	7	4	1	3	2	13	3	13	14	2	-
Sainsbury's Energy	1	1	-	-	1%	2%g	-	3%	1%	-	1%	-	2%j	1%	1%	2%r	1%	-
Scottish Hydro	27	-	27	-	8	12	8	4	6	6	11	15	11	6	22	11	5	11
Scottish Power	118	56	47	15	16	67	35	33	40	17	29	41	66	27	91	74	22	19
Southern Electric	78	77	-	1	14	33	31	17	20	18	22	32	37	12	66	43	25	10
Spark Energy	8	8	-	-	1	6	-	3	2	1	2	3	4	3	5	-	7	1
SSE (Scottish and Southern Energy)	64	37	24	3	15	37	13	11	-	15	15	23	35	14	51	33	9	20
Swalec	36	1	-	35	4	19	13	4	9	10	12	17	14	7	29	24	6	6
Utility Warehouse	19	16	-	3%	4	9	4%	7	8	2	2	4	14	2	17	13	6	-
	2%r	2%	-	3%	2%	2%	1%	3%k	2%k	1%	1%	1%	2%	1%	2%	2%r	2%r	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	562	225	885	620	256	216
Utilita	7	7	-	-	2	4	1	1	3	-	2	3	3	1	6	2	4	1
1%	1%	-	-	-	1%	1%	-	1%	1%	-	1%	1%	1%	-	1%	-	2%p	-
Other	6	4	1	-	-	3	3	-	-	3	3	4	-	3	3	2	-	3
1%	1%	1%	-	-	-	1%	1%	-	-	1%	1%	1%	-	1%	-	-	-	1%
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	908	704	117	88	163	442	303	200	274	180	254	360	446	192	716	503	199	195
82%	80%	91%ab	90%b	77%	82%	85%e	80%	80%	82%	83%	85%	87%am	79%	85%	81%	81%	78%	90%apq
SSE ALL	209	115	51	40	40	101	64	37	59	50	61	87	97	28	167	111	44	46
19%b	13%	40%ab	40%ab	19%	19%	18%	15%	17%	23%h	20%	21%	21%	17%	17%	18%	18%	17%	21%
Refused	5	4	-	-	-	4	-	-	2	-	3	-	2	-	4	3	-	1
-	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-	1%	-	-	1%
Don't know	104	90	9	4	28	44	32	19	39	21	25	28	53	15	89	57	29	14
9%	10%	7%	5%	13%f	8%	9%	7%	11%	10%	6%	7%	7%	9%	7%	10%	9%	11%	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - p/q/r  
 \* small base



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	97	-	59	38	97	38	24	73	97	-	48	12	37	35	57	5
Co-operative Energy	5	-	5	-	5	-	3	2	-	5	4	-	-	2	3	-
E.ON	190	-	109	81	190	81	47	143	190	-	111	37	43	62	125	3
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	2	-	1	1	2	1	1	1	1	1	-	1	-	2	-	-
Ecotricity	4	-	2	3	4	3	2	3	2	3	3	2	-	3	2	2
EDF	185	-	105	80	185	80	57	128	185	-	114	36	39	61	120	4
Extra Energy	1	-	1	-	1	-	1	-	-	1	1	-	-	1	-	-
First Utility	4	-	3	1	4	1	-	4	1	3	3	1	-	2	2	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	8	-	1	7	8	7	2	6	7	1	8	-	-	3	4	-
Gnergy	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-
Green Star Energy	1	-	-	1	1	1	-	1	-	-	1	-	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Isupply	10	-	9	1	10	1	9	2	1	9	10	-	1	3	8	-
LoCo2 Energy	2	-	2	-	2	-	-	2	-	2	2	-	-	-	2	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-
Npower	113	-	61	52	113	52	27	86	113	-	59	28	21	28	83	2
Ovo	16	-	14	2	16	2	5	11	2	14	15	-	-	10	6	-
Sainsbury s Energy	1	-	1	-	1	-	-	1	-	1	-	-	-	1	-	-
Scottish Hydro	27	-	19	9	27	9	8	20	27	-	11	4	12	5	22	-
Scottish Power	118	-	69	49	118	49	25	93	118	-	67	16	32	28	85	5
Southern Electric	78	-	37	41	78	41	15	63	78	-	48	20	13	13	64	2
Spark Energy	8	-	3	5	8	5	2	6	4	4	6	1	1	2	4	2
SSE (Scottish and Southern Energy)	64	-	38	26	64	26	18	47	64	-	36	9	17	16	44	5
Swalec	36	-	25	11	36	11	2	34	36	-	21	7	6	10	24	2
Utility Warehouse	19	-	4	2	19	2	7	12	4	17	19	-	1	4	13	2

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Utilities	7	-	1	6	7	6	1	6	6	1	5	-	3	1	5	1
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
Other	6	-	3	2	6	2	2	3	1	5	4	-	1	2	3	-
	1%	-	1%	*	1%	*	1%	*	3%	1%	*	*	1%	*	*	1%
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	908	-	522	387	908	387	223	686	908	-	516	168	220	257	624	27
	82%df	-	86%adef	77%	82%df	77%	86%h	80%	94%aj	-	78%	90%ak	86%k	85%	81%	78%
SSE ALL	206	-	119	87	206	87	43	163	206	-	116	40	48	43	154	8
	19%	-	20%	17%	19%	17%	17%	19%	21%	-	18%	22%	19%	14%	20%n	22%
Refused	5	-	*	4	5	4	-	5	-	5	2	-	2	-	5	-
	*	-	1%	*	1%	*	-	1%	-	3%	1%	-	1%	-	1%	-
Don't know	104	-	24	80	104	80	3	101	29	75	60	14	25	16	87	2
	9%	-	4%	16%ace	9%	16%ace	1%	12%g	3%	61%ai	5%	7%	10%	5%	11%o	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Axis Telecom	-	-	-	-	-	-	-	-
British Gas	97	65	32	8	6	79	18	1
Co-operative Energy	5	3	2	1	-	5	-	-
E.ON	190	141	49	11	7	181	9	-
Ebico	-	-	-	-	-	-	-	-
Economy Energy	2	2	-	-	1	2	-	-
Ecotricity	4	4	-	1	-	4	-	-
EDF	185	144	40	8	9	163	21	1
Extra Energy	1	1	-	1	-	1	-	-
First Utility	4	3	1	1	-	4	-	-
Flow Energy	-	-	-	-	-	-	-	-
Good Energy	8	8	-	-	-	8	-	-
Gnergy	-	-	-	-	-	-	-	-
Green Star Energy	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-

## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96**	2**
Isupply	10	8	2	1	-	10	-	-
LoCo2 Energy	2	2	-	-	-	-	2	-
Loftner Power (Epower supply)	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	1	-	-	1	-	-
Npower	113	73	40	6	3	106	8	-
Ovo	16	15	1	-	-	16	-	-
Sainsbury s Energy	1	-	1	-	-	1	-	-
Scottish Hydro	27	18	9	1	2	27	-	-
Scottish Power	118	89	29	6	3	110	8	-
Southern Electric	78	50	28	3	4	64	14	-
Spark Energy	8	8	-	3	-	5	3	-
SSE (Scottish and Southern Energy)	64	54	10	6	2	59	5	-
Swalec	36	21	15	3	2	35	1	-
Utility Warehouse	19	13	5	3	-	18	1	-
	2%	2%	2%	4%	-	2%	1%	-



## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Utilita	7	7	-	-	2	6	1	-
	7%	1%	-	-	4%a	1%	1%	-
Other	6	2	4	-	-	6	-	-
	7%	-	1%b	-	-	7%	-	-
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	908	655	254	53	38	824	83	2
	62%	61%	64%	70%	64%	81%	86%	100%
SSE ALL	206	143	63	13	10	186	20	-
	19%	18%	21%	19%	23%	18%	21%	-
Refused	5	3	2	-	-	3	1	-
	*	*	1%	-	-	*	1%	-
Don't know	104	74	30	6	5	98	6	-
	9%	9%	10%	8%	11%	10%	6%	-

Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
British Gas	97	35	59	10	44	87	53	6	22	41	28
Co-operative Energy	5	2	2	-	5	5	-	1	2	-	2
E.ON	190	69	118	9	66	181	124	17	52	82	40
Ebico	17%	19%	16%	10%	15%	18%	18%	15%	19%	20% <sup>uk</sup>	13%
Economy Energy	2	1	1	1	1	1	1	-	-	1	1
Ecotricity	4	3	2	1	4	3	-	-	4	-	-
EDF	185	64	115	9	64	176	120	21	39	83	42
Extra Energy	17%	18%	16%	9%	15%	17% <sup>id</sup>	18% <sup>id</sup>	19%	14%	20% <sup>uk</sup>	14%
First Utility	4	1	3	2	4	2	-	2	2	-	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-
Good Energy	8	1	7	1	8	7	-	1	2	5	-
Gnergy	1% <sup>g</sup>	-	1%	1%	2% <sup>g</sup>	1% <sup>g</sup>	-	1%	1%	1%	-
Green Star Energy	1	-	1	-	1	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Isupply	10	4	7	7	9	4	2	6	4	1	-
LoCo2 Energy	2	-	-	2	2	-	-	-	2	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	1	-	-
Marks & Spencer Energy	1	-	1	-	1	-	-	-	-	1	-
Npower	113	28	75	8	43	105	70	17	24	44	28
Ovo	16	11	5	8	14	8	1	8	7	1	-
Sainsbury's Energy	1	-	1	-	1	-	-	-	-	1	-
Scottish Hydro	27	5	21	1	5	26	23	2	6	13	6
Scottish Power	118	37	81	8	52	110	69	10	37	45	28
Southern Electric	78	20	55	2	17	76	61	4	14	22	33
Spark Energy	8	4	3	2	3	5	5	1	3	4	-
SSE (Scottish and Southern Energy)	64	20	44	5	21	60	43	3	20	19	22
Swalec	38	9	25	1	10	35	26	3	5	11	17
Utility Warehouse	19	9	10	4	15	14	3	5	4	8	2
	2%	2%	1%	3%	4%	1%	1%	5%	1%	2%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Utilita	7	4	3	3	4	4	2	1	4	2	-
	7%	1%	-	3%afg	1%	-	-	-	2%k	-	-
Other	6	1	5	-	1	6	5	-	-	3	3
	7%	-	7%	-	-	7%	7%	-	-	7%	1%
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	908	297	594	52	321	856	587	82	226	359	241
	82%de	83%	83%	53%	74%id	85%de	87%ade	74%	82%	86%ahk	78%
SSE ALL	206	54	146	8	52	198	153	12	51	65	78
	19%deh	15%	20%b	8%	12%	20%de	23%ade	10%	19%	16%	25%ahj
Refused	5	2	2	-	4	5	-	-	-	2	3
	-	-	-	-	1%g	-	-	-	-	-	1%
Don't know	104	18	71	16	33	88	71	5	15	28	57
	9%de	5%	10%b	14%af	8%	9%	10%	5%	5%	7%	18%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2
Weighted Base 1110	122	101*	94*	63*	100*	42*	59*	58*	70*	103*	125	67*	66*	39*	11*
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	97	11	9	13	5	15	3	9	3	9	5	6	4	3	-
Co-operative Energy	5	2	-	-	1	-	-	-	-	1	-	-	1	-	-
E.ON	190	53	48	9	5	15	5	28	1	6	4	2	7	5	2
	17%klm	43%adefg	47%adefg	10%l	15%kl	12%l	47%adefg	3%	9%l	4%	7%	10%l	7%l	6%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Ecotricity	4	-	1%	-	1%	-	-	-	-	-	-	-	2	-	-
EDF	185	18	4	39	3	4	9	4	4	51	14	1	32	3	1
	17%aceh	15%clim	4%	41%abcefg	4%	4%	21%cefhj	6%	5%	49%abcefg	11%lm	2%	48%abcefg	7%	45%
Extra Energy	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
First Utility	4	1	1	-	-	1	-	1	-	-	-	-	2%a	-	-
Flow Energy	-	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	-
Good Energy	8	1	-	2	2	-	1	-	-	1	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	1	-	-	-	-	1%	1%	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2	
Weighted Base 1110	122	101*	94*	63*	100*	42*	59*	58*	70*	103*	125	67*	66*	39*	11*	
Isupply	10	2	2	-	1	-	1	-	-	2	1	-	1	-	-	
LoCo2 Energy	1%	2%	2%	-	1%	-	1%	-	-	2%	1%	-	2%	-	-	
Lothian Power (Epower supply)	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
Marks & Spencer Energy	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	
Npower	113	8	4	1	7	40	15	3	1	2	-	5	3	18		
	10%dk	7%k	4%k	1%	10%dk	40%labode hjkimn	15%labodeh ijkimn	3%k	2%	2%	-	9%dk	4%	47%labodeh ijkimn		
Ovo	16	4	1	3	-	1	-	-	-	2	3	1	-	-		
	1%	3%	1%	4%	-	-	3%	-	-	2%	2%	1%	-	-		
Sainsbury's Energy	1	1	-	-	-	-	-	-	-	-	-	-	-	-		
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-		
Scottish Hydro	27	-	-	-	-	-	-	24	3	-	-	-	-	-		
	2%	-	-	-	-	-	-	42%labdef ghjkmno	5%bcdkl	-	-	-	-	-		
Scottish Power	118	4	4	7	29	7	2	3	5	41	4	5	1	2		
	11%bcdkm	3%	4%	6%	46%labdefg hklmno	7%	6%	5%	9%	59%labdefg hklmno	3%	4%	2%	3%		
Southern Electric	78	4	8	1	-	2	1	2	-	5	49	1	3	1		
	7%dejl	3%	8%dejl	1%	-	2%	3%	3%	-	5%	40%labdef ghjkmno	2%	5%	3%		
Spark Energy	8	-	2	2	-	1	-	-	-	-	3	-	-	1		
	1%	-	2%	2%	-	1%	-	-	-	-	2%	-	-	1%		
SSE (Scottish and Southern Energy)	64	2	4	3	1	-	1	20	4	6	18	3	2	-		
	6%f	1%	4%	3%	2%	-	2%	34%labdef ghjkmno	6%f	6%f	15%labdef ghkno	9%f	3%	-		

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1154	129	103	90	80	103	43	71	85	85	106	132	89	74	42	2
Weighted Base 1110	122	101*	94*	83*	100*	42*	59*	58*	70*	103*	125	67*	66*	39*	11*
Swalec	36	-	-	1	-	-	-	-	-	-	1	34	1	-	-
	3%	-	-	2%	-	-	-	-	-	-	-	50%abdef ghjklno	1%	-	-
Utility Warehouse	19	4	3	1	3	1	-	-	-	2	2	3	2	-	-
	2%	3%	3%	1%	5%	1%	-	-	-	2%	1%	4%	3%	-	-
Utilita	7	1	-	-	-	-	2	-	-	-	3	-	-	1	-
	1%	*	-	-	-	-	5%acdfk	-	-	-	2%a	-	-	2%	-
Other	6	-	1	-	-	-	-	1	1	-	-	-	2	1	-
	1%	-	1%	-	-	-	-	1%	1%	-	-	-	2%	2%	-
<b>SUMMARY CODES</b>															
BIG SIX SUPPLIER	908	100	80	73	51	83	35	49	53	63	78	99	59	32	1
	82%	81%	79%	78%	80%	84%	85%	83%	92%acdkl n	90%uk	78%	79%	89%uk	78%	100%
SSE ALL	208	5	12	4	2	2	1	3	44	7	11	68	38	6	1
	19%bdegh o	4%	12%f	4%	3%	2%	3%	5%	78%abbcde fghjklm o	10%f	11%f	55%abbcde fghjklno	58%abbcdef ghjklno	9%f	55%
Refused	5	-	1	-	-	-	-	-	-	3	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	3%a	-	-	1%	-	-
Don't know	104	8	9	13	6	9	2	7	3	6	14	13	3	5	6
	9%	6%	8%	14%	10%	9%	6%	12%	5%	9%	13%	10%	5%	8%	15%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing



## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Axis Telecom	-	-	-	-	-	-	-	-	-
British Gas	97	6	14	15	10	14	62	55	63
Co-operative Energy	5	1	2	1	2	-	3	3	3
E.ON	190	28	37	30	26	18	159	127	107
Ebico	-	-	-	-	-	-	-	-	-
Economy Energy	2	-	-	-	-	-	2	-	2
Ecotricity	4	2	3	3	3	1	3	3	3
EDF	185	23	34	30	26	21	124	125	107
Extra Energy	1	-	-	-	-	-	-	-	1
First Utility	4	1	3	2	1	2	3	3	2
Flow Energy	-	-	-	-	-	-	-	-	-
Good Energy	6	-	2	1	1	1	6	6	6
Gnergy	-	-	-	-	-	-	-	-	-



## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Green Star Energy	1	-	-	-	-	-	1	1	1
Isupply	10	2	9	5	2	4	6	6	6
LoCo2 Energy	2	7%	4%a	2%	7%	3%	7%	7%	7%
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	1	-	-	-	-	-	1	1	-
Npower	113	14	29	27	25	15	73	69	64
Ovo	16	4	7	10	1	6	10%	10%	10%
Sainsbury's Energy	1	4%	3%	5%a	7%	4%a	2%	2%	2%
Scottish Hydro	27	-	8	6	8	6	22	19	16
Scottish Power	118	13	21	22	15	19	74	77	62
Southern Electric	78	9	14	13	13	8	61	60	54
Spark Energy	9	7%	6%	6%	6%	6%	8%	8%	8%
SSE (Scottish and Southern Energy)	64	5	9	8	7	5	40	42	32
		4%	4%	4%	5%	3%	5%	6%	5%

## Q.4 Who is your current electricity supplier?

Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Swalec	36	1	4	3	4	3	27	27	25
	3%	1%	2%	1%	2%	2%	4%	4%	4%
Utility Warehouse	19	3	5	5	4	4	18	15	14
	2%	3%	2%	2%	3%	3%	2%	2%	2%
Utilita	7	-	-	-	-	-	6	6	6
	1%	-	-	-	-	-	1%	1%	1%
Other	6	-	-	-	-	-	2	1	1
	1%	-	-	-	-	-	-	-	-
<b>SUMMARY CODES</b>									
BIG SIX SUPPLIER	908	100	167	171	136	109	612	602	531
	82%	83%	78%	79%	87%	77%	82%	82%	83%
SSE ALL	206	16	34	31	31	23	150	148	127
	18%	13%	16%	14%	20%	16%	20%	20%	20%
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	104	6	14	15	4	12	59	56	49
	9%	5%	6%	7%	3%	8%	8%	8%	8%

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	9711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	883	531
Atlantic	8	8	-	-	2	2	5	2	5	1	1	4	4	3	6	8	-	-
Axis Telecom	1	1	-	-	-	1	-	-	-	-	1	1	-	-	1	-	-	1
British Gas	1385	1255	76	54	262	715	408	248	421	323	393	491	712	284	1101	828	245	287
Co-operative Energy	48	45	1	2	3	29	16	13	19	9	6	11	33	7	40	37	8	3
E.ON	638	561	45	32	135	310	193	128	207	139	164	195	347	115	523	375	134	120
Ebico	4	4	-	-	1	2	-	-	2	-	2	4	-	1	3	-	-	3
Economy Energy	7	5	2	-	3	3	-	3	-	2	2	3	3	1	6	3	-	3
Ecotricity	16	16	-	-	2	11	4	5	10	-	1	1	15	2	13	11	4	1
EDF	475	452	17	6	97	269	110	114	164	88	109	136	281	69	406	282	98	88
Extra Energy	22	18	2	2	5	9	8	4	7	9	2	2	17	2	20	19	2	1
First Utility	183	169	12	3	40	103	41	48	70	42	24	38	125	23	160	132	31	18
Flow Energy	2	2	-	-	-	2	-	-	-	1	1	1	-	-	2	1	-	-
Good Energy	4	4	-	-	1	3	1	2	3	-	-	2	1	1	4	2	3	-

Fieldwork: 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	3711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Energy	1	-	1	-	-	1	-	-	-	-	1	1	-	1	-	-	1	-
Green Star Energy	8	6	1	1	2	2	4	2	5	1	-	4	3	3	5	-	1	1
Marks & Spencer Energy	27	24	2	1	1	11	15	8	8	8	3	4	19	6	21	25	-	2
Npower	419	383	27	9	86	241	92	105	141	79	90	108	284	58	361	281	87	41
Ovo	75	64	5	5	9	50	16	30	24	14	7	18	53	14	61	60	8	7
Sainsbury's Energy	62	53	1	8	6	41	15	24	25	9	5	7	47	6	50	48	9	6
Scottish gas	9	-	9	-	1	4	4	3	-	3	3	5	4	3	6	5	1	2
Scottish Hydro	35	4	31	-	10	17	8	6	12	9	8	12	18	6	28	15	6	11
Scottish Power	509	366	122	21	86	285	138	156	161	94	98	121	327	83	427	350	87	67
Southern Electric	216	216	-	-	40	107	69	38	70	49	59	82	105	44	173	127	96	51
Spark Energy	19	17	1	1	4	15	-	6	4	3	6	4	11	2	8	6	4	4
SSE (Scottish and Southern Energy)	281	223	49	9	51	139	90	60	98	62	63	98	148	49	232	178	52	41
Swalec	57	6	-	51	6	28	23	17	10	13	17	18	26	16	41	43	7	7
Utility Warehouse	114	101	6	7	19	71	24	25	44	26	19	29	79	17	96	87	14	13
	2%	2%	1%	3%	2%	3%	2%	2%	3%	3%	2%	2%	3%	2%	2%	3%	2%	2%

Fieldwork: 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	9711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Utilities	50	47	3	-	19	30	1	1	6	12	31	30	16	14	36	3	14	32
Other	18	17	-	1	3	8	7	3	5	1	8	11	4	7	10	10	3	4
	-	-	-	1%	-	-	1%	-	-	-	1%	1%	-	1%	-	-	-	-
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	4015	3466	387	181	773	2110	1131	878	1281	857	1000	1257	2228	722	3293	2477	752	713
	83%	83%	97%ab	84%	84%	82%	85%af	81%	83%	84%	86%ah	85%lm	82%	84%	83%	82%	85%p	86%ip
SSE ALL	589	449	80	60	107	291	190	122	187	133	146	209	297	114	475	363	102	110
	12%b	11%	19%ab	28%abc	12%	11%	14%af	11%	12%	13%	13%	14%lm	11%	13%	12%	12%	12%	13%
Refused	16	16	1	-	2	6	8	6	1	-	9	5	7	2	15	12	2	2
	-	-	-	-	-	-	1%	1%	-	-	1%	-	-	-	-	-	-	-
Don't know	105	93	9	3	24	49	32	25	28	20	33	38	38	18	87	64	24	15
	2%a	2%	2%	1%	3%	2%	2%	2%	2%	2%	3%	3%	1%	2%	2%	2%	3%	2%



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3311	439	915	1937	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Atlantic	8	-	-	8	8	8	4	5	-	8	4	4	-	1	7	-
Axis Telecom	1	-	-	1	1	1	1%ah	-	-	1%ai	-	1%akm	-	-	-	-
British Gas	1385	-	-	1385	1385	1385	124	1261	1385	-	911	180	284	445	921	18
Co-operative Energy	48	-	-	48	48	48	31%	29%	34%aj	-	25%	43%akm	37%ak	23%	32%an	54%
E.ON	639	-	-	639	639	639	3%	7%	6%ai	48	43	3	-	21	27	-
Ebico	4	-	-	4	4	4	-	4	-	-	-	1	3	-	4	-
Economy Energy	7	-	-	7	7	7	-	7	-	7	-	7	4	-	-	-
Ecotricity	16	-	-	16	16	16	2	14	-	16	13	2	2	-	16	-
EDF	475	-	-	475	475	475	41	434	475	-	364	40	75	240	231	4
Extra Energy	22	-	-	22	22	22	3	19	-	22	22	-	-	16	5	-
First Utility	183	-	-	183	183	183	15	168	-	183	170	1	9	124	59	-
Flow Energy	2	-	-	2	2	2	-	2	-	2	2	-	-	-	2	-
Good Energy	4	-	-	4	4	4	-	4	-	4	3	2	-	1	4	-
Gnergy	1	-	-	1	1	1	-	1	-	1	-	1	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3331	439	915	1937	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Green Star Energy	8	-	-	8	8	8	2	7	-	8	8	-	-	8	-	-
Marks & Spencer Energy	27	-	-	27	27	27	2	25	-	26	26	1	-	14	13	-
Npower	419	-	-	419	419	419	31	388	419	-	344	25	43	195	221	3
Ovo	75	-	-	75	75	75	11	64	-	75	68	-	6	59	16	-
Sainsbury's Energy	62	-	-	62	62	62	1	61	-	62	61	1	-	43	19	-
Scottish gas	9	-	-	9	9	9	-	9	-	9	3	3	2	4	5	-
Scottish Hydro	35	-	-	35	35	35	-	35	35	-	22	4	8	8	27	-
Scottish Power	509	-	-	509	509	509	43	466	509	-	407	26	75	254	255	-
Southern Electric	216	-	-	216	216	216	24	193	216	-	163	28	29	58	158	1
Spark Energy	19	-	-	19	19	19	2	17	-	19	5	7	4	6	13	-
SSE (Scottish and Southern Energy)	281	-	-	281	281	281	16	265	281	-	215	31	31	91	186	3
Swalec	57	-	-	57	57	57	-	57	57	-	41	4	7	13	44	-
Utility Warehouse	114	-	-	114	114	114	8	106	-	114	103	1	7	27	87	-
Utilita	50	-	-	50	50	50	2	48	-	50	3	-	42	12	38	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)	
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3331	439	915	1837	2898	34	
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**	
Other	18	-	-	18	18	18	-	18	-	18	12	2	3	7	11	-	
	1	-	-	1	1	1	-	1	-	1	-	-	-	-	-	-	
<b>SUMMARY CODES</b>																	
BIG SIX SUPPLIER	4015	-	-	4015	4015	4015	342	3673	4015	-	2905	385	700	1555	2428	34	
	83% <sup>a</sup>	-	-	83%	83%	83%	84%	83%	100% <sup>a</sup>	-	82%	82% <sup>a</sup>	88% <sup>a</sup>	91%	85% <sup>a</sup>	100%	
SSE ALL	588	-	-	588	588	588	40	548	588	-	442	66	76	170	415	4	
	12% <sup>a</sup>	-	-	12%	12%	12%	70%	12%	15% <sup>a</sup>	-	12% <sup>a</sup>	16% <sup>a</sup>	10%	9%	15% <sup>a</sup>	11%	
Refused	16	-	-	16	16	16	-	16	-	16	14	-	-	4	12	-	
	1%	-	-	1%	1%	1%	-	1%	-	1%	-	-	-	-	-	-	
Don't know	105	-	-	105	105	105	3	102	-	105	77	9	13	26	79	-	
	2% <sup>a</sup>	-	-	2%	2%	2%	1%	2%	-	2% <sup>a</sup>	2%	2%	2%	1%	3% <sup>a</sup>	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	16
Weighted Base	4613	3825	989	506	189	4333	460	20**
Atlantic	8	6	2	2	-	8	-	-
Axis Telecom	1	1	-	-	-	-	1	-
British Gas	1385	1018	367	138	47	1222	155	7
Co-operative Energy	48	45	2	7	25%	45	3	-
E.ON	638	498	140	63	31	563	73	2
Ebico	4	3	1	-	-	4	-	-
Economy Energy	7	7	-	2	-	6	1	-
Ecotricity	16	15	1	4	-	16	-	-
EDF	475	400	76	51	24	419	53	3
Extra Energy	22	20	2	4	-	22	-	-
First Utility	183	179	5	29	7	164	19	-
Flow Energy	2	2	-	-	-	2	-	-
Good Energy	4	4	-	1	-	3	1	-
Gnergy	1	1	-	-	-	1	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	16
Weighted Base	4813	3825	989	506	189	4333	460	20**
Green Star Energy	8	7	1	-	-	8	-	-
Marks & Spencer Energy	27	19	7	1	-	27	-	-
Npower	419	349	70	40	8	388	29	2
Ovo	75	73	2	7	1	68	7	-
Sainsbury's Energy	62	59	3	11	1	55	7	-
Scottish gas	9	5	4	-	1	9	-	-
Scottish Hydro	35	25	10	6	3	33	2	-
Scottish Power	509	421	88	60	17	482	24	4
Southern Electric	216	158	58	19	9	186	30	18%
Spark Energy	19	17	2	2	-	17	2	-
SSE (Scottish and Southern Energy)	281	220	61	21	12	265	16	-
Swalec	57	40	17	3	4	51	3	3
Utility Warehouse	114	102	12	21	6	103	11	13%
Utilita	50	42	8	8	10	47	3	-
Other	18	11	6	-	1	14	4	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	16
Weighted Base	4613	3825	989	506	189	4333	460	20**
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	4015	3128	887	402	156	3609	398	20
	83% <sup>d</sup>	82%	89% <sup>ab</sup>	79%	62%	82%	84%	100%
SSE ALL	588	442	146	49	27	534	52	3
	12%	12%	15% <sup>ab</sup>	10%	15%	12%	11%	13%
Refused	16	9	8	-	1	14	2	-
	*	*	1% <sup>ab</sup>	-	1%	*	*	-
Don't know	105	70	35	5	4	91	13	-
	2%	2%	4% <sup>ab</sup>	1%	2%	2%	3%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	640	2937	4129	1932	673	1334	1782	980
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Atlantic	8	6	2	-	7	8	2	2	4	2	-
Axis Telecom	1	1	-	-	1	-	-	-	1	-	-
British Gas	1385	515	870	84	622	1300	763	128	339	560	358
	29%da	28%	30%b	12%	21%d	32%ade	41%adef	17%	25%h	32%ahj	41%ahj
Co-operative Energy	48	28	20	16	42	31	6	9	24	13	2
	1%gk	1%c	1%	2%afg	1%g	1%g	-	1%k	2%jk	1%	-
E.ON	639	276	363	79	406	560	232	104	201	232	162
	13%	14%	13%	11%	14%	14%	12%	13%	14%	13%	12%
Ebico	4	4	-	-	4	4	-	-	2	2	-
	-	1%c	-	-	-	-	-	-	-	-	-
Economy Energy	7	2	4	2	6	4	1	3	1	2	1
	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	16	9	7	9	16	7	-	1	9	6	-
	g	-	-	1%afg	1%g	-	-	-	1%k	-	-
EDF	475	240	236	59	262	418	194	102	131	169	74
	10%e	12%ac	9%	8%	10%	10%	10%	13%aih	9%	10%	8%
Extra Energy	22	12	8	18	18	4	4	11	8	2	1
	1	7%	-	3%aefg	1%j	-	-	1%ajk	1%j	-	-
First Utility	183	108	73	101	162	82	22	61	80	31	12
	4%cfk	6%ac	3%	15%aefg	6%afg	2%g	1%	8%ajk	6%ajk	2%	1%
Flow Energy	2	-	2	-	1	2	1	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-
Good Energy	4	-	4	1	4	3	-	-	3	1	-
	-	-	-	-	-	-	-	-	-	-	-
Gnergy	1	-	1	1	1	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - ah/i/j/k



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2819	640	2837	4129	1932	673	1334	1782	880
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Green Star Energy	8	4	4	8	8	-	-	5	3	-	-
1	-	-	-	1%aefg	1%g	-	-	1%ajk	-	-	-
Marks & Spencer Energy	27	7	19	5	24	22	3	6	11	9	1
1%g	-	1%	1%	1%g	1%g	1%	-	1%	1%k	1%	-
Npower	419	174	241	42	269	377	150	84	142	134	59
9%id	9%	9%	9%	6%	9%id	9%id	8%	11%jk	10%jk	8%	7%
Ovo	75	33	41	34	68	41	7	22	38	10	5
2%idgh	2%	2%	2%	5%aefg	2%afg	1%g	-	3%ajk	3%ajk	1%	1%
Sainsbury's Energy	62	35	26	43	60	19	2	20	31	10	1
1%idgh	2%g	1%	1%	6%aefg	2%afg	1%g	-	3%ajk	2%ajk	1%	-
Scottish gas	9	4	4	1	2	8	6	1	2	4	2
-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	35	10	23	2	17	33	18	1	9	14	11
1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%h
Scottish Power	509	190	314	76	354	434	156	109	150	193	58
11%ghk	10%	11%	11%	11%	12%g	11%g	8%	14%ajk	11%k	11%k	7%
Southern Electric	216	87	126	7	134	209	82	16	44	106	51
4%idh	4%	5%	5%	1%	5%id	5%id	4%id	2%	3%	6%ah	6%h
Spark Energy	19	8	11	5	15	14	4	5	3	8	2
-	-	-	-	1%	-	-	-	1%	-	-	-
SSE (Scottish and Southern Energy)	281	83	189	15	170	266	111	41	74	122	45
6%bd	4%	7%b	2%	6%id	6%id	6%id	6%id	5%	5%	7%	5%
Swalec	57	14	42	-	24	57	33	3	10	21	22
1%id	1%	2%b	-	1%id	1%id	1%id	2%de	-	1%	1%	3%ahj
Utility Warehouse	114	50	63	30	100	84	13	15	51	34	14
2%g	3%	2%	4%afg	3%afg	2%g	1%	-	2%	4%ajk	2%	2%
Utilita	50	26	24	25	43	28	7	7	17	19	7
1%id	1%	1%	4%aefg	1%id	1%id	1%	-	1%	1%	1%	1%



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	640	2837	4129	1932	673	1334	1782	880
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Other	18	7	11	5	11	12	7	1	6	5	5
	.	.	.	1%	.	.	.	.	.	.	1%
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	4015	1590	2343	362	2277	3653	1738	588	1098	1540	779
	83% <sub>bdn</sub>	81%	85% <sub>ab</sub>	53%	78% <sub>sd</sub>	89% <sub>ade</sub>	83% <sub>adef</sub>	70%	77%	89% <sub>ahj</sub>	89% <sub>ahj</sub>
SSE ALL	588	195	380	24	345	564	244	61	136	263	128
	12% <sub>bdn</sub>	10%	14% <sub>b</sub>	4%	12% <sub>sd</sub>	14% <sub>de</sub>	13% <sub>d</sub>	8%	10%	15% <sub>ahj</sub>	15% <sub>ahj</sub>
Refused	16	9	6	3	10	13	6	1	9	4	3
	.	.	.	.	.	.	.	.	1%	.	.
Don't know	105	23	69	18	56	87	49	11	18	34	42
	2% <sub>b</sub>	1%	3% <sub>b</sub>	3%	2%	2%	3%	1%	1%	2%	5% <sub>ahj</sub>



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4769	474	454	362	238	410	367	503	90	310	362	379	152	285	342	11	
Weighted Base 4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**	
Atlantic	8	2	-	-	3	2	1	-	-	-	-	-	-	-	-	
Axis Telecom	1	-	-	-	1%a	1%	-	-	-	-	-	-	-	-	-	
British Gas	1385 29%ijmm	130 27%ij	135 30%ijm	165 43%abdfg hjkno	85 20%abdfj kmm	114 27%ij	106 23%ijm	169 36%abdfj kmm	15 4%	61 13%	104 26%ij	88 22%	31 8%	62 16%	117 24%ijmm	2 5%
Co-operative Energy	48 1%	7 2%	5	5 1%	2 1%	3 1%	3 1%	4 1%	-	1	5 1%	7 2%	-	-	5 1%	-
E.ON	638 13%dk	97 20%adefg jkno	61 20%adefg jkno	29 8%	21 9%	55 13%d	45 12%d	78 17%deklm	7 2%	38 12%	40 10%	27 17%dekl	30 17%	43 17%	2 2%	
Ebico	4	-	-	2 1%a	-	1	-	-	-	-	-	-	1	-	-	
Economy Energy	7	-	2	-	-	1	2 1%	2 2%abdfjk lno	-	-	-	-	-	-	-	
Ecotricity	16	3	2	-	3	-	-	-	-	3	2	-	1	2	-	
EDF	476 10%cafh m	47 10%ahjm	30 7%	75 20%abdefg hijmo	10 4%	25 6%	32 9%kjm	28 6%	5 2%	12 4%	74 20%abcef ghijmo	40 10%ahjm	4	55 20%abcef ghijmo	37 10%kjm	2 6%
Extra Energy	22	3	2	-	4	2	4	-	2	1	1	2	1	1	-	
First Utility	183 4%	25 5%	16 3%	15 4%	8 3%	14 3%	11 3%	23 5%	3 4%	8 3%	9 2%	21 6%k	3 2%	8 3%	18 5%	-
Flow Energy	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-	
Good Energy	4	-	-	1	-	1	-	-	-	1	-	-	1	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4769	474	454	362	238	410	367	503	90	310	392	379	152	285	342	11	
Weighted Base 4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	11**	
Gnergy	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
Green Star Energy	8	1	2	1	1	1	-	-	1	-	-	1	1	-	-	
Marks & Spencer Energy	27	5	-	2	1	2	3	1	2	6	2	1	3	-	-	
Npower	419	39	45	17	16	59	44	41	9	18	26	22	8	21	2	
Ovo	75	5	10	2	3	2	10	7	-	5	7	5	4	4	-	
Sainsbury's Energy	62	9	7	5	6	2	6	8	1	2	2	2	8	3	2	
Scottish gas	9	-	-	-	-	-	-	-	3	6	-	-	-	-	-	
Scottish Hydro	35	2	-	2	-	-	-	-	12	19	-	-	-	-	-	
Scottish Power	509	33	29	21	43	42	36	47	7	115	24	43	26	39	-	
Southern Electric	216	29	14	14	35	11	7	-	-	27	44	-	22	7	-	
Spark Energy	19	1	2	-	1	5	2	3	1	-	-	-	-	3	-	
SSE (Scottish and Southern Energy)	281	24	32	8	6	30	15	10	24	25	30	35	8	22	1	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

Total (a)	PES SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4769	474	454	362	238	410	367	503	90	310	382	379	152	285	342	11	
Weighted Base 4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**	
Swalec	57	-	-	7	1	1	-	-	-	-	-	47	-	-	-	
	1%abdef	-	-	3%abdefg	0%	0%	-	-	-	-	-	30%abdefm	-	-	-	
Utility Warehouse	114	6	10	8	5	6	7	8	2	4	11	16	4	12	14	
	2%	1%	2%	2%	1%	1%	2%	2%	0%	1%	3%	4%abfhlj	3%	4%abfhlj	4%b	
Utilita	50	2	1	2	3	5	3	16	3	1	6	-	1	6	-	
	1%	-	-	-	1%	1%	1%	3%abdefj	1%	-	2%	-	2%	2%	-	
	-	-	-	-	-	-	-	km	-	-	-	-	-	-	-	
Other	18	1	1	1	2	2	5	3	-	-	1	-	-	1	-	
	-	-	-	-	1%	-	1%abj	1%	-	-	-	-	-	-	-	
<b>SUMMARY CODES</b>																
<b>BIG SIX SUPPLIER</b>	4015	401	377	331	194	362	290	381	79	288	320	312	131	227	314	
	83%	84%	82%	87%ghl	82%	86%	80%	87%	84%	88%acghl	85%	87%	82%	82%	82%	
<b>SSE ALL</b>	588	55	46	25	19	66	27	17	36	44	57	80	55	32	29	
	12%defgho	11%cdh	10%h	6%	8%h	16%cddefgho	8%h	4%	39%abbcde	13%cdgho	15%cddefgh	21%abbcde	35%abbcde	12%cdh	8%h	
	-	-	3	-	1	1	3	1	-	1	o	2	-	1	3	
Refused	-	-	1%	-	-	-	1%	-	-	-	-	1%	-	-	1%	
Don't know	105	10	16	6	11	7	11	8	3	6	7	8	3	7	1	
	2%a	2%	3%a	1%	2%adho	2%	3%a	2%	3%a	2%	2%	2%	2%	3%a	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	848	3119	3155	2700
Atlantic	8	3	6	6	6	6	7	8	6
Axis Telecom	1	-	-	-	1%a	1%a	-	-	-
British Gas	1385	187	247	252	207	170	925	931	795
Co-operative Energy	48	11	21	20	12	14	41	36	32
E.ON	638	128	181	174	137	101	428	428	369
Ebico	4	-	-	-	-	-	2	3	2
Economy Energy	7	2	2	3	1	3	6	4	3
Ecotricity	16	1	3	2	-	2	14	14	13
EDF	475	125	157	157	119	89	284	299	260
Extra Energy	22	8	19	17	2	16	11	14	13
First Utility	183	56	96	96	35	23	106	128	101
Flow Energy	4	0%ae	8%ae	7%ae	4%	7%ae	3%	4%	4%
Good Energy	4	-	1	1	-	1	3	3	3

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1264	918	849	3119	3155	2700
Energy	1	-	-	-	-	-	1	1	1
Green Star Energy	8	3	7	6	-	6	7	6	7
Marks & Spencer Energy	27	7	10	10	7	5	22	19	18
Npower	419	96	133	129	106	88	255	254	220
Ovo	75	16	39	38	17	35	64	63	54
Sainsbury's Energy	62	16	37	28	3	22	32	35	27
Scottish gas	9	1	2	2	2	2	6	7	5
Scottish Hydro	35	-	3	3	3	3	19	18	17
Scottish Power	509	136	155	154	115	83	300	283	247
Southern Electric	216	21	39	33	33	24	143	144	123
Spark Energy	19	4	6	5	3	5	9	12	9
SSE (Scottish and Southern Energy)	281	52	68	66	59	47	171	177	152
Swalec	57	3	7	3	7	2	45	45	40

Q.151 Who is your current gas and electricity supplier?

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Utility Warehouse	114	14	37	32	22	26	90	85	82
	2%	2%	3%	2%	2%	3%	3%	3%	3%
Utilita	50	4	20	15	3	15	36	36	36
	1%	*	1%be	1%	*	2%be	1%	1%	1%
Other	18	2	5	3	2	1	10	12	9
	*	*	*	*	*	*	*	*	*
<b>SUMMARY CODES</b>									
BIG SIX SUPPLIER	4015	749	990	974	786	607	2580	2560	2222
	82%cdf	82%cdf	74%	76%df	86%cdf	71%	83%	82%	82%
SSE ALL	588	76	116	108	101	76	378	384	332
	12%cdf	9%	9%	9%	11%	9%	12%	12%	12%
Refused	16	3	6	6	3	4	6	9	5
	*	*	*	*	*	*	*	*	*
Don't know	105	9	22	19	15	16	63	58	51
	2%b	1%	2%	1%	2%	2%	2%	2%	2%

Q.5 How do you pay for your gas?  
Base: All who have gas supply

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	964	531
Monthly direct debit	3450	2984	313	152	534	1824	1091	961	1239	702	547	820	2164	558	2891	2625	480	302
	65%ek	65%	67%	62%	53%	65%e	73%af	81%ajk	72%ajk	63%k	42%	49%	73%al	59%	66%n	79%apq	48%r	32%
Quarterly direct debit	352	317	23	12	66	172	114	81	123	74	74	99	197	48	304	209	85	50
	7%	7%	5%	5%	7%	6%	8%	7%	7%	7%	6%	6%	7%	5%	7%n	6%	9%apq	5%
Pay by cheque, cash or card on receipt of your bill	468	410	30	28	71	223	173	82	133	114	139	183	198	113	355	276	105	81
	9%im	9%	6%	11%c	7%	8%	12%af	7%	8%	10%hi	11%ah	11%am	7%	12%ao	8%	8%	11%p	9%
Prepayment meter (where you top up credit onto a key or card)	818	698	75	45	273	484	61	41	170	183	425	438	312	169	649	129	243	420
	15%ghim	15%	16%	18%	27%atg	17%g	4%	3%	10%h	16%hi	32%ahj	26%am	17%	18%io	15%	4%	24%ap	45%apq
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	6	-	-	1	4	1	2	-	1	3	4	2	3	3	1	3	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	3%	3%	-	3%	-
Weekly / fortnightly payment scheme	37	31	5	1	9	15	12	-	5	6	26	23	8	14	23	8	9	19
	1%hmp	1%	7%	-	7%	1%	7%	-	-	1%h	2%ahj	1%am	-	1%ao	7%	-	1%p	2%apq
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	109	19	8	40	69	27	6	27	24	79	88	38	38	98	30	50	51
	3%hmp	2%	4%b	3%	4%atg	2%	2%	-	2%h	2%h	6%ahj	5%am	7%	4%ao	2%	7%	5%ap	5%ap
Online (rms)	9	8	1	-	5	3	2	2	3	4	1	3	4	3	6	3	6	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%apq	-
Standing order	2	1	-	-	-	1	1	-	1	-	-	1	1	1	1	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly	1	1	-	-	1	-	-	-	1	-	-	1	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	10	10	-	-	2	5	4	3	4	3	1	5	3	-	10	7	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.5 How do you pay for your gas?  
Base: All who have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	984	531
Paid at bank or post office	1	1	-	-	-	-	1	-	-	-	1	1	-	1	1	1	-	-
Quarterly online	2	1	-	-	-	2	-	-	1	-	-	-	1	-	2	-	1	-
Other	5	5	-	-	2	2	1	3	-	1	1	2	3	-	5	2	3	-
Refused	7	6	1	-	2	4	1	-	-	1	6	1	1	-	7	4	-	2
Don't know	22	20	2	-	6	9	7	8	6	2	6	7	11	2	20	17	4	1
	-	-	-	-	7%	-	-	7%	-	-	-	-	-	-	-	7%	-	-

Q.5 How do you pay for your gas?  
Base: All who have gas supply

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	487	4480	830	3820	555	1061	1941	3299	70
Weighted Base	5326	11**	-	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Monthly direct debit	3450	4	-	3450	3446	3446	287	3159	2803	647	3450	18	63	1666	1737	47
		65%ms	38%		65%	65%	64%	65%	63%	75%ai	90%alm	4%	7%	82%aop	54%	68%o
Quarterly direct debit	352	4	-	352	347	347	28	319	319	32	352	5	14	119	226	7
		7%qm	42%		7%	7%	8%	7%	7%	4%	9%alm	1%	1%	6%	7%	11%
Pay by cheque, cash or card on receipt of your bill	468	1	-	468	467	467	44	424	437	31	10	468	15	94	367	7
		9%kmm	8%		8%	8%	10%	8%	10%	4%	-	91%akm	2%	5%	11%an	10%
Prepayment meter (where you top up credit onto a key or card)	818	1	-	818	817	817	66	751	713	105	24	16	818	96	716	5
		15%kmi	12%		15%	15%	15%	15%	18%j	12%	1%	3%	88%kld	5%	22%arp	7%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	-	-	6	6	6	-	6	4	2	-	2	-	-	6	-
		-	-	-	-	-	-	-	-	-	-	k	-	-	-	-
Weekly / fortnightly payment scheme	37	-	-	37	37	37	-	36	34	2	1	1	4	14	22	1
		1%k	-	1%	1%	1%	-	1%	1%	-	-	-	k	1%	1%	1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	-	-	136	136	136	12	124	116	20	6	3	13	30	103	2
		3%kmm	-	3%	3%	3%	3%	3%	3%	2%	6	1%	1%	1%	3%un	3%
Online (rms)	9	-	-	9	9	9	3	6	8	1	1	-	-	1	8	-
		-	-	-	-	-	1%ah	-	-	1	-	-	-	-	-	-
Standing order	2	-	-	2	2	2	1	1	2	-	1	-	-	-	2	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly	1	-	-	1	1	1	-	1	1	-	-	-	-	-	1	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	10	-	-	10	10	10	1	9	8	2	1	3	-	1	9	-
		-	-	-	-	-	-	-	-	-	-	1%km	-	-	-	-
Paid at bank or post office	1	-	-	1	1	1	-	1	1	-	-	-	-	-	1	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.5 How do you pay for your gas?  
Base: All who have gas supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	TIME OF USE METER		SUPPLIER		Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
							Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)						
Unweighted Base	5310	11	-	5310	5299	5299	432	4867	4480	830	3620	555	1061	1941	3299	70
Weighted Base	5326	11**	**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Quarterly online	2	-	-	2	2	2	-	2	2	-	-	-	-	1	-	-
Other	5	-	-	5	5	5	1	3	4	1	1	-	-	-	5	-
Refused	7	-	-	7	7	7	1	6	2	5	1	-	-	2	5	-
Don't know	22	-	-	22	22	22	1	21	9	14	-	-	1	4	18	-
%	-	-	-	*	*	*	*	*	*	2%ai	-	-	1	*	1%	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing





Q.5 How do you pay for your gas?  
Base: All who have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5326	4195	1131	535	211	4799	506	21**
Monthly direct debit	3450	2844	605	357	61	3192	241	17
Quarterly direct debit	352	259	94	36	6	290	62	-
Pay by cheque, cash or card on receipt of your bill	468	294	174	37	13	388	78	2
Prepayment meter (where you top up credit onto a key or card)	818	634	184	89	108	724	93	1
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	5	1	-	-	6	-	-
Weekly / fortnightly payment scheme	37	20	17	1	5	33	3	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	92	44	8	16	119	17	-
Online (rms)	9	9	-	2	-	5	4	-
Standing order	2	2	-	-	-	2	-	-
Monthly	1	1	-	-	-	-	1	-
Quarterly (Other mentions)	10	8	2	4	-	8	2	-
Paid at bank or post office	1	1	1	-	-	1	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
\*\* very small base (under 30) ineligible for sig testing

Q.5 How do you pay for your gas?  
Base: All who have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5306	4195	1131	535	211	4799	506	21**
Quarterly online	2	2	-	1	-	-	1	-
Other	5	5	-	-	-	5	-	-
Refused	7	4	2	-	1	3	2	1
Don't know	22	18	6	1	1%	22	1	0%
	-	-	1%	-	-	-	-	-

Q.5 How do you pay for your gas?  
Base: All who have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1959	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Monthly direct debit	2450	1488	1899	546	2278	2804	1172	601	1120	1211	451
Quarterly direct debit	352	134	200	35	165	317	187	47	93	120	91
Pay by cheque, cash or card on receipt of your bill	468	132	323	24	184	444	284	33	84	223	129
Prepayment meter (where you top up credit onto a key or card)	818	280	517	107	390	711	428	43	196	310	269
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	2	4	-	-	6	6	-	1	1	3
Weekly / fortnightly payment scheme	37	9	24	2	17	34	20	2	9	16	10
Payment card \book where you can pay money in whenever you choose (ad hoc)	138	40	94	11	59	125	77	7	25	55	49
Online (rms)	9	2	7	-	4	9	6	-	1	3	5
Standing order	2	1	1	-	-	2	2	-	1	-	1
Monthly	1	-	1	-	-	1	1	-	-	-	-
Quarterly (Other mentions)	10	2	8	-	4	10	6	2	4	2	2
Paid at bank or post office	1	-	1	-	1	1	1	-	-	1	1

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.5 How do you pay for your gas?  
 Base: All who have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1993	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Quarterly online	2	1	*	-	2	2	-	-	1	*	-
Other	5	1	3	2	3	3	2	2	1	-	2
Refused	7	2	2	2	4	5	2	-	1	3	2
Don't know	22	5	14	1	8	21	14	3	2	2	16
	*	*	*	*	*	*	1%	*	*	*	2% (a)(k)



Q.5 How do you pay for your gas?  
Base: All who have gas supply

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	5310	528	501	413	273	446	395	553	108	338	457	432	174	319	384	11
Weighted Base	5326	524	504	430	274	452	387	513	111*	359	440	437	180	302	401	11**
Monthly direct debit	3450	360	334	235	151	289	262	292	67	246	293	308	126	211	268	8
Quarterly direct debit	352	46	26	47	12	24	15	33	9	13	42	36	9	18	20	-
Pay by cheque, cash or card on receipt of your bill	468	43	40	45	30	54	24	42	12	18	40	45	13	21	38	1
Prepayment meter (where you top up credit onto a key or card)	818	57	87	83	73	57	58	120	16	59	42	42	23	45	55	1
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	1	-	-	-	-	-	2	-	-	2	-	-	-	1	-
Weekly/fortnightly payment scheme	37	3	1	1	3	2	6	6	-	5	1	-	-	-	8	-
Payment card I book where you can pay money in whenever you choose (ad hoc)	136	8	10	14	4	18	17	14	3	16	11	2	8	3	8	1
Online (rms)	9	2	2	-	-	1	-	-	-	1	2	1	-	-	-	-
Standing order	2	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Monthly	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Quarterly (Other mentions)	10	1	2	2	-	2	-	-	-	2	1	-	-	-	1	-
Paid at bank or post office	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.5 How do you pay for your gas?  
 Base: All who have gas supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	364	11
Weighted Base 5326	524	504	430	274	452	387	513	111**	359	440	437	180	302	401	11**
Quarterly online 2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other 5	-	-	-	1	2	-	1	-	-	1	-	-	-	-	-
Refused 7	1	1	-	-	-	-	1	-	1	1	-	-	-	1	-
Don't know 22	1	3	3	-	3	2	1	1	1	1	1	-	4	-	-
-	-	1%	1%	-	1%	-	-	1% <sup>o</sup>	-	-	-	-	1% <sup>oo</sup>	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.5 How do you pay for your gas?  
Base: All who have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Monthly direct debit	3450	800	1114	1096	760	691	2252	2260	1942
	65%	83% <sup>acdf</sup>	78% <sup>aa</sup>	80% <sup>aa</sup>	77% <sup>aa</sup>	76% <sup>aa</sup>	65%	65%	65%
Quarterly direct debit	352	48	77	69	62	45	215	207	176
	7%	5%	5%	5%	6%	5%	6%	6%	6%
Pay by cheque, cash or card on receipt of your bill	468	43	63	63	52	45	314	318	266
	9% <sup>bcdef</sup>	4%	4%	5%	5%	5%	9%	9%	9%
Prepayment meter (where you top up credit onto a key or card)	818	52	139	110	91	96	536	535	480
	15% <sup>bcdef</sup>	5%	10% <sup>b</sup>	8% <sup>b</sup>	9% <sup>b</sup>	11% <sup>b</sup>	15%	15%	16%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	6	-	1	-	1	-	4	5	5
	-	-	-	-	-	-	-	-	-
Weekly / fortnightly payment scheme	37	6	6	4	5	3	30	28	27
	1%	7%	-	-	-	-	1%	1%	1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	9	15	15	9	13	86	88	77
	3% <sup>bcdef</sup>	7%	7%	7%	7%	7%	2%	2%	3%
Online (rms)	9	1	1	1	1	-	3	4	3
	-	-	-	-	-	-	-	-	-
Standing order	2	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Monthly	1	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	10	3	5	6	5	4	7	8	8
	-	-	-	-	1%	-	-	-	-

Q.5 How do you pay for your gas?  
Base: All who have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Paid at bank or post office	1	-	-	-	-	-	-	-	-
Quarterly online	2	-	-	-	-	1	1	1	1
Other	5	1	2	1	-	1	2	2	2
Refused	7	1	1	1	-	1	4	4	4
Don't know	22	-	3	3	3	3	8	6	7



Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Monthly direct debit	3716 63%ekl	3192 63%	333 61%	191 61%	577 51%	1958 63%e	1181 70%aef	1078 81%ajk	1324 70%ajk	740 60%k	574 39%	869 46%	2358 72%al	603 56%	3113 64%n	2834 78%aqr	531 47%r	309 29%
Quarterly direct debit	381 6%kn	343 7%k	24 4%	14 4%	79 7%	172 6%	130 8%l	85 6%	138 7%k	85 7%k	74 5%	108 6%	214 7%	51 5%	329 7%n	222 6%	98 9%aqr	51 5%
Pay by cheque, cash or card on receipt of your bill	572 10%elm	501 10%	39 7%	32 10%	85 7%	268 9%	219 13%aef	100 7%	171 9%	142 12%hi	159 11%h	218 11%am	258 8%	141 13%ao	431 9%	336 9%	133 12%p	95 9%
Prepayment meter (where you top up credit onto a key or card)	1009 17%ghm	820 16%	124 23%ab	65 21%b	320 28%atg	598 19%ag	91 5%	50 4%	205 11%h	219 18%hi	535 37%ahj	562 30%am	368 11%	220 20%ao	789 16%	169 5%	294 26%ap	514 49%apq
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8 p	7 -	- -	1 -	1 -	4 -	3 -	- -	1 -	1 -	6 %ahi	7 %am	- -	4 %o	4 -	3 -	3 -	2 -
Weekly / fortnightly payment scheme	34 1%hmp	28 7%	6 1%	1 -	10 7%	14 -	11 7%	- -	4 -	5 7%	26 2%ahj	22 1%am	7 -	13 1%ao	21 -	6 -	9 1%p	19 2%apq
Payment card / book where you can pay money in whenever you choose (ad hoc)	136 2%hmo	116 2%	14 2%	7 2%	44 4%atg	61 2%	31 2%	9 1%	29 2%h	26 2%h	72 5%ahj	87 5%am	36 1%	39 4%ao	98 2%	27 1%	51 4%ap	52 5%ap
Online (rms)	8 -	8 -	- -	- -	5 %atg	2 -	1 -	3 -	3 -	3 -	- -	4 -	3 -	2 -	6 -	3 -	5 %aqr	- -
Standing order	3 -	3 -	- -	- -	- -	2 -	- -	2 -	- -	- -	- -	1 -	2 -	- -	2 -	2 -	- -	1 -
Monthly	3 -	1 -	1 -	- -	1 -	2 -	- -	1 -	1 -	- -	- -	1 -	1 -	- -	2 -	1 -	1 -	- -
Quarterly (Other mentions)	9 -	6 -	3 1%ab	- -	1 -	3 -	4 -	1 -	3 -	3 -	2 -	3 -	3 -	- -	8 -	5 -	2 -	1 -

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.6 How do you pay for your electricity?  
 Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Paid at bank or post office	2	1	-	-	-	-	2	-	-	-	2	1	-	1	1	2	-	-
Quarterly online	3	1	1	-	1	2	-	-	1	-	1	1	1	-	3	-	2	-
Other	7	7	-	-	2	2	2	1	2	2	2	2	5	1	5	5	2	-
Refused	6	5	1	-	2	3	1	-	-	1	5	1	1	-	6	5	-	1
Don't know	27	24	3	1	6	11	10	9	7	5	7	9	13	4	23	19	7	1
	-	-	-	-	-	-	7%	-	2%	-	-	-	-	-	-	2%	1%	-



Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Monthly direct debit	3716	-	320	3396	3716	3396	408	3308	3009	707	3716	7	19	1820	1863	33
Quarterly direct debit	381	-	47	334	381	334	43	338	345	36	381	3	5	131	244	5
Pay by cheque, cash or card on receipt of your bill	572	-	88	485	572	485	75	497	529	43	23	572	16	112	449	12
Prepayment meter (where you top up credit onto a key or card)	1009	-	126	882	1009	882	109	899	895	114	77	15	1009	110	883	16
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8	-	-	8	8	8	-	8	6	2	-	-	-	2	6	-
Weekly / fortnightly payment scheme	34	-	3	31	34	31	2	33	32	3	-	-	1	14	21	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	-	13	123	136	123	18	118	118	19	6	3	-	31	103	2
Online (rms)	8	-	1	7	8	7	3	5	8	1	1	-	-	2	6	-
Standing order	3	-	1	2	3	2	-	3	3	-	-	-	-	1	2	-
Monthly	3	-	1	3	3	1	1	1	3	-	-	-	-	-	3	-
Quarterly (Other mentions)	9	-	4	5	9	5	1	7	8	1	-	-	-	3	6	-
Paid at bank or post office	2	-	-	1	2	1	-	2	2	-	-	-	-	-	2	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Quarterly online	3	-	-	3	3	3	-	3	3	-	-	-	-	1	1	-
Other	7	-	-	7	7	7	-	7	6	1	2	-	-	-	6	1% <sup>un</sup>
Refused	6	-	-	6	6	6	1	5	2	4	-	-	-	2	4	-
Don't know	27	-	3	24	27	24	1	26	12	15	2	-	1	5	22	-
%	-	-	1%	-	-	-	-	-	-	2% <sup>all</sup>	-	-	-	-	1% <sup>un</sup>	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
 Base: All who have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Monthly direct debit	3716	3064	652	384	61	3446	254	17
Quarterly direct debit	62% <sup>acg</sup>	66% <sup>ac</sup>	50%	67% <sup>ae</sup>	26%	64% <sup>ig</sup>	46%	76%
Pay by cheque, cash or card on receipt of your bill	381	278	102	34	7	321	59	1
	6%	6%	6%	6%	3%	6%	11% <sup>af</sup>	6%
Prepayment meter (where you top up credit onto a key or card)	572	358	214	43	14	485	85	2
	10% <sup>be</sup>	8%	17% <sup>ab</sup>	7%	6%	9%	15% <sup>af</sup>	10%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1009	761	248	99	129	887	121	1
	17%	16%	19% <sup>b</sup>	17%	55% <sup>ad</sup>	17%	22% <sup>af</sup>	3%
Weekly / fortnightly payment scheme	8	5	3	-	1	8	-	-
	-	-	-	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	34	22	13	1	5	32	3	-
	1%	-	1% <sup>b</sup>	-	2% <sup>ad</sup>	1%	-	-
Online (rms)	136	92	44	10	17	115	21	-
	2%	2%	3% <sup>ab</sup>	2%	7% <sup>ad</sup>	2%	4% <sup>f</sup>	-
Standing order	8	8	-	2	-	5	4	-
	-	-	-	-	-	-	1% <sup>af</sup>	-
Monthly	3	3	-	2	-	3	-	-
	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	9	6	3	-	-	5	4	-
	-	-	-	-	-	-	1% <sup>af</sup>	-
Paid at bank or post office	2	1	1	-	-	2	-	-
	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
 Base: All who have electricity supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5963	4632	1291	576	294	5346	556	22**
Quarterly online	3	3	-	1	-	1	1	-
Other	7	6	-	-	-	7	-	-
Refused	6	4	2	-	1	3	2	1
Don't know	27	19	9	1	1% <sup>a</sup>	27	1	9%
	-	-	7%	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Monthly direct debit	3718	1608	2045	576	2428	3141	1288	722	1226	1281	487
Quarterly direct debit	381	142	220	40	177	340	203	46	94	137	103
Pay by cheque, cash or card on receipt of your bill	572	157	399	28	209	547	364	42	109	266	154
Prepayment meter (where you top up credit onto a key or card)	1009	344	637	127	459	882	550	59	220	380	349
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8	2	6	-	-	8	7	-	-	4	2
Weekly / fortnightly payment scheme	34	9	22	3	15	31	20	2	9	15	8
Payment card / book where you can pay money in whenever you choose (ad hoc)	136	45	89	10	56	127	81	5	23	60	48
Online (rms)	8	3	5	-	3	8	5	-	1	3	4
Standing order	3	-	2	-	2	3	-	-	2	-	-
Monthly	3	-	3	-	-	3	-	-	-	2	-
Quarterly (Other mentions)	9	1	8	-	3	9	6	-	2	2	5
Paid at bank or post office	2	-	1	-	1	2	1	-	-	1	1

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.6 How do you pay for your electricity?  
 Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Quarterly online	3	1	1	.	2	3	1	.	1	1	.
Other	7	1	6	2	3	5	3	2	2	.	3
Refused	6	3	2	2	3	4	3	.	1	3	2
Don't know	27	6	15	1	8	26	19	3	2	4	19
	.	.	.	.	.	7%	1%	.	.	.	2% (a)(j)





Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**
Monthly direct debit 3716 63%dehi	401 67%dehi	372 67%dehi	244 51%	183 54%	319 61%di	268 67%dehi	296 56%	74 49%	259 65%dehi	306 64%dehi	356 70%dehi	152 68%dehi	220 65%dehi	276 66%dehi	9 76%
Quarterly direct debit 381 6%	51 8%cefgj	26 5%	54 11%acefgh kimo	4 4%	27 5%	17 4%	34 6%	8 6%	15 4%	46 10%acefgj o	38 8%e	5 2%	20 6%	21 5%	-
Pay by cheque, cash or card on receipt of your bill 572 10%gj	52 9%	53 10%	31 11%gj	31 10%j	69 13%abgin	26 6%	49 9%	16 11%	23 6%	54 11%gj	55 11%gj	8 4%	26 8%	45 11%j	1 8%
Prepayment meter (where you top up credit onto a key or card) 1009 17%bkl	73 12%	89 16%kl	103 22%abckl lo	87 29%abckdf gkikmo	77 15%	65 16%kl	125 24%abctg kimo	43 29%abctg kikmo	81 20%bkl	54 11%	54 11%	34 15%	63 19%bkl	61 15%	1 11%
Fuel direct (where a set amount is deducted from your benefits before you receive them) 8 -	1 -	4 -	1 -	1 -	2 -	6 -	5 1%a	- -	6 -	3 -	- -	1 7%	- -	1 -	- -
Weekly / fortnightly payment scheme 34 1%	3 -	1 -	1 -	1 -	2 -	6 1%acdn	5 1%j	- -	6 1%cln	3 1%	- -	1 -	- -	7 2%acdfin	- -
Payment card / book where you can pay money in whenever you choose (ad hoc) 136 2%	9 1%	11 2%	15 3%l	5 2%	22 4%labno	16 4%labno	13 3%	4 3%	10 2%	10 2%	5 1%	6 3%	4 1%	6 1%	1 5%
Online (rms) 8 -	4 1%a	2 -	- -	- -	1 -	- -	- -	- -	- -	- -	1 -	- -	- -	- -	- -
Standing order 3 -	1 -	- -	2 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Monthly 3 -	- -	- -	- -	- -	- -	- -	- -	1 1%abodfh i	- -	1 -	- -	- -	- -	- -	- -
Quarterly (Other mentions) 9 -	2 -	1 -	- -	- -	- -	- -	- -	1 1%afh	2 -	1 -	1 -	- -	- -	1 -	- -

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/o/p  
\*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
 Base: All who have electricity supply

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**
Paid at bank or post office	2	-	-	-	-	-	1	-	-	-	-	-	1	-	-
Quarterly online	3	1	-	-	-	-	-	-	1	-	-	-	-	-	-
Other	7	-	-	1	3	2	1	-	-	1	-	-	-	-	-
Refused	6	1	-	-	-	-	1	-	-	1	-	-	-	1	-
Don't know	27	2	3	3	3	2	1	2	1	3	1	-	5	-	-
			1%		1%	1%		1%		1%			2% <sup>1</sup>		

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Monthly direct debit	3716 63%	859 84% <sup>acdef</sup>	1201 77% <sup>aa</sup>	1189 79% <sup>af</sup>	818 76% <sup>aa</sup>	744 75% <sup>aa</sup>	2427 63%	2429 63%	2084 62%
Quarterly direct debit	381 6% <sup>bd</sup>	42 4%	78 5%	71 5%	61 6%	47 5%	238 6%	233 6%	199 6%
Pay by cheque, cash or card on receipt of your bill	572 10% <sup>bcdef</sup>	52 5%	81 5%	79 5%	68 6%	54 5%	385 10%	388 10%	334 10%
Prepayment meter (where you top up credit onto a key or card)	1009 17% <sup>bcdef</sup>	58 6%	164 11% <sup>b</sup>	134 9% <sup>b</sup>	105 10% <sup>b</sup>	119 12% <sup>bd</sup>	650 17%	653 17%	581 17%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	8 -	-	1 -	-	1 -	-	6 -	6 -	4 -
Weekly / fortnightly payment scheme	34 1%	5 7%	5 -	4 -	4 -	3 -	27 1%	24 1%	23 1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	136 2% <sup>bcde</sup>	8 7%	12 7%	13 7%	8 7%	12 7%	88 2%	90 2%	84 3%
Online (rms)	8 -	-	1 -	-	1 -	-	5 -	4 -	4 -
Standing order	3 -	-	2 -	2 -	2 -	2 -	1 -	1 -	1 -
Monthly	3 -	-	-	-	-	-	1 -	1 -	1 -
Quarterly (Other mentions)	9 -	-	3 -	2 -	3 -	2 -	7 -	7 -	6 -

Q.6 How do you pay for your electricity?  
Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Paid at bank or post office	2	-	-	-	-	-	-	-	-
Quarterly online	9	-	-	-	-	1	1	1	1
Other	7	1	2	1	-	1	4	4	3
Refused	6	1	1	1	-	1	4	4	4
Don't know	27	-	3	3	3	3	12	9	10
	<sup>b</sup>	-	-	-	-	-	-	-	-

Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	3711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	883	531
Yes	3147 65%ca qr	2773 66%cd	249 59%	125 58%	456 50%	1763 69%ae	928 70%ae	815 75%ajk	1068 69%ajk	635 62%ak	629 54%	834 56%	1927 71%al	542 63%	2605 68%	2246 74%ap	441 50%	411 49%
No	1045 22%ah p	906 22%	90 21%	49 23%	332 36%afg	502 20%ig	211 16%	144 13%	293 19%ih	245 24%ih	363 31%ahj	441 30%am	464 17%	192 23%	853 22%	402 13%	313 35%ap	312 38%ap
Refused	5	4	1	-	2	1	2	1	2	-	2	3	-	-	4	3	-	2
Don't know	-	-	-	-	-	-	-	-	-	-	-	m	-	-	-	-	-	-
	616 13%	494 12%	81 19%ab	41 19%ab	131 14%	296 12%	189 14%l	127 12%	182 12%	137 13%	171 15%hi	203 14%	318 12%	120 14%	496 13%	368 12%	129 15%	106 13%

Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3331	439	915	1837	2898	34
Weighted Base	4813	**	**	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Yes	3147	-	-	3147	3147	3147	280	2867	2633	514	2699	217	305	1541	1591	15
	65%ms	-	-	65%	65%	65%	69%	65%	66%	64%	74%alm	52%lm	38%	80%ao	56%	45%
No	1045	-	-	1045	1045	1045	81	964	882	164	525	126	383	259	771	16
	22%kn	-	-	22%	22%	22%	20%	22%	22%	21%	15%	30%ak	48%aki	13%	27%kn	47%
Refused	5	-	-	5	5	5	-	5	3	2	3	-	3	2	-	-
	*	-	-	*	*	*	-	*	*	*	*	-	*	*	-	-
Don't know	616	-	-	616	616	616	43	573	498	118	413	74	110	128	485	3
	13%kn	-	-	13%	13%	13%	11%	13%	12%	15%	12%	18%ak	14%	7%	17%kn	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	451	16
Weighted Base	4613	3825	989	906	189	4333	460	20**
Yes	3147	2575	572	315	86	2908	228	14
	66% <sup>abc</sup>	67% <sup>bc</sup>	58%	62% <sup>de</sup>	46%	67% <sup>g</sup>	50%	68%
No	1045	799	247	129	79	872	189	4
	22%	21%	25% <sup>ab</sup>	25%	42% <sup>ad</sup>	20%	37% <sup>af</sup>	19%
Refused	5	3	2	-	-	4	-	-
	-	-	-	-	-	-	-	-
Don't know	616	448	168	62	24	551	62	3
	13%	12%	17% <sup>ab</sup>	12%	13%	13%	13%	13%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	640	2837	4129	1932	673	1334	1782	980
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Yes	2147	1484	1663	493	2156	2654	991	650	1059	1071	367
	65% <sup>ca</sup>	75% <sup>ac</sup>	59%	72% <sup>ad</sup>	73% <sup>ae</sup>	64% <sup>af</sup>	53%	84% <sup>ah</sup>	75% <sup>ai</sup>	61% <sup>aj</sup>	42%
No	1045	357	687	127	449	918	596	76	231	428	311
	22% <sup>ba</sup>	18%	24% <sup>cb</sup>	18%	15%	22% <sup>de</sup>	32% <sup>df</sup>	10%	16% <sup>ih</sup>	24% <sup>ji</sup>	35% <sup>kh</sup>
Refused	5	2	2	1	2	4	3	1	1	-	3
	*	*	*	*	*	*	*	*	*	*	1
Don't know	616	124	492	67	329	549	287	43	130	248	195
	13% <sup>bd</sup>	6%	17% <sup>cd</sup>	10%	11%	13% <sup>de</sup>	15% <sup>de</sup>	6%	9% <sup>ih</sup>	14% <sup>ji</sup>	22% <sup>kh</sup>



Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4769	474	454	362	238	410	367	503	90	310	362	379	152	285	342	11
Weighted Base 4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	11**
Yes 65%ei	305 64%i	313 69%dehi	234 61%i	138 58%i	282 67%ei	275 78%abde 74%k	287 61%i	40 43%	208 64%i	244 65%i	241 62%i	97 62%i	196 72%abdeh 69%im	279 73%abdeh 69%im	7 68%
No 22%go	116 24%go	89 19%	105 27%acqim no	63 26%cigno	92 22%go	55 15%	122 26%acqim	26 28%go	64 20%	82 22%go	89 23%go	29 18%	51 19%	60 16%	4 34%
Refused 5	-	-	-	-	-	1	2	-	1	-	-	-	-	-	1
Don't know 13%q	58 12%	55 12%	43 11%	36 15%q	48 11%	52 9%	58 13%	27 29%abde 19%kno	54 17%gno	50 13%	56 15%q	52 20%abodlg hno	26 9%	41 11%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1154	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Yes	3147	763	1055	1043	734	653	2089	2117	1782
	65%	84%acef	79%aa	81%af	80%aa	77%aa	67%	68%	66%
No	1045	97	190	160	126	132	681	649	889
	22%bceef	11%	14%b	12%	14%	10%b	21%	21%	22%
Refused	5	-	-	-	-	-	3	3	3
	-	-	-	-	-	-	-	-	-
Don't know	616	47	83	82	58	64	366	365	308
	13%bcdceef	5%	7%	6%	6%	8%	12%	12%	12%

Q.8/Q.9 Spend on home energy per year  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
£0 to £700	824	712	62	49	201	372	251	155	241	170	258	350	377	172	652	428	215	171
	14%mp	14%	11%	16%	18%af	12%	15%l	12%	13%	14%	18%ahj	18%am	72%	16%o	13%	12%	19%ap	16%ap
£701 to £1200	2411	2078	221	112	500	1238	673	501	799	535	576	805	1342	417	1994	1474	462	434
	41%	41%	40%	36%	44%fg	40%	40%	37%	42%h	43%jk	39%	42%	41%	39%	41%	40%	40%	41%
£1201 to £1500	694	562	75	38	106	401	188	167	241	155	131	167	447	122	573	449	119	115
	12%ek	11%	14%	12%	9%	13%e	17%	12%k	13%k	13%k	9%	9%	14%al	11%	12%	12%	10%	11%
£1501 or more	1153	958	132	63	216	714	223	316	327	222	288	322	724	196	958	683	228	219
	19%ig	19%	24%ab	20%	19%g	20%ag	13%	24%aijk	17%	16%	20%	17%	20%al	16%	20%	19%	20%	21%
Refused	61	51	7	4	8	35	19	11	20	11	19	8	24	8	53	47	7	7
	1%j	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	790	688	54	48	107	348	334	186	262	143	197	245	364	166	624	563	113	104
	13%im	14%ic	10%	15%c	9%	11%	20%af	14%	14%	12%	13%	13%	11%	15%o	12%	15%ag	12%	10%
Mean Score	1229.2451213.006	1360.4061252.301	156.5361299.1481142.257	1320.5081200.323	1208.4561201.325	1139.5101284.502	1182.2201239.451	1251.023	1171.821	1217.159								
Standard Deviation	763.649	726.124	1037.529	743.963	635.478	806.919	749.040	813.522	648.148	818.498	798.504	708.512	782.907	724.621	771.563	799.190	655.523	761.647
Error Variance	115.775	122.305	2275.825	2187.67	407.069	270.848	341.902	732.910	337.970	717.279	325.809	242.859	254.968	471.766	151.710	225.173	431.003	501.823

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.8/Q.9 Spend on home energy per year  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
E0 to E700	624	2	199	625	822	623	116	705	706	118	545	104	156	325	489	10
	14%df	18%	33%adef	12%	14%df	12%	18%ah	13%	14%	12%	13%	17%ak	15%	14%	13%	15%
E701 to E1200	2411	4	208	2203	2407	2199	252	2154	2045	366	1785	239	389	976	1402	33
	41%cm	43%	34%	41%c	41%c	41%c	38%	41%	41%	39%	42%um	40%	37%	44%ao	39%	48%
E1201 to E1500	684	2	53	641	692	639	85	607	594	100	540	44	114	311	373	10
	12%clb	22%	8%	12%c	12%c	12%c	13%	12%	12%	11%	13%j	7%	11%j	14%ao	10%	14%
E1501 or more	1153	1	62	1091	1152	1090	132	1020	968	185	704	97	321	375	770	9
	19%ckn	11%	10%	20%c	19%c	21%c	20%	19%	19%	20%	17%	16%	30%akl	17%	21%kn	12%
Refused	61	-	6	55	61	55	8	54	48	21	48	1	7	41	-	-
	1%j	-	1%	1%	1%	1%	1%	1%	1%	2%ai	1%j	-	1%	1%	-	-
Don't know	790	1	81	709	789	709	69	720	634	156	594	117	66	235	548	7
	13%mm	5%	13%	13%	13%	13%	10%	14%g	13%	17%ai	14%um	19%akm	6%	10%	15%kn	70%
Mean Score	1229.245	1016.990	977.633	1258.040	1229.665	1258.571	1175.167	1236.762	1229.187	1229.573	1204.265	1122.663	1334.570	1181.845	1262.180	1136.594
Standard Deviation	763.649	440.559	753.614	759.573	764.119	760.071	628.015	779.920	796.483	620.810	766.585	605.587	737.747	807.937	736.473	522.506
Error Variance	115.775	19409.193	1069.557	128.041	116.148	128.494	683.240	136.691	143.383	533.063	176.950	721.820	484.227	342.794	176.388	4403.422

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
£0 to £700	824	604	219	50	28	758	61	4
	14% <sup>d</sup>	14%	17% <sup>ab</sup>	9%	11%	14%	11%	20%
£701 to £1200	2411	1823	489	239	106	2181	221	10
	41%	41% <sup>c</sup>	38%	41%	42%	41%	39%	44%
£1201 to £1500	694	578	116	82	28	636	57	1
	12% <sup>c</sup>	12% <sup>c</sup>	9%	14%	11%	12%	10%	7%
£1501 or more	1153	968	187	154	67	1002	149	2
	19% <sup>c</sup>	21% <sup>c</sup>	14%	27% <sup>ab</sup>	29% <sup>ab</sup>	19%	27% <sup>abf</sup>	11%
Refused	61	49	12	2	1	56	5	-
	1%	1%	1%	+	+	1%	1%	-
Don't know	790	521	269	52	15	719	67	4
	13% <sup>bde</sup>	11%	21% <sup>ab</sup>	9%	6%	13%	12%	19%
Mean Score	1229.245	c 1251.214 <sup>c</sup>	1140.773	1327.094 <sup>a</sup>	1344.805 <sup>a</sup>	1220.159	1324.684 <sup>af</sup>	946.326
Standard Deviation	763.649	762.609	761.809	712.639	695.666	768.910	716.339	335.405
Error Variance	115.775	155.542	447.115	1220.805	1692.488	129.240	1120.398	7499.192

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing

Q.8/Q.9 Spend on home energy per year  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
E0 to E700	624	324	486	102	410	722	414	127	216	311	170
	14%e	14%	14%	13%	12%	14%e	16%adef	14%	12%	14%	14%
£701 to £1200	2411	1009	1360	336	1386	2075	1026	388	713	674	436
	41%k	43%ac	39%	43%	41%	40%	40%	44%k	42%k	40%k	37%
£1201 to £1500	684	285	399	97	459	598	235	133	228	340	93
	12%gk	12%	12%	12%g	14%alp	12%g	9%	15%ajk	13%jk	11%k	8%
£1501 or more	1153	449	682	170	714	983	439	168	352	418	216
	19%g	19%	20%	22%g	21%lg	19%	17%	19%	21%	19%	18%
Refused	61	33	23	4	28	57	33	11	12	22	17
	1%	1%c	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	790	229	515	78	377	712	413	56	177	301	256
	13%bdsh	10%	15%b	10%	11%	14%de	16%adef	6%	10%h	14%hi	22%ahj
Mean Score	1229.246	1216.363	1237.246	1229.824	1232.189g	1228.122	1187.023	1213.134	1236.099	1223.812	1206.396
Standard Deviation	763.649	686.432	811.430	636.751	652.190	782.249	896.248	651.361	850.048	773.560	669.691
Error Variance	116.775	248.727	220.354	619.958	148.928	139.611	368.299	887.624	507.431	324.147	439.282



Q.8/Q.9 Spend on home energy per year  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	REGIONS														Yorkshire (g)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	380	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	399	419	12**	
E0 to E700 824 74%	86 74%	81 74%	85 18%adkl kg	30 70%	78 75%	50 72%	85 16%ke	16 71%	46 72%	58 72%	71 74%	40 18%leo	49 74%	48 71%	1 70%	
E701 to E1200 2411 41%dm	277 46%adhik m	235 42%dm	166 35%	124 47%	214 41%km	172 43%dm	193 36%	51 34%	170 43%dm	172 36%	221 44%dhkm	73 32%	150 44%dhkm	185 44%dhkm	7 58%	
E1201 to E1500 694 12%lc	72 12%lc	43 8%	54 71%	41 14%lc	58 14%lc	49 12%lc	63 12%lc	20 13%lc	54 14%ck	43 9%	60 12%lc	24 71%	46 14%ck	65 16%ack	1 4%	
E1501 or more 1153 19%ln	109 17%ln	117 21%ln	84 20%ln	68 23%ln	94 18%ln	66 16%ln	123 23%labgln	39 26%labgln	83 23%labgln	109 23%labgln	87 17%ln	49 22%ln	37 17%ln	74 18%ln	3 20%	
Refused 61 1%	2 *	11 2%be	4 7%	-	10 2%be	4 1%	4 1%	2 1%	4 1%	7 2%e	3 7%	4 1%	2 7%	5 1%	-	
Don't know 790 13%j	67 71%	72 13%j	74 15%jo	38 7%	67 13%j	63 16%jo	61 12%	23 15%j	31 8%	90 19%labcef hjo	69 14%j	36 16%j	55 16%bjp	42 70%	1 8%	
Mean Score 1229.245 1140.594 1202.178 1211.187 1281.860 1191.203 1186.088 1260.321 1351.468 1363.515 1349.207 1192.659 1273.928 1125.150 1224.417 1187.208																
Standard Deviation 763.649	521.280	634.882	674.695	640.306	702.474	571.221	814.309	723.101	1126.048	1170.999	607.498	804.899	679.159	583.636	422.564	
Error Variance 115.775	508.863	857.607	1191.656	1601.530	1126.642	974.010	1345.028	4698.145	3696.744	3445.325	856.272	3579.435	2559.338	1026.698	14880.010	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
£0 to £700	824	126	201	189	132	125	581	576	516
	14%	12%	13%	13%	12%	13%	15%	15%	15%
£701 to £1200	2411	464	682	670	480	425	1647	1651	1423
	41%	45%a	44%a	45%a	45%a	42%	43%	43%a	43%
£1201 to £1500	694	156	208	203	146	125	430	434	357
	12%	15%a	13%	14%	14%	13%	11%	11%	11%
£1501 or more	1153	186	318	291	206	210	661	660	573
	19%gh	18%	20%	19%	19%	21%	17%	17%	17%
Refused	61	13	15	16	12	7	41	45	33
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	790	84	134	132	101	100	501	493	442
	13%bcd	8%	9%	9%	9%	10%	13%	13%	13%
<b>Mean Score</b>	<b>1229.2451</b>	<b>1236.742</b>	<b>1232.627</b>	<b>1237.156</b>	<b>1236.342</b>	<b>1243.199</b>	<b>1186.364</b>	<b>1177.962</b>	<b>1173.751</b>
<b>Standard Deviation</b>	<b>763.649</b>	<b>835.698</b>	<b>703.871</b>	<b>850.344</b>	<b>723.313</b>	<b>650.500</b>	<b>762.285</b>	<b>719.447</b>	<b>737.218</b>
<b>Error Variance</b>	<b>115.775</b>	<b>1022.817</b>	<b>386.756</b>	<b>589.311</b>	<b>591.167</b>	<b>526.962</b>	<b>172.273</b>	<b>154.279</b>	<b>184.422</b>



Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	5934	5086	531	307	1068	2734	2102	1071	1469	1066	2028	2406	2735	1345	4589	3385	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes, gas only	25	22	2	1	4	20	1	3	8	6	8	9	12	5	20	17	5	3
Yes, electricity only	244	197	24	22	63	129	52	80	84	40	40	64	159	29	214	153	63	23
Yes gas and electricity	2018	1794	149	75	443	1181	394	631	767	358	262	383	1397	240	1778	1453	373	165
	34%cds	35%cd	27%	24%	39%ag	38%ag	23%	47%ajk	41%ajk	29%k	78%	20%	43%al	22%	37%an	40%agr	33%r	16%
No	3260	2730	326	204	551	1574	1134	554	885	753	1068	1328	1506	750	2510	1797	614	789
	55%eth	54%	59%b	65%ab	48%	51%	67%aef	41%	47%h	61%ahj	73%ahj	70%am	46%	69%ao	52%	49%	54%p	75%apq
Refused	10	7	3	-	2	3	5	1	5	1	3	1	2	-	10	8	1	1
Don't know	378	319	47	12	75	200	102	70	141	78	90	114	201	57	321	215	88	88
	6%	6%	9%b	4%	7%	6%	6%	2%	7%h	6%	6%	6%	6%	5%	7%	6%	8%p	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes, gas only	25	2	-	25	22	22	6	16	24	1	19	8	9	6	16	3
	-	23%	-	-	-	-	1%h	-	-	-	-	1%ak	1%	-	-	4%ano
Yes, electricity only	244	-	217	27	244	27	91	152	205	39	191	28	25	131	106	6
	-	-	4%clmo	-	1%	4%df	14%ah	3%	4%	4%	5%am	5%am	2%	8%ao	3%	8%so
Yes gas and electricity	2018	-	-	2018	2018	2018	203	1815	1592	426	1807	90	92	1176	827	15
	-	-	-	38%ace	34%ce	38%ace	31%	35%	32%	45%ai	43%aim	15%im	9%	52%aop	23%	21%
No	3260	7	365	2895	3253	2888	342	2910	2877	383	1915	447	879	850	2364	48
	-	53%im	66%	60%adef	54%	55%	54%	52%	55%	58%aj	40%	45%	74%ak	63%ald	38%	65%an
Refused	10	-	1	9	10	9	2	8	7	3	-	-	-	-	10	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
Don't know	378	1	27	352	377	350	19	358	283	96	276	30	51	79	299	-
	-	8%ans	11%	4%	7%ac	7%ac	3%	7%ag	6%	10%aj	7%am	5%	5%	4%	8%arp	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes, gas only	25	23	1	3	3	23	2	-
	-	3% <sup>c</sup>	-	-	1% <sup>a</sup>	-	-	-
Yes, electricity only	244	222	21	26	3	216	27	1
	4% <sup>c</sup>	5% <sup>c</sup>	2%	5% <sup>e</sup>	1%	4%	5%	6%
Yes gas and electricity	2018	1910	108	284	49	1833	175	10
	34% <sup>c</sup>	41% <sup>c</sup>	6%	49% <sup>a</sup>	21%	34%	31%	46%
No	3260	2193	1067	227	173	2933	318	9
	55% <sup>b</sup>	47%	83% <sup>b</sup>	39%	74% <sup>d</sup>	55%	57%	43%
Refused	10	6	4	-	-	9	1	-
	-	-	-	-	-	-	-	-
Don't know	378	287	91	38	7	338	39	1
	6% <sup>c</sup>	6%	7%	7% <sup>e</sup>	3%	6%	7%	5%

Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes, gas only	25	11	14	1	7	24	18	3	9	5	7
	.	.	.	.	.	.	1%a	.	1%	.	1%
Yes, electricity only	244	117	119	37	133	207	111	55	80	68	39
	4%	5%b	3%	5%	4%	4%	4%	6%ajk	5%j	3%	3%
Yes gas and electricity	2018	1124	877	434	1410	1584	608	535	732	578	173
	34%ch	48%ac	25%	55%aefg	42%afg	31%g	24%	60%aijk	43%ajk	27%k	15%
No	3260	1004	2187	273	1627	2987	1632	258	802	1383	816
	55%adeh	43%	63%ab	38%	49%ad	58%ade	64%adef	29%	47%h	64%afh	63%ahj
Refused	10	5	2	.	3	10	7	.	4	2	4
	.	.	.	.	.	.	.	.	.	.	.
Don't know	378	67	267	43	193	336	185	33	69	128	147
	6%ah	3%	8%ab	5%	6%	7%	7%e	4%	4%	6%h	12%ahj



Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?

Base: All who have gas and/or electricity supply and are responsible for it

Total (g)	PSS - SEGMENTS															
	Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seeboard (g)	Southern (g)	SWALEC (g)	SWEB (g)	Yorkshire (g)	NA (g)	
Unweighted Base	5934	598	558	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes, gas only	25	5	5	1	-	2	1	-	-	2	5	1	1	1	1	-
	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	-	-	-
Yes, electricity only	244	43	23	16	6	27	10	3	9	16	19	34	17	34	8	-
	4%	7% <sup>a</sup>	4%	3%	2%	5%	2%	1%	6%	4%	4%	7% <sup>a</sup>	7% <sup>a</sup>	4%	2%	-
Yes gas and electricity	2018	245	198	185	80	173	140	163	29	120	169	187	61	113	150	4
	34%	41% <sup>a</sup>	35% <sup>a</sup>	39% <sup>a</sup>	26%	33%	35% <sup>a</sup>	31%	19%	30%	35% <sup>a</sup>	37% <sup>a</sup>	27%	33%	36% <sup>a</sup>	35%
No	3260	299	305	239	193	288	230	345	92	234	245	259	139	182	232	7
	55%	44%	55%	50%	64% <sup>a</sup>	55%	57%	65% <sup>a</sup>	60% <sup>a</sup>	59% <sup>a</sup>	51%	62% <sup>a</sup>	54%	54%	56%	59%
Refused	10	2	1	-	-	1	1	1	2	-	-	1	-	2	-	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Don't know	378	41	27	37	21	32	22	18	21	26	41	29	7	29	27	1
	6%	7%	5%	8%	7%	6%	6%	3%	4%	6%	8%	6%	3%	8%	6%	6%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3982	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes, gas only	25	7	9	10	9	6	14	15	11
	*	1%	1%	1%	1%	1%	*	*	*
Yes, electricity only	244	45	85	86	55	50	163	161	140
	4%	4%	5%a	6%a	5%	5%	4%	4%	4%
Yes gas and electricity	2018	615	877	862	572	526	1329	1364	1119
	34%	10%aef	56%a	57%a	53%a	53%a	34%	35%	33%
No	3260	330	539	500	414	375	2146	2112	1896
	55%bcdef	32%	35%	33%	38%bd	38%bd	56%	55%	57%
Refused	10	2	2	2	2	5	4	4	4
	*	*	*	*	*	*	*	*	*
Don't know	378	31	47	42	28	33	205	203	175
	6%bcdefghi	3%	3%	3%	2%	3%	5%	5%	5%

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 / gas and electricity>?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes, gas only	64	51	9	4	13	26	25	12	19	18	15	18	36	12	52	38	12	13
	1%	1%	2%	1%	1%	1%	1% <sup>l</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Yes, electricity only	225	179	24	22	40	116	70	70	64	47	44	70	131	47	178	145	44	30
	4%	4%	4%	7% <sup>ab</sup>	3%	4%	4%	5% <sup>laik</sup>	3%	4%	3%	4%	4%	4%	4%	4%	4%	3%
Yes gas and electricity	2022	1780	162	79	339	1031	652	555	705	406	356	522	1248	339	1683	1503	269	219
	34% <sup>cdk</sup>	35% <sup>cd</sup>	29%	25%	30%	33%	39% <sup>laef</sup>	41% <sup>lajk</sup>	37% <sup>lajk</sup>	33% <sup>lk</sup>	24%	28%	38% <sup>lal</sup>	31%	35% <sup>ln</sup>	41% <sup>laqr</sup>	24%	21%
No	2872	2441	267	163	605	1583	684	557	849	631	835	1013	1516	510	2361	1544	654	631
	48% <sup>gh</sup>	48%	49%	52%	53% <sup>lag</sup>	51% <sup>lag</sup>	41%	42%	45%	51% <sup>lhi</sup>	57% <sup>lahj</sup>	53% <sup>lam</sup>	46%	47%	49%	42%	57% <sup>lap</sup>	60% <sup>lap</sup>
Refused	9	6	3	-	1	3	5	-	4	2	3	2	2	-	9	7	-	2
	*	*	1% <sup>b</sup>	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	742	611	85	45	140	349	252	144	249	132	217	272	344	172	570	405	163	154
	13% <sup>m</sup>	12%	15% <sup>b</sup>	14%	12%	11%	15% <sup>laf</sup>	11%	13%	11%	15% <sup>lah</sup>	14% <sup>lam</sup>	10%	16% <sup>laq</sup>	12%	11%	14% <sup>lap</sup>	15% <sup>lap</sup>

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 / gas and electricity>?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes, gas only	64	9	-	64	55	55	2	53	61	3	53	12	14	9	-	55
	1% (b)	84%	-	1% (c)	1% (c)	1% (c)	-	1%	1% (j)	-	1%	2%	1%	0	-	80% (a)
Yes, electricity only	225	-	212	13	225	13	83	142	197	28	184	19	22	212	-	13
	4% (d)	-	35% (a)	-	4% (d)	-	13% (a)	3%	4%	3%	4% (m)	3%	2%	9% (a)	-	20% (a)
Yes gas and electricity	2022	-	-	2022	2022	2022	181	1841	1638	384	1784	96	99	2022	-	-
	34% (g)	-	-	38% (a)	34% (c)	38% (a)	27%	35% (g)	33%	41% (a)	42% (a)	16% (m)	9%	30% (a)	-	-
No	2872	2	337	2535	2870	2533	342	2528	2488	384	1694	389	783	-	2872	-
	48% (h)	16%	55% (a)	48%	48%	48%	52%	48%	50% (j)	41%	40%	65% (a)	74% (a)	-	79% (a)	-
Refused	9	-	-	9	9	9	2	8	7	2	7	-	1	-	9	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-
Don't know	742	-	60	682	742	682	52	689	595	146	494	87	135	-	742	-
	13% (p)	-	10%	13% (c)	13%	13% (c)	8%	13% (g)	12%	15% (a)	12%	14%	13%	-	20% (a)	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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 / gas and electricity>?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes, gas only	64	47	17	8	2	58	6	-
Yes, electricity only	225	178	47	20	4	209	15	1
Yes gas and electricity	2022	1683	339	204	45	1864	151	7
No	2872	2219	653	278	154	2528	332	12
Refused	9	5	4	-	-	9	-	-
Don't know	742	510	232	68	29	684	55	2
	13% <sup>b</sup>	11%	18% <sup>ab</sup>	12%	12%	13%	10%	10%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 / gas and electricity?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes, gas only	64	22	41	10	28	54	36	9	22	25	8
Yes, electricity only	225	104	112	27	116	198	109	46	79	68	32
Yes gas and electricity	2022	1028	954	419	1427	1603	595	529	718	593	162
No	2872	1004	1824	257	1442	2614	1430	267	739	1199	667
Refused	9	4	3	1	4	8	5	1	2	2	4
Don't know	742	144	530	73	356	669	386	32	137	278	295
	13% <sup>bd</sup> ehi	6%	15% <sup>cab</sup>	8%	11%	13% <sup>de</sup>	15% <sup>def</sup>	4%	8% <sup>h</sup>	13% <sup>hi</sup>	25% <sup>hij</sup>



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 / gas and electricity?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes, gas only	64	5	8	5	3	1	4	3	6	9	2	5	6	3	-	
Yes, electricity only	225	7%	1% 7%adeqhn	1% 4%gh	2%g	1% 3	1% 3	2%g	1% 9	2%gl	-	2%gl	2%g	1%	-	
Yes gas and electricity	2022	196	173	147	201	174	199	23	140	168	149	65	125	169	4	
	34%u	32%u	31%u	30%u	39%bode	43%labode	38%cdell	15%	35%u	35%u	29%u	29%u	37%u	40%labode	35%	
No	2872	292	296	240	181	217	287	84	183	221	271	101	156	194	6	
	48%u	48%u	53%gk	50%u	42%	45%	51%u	56%g	46%	46%	53%gk	45%	46%	46%	52%	
Refused	9	1	2	1	-	-	1	1	2	-	-	-	-	-	-	
Don't know	742	71	51	68	41	72	46	53	31	61	68	34	45	47	1	
	13%c	12%	8%	14%c	14%	14%c	11%	10%	20%labogh	14%c	13%	15%c	15%	11%	8%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

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 / gas and electricity>?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes, gas only	64	16	16	16	12	7	42	43	34
Yes, electricity only	225	2%	7%	7%	4%	1%	1%	1%	7%
Yes, gas and electricity	2022	641	801	814	519	467	1363	1400	1185
No	2872	284	51% <sup>a</sup>	54% <sup>aef</sup>	440	412	1846	1835	1596
Refused	9	1	1	-	-	-	6	5	5
Don't know	742	38	88	72	58	61	448	420	389
	13% <sup>bceafh</sup>	4%	6% <sup>b</sup>	5%	5%	6% <sup>b</sup>	12%	11%	12%

Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
 Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes, such as Economy 7 or Economy 10	663 11%cd	611 12%cd	39 7%	12 4%	144 13%g	346 11%	172 10%	155 12%	227 12%k	140 11%	142 10%	208 11%	392 12%	126 12%	537 11%	400 11%	132 12%	117 11%
No, it's a single rate meter	4836 79%ea	3952 78%	417 76%	266 85%ab	803 71%	2456 79%	1376 82%ae	1077 81%j	1469 79%	948 77%	1141 79%	1447 78%	2606 80%l	864 80%	3771 78%	2954 81%ap	810 71%	794 76%iq
Other	12	9	3	-	3	8	-	5	2	2	2	2	9	1	11	9	-	3
Refused	14	12	2	-	4	5	5	3	2	3	6	4	3	1	13	10	1	3
Don't know	599	477	88	34	179	287	133	97	168	139	175	233	261	87	512	267	195	130
	10%hmp	9%	16%ab	11%	16%atg	9%	8%	7%	10%h	11%h	12%ah	12%am	8%	8%	11%n	7%	17%ap	12%ap

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
 Base: All who have electricity supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes, such as Economy 7 or Economy 10	663	-	218	445	663	445	663	-	568	95	485	80	115	259	396	7
	11% <sup>ab</sup>	-	36% <sup>acde</sup>	8%	11% <sup>de</sup>	8%	100% <sup>ah</sup>	-	11%	10%	11%	12%	11%	12%	11%	11%
No, it's a single rate meter	4636	-	324	4311	4636	4311	-	4636	3908	727	3346	454	801	1822	2760	54
	78% <sup>bcg</sup>	-	53%	81% <sup>ace</sup>	78% <sup>ce</sup>	81% <sup>ace</sup>	-	88% <sup>ag</sup>	79%	77%	80% <sup>ikm</sup>	75%	76%	82% <sup>lao</sup>	76%	78%
Other	12	-	4	8	12	8	-	12	10	2	10	-	1	7	5	-
	*	-	1% <sup>adef</sup>	*	*	*	-	*	*	*	*	-	*	*	*	-
Refused	14	-	-	14	14	14	-	14	11	3	11	-	1	5	9	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	599	-	62	537	599	537	-	599	481	118	375	68	136	141	450	8
	10% <sup>ap</sup>	-	10%	10%	10%	10%	-	11% <sup>aq</sup>	10%	12% <sup>aj</sup>	9%	11%	13% <sup>ak</sup>	6%	12% <sup>an</sup>	12%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
Base: All who have electricity supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5953	4632	1291	576	234	5346	556	22**
Yes, such as Economy 7 or Economy 10	663	536	127	76	21	601	59	3
No, it's a single rate meter	4636	3633	1002	426	188	4236	385	15
Other	12	11	1	-	1	10	1	-
Refused	14	9	5	2	-	14	-	-
Don't know	599	443	156	72	24	485	110	4
	10%	10%	12% <sup>ab</sup>	13%	10%	9%	20% <sup>af</sup>	18%

Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
 Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Yes, such as Economy 7 or Economy 10	463	291	357	105	375	558	289	126	205	237	95
	11%k	13%l	10%	13%	11%	11%	11%	14%ajk	12%k	11%k	8%
No, it's a single rate meter	4636	1868	2703	624	2734	4011	1901	716	1366	1694	859
	78%gk	80%	78%	79%g	81%aajg	78%g	74%	81%k	81%k	78%k	73%
Other	12	6	6	1	9	11	3	3	5	2	1
	.	.	.	.	.	.	.	.	.	.	.
Refused	14	6	6	2	8	12	6	2	3	3	6
	.	.	.	.	.	.	.	.	.	.	.
Don't know	599	153	388	54	244	545	355	33	116	227	223
	10%bdm	7%	11%b	7%	7%	11%de	14%adef	4%	7%h	10%j	19%ahj





Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
 Base: All who have electricity supply

Total (a)	PES SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13	
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**	
Yes, such as Economy 7 or Economy 10 663	117 19%adefg ma	143 26%abdefg hjnno	25 5%	15 5%	54 10%deghjm	22 5%	28 5%	20 13%deghjm o	19 5%	97 20%adefg hjnno	57 11%deghjm o	7 3%	28 8%lm	29 7%	1 5%	
No, it's a single rate meter 4636	406 78%bck	369 66%	365 77%bck	265 88%abodl jkl	435 83%abodl jkl	351 87%abodl jkl	463 87%abodl jkl	110 73%k	307 77%bck	300 63%	404 79%bck	193 86%abodl jkl	292 86%abodl jkl	365 87%abodl jkl	11 90%	
Other 12	1	-	2	-	1	-	-	-	3	1	1	-	3	-	-	
Refused 14	1	1	-	1	1	3	1	-	2	3	1	-	1%ac	-	-	
Don't know 599	76 10%lghno	45 13%cefgln o	83 18%abcefg hjnno	20 7%	30 6%	27 7%	37 7%	22 14%cefg no	66 17%acefg hjno	79 16%acefg hjno	49 10%ln	25 11%lno	15 5%	25 6%	1 5%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.13 Do you have an electricity meter that charges different amounts at different times of the day?  
Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes, such as Economy 7 or Economy 10	663	114	213	209	142	148	430	442	383
No, it's a single rate meter	71%	71%	14% <sup>a</sup>	14% <sup>a</sup>	13%	15% <sup>ab</sup>	71%	71%	71%
Other	4636	854	1252	1216	875	784	3069	3060	2650
Refused	79%	83% <sup>ac</sup>	87%	81% <sup>a</sup>	81% <sup>a</sup>	79%	80%	79%	79%
Don't know	12	7	4	6	3	2	7	8	8
	1%	1% <sup>a</sup>	1%	1%	1%	1%	1%	1%	1%
	14	4	4	2	2	1	5	4	5
	*	*	*	*	*	*	*	*	*
	599	50	81	67	52	56	347	341	293
	10% <sup>bcd</sup>	5%	5%	4%	5%	6%	9%	9%	9%

Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Change their payment method with their current supplier	5038	4305	480	253	981	2695	1361	1208	1671	1010	1150	1509	2918	868	4169	3163	959	832
nr	85%ajk	85%	87%ld	80%	86%g	87%ag	81%	90%ajk	88%ajk	82%uk	78%	80%	89%al	80%	86%ln	87%lacr	84%lr	79%
Change their tariff with their current supplier	4937	4242	465	230	946	2650	1340	1191	1619	1001	1126	1443	2842	849	4088	3121	915	821
nqr	83%dkl	84%ld	84%ld	73%	83%g	85%ag	79%	89%ajk	86%ajk	81%uk	77%	78%	87%al	79%	84%ln	86%lacr	80%	78%
Switch to a different supplier	5320	4554	496	272	1015	2828	1478	1251	1737	1063	1249	1638	3030	942	4378	3241	991	905
qr	90%gkl	90%	90%	86%	89%	91%ag	88%	93%ajk	92%ajk	88%uk	85%	86%	93%al	87%	90%ln	92%lacr	87%	86%
All of the above	4717	4046	451	219	902	2538	1277	1146	1561	939	1072	1395	2735	808	3909	2994	868	777
73%dkl	86%ld	82%ld	70%	79%g	82%ag	76%	86%ajk	83%ajk	76%	73%	74%	74%	83%al	75%	81%ln	82%lacr	78%	74%
None	69	62	4	3	15	37	17	6	16	19	28	21	28	10	59	26	26	15
1%hp	1%	1%	1%	1%	1%	1%	1%	-	1%	2%ah	2%ah	1%	1%	1%	1%	1%	2%ap	1%ip
Refused	11	10	1	-	2	2	8	-	-	4	7	5	1	2	9	6	1	4
-	-	-	-	-	-	-	8%af	-	-	1	1%ah	1%am	-	-	-	-	-	-
Don't know	295	236	32	27	41	126	129	34	68	69	125	139	94	89	206	146	62	78
5%hnp	5%	5%	6%	9%ab	4%	4%	8%aef	3%	4%	6%ah	8%ah	7%am	3%	8%an	4%	4%	5%	7%ap

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	846	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Change their payment method with their current supplier	5038 85%mo	7 65%	519 85%	4519 85%	5031 85%	4512 85%	574 67%	4457 85%	4244 85%	794 84%	3695 88%alm	488 81%	832 79%	1999 89%ao	2981 82%	58 84%
Change their tariff with their current supplier	4937 83%mo	8 73%	504 83%	4433 83%	4929 83%	4426 83%	557 84%	4372 83%	4166 84%	770 81%	3632 86%alm	473 78%	805 76%	1967 86%ao	2912 80%	57 83%
Switch to a different supplier	5320 90%mo	9 84%	537 88%	4783 90%	5311 90%	4774 90%	598 90%	4713 90%	4486 90%	834 88%	3855 91%alm	530 88%	911 86%	2067 92%ao	3192 88%	61 89%
All of the above	4717 79%mo	7 65%	484 80%	4232 79%	4710 80%	4226 80%	532 80%	4178 79%	3985 80%	732 77%	3479 83%alm	454 75%	760 72%	1882 84%ao	2780 77%	55 79%
None	69	-	8	61	69	61	7	62	60	9	43	9	14	32	37	-
Refused	11	-	-	11	11	11	2	10	9	3	5	1	1	1	10	1
Don't know	295	2	41	254	294	253	22	271	296	59	152	44	73	44	248	3
		16%	7%	5%	5%	5%	3%	5%	5%	6%	4%	7%	7%	2%	7%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
Change their payment method with their current supplier	5038 85%ceg	4084 86%ac	953 74%	502 87%e	181 77%	4605 86%g	414 74%	19 87%
Change their tariff with their current supplier	4937 83%ceg	3997 86%ac	940 73%	484 84%e	179 76%	4504 84%g	413 74%	19 87%
Switch to a different supplier	5320 90%ceg	4293 92%ac	1057 82%	521 90%	201 86%	4839 90%g	461 82%	20 90%
All of the above	4717 79%ceg	3829 82%ac	888 69%	461 80%e	171 72%	4313 81%g	385 69%	19 87%
None	69 1%	47 1%	22 2%	9 2%	5 2%	46 1%	23 4%af	- -
Refused	11 -	3 -	6 1%ab	- -	2 1%df	10 -	1 -	- -
Don't know	295 5%cd	142 3%	153 12%ab	17 3%	16 7%df	251 5%	42 7%af	2 10%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Change their payment method with their current supplier	5038	2071	2993	689	2969	4348	2069	845	1569	1009	685
	85%gk	89%ac	84%e	88%fg	88%afg	84%ig	87%e	96%aijk	92%aijk	90%iak	58%e
Change their tariff with their current supplier	4937	2073	2894	673	2919	4264	2018	849	1554	1897	637
	83%gk	89%ac	87%e	85%fg	87%afg	83%ig	79%e	98%aijk	92%aijk	88%iak	54%e
Switch to a different supplier	5320	2153	3108	739	3134	4581	2186	865	1610	2046	798
	90%gk	92%ac	90%e	94%afg	94%afg	89%ig	85%e	98%aijk	95%iak	95%iak	67%e
All of the above	4717	1978	2687	648	2794	4069	1923	827	1497	1831	562
	79%gk	85%ac	78%e	82%fg	83%afg	79%ig	75%e	93%aijk	88%aijk	85%iak	47%e
None	69	30	31	2	26	67	43	-	7	13	48
	1%ghj	1%e	1%e	-	1%e	1%de	2%de	-	-	1%h	4%ahj
Refused	11	2	5	-	3	11	-	-	-	-	11
	-	-	-	-	-	-	-	-	-	-	1%ahj
Don't know	295	41	198	21	89	275	208	3	12	37	243
	5%hdeahj	2%e	6%h	3%e	3%e	5%de	3%adef	-	1%e	2%h	20%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Change their payment method with their current supplier 5038 85%	514 85%	464 83%	393 82%	251 84%	452 87%	355 88%cd	443 84%	130 86%	350 88%cd	406 85%	435 85%	186 82%	303 89%acdeh mo	346 83%	9 75%
Change their tariff with their current supplier 4937 83%lm	502 83%lm	454 81%	388 81%	239 80%	447 86%em	352 87%cdelh m	431 82%	129 85%lm	336 84%lm	391 82%	434 85%lm	170 75%	298 88%acdeh km	356 85%lm	9 74%
Switch to a different supplier 5320 90%	528 87%	507 91%	418 88%	265 88%	473 91%	369 91%	490 93%abdei k	131 86%	364 91%	425 89%	461 90%	198 88%	300 90%	378 90%	6 50%
All of the above 4717 79%lm	480 79%lm	427 76%	361 76%	230 77%	427 82%cdm	340 84%acdeh km	414 78%	125 82%lm	326 82%ldm	372 78%	420 82%cdm	162	293 86%abde hkmo	333 80%lm	8 50%
None 69 1%	7 1%	5 1%	12 3%alhm	2 1%	3 1%	4 1%	2 -	-	3 1%	7 2%	9 2%h	3	1 -	9 2%h	-
Refused 11 -	1 -	-	3 1%	-	2 -	-	1 -	-	1 -	-	-	-	2 -	2 -	1 8%
Don't know 295 5%	39 7%h	22 4%	18 4%	18 6%acdfho	22 4%	18 4%	18 3%	13 8%cdho	20 5%	22 5%	27 5%	13	23 7%h	15 4%	1 9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.14 Which of the following do you think it is possible for energy customers to do?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Change their payment method with their current supplier	5038 85%	953 92% <sup>a</sup>	1416 91% <sup>a</sup>	1376 92% <sup>a</sup>	980 91% <sup>a</sup>	900 91% <sup>a</sup>	3292 85%	3290 85%	2830 85%
Change their tariff with their current supplier	4937 83%	945 92% <sup>a</sup>	1400 90% <sup>a</sup>	1367 91% <sup>a</sup>	974 90% <sup>a</sup>	886 89% <sup>a</sup>	3221 83%	3224 84%	2766 83%
Switch to a different supplier	5320 90%	973 94% <sup>a</sup>	1464 94% <sup>a</sup>	1415 94% <sup>a</sup>	1009 94% <sup>a</sup>	924 93% <sup>a</sup>	3457 89%	3457 90%	2976 89%
All of the above	4717 79%	914 89% <sup>a</sup>	1346 88% <sup>a</sup>	1313 87% <sup>a</sup>	936 87% <sup>a</sup>	850 86% <sup>a</sup>	3068 79%	3073 80%	2633 79%
None	69 1% <sup>d</sup>	6 7%	10 7%	7 -	9 7%	6 7%	42 7%	41 7%	36 7%
Refused	11 -	-	2 -	1 -	2 -	1 -	9 -	9 -	6 -
Don't know	295 5% <sup>b/c/d/e/f</sup>	17 2%	21 1%	18 1%	15 1%	14 1%	187 5%	186 5%	174 5%



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 gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely	(4) 435	401	21	13	95	248	92	107	136	100	92	122	257	86	349	263	81	82
Fairly	(3) 1893	1694	134	66	354	1117	423	443	667	384	400	506	1157	261	1633	1247	325	286
Not very	(2) 1878	1572	184	123	395	958	526	487	611	354	426	590	1081	296	1583	1180	375	297
Not at all	(1) 1586	1274	207	105	266	727	593	277	440	373	496	628	738	405	1182	892	314	354
<b>SUMMARY CODES</b>																		
FAMILIAR	2328	2095	155	79	449	1364	515	550	802	484	491	628	1414	347	1982	1510	407	368
UNFAMILIAR	3465	2845	391	228	661	1685	1119	764	1051	727	922	1216	1619	700	2764	2072	690	651
Refused	6	5	1	-	1	3	3	-	1	1	4	-	-	1	5	3	2	2
Don't know	135	124	4	8	27	56	52	24	35	24	52	51	46	32	103	59	45	29
<b>Mean Score</b>	<b>2.203od</b>	<b>2.247acd</b>	<b>1.943</b>	<b>1.956</b>	<b>2.251g</b>	<b>2.290ag</b>	<b>2.008</b>	<b>2.290aj</b>	<b>2.269aj</b>	<b>2.175k</b>	<b>2.061</b>	<b>2.067</b>	<b>2.289al</b>	<b>2.027</b>	<b>2.242an</b>	<b>2.246aq</b>	<b>2.158</b>	<b>2.094</b>
<b>Standard Deviation</b>	<b>0.927</b>	<b>0.930</b>	<b>0.883</b>	<b>0.853</b>	<b>0.917</b>	<b>0.920</b>	<b>0.921</b>	<b>0.889</b>	<b>0.905</b>	<b>0.863</b>	<b>0.943</b>	<b>0.935</b>	<b>0.906</b>	<b>0.982</b>	<b>0.910</b>	<b>0.911</b>	<b>0.925</b>	<b>0.971</b>
<b>Error Variance</b>	-	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	-	-	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



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 gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5288	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely	(4) 435	-	40	395	435	395	50	385	359	76	328	37	76	253	177	5
		7%a	2%	7%	7%	7%	8%	7%	7%	8%	8%	6%	7%	11%ao	5%	7%
Fairly	(3) 1893	4	178	1715	1889	1711	241	1649	1554	340	1462	131	281	899	974	20
		32%lm	29%	32%	32%	32%	36%ah	31%	31%	36%ai	35%alm	22%	27%j	40%ao	27%	30%
Not very	(2) 1878	3	186	1692	1876	1690	219	1657	1614	265	1373	214	282	646	1204	29
		32%lm	31%	32%	32%	32%	33%	31%	32%	38%	33%am	35%am	27%	33%an	27%	42%ln
Not at all	(1) 1586	2	184	1402	1584	1400	138	1446	1358	228	968	203	388	418	1153	15
		27%kn	21%	26%	27%	26%	21%	27%kg	27%	24%	23%	34%ak	37%ak	19%	32%an	22%
<b>SUMMARY CODES</b>																
FAMILIAR	2328	4	218	2110	2324	2106	291	2033	1913	416	1791	169	357	1152	1151	25
		39%mo	36%	40%	39%	40%	44%ah	39%	38%	44%ai	42%alm	26%	34%j	51%aop	32%	37%
UNFAMILIAR	3465	5	370	3095	3460	3090	357	3103	2972	493	2341	417	670	1064	2357	44
		58%kn	45%	58%	58%	58%	54%	59%kg	60%ij	52%	56%	69%akm	64%ak	47%	65%an	63%ln
Refused	6	-	-	6	6	6	-	6	5	1	4	1	1	-	6	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	135	2	20	113	133	113	15	118	97	38	80	17	27	108	-	-
		2%in	16%	2%	2%	2%	2%	2%	2%	4%ai	2%	3%	3%	1%	3%an	-
Mean Score	2.203(lmo)	2.205	2.125	2.212e	2.203	2.212e	2.314ab	2.189	2.187	2.299ai	2.279alm	2.004	2.043	2.446ao	2.059	2.214
Standard Deviation	0.927	0.870	0.934	0.926	0.927	0.926	0.893	0.931	0.925	0.936	0.910	0.909	0.973	0.924	0.898	0.869
Error Variance	-	0.084	0.001	-	-	-	0.001	-	-	0.001	-	0.001	0.001	-	-	0.011

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	224	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Completely	(4) 435	380 87% 32% 7%	55 4% 4%	56 10% 9%	19 4%	385 7%	47 8%	3 15%
Fairly	(3) 1893	1639 35% 32% 3%	255 20% 20%	209 36% 36%	71 13% 10%	1685 31% 31%	200 36% 37%	8 37%
Not very	(2) 1878	1504 32% 32% 3%	374 29% 29%	192 33% 33%	66 12% 12%	1713 32% 32%	161 29% 29%	5 21%
Not at all	(1) 1588	1040 22% 27% 4%	548 42% 42% 4%	115 20% 20%	68 15% 15%	1453 27% 27%	130 23% 23%	4 19%
<b>SUMMARY CODES</b>								
FAMILIAR	2328	2018 87% 43% 39%	310 24% 19%	265 46% 46%	91 39% 39%	2070 39% 39%	247 44% 44%	11 52%
UNFAMILIAR	3465	2544 58% 58% 4%	920 71% 71%	308 53% 53%	124 57% 57%	3166 59% 59%	280 52% 52%	9 40%
Refused	6	2	5	-	-	5	1	-
Don't know	135	78 2%	57 4% 4%	6 1%	10 4% 4%	112 2%	21 4% 4%	2 8%
Mean Score	2.203c	2.297ac	1.853	2.358ae	2.189	2.191	2.307af	2.519
Standard Deviation	0.927	0.912	0.908	0.911	0.906	0.928	0.933	1.018
Error Variance	*	*	0.001	0.002	0.003	*	0.002	0.065

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

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 gas and/or electricity supply and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely	(4) 435	435	-	99	274	346	161	143	141	117	33
		7% <sup>ck</sup>	-	11% <sup>aeftg</sup>	8% <sup>ig</sup>	7%	6%	16% <sup>aijk</sup>	8% <sup>ijk</sup>	5% <sup>ik</sup>	3%
Fairly	(3) 1893	1893	-	336	1237	1557	656	462	651	578	202
		32% <sup>cajk</sup>	-	43% <sup>aeftg</sup>	37% <sup>aftg</sup>	30% <sup>ig</sup>	26%	52% <sup>aijk</sup>	38% <sup>aijk</sup>	27% <sup>ik</sup>	17%
Not very	(2) 1879	-	1879	224	1072	1654	806	203	563	763	329
		32% <sup>ahka</sup>	-	28%	32%	32%	31%	23%	33% <sup>ijk</sup>	36% <sup>iajk</sup>	28% <sup>ih</sup>
Not at all	(1) 1586	-	1586	127	739	1460	848	74	319	657	537
		27% <sup>bdeshi</sup>	-	16%	22% <sup>id</sup>	28% <sup>ide</sup>	33% <sup>adef</sup>	8%	19% <sup>ih</sup>	30% <sup>iahi</sup>	45% <sup>iahj</sup>
<b>SUMMARY CODES</b>											
<b>FAMILIAR</b>	2328	2328	-	435	1511	1904	817	605	732	696	238
		39% <sup>cfjk</sup>	-	54% <sup>aeftg</sup>	45% <sup>aftg</sup>	37% <sup>ig</sup>	32%	68% <sup>aijk</sup>	47% <sup>aijk</sup>	32% <sup>ik</sup>	20%
<b>UNFAMILIAR</b>	3465	-	3465	351	1811	3114	1654	277	882	1440	866
		58% <sup>bdeshi</sup>	-	45%	54% <sup>id</sup>	60% <sup>ade</sup>	65% <sup>adef</sup>	31%	52% <sup>ih</sup>	67% <sup>iahi</sup>	73% <sup>iahj</sup>
Refused	6	-	-	-	2	6	4	-	1	1	5
		-	-	-	-	-	-	-	-	-	1%
Don't know	135	-	-	12	50	123	85	3	22	29	81
		2% <sup>bdeshj</sup>	-	1%	1%	2% <sup>ie</sup>	3% <sup>adef</sup>	-	1% <sup>ih</sup>	1% <sup>ih</sup>	7% <sup>iahj</sup>
Mean Score	2.203 <sup>efgjk</sup>	3.187 <sup>ac</sup>	1.542	2.489 <sup>aeftg</sup>	2.315 <sup>aftg</sup>	2.158 <sup>g</sup>	2.053	2.765 <sup>aijk</sup>	2.356 <sup>aijk</sup>	2.073 <sup>ik</sup>	1.737
Standard Deviation	0.927	0.390	0.498	0.898	0.909	0.923	0.931	0.820	0.885	0.891	0.857
Error Variance	-	-	-	0.001	-	-	-	0.001	-	-	0.001



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 gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	579	152	399	480	511	225	398	419	12**
Completely	(4) 435 7%eij	47 8%eij	47 8%eij	53 11%aehik mno	12 4%	77 15%abceh iklmno	35 9%eij	35 7%	4 3%	17 4%	26 5%	29 6%	12 5%	19 6%	21 5%	-
Fairly	(3) 1893 32%ijm	221 37%alaj m	186 33%ijm	189 39%aeafh ikno	90 30%u	152 29%u	119 29%u	171 32%um	30 20%	104 26%	150 31%im	171 33%ijm	50 22%	104 31%im	152 36%ijm	5 43%
Not very	(2) 1878 32%	184 30%	192 34%udh	129 27%	85 28%	163 31%	133 33%	145 27%	54 36%	130 33%	162 34%udh	169 33%	99 44%abde ghikno	108 32%	123 29%	3 23%
Not at all	(1) 1586 27%bcd	131 22%	119 21%	92 19%	102 34%abdcf k	124 24%	108 27%ud	170 32%abdcf k	63 41%abdcf ghikmno	145 36%abdcf ghikno	121 25%ud	137 27%ud	62 28%ud	95 28%ud	115 28%ud	3 26%
<b>SUMMARY CODES</b>																
FAMILIAR	2328 39%ijm	269 44%aeik m	233 42%eijm	242 51%aeaf hiklmno	102 34%u	228 44%eikm n	154 38%ijm	206 39%ijm	34 23%	121 30%	176 37%im	200 39%ijm	62 27%	123 36%im	173 41%ijm	5 43%
UNFAMILIAR	3465 58%bcd	314 52%	311 56%ud	221 46%	186 62%bd	287 55%ud	242 60%bd	315 60%bd	117 77%abde ghikno	275 69%abdcf ghikno	283 59%bd	306 60%bd	161 72%abde ghikno	203 60%bd	238 57%ud	6 49%
Refused	6	1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
Don't know	135 2%u	21 3%hij	15 3%ij	14 3%ij	12 4%hij	6 1%	8 2%	7 1%	1 1%	3 1%	20 4%ahij m	4 1%	2 1%	14 4%ahij m	8 2%	1 6%
<b>Mean Score</b>	<b>2.203eij</b> m	<b>2.318aeh</b> ghikmn	<b>2.295aeh</b> ijkmn	<b>2.439ace</b> ghiklmn	<b>2.045i</b>	<b>2.352aeg</b> hiklmno	<b>2.204eij</b>	<b>2.137j</b>	<b>1.839</b>	<b>1.983</b>	<b>2.176j</b>	<b>2.182j</b>	<b>2.049i</b>	<b>2.146j</b>	<b>2.193j</b>	<b>2.179</b>
<b>Standard Deviation</b>	<b>0.927</b>	<b>0.911</b>	<b>0.905</b>	<b>0.936</b>	<b>0.913</b>	<b>1.004</b>	<b>0.943</b>	<b>0.952</b>	<b>0.840</b>	<b>0.896</b>	<b>0.886</b>	<b>0.900</b>	<b>0.846</b>	<b>0.909</b>	<b>0.907</b>	<b>0.886</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Completely	(4) 435	145	234	237	160	148	315	324	274
		7% 14% <sup>aa</sup>	15% <sup>aa</sup>	16% <sup>aa</sup>	15% <sup>aa</sup>	15% <sup>aa</sup>	8%	8%	8%
Fairly	(3) 1893	471	778	751	546	492	1311	1352	1175
		32% 46% <sup>aa</sup>	50% <sup>aa</sup>	50% <sup>aa</sup>	51% <sup>ab</sup>	50% <sup>aa</sup>	34%	35% <sup>aa</sup>	35% <sup>aa</sup>
Not very	(2) 1878	280	361	359	242	240	1140	1121	955
		32% <sup>bcddefghi</sup>	27% <sup>ce</sup>	24%	22%	24%	30%	29%	29%
Not at all	(1) 1586	127	171	143	117	103	1022	984	873
		2% <sup>bcdef</sup>	12% <sup>d</sup>	10%	11%	10%	28%	25%	26%
<b>SUMMARY CODES</b>									
FAMILIAR	2328	616	1012	988	709	640	1626	1676	1450
		39% 60% <sup>aa</sup>	65% <sup>ab</sup>	66% <sup>ab</sup>	65% <sup>ab</sup>	65% <sup>ab</sup>	42% <sup>aa</sup>	43% <sup>aa</sup>	43% <sup>aa</sup>
UNFAMILIAR	3465	408	532	501	359	343	2163	2165	1928
		58% <sup>bcddefghi</sup>	40% <sup>cdef</sup>	33%	33%	35%	56%	55%	55%
Refused	6	-	1	1	1	1	3	4	3
		-	-	-	-	-	-	-	-
Don't know	135	6	13	12	9	8	72	74	64
		2% <sup>bcdef</sup>	1%	1%	1%	1%	2%	2%	2%
<b>Mean Score</b>	<b>2.203</b>	<b>2.619a</b>	<b>2.696ab</b>	<b>2.727ab</b>	<b>2.704ab</b>	<b>2.698a</b>	<b>2.243</b>	<b>2.269a</b>	<b>2.259a</b>
<b>Standard Deviation</b>	<b>0.927</b>	<b>0.877</b>	<b>0.858</b>	<b>0.842</b>	<b>0.854</b>	<b>0.850</b>	<b>0.943</b>	<b>0.943</b>	<b>0.945</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	-	-



Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	9711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Completely	(4) 449	411	22	17	82	260	107	124	144	100	82	109	282	80	370	291	78	71
Fairly	(3) 1618	1452	123	43	294	934	390	371	583	340	324	440	980	205	1414	1090	264	236
Not very	(2) 1440	1242	124	74	320	750	370	367	471	273	329	441	838	228	1212	908	283	231
Not at all	(1) 1187	967	147	73	204	566	417	206	317	280	385	444	572	311	876	466	222	266
<b>SUMMARY CODES</b>																		
FAMILIAR	2067	1863	145	60	376	1194	497	465	727	439	405	549	1282	284	1783	1381	343	307
UNFAMILIAR	2627	2209	271	147	524	1317	786	573	788	552	714	865	1410	539	2088	1584	505	497
Refused	6	4	1	1	1	4	1	-	1	1	4	1	2	-	5	3	1	2
Don't know	113	101	5	8	19	48	46	19	28	24	42	46	35	31	82	50	34	25
<b>Mean Score</b>	<b>2.283od</b>	<b>2.321od</b>	<b>2.046</b>	<b>2.013</b>	<b>2.282g</b>	<b>2.354ag</b>	<b>2.146</b>	<b>2.387aj</b>	<b>2.366aj</b>	<b>2.282k</b>	<b>2.091</b>	<b>2.150</b>	<b>2.364al</b>	<b>2.064</b>	<b>2.330an</b>	<b>2.336aq</b>	<b>2.234r</b>	<b>2.138</b>
<b>Standard Deviation</b>	<b>0.949</b>	<b>0.946</b>	<b>0.926</b>	<b>0.942</b>	<b>0.916</b>	<b>0.942</b>	<b>0.971</b>	<b>0.925</b>	<b>0.917</b>	<b>0.980</b>	<b>0.958</b>	<b>0.948</b>	<b>0.933</b>	<b>1.005</b>	<b>0.930</b>	<b>0.936</b>	<b>0.943</b>	<b>0.979</b>
<b>Error Variance</b>	-	-	<b>0.002</b>	<b>0.004</b>	<b>0.001</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	-	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3331	439	915	1837	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Completely	(4) 449	-	-	449	449	449	41	408	354	95	352	26	74	264	181	4
		9%a	-	9%	9%	9%	10%	9%	8%	12%ai	10%j	2%	9%	14%ao	6%	11%
Fairly	(3) 1618	-	-	1618	1618	1618	146	1472	1324	294	1298	102	199	819	786	13
		34%am	-	34%	34%	34%	36%	33%	33%	37%aim	25%	25%	42%ao	28%	39%	
Not very	(2) 1440	-	-	1440	1440	1440	139	1303	1221	219	1062	147	205	512	919	9
		30%am	-	30%	30%	30%	34%	30%	30%	27%	30%am	35%am	38%	27%	32%an	27%
Not at all	(1) 1187	-	-	1187	1187	1187	74	1114	1024	163	740	126	298	320	860	8
		25%ajm	-	25%	25%	25%	18%	25%aj	26%ij	20%	21%	30%ak	37%aki	17%	30%an	22%
<b>SUMMARY CODES</b>																
<b>FAMILIAR</b>	2067	-	-	2067	2067	2067	187	1880	1678	389	1650	130	273	1083	967	17
		43%mo	-	43%	43%	43%	46%	43%	42%	49%ai	48%aim	31%	34%	56%ao	34%	50%
<b>UNFAMILIAR</b>	2627	-	-	2627	2627	2627	210	2417	2245	382	1822	274	503	831	1779	17
		55%jm	-	55%	55%	55%	52%	55%	56%ij	48%	51%	66%ak	63%ak	43%	62%an	50%
Refused	6	-	-	6	6	6	-	6	5	1	4	-	-	1	5	-
Don't know	113	-	-	113	113	113	7	106	87	26	74	13	23	16	97	-
		2%n	-	2%	2%	2%	2%	2%	2%	3%	2%	3%	3%	1%	3%an	-
<b>Mean Score</b>	2.283imo	-	-	2.283	2.283	2.283	2.390ah	2.273	2.257	2.416ai	2.353aim	2.077	2.062	2.537ao	2.185	2.392
<b>Standard Deviation</b>	0.949	-	-	0.949	0.949	0.949	0.904	0.952	0.945	0.957	0.928	0.915	1.010	0.927	0.923	0.967
<b>Error Variance</b>	-	-	-	-	-	-	0.002	-	-	0.001	-	0.002	0.001	-	-	0.028

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	10
Weighted Base	4813	3825	989	506	189	4333	460	20**
Completely	(4) 449	395	54	53	18	402	44	3
	9% 1618	10% 1401	5% 217	11% 193	9% 53	9% 1447	10% 162	16% 9
Fairly	(3) 1618	34% 1401	37% 1462	38% 193	28% 144	33% 1447	35% 162	43% 9
Not very	(2) 1440	30% 1162	29% 1162	29% 148	29% 55	30% 1306	28% 129	4% 4
Not at all	(1) 1187	25% 930	21% 807	20% 104	29% 54	25% 1078	23% 106	18% 4
<b>SUMMARY CODES</b>								
FAMILIAR	2067	1796	272	246	71	1849	206	12
	43% 2827	47% 1962	27% 1064	49% 251	28% 109	42% 2384	45% 225	59% 9
UNFAMILIAR	2827	55% 216	51% 196	50% 251	58% 216	55% 2384	51% 225	38% 9
Refused	6	2	4	-	-	5	1	-
	0% 113	0% 64	0% 49	0% 9	0% 8	0% 95	0% 17	0% 1
Don't know	113	2% 84	2% 80	2% 9	4% 8	2% 95	4% 17	3% 1
<b>Mean Score</b>	<b>2.283c</b>	<b>2.370ac</b>	<b>1.935</b>	<b>2.394ae</b>	<b>2.193</b>	<b>2.277</b>	<b>2.327</b>	<b>2.592</b>
<b>Standard Deviation</b>	<b>0.949</b>	<b>0.932</b>	<b>0.935</b>	<b>0.933</b>	<b>0.978</b>	<b>0.948</b>	<b>0.950</b>	<b>0.994</b>
<b>Error Variance</b>	*	*	<b>0.001</b>	<b>0.002</b>	<b>0.004</b>	*	<b>0.002</b>	<b>0.066</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	640	2837	4129	1932	673	1334	1782	890
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Completely	(4) 449	417	28	91	304	98	145	162	158	106	25
		91% <i>ck</i>	21% <i>ac</i>	12% <i>fg</i>	10% <i>ig</i>	2% <i>h</i>	8% <i>h</i>	21% <i>aijk</i>	11% <i>jk</i>	6% <i>ik</i>	3% <i>l</i>
Fairly	(3) 1618	1360	256	292	1093	1326	525	373	572	513	160
		34% <i>cgk</i>	69% <i>ac</i>	43% <i>aefg</i>	37% <i>aafg</i>	32% <i>ig</i>	28% <i>h</i>	49% <i>aijk</i>	40% <i>aijk</i>	29% <i>ik</i>	18% <i>l</i>
Not very	(2) 1440	147	1293	186	874	1253	565	173	411	608	248
		30% <i>ah</i>	7% <i>h</i>	47% <i>iab</i>	30% <i>h</i>	30% <i>h</i>	30% <i>h</i>	32% <i>h</i>	39% <i>ih</i>	35% <i>iahik</i>	28% <i>ih</i>
Not at all	(1) 1187	32	1155	113	608	1074	579	55	258	494	380
		25% <i>bdsh</i>	42% <i>iab</i>	18% <i>h</i>	21% <i>id</i>	28% <i>ide</i>	31% <i>adef</i>	7% <i>h</i>	18% <i>h</i>	28% <i>iah</i>	43% <i>iahj</i>
<b>SUMMARY CODES</b>											
<b>FAMILIAR</b>	2067	1777	284	373	1397	1694	670	536	728	619	185
		43% <i>cgk</i>	90% <i>ac</i>	54% <i>aefg</i>	48% <i>aafg</i>	41% <i>ig</i>	36% <i>h</i>	70% <i>aijk</i>	51% <i>aijk</i>	35% <i>ik</i>	21% <i>l</i>
<b>UNFAMILIAR</b>	2627	179	2438	300	1482	2327	1144	228	669	1102	628
		55% <i>bdsh</i>	9% <i>h</i>	89% <i>iab</i>	44% <i>h</i>	50% <i>id</i>	56% <i>ide</i>	30% <i>h</i>	47% <i>ih</i>	63% <i>iah</i>	72% <i>iahj</i>
Refused	6	-	-	-	1	6	5	-	-	2	4
		-	-	-	-	-	-	-	-	-	1% <i>j</i>
Don't know	113	10	23	15	55	98	58	5	23	25	59
		2% <i>bdsh</i>	7% <i>h</i>	2% <i>h</i>	2% <i>h</i>	2% <i>h</i>	3% <i>ae</i>	7% <i>h</i>	2% <i>h</i>	7% <i>iahj</i>	
Mean Score	2.283 <i>gijk</i>	3.106 <i>ac</i>	1.699	2.556 <i>aefg</i>	2.390 <i>aefg</i>	2.246 <i>g</i>	2.139	2.841 <i>aijk</i>	2.448 <i>aijk</i>	2.138 <i>h</i>	1.792
Standard Deviation	0.949	0.685	0.661	0.910	0.932	0.950	0.955	0.839	0.917	0.902	0.864
Error Variance	-	-	-	0.001	-	-	-	0.001	0.001	-	0.001



Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4769	474	454	362	238	410	367	503	90	310	382	379	152	285	342	11
Weighted Base	4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**
Completely	(4) 449	41	49	50	18	68	33	38	7	14	30	32	15	19	35	-
Fairly	(3) 1618	9%ij	11%ij	13%abehk n	7%	16%abceeh kno	9%ij	8%	8%	4%	8%	8%ij	9%	7%	9%ij	-
Not very	(2) 1440	34%im	37%eim	35%im	69	140	123	155	17	106	116	137	32	84	142	6
Not at all	(1) 1187	30%id	31%id	33%idh	24%	27%	29%	26%	33%	28%	34%idh	29%	40%abdef ghlo	35%idh	28%	2
		25%bcd	20%	19%	78%	33%abdcff kno	20%	26%cd	31%abdcff ko	39%abdcff ghkno	34%abdcff ghkno	23%	25%id	27%id	24%	2
<b>SUMMARY CODES</b>																
FAMILIAR	2067	219	207	206	86	207	156	193	24	121	145	169	47	104	178	6
UNFAMILIAR	2827	244	239	161	142	210	199	265	68	203	217	210	106	162	198	4
Refused	6	1	-	1	-	-	1	1	-	1	-	-	-	-	1	-
Don't know	113	16	12	13	9	5	6	11	2	3	14	7	4	8	3	1
Mean Score	2.283(ej)	2.354(ehi jm)	2.375(ehi jmn)	2.509(abe ghiklmno)	2.116	2.454(eg hijklmn)	2.265(ij)	2.188(i)	1.941	2.076	2.243(j)	2.278(ij)	2.124	2.213(i)	2.328(ej) m	2.443
Standard Deviation	0.949	0.909	0.924	0.951	0.970	0.992	0.956	0.976	0.951	0.918	0.911	0.939	0.928	0.903	0.943	0.795
Error Variance	-	0.002	0.002	0.003	0.004	0.002	0.003	0.002	0.010	0.003	0.002	0.002	0.006	0.003	0.003	0.063

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Completely	(4) 449	173	251	262	183	148	331	341	282
Fairly	(3) 1618	415	638	632	442	420	1129	1164	1011
Not very	(2) 1440	215	302	289	197	187	857	848	716
Not at all	(1) 1187	98	135	112	89	88	737	719	633
<b>SUMMARY CODES</b>									
FAMILIAR	2067	589	888	894	625	568	1460	1505	1293
UNFAMILIAR	2627	313	436	361	286	275	1594	1567	1489
Refused	6	-	1	1	1	1	4	4	4
Don't know	113	6	13	8	6	5	61	59	54
<b>Mean Score</b>	<b>2.283</b>	<b>2.736a</b>	<b>2.758a</b>	<b>2.818a</b>	<b>2.789a</b>	<b>2.746a</b>	<b>2.345a</b>	<b>2.367a</b>	<b>2.356a</b>
<b>Standard Deviation</b>	<b>0.949</b>	<b>0.892</b>	<b>0.875</b>	<b>0.858</b>	<b>0.874</b>	<b>0.867</b>	<b>0.962</b>	<b>0.961</b>	<b>0.960</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	-	-



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 a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Completely	(4) 26	26	-	-	2	17	7	6	11	1	8	8	13	5	21	17	4	4
Fairly	(3) 122	108	7	7	16	72	31	35	30	23	35	39	70	18	104	72	27	22
Not very	(2) 180	150	23	7	31	95	54	34	68	31	47	69	78	30	150	106	36	35
Not at all	(1) 168	133	19	16	34	65	69	22	57	40	50	73	71	43	126	90	40	37
	33%	31%	40%	53%	37% <sup>d</sup>	29%	42% <sup>a,f</sup>	22%	34%	41% <sup>h</sup>	34% <sup>h</sup>	38%	30%	44% <sup>a,o</sup>	31%	31%	35%	37%
<b>SUMMARY CODES</b>																		
FAMILIAR	148	135	7	7	21	90	38	41	41	24	42	47	83	23	125	88	32	26
	29% <sup>c</sup>	31% <sup>c</sup>	14%	23%	23%	35% <sup>e,g</sup>	23%	41% <sup>a,i</sup>	24%	24%	29%	24%	35% <sup>u</sup>	24%	30%	30%	28%	28%
UNFAMILIAR	348	283	42	23	64	161	123	56	125	71	97	142	150	73	276	196	76	72
	68% <sup>h</sup>	65%	86% <sup>a,b</sup>	76%	71%	63%	74% <sup>d</sup>	59%	74% <sup>h</sup>	72% <sup>h</sup>	66%	73% <sup>a,m</sup>	63%	75%	69%	67%	68%	71%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	16	-	-	6	5	5	3	3	3	7	4	4	1	15	9	4	3
	3%	4%	-	2%	7% <sup>d</sup>	2%	3%	3%	2%	3%	5%	2%	2%	1%	4%	3%	4%	3%
<b>Mean Score</b>	2.012 <sup>g</sup>	2.067 <sup>c</sup>	1.740	1.695	1.873	2.166 <sup>a,e</sup>	1.847	2.260 <sup>a,i</sup>	1.972	1.845	2.001	1.910	2.105 <sup>i</sup>	1.854	2.050 <sup>n</sup>	2.053	1.964	1.930
<b>Standard Deviation</b>	0.894	0.910	0.889	0.836	0.846	0.896	0.878	0.887	0.891	0.838	0.912	0.874	0.907	0.919	0.885	0.896	0.887	0.878
<b>Error Variance</b>	0.002	0.002	0.010	0.025	0.008	0.004	0.004	0.010	0.006	0.009	0.004	0.003	0.004	0.007	0.002	0.003	0.007	0.006

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	-**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Completely	26	-	-	26	26	26	4	23	26	1	19	4	5	14	12	-
(4)	5%	-	-	5%	5%	5%	10%	5%	6%	1%	6%	5%	4%	14%aop	3%	-
Fairly	122	5	-	122	117	117	9	107	111	10	78	23	28	36	70	16
(3)	24%	4%	-	24%	23%	23%	23%	23%	25%	16%	26%	23%	22%	36%ao	19%	46%ao
Not very	180	4	-	180	176	176	17	159	165	15	111	33	44	31	136	13
(2)	35%	3%	-	35%	35%	35%	41%	35%	37%	24%	37%	34%	34%	31%	36%	36%
Not at all	168	-	-	168	168	168	9	159	144	25	83	37	49	17	145	6
(1)	33%a	-	-	33%	34%	34%	23%	35%	32%	40%	28%	38%	38%k	17%	39%up	17%
<b>SUMMARY CODES</b>																
FAMILIAR	148	5	-	148	143	143	13	130	137	11	97	28	34	50	82	16
	29%a	4%	-	29%	28%	28%	32%	28%	31%	17%	32%	28%	28%	50%ao	22%	46%ao
UNFAMILIAR	348	4	-	348	345	345	26	319	308	40	194	71	83	48	281	19
	68%a	3%	-	68%	69%	69%	64%	69%	69%	64%	65%	72%	72%	48%	75%aop	53%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	2	-	16	14	14	1	13	4	12	10	3	2	14	4	1%
	3%a	16%	-	3%	3%	3%	4%	3%	1%	19%ai	3%	-	2%	2%	4%	1%
Mean Score	2.010a	2.585	-	2.012	2.002	2.002	2.198	1.985	2.043	1.741	2.111	1.945	1.924	2.477aop	1.860	2.250a
Standard Deviation	0.894	0.523	-	0.894	0.896	0.896	0.923	0.893	0.897	0.829	0.897	0.896	0.886	0.944	0.843	0.754
Error Variance	0.002	0.030	-	0.002	0.002	0.002	0.022	0.002	0.002	0.014	0.003	0.007	0.006	0.009	0.002	0.016

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Completely	(4)	26	3	-	2	26	1	-
	5%	8%	2%	-	8%	6%	1%	-
Fairly	(3)	122	23	6	6	107	14	1
	24%	27% <sup>c</sup>	16%	22%	28%	23%	30%	100%
Not very	(2)	180	44	11	7	164	16	-
	35%	37%	31%	39%	31%	35%	34%	-
Not at all	(1)	168	65	10	6	156	12	-
	33%	28%	46% <sup>ab</sup>	35%	25%	34%	27%	-
<b>SUMMARY CODES</b>								
FAMILIAR	148	122	26	6	8	133	14	1
	29% <sup>c</sup>	33% <sup>c</sup>	19%	22%	38%	29%	31%	100%
UNFAMILIAR	349	229	109	22	13	320	28	-
	68%	65%	77% <sup>ab</sup>	74%	56%	69%	61%	-
Refused	-	-	-	-	-	-	-	-
Don't know	16	10	6	1	2	12	4	-
	3%	3%	5%	4%	6%	3%	8%	-
<b>Mean Score</b>	<b>2.012<sup>c</sup></b>	<b>2.118<sup>c</sup></b>	<b>1.736</b>	<b>1.863</b>	<b>2.209</b>	<b>2.006</b>	<b>2.060</b>	<b>3.000</b>
<b>Standard Deviation</b>	<b>0.894</b>	<b>0.899</b>	<b>0.824</b>	<b>0.774</b>	<b>0.970</b>	<b>0.901</b>	<b>0.825</b>	<b>-</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.024</b>	<b>0.030</b>	<b>0.002</b>	<b>0.016</b>	<b>-</b>

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 a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Completely	26	26	-	4	10	22	16	3	8	13	2
(4)	5%ck	18%ac	-	10%	6%	5%	5%	11%	6%k	6%k	1%
Fairly	122	103	16	20	56	102	66	16	49	39	18
(3)	24%ck	72%ac	5%	46%afg	31%fg	22%	20%	52%	39%ajk	19%	12%
Not very	180	11	168	15	63	165	116	7	51	73	48
(2)	35%b	8%	48%iab	35%	35%	35%	35%	24%	41%	36%	31%
Not at all	168	3	165	3	48	165	121	3	18	75	73
(1)	33%bd	2%	47%iab	7%	26%id	35%de	37%de	9%	14%	37%i	48%ai
<b>SUMMARY CODES</b>											
FAMILIAR	148	130	16	24	66	124	82	18	57	52	20
	29%ck	90%ac	5%	55%aefg	36%fg	26%	25%	63%	45%ajk	26%k	13%
UNFAMILIAR	348	14	334	18	111	330	237	10	69	148	121
	68%bd	10%	95%iab	42%	61%id	70%de	72%de	33%	55%	73%i	79%ai
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	-	-	1	5	15	12	1	-	2	13
	3%bc	-	-	3%	2%	3%	3%	4%	-	2%	6%aj
Mean Score	2.016ck	3.007ac	1.575	2.591aefg	2.1636g	1.929	1.929	2.690	2.377ajk	1.956k	1.535
Standard Deviation	0.894	0.580	0.562	0.772	0.892	0.886	0.865	0.816	0.805	0.911	0.756
Error Variance	0.002	0.002	0.001	0.015	0.005	0.002	0.002	0.023	0.005	0.004	0.004

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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 a separate gas supplier from electricity supplier, or only have gas supply

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	-	
Weighted Base	512	45*	47*	46*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	-**	
Completely	(4) 26	3	2	5	2	3	3	2	-	-	3	4	-	1	-	-	
Fairly	(3) 122	8%	5%	10%	5%	7%	7%	4%	-	4%	7%	7%	-	3%	-	-	
Not very	(2) 180	14	11	11	9	5	6	12	2	4	20	10	6	5	5	-	
Not at all	(1) 168	31%	29%	22%	25%	17%	24%	27%	15%	13%	31%	19%	25%	19%	22%	-	
	168	14	22	24	8	12	7	12	5	18	22	13	8	9	8	-	
	33%cd	25%	47%bcd	49%abcd	21%	41%	28%	27%	27%	57%	34%	25%	36%	32%	37%	-	
	33%cd	14	7	9	18	8	9	18	10	10	17	24	8	10	7	-	
	33%cd	31%	15%	17%	48%	26%	37%	41%cd	58%	30%	27%	48%abcd	39%	36%	32%	-	
<b>SUMMARY CODES</b>																	
FAMILIAR	148	17	16	15	11	8	9	13	2	4	22	13	6	6	5	-	
UNFAMILIAR	29%	37%	34%	31%	30%	28%	35%	31%	15%	13%	35%	28%	25%	21%	22%	-	
Refused	68%	56%	62%	67%	69%	67%	65%	68%	85%	87%	61%	74%	75%	68%	69%	-	
Don't know	16	3	2	1	-	1	-	-	-	-	2	-	-	3	2	-	
	3%	8%	4%	2%	1%	5%	-	1%	-	-	4%	-	-	11%	9%	-	
Mean Score	2.012	2.126	2.242	2.240	1.870	2.138	2.091	1.940	1.561	1.834	2.131	1.853	1.868	1.872	1.891	-	
Standard Deviation	0.894	0.864	0.778	0.866	0.868	0.867	1.039	0.930	0.756	0.843	0.880	0.877	0.868	0.870	0.780	-	
Error Variance	0.002	0.020	0.013	0.015	0.028	0.028	0.039	0.018	0.032	0.015	0.012	0.018	0.030	0.025	0.029	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*small base; \*\* very small base (under 30) ineligible for sig testing

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 a separate gas supplier from electricity supplier, or only have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Completely	(4) 26	5	7	7	6	4	23	23	21
		9%	8%	8%	8%	8%	7%	7%	7%
Fairly	(3) 122	33	49	50	39	28	87	83	75
		24%	59%a	59%a	55%a	52%a	25%	25%	25%
Not very	(2) 180	15	22	24	17	17	109	108	95
		28%	25%	28%	24%	30%	32%	32%	32%
Not at all	(1) 168	2	8	6	6	6	119	114	105
		33%bcccdf	9%	7%	11%	10%	30%	34%	35%
<b>SUMMARY CODES</b>									
FAMILIAR	148	38	56	56	45	33	110	106	95
		29%	69%a	64%a	65%a	60%a	32%	32%	32%
UNFAMILIAR	348	17	31	30	25	22	228	222	206
		68%bcccdf	30%	35%	35%	40%	66%	67%	66%
Refused	-	-	-	-	-	-	-	-	-
Don't know	16	1	1	-	1	-	6	5	6
		3%	2%	1%	2%	-	2%	1%	2%
<b>Mean Score</b>	<b>2.012</b>	<b>2.765a</b>	<b>2.638a</b>	<b>2.655a</b>	<b>2.615a</b>	<b>2.571a</b>	<b>2.042</b>	<b>2.044</b>	<b>2.038</b>
<b>Standard Deviation</b>	<b>0.894</b>	<b>0.666</b>	<b>0.768</b>	<b>0.724</b>	<b>0.806</b>	<b>0.782</b>	<b>0.940</b>	<b>0.938</b>	<b>0.943</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.008</b>	<b>0.007</b>	<b>0.006</b>	<b>0.009</b>	<b>0.011</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base



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 a separate electricity supplier from gas supplier, or only have electricity supply

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	502	225	885	620	256	216
Completely	(4) 78	71	3	3	15	40	23	23	20	14	20	25	47	18	60	43	17	17
Fairly	(3) 300	257	23	20	61	164	74	74	94	56	76	94	174	62	239	175	75	46
Not very	(2) 352	271	18%	21%	29%g	30%g	21%	30%	27%	20%	25%	23%	31%j	27%	27%	28%r	29%	21%
Not at all	(1) 343	252	54	37	64	186	101	88	119	55	90	135	176	57	295	211	66	68
	31%u	28%	42%ab	38%	62	135	28%	60	101	81	101	147	152	85	259	176	85	79
					29%	25%	41%aef	24%	29%	38%h	33%h	36%am	27%	38%ao	29%	28%	33%	36%p
<b>SUMMARY CODES</b>																		
FAMILIAR	378	328	26	24	77	204	98	98	115	70	96	118	221	80	299	217	92	63
UNFAMILIAR	34%cg	37%cd	20%	24%	36%g	38%g	27%	39%	33%	32%	29%	39%j	29%	35%	34%	35%	36%	29%
Refused	695	553	101	70	127	321	247	147	220	137	191	262	329	141	553	387	151	147
Don't know	2	1	-	-	1	-	-	-	1	-	-	-	-	-	2	-	1	-
	38	32	1	3	9	16	12	6	8	14	13	13	13	4	31	16	6	6
	3%	4%	1%	3%	4%	3%	3%	2%	4%	5%	3%	3%	2%	2%	4%	3%	2%	3%
<b>Mean Score</b>	2.105og	2.173cd	1.808	1.894	2.144g	2.206g	1.929	2.248jk	2.101	2.013	2.054	1.990	2.209l	2.058	2.118	2.139	2.099	2.009
<b>Standard Deviation</b>	0.938	0.951	0.821	0.870	0.943	0.912	0.952	0.932	0.906	0.969	0.949	0.922	0.944	0.994	0.923	0.919	0.964	0.942
<b>Error Variance</b>	0.001	0.001	0.005	0.008	0.004	0.002	0.002	0.004	0.003	0.005	0.002	0.002	0.002	0.004	0.001	0.001	0.004	0.003

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



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 a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Completely	(4) 78	-	51	27	78	27	26	52	71	7	60	6	12	46	31	1
	7%a	-	8%	5%	7%	5%	10%h	6%	7%	5%	9%im	3%	5%	15%ao	4%	3%
Fairly	(3) 300	-	186	114	300	114	92	208	261	39	195	46	57	108	184	8
	27%	-	31%df	23%	27%	23%	36%ah	24%	27%	27%	30%im	24%	23%	36%ao	24%	23%
Not very	(2) 352	-	178	173	352	173	79	273	317	34	209	60	82	85	252	15
	32%	-	29%	34%	32%	34%	31%	32%	33%	25%	32%	32%	32%	28%	33%	42%
Not at all	(1) 343	-	176	167	343	167	57	287	293	50	179	66	94	58	277	8
	31%gn	-	29%	33%	31%	33%	22%	34%g	30%	34%	27%	36%k	37%k	19%	36%an	22%
<b>SUMMARY CODES</b>																
FAMILIAR	378	-	238	141	378	141	119	259	332	47	255	52	69	154	215	9
	34%dfmo	-	39%df	28%	34%df	28%	46%ah	30%	34%	32%	39%im	28%	27%	51%aop	28%	28%
UNFAMILIAR	695	-	365	340	695	340	136	559	611	84	387	127	176	143	529	23
	63%gn	-	58%	68%nc	63%	68%nc	53%	66%g	63%	57%	59%	68%k	69%k	47%	69%an	64%
Refused	2	-	-	1	2	1	-	2	-	1	-	-	-	-	1	-
	*	-	-	-	*	-	-	*	-	1%	-	-	-	-	-	-
Don't know	36	-	16	20	36	20	4	32	21	15	16	7	10	5	27	4
	3%	-	3%	4%	3%	4%	1%	4%	2%	10%ai	2%	4%	4%	2%	4%	10%an
Mean Score	2.105mo	-	2.151df	2.001	2.105	2.001	2.348ah	2.030	2.116	2.033	2.212aim	1.954	1.945	2.477ao	1.959	2.072
Standard Deviation	0.938	-	0.962	0.898	0.938	0.898	0.939	0.926	0.956	0.957	0.955	0.879	0.900	0.887	0.908	0.808
Error Variance	0.001	-	0.002	0.002	0.001	0.002	0.003	0.001	0.001	0.007	0.001	0.004	0.003	0.003	0.001	0.020

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Completely	(4) 78	69	9	7	2	74	4	-
Fairly	(3) 300	241	59	21	15	267	32	1
Not very	(2) 352	267	85	21	14	322	29	-
Not at all	(1) 343	209	134	21	11	319	24	-
	31% <sup>b</sup>	26%	44% <sup>ab</sup>	30%	25%	32%	25%	-
<b>SUMMARY CODES</b>								
FAMILIAR	378	310	68	28	18	341	37	1
	34% <sup>c</sup>	38% <sup>c</sup>	22%	46%	39%	34%	39%	31%
UNFAMILIAR	695	475	219	42	25	641	53	-
	63% <sup>c</sup>	59%	72% <sup>ab</sup>	60%	56%	63%	56%	-
Refused	2	1	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
Don't know	36	21	15	-	2	29	6	1
	3%	3%	5% <sup>b</sup>	-	5%	3%	6%	69%
<b>Mean Score</b>	<b>2.105<sup>c</sup></b>	<b>2.218<sup>ac</sup></b>	<b>1.798</b>	<b>2.202</b>	<b>2.208</b>	<b>2.097</b>	<b>2.191</b>	<b>3.000</b>
<b>Standard Deviation</b>	<b>0.936</b>	<b>0.838</b>	<b>0.869</b>	<b>0.997</b>	<b>0.906</b>	<b>0.943</b>	<b>0.890</b>	<b>-</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.017</b>	<b>0.013</b>	<b>0.001</b>	<b>0.010</b>	<b>-</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

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 a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Completely	78	69	9	7	46	71	32	18	32	24	3
	7%ck	19%ac	1%	7%	11%atg	7%	5%	16%ajk	12%ajk	6%ik	1%
Fairly	300	251	48	42	150	258	151	59	109	96	36
	27%cg	70%ac	7%	43%atg	35%atg	26%	22%	53%ajk	40%ajk	23%ik	12%
Not very	352	25	324	40	142	311	210	22	97	143	88
	32%bh	7%	45%ab	41%	33%	31%	31%	30%	36%ih	34%ih	29%
Not at all	343	8	331	7	89	336	254	12	31	148	152
	31%bdsh	2%	46%ab	8%	20%id	33%de	38%ade	71%	11%	35%ih	49%iahj
<b>SUMMARY CODES</b>											
FAMILIAR	378	320	57	49	196	329	182	77	141	120	39
	34%cg	89%ac	8%	50%atg	45%atg	33%g	27%	69%ajk	52%ajk	29%ik	13%
UNFAMILIAR	695	33	655	48	230	647	464	35	129	291	240
	63%bdsh	9%	92%ab	48%	53%	64%de	69%ade	31%	47%ih	70%iahj	78%iahj
Refused	2	-	-	-	-	2	2	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	36	5	4	2	7	34	29	-	4	4	28
	3%cj	1%	1%	2%	2%	3%	4%	-	2%	1%	9%iahj
Mean Score	2.105gk	3.077ac	1.627	2.505atg	2.360atg	2.066g	1.938	2.742ajk	2.527ajk	1.995k	1.659
Standard Deviation	0.938	0.596	0.667	0.748	0.931	0.946	0.906	0.863	0.849	0.911	0.755
Error Variance	0.001	0.001	0.001	0.006	0.002	0.001	0.001	0.007	0.003	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



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 a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2
Weighted Base	1110	122	101*	94*	63*	100*	42*	59*	58*	70*	103*	125	67*	66*	39*	1**
Completely	(4) 78 7%	14 12% <sup>hkn</sup>	8 8%	6 6%	2 3%	16 16% <sup>adeij</sup>	5 11% <sup>ij</sup>	5 8%	2 4%	1 1%	3 3%	10 8%	3 5%	2 3%	1 3%	-
Fairly	(3) 300 27%	44 36% <sup>aeijm</sup>	29 29%	22 23%	13 21%	28 28%	8 20%	15 26%	10 17%	13 18%	37 36% <sup>ijm</sup>	38 30%	13 20%	15 23%	14 36% <sup>u</sup>	-
Not very	(2) 352 32%	28 23%	39 38% <sup>bf</sup>	43 46% <sup>abefh</sup>	17 26%	24 24%	16 39%	17 29%	15 26%	32 46% <sup>abefi</sup>	26 26%	35 28%	27 40% <sup>bf</sup>	21 31%	11 27%	-
Not at all	(1) 343 31% <sup>cd</sup>	31 25%	21 21%	19 20%	31 48% <sup>abodf</sup>	30 30%	12 29%	21 35% <sup>d</sup>	20 33%	30 42% <sup>abodf</sup>	23 27%	42 34% <sup>cd</sup>	21 31%	22 34%	11 28%	1 100%
<b>SUMMARY CODES</b>																
FAMILIAR	378 34% <sup>q</sup>	59 48% <sup>adeij</sup>	37 37% <sup>ij</sup>	26 29%	15 23%	44 44% <sup>aeijm</sup>	13 32%	20 34%	13 22%	14 19%	40 39% <sup>ij</sup>	46 38% <sup>ij</sup>	17 25%	17 26%	15 39% <sup>ij</sup>	-
UNFAMILIAR	692 63% <sup>rb</sup>	59 48%	60 59%	62 66% <sup>b</sup>	47 72% <sup>bkf</sup>	55 55%	28 68% <sup>b</sup>	38 64% <sup>b</sup>	45 78% <sup>abcfk</sup>	56 79% <sup>abcfk</sup>	54 52%	78 62% <sup>b</sup>	48 71% <sup>bkf</sup>	43 66% <sup>b</sup>	22 55%	1 100%
Refused	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	36 3% <sup>u</sup>	5 4% <sup>u</sup>	4 4% <sup>u</sup>	4 5% <sup>u</sup>	1 2%	1 1%	1 2%	1 2%	-	1 2%	9 9% <sup>afli</sup>	-	1 3%	2 7% <sup>u</sup>	4 6% <sup>u</sup>	3 -
<b>Mean Score</b>	<b>2.105ei</b>	<b>2.361aei</b>	<b>2.251eij</b>	<b>2.162eij</b>	<b>1.776</b>	<b>2.300eij</b>	<b>2.140i</b>	<b>2.068</b>	<b>1.736</b>	<b>1.869</b>	<b>2.164eij</b>	<b>2.121ei</b>	<b>1.994</b>	<b>1.943</b>	<b>2.145i</b>	<b>1.000</b>
<b>Standard Deviation</b>	<b>0.938</b>	<b>1.004</b>	<b>0.892</b>	<b>0.829</b>	<b>0.882</b>	<b>1.079</b>	<b>0.980</b>	<b>0.984</b>	<b>0.903</b>	<b>0.747</b>	<b>0.890</b>	<b>0.972</b>	<b>0.868</b>	<b>0.875</b>	<b>0.894</b>	<b>-</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.008</b>	<b>0.008</b>	<b>0.008</b>	<b>0.013</b>	<b>0.012</b>	<b>0.022</b>	<b>0.014</b>	<b>0.013</b>	<b>0.009</b>	<b>0.008</b>	<b>0.007</b>	<b>0.012</b>	<b>0.011</b>	<b>0.020</b>	<b>-</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 a separate electricity supplier from gas supplier, or only have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	739	721	640
Completely	(4) 78	18	28	33	25	19	60	59	57
Fairly	(3) 300	64	109	116	78	71	220	218	197
Not very	(2) 352	54%a	50%a	54%a	50%a	50%a	30%	30%	31%
Not at all	(1) 343	27%	26%	23%	22%	29%	22%	29%	28%
		31%bcd	9%	6%	10%	6%	22%	20%	30%
<b>SUMMARY CODES</b>									
FAMILIAR	378	82	137	148	103	89	280	277	254
UNFAMILIAR	685	34%	64%a	69%a	66%a	63%a	38%	38%	40%a
Refused	2	6%	25	26	21	20	43%	42%	37%
Don't know	36	-	-	-	-	-	-	-	-
	3%	3	2	4	2	2	20	20	15
		2%	1%	2%	1%	1%	3%	3%	2%
<b>Mean Score</b>	<b>2.105</b>	<b>2.769a</b>	<b>2.686a</b>	<b>2.789a</b>	<b>2.726a</b>	<b>2.710a</b>	<b>2.163</b>	<b>2.184</b>	<b>2.191</b>
<b>Standard Deviation</b>	<b>0.898</b>	<b>0.611</b>	<b>0.618</b>	<b>0.780</b>	<b>0.862</b>	<b>0.778</b>	<b>0.961</b>	<b>0.955</b>	<b>0.975</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.006</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who receive a dual fuel discount

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			Rent local authority (r)
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)		
Unweighted Base	3017	2666	231	120	415	1485	1117	848	822	544	1003	1040	1588	841	2376	2049	414	498	
Weighted Base	3147	2773	249	125	456	1783	928	815	1068	635	629	834	1927	542	2605	2246	441	411	
Completely	(4) 457	420	28	11	46	270	141	144	150	91	73	99	299	81	375	342	55	54	
Fairly	(3) 1313	1171	101	41	187	768	358	327	479	268	299	318	832	185	1128	967	166	157	
Not very	(2) 801	701	62	37	141	439	221	219	270	146	166	228	488	128	672	553	134	104	
Not at all	(1) 527	436	57	34	77	287	183	113	155	122	137	170	293	134	393	352	75	92	
<b>SUMMARY CODES</b>	1770	1591	127	51	233	1037	499	471	628	359	312	417	1131	266	1504	1309	220	211	
<b>FAMILIAR</b>	56% <sub>klmn</sub>	57% <sub>klm</sub>	51%	41%	51%	59% <sub>efg</sub>	54%	58% <sub>hij</sub>	59% <sub>hik</sub>	57% <sub>hjk</sub>	50%	50%	59% <sub>lm</sub>	49%	58% <sub>no</sub>	58% <sub>pqr</sub>	50%	51%	
<b>UNFAMILIAR</b>	1328	1136	119	72	218	706	404	332	425	288	303	398	780	262	1066	905	209	196	
Refused	42%	41%	48% <sub>b</sub>	57% <sub>ab</sub>	48% <sub>af</sub>	40%	44%	41%	40%	42%	48% <sub>ahj</sub>	48% <sub>alm</sub>	40%	48% <sub>ao</sub>	41%	40%	47% <sub>p</sub>	48% <sub>ap</sub>	
Don't know	2	2	-	-	-	1	1	-	-	1	1	-	-	-	2	2	-	-	
Mean Score	2.548 <sub>od</sub>	2.578 <sub>od</sub>	2.387	2.227	2.449	2.597 <sub>efg</sub>	2.506	2.628 <sub>k</sub>	2.591 <sub>k</sub>	2.523 <sub>k</sub>	2.403	2.424	2.599 <sub>l</sub>	2.405	2.576 <sub>n</sub>	2.587 <sub>p</sub>	2.466	2.424	
Standard Deviation	0.940	0.934	0.897	0.954	0.893	0.926	0.983	0.935	0.906	0.964	0.962	0.951	0.928	1.028	0.918	0.933	0.925	0.983	
Error Variance	-	-	0.004	0.008	0.002	0.001	0.001	0.001	0.001	0.002	0.001	0.001	0.001	0.002	-	-	0.002	0.002	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who receive a dual fuel discount

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	3017	-	-	3017	3017	3017	268	2749	2543	474	2414	227	350	1448	1554	15
Weighted Base	3147	15**	15**	3147	3147	3147	280	2867	2633	514	2609	217	305	1541	1591	15**
Completely	(4) 457	-	-	457	457	457	37	420	352	105	405	16	39	306	146	5
Fairly	(3) 1313	15% <sub>15</sub>	15%	1313	1313	1313	131	1182	1112	201	1124	75	110	717	590	6
Not very	(2) 801	42% <sub>42</sub>	42%	801	801	801	47%	47%	47%	39%	431 <sub>43</sub>	35%	38%	471 <sub>47</sub>	37%	39%
Not at all	(1) 527	25% <sub>25</sub>	25%	527	527	527	28%	25%	26%	25%	647	68	76	322	475	3
	17% <sub>17</sub>	17%	17%	527	527	527	30	497	460	68	394	51	77	183	343	1
	17% <sub>17</sub>	17%	17%	527	527	527	11%	17% <sub>17</sub>	17% <sub>17</sub>	13%	15%	24% <sub>24</sub>	25% <sub>25</sub>	12%	22% <sub>22</sub>	8%
<b>SUMMARY CODES</b>																
FAMILIAR	1770	-	-	1770	1770	1770	168	1602	1464	306	1529	91	150	1023	736	11
UNFAMILIAR	1328	56% <sub>56</sub>	56%	1328	1328	1328	60%	56%	56%	196	59% <sub>59</sub>	42%	49%	68% <sub>68</sub>	46%	71%
Refused	2	42% <sub>42</sub>	42%	2	2	2	38%	42%	42%	38%	40%	55% <sub>55</sub>	50% <sub>50</sub>	3%	51% <sub>51</sub>	39%
Don't know	47	-	-	47	47	47	-	2	2	2	2	-	-	2	-	-
	2%	-	-	47	47	47	2%	4	38	12	37	7	3	13	34	-
	2%	-	-	47	47	47	2%	15	15	2%	15	3%	15	15	2%	-
Mean Score	2.549 <sub>2.5</sub>	-	-	2.549	2.549	2.549	2.634	2.540	2.522	2.684 <sub>2.7</sub>	2.599 <sub>2.6</sub>	2.262	2.370	2.750 <sub>2.8</sub>	2.347	2.947
Standard Deviation	0.940	-	-	0.940	0.940	0.940	0.950	0.948	0.935	0.951	0.929	0.915	1.002	0.910	0.926	0.955
Error Variance	+	-	-	+	+	+	0.003	+	+	0.002	+	0.004	0.003	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who receive a dual fuel discount

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3017	2289	728	239	113	2803	205	9
Weighted Base	3147	2575	572	315	86	2906	228	14**
Completely	(4) 457	394	63	39	14	423	28	5
		15% <i>c</i>	11%	15%	12%	15%	12%	30%c
Fairly	(3) 1313	1142	171	141	31	1210	96	7
		42% <i>c</i>	30%	45%	36%	42%	42%	51%
Not very	(2) 801	647	155	85	22	735	66	-
		20% <i>c</i>	21%	27%	26%	25%	29%	-
Not at all	(1) 527	365	162	48	18	493	33	1
		17% <i>ab</i>	28% <i>ab</i>	15%	21%	17%	14%	13%
<b>SUMMARY CODES</b>								
FAMILIAR	1770	1555	234	180	46	1633	124	10
		56% <i>c</i>	60% <i>abc</i>	47%	53%	56%	65%	69%c
UNFAMILIAR	1328	1012	315	133	40	1227	99	1
		42% <i>ab</i>	39%	42% <i>ab</i>	46%	42%	43%	13%c
Refused	2	-	-	-	-	1	1	-
		-	-	-	-	-	-	-
Don't know	47	28	20	2	1	44	4	-
		2%	3% <i>ab</i>	1%	1%	1%	2%	-
<b>Mean Score</b>	<b>2.549</b> <i>c</i>	<b>2.614</b> <i>abc</i>	<b>2.248</b>	<b>2.547</b>	<b>2.496</b>	<b>2.547</b>	<b>2.537</b>	<b>3.163</b>
<b>Standard Deviation</b>	<b>0.949</b>	<b>0.913</b>	<b>1.003</b>	<b>0.937</b>	<b>1.006</b>	<b>0.943</b>	<b>0.895</b>	<b>0.919</b>
<b>Error Variance</b>	-	-	<b>0.001</b>	<b>0.003</b>	<b>0.009</b>	-	<b>0.004</b>	<b>0.094</b>

Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who receive a dual fuel discount

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3017	1355	1615	444	2030	2573	987	564	978	1083	394
Weighted Base	3147	1484	1620	493	2156	2654	991	650	1059	1071	367
Completely	(4) 457	384	71	93	334	364	123	183	175	83	17
	15% <sub>ck</sub>	26% <sub>ac</sub>	4%	19% <sub>afg</sub>	15% <sub>g</sub>	14%	12%	28% <sub>aijk</sub>	16% <sub>jk</sub>	8% <sub>k</sub>	5%
Fairly	(3) 1313	945	362	239	965	1074	348	343	477	396	98
	42% <sub>cd</sub>	64% <sub>ac</sub>	22%	48% <sub>afg</sub>	45% <sub>afg</sub>	40% <sub>g</sub>	35%	53% <sub>aijk</sub>	45% <sub>ijk</sub>	37% <sub>k</sub>	27%
Not very	(2) 801	116	682	102	517	698	284	99	257	337	108
	25% <sub>bdh</sub>	8%	42% <sub>ab</sub>	21%	24%	26% <sub>d</sub>	29% <sub>de</sub>	7% <sub>h</sub>	24% <sub>h</sub>	31% <sub>iah</sub>	30% <sub>h</sub>
Not at all	(1) 527	31	489	51	312	476	215	23	141	240	123
	17% <sub>adei</sub>	2%	30% <sub>ab</sub>	10%	14% <sub>d</sub>	18% <sub>de</sub>	22% <sub>adef</sub>	4%	13% <sub>h</sub>	22% <sub>iahi</sub>	34% <sub>iahj</sub>
<b>SUMMARY CODES</b>											
<b>FAMILIAR</b>	1770	1328	433	332	1299	1438	471	525	651	478	115
	56% <sub>cdjk</sub>	90% <sub>ac</sub>	27%	67% <sub>afg</sub>	60% <sub>afg</sub>	54% <sub>g</sub>	48%	81% <sub>aijk</sub>	62% <sub>aijk</sub>	45% <sub>k</sub>	31%
<b>UNFAMILIAR</b>	1329	147	1170	153	829	1174	498	122	397	576	232
	42% <sub>bdem</sub>	10%	72% <sub>ab</sub>	31%	38% <sub>d</sub>	44% <sub>de</sub>	50% <sub>adef</sub>	15%	38% <sub>h</sub>	54% <sub>iahi</sub>	63% <sub>iahj</sub>
Refused	2	-	-	-	-	2	2	-	-	-	2
	-	-	-	-	-	-	-	-	-	-	1% <sub>ajj</sub>
Don't know	47	9	16	8	28	40	20	2	10	16	19
	1% <sub>abh</sub>	1%	1%	2%	1%	1%	2%	1%	1%	2% <sub>h</sub>	5% <sub>ahj</sub>
<b>Mean Score</b>	2.548 <sub>cdjk</sub>	3.140 <sub>ac</sub>	2.009	2.770 <sub>afg</sub>	2.620 <sub>afg</sub>	2.508 <sub>g</sub>	2.391	3.058 <sub>aijk</sub>	2.653 <sub>aijk</sub>	2.305 <sub>k</sub>	2.023
<b>Standard Deviation</b>	0.940	0.635	0.841	0.879	0.918	0.945	0.967	0.759	0.910	0.908	0.913
<b>Error Variance</b>	-	-	-	0.002	-	-	0.001	0.001	0.001	0.001	0.002



Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who receive a dual fuel discount

	Total (g)	PSS SEGMENTS														
		Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seeboard (g)	Southern (g)	SWALEC (g)	SWEB (g)	Yorkshire (g)	NA (g)
Unweighted Base	9017	297	306	213	135	259	267	296	39	192	248	231	92	191	245	6
Weighted Base	3147	305	313	234	138	282	275	287	40*	208	244	241	97*	196	279	7**
Completely	(4) 457	40	55	40	11	64	34	40	6	20	40	24	13	28	48	-
	15% <sub>uc</sub>	13%	17% <sub>ej</sub>	17% <sub>ej</sub>	8%	23% <sub>abegh jn</sub>	12%	14%	14%	10%	16% <sub>uc</sub>	10%	13%	15%	17% <sub>ej</sub>	-
Fairly	(3) 1313	138	125	106	59	102	120	124	16	85	99	95	31	78	129	6
	42%	45% <sub>lm</sub>	40%	45%	43%	36%	44%	43%	39%	41%	40%	40%	32%	40%	46% <sub>lm</sub>	83%
Not very	(2) 801	80	96	46	37	71	70	67	9	54	58	70	33	56	54	1
	25% <sub>uo</sub>	26%	31% <sub>udo</sub>	20%	27%	25%	26%	23%	21%	26%	24%	29% <sub>udo</sub>	34% <sub>udo</sub>	28% <sub>uo</sub>	19%	17%
Not at all	(1) 527	40	33	36	28	42	48	53	10	47	41	49	19	34	48	-
	17% <sub>uc</sub>	13%	11%	15%	20% <sub>uc</sub>	15%	17% <sub>uc</sub>	18% <sub>uc</sub>	28% <sub>abc</sub>	23% <sub>abc</sub>	17%	20% <sub>abc</sub>	19% <sub>uc</sub>	17%	17% <sub>uc</sub>	-
<b>SUMMARY CODES</b>																
FAMILIAR	1770	178	180	145	70	165	153	164	21	105	138	119	44	104	176	6
	56%	58% <sub>um</sub>	58%	62% <sub>ejlm</sub>	50%	59% <sub>um</sub>	56%	57%	53%	51%	49%	45%	53%	63% <sub>ejlmn</sub>	83%	
UNFAMILIAR	1328	120	129	81	65	113	118	120	19	100	98	119	52	89	102	1
	42% <sub>ud</sub>	38%	41%	35%	47% <sub>ud</sub>	40%	43%	42%	47%	48% <sub>udo</sub>	40%	48% <sub>abudo</sub>	54% <sub>abudf ko</sub>	46% <sub>ud</sub>	36%	17%
Refused	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	47	6	4	6	4	4	3	3	-	2	7	3	1	3	1	-
	2%	2%	1%	3%	3%	1%	1%	1%	-	1%	3% <sub>uo</sub>	1%	1%	2%	1%	-
<b>Mean Score</b>	<b>2.549</b> <sub>ji</sub>	<b>2.599</b> <sub>ej</sub>	<b>2.661</b> <sub>ejl</sub>	<b>2.661</b> <sub>ejl</sub>	<b>2.388</b>	<b>2.670</b> <sub>ejl</sub>	<b>2.514</b>	<b>2.534</b>	<b>2.416</b>	<b>2.382</b>	<b>2.579</b> <sub>ji</sub>	<b>2.393</b>	<b>2.392</b>	<b>2.498</b>	<b>2.627</b> <sub>ejl</sub>	<b>2.832</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.883</b>	<b>0.894</b>	<b>0.945</b>	<b>0.904</b>	<b>0.992</b>	<b>0.923</b>	<b>0.953</b>	<b>1.035</b>	<b>0.944</b>	<b>0.962</b>	<b>0.924</b>	<b>0.949</b>	<b>0.934</b>	<b>0.957</b>	<b>0.402</b>
<b>Error Variance</b>	-	<b>0.003</b>	<b>0.003</b>	<b>0.004</b>	<b>0.006</b>	<b>0.004</b>	<b>0.003</b>	<b>0.003</b>	<b>0.027</b>	<b>0.005</b>	<b>0.004</b>	<b>0.004</b>	<b>0.010</b>	<b>0.005</b>	<b>0.004</b>	<b>0.027</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who receive a dual fuel discount

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3017	687	939	926	654	580	2050	2065	1768
Weighted Base	3147	763	1055	1043	734	653	2089	2117	1782
Completely	(4) 457	196	274	273	196	152	334	349	287
		15%a	26%a	26%a	27%a	23%a	16%	16%	16%
Fairly	(3) 1313	390	530	526	367	328	941	960	805
		42%	50%a	50%a	50%a	50%a	45%a	45%a	45%a
Not very	(2) 801	128	178	176	117	121	465	469	391
		25%b/c/d/e/f/g/h/i	17%	17%	16%	18%	22%	22%	22%
Not at all	(1) 527	55	68	63	50	50	323	313	275
		17%b/c/d/e/f/g/h/i	7%	6%	7%	6%	15%	15%	15%
<b>SUMMARY CODES</b>									
FAMILIAR	1770	576	804	799	564	480	1275	1309	1092
		56%	75%a	77%a	73%a	73%a	61%a	62%a	61%a
UNFAMILIAR	1328	184	245	239	167	170	788	782	666
		42%b/c/d/e/f/g/h/i	24%	23%	23%	26%	38%	37%	37%
Refused	2	-	1	1	1	1	1	1	1
		-	-	-	-	-	-	-	-
Don't know	47	4	4	4	3	2	25	26	24
		2%b/c/d/e/f/g/h/i	-	-	-	-	1%	1%	1%
<b>Mean Score</b>	<b>2.549</b>	<b>2.944a</b>	<b>2.963a</b>	<b>2.973a</b>	<b>2.973a</b>	<b>2.896a</b>	<b>2.624a</b>	<b>2.643a</b>	<b>2.628a</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.946</b>	<b>0.829</b>	<b>0.822</b>	<b>0.838</b>	<b>0.845</b>	<b>0.924</b>	<b>0.929</b>	<b>0.925</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>-</b>	<b>-</b>	<b>0.001</b>

Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	2293	1861	215	117	561	880	752	296	508	416	1073	1085	860	546	1747	1034	567	690
Weighted Base	2179	1838	221	120*	556	1055	568	371	645	479	663	840	1018	410	1769	1066	553	520
Completely	(4) 151	130	13	8	42	83	26	33	45	33	40	52	70	22	129	73	42	32
Fairly	(3) 499	445	36	18	124	275	100	79	159	107	155	180	268	73	426	253	125	113
Not very	(2) 696	593	68	34	200	320	176	138	224	154	180	262	336	106	590	350	183	150
Not at all	(1) 748	592	99	58	168	340	240	111	198	166	273	315	318	197	552	357	174	204
	34%o	32%	45%ab	48%ab	30%	32%	42%aef	30%	31%	35%	40%ah	37%am	31%	48%ao	31%	34%	31%	39%apq
<b>SUMMARY CODES</b>																		
FAMILIAR	650	575	49	26	166	358	125	112	203	140	195	232	338	95	555	326	167	146
	30%cp	31%cd	25%	22%	30%g	34%ag	29%	30%	32%	29%	29%	29%	33%u	23%	31%a	31%	30%	28%
UNFAMILIAR	1445	1186	167	92	395	659	416	249	423	300	453	577	655	303	1142	708	357	353
	66%	67%ab	75%ab	77%ab	69%	63%	73%aef	67%	66%	67%	66%	69%	64%	74%ao	66%	66%	65%	68%
Refused	3	2	1	-	1	1	1	-	-	-	3	2	-	1	2	-	1	2
	*	*	*	-	*	*	*	-	-	-	*	*	-	*	*	-	*	*
Don't know	81	75	5	2	20	36	26	11	19	20	32	30	26	12	70	32	28	19
	4%	4%	2%	2%	4%	3%	5%	3%	3%	4%	5%	4%	3%	3%	4%	3%	5%p	4%
<b>Mean Score</b>	2.025cd	2.064cd	1.829	1.800	2.074g	2.100g	1.835	2.093k	2.079k	2.015	1.941	1.962	2.090l	1.798	2.078n	2.040	2.068r	1.948
<b>Standard Deviation</b>	0.940	0.938	0.914	0.942	0.926	0.960	0.889	0.939	0.922	0.940	0.952	0.932	0.930	0.927	0.935	0.933	0.943	0.946
<b>Error Variance</b>	-	-	0.004	0.008	0.002	0.001	0.001	0.003	0.002	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.002	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2293	11	-	2293	2282	2282	164	2118	1937	356	1206	328	711	493	1745	55
Weighted Base	2179	11**	-**	2179	2168	2168	165	2003	1832	347	1241	298	623	490	1635	54*
Completely	(4) 151	-	-	151	151	151	14	136	116	34	84	21	42	55	84	1
Fairly	(3) 499	5	-	499	494	494	49	448	406	93	313	55	130	155	322	22
Not very	(2) 696	3	-	696	693	693	61	632	611	85	421	111	169	167	513	17
Not at all	(1) 748	1	-	748	747	747	36	711	639	109	373	104	262	104	631	14
SUMMARY CODES																
FAMILIAR	650	5	-	650	645	645	63	582	523	127	397	76	172	210	416	24
UNFAMILIAR	1445	4	-	1445	1440	1440	97	1343	1250	195	794	215	431	271	1144	30
Refused	3	-	-	3	2	2	-	2	1	2	1	-	-	1	2	-
Don't know	81	1	-	81	80	80	5	75	58	23	49	8	20	8	73	-
Mean Score	2.025mo	2.397	-	2.025	2.023	2.023	2.257ah	2.004	2.000	2.161ai	2.091m	1.976	1.921	2.336ao	1.923	2.211o
Standard Deviation	0.940	0.742	-	0.940	0.940	0.940	0.911	0.941	0.924	1.015	0.922	0.915	0.962	0.942	0.920	0.963
Error Variance	-	0.061	-	-	-	-	0.005	-	-	0.003	0.001	0.003	0.001	0.002	0.001	0.014

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.29 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2253	1546	747	181	176	2012	273	8
Weighted Base	2179	1620	559	220	125	1893	278	7**
Completely	(4) 151	126	24	21	6	129	22	-
		8%	4%	9%	5%	7%	8%	-
Fairly	(3) 499	410	89	54	34	438	59	2
		23% <sup>c</sup>	16%	24%	27%	23%	21%	26%
Not very	(2) 696	539	156	70	36	596	96	4
		32%	33%	32%	29%	31%	35%	52%
Not at all	(1) 748	499	250	69	43	664	83	1
		34% <sup>ab</sup>	45% <sup>ab</sup>	37%	35%	35%	30%	14%
<b>SUMMARY CODES</b>								
FAMILIAR	650	536	114	75	40	567	81	3
		30% <sup>c</sup>	33% <sup>ac</sup>	34%	32%	30%	29%	29%
UNFAMILIAR	1445	1037	407	139	79	1261	179	5
		66%	64%	73% <sup>ab</sup>	64%	67%	64%	66%
Refused	3	1	2	-	1	3	-	-
		-	-	-	-	-	-	-
Don't know	81	46	36	7	4	63	18	1
		4%	3%	3%	4%	3%	6% <sup>af</sup>	8%
<b>Mean Score</b>	<b>2.025<sup>c</sup></b>	<b>2.10<sup>ac</sup></b>	<b>1.766</b>	<b>2.123</b>	<b>2.005</b>	<b>2.017</b>	<b>2.077</b>	<b>2.138</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.942</b>	<b>0.981</b>	<b>0.979</b>	<b>0.928</b>	<b>0.941</b>	<b>0.940</b>	<b>0.700</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.005</b>	<b>0.005</b>	-	<b>0.003</b>	<b>0.070</b>

Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have gas supply but not as part of a dual fuel deal

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2293	625	1573	239	982	2054	1311	139	480	910	764
Weighted Base	2179	628	1475	238	963	1940	1216	150	487	878	663
Completely	(4) 151 7%ck	127 20%ac	21 1%	27 11%afg	77 8%	124 6%	74 6%	34 23%aijk	54 11%ajk	46 5%k	17 3%
Fairly	(3) 499 23%ck	360 57%ac	135 9%	76 32%afg	245 25%g	423 22%	254 21%	60 40%ajk	150 31%ajk	202 23%k	86 13%
Not very	(2) 698 32%ck	93 15%	599 41%ab	77 32%	313 33%	619 32%	383 31%	34 23%	166 34%jk	312 36%jk	184 28%
Not at all	(1) 748 34%ck	38 6%	706 48%ab	52 22%	302 31%ad	697 36%de	447 37%de	19 13%	107 22%h	304 35%h	318 48%ahj
<b>SUMMARY CODES</b>											
FAMILIAR	650 30%ck	487 78%ac	156 11%	103 43%aefg	323 34%g	547 28%	327 27%	94 63%aijk	204 42%ajk	248 28%k	104 16%
UNFAMILIAR	1445 66%ck	131 21%	1305 88%ab	129 54%	615 64%ad	1316 68%de	830 68%de	53 35%	273 56%h	616 70%h	502 76%ahj
Refused	3	1	-	-	1	3	2	-	1	-	1
Don't know	81 4%ck	7 1%	14 1%	6 3%	24 3%	75 4%	57 5%	3	9	13	56 8%ahj
<b>Mean Score</b>	<b>2.025ck</b>	<b>2.932ac</b>	<b>1.637</b>	<b>2.335aefg</b>	<b>2.105afg</b>	<b>1.986</b>	<b>1.960</b>	<b>2.743aijk</b>	<b>2.315ajk</b>	<b>1.988k</b>	<b>1.676</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.773</b>	<b>0.708</b>	<b>0.950</b>	<b>0.950</b>	<b>0.932</b>	<b>0.927</b>	<b>0.958</b>	<b>0.844</b>	<b>0.894</b>	<b>0.823</b>
<b>Error Variance</b>	<b>*</b>	<b>0.001</b>	<b>*</b>	<b>0.004</b>	<b>0.001</b>	<b>*</b>	<b>0.001</b>	<b>0.007</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>

Q.29 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (g)	PSS SEGMENTS														
		Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seeboard (g)	Southern (g)	SWALEC (g)	SWEB (g)	Yorkshire (g)	NA (g)
Unweighted Base	2253	229	195	200	138	187	128	257	69	146	209	201	82	128	119	5
Weighted Base	2179	219	191	197	138	170	112	227	70*	151	196	198	82*	105	122	4**
Completely	(4) 151	14	14	28	10	10	18	11	6	6	7	14	7	4	5	-
	7%	6%	7%	13%ab/hjk no	7%	6%	14%ab/hjk no	5%	9%	4%	3%	7%	9%	4%	4%	-
Fairly	(3) 499	61	44	46	34	42	24	43	8	28	42	55	8	27	37	-
	22%im	28%him	23%im	25%im	25%im	23%im	19%	12%	18%	22%im	28%him	10%	25%im	30%him	-	
Not very	(2) 696	76	64	75	32	55	26	55	19	49	80	58	31	27	47	2
	32%h	35%uegh	34%h	38%ueghn	24%	32%	23%	24%	27%	33%	41%aeeghtl n	30%	38%uegh	25%	38%ueghn	43%
Not at all	(1) 748	55	58	42	58	42	107	35	64	55	66	34	41	33	1	
	34%bd	25%	30%	21%	42%bdcoko	34%bd	38%bd	47%abdcdf klo	50%abdcdf klo	42%bdcoko	28%	34%bd	42%bdcoko	39%bd	27%	31%
<b>SUMMARY CODES</b>																
FAMILIAR	650	75	58	72	44	52	40	55	15	34	49	69	15	31	41	-
	30%im	34%him	30%	37%him	32%im	31%	38%him	24%	21%	23%	25%	35%him	19%	29%	34%im	-
UNFAMILIAR	1445	131	123	116	90	112	68	162	54	113	135	124	66	68	79	3
	66%	60%	64%	59%	68%	68%	61%	71%bd	77%bdg	75%abdcgl	69%	63%	50%abdcde	64%	65%	74%
Refused	3	-	-	-	-	1	-	1	-	1	1	-	-	-	-	-
Don't know	81	13	10	8	2	5	4	9	2	3	11	2	1	7	2	1
	4%	6%j	5%j	4%	2%	3%	3%	4%	2%	2%	6%j	1%	2%	6%j	2%	28%
<b>Mean Score</b>	<b>2.025nj</b>	<b>2.162hj</b>	<b>2.077hj</b>	<b>2.298ace</b>	<b>1.970</b>	<b>2.025h</b>	<b>2.125hj</b>	<b>1.813</b>	<b>1.795</b>	<b>1.844</b>	<b>2.004h</b>	<b>2.090hj</b>	<b>1.854</b>	<b>1.939</b>	<b>2.114hj</b>	<b>1.581</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.900</b>	<b>0.934</b>	<b>0.965</b>	<b>0.996</b>	<b>0.926</b>	<b>1.091</b>	<b>0.934</b>	<b>0.983</b>	<b>0.883</b>	<b>0.821</b>	<b>0.956</b>	<b>0.932</b>	<b>0.930</b>	<b>0.854</b>	<b>0.617</b>
<b>Error Variance</b>	-	<b>0.004</b>	<b>0.005</b>	<b>0.005</b>	<b>0.007</b>	<b>0.005</b>	<b>0.010</b>	<b>0.004</b>	<b>0.014</b>	<b>0.006</b>	<b>0.003</b>	<b>0.005</b>	<b>0.011</b>	<b>0.007</b>	<b>0.006</b>	<b>0.095</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2293	191	352	311	245	238	1483	1464	1334
Weighted Base	2179	201	372	328	255	251	1374	1351	1219
Completely	(4) 151	32	65	67	48	56	115	111	103
	7%	16%a	18%a	21%a	19%a	22%a	8%	8%	8%
Fairly	(3) 499	82	146	146	97	103	353	362	320
	23%	41%a	39%a	45%a	38%a	41%a	26%	27%a	26%a
Not very	(2) 696	51	103	73	70	60	424	410	362
	32%cd	26%	28%	22%	27%	24%	31%	30%	30%
Not at all	(1) 748	33	50	37	35	29	443	432	396
	34%bcd	16%	13%	11%	14%	12%	32%	32%	33%
<b>SUMMARY CODES</b>									
FAMILIAR	650	113	211	213	146	159	468	473	423
	30%	56%a	57%a	65%ac	57%a	63%a	34%a	35%a	35%a
UNFAMILIAR	1445	84	152	110	105	89	867	842	760
	66%bcd	42%	41%	34%	41%	35%	63%	62%	62%
Refused	3	-	-	-	-	-	1	2	1
	*	-	-	-	-	-	*	*	*
Don't know	81	3	8	5	4	3	37	33	35
	4%dh	2%	2%	1%	2%	1%	3%	2%	3%
<b>Mean Score</b>	<b>2.025</b>	<b>2.570a</b>	<b>2.622a</b>	<b>2.754ab</b>	<b>2.634a</b>	<b>2.750a</b>	<b>2.105a</b>	<b>2.116a</b>	<b>2.108a</b>
<b>Standard Deviation</b>	<b>0.940</b>	<b>0.951</b>	<b>0.933</b>	<b>0.912</b>	<b>0.950</b>	<b>0.937</b>	<b>0.964</b>	<b>0.964</b>	<b>0.972</b>
<b>Error Variance</b>	<b>-</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.004</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			Rent local author- ity (r)
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)		
Unweighted Base	2866	2421	288	186	879	1245	982	422	646	519	1319	1362	1141	703	2203	1341	703	808	
Weighted Base	2777	2288	300	188	678	1340	759	522	820	597	837	1060	1344	538	2238	1993	698	636	
Completely	(4) 223	191	16	16	56	119	48	58	59	52	54	67	122	37	185	123	55	41	
Fairly	(3) 690	598	66	29	169	369	154	129	224	134	203	259	384	115	575	359	175	145	
Not very	(2) 850	702	82	65	231	399	220	183	269	183	214	315	428	132	717	439	211	184	
Not at all	(1) 908	701	130	75	194	407	304	138	240	203	325	379	394	238	669	425	216	240	
	33%no	31%	43%ab	40%b	29%	30%	40%aef	26%	29%	34%h	39%ah	38%lm	29%	44%ao	30%	31%	31%	38%apq	
<b>SUMMARY CODES</b>																			
FAMILIAR	913	787	81	45	225	487	201	187	283	187	256	323	488	152	761	482	230	186	
	33%cd	34%cd	27%	24%	33%g	36%ag	27%	36%	35%	31%	31%	30%	36%j	28%	34%n	35%r	33%	29%	
UNFAMILIAR	1755	1403	213	140	425	806	525	321	509	386	536	694	622	370	1385	874	428	424	
	63%	61%	71%ab	74%ab	63%	60%	69%aef	61%	62%	65%	64%	65%lm	61%	69%ao	62%	63%	61%	67%iq	
Refused	3	2	1	-	2	1	-	-	1	-	2	1	-	-	3	-	1	2	
	*	*	*	-	*	*	-	-	*	-	*	*	-	-	*	-	*	1p	
Don't know	105	97	6	3	26	47	32	14	26	24	40	42	36	16	89	37	39	25	
	4%	4%	2%	2%	4%	3%	4%	3%	3%	4%	5%	4%	3%	3%	4%	3%	6%ap	4%	
<b>Mean Score</b>	2.086cd	2.127cd	1.887	1.924	2.132g	2.154g	1.924	2.211aj	2.129k	2.063	1.981	2.010	2.163al	1.907	2.130n	2.126r	2.104r	1.979	
<b>Standard Deviation</b>	0.962	0.962	0.934	0.952	0.941	0.972	0.943	0.968	0.932	0.976	0.966	0.942	0.963	0.977	0.953	0.966	0.958	0.949	
<b>Error Variance</b>	-	-	0.003	0.005	0.001	0.001	0.001	0.002	0.001	0.002	0.001	0.001	0.001	0.001	-	0.001	0.001	0.001	

Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2906	-	624	2282	2906	2282	387	2519	2470	438	1544	418	865	696	2155	55
Weighted Base	2777	-**	608	2168	2777	2168	383	2394	2345	431	1599	385	748	693	2030	54*
Completely	(4) 223	-	73	150	223	150	52	171	177	46	142	27	48	98	120	4
		8% <sub>bc</sub>	12% <sub>adef</sub>	7%	8%	7%	14% <sub>ah</sub>	7%	8%	11% <sub>ij</sub>	9%	7%	6%	14% <sub>no</sub>	6%	8%
Fairly	(3) 690	-	192	499	690	499	131	559	571	119	433	78	164	233	440	18
		25% <sub>bc</sub>	31% <sub>adef</sub>	23%	25%	23%	34% <sub>ah</sub>	23%	24%	28%	27% <sub>lm</sub>	20%	22%	34% <sub>no</sub>	22%	33%
Not very	(2) 850	-	167	683	850	683	118	731	742	107	511	139	202	206	627	16
		31% <sub>bc</sub>	27%	31%	31%	31%	21%	31%	32% <sub>ij</sub>	25%	32% <sub>lm</sub>	36% <sub>lm</sub>	27%	30%	27%	30%
Not at all	(1) 906	-	162	744	906	744	74	832	776	130	454	128	306	141	753	12
		33% <sub>bc</sub> <sub>gh</sub>	27%	34% <sub>cd</sub>	33% <sub>cd</sub>	34% <sub>cd</sub>	19%	35% <sub>gh</sub>	33%	30%	28%	33%	41% <sub>kld</sub>	20%	37% <sub>kmp</sub>	22%
<b>SUMMARY CODES</b>																
FAMILIAR	913	-	264	649	913	649	183	730	748	165	574	104	212	331	560	22
		32% <sub>cd</sub> <sub>lmno</sub>	43% <sub>adef</sub>	30%	33% <sub>def</sub>	30%	48% <sub>ah</sub>	31%	32%	38% <sub>ai</sub>	38% <sub>lm</sub>	27%	28%	48% <sub>no</sub>	28%	41% <sub>so</sub>
UNFAMILIAR	1765	-	329	1427	1765	1427	192	1563	1518	237	965	265	508	347	1380	28
		62% <sub>bc</sub> <sub>gh</sub>	54%	66% <sub>cd</sub>	63% <sub>cd</sub>	66% <sub>cd</sub>	50%	65% <sub>gh</sub>	65% <sub>ij</sub>	55%	60%	69% <sub>kak</sub>	68% <sub>kak</sub>	50%	68% <sub>kmp</sub>	52%
Refused	3	-	-	3	3	3	-	3	-	3	1	-	-	1	2	-
		-	-	-	-	-	-	-	-	1% <sub>ai</sub>	-	-	-	-	-	-
Don't know	105	-	15	90	105	90	8	97	79	28	59	18	28	14	88	4
		4% <sub>bc</sub>	3%	4%	4%	4%	2%	4%	3%	6% <sub>ai</sub>	4%	4%	4%	2%	4% <sub>no</sub>	7% <sub>so</sub>
<b>Mean Score</b>	<b>2.086</b> <sub>dfmno</sub>	-	<b>2.294</b> <sub>de</sub>	<b>2.027</b>	<b>2.086</b> <sub>df</sub>	<b>2.027</b>	<b>2.428</b> <sub>ah</sub>	<b>2.030</b>	<b>2.066</b>	<b>2.200</b> <sub>ai</sub>	<b>2.170</b> <sub>lm</sub>	<b>2.013</b>	<b>1.937</b>	<b>2.425</b> <sub>no</sub>	<b>1.962</b>	<b>2.291</b> <sub>o</sub>
<b>Standard Deviation</b>	<b>0.962</b>	-	<b>1.001</b>	<b>0.942</b>	<b>0.962</b>	<b>0.942</b>	<b>0.958</b>	<b>0.951</b>	<b>0.950</b>	<b>1.018</b>	<b>0.957</b>	<b>0.921</b>	<b>0.958</b>	<b>0.975</b>	<b>0.928</b>	<b>0.932</b>
<b>Error Variance</b>	-	-	<b>0.002</b>	-	-	-	<b>0.002</b>	-	-	<b>0.003</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	-	<b>0.017</b>

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2806	1959	947	215	210	2582	315	9
Weighted Base	2777	2057	720	261	148	2441	328	8**
Completely	(4) 223	191	32	26	8	196	26	-
	8% 25% 25%	9% 27% 25%	4% 19% 28%	10% 28% 29%	4% 29% 29%	8% 25% 24%	8% 24% 24%	-
Fairly	(3) 690	551	139	73	43	609	80	2
Not very	(2) 850	659	191	85	42	736	110	4
	31% 24%31%	32% 29% 32%	20% 26% 26%	32% 28% 32%	28% 28% 30%	30% 34% 30%	34% 34% 34%	44% 44% 44%
Not at all	(1) 906	590	315	72	49	814	91	1
	33% 21% 44% 15%	29% 30% 33% 14%	44% 33% 33% 43%	28% 33% 33% 28%	33% 33% 33% 33%	33% 33% 33% 33%	28% 28% 28% 28%	12% 28% 28% 28%
<b>SUMMARY CODES</b>								
FAMILIAR	913	742	171	99	51	805	106	5
	33% 26%	38% 36%	24% 23%	38% 24%	24% 24%	32% 33%	32% 32%	22% 22%
UNFAMILIAR	1755	1249	506	157	91	1550	201	5
	63% 45%	61% 59%	70% 69%	60% 59%	61% 61%	63% 63%	61% 61%	56% 56%
Refused	3	1	2	-	1	3	-	-
	*	*	*	*	*	*	*	*
Don't know	105	64	41	6	6	83	21	2
	4% 2%	3% 3%	6% 6%	2% 2%	4% 4%	3% 3%	6% 6%	22% 22%
<b>Mean Score</b>	2.086c	2.172ac	1.834	2.205	2.071	2.080	2.138	2.138
<b>Standard Deviation</b>	0.962	0.963	0.914	0.965	0.939	0.965	0.940	0.700
<b>Error Variance</b>	-	-	0.001	0.004	0.004	-	0.003	0.070

Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2906	842	1950	288	1226	2618	1680	214	623	1133	936
Weighted Base	2777	840	1840	294	1214	2483	1563	231	636	1092	818
Completely	(4) 223	181	38	30	120	192	102	53	85	67	18
	8%ck	22%ac	2%	10%g	10%fg	8%	7%	23%aijk	13%ajk	6%k	2%
Fairly	(3) 690	492	194	100	346	590	345	99	203	272	116
	23%cp	59%ac	11%	34%afg	28%afg	24%	22%	43%aijk	32%ajk	25%k	14%
Not very	(2) 850	115	728	84	384	756	465	52	208	379	210
	31%bhk	14%	40%ab	32%	32%	30%	30%	23%	33%kh	35%hkk	28%
Not at all	(1) 906	36	859	59	333	847	573	25	120	357	404
	33%bdem	4%	47%ab	20%	27%ad	34%de	37%ade	11%	19%h	33%hi	45%ahj
<b>SUMMARY CODES</b>											
FAMILIAR	913	673	232	131	466	782	447	152	288	339	134
	33%cpk	80%ac	13%	44%afg	38%afg	32%	29%	66%aijk	45%ajk	31%k	16%
UNFAMILIAR	1755	152	1587	153	717	1602	1038	77	328	736	614
	63%bdekl	18%	86%ab	52%	59%ad	65%de	66%ade	33%	52%h	67%ahi	75%ahj
Refused	3	1	-	-	-	3	3	-	-	1	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	105	14	21	10	30	95	75	2	20	16	67
	4%bc	2%	1%	3%	3%	4%ca	5%ca	1%	3%j	1%	8%ahj
<b>Mean Score</b>	<b>2.086cpk</b>	<b>2.992ac</b>	<b>1.677</b>	<b>2.358afg</b>	<b>2.214afg</b>	<b>2.054g</b>	<b>1.984</b>	<b>2.783aijk</b>	<b>2.411ajk</b>	<b>2.048k</b>	<b>1.663</b>
<b>Standard Deviation</b>	<b>0.962</b>	<b>0.733</b>	<b>0.748</b>	<b>0.929</b>	<b>0.967</b>	<b>0.961</b>	<b>0.946</b>	<b>0.923</b>	<b>0.953</b>	<b>0.913</b>	<b>0.824</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.003</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>	<b>0.004</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>





Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.  
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (g)	PSS SEGMENTS														Yorkshire (g)	NA (g)
		Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seaboard (g)	Southern (g)	SWALEC (g)	SWEB (g)			
Unweighted Base	2906	296	251	239	163	254	143	276	116	183	250	280	129	168	139	7	
Weighted Base	2777	296	245	241	162	240	129	243	111*	189	235	271	127	142	140	5**	
Completely	(4) 223	27	26	27	13	23	21	11	9	6	9	23	15	6	7	1	
		9%hjk	11%hkn	11%hkn	8%	9%hjk	16%abehjklno	4%	8%	3%	4%	8%jk	12%hkn	4%	5%	13%	
Fairly	(3) 690	91	61	64	36	61	26	55	20	45	57	62	15	33	43	-	
		23%mn	31%aghim	26%mn	22%mn	23%mn	20%	23%mn	18%	24%mn	24%mn	30%gim	12%	23%mn	31%im	-	
Not very	(2) 850	92	81	84	43	75	34	58	27	55	81	76	50	41	50	2	
		31%h	33%h	35%h	26%	31%h	26%	24%	29%	29%	34%h	28%	39%eghi	29%	37%hi	33%	
Not at all	(1) 906	69	66	55	67	77	45	109	54	76	68	86	45	52	35	2	
		33%bd	29%	29%	42%abodkl	32%bd	35%bd	45%abodkl	49%abodkl	49%abodkl	49%abodkl	29%	32%bd	36%bd	36%bd	25%	
<b>SUMMARY CODES</b>																	
FAMILIAR	913	118	87	91	49	83	47	66	30	52	66	105	30	39	50	1	
		33%mn	40%ahjklmn	38%hijm	30%	35%mn	36%mn	27%	27%	27%	28%	39%hijm	22%	28%	36%mn	13%	
UNFAMILIAR	1755	161	147	139	110	152	78	167	81	131	148	161	95	93	88	3	
		63%h	54%h	60%	68%h	63%	61%	69%bcd	73%abodkl	69%bcd	63%	60%	75%abodkl	65%h	63%	67%	
Refused	3	-	-	-	-	1	-	1	-	1	-	-	-	1	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	1%a	-	-	
Don't know	105	17	11	11	2	4	4	9	5	21	5	5	2	9	3	1	
		4%	6%efl	5%	5%	2%	2%	3%	4%	7%	2%	2%	2%	6%efl	2%	20%	
Mean Score	2.086[hj]	2.271aeh	2.202ehi	2.274aeh	1.967	2.124hi]	2.187hi]	1.857	1.861	1.903	2.034h	2.158hi]	1.993	1.953	2.154hi]	1.901	
Standard Deviation	0.962	0.942	0.976	0.960	0.989	0.979	1.100	0.933	0.999	0.894	0.866	0.974	0.962	0.913	0.863	1.199	
Error Variance	-	0.003	0.004	0.004	0.006	0.004	0.009	0.003	0.009	0.005	0.003	0.003	0.008	0.005	0.005	0.240	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2906	253	472	432	330	318	1906	1869	1692
Weighted Base	2777	264	499	458	340	337	1768	1739	1557
Completely	(4) 223	50	97	99	75	71	167	164	151
	9%	19%a	19%a	22%a	22%a	21%a	9%	9%	10%
Fairly	(3) 690	99	208	200	140	145	497	506	454
	25%	37%a	42%a	44%a	41%a	43%a	28%a	29%a	29%a
Not very	(2) 850	73	122	106	74	82	517	502	427
	31%cdet	28%	24%	23%	22%	24%	29%	28%	27%
Not at all	(1) 906	35	61	40	43	31	531	513	477
	33%bcdeh	13%	12%	9%	13%	9%	30%	30%	31%
<b>SUMMARY CODES</b>									
FAMILIAR	913	149	305	299	216	216	664	670	605
	33%	56%a	61%a	65%ab	63%a	64%a	38%a	39%a	39%a
UNFAMILIAR	1755	108	183	146	117	114	1048	1015	904
	63%bcdeghi	41%d	37%	32%	34%	34%	59%	58%	58%
Refused	3	-	-	-	-	-	1	1	1
	*	-	-	-	-	-	*	*	*
Don't know	105	8	11	12	7	7	55	52	46
	4%	3%	2%	3%	2%	2%	3%	3%	3%
<b>Mean Score</b>	<b>2.086</b>	<b>2.640a</b>	<b>2.697a</b>	<b>2.864ab</b>	<b>2.745a</b>	<b>2.775a</b>	<b>2.175a</b>	<b>2.190a</b>	<b>2.185a</b>
<b>Standard Deviation</b>	<b>0.962</b>	<b>0.946</b>	<b>0.938</b>	<b>0.887</b>	<b>0.950</b>	<b>0.893</b>	<b>0.980</b>	<b>0.979</b>	<b>0.992</b>
<b>Error Variance</b>	-	<b>0.004</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

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 gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
£0 to £50	246	191	39	16	39	143	64	86	73	38	49	75	149	42	204	164	40	39
	4%	4%	7% <sup>ab</sup>	5%	3%	5%	4%	6% <sup>aijk</sup>	4%	3%	3%	4%	5%	4%	4%	5%	4%	4%
£51 to £100	570	496	51	23	127	302	141	160	211	107	93	132	388	93	477	400	104	58
	10% <sup>ak</sup>	10%	9%	7%	11% <sup>g</sup>	10%	8%	12% <sup>aijk</sup>	11% <sup>ik</sup>	9%	6%	7%	12% <sup>al</sup>	9%	10%	11% <sup>ar</sup>	9%	5%
£101 to £200	1176	1033	91	53	232	647	297	315	414	244	204	305	761	189	987	792	239	129
	20% <sup>kl</sup>	20% <sup>c</sup>	16%	17%	21% <sup>g</sup>	18%	16%	24% <sup>aijk</sup>	22% <sup>ik</sup>	20% <sup>k</sup>	14%	16%	23% <sup>al</sup>	17%	20% <sup>n</sup>	22% <sup>ar</sup>	21% <sup>r</sup>	12%
£201 to £400	1281	1112	111	58	276	745	259	317	437	276	252	347	761	188	1093	771	273	217
	22% <sup>klm</sup>	22%	20%	19%	24% <sup>g</sup>	24% <sup>ag</sup>	19%	24% <sup>ik</sup>	23% <sup>ik</sup>	22% <sup>k</sup>	17%	18%	23% <sup>al</sup>	17%	23% <sup>n</sup>	21%	24%	21%
£401 or more	674	565	67	41	173	391	111	132	183	148	212	227	395	107	566	338	156	169
	11% <sup>kp</sup>	11%	12%	13%	15% <sup>atg</sup>	13% <sup>g</sup>	7%	10%	10%	12%	14% <sup>ah</sup>	12%	12%	10%	12%	9%	14% <sup>ap</sup>	16% <sup>ap</sup>
Refused	65	52	7	6	12	29	24	5	20	12	29	24	22	16	49	34	14	15
	1% <sup>h</sup>	1%	1%	2%	1%	1%	1%	1%	1%	1%	2% <sup>ahj</sup>	1% <sup>am</sup>	1%	2%	1%	1%	1%	1%
Don't know	1922	1620	186	117	279	852	792	325	553	412	632	786	803	446	1476	1143	318	424
	32% <sup>ath</sup>	32%	34%	37%	25%	27%	47% <sup>aaef</sup>	24%	29% <sup>h</sup>	33% <sup>hi</sup>	43% <sup>ahj</sup>	41% <sup>am</sup>	24%	41% <sup>ao</sup>	30%	31% <sup>iq</sup>	28%	40% <sup>apq</sup>
<b>Mean Score</b>	<b>285.944</b>	<b>285.940</b>	<b>277.443</b>	<b>302.358</b>	<b>299.392</b>	<b>294.324</b>	<b>251.318</b>	<b>253.204</b>	<b>257.612</b>	<b>293.764</b>	<b>365.564</b>	<b>318.177</b>	<b>272.243</b>	<b>296.779</b>	<b>283.934</b>	<b>263.086</b>	<b>298.004</b>	<b>358.466</b> <sup>apq</sup>
<b>Standard Deviation</b>	<b>331.010</b>	<b>337.804</b>	<b>277.649</b>	<b>301.612</b>	<b>285.473</b>	<b>365.490</b>	<b>273.046</b>	<b>285.455</b>	<b>258.712</b>	<b>312.674</b>	<b>467.290</b>	<b>424.791</b>	<b>287.805</b>	<b>308.911</b>	<b>323.302</b>	<b>308.306</b>	<b>274.886</b>	<b>448.303</b>
<b>Error Variance</b>	<b>29.653</b>	<b>35.727</b>	<b>234.913</b>	<b>525.937</b>	<b>103.663</b>	<b>71.171</b>	<b>72.172</b>	<b>103.802</b>	<b>66.752</b>	<b>141.968</b>	<b>176.937</b>	<b>157.746</b>	<b>41.640</b>	<b>189.521</b>	<b>35.158</b>	<b>43.552</b>	<b>100.078</b>	<b>289.319</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



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 gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electr- city only (n)	Any gas (n)	Any electr- city (n)	Gas and electr- city (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
E0 to E50	246	2	38	208	244	206	45	200	198	48	191	20	33	107	136	2
	4%	15%	6% <sup>adef</sup>	4%	4%	4%	7% <sup>ah</sup>	4%	4%	5%	5% <sup>m</sup>	3%	3%	5%	4%	2%
£51 to £100	570	-	68	502	570	502	78	492	446	124	457	56	65	273	291	6
	10% <sup>mo</sup>	-	11%	9%	10%	9%	12%	9%	9%	13% <sup>ai</sup>	11% <sup>m</sup>	9% <sup>m</sup>	6%	12% <sup>ao</sup>	8%	8%
£101 to £200	1176	2	124	1052	1174	1050	132	1042	983	193	954	108	119	504	658	14
	20% <sup>m</sup>	16%	20%	20%	20%	20%	20%	20%	20%	23% <sup>alm</sup>	18% <sup>m</sup>	11%	52% <sup>ao</sup>	16%	20%	
£201 to £400	1281	3	106	1175	1278	1172	158	1120	1081	200	953	101	219	490	775	17
	22% <sup>cd</sup>	29%	17%	22% <sup>cc</sup>	22% <sup>cc</sup>	22% <sup>cc</sup>	24%	21%	22%	23% <sup>cl</sup>	17%	7%	21%	22%	21%	24%
£401 or more	674	1	53	621	673	619	74	599	589	85	398	50	204	219	447	7
	11% <sup>kl</sup>	11%	8%	12% <sup>cc</sup>	11%	12% <sup>cc</sup>	11%	11%	12% <sup>cl</sup>	8%	8%	8%	19% <sup>adl</sup>	10%	12% <sup>n</sup>	11%
Refused	65	-	8	57	65	57	9	56	52	13	37	9	17	20	45	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <sup>k</sup>	1%	1%	-
Don't know	162	3	211	1711	1919	1708	166	1753	1638	284	1226	367	397	630	1268	24
	32% <sup>gkl</sup>	29%	35%	32%	32%	32%	32%	33% <sup>g</sup>	33%	30%	23% <sup>akm</sup>	43% <sup>akm</sup>	38% <sup>ak</sup>	28%	35% <sup>lan</sup>	35%
<b>Mean Score</b>	<b>285.944</b>	<b>c 355.100</b>	<b>234.310</b>	<b>291.548c</b>	<b>285.810c</b>	<b>291.411c</b>	<b>261.125</b>	<b>289.277</b>	<b>292.848f</b>	<b>251.235</b>	<b>259.322</b>	<b>280.296</b>	<b>391.688a</b>	<b>257.541</b>	<b>306.050a</b>	<b>268.939</b>
Standard Deviation	331.010	394.986	226.531	339.978	330.921	339.903	246.805	340.964	336.060	302.215	266.460	367.039	502.420	287.847	357.835	264.581
Error Variance	29.653	22287.688	137.577	34.794	29.693	34.852	135.663	35.893	36.466	152.733	26.966	413.245	360.608	56.829	58.388	1500.977

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	204	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
£0 to £50	246	209	37	26	5	235	9	2
	4%g	4%k	3%	4%	2%	4%g	2%	8%
£51 to £100	570	503	67	74	16	544	23	4
	10%g	11%k	5%	13%ae	7%	10%g	4%	17%
£101 to £200	1176	994	182	112	36	1081	93	1
	20%k	21%k	14%	19%	15%	20%	17%	7%
£201 to £400	1281	1108	174	157	44	1149	128	4
	22%k	24%kac	13%	27%ae	19%	21%	23%	21%
£401 or more	674	562	112	108	48	562	110	2
	11%k	12%k	9%	19%a	20%a	10%	20%af	8%
Refused	65	38	27	-	3	53	12	-
	1%k	1%	2%ab	-	1%k	1%	2%af	-
Don't know	1922	1228	694	102	83	1728	185	9
	32%kcd	26%	54%ab	18%	35%k	32%	33%	40%
Mean Score	285.944	281.871	310.395	295.852	418.710ad	274.922	400.682af	231.305
Standard Deviation	331.010	334.328	308.959	282.020	426.541	318.956	418.721	209.010
Error Variance	29.653	37.383	135.881	172.592	896.241	30.305	536.170	3971.381

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.17/Q.173 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
£0 to £50	248	113	130	55	165	191	81	78	75	68	24
		4% <i>ak</i>	4%	7% <i>aefg</i>	5% <i>ig</i>	4%	3%	9% <i>aijk</i>	4% <i>k</i>	3%	2%
£51 to £100	570	259	307	130	413	440	157	163	196	160	51
		10% <i>ajk</i>	11% <i>c</i>	16% <i>aefg</i>	12% <i>aefg</i>	9% <i>ig</i>	6%	18% <i>aijk</i>	12% <i>aijk</i>	7% <i>k</i>	4%
£101 to £200	1176	492	670	177	743	999	433	213	410	404	149
		20% <i>ajk</i>	21%	22% <i>ig</i>	22% <i>aefg</i>	19% <i>ig</i>	17%	24% <i>aijk</i>	24% <i>aijk</i>	19% <i>k</i>	13%
£201 to £400	1281	537	731	173	758	1108	523	207	410	481	184
		22% <i>ak</i>	23%	22%	22%	20%	20%	23% <i>k</i>	24% <i>ak</i>	22% <i>k</i>	15%
£401 or more	674	277	386	92	377	582	297	85	187	263	139
		11%	12%	11%	11%	11%	12%	10%	11%	12%	12%
Refused	65	22	36	6	27	59	38	1	15	26	22
		1% <i>h</i>	7%	1%	1%	1%	1% <i>e</i>	-	1%	1% <i>h</i>	2% <i>ahj</i>
Don't know	1622	628	1264	154	891	1788	1031	137	403	762	620
		27% <i>bdam</i>	35% <i>ab</i>	20%	27%	34% <i>ade</i>	40% <i>adef</i>	15%	24% <i>h</i>	35% <i>ahj</i>	52% <i>ahj</i>
<b>Mean Score</b>	<b>285.944h</b>	<b>281.762</b>	<b>284.611</b>	<b>241.720</b>	<b>269.383</b>	<b>294.361de</b>	<b>313.593ade</b>	<b>232.250</b>	<b>271.563h</b>	<b>305.009hi</b>	<b>346.269ahj</b>
<b>Standard Deviation</b>	<b>331.010</b>	<b>309.038</b>	<b>298.827</b>	<b>239.736</b>	<b>349.816</b>	<b>345.051</b>	<b>295.024</b>	<b>285.243</b>	<b>331.344</b>	<b>355.802</b>	<b>310.592</b>
<b>Error Variance</b>	<b>29.653</b>	<b>63.248</b>	<b>41.729</b>	<b>101.354</b>	<b>53.860</b>	<b>38.093</b>	<b>61.166</b>	<b>125.367</b>	<b>93.596</b>	<b>96.564</b>	<b>171.650</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.17/Q.17 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608 605	558 559	454 478	298 300	513 522	410 403	574 529	155 152	376 399	498 480	511 511	222 225	300 339	384 419	13 12**	
£0 to £50 4%h	29 5%h	30 5%h	16 3%	8 3%	21 4%	20 5%h	12 2%	7 5%	32 8%adefhk lo	14 3%	16 3%	13 6%h	15 4%	11 3%	1 12%	
£51 to £100 10%	67 11%	62 11%	36 7%	29 10%	55 11%	33 8%	41 8%	12 8%	39 10%	46 10%	43 8%	17 8%	56 17%laboddef ghijklno	35 8%	4 4%	
£101 to £200 20%h	117 20%h	123 22%hej	88 18%	46 15%	99 19%	75 18%	84 18%	34 22%j	57 14%	109 23%hej	115 21%	47 21%	82 24%hej	4 23%hej	4 32%	
£201 to £400 22%ldg	185 31%adefg	131 23%dgn	77 16%	73 24%ldghmn	127 24%ldghmn	65 16%	97 18%	35 23%un	78 19%un	98 20%un	124 24%ldghmn	58 17%	44 12%	107 26%ldghjlm n	4 32%	
£401 or more 11%no	61 10%un	69 12%no	74 15%abfg no	40 13%no	55 10%un	39 10%un	78 14%abgno	22 14%no	45 11%un	52 11%un	55 11%un	35 18%ubgno	18 5%	32 8%	-	
Refused 1%	5 1%	2 -	13 3%abcthl	4 1%	4 1%	4 1%	5 1%	2 1%	5 1%	5 1%	3 1%	3 2%	5 1%	4 1%	-	
Don't know 32%bc	140 23%	142 25%	174 37%bci	101 33%bc	161 31%b	169 42%abceef klmno	213 40%abcthl klmno	41 27%	145 38%bci	156 33%bc	155 30%b	71 31%b	120 35%bc	132 31%b	3 21%	
<b>Mean Score</b>	<b>285.944</b>	<b>n 270.007n</b>	<b>271.500n</b>	<b>346.142a</b> bctjklkn o	<b>317.788n</b>	<b>265.616n</b>	<b>266.627n</b>	<b>400.170a</b> bctjklkn o	<b>306.279n</b>	<b>264.806n</b>	<b>270.971n</b>	<b>283.630n</b>	<b>301.613n</b>	<b>202.173</b>	<b>254.593n</b>	<b>172.446</b>
<b>Standard Deviation</b>	<b>331.010</b>	<b>220.355</b>	<b>275.605</b>	<b>390.611</b>	<b>353.320</b>	<b>220.600</b>	<b>273.835</b>	<b>721.844</b>	<b>278.876</b>	<b>275.858</b>	<b>241.099</b>	<b>268.966</b>	<b>286.110</b>	<b>177.687</b>	<b>228.868</b>	<b>81.938</b>
<b>Error Variance</b>	<b>29.653</b>	<b>110.607</b>	<b>195.769</b>	<b>598.341</b>	<b>689.697</b>	<b>144.835</b>	<b>360.507</b>	<b>1613.184</b>	<b>747.806</b>	<b>339.722</b>	<b>186.909</b>	<b>220.557</b>	<b>593.180</b>	<b>149.633</b>	<b>218.252</b>	<b>745.974</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
£0 to £50	246	66	107	101	64	68	137	141	118
	4%	6% <sup>a</sup>	7% <sup>a</sup>	7% <sup>a</sup>	6% <sup>a</sup>	7% <sup>a</sup>	4%	4%	4%
£51 to £100	570	145	243	222	153	140	335	339	272
	10% <sup>a</sup>	14% <sup>a</sup>	16% <sup>a</sup>	15% <sup>a</sup>	14% <sup>a</sup>	14% <sup>a</sup>	8%	8%	8%
£101 to £200	1176	253	357	360	239	225	727	715	581
	20% <sup>a</sup>	25% <sup>a</sup>	23% <sup>a</sup>	24% <sup>a</sup>	22%	23%	19%	19%	17%
£201 to £400	1281	251	385	382	278	256	814	827	696
	22% <sup>a</sup>	24% <sup>a</sup>	25% <sup>a</sup>	25% <sup>a</sup>	26% <sup>a</sup>	26% <sup>a</sup>	21%	21%	21%
£401 or more	674	99	170	156	117	119	423	419	369
	11% <sup>a</sup>	10% <sup>a</sup>	11% <sup>a</sup>	10% <sup>a</sup>	11% <sup>a</sup>	12% <sup>a</sup>	11%	11%	11%
Refused	65	4	11	8	6	7	45	44	32
	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know	1922	212	286	273	219	176	1384	1373	1276
	32% <sup>b,c,d,e,f</sup>	21%	18%	18%	20%	18%	36% <sup>a</sup>	36% <sup>a</sup>	38% <sup>a,h</sup>
<b>Mean Score</b>	<b>285.344</b> <sup>d</sup>	<b>252.338</b>	<b>259.843</b>	<b>254.685</b>	<b>273.937</b>	<b>266.488</b>	<b>286.996</b>	<b>285.265</b>	<b>284.109</b>
<b>Standard Deviation</b>	<b>231.010</b>	<b>236.989</b>	<b>232.455</b>	<b>221.329</b>	<b>266.423</b>	<b>229.466</b>	<b>235.000</b>	<b>232.810</b>	<b>236.908</b>
<b>Error Variance</b>	<b>29.653</b>	<b>120.092</b>	<b>98.773</b>	<b>96.049</b>	<b>175.741</b>	<b>152.669</b>	<b>48.415</b>	<b>47.949</b>	<b>57.764</b>



Q.19 In the last 12 months, have you switched your gas supplier?  
 Base: All who have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	984	531
Yes	706	633	45	28	167	408	131	183	246	139	138	183	451	106	600	449	137	107
13%cp	13%cp	14%c	10%	11%	16%ag	14%g	9%	15%k	14%k	12%	11%	11%	15%al	11%	14%o	14%	14%	11%
No	4574	3937	424	213	836	2386	1352	994	1451	967	1163	1475	2473	838	3736	2837	847	816
86%cm	86%cm	85%	90%ab	87%	83%	85%	90%ae	84%	85%	87%	89%ah	88%am	84%	88%o	85%	85%	85%	88%
Refused	7	7	1	-	2	4	1	1	3	2	2	4	1	2	6	2	1	4
Don't know	38	34	-	4	6	20	12	9	14	7	8	12	20	6	32	24	9	5
1%	1%	-	2%e	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-



Q.19 In the last 12 months, have you switched your gas supplier?  
 Base: All who have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	4877	4480	830	3620	555	1061	1941	3299	70
Weighted Base	5326	11**	**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Yes	706	1	-	706	705	705	82	623	370	335	570	21	113	412	285	9
	13% <sup>ab</sup>	11%	-	13%	13%	13%	18% <sup>ah</sup>	13%	8%	39% <sup>aj</sup>	15% <sup>km</sup>	4%	12% <sup>l</sup>	20% <sup>no</sup>	9%	13%
No	4574	9	-	4574	4565	4565	362	4202	4068	507	3253	491	806	1611	2903	60
	86% <sup>ac</sup>	89%	-	86%	86%	86%	81%	86% <sup>ag</sup>	91% <sup>ak</sup>	59%	84%	95% <sup>kn</sup>	67%	79%	90% <sup>an</sup>	87%
Refused	7	-	-	7	7	7	-	7	6	1	2	1	3	2	5	-
	0.1%	-	-	0.1%	0.1%	0.1%	-	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	-
Don't know	38	-	-	38	38	38	1	37	20	18	25	2	6	6	32	-
	1% <sup>n</sup>	-	-	1%	1%	1%	0.1%	1%	0.4%	0.3%	0.5%	0.1%	0.1%	0.1%	1% <sup>n</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.19 In the last 12 months, have you switched your gas supplier?  
Base: All who have gas supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5306	4195	1131	535	211	4799	506	21**
Yes	706	667	39	125	30	628	75	2
No	13% <sup>ac</sup>	16% <sup>ac</sup>	3%	23% <sup>ac</sup>	14%	13%	15%	12%
Refused	4574	3484	1080	408	181	4132	425	18
Don't know	66% <sup>bd</sup>	83%	96% <sup>ab</sup>	76%	86% <sup>bd</sup>	86%	84%	88%
Refused	7	5	3	1	-	4	3	-
Don't know	-	-	-	-	-	1	1% <sup>af</sup>	-
Refused	38	29	9	1	-	35	3	-
Don't know	7%	7%	7%	-	-	7%	7%	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
\*\* very small base (under 30) ineligible for sig testing

Q.19 In the last 12 months, have you switched your gas supplier?  
 Base: All who have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1953	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Yes	706	387	307	706	706	-	-	300	304	99	3
	13% <sup>cl</sup> fg	18% <sup>ac</sup>	10%	97% <sup>ae</sup> fg	23% <sup>ae</sup> fg	-	-	38% <sup>ah</sup> jk	20% <sup>ah</sup> jk	5% <sup>aj</sup>	-
No	4574	1719	2766	25	2403	4549	2172	500	1239	1845	991
	86% <sup>bd</sup> ehi	81%	89% <sup>ab</sup>	3%	77% <sup>ed</sup>	99% <sup>ad</sup> eg	98% <sup>ad</sup> e	62%	80% <sup>ih</sup>	95% <sup>ai</sup> hi	96% <sup>ah</sup> i
Refused	7	3	2	-	-	7	7	-	-	3	5
	-	-	-	-	-	0%	0%	-	-	-	0%
Don't know	38	1	19	-	10	38	28	-	3	3	32
	1% <sup>bd</sup> ehi	-	1% <sup>b</sup>	-	0%	1% <sup>de</sup>	1% <sup>de</sup>	-	0%	0%	3% <sup>ah</sup> i



Q.19 In the last 12 months, have you switched your gas supplier?  
Base: All who have gas supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	384	11
Weighted Base 5326	524	504	430	274	452	387	513	111**	359	440	437	180	302	401	11**
Yes 706	71	74	41	38	66	54	82	6	39	59	58	18	35	65	-
13% <sup>di</sup>	13% <sup>u</sup>	15% <sup>di</sup>	10%	14% <sup>u</sup>	15% <sup>di</sup>	14% <sup>u</sup>	16% <sup>di</sup>	6%	11%	13% <sup>u</sup>	13% <sup>u</sup>	10%	11%	16% <sup>di</sup>	-
No 4574	444	427	365	235	385	331	425	105	320	376	377	158	261	334	11
86%	85%	85%	89% <sup>ho</sup>	86%	85%	86%	83%	94% <sup>labcef</sup> ghkno	89% <sup>ho</sup>	85%	86%	86%	86%	83%	100%
Refused 7	1	-	3	-	-	-	1	-	1	2	-	-	-	-	-
-	-	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 38	8	3	1	1	2	2	5	-	-	3	2	3	7	2	-
1%	2% <sup>aj</sup>	1%	-	-	-	-	1%	-	-	1%	1%	2% <sup>u</sup>	2% <sup>acdfgj</sup>	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.19 In the last 12 months, have you switched your gas supplier?  
Base: All who have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Yes	706	239	441	376	6	284	457	470	408
	13%a	25%ab	31%abc	27%ad	7%	31%afe	13%	14%	14%
No	4574	725	982	994	980	619	2990	2981	2580
	86%bcd	72%cd	69%	73%	99%abcd	69%	86%	86%	86%
Refused	7	-	-	-	-	-	2	2	2
	0%	-	-	-	-	-	0%	0%	0%
Don't know	38	-	4	1	4	1	14	15	11
	1%bd	-	0%	0%	0%	0%	0%	0%	0%

Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes	761 13%cd re	675 13%ce	52 9%	34 11%	179 16%ag	443 14%ig	139 8%	206 15%ajk	261 14%k	147 12%	146 10%	196 10%	490 15%al	115 11%	646 13%an	488 13%ar	151 13%ar	108 10%
No	5117 86%em	4345 86%em	497 90%ab	275 88%	943 83%	2638 85%	1535 91%ae	1123 84%	1610 85%	1073 87%h	1310 89%ah	1684 89%am	2760 84%	960 89%ao	4157 86%	3127 86%	974 86%	932 89%apq
Refused	5	4	1	-	2	1	1	-	1	2	2	1	1	-	4	1	2	1
Don't know	41 1%	37 1%	-	-	3 1%	21 1%	12 1%	8 1%	15 1%	9 1%	8 1%	14 1%	19 1%	5 1%	36 1%	23 1%	11 1%	6 1%

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes	761	-	57	704	761	704	97	664	404	357	611	29	122	433	321	7
	13% (a)	-	9%	13% (c)	13% (e)	13% (f)	15%	13%	8%	38% (i)	15% (k)	5%	12% (m)	19% (n)	9%	10%
No	5117	-	549	4568	5117	4568	565	4552	4547	570	3569	570	926	1794	3262	61
	86% (a)	-	90% (c)	86% (d)	86% (e)	86% (f)	85%	87%	91% (i)	60%	85%	95% (k)	88% (m)	80%	90% (n)	89%
Refused	5	-	-	5	5	5	-	5	4	1	4	-	-	-	5	-
	*	-	-	*	*	*	-	*	*	*	*	-	-	-	*	-
Don't know	41	-	3	38	41	38	1	40	24	17	24	3	5	7	33	1
	1%	-	1%	1%	1%	1%	*	1%	*	2% (i)	1%	1%	*	*	1% (n)	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Yes	761	716	45	121	32	686	73	2
	13%a	15%ac	3%	21%ae	14%	13%	15%	11%
No	5117	3884	1232	455	202	4620	478	19
	86%ad	84%	95%ab	79%	86%de	86%	88%	89%
Refused	5	2	3	-	-	5	-	-
	-	-	-	-	-	-	-	-
Don't know	41	30	11	-	-	36	5	-
	1%	1%	1%	-	-	1%	1%	-

Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3480	786	3370	5137	2554	881	1694	2163	1185
Yes	761	414	335	761	761	-	-	325	327	105	4
	13% <sup>clg</sup>	18% <sup>ac</sup>	10%	97% <sup>aeafg</sup>	23% <sup>alg</sup>	-	-	37% <sup>aihjk</sup>	19% <sup>ajk</sup>	5% <sup>k</sup>	-
No	5117	1904	3108	25	2600	5091	2516	554	1362	2053	1147
	86% <sup>bdah</sup>	82%	90% <sup>ab</sup>	3%	77% <sup>id</sup>	99% <sup>adeg</sup>	99% <sup>ade</sup>	63%	80% <sup>h</sup>	95% <sup>iah</sup>	97% <sup>iahj</sup>
Refused	5	-	2	-	-	5	5	-	-	-	5
	*	-	*	-	-	*	* <sup>e</sup>	-	-	-	* <sup>ahj</sup>
Don't know	41	6	14	-	9	41	32	2	5	5	30
	1% <sup>bde</sup>	*	*	-	*	1% <sup>de</sup>	1% <sup>ade</sup>	*	*	*	3% <sup>ahj</sup>



Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	558	475	300	522	403	529	152	397	480	511	224	338	419	12**
Yes 761 13% <sup>di</sup>	75 12% <sup>uj</sup>	76 14% <sup>di</sup>	43 9%	46 15% <sup>di</sup>	73 14% <sup>di</sup>	58 14% <sup>di</sup>	81 15% <sup>di</sup>	7 5%	45 11% <sup>uj</sup>	61 13% <sup>uj</sup>	65 13% <sup>uj</sup>	23 10%	39 12% <sup>uj</sup>	68 16% <sup>di</sup>	-
No 5117 86%	515 86%	479 86%	426 90% <sup>ueho</sup>	253 84%	448 86%	344 85%	447 84%	145 95% <sup>abcde fghiklm o</sup>	352 89%	413 86%	444 87%	199 89%	291 86%	349 83%	12 100%
Refused 5	1	-	1	-	-	-	1	-	1	1	-	-	-	-	-
Don't know 41 1%	10 2% <sup>ahj</sup>	3	5	1	1	2	-	-	-	4 1%	2	2	8 2% <sup>adghj lo</sup>	2	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.18 In the last 12 months, have you switched your electricity supplier?  
 Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes	761	249	485	409	8	311	494	509	439
	13%a	24%ab	31%abde	27%ae	1%	31%abde	13%	13%	13%
No	5117	776	1063	1089	1060	678	3348	3329	2888
	86%bcd	72%cd	68%	73%cd	99%abcd	68%	87%	86%	86%
Refused	5	-	-	-	-	-	3	3	2
	-	-	-	-	-	-	-	-	-
Don't know	41	3	6	2	6	1	15	15	11
	1%ef	-	-	-	1%	-	-	-	-

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

Base: All who haven't switched gas or electricity supplier in the past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent/ local auth- ority (r)
Unweighted Base	5250	4486	486	278	930	2369	1951	915	1280	938	2117	2175	2350	1211	4039	2992	980	1181
Weighted Base	5197	4411	503	283	966	2680	1551	1142	1637	1089	1329	1709	2799	970	4227	3170	998	944
Yes, gas only	75	59	11	5	19	35	20	9	29	17	20	32	38	13	62	32	24	17
	1%	1%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	1%	1%	1%	2% <sup>ap</sup>	2% <sup>p</sup>
Yes, electricity only	330	274	25	31	96	177	117	106	101	55	67	93	196	74	255	225	50	52
	6% <sup>ce</sup>	6%	5%	11% <sup>abc</sup>	4%	7% <sup>e</sup>	8% <sup>se</sup>	9% <sup>aijk</sup>	6%	5%	5%	5%	7% <sup>l</sup>	6%	6%	7% <sup>q</sup>	5%	5%
Yes, both	2226	1921	203	101	260	1302	663	617	700	447	462	602	1362	416	1809	1602	271	316
	43% <sup>dekl</sup>	44% <sup>ld</sup>	40%	36%	27%	49% <sup>aeg</sup>	43% <sup>se</sup>	54% <sup>aijk</sup>	43% <sup>ik</sup>	41% <sup>jk</sup>	35%	35%	49% <sup>lal</sup>	43%	43%	51% <sup>lqpr</sup>	27%	33% <sup>iq</sup>
<b>SUMMARY CODES</b>																		
<b>GAS SUPPLIER</b>	2301	1980	214	106	280	1338	683	627	728	484	482	634	1400	429	1872	1633	295	333
	44% <sup>dekl</sup>	45% <sup>ld</sup>	43%	38%	29%	50% <sup>aeg</sup>	44% <sup>se</sup>	55% <sup>aijk</sup>	45% <sup>ik</sup>	43% <sup>jk</sup>	36%	37%	50% <sup>lal</sup>	44%	44%	52% <sup>lqpr</sup>	30%	35% <sup>iq</sup>
<b>ELECTRICITY SUPPLIER</b>	2558	2195	228	133	297	1479	780	724	801	502	529	695	1558	491	2065	1827	320	368
	48% <sup>eklm</sup>	50%	45%	47%	31%	55% <sup>aeg</sup>	50% <sup>se</sup>	63% <sup>aijk</sup>	49% <sup>ik</sup>	46% <sup>jk</sup>	40%	41%	56% <sup>lal</sup>	51%	49%	58% <sup>lqpr</sup>	32%	39% <sup>iq</sup>
No, neither	2477	2079	257	140	631	1129	717	390	781	549	757	953	1173	449	2028	1260	639	538
	48% <sup>klmp</sup>	47%	51%	50%	65% <sup>atg</sup>	42%	46% <sup>ld</sup>	34%	48% <sup>h</sup>	50% <sup>h</sup>	57% <sup>ahj</sup>	56% <sup>lam</sup>	42%	46%	40%	64% <sup>lqpr</sup>	37%	57% <sup>ap</sup>
Refused	4	3	1	-	-	3	1	-	2	1	2	2	-	-	4	1	-	3
	*	*	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	1 <sup>p</sup>
Don't know	85	75	6	4	19	34	32	19	25	20	21	27	31	17	68	49	15	19
	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%

Q.20 Have you ever switched your gas or electricity supplier?  
 Base: All who haven't switched gas or electricity supplier in the past 12 months

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5250	10	574	4676	5240	4666	569	4871	4669	581	3445	824	1086	1763	3420	87
Weighted Base	5197	9**	552	4645	5187	4636	567	4820	4606	591	3621	579	942	1817	3315	65*
Yes, gas only	75	1	1	73	74	73	6	68	69	6	51	3	26	21	49	4
	1%	6%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	7%	4%
Yes, electricity only	330	-	173	157	330	157	84	246	295	35	231	43	53	135	189	6
	6%	-	31%	3%	6%	3%	15%	5%	6%	6%	6%	7%	6%	17%	6%	9%
Yes, both	2226	2	24	2202	2224	2200	186	2038	1881	345	1778	152	293	954	1256	18
	43%	22%	4%	47%	43%	47%	33%	44%	41%	49%	49%	30%	31%	52%	38%	25%
<b>SUMMARY CODES</b>																
<b>GAS SUPPLIER</b>	2301	3	26	2275	2298	2273	192	2106	1943	351	1829	154	319	975	1305	21
	44%	27%	5%	49%	44%	49%	34%	46%	42%	59%	51%	27%	34%	54%	39%	32%
<b>ELECTRICITY SUPPLIER</b>	2556	2	197	2359	2554	2357	270	2284	2175	380	2009	194	345	1089	1445	22
	49%	22%	36%	51%	49%	48%	48%	49%	47%	64%	55%	34%	37%	60%	44%	34%
No, neither	2477	7	343	2134	2470	2167	284	2187	2297	180	1507	372	556	701	1739	36
	48%	73%	52%	46%	46%	47%	50%	47%	50%	42%	42%	64%	59%	39%	52%	58%
Refused	4	-	-	4	4	4	-	4	3	1	3	-	-	-	4	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	85	-	10	75	85	75	8	78	62	23	50	9	15	6	78	1
	2%	-	2%	2%	2%	2%	1%	2%	1%	4%	1%	2%	2%	-	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who haven't switched gas or electricity supplier in the past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5050	3030	1020	361	280	4772	462	16
Weighted Base	5197	3948	1249	456	204	4666	489	19**
Yes, gas only	75	56	19	11	2	69	6	1
	7%	1%	2%	2%	1%	7%	1%	3%
Yes, electricity only	330	258	72	12	8	313	15	1
	6% <sup>d</sup>	7%	6%	3%	4%	7% <sup>g</sup>	3%	6%
Yes, both	2226	1796	430	224	67	2093	131	1
	43% <sup>c</sup> <sup>e</sup>	45% <sup>a</sup> <sup>c</sup>	34%	49% <sup>a</sup> <sup>c</sup>	33%	45% <sup>g</sup>	27%	8%
<b>SUMMARY CODES</b>								
<b>GAS SUPPLIER</b>	2301	1852	449	235	69	2162	137	2
	44% <sup>c</sup> <sup>e</sup>	47% <sup>a</sup> <sup>c</sup>	36%	52% <sup>a</sup> <sup>c</sup>	34%	46% <sup>g</sup>	28%	11%
<b>ELECTRICITY SUPPLIER</b>	2556	2054	502	236	75	2406	146	3
	49% <sup>c</sup> <sup>e</sup>	52% <sup>a</sup> <sup>c</sup>	40%	52% <sup>a</sup> <sup>c</sup>	37%	51% <sup>g</sup>	30%	15%
No, neither	2477	1783	694	206	126	2122	329	16
	48% <sup>d</sup> <sup>f</sup>	45%	56% <sup>a</sup> <sup>b</sup>	45%	62% <sup>a</sup> <sup>d</sup>	45%	67% <sup>a</sup> <sup>f</sup>	82%
Refused	4	-	-	-	-	3	2	-
	*	-	ab	-	-	*	*	-
Don't know	85	56	30	3	1	79	6	-
	2%	1%	2% <sup>b</sup>	1%	*	2%	1%	-

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

Base: All who haven't switched gas or electricity supplier in the past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	6250	1842	3256	49	2576	5201	2674	496	1306	2118	1330
Weighted Base	5197	1927	3141	50*	2636	5147	2561	563	1382	2067	1185
Yes, gas only	75	28	46	12	75	63	-	10	23	33	9
	1%g	1%	1%	24%aefg	3%aefg	1%g	-	2%	2%	2%k	1%
Yes, electricity only	330	146	180	16	330	314	-	61	114	116	39
	6%gk	8%c	6%	31%aefg	13%aefg	6%g	-	11%ajk	8%ajk	6%k	3%
Yes, both	2226	933	1256	17	2226	2209	-	389	630	822	195
	43%gk	48%ac	40%	34%g	84%adfg	43%g	-	69%ajk	59%ajk	40%k	15%
<b>SUMMARY CODES</b>											
<b>GAS SUPPLIER</b>	2301	961	1304	29	2301	2272	-	399	843	655	204
	44%cgk	50%ac	42%	57%g	87%adfg	44%g	-	71%ajk	61%ajk	41%k	17%
<b>ELECTRICITY SUPPLIER</b>	2556	1079	1437	33	2556	2523	-	450	625	937	234
	49%cgk	56%ac	46%	65%afg	97%adfg	49%g	-	80%ajk	68%ajk	45%k	20%
No, neither	2477	811	1607	6	6	2471	2471	103	419	1079	676
	48%bdgh	42%	51%ab	12%e	-	48%de	97%adef	78%	30%h	52%afh	74%ahj
Refused	4	2	-	-	-	4	4	-	-	-	4
	-	-	-	-	-	-	-	-	-	-	1%
Don't know	85	8	50	-	-	85	85	-	5	17	63
	2%bchj	-	2%b	-	-	2%e	3%aef	-	-	1%	5%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



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

Base: All who haven't switched gas or electricity supplier in the past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5250	537	491	422	264	449	357	491	148	338	438	452	202	322	326	13	
Weighted Base 5197	531	483	437	260	450	350	448	146	357	419	448	204	299	352	12**	
Yes, gas only 75	3	10	7	4	7	1	11	3	8	7	5	4	5	2	-	
Yes, electricity only 330	7%	9% <sup>a</sup>	2%	1%	2%	-	2%	2%	2%	2%	1%	2%	2%	1%	-	
Yes, both 2226	49	30	23	23	38	16	16	7	18	23	30	23	17	17	-	
43% <sup>b</sup>	9% <sup>a</sup>	6%	5%	9% <sup>a</sup>	9% <sup>a</sup>	5%	4%	5%	6%	7% <sup>a</sup>	7% <sup>a</sup>	11% <sup>a</sup>	6%	5%	-	
SUMMARY CODES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2226	197	221	142	121	200	184	175	45	158	200	188	75	121	182	7	
43% <sup>b</sup>	37%	46% <sup>b</sup>	33%	47% <sup>b</sup>	44% <sup>b</sup>	53% <sup>b</sup>	39%	31%	44% <sup>b</sup>	48% <sup>b</sup>	42% <sup>b</sup>	37%	40% <sup>b</sup>	55% <sup>b</sup>	56%	
GAS SUPPLIER	2301	231	149	125	207	184	188	48	168	208	183	79	125	184	7	
44% <sup>b</sup>	38%	48% <sup>b</sup>	34%	48% <sup>b</sup>	46% <sup>b</sup>	53% <sup>b</sup>	41% <sup>b</sup>	33%	46% <sup>b</sup>	49% <sup>b</sup>	43% <sup>b</sup>	39%	42% <sup>b</sup>	55% <sup>b</sup>	56%	
ELECTRICITY SUPPLIER	2558	246	251	165	145	238	209	191	52	176	223	218	98	137	7	
49% <sup>b</sup>	46% <sup>b</sup>	52% <sup>b</sup>	38%	55% <sup>b</sup>	53% <sup>b</sup>	57% <sup>b</sup>	43%	36%	49% <sup>b</sup>	53% <sup>b</sup>	49% <sup>b</sup>	48% <sup>b</sup>	46% <sup>b</sup>	59% <sup>b</sup>	56%	
No, neither 2477	263	214	258	108	197	145	244	89	168	188	220	100	144	137	5	
48% <sup>b</sup>	50% <sup>b</sup>	44%	58% <sup>b</sup>	42%	44%	41%	54% <sup>b</sup>	61% <sup>b</sup>	47% <sup>b</sup>	44%	49% <sup>b</sup>	46% <sup>b</sup>	46% <sup>b</sup>	38%	44%	
Refused 4	1	-	-	-	2	-	1	-	1	-	-	-	-	-	-	
Don't know 85	18	8	9	4	6	4	2	2	4	3	4	3	13	4	-	
2%	3% <sup>a</sup>	2%	2% <sup>a</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	4% <sup>a</sup>	1%	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

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

Base: All who haven't switched gas or electricity supplier in the past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5250	717	991	1000	987	626	3522	3487	3070
Weighted Base	5197	784	1093	1099	1077	684	3388	3369	2923
Yes, gas only	75	11	18	14	16	8	60	52	50
Yes, electricity only	330	71	2%	1%	2%	1%	2%	2%	2%
Yes, both	2226	499	655	677	653	402	1391	1404	1159
	43%	64% <sup>a</sup>	60% <sup>a</sup>	62% <sup>a</sup>	61% <sup>a</sup>	59% <sup>a</sup>	41%	42%	40%
<b>SUMMARY CODES</b>									
<b>GAS SUPPLIER</b>	2391	510	672	691	689	410	1451	1458	1209
	44%	65% <sup>a</sup>	62% <sup>a</sup>	63% <sup>a</sup>	62% <sup>a</sup>	60% <sup>a</sup>	43%	43%	41%
<b>ELECTRICITY SUPPLIER</b>	2556	561	733	762	732	454	1612	1627	1357
	49% <sup>a</sup>	72% <sup>a</sup>	68% <sup>a</sup>	69% <sup>a</sup>	68% <sup>a</sup>	69% <sup>a</sup>	48%	48%	46%
No, neither	2477	210	328	321	325	221	1673	1651	1482
	48% <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup> <sup>f</sup>	27%	30%	29%	30%	32% <sup>b</sup>	49%	49%	51% <sup>a</sup>
Refused	4	-	-	-	-	-	2	2	1
	1%	-	-	-	-	-	1%	1%	0%
Don't know	85	1	4	1	4	1	40	36	34
	2% <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup> <sup>f</sup>	0%	1%	0%	1%	0%	1%	1%	1%

Q.21 How many times have you ever switched your gas supplier?  
 Base: All who have switched gas supplier ever

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owne'd Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2881	2519	238	124	418	1486	977	840	751	522	968	1009	1520	637	2244	1886	415	524
Weighted Base	2984	2597	254	134	436	1736	812	804	966	601	614	807	1838	533	2452	2073	428	433
Once	(1) 1381	1193	131	57	254	725	403	323	441	271	346	447	767	259	1122	869	259	231
		46%hmg	52%	43%	58%atg	42%	50%af	40%	46%h	45%	56%ahj	55%am	42%	49%	46%	42%	60%ap	53%ap
Twice	(2) 653	576	52	25	86	381	184	191	207	139	117	157	419	107	546	467	74	103
		22%h	22%	20%	19%	20%	22%	24%k	21%	23%	19%	19%	21%	20%	22%	23%q	17%	24%q
Three times	(3) 451	391	34	25	58	293	100	126	148	93	83	110	298	75	376	333	53	57
		15%h	15%	13%	13%	17%g	12%	16%	15%	16%	14%	14%	16%	14%	16%	16%	12%	13%
Four times or more	(4) 449	392	36	20	32	312	105	154	151	86	58	81	330	78	371	368	35	35
		15%hcd	14%	15%	7%	18%aeg	13%ae	19%ajk	16%k	14%k	9%	10%	18%al	15%	15%	18%aqr	8%	6%
Refused	1	1	-	-	-	-	1	1	-	-	-	-	1	1	-	1	-	-
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	50	43	1	6	4	25	20	9	20	11	10	12	23	13	37	35	7	7
		2%	2%	4%abc	1%	1%	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%
Mean Score	1.989eg	1.993	1.904	2.064	1.694	2.113ae	1.882e	2.141ai	2.008k	1.992k	1.755	1.781	2.105ai	1.945	1.998	2.098aq	1.680	1.757
Standard Deviation	1.112	1.112	1.105	1.132	0.963	1.146	1.073	1.151	1.123	1.098	1.017	1.031	1.142	1.115	1.111	1.142	0.989	0.974
Error Variance	*	*	0.005	0.011	0.002	0.001	0.001	0.002	0.002	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean/Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.21 How many times have you ever switched your gas supplier?  
 Base: All who have switched gas supplier ever

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2881	4	28	2853	2877	2849	257	2820	2242	639	2195	185	482	1286	1580	25
Weighted Base	2984	4**	28**	2959	2981	2955	270	2711	2303	681	2383	175	422	1379	1581	25**
Once	(1) 1381	2	15	1366	1379	1364	136	1244	1124	257	1024	111	237	579	792	10
	48%kn	52%	60%	46%	46%	46%	50%	46%	49%j	38%	43%	64%ak	50%ak	42%	50%an	41%
Twice	(2) 653	-	5	647	653	647	67	586	522	131	526	33	97	298	347	8
	22%	-	21%	22%	22%	22%	25%	22%	23%	19%	22%	19%	23%	22%	22%	32%
Three times	(3) 451	-	5	446	451	446	32	418	339	112	363	20	47	224	221	5
	15%km	-	18%	15%	15%	15%	12%	15%	15%	16%	16%am	12%	11%	16%	14%	21%
Four times or more	(4) 449	1	-	449	447	447	33	414	285	164	404	9	38	261	186	2
	15%klms	34%	-	15%	15%	15%	12%	15%	12%	24%al	17%lm	5%	9%	19%lao	12%	8%
Refused	1	-	-	1	1	1	1	-	1	-	1	-	-	1	-	-
	0	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	50	1	-	50	49	49	1	49	33	17	44	1	2	16	34	-
	2%	14%	-	2%	2%	2%	0	2%	1%	3%	2%	1%	1%	1%	2%n	-
Mean Score	1.989lm	2.177	1.589	1.992	1.988	1.992	1.861	2.001	1.905	2.275el	2.072alm	1.576	1.732	2.124ao	1.871	1.916
Standard Deviation	1.112	1.773	0.802	1.114	1.112	1.113	1.051	1.117	1.067	1.213	1.135	0.887	0.987	1.159	1.058	0.946
Error Variance	-	1.047	0.023	-	-	-	0.004	-	0.001	0.002	0.001	0.004	0.002	0.001	0.001	0.036

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.21 How many times have you ever switched your gas supplier?  
 Base: All who have switched gas supplier ever

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2881	2285	616	274	132	2687	190	4
Weighted Base	2984	2497	487	350	98	2773	207	4**
Once	(1) 1381	1092	289	150	63	1251	129	1
	46%	44%	59% <sup>ab</sup>	43%	64% <sup>ad</sup>	45%	62% <sup>af</sup>	29%
Twice	(2) 653	554	99	72	18	619	33	-
	22%	22%	20%	21%	19%	22%	16%	-
Three times	(3) 451	396	54	58	12	425	26	-
	15% <sup>bc</sup>	16% <sup>cc</sup>	11%	17%	12%	15%	13%	-
Four times or more	(4) 449	417	32	67	6	421	15	3
	15% <sup>cd</sup>	17% <sup>cc</sup>	7%	19% <sup>ce</sup>	6%	16% <sup>cg</sup>	7%	71%
Refused	1	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-
Don't know	50	37	13	3	-	46	4	-
	2%	1%	3%	1%	-	2%	2%	-
Mean Score	1.989 <sup>ceg</sup>	2.056 <sup>ac</sup>	1.640	2.122 <sup>ee</sup>	1.587	2.013 <sup>g</sup>	1.639	3.138
Standard Deviation	1.112	1.132	0.930	1.165	0.909	1.117	0.964	1.543
Error Variance	-	0.001	0.001	0.005	0.006	-	0.005	0.005

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.21 How many times have you ever switched your gas supplier?  
 Base: All who have switched gas supplier ever

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2881	1233	1555	605	2881	2218	-	617	1070	966	228
Weighted Base	2984	1338	1598	712	2984	2272	**	694	1137	948	206
Once	(1) 1381	540	813	289	1381	1052	-	211	500	542	128
		48% <sup>ab</sup>	51% <sup>ab</sup>	41%	48% <sup>ad</sup>	48% <sup>ad</sup>	-	30%	44% <sup>ah</sup>	57% <sup>ahj</sup>	62% <sup>ahj</sup>
Twice	(2) 653	302	344	129	653	523	-	154	254	203	42
		22% <sup>ad</sup>	22%	18%	22% <sup>ad</sup>	23% <sup>ad</sup>	-	22%	22%	21%	20%
Three times	(3) 451	207	239	104	451	347	-	130	195	115	11
		15% <sup>ajk</sup>	15%	15%	15%	15%	-	19% <sup>ajk</sup>	17% <sup>ijk</sup>	12% <sup>ak</sup>	5%
Four times or more	(4) 449	272	175	183	449	266	-	193	175	72	8
		15% <sup>cdk</sup>	11%	26% <sup>aeef</sup>	15% <sup>d</sup>	12%	-	28% <sup>aijk</sup>	15% <sup>jk</sup>	8%	4%
Refused	1	-	1	1	1	-	-	1	-	-	-
Don't know	50	18	27	7	50	43	-	4	13	15	18
		2%	1%	1%	2%	2%	-	1%	1%	2%	9% <sup>ahj</sup>
Mean Score	1.988 <sup>cdjk</sup>	2.169 <sup>ac</sup>	1.837	2.256 <sup>eeef</sup>	1.989	1.904	-	2.443 <sup>aijk</sup>	2.040 <sup>jk</sup>	1.897 <sup>k</sup>	1.486
Standard Deviation	1.112	1.168	1.046	1.237	1.112	1.056	-	1.194	1.114	0.961	0.793
Error Variance	-	0.001	0.001	0.002	-	0.001	-	0.002	0.001	0.001	0.003

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.21 How many times have you ever switched your gas supplier?  
Base: All who have switched gas supplier ever

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2881	287	287	187	157	253	235	285	52	188	287	240	89	156	224	8
Weighted Base	2884	270	302	185	162	272	237	266	52*	202	265	250	97**	160	257	7**
Once	(1) 1381 46%	119 44%	133 44%	91 49%	76 47%	133 49%	99 42%	141 53%abcom	29 56%	102 50%	126 48%	117 47%	41 42%	63 39%	108 42%	2 28%
Twice	(2) 653 22%	60 22%	65 21%	37 20%	40 25%	53 19%	54 23%	59 22%	9 18%	42 21%	56 21%	61 24%	18 18%	38 24%	57 22%	3 41%
Three times	(3) 451 15%	39 15%	47 15%	35 19%h	26 16%	38 14%	40 17%	29 11%	7 14%	27 13%	37 14%	35 14%	19 20%	33 20%h	36 14%	2 31%
Four times or more	(4) 449 15%	45 17%	47 15%	18 10%	18 11%	44 16%	39 17%	34 13%	5 10%	31 15%	38 14%	35 14%	16 16%	26 16%	53 21%adeh	-
Refused	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Don't know	50 2%	6 2%	11 4%ajin	3 2%	3 2%	3 1%	4 2%	3 1%	1 2%j	-	7 3%j	2 1%	4 4%jin	-	3 1%	-
Mean Score	1.988h	2.041h	2.022	1.884	1.936	1.975	2.000k	1.829	1.777	1.938	1.947	1.953	2.102	2.100k	2.130k	2.039
Standard Deviation	1.112	1.135	1.123	1.046	1.040	1.141	1.127	1.064	1.064	1.120	1.108	1.086	1.146	1.110	1.080	0.834
Error Variance	-	0.005	0.004	0.007	0.007	0.005	0.006	0.004	0.021	0.007	0.005	0.005	0.015	0.008	0.006	0.116

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.21 How many times have you ever switched your gas supplier?  
Base: All who have switched gas supplier ever

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2881	686	1004	960	614	625	1672	1678	1608
Weighted Base	2984	747	1104	1059	669	689	1695	1614	1606
Once	(1) 1381	278	380	370	240	254	923	921	801
		40%bcd	37%	35%	36%	37%	49%	48%	50%a
Twice	(2) 653	180	254	240	171	151	409	411	334
		23%	23%	23%	26%	22%	22%	21%	21%
Three times	(3) 451	135	198	186	130	110	282	289	236
		15%	18%a	18%a	19%a	16%	15%	15%	15%
Four times or more	(4) 443	165	261	251	120	165	253	260	212
		15%a	22%a	24%ae	19%	24%ae	13%	14%	13%
Refused	1	1	-	1	-	-	-	1	-
Don't know	50	8	11	12	6	10	28	32	25
	2%	1%	1%	1%	1%	1%	2%	2%	2%
<b>Mean Score</b>	<b>1.989</b>	<b>2.252a</b>	<b>2.312a</b>	<b>2.304a</b>	<b>2.198a</b>	<b>2.273a</b>	<b>1.927</b>	<b>1.941</b>	<b>1.911</b>
<b>Standard Deviation</b>	<b>1.112</b>	<b>1.179</b>	<b>1.178</b>	<b>1.183</b>	<b>1.118</b>	<b>1.198</b>	<b>1.087</b>	<b>1.092</b>	<b>1.088</b>
<b>Error Variance</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Q.138 When did you last do this?  
Base: All who have switched gas supplier more than one year ago

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2244	1945	200	99	264	1146	834	498	573	403	770	795	1166	511	1733	1508	287	404
Weighted Base	2301	1980	214	106*	280	1338	683	627	728	464	482	634	1400	429	1672	1633	295	333
Between 1 and 2 years ago	(1.5) 433 19%gn	384 19%	37 17%	12 11%	94 34%atg	263 20%ig	76 11%	110 18%	162 22%ka	82 18%	79	100 16%	291 21%u	60 14%	373 20%in	277 17%	89 30%apr	58 17%
Between 2 and 5 years ago	(3.5) 1069 46%gn	916 46%	101 47%	52 49%	157 56%atg	646 49%ig	265 39%	297 47%	347 48%ka	224 48%k	201	270 42%	692 49%u	178 41%	891 48%in	750 46%	145 49%	158 46%
Between 5 and 9 years ago	(7) 540 23%gn	464 23%	49 23%	27 26%	24 9%	311 23%ie	204 30%aef	158 25%u	141 19%	107 23%	135 28%al	169 27%in	298 21%	118 27%o	422 23%	407 25%iq	39 13%	83 25%iq
10 or more years ago	(10) 228 10%gn	190 10%	24 11%	12 12%	3 1%	99 7%ie	124 18%aef	56 9%	67 9%	45 10%	58 12%	87 14%in	106 8%	65 15%ao	174 9%	17 11%iq	31 6%	9%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	33 1%	28 1%	3 2%	2 2%	2 1%	17 1%	14 2%	5 1%	12 2%	7 1%	9 2%	8 1%	13 1%	9 2%	24 1%	4 1%	4 1%	3 1%
Mean Score	4.598el	4.569	4.694	4.950	3.195	4.416e	5.341ae	4.619	4.344	4.995	4.999ah	5.027am	4.326	5.207ao	4.460	4.745q	3.732	4.640q
Standard Deviation	2.585	2.580	2.636	2.575	1.658	2.456	2.801	2.527	2.562	2.552	2.688	2.738	2.451	2.769	2.522	2.611	2.294	2.543
Error Variance	0.003	0.003	0.035	0.068	0.010	0.005	0.010	0.013	0.012	0.016	0.010	0.010	0.005	0.015	0.004	0.005	0.019	0.016

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
\* small base

Q.138 When did you last do this?  
 Base: All who have switched gas supplier more than one year ago

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2244	3	28	2216	2241	2213	187	2054	1913	331	1706	106	364	926	1296	22
Weighted Base	2301	3**	26**	2275	2298	2273	192	2106	1949	351	1829	154	319	975	1305	21**
Between 1 and 2 years ago	(1.5) 433	-	1	432	433	432	34	399	301	133	362	13	59	220	206	7
	19%ia	-	4%	19%	19%	19%	15%	18%	15%	38%ai	20%j	8%	16%	23%ao	16%	34%
Between 2 and 5 years ago	(3.5) 1069	2	6	1062	1067	1061	75	992	911	158	858	58	162	448	613	7
	46%ii	69%	25%	47%	46%	47%	39%	47%ig	47%	45%	47%ii	38%	51%i	48%	47%	38%
Between 5 and 9 years ago	(7) 540	1	12	528	539	527	55	484	502	38	403	64	69	189	347	5
	23%ih	31%	48%	23%	23%	23%	39%	26%j	26%	17%	22%	41%akm	22%	19%	27%an	23%
10 or more years ago	(10) 226	-	5	220	226	220	27	199	215	10	181	18	25	109	116	1
	10%j	-	21%	10%	10%	10%	14%	9%	11%j	3%	10%	17%	8%	17%	9%	7%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	33	-	1	32	33	32	1	32	21	12	26	1	4	10	22	-
	1%	-	2%	1%	1%	1%	1%	2%	1%	4%ai	1%	1%	1%	1%	2%	-
Mean Score	4.598j	4.592	6.509	4.577	4.598	4.577	5.057ah	4.596	4.625aj	3.308	4.531	5.543akm	4.410	4.460	4.712n	4.051
Standard Deviation	2.385	2.075	2.327	2.376	2.386	2.379	2.784	2.364	2.603	2.050	2.291	2.492	2.453	2.673	2.512	2.637
Error Variance	0.003	1.435	0.237	0.003	0.003	0.003	0.042	0.003	0.013	0.004	0.004	0.038	0.017	0.008	0.005	0.321

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.138 When did you last do this?

Base: All who have switched gas supplier more than one year ago

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2244	1079	505	185	90	2113	129	2
Weighted Base	2301	1852	449	235	69*	2162	137	2**
Between 1 and 2 years ago	(1.5) 433 19% <sup>c</sup>	383 21% <sup>c</sup>	51 11%	67 29% <sup>a</sup>	21 31% <sup>a</sup>	399 19%	32 24%	1 72%
Between 2 and 5 years ago	(3.5) 1069 46% <sup>c</sup>	948 49% <sup>c</sup>	163 36%	131 56% <sup>a</sup>	32 47%	1001 46%	68 50%	-
Between 5 and 9 years ago	(7) 540 23% <sup>d</sup>	393 21%	147 33% <sup>ab</sup>	28 12%	13 19%	512 24%	27 20%	1 28%
10 or more years ago	(10) 226 10% <sup>d</sup>	149 8%	76 17% <sup>ab</sup>	8 3%	2 3%	219 10%	7 5%	-
Refused	-	-	-	-	-	-	-	-
Don't know	33 1%	21 1%	12 3% <sup>b</sup>	1 1%	1 1%	30 1%	3 2%	-
Mean Score	4.598bde <sup>g</sup>	4.364	5.582ab	3.576	3.720	4.635g	4.043	3.022
Standard Deviation	2.585	2.484	2.766	2.024	2.187	2.599	2.294	3.430
Error Variance	0.003	0.004	0.014	0.022	0.054	0.003	0.041	5.883

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.138 When did you last do this?

Base: All who have switched gas supplier more than one year ago

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING			SEGMENTS (2014 SURVEY EQUIVALENT)				
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2244	895	1307	28	2244	2216	-	355	791	879	225
Weighted Base	2301	961	1304	29**	2301	2272	**	399	843	855	204
Between 1 and 2 years ago	(1.5) 433 19%k	197 21%	220 18%	23 79%	433 19%	411 16%	-	99 25%ajk	175 21%jk	138 16%k	21 10%
Between 2 and 5 years ago	(3.5) 1069 46%k	485 50%c	572 44%	3 10%	1069 46%	1066 47%	-	215 54%ajk	440 52%ajk	381 45%k	32 16%
Between 5 and 9 years ago	(7) 540 23%k	202 21%	332 25%b	2 8%	540 23%	538 24%	-	58 14%	165 20%h	224 26%h	94 40%ahj
10 or more years ago	(10) 226 10%b	71 7%	149 11%b	1 4%	226 10%	225 10%	-	28 7%	59 7%	101 12%hj	38 18%ahj
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	33 1%h	6 1%	21 2%b	-	33 1%	33 1%	-	-	4 1%	11 1%h	18 9%ahj
Mean Score	4.598bh	4.310	4.802ab	2.439	4.598	4.628	-	3.970	4.225	4.878ah	6.369ahj
Standard Deviation	2.585	2.429	2.666	2.170	2.585	2.579	-	2.254	2.384	2.658	2.659
Error Variance	0.003	0.007	0.006	0.168	0.003	0.003	-	0.016	0.007	0.008	0.005

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing

Q.138 When did you last do this?

Base: All who have switched gas supplier more than one year ago

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2244	201	234	138	125	195	183	203	47	153	208	187	72	123	189	8
Weighted Base	2301	200	231	149	125	207	184	186	48*	166	206	193	79*	125	194	7**
Between 1 and 2 years ago	(1.5) 433 79%	45 22% <sup>m</sup>	39 77%	36 24% <sup>m</sup>	29 23% <sup>m</sup>	33 76%	35 79%	41 22% <sup>m</sup>	14 30% <sup>m</sup>	23 74%	35 77%	34 77%	8 70%	22 78%	38 20%	1 74%
Between 2 and 5 years ago	(3.5) 1069 46%	92 46%	116 50%	74 50%	56 45%	94 46%	81 44%	75 41%	17 35%	64 51%	84 46%	66 45%	40 51%	69 53%	89 44%	9 68%
Between 5 and 9 years ago	(7) 540 23%	48 24%	50 22%	33 22%	28 22%	51 24%	44 24%	50 27%	10 21%	39 23%	47 23%	56 29%	20 25%	25 20%	40 20%	-
10 or more years ago	(10) 226 10% <sup>d</sup>	14 7%	22 9% <sup>d</sup>	5 3%	10 8%	29 14% <sup>b,d</sup>	19 11% <sup>d</sup>	18 10% <sup>d</sup>	5 11%	19 11% <sup>d</sup>	19 9%	15 8%	9 11% <sup>d</sup>	12 10% <sup>d</sup>	30 15% <sup>b,d</sup>	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	33 1%	1 1%	4 2%	1 1%	3 2%	1	5 3% <sup>o</sup>	1	2 4% <sup>o</sup>	1	11 5% <sup>b,d</sup>	2 1%	2 3% <sup>o</sup>	-	-	-
Mean Score	4.598 <sup>d</sup>	4.342	4.557	4.018	4.361	4.945 <sup>b,d</sup>	4.656 <sup>d</sup>	4.639 <sup>d</sup>	4.399	4.776 <sup>d</sup>	4.614 <sup>d</sup>	4.683 <sup>d</sup>	4.926 <sup>d</sup>	4.489	4.823 <sup>d</sup>	3.219
Standard Deviation	2.385	2.471	2.522	2.209	2.553	2.732	2.651	2.662	2.855	2.574	2.559	2.499	2.535	2.530	2.848	0.753
Error Variance	0.003	0.031	0.028	0.009	0.053	0.038	0.040	0.035	0.181	0.044	0.033	0.034	0.092	0.052	0.048	0.094

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.138 When did you last do this?

Base: All who have switched gas supplier more than one year ago

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2244	469	616	631	614	377	1460	1454	1284
Weighted Base	2301	510	672	691	660	410	1451	1456	1209
Between 1 and 2 years ago	(1.5) 433	109	167	161	163	102	265	270	214
	19%	21%	25% <sup>a</sup>	23% <sup>a</sup>	24% <sup>a</sup>	25% <sup>a</sup>	18%	19%	18%
Between 2 and 5 years ago	(3.5) 1069	246	316	323	316	197	650	650	534
	48%	46%	47%	47%	49%	45%	45%	45%	44%
Between 5 and 9 years ago	(7) 540	108	136	145	136	76	357	358	303
	23%	21%	20%	21%	20%	19%	25%	25%	25%
10 or more years ago	(10) 226	47	53	60	53	34	157	160	138
	10%	9%	8%	9%	8%	8%	11%	11%	11%
Refused	-	-	-	-	-	-	-	-	-
Don't know	33	1	2	1	2	1	23	19	20
	1%	-	-	-	-	-	2%	1%	2%
Mean Score	4.596 <sup>cdet</sup>	4.413	4.223	4.338	4.237	4.197	4.717	4.718	4.785
Standard Deviation	2.585	2.554	2.507	2.553	2.506	2.513	2.639	2.649	2.663
Error Variance	0.003	0.014	0.010	0.010	0.010	0.017	0.005	0.005	0.006

Q.22 How many times have you ever switched your electricity supplier?  
 Base: All who have switched electricity supplier ever

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	3177	2759	282	156	448	1634	1095	735	819	566	1057	1106	1688	714	2463	2091	451	575
Weighted Base	3295	2853	278	165	470	1908	917	921	1055	649	670	884	2039	602	2694	2303	465	473
Once	1555 47% <sup>hmg</sup>	1338 47%	142 51%	75 45%	280 60% <sup>iatg</sup>	805 42%	471 51% <sup>iaf</sup>	381 41%	496 47% <sup>h</sup>	302 47%	376 56% <sup>ahj</sup>	491 56% <sup>am</sup>	879 43%	303 50%	1253 47%	996 43%	276 59% <sup>ap</sup>	260 55% <sup>ap</sup>
Twice	722 22%	631 22%	61 22%	30 18%	95 20%	431 23%	196 21%	211 23%	229 22%	150 23%	132 20%	172 20%	467 23%	121 20%	601 22%	520 23%	83 18%	110 23%
Three times	493 15%	429 15%	34 12%	31 19%	56 12%	314 16% <sup>ag</sup>	122 13%	148 16%	156 15%	98 15%	90 13%	120 14%	323 16%	86 14%	407 15%	367 16% <sup>aq</sup>	56 12%	60 13%
Four times or more	472 14% <sup>hmg</sup> qr	414 15%	37 13%	22 13%	34 7%	331 17% <sup>ahg</sup>	107 12% <sup>ae</sup>	169 18% <sup>ahk</sup>	155 15% <sup>ak</sup>	86 13% <sup>ak</sup>	62 9%	89 10%	347 17% <sup>al</sup>	80 13%	393 15%	383 17% <sup>aq</sup>	43 9%	36 9%
Refused	3	3	-	-	-	2	-	1	-	-	2	-	-	-	2	2	-	1
Don't know	50 2%	39 1%	4 1%	7 4% <sup>ab</sup>	5 1%	25 1%	20 2%	10 1%	20 2%	12 2%	9 1%	11 1%	23 1%	12 2%	38 1%	36 2%	8 2%	5 1%
Mean Score	1.964 <sup>ag</sup>	1.971	1.870	2.000	1.666	2.091 <sup>ae</sup>	1.851 <sup>ae</sup>	2.116 <sup>ai</sup>	1.971 <sup>k</sup>	1.950 <sup>k</sup>	1.757	1.778	2.069 <sup>al</sup>	1.902	1.977	2.060 <sup>aq</sup>	1.707	1.728
Standard Deviation	1.102	1.103	1.080	1.111	0.951	1.136	1.058	1.146	1.108	1.081	1.013	1.029	1.132	1.092	1.103	1.129	1.008	0.963
Error Variance	-	-	0.005	0.008	0.002	0.001	0.001	0.002	0.002	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.22 How many times have you ever switched your electricity supplier?  
 Base: All who have switched electricity supplier ever

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	9177	2	246	2931	3175	2929	349	2826	2490	687	2389	229	529	1419	1734	24
Weighted Base	9295	2**	253	3042	3293	3040	367	2927	2559	737	2606	220	458	1515	1754	26**
Once	(1) 1555	1	155	1401	1555	1400	191	1363	1273	283	1136	142	261	640	902	14
	47%kn	39%	61%adef	46%	47%	46%	52%	47%	50%j	38%	44%	65%ak	57%ak	42%	51%an	53%
Twice	(2) 722	-	44	677	722	677	86	636	578	144	575	44	107	334	382	5
	22%	-	18%	22%	22%	22%	24%	22%	23%	19%	22%	20%	20%	22%	22%	20%
Three times	(3) 493	-	33	460	493	460	42	451	371	122	419	34	50	256	232	8
	15%im	-	13%	15%	15%	15%	12%	15%	16%im	17%	16%im	17%	17%	17%io	15%	21%
Four times or more	(4) 472	1	19	454	471	452	45	426	302	171	428	8	38	268	203	2
	14%clmo	61%	7%	15%ic	14%ic	15%ic	12%	15%	12%tai	16%laim	4%	8%l	18%iao	12%	8%	
Refused	3	-	-	3	3	3	-	3	2	1	-	-	2	1	-	
	1	-	-	1	1	1	-	1	1	1	-	-	1	1	-	
Don't know	50	-	3	48	50	48	2	49	33	17	43	1	2	16	35	-
	2%	-	1%	2%	2%	2%	-	2%	1%	2%	2%	1%	1%	2%un	-	
Mean Score	1.964cil	2.821	1.664	1.989c	1.963c	1.988c	1.839	1.979g	1.882	2.25tai	2.054aim	1.536	1.703f	2.102ao	1.846	1.802
Standard Deviation	1.102	2.053	0.968	1.109	1.101	1.108	1.055	1.106	1.056	1.205	1.129	0.837	0.962	1.142	1.053	0.986
Error Variance	-	2.108	0.004	-	-	-	0.003	-	-	0.002	0.001	0.003	0.002	0.001	0.001	0.041

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.22 How many times have you ever switched your electricity supplier?  
Base: All who have switched electricity supplier ever

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3177	2462	885	280	142	2374	198	4
Weighted Base	3265	2750	545	357	106	3072	218	5**
Once	(1) 1555	1231	325	158	67	1411	144	1
	47%	45%	60%ab	44%	63%ad	46%	66%af	13%
Twice	(2) 722	612	110	70	21	689	31	1
	22%g	22%	20%	20%	22%g	22%	14%	28%
Three times	(3) 493	428	65	56	12	468	25	-
	15%	16%bc	12%	16%	12%	15%	11%	-
Four times or more	(4) 472	439	34	69	6	454	15	3
	14%ceg	16%cd	6%	19%ae	5%	15%g	7%	59%
Refused	3	2	1	-	-	3	-	-
	-	-	-	-	-	-	-	-
Don't know	50	39	11	4	1	47	3	-
	2%	1%	2%	1%	1%	2%	1%	-
Mean Score	1.964ceg	2.028ac	1.639	2.101e	1.589	1.989g	1.583	3.053
Standard Deviation	1.102	1.122	0.925	1.176	0.894	1.106	0.946	1.310
Error Variance	-	0.001	0.001	0.005	0.006	-	0.005	0.452

Q.22 How many times have you ever switched your electricity supplier?  
 Base: All who have switched electricity supplier ever

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3177	1364	1758	718	3177	2459	-	682	1175	1056	264
Weighted Base	3295	1482	1762	772	3295	2523	**	771	1251	1038	236
Once	(1) 1555	618	909	314	1555	1241	-	237	560	603	156
	47%ab	42%	52%ab	41%	47%ad	49%fd	-	31%	45%h	58%hi	66%ahj
Twice	(2) 722	326	389	142	722	580	-	174	278	225	44
	22%cd	22%	22%	18%	22%cd	23%fd	-	23%	22%	23%	19%
Three times	(3) 493	238	250	111	493	381	-	151	213	116	13
	15%jk	16%	14%	14%	15%	15%	-	20%ajk	17%jk	11%k	5%
Four times or more	(4) 472	285	186	195	472	277	-	204	185	78	5
	14%cdk	19%ac	11%	25%aef	14%cd	11%	-	26%aijk	15%jk	8%k	2%
Refused	3	1	-	1	3	2	-	-	1	-	2
	-	-	-	-	-	-	-	-	-	-	1%ahj
Don't know	50	17	29	9	50	42	-	4	14	15	17
	2%	1%	2%	1%	2%	2%	-	1%	1%	1%	7%ahj
Mean Score	1.964cdk	2.131ac	1.834	2.355aef	1.964	1.877	-	2.421aijk	2.019jk	1.877k	1.389
Standard Deviation	1.102	1.159	1.034	1.234	1.102	1.043	-	1.192	1.107	0.852	0.897
Error Variance	-	0.001	0.001	0.002	-	-	-	0.002	0.001	0.001	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.22 How many times have you ever switched your electricity supplier?  
 Base: All who have switched electricity supplier ever

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	3177	316	322	184	176	287	250	283	60	202	282	271	112	173	243	8
Weighted Base	3995	321	326	207	186	310	253	272	58*	219	283	281	119*	177	276	7**
Once	(1) 1555	147	143	104	94	151	109	142	33	109	140	140	49	77	116	2
	47%	46%	44%	50%	51%	49%	43%	52%	57%	50%	49%	50%	41%	43%	42%	28%
Twice	(2) 722	71	69	46	43	66	59	64	10	51	57	59	24	40	60	3
	22%	22%	21%	22%	23%	21%	23%	24%	17%	23%	20%	21%	20%	22%	22%	41%
Three times	(3) 493	43	52	37	28	45	41	30	8	26	40	42	24	34	42	2
	15%	13%	16%	18%	15%	14%	16%	11%	14%	12%	14%	15%	20%	19%	15%	31%
Four times or more	(4) 472	54	49	19	18	45	40	35	5	31	39	39	17	26	55	-
	14%	17%	15%	9%	9%	14%	16%	13%	9%	14%	14%	14%	14%	15%	20%	14%
Refused	3	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-
Don't know	50	5	12	1	3	3	3	1	2	2	8	2	5	-	3	-
	2%	2%	4%	1%	2%	1%	1%	1%	3%	1%	3%	1%	4%	-	1%	-
Mean Score	1.964	2.013	2.023	1.858	1.831	1.946	2.052	1.842	1.745	1.902	1.921	1.926	2.076	2.056	2.135	2.028
Standard Deviation	1.102	1.136	1.118	1.018	1.015	1.106	1.119	1.062	1.025	1.093	1.104	1.096	1.117	1.108	1.173	0.834
Error Variance	-	0.004	0.004	0.006	0.006	0.004	0.005	0.004	0.018	0.006	0.004	0.004	0.012	0.007	0.006	0.116

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.22 How many times have you ever switched your electricity supplier?  
Base: All who have switched electricity supplier ever

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3177	736	1094	1051	668	689	2058	2071	1772
Weighted Base	3295	906	1210	1166	732	762	2091	2121	1762
Once	(1) 1555	297	412	409	260	286	1026	1037	893
	47%bcd	37%	34%	35%	35%	37%	49%	49%	50%
Twice	(2) 722	180	286	271	190	167	457	457	378
	22%	22%	24%	23%	29%a	22%	22%	22%	21%
Three times	(3) 493	152	225	213	149	126	304	318	255
	15%	19%a	19%a	18%a	20%a	16%	15%	15%	14%
Four times or more	(4) 472	169	277	263	124	176	271	275	225
	14%	21%a	23%ae	23%ae	17%	23%ae	13%	13%	13%
Refused	3	-	-	-	-	-	1	1	1
Don't know	50	9	10	10	6	7	32	32	29
	2%	1%	1%	1%	1%	1%	2%	2%	2%
<b>Mean Score</b>	<b>1.9641</b>	<b>2.241a</b>	<b>2.306a</b>	<b>2.287a</b>	<b>2.189a</b>	<b>2.254a</b>	<b>1.912</b>	<b>1.919</b>	<b>1.893</b>
<b>Standard Deviation</b>	<b>1.102</b>	<b>1.163</b>	<b>1.167</b>	<b>1.170</b>	<b>1.101</b>	<b>1.190</b>	<b>1.080</b>	<b>1.082</b>	<b>1.077</b>
<b>Error Variance</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

Q.139 When did you last do this?

Base: All who have switched electricity supplier more than one year ago

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2491	2149	216	126	279	1268	944	579	628	438	846	874	1302	579	1912	1886	310	449
Weighted Base	2558	2195	228	133	297	1479	780	724	801	502	529	695	1558	491	2065	1927	320	368
Between 1 and 2 years ago	(1.5) 486 19%kg	430 20%	40 18%	16 12%	105 36%atg	294 20%ig	86 71%	134 19%	176 22%ka	87 17%	89 17%	109 16%	328 21%u	63 13%	423 20%u	311 17%	101 31%apv	62 17%
Between 2 and 5 years ago	(3.5) 1159 45%kg	993 45%	108 47%	59 45%	158 53%atg	701 47%ig	300 38%	338 47%	370 46%	233 46%	218 47%	288 42%	749 48%u	198 40%	961 47%u	819 45%	152 47%	175 48%
Between 5 and 9 years ago	(7) 609 24%kg	522 24%	54 24%	33 25%	28 10%	348 24%ae	233 30%aeaf	181 25%u	160 20%	122 24%	146 28%ai	192 28%am	340 22%	144 29%ao	465 23%	460 25%iq	46 14%	92 25%iq
10 or more years ago	(10) 263 10%kg	220 10%	23 10%	21 15%	3 7%	113 8%e	147 19%aeaf	63 9%	82 10%	54 11%	65 12%h	98 14%am	128 8%	77 16%ao	187 9%	209 11%iq	18 6%	33 9%
Refused	2	2	-	-	-	2	-	1	-	-	1	-	-	-	2	1	-	1
Don't know	35	29	3	3	2	20	14	7	13	6	10	8	13	8	27	26	4	4
Mean Score	4.641ef	4.607	4.657	5.175ab	3.161	4.439ee	5.385ae	4.581	4.437	4.720	4.955ah	5.062am	4.384	5.319eo	4.480	4.805q	3.734	4.641q
Standard Deviation	2.619	2.611	2.686	2.759	1.705	2.480	2.619	2.529	2.624	2.619	2.704	2.751	2.503	2.760	2.558	2.653	2.319	2.529
Error Variance	0.003	0.003	0.031	0.062	0.010	0.005	0.009	0.011	0.011	0.016	0.009	0.009	0.005	0.013	0.003	0.004	0.018	0.014

Q.139 When did you last do this?  
 Base: All who have switched electricity supplier more than one year ago

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2491	2	196	2295	2489	2293	262	2227	2135	356	1866	206	398	1030	1440	21
Weighted Base	2556	2**	197	2359	2554	2357	270	2284	2175	380	2009	194	345	1089	1445	22**
Between 1 and 2 years ago	(1.5) 486	-	35	451	486	451	46	440	342	144	406	18	61	247	233	6
	19% <sub>ab</sub>	-	16%	19%	19%	19%	17%	19%	16%	38% <sub>ai</sub>	20% <sub>kl</sub>	9%	16% <sub>lm</sub>	23% <sub>no</sub>	16%	28%
Between 2 and 5 years ago	(3.5) 1159	1	80	1079	1158	1078	113	1045	988	172	918	68	174	490	663	6
	45% <sub>ab</sub>	61%	41%	46%	45%	46%	42%	46%	45%	45%	46% <sub>kl</sub>	35%	50% <sub>lm</sub>	45%	46%	27%
Between 5 and 9 years ago	(7) 609	1	58	551	608	550	76	532	566	44	451	79	78	216	388	5
	24% <sub>ab</sub>	39%	30%	23%	24%	23%	28%	23%	26% <sub>aj</sub>	11%	22%	41% <sub>akm</sub>	22%	30%	27% <sub>an</sub>	24%
10 or more years ago	(10) 263	-	23	241	263	241	32	231	254	9	205	27	28	126	133	4
	10% <sub>ab</sub>	-	11%	10%	10%	10%	12%	10%	12% <sub>aj</sub>	2%	10%	14% <sub>km</sub>	8%	12%	9%	20%
Refused	2	-	-	2	2	2	-	2	1	1	2	-	-	1	1	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	0%	0%	0%
Don't know	35	-	1	34	35	34	2	33	25	11	26	2	5	10	26	-
	1%	-	0%	1%	1%	1%	1%	1%	1%	3% <sub>aj</sub>	1%	1%	1%	1%	2%	-
Mean Score	4.641j	4.676	4.931	4.616	4.640	4.616	4.931	4.606	4.671aj	3.297	4.561	5.669akm	4.483	4.503	4.738n	5.085
Standard Deviation	2.619	2.396	2.686	2.612	2.619	2.613	2.687	2.609	2.641	2.013	2.621	2.939	2.496	2.763	2.536	3.245
Error Variance	0.003	2.670	0.037	0.003	0.003	0.003	0.008	0.003	0.003	0.012	0.004	0.033	0.016	0.007	0.005	0.201

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.139 When did you last do this?  
 Base: All who have switched electricity supplier more than one year ago

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2491	1863	628	186	98	2352	137	2
Weighted Base	2556	2054	502	236	75*	2406	146	3**
Between 1 and 2 years ago	(1.5) 486 19% <sub>c</sub>	433 21% <sub>c</sub>	54 7% <sub>c</sub>	62 26% <sub>a</sub>	25 34% <sub>a</sub>	449 19% <sub>c</sub>	36 24% <sub>c</sub>	1 50%
Between 2 and 5 years ago	(3.5) 1159 45% <sub>c</sub>	976 48% <sub>c</sub>	183 37% <sub>c</sub>	129 55% <sub>a</sub>	34 46% <sub>c</sub>	1063 45% <sub>c</sub>	75 51% <sub>c</sub>	1 50%
Between 5 and 9 years ago	(7) 609 24% <sub>d</sub>	447 22% <sub>d</sub>	162 32% <sub>ab</sub>	34 14% <sub>d</sub>	13 17% <sub>d</sub>	583 24% <sub>d</sub>	26 18% <sub>d</sub>	-
10 or more years ago	(10) 263 10% <sub>de</sub>	175 9% <sub>d</sub>	88 18% <sub>ab</sub>	10 4% <sub>d</sub>	2 3% <sub>d</sub>	257 11% <sub>g</sub>	7 4% <sub>d</sub>	-
Refused	2	1	1	-	-	2	-	-
Don't know	35	22	13	1	1	32	3	-
	1%	1%	3% <sub>ab</sub>	1%	1%	1%	2%	-
Mean Score	4.641b <sub>de</sub>	4.405	5.622ab	3.757	3.604	4.686g	3.334	2.493
Standard Deviation	2.619	2.525	2.772	2.136	2.162	2.635	2.235	1.229
Error Variance	0.003	0.003	0.013	0.025	0.048	0.003	0.037	0.755

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.139 When did you last do this?  
 Base: All who have switched electricity supplier more than one year ago

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2491	1004	1443	32	2491	2459	-	398	877	955	261
Weighted Base	2556	1079	1437	33**	2556	2523	**	450	935	937	234
Between 1 and 2 years ago	(1.5) 488 19% <sub>ka</sub>	242 22% <sub>ac</sub>	239 17%	27 83%	486 19%	459 16%	-	119 26% <sub>ajk</sub>	199 21% <sub>jk</sub>	140 16% <sub>k</sub>	23 10%
Between 2 and 5 years ago	(3.5) 1159 45% <sub>ka</sub>	517 48% <sub>c</sub>	626 44%	1 3%	1159 45%	1158 46%	-	237 53% <sub>ajk</sub>	483 52% <sub>ajk</sub>	404 43% <sub>k</sub>	35 15%
Between 5 and 9 years ago	(7) 609 24% <sub>ka</sub>	231 21%	375 26% <sub>b</sub>	3 10%	609 24%	606 24%	-	67 15%	183 20%	253 27% <sub>ah</sub>	106 45% <sub>ahj</sub>
10 or more years ago	(10) 263 10% <sub>ka</sub>	82 8%	175 12% <sub>b</sub>	-	263 10%	263 10%	-	28 6%	66 7%	122 13% <sub>ah</sub>	48 20% <sub>ahj</sub>
Refused	2	1	-	1	2	1	-	-	1	-	1
Don't know	35 1% <sub>ka</sub>	6 1%	22 2% <sub>b</sub>	-	35 1%	35 1%	-	-	3	12 1% <sub>h</sub>	21 9% <sub>ahj</sub>
Mean Score	4.641 <b>h</b>	4.300	4.895 <b>ab</b>	2.140	4.641	4.672	-	3.699	4.222 <b>h</b>	4.998 <b>ah</b>	6.493 <b>ahj</b>
Standard Deviation	2.619	2.480	2.686	1.729	2.619	2.613	-	2.316	2.396	2.703	2.669
Error Variance	0.003	0.006	0.005	0.006	0.003	0.003	-	0.013	0.007	0.008	0.000

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing





Q.139 When did you last do this?  
 Base: All who have switched electricity supplier more than one year ago

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2491	245	255	151	141	223	197	210	53	163	222	212	82	136	185	6
Weighted Base	2556	246	251	165	145	238	200	191	52*	176	223	218	96*	137	210	7**
Between 1 and 2 years ago	(1.5) 486	49	48	39	32	36	38	44	15	25	42	43	12	23	42	1
	79%	20%	19%	23%	22%	15%	19%	23%	29%	14%	19%	20%	13%	16%	20%	14%
Between 2 and 5 years ago	(3.5) 1159	117	120	82	64	114	64	76	18	69	99	88	43	68	91	9
	45%	46%	46%	50%	44%	48%	42%	40%	35%	51%	45%	41%	44%	50%	43%	66%
Between 5 and 9 years ago	(7) 609	61	55	37	30	59	49	53	12	43	50	64	26	30	42	-
	24%	25%	22%	22%	20%	25%	25%	28%	23%	24%	22%	30%	27%	21%	20%	-
10 or more years ago	(10) 263	18	22	7	17	29	25	18	5	18	22	19	13	16	35	-
	10%	7%	9%	4%	12%	12%	12%	9%	9%	10%	10%	9%	14%	12%	16%	-
Refused	2	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-
Don't know	35	2	5	1	3	1	3	1	2	1	10	3	3	1	-	-
	1%	1%	2%	1%	2%	-	2%	1%	3%	1%	5%	1%	3%	1%	-	-
Mean Score	4.641d	4.434	4.487	4.076	4.552	4.873d	4.817d	4.627	4.327	4.752d	4.607	4.712d	5.129bd	4.693d	4.883d	3.219
Standard Deviation	2.619	2.457	2.338	2.257	2.718	2.647	2.739	2.656	2.752	2.537	2.619	2.595	2.704	2.633	2.891	0.753
Error Variance	0.003	0.002	0.002	0.004	0.004	0.002	0.009	0.004	0.148	0.040	0.032	0.032	0.082	0.051	0.045	0.094

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.139 When did you last do this?

Base: All who have switched electricity supplier more than one year ago

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2491	512	669	691	668	415	1615	1616	1374
Weighted Base	2556	561	733	762	732	454	1612	1627	1357
Between 1 and 2 years ago	(1.5) 486	126	186	183	184	109	300	307	246
		19%	22%	24% <sup>a</sup>	25% <sup>a</sup>	24% <sup>a</sup>	19%	19%	18%
Between 2 and 5 years ago	(3.5) 1159	265	345	353	345	218	709	708	590
		45%	47%	49%	47%	49%	44%	44%	43%
Between 5 and 9 years ago	(7) 609	120	147	162	147	90	394	405	341
		24% <sup>c</sup>	21%	21%	20%	20%	24%	25%	25%
10 or more years ago	(10) 283	49	55	64	55	37	183	185	158
		10% <sup>c</sup>	8%	8%	8%	8%	11%	11%	12%
Refused	2	-	-	-	-	-	1	1	1
Don't know	35	1	1	-	1	-	25	20	21
		1% <sup>b</sup>	-	-	-	-	2%	1%	2%
Mean Score	4.64 <sup>bcded</sup>	4.375	4.184	4.311	4.191	4.245	4.739	4.759	4.791
Standard Deviation	2.619	2.549	2.490	2.542	2.490	2.511	2.671	2.678	2.682
Error Variance	0.003	0.013	0.009	0.009	0.009	0.015	0.004	0.005	0.005

Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2781	2439	225	117	395	1437	949	626	725	504	926	962	1477	617	2164	1840	391	497
Weighted Base	2888	2521	241	126	409	1689	790	787	934	590	587	769	1788	517	2372	2027	402	413
Yes	2750	2407	226	117	398	1605	748	752	899	551	548	728	1721	484	2266	1934	385	387
	95%k	95%	94%	93%	97%g	95%	95%	96%	96%k	95%	93%	94%	96%l	94%	96%	95%	96%	94%
No	108	92	11	5	10	65	32	27	28	25	28	39	53	24	84	73	11	23
	4%	4%	5%	4%	3%	4%	4%	3%	3%	4%	5%	5%h	3%	5%	4%	4%	3%	6%q
Refused	2	2	-	-	-	1	1	1	-	-	1	-	1	-	2	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	28	20	3	4	1	18	9	7	7	4	10	5	14	9	19	19	6	2
	1%	1%	1%	3%ab	-	1%	1%	1%	1%	1%	2%	1%	1%	2%o	1%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2781	2	26	2755	2779	2753	243	2536	2153	628	2127	180	446	1261	1502	18
Weighted Base	2888	2**	24**	2864	2886	2862	256	2630	2217	671	2317	171	390	1346	1523	19**
Yes	2750	2	18	2732	2748	2730	226	2510	2103	647	2227	156	359	1306	1426	16
No	108	-	6	102	108	102	18	90	94	14	70	10	28	31	74	4
Refused	2	-	-	2	2	2	-	2	-	2	-	-	-	-	2	-
Don't know	28	-	-	28	28	28	-	28	21	7	17	5	3	9	19	-
	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	3%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2781	2191	590	261	128	2598	179	3
Weighted Base	2888	2422	466	334	98	2688	197	4**
Yes	2750	2322	428	325	91	2563	185	2
No	108	82	26	9	5	96	10	2
Refused	2	-	2	-	-	2	-	-
Don't know	28	18	10	-	-	26	2	-
	7%	1%	2%ab	-	-	1%	1%	-

Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2781	1192	1537	633	2781	2148	-	598	1038	926	219
Weighted Base	2888	1299	1543	679	2888	2209	**	675	1107	910	197
Yes	2750	1250	1481	665	2750	2085	-	660	1065	861	164
	95%a	96%	95%	98%aef	95%	94%	-	96%a,h	96%k	92%k	63%
No	108	42	64	13	108	95	-	15	32	42	19
	4%b,d	3%	4%	2%	4%b,d	4%	-	2%	3%	5%h	10%a,h,j
Refused	2	1	-	-	2	2	-	-	1	-	1
	*	*	-	-	*	*	-	-	*	-	1%a,h,j
Don't know	28	6	18	2	28	26	-	-	9	7	12
	1%h	*	7%	*	7%	1%b,d	-	-	1%h	1%h	6%a,h,j

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2781	280	284	158	151	246	232	271	49	178	257	235	85	150	221	8
Weighted Base 2888	295	290	176	156	264	234	252	50*	191	257	245	93*	154	253	7**
Yes 2750 95%	247 93%	273 94%	164 93%	149 95%	254 96%	223 96%	240 95%	45 91%	181 95%	239 93%	241 98%abcbdh 98%	88 94%	149 97%	249 99%abcbcd 99%	7 100%
No 108 4%	17 6%alfo	15 5%lo	12 7%lo	4 2%	5 2%	9 4%	11 4%	3 5%	9 5%	11 4%	2 7%	2 3%	4 3%	3 7%	-
Refused 2	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
Don't know 28 1%	1	-	-	3	5	1	2	2	1	5	2	3	1	-	-
	*	*	*	2%oo	2%	*	1%	4%abcbdgp	1%	2%oo	1%	3%abco	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?  
 Base: All who have switched gas AND electricity supplier ever

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2781	668	974	935	587	610	1795	1809	1546
Weighted Base	2888	730	1075	1036	645	676	1823	1851	1550
Yes	2750	716	1044	1004	619	654	1741	1767	1479
	95%	98% <sup>ab</sup>	97% <sup>ac</sup>	97% <sup>ad</sup>	90%	97%	85%	96%	95%
No	108	13	28	28	20	19	70	70	63
	4% <sup>b</sup>	2%	3%	3%	3%	3%	4%	4%	4%
Refused	2	-	1	1	1	1	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	28	1	5	3	5	2	13	13	8
	1% <sup>b</sup>	-	-	-	1%	-	1%	1%	1%



Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2638	2319	210	109	381	1361	896	598	696	479	865	908	1419	578	2060	1753	372	462
Weighted Base	2750	2407	226	117	398	1605	748	752	899	551	548	728	1721	484	2266	1934	385	387
Yes	2325	2036	188	100	365	1344	616	629	757	476	463	614	1454	414	1912	1623	333	332
	88%	88%	89%	86%	92% <sup>a</sup>	84%	82%	84%	84%	86%	85%	85%	84%	85%	84%	84%	86%	86%
No	385	340	33	12	31	244	110	112	135	62	76	94	253	63	322	277	50	50
	14% <sup>b</sup>	14%	15%	11%	8%	15% <sup>b</sup>	15% <sup>b</sup>	15%	15%	11%	14%	13%	15%	13%	14%	14%	13%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	40	31	5	4	2	16	22	11	7	13	9	17	14	7	33	33	2	4
	1%	1%	2%	4%	-	1%	3% <sup>a</sup>	1%	1%	2% <sup>a</sup>	2%	2% <sup>a</sup>	1%	1%	1%	2%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2638	2	19	2619	2636	2617	225	2411	2033	605	2039	162	410	1218	1405	15
Weighted Base	2750	2**	18**	2732	2748	2730	238	2510	2103	647	2227	156	359	1306	1428	16**
Yes	2555	1	13	2542	2554	2511	201	2123	1764	561	1863	116	324	1121	1191	14
	85%	61%	73%	85%	85%	85%	84%	85%	84%	87%	85%	75%	90%	86%	83%	87%
No	385	1	5	381	385	380	35	349	309	76	316	32	32	171	213	2
	14%	39%	27%	14%	14%	14%	15%	14%	15%	12%	14%	20%	9%	13%	15%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	40	-	-	40	40	40	2	37	30	10	27	7	3	14	25	-
	1%	-	-	1%	1%	1%	1%	1%	1%	2%	1%	6%	1%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2638	2087	541	254	121	2168	188	2
Weighted Base	2750	2322	428	325	91	2563	185	2**
Yes	2325	1979	346	288	78	2161	164	1
No	385	319	66	36	12	363	21	1
Refused	-	-	-	-	-	-	-	-
Don't know	40	24	16	1	1	40	-	-
	7%	1%	4%ab	-	1%	2%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2638	1142	1452	618	2638	2020	-	583	995	875	185
Weighted Base	2750	1250	1461	665	2750	2085	**	660	1065	861	164
Yes	2325	1096	1194	597	2325	1728	-	582	903	711	129
	85% <i>ck</i>	88% <i>ac</i>	82%	50% <i>ae</i>	85%	83%	-	88% <i>ah</i>	85% <i>ik</i>	83%	78%
No	385	146	236	66	385	319	-	77	153	125	30
	14% <i>ld</i>	12%	16% <i>b</i>	10%	14% <i>d</i>	15% <i>fd</i>	-	12%	14%	15%	18% <i>lh</i>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	40	8	31	2	40	38	-	1	9	25	5
	1% <i>bdh</i>	7%	2% <i>b</i>	*	1% <i>d</i>	2% <i>fd</i>	-	*	1%	3% <i>ah</i>	3% <i>lh</i>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing

Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 2638	240	268	144	142	235	220	257	44	166	240	231	81	146	218	8	
Weighted Base 2750	247	273	164	149	254	223	240	45*	181	239	241	88*	149	249	7**	
Yes	2325	201	236	136	134	213	192	222	36	153	200	190	73	128	204	7
	85% <sup>u</sup>	81% <sup>u</sup>	86% <sup>u</sup>	83% <sup>u</sup>	90% <sup>u</sup> <sup>abio</sup>	84% <sup>u</sup>	86% <sup>u</sup>	50% <sup>u</sup> <sup>abodf</sup> gikmo	79% <sup>u</sup>	85% <sup>u</sup>	84% <sup>u</sup>	79% <sup>u</sup>	84% <sup>u</sup>	86% <sup>u</sup>	82% <sup>u</sup>	100% <sup>u</sup>
No	385	43	34	26	13	37	27	17	8	25	35	47	20	12	42	-
	14% <sup>u</sup> <sup>h</sup>	17% <sup>u</sup> <sup>eh</sup>	12% <sup>u</sup>	16% <sup>u</sup> <sup>h</sup>	9% <sup>u</sup>	15% <sup>u</sup> <sup>h</sup>	12% <sup>u</sup>	7% <sup>u</sup>	17% <sup>u</sup> <sup>h</sup>	14% <sup>u</sup> <sup>h</sup>	15% <sup>u</sup> <sup>h</sup>	20% <sup>u</sup> <sup>acegh</sup>	14% <sup>u</sup>	13% <sup>u</sup>	17% <sup>u</sup> <sup>eh</sup>	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	40	3	3	2	2	4	5	-	2	3	4	2	1	3	-	
	1% <sup>u</sup>	1% <sup>u</sup>	1% <sup>u</sup>	1% <sup>u</sup>	1% <sup>u</sup>	2% <sup>u</sup>	2% <sup>u</sup>	-	5% <sup>u</sup>	1% <sup>u</sup>	2% <sup>u</sup>	2% <sup>u</sup>	3% <sup>u</sup>	1% <sup>u</sup>	1% <sup>u</sup>	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?  
 Base: All who switched gas AND electricity supplier at same time

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2638	653	943	903	562	588	1704	1721	1468
Weighted Base	2750	716	1044	1004	619	654	1741	1767	1479
Yes	2325	622	908	875	524	566	1481	1491	1246
	85%	87%	87%	87%	85%	86%	85%	84%	84%
No	365	93	133	125	92	86	234	253	210
	14%	13%	12%	12%	15%	12%	12%	14%	14%
Refused	-	-	-	-	-	-	-	-	-
Don't know	40	1	3	3	3	3	25	24	22
	1% <sup>base</sup>	-	-	-	1%	-	1%	1%	1%

Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2157	1899	168	90	332	1106	719	486	569	403	699	745	1161	473	1684	1435	309	371
Weighted Base	2261	1983	180	98*	350	1308	603	612	734	468	446	599	1411	398	1863	1583	323	319
Online price comparison service	685 30%kl	613 31%	44 24%	28 28%	141 40%katg	434 33%ig	110 18%	240 39%ajk	254 35%jk	119 26%uk	71 16%	90 15%	527 37%al	70 18%	615 33%ln	544 34%ar	100 31%r	35 11%
Telephone price comparison service	125 6%	105 5%	13 7%	7 7%	28 8%	65 5%	32 5%	27 4%	41 6%	30 6%	27 6%	38 6%	66 5%	21 6%	104 6%	75 5%	24 7%	25 8%ip
I contacted the supplier by phone	474 21%	424 21%	31 17%	20 21%	72 21%	257 20%	145 24%l	108 18%	153 21%	108 23%h	106 24%h	135 22%	283 20%	87 22%	387 21%	297 19%	84 26%p	85 27%ap
Through the supplier's website	97 4%	92 5%	5 3%	1 1%	17 5%	62 5%	18 3%	35 6%	33 4%	15 3%	14 3%	17 3%	70 5%j	13 3%	84 4%	67 4%	22 7%r	7 2%
Through a salesperson who knocked at my door	379 17%km	325 16%	34 19%	20 21%	33 9%	212 16%e	134 22%aef	83 14%	113 15%	72 15%	111 25%ahj	147 25%am	191 13%	87 22%ao	291 16%	257 16%iq	36 11%	77 24%apq
Through a salesperson in the street / shopping centre / other public place	160 7%	141 7%	15 9%	3 4%	26 7%	90 7%	44 7%	38 6%	47 6%	34 7%	40 9%	60 10%am	88 6%	38 10%o	122 7%	98 6%	25 8%	36 11%ap
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	30 1%	27 1%	2 1%	1 1%	3 1%	14 1%	12 2%	12 2%	5 1%	8 2%	5 1%	8 1%	21 1%	2 1%	22 1%	24 2%	2 1%	4 1%
Supplier contacted me by phone	115 5%	91 5%	17 9%ab	7 7%	9 3%	65 5%	41 7%e	22 4%	26 3%	33 7%hi	34 8%ah	47 8%am	57 4%	28 7%	87 5%	74 5%	13 4%	23 7%
Moved house	19 1%	17 1%	-	2 2%	6 2%ig	11 1%	1 1%	4 1%	10 1%	4 1%	4 1%	5 1%	12 1%	4 1%	15 1%	10 1%	6 2%	4 1%
Friend/relative recommended/did it for me	30 1%	23 1%	5 3%	2 2%	2 1%	17 1%	11 2%	5 1%	14 2%	5 1%	5 1%	13 2%lm	13 1%	9 2%	20 1%	21 1%	2 1%	7 2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2157	1899	168	90	332	1106	719	486	569	403	699	745	1161	473	1684	1435	309	371
Weighted Base	2261	1983	180	98*	350	1308	603	612	734	468	446	599	1411	398	1863	1583	323	319
Online research	11	11	-	-	-	11	-	7	2	2	-	-	9	-	11	9	-	2
Relative/friend/ worked for them	11	7%	-	-	-	1%	-	1%	-	-	-	-	7%	-	7%	7%	-	-
Leaflet/letter (through the door)	13	10	2	-	-	10	3	3	2	5	3	3	6	3	10	8	2	3
Contacted them myself	4	4	-	-	-	2	-	3	-	-	1	1	2	1	3	3	-	1
(Ad) On TV	5	5	-	-	-	2	2	4	-	1	-	1	3	1	3	5	-	-
Other	23	18	1	4	2	13	8	5	5	9	3	10	11	4	18	18	2	3
Refused	-	-	-	4%ab	7%	7%	7%	7%	7%	2%	7%	2%	7%	-	7%	7%	7%	7%
Don't know	83	69	10	4	10	35	38	10	28	26	21	23	44	20	64	66	6	10
	4%h	3%	6%	4%	3%	3%	6%aef	2%	3%	6%h	5%h	4%	3%	5%	4%	4%	2%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





Q.15b Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2157	-	-	2157	2157	2157	184	1973	1650	507	1681	116	342	1019	1127	11
Weighted Base	2261	**	**	2261	2261	2261	193	2068	1715	546	1841	111*	307	1098	1151	111**
Online price comparison service	685	-	-	685	685	685	69	615	454	231	635	15	35	442	242	1
30%ile	-	-	-	30%	30%	30%	38%	30%	42%ai	34%alm	12%	11%	40%ao	21%	8%	-
Telephone price comparison service	125	-	-	125	125	125	12	113	101	24	102	4	20	57	68	-
I contacted the supplier by phone	474	-	-	474	474	474	45	429	389	85	355	42	88	196	274	5
21%ile	-	-	-	21%	21%	21%	24%	21%	23%aj	16%	19%	38%ak	29%ak	16%	24%an	47%
Through the supplier's website	97	-	-	97	97	97	5	92	67	30	82	4	8	53	43	1
4%ile	-	-	-	4%	4%	4%	3%	4%	4%	5%	4%	3%	3%	5%	4%	11%
Through a salesperson who knocked at my door	379	-	-	379	379	379	23	356	320	58	282	18	72	143	235	2
17%ile	-	-	-	17%	17%	17%	12%	17%	19%aj	17%	15%	17%	23%ak	13%	23%an	14%
Through a salesperson in the street / shopping centre / other public place	160	-	-	160	160	160	16	144	114	46	110	7	41	65	84	-
7%ile	-	-	-	7%	7%	7%	8%	7%	7%	8%	6%	7%	13%ak	6%	8%	-
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	30	-	-	30	30	30	5	25	18	12	24	3	2	21	9	-
1%ile	-	-	-	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%o	1%	-
Supplier contacted me by phone	115	-	-	115	115	115	6	108	100	15	89	8	17	50	62	3
5%ile	-	-	-	5%	5%	5%	3%	5%	6%aj	3%	5%	7%	6%	5%	5%	25%
Moved house	19	-	-	19	19	19	-	19	17	2	14	3	2	7	12	-
1%ile	-	-	-	1%	1%	1%	-	1%	1%	-	1%	3%	1%	1%	1%	-
Friend/relative recommended/did it for me	30	-	-	30	30	30	3	27	19	11	19	3	4	11	19	-
1%ile	-	-	-	1%	1%	1%	1%	1%	1%	2%	1%	3%	1%	1%	2%	-
Online research	11	-	-	11	11	11	-	11	8	3	11	2	-	4	6	-
-	-	-	-	-	-	-	-	1%	-	-	1%	1%o	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total	Gas only	Electri-	Any	Gas and	Yes	No	Any big	No big	Direct	Standard	PPM	Fixed	SVT	Mixed
	(a)	(b)	city	gas	and	(c)	(d)	big	big	Debit	Credit	(e)	term	(f)	(g)
Unweighted Base	2157	-	-	2157	2157	184	1973	1650	507	1681	116	342	1019	1127	11
Weighted Base	2261	**	**	2261	2261	193	2068	1715	546	1841	111*	307	1098	1151	11**
Relative/friend/I worked for them	11	-	-	11	11	-	11	5	5	7	-	4	2	8	-
Leaflet/letter (through the door)	13	-	-	13	13	-	13	12	1	11	-	2	4	9	-
Contacted them myself	4	-	-	4	4	-	4	3	1	3	1	-	1	3	-
(Ad) On TV	5	-	-	5	5	1	4	1	3	5	-	-	2	2	-
Other	23	-	-	23	23	4	18	13	10	19	-	4	14	9	-
Refused	-	-	-	-	-	2%	1%	1%	2%	1%	-	1%	1%	1%	-
Don't know	83	-	-	83	83	3	80	75	9	72	2	9	27	57	-
	4%	-	-	4%	4%	1%	4%	4%	2%	4%	2%	3%	2%	5%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2157	1730	427	222	99	2013	143	1
Weighted Base	2261	1923	358	285	76*	2099	161	1**
Online price comparison service	685	670	15	127	17	631	53	1
Telephone price comparison service	125	106	4%	45%ac	23%	30%	33%	100%
I contacted the supplier by phone	474	381	93	61	20	434	41	-
Through the supplier's website	97	95	2	13	1	90	7	-
Through a salesperson who knocked at my door	379	275	104	29	15	356	22	-
Through a salesperson in the street \ shopping centre \ other public place	160	129	31	8	6	151	8	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	30	28	2	2	2	28	2	-
Supplier contacted me by phone	115	88	26	7	3	107	8	-
Moved house	19	18	1	4	1	18	1	-
Friend/relative recommended/did it for me	30	19	11	1	-	25	5	-
Online research	11	11	-	-	-	11	-	-
	-	1%	-	-	-	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2157	1730	427	222	99	2013	143	1
Weighted Base	2261	1923	338	285	76*	2099	161	1**
Relative/friend/I worked for them	11	11	-	3	-	10	1	-
Leaflet/letter (through the door)	13	7	6	-	-	11	1	-
Contacted them myself	4	4	-	-	-	4	-	-
(Ad) On TV	5	3	1	-	-	5	-	-
Other	23	19	4	1	1	21	1	-
Refused	1%	1%	1%	-	1%	1%	1%	-
Don't know	83	61	23	6	1	79	4	-
	4%	3%	7%ab	2%	2%	4%	3%	-

Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2157	973	1147	541	2157	1616	-	508	809	701	139
Weighted Base	2281	1070	1156	583	2281	1677	**	574	874	690	123
Online price comparison service	685	411	267	270	685	415	-	248	286	143	7
Telephone price comparison service	125	70	55	36	125	89	-	36	43	40	6
I contacted the supplier by phone	474	205	253	102	474	372	-	111	191	146	26
Through the supplier's website	97	61	36	27	97	70	-	44	34	17	2
Through a salesperson who knocked at my door	379	145	227	37	379	342	-	44	133	164	38
Through a salesperson in the street / shopping centre / other public place	160	63	97	33	160	126	-	22	68	59	11
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	30	11	19	12	30	18	-	5	17	8	-
Supplier contacted me by phone	115	35	80	30	115	85	-	22	43	42	8
Moved house	19	6	13	8	19	10	-	7	8	4	-
Friend/relative recommended/did it for me	30	7	22	3	30	26	-	6	9	11	3
Online research	11	6	4	4	11	6	-	6	2	3	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2157	973	1147	541	2157	1616	-	508	809	701	139
Weighted Base	2261	1070	1156	583	2261	1677	**	574	874	690	123
Relative/friend/I worked for them	11	7	3	-	11	11	-	4	6	-	-
Leaflet/letter (through the door)	13	5	8	2	13	10	-	1	3	8	1
Contacted them myself	4	-	4	1	4	3	-	1	1	1	1
(Ad) On TV	5	-	3	2	5	2	-	-	3	-	1
Other	23	9	13	9	23	14	-	6	6	6	3
Refused	7%	7%	7%	7%	7%	7%	-	7%	7%	7%	2%
Don't know	83	29	52	5	83	78	-	9	22	37	15
	4%h	3%	5%b	1%	4%d	5%d	-	2%	3%	5%h	12%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.15b Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	2157	193	224	113	118	184	185	232	33	135	198	174	67	122	175	8
Weighted Base	2261	197	229	132	129	205	188	218	35	145	194	182	72	126	201	7
Online price comparison service	685	77	74	55	33	61	57	65	9	34	55	55	23	43	40	5
	30%	39%	32%	42%	25%	30%	31%	30%	27%	24%	28%	30%	32%	34%	20%	66%
Telephone price comparison service	125	15	12	10	10	6	5	15	*	12	11	13	4	5	7	*
	6%	8%	5%	8%	7%	3%	3%	7%	1%	8%	6%	7%	6%	4%	3%	7%
I contacted the supplier by phone	474	46	50	29	39	34	33	53	6	24	42	36	11	19	50	1
	21%	23%	22%	22%	30%	17%	18%	24%	17%	17%	22%	20%	15%	15%	29%	14%
Through the supplier's website	97	6	11	3	5	16	10	6	-	5	5	14	1	8	7	-
	4%	3%	5%	3%	4%	8%	6%	3%	-	3%	3%	8%	1%	6%	3%	-
Through a salesperson who knocked at my door	379	23	27	14	16	37	25	34	7	26	31	38	18	27	55	-
	17%	12%	12%	11%	12%	18%	14%	16%	20%	18%	16%	21%	25%	21%	27%	-
Through a salesperson in the street / shopping centre / other public place	160	9	19	10	7	17	25	20	2	13	8	2	9	8	8	-
	7%	5%	8%	8%	5%	8%	13%	9%	7%	9%	7%	4%	3%	7%	3%	-
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	30	4	5	-	*	1	3	1	1	1	5	2	*	-	5	-
	1%	2%	2%	-	*	1%	2%	*	3%	1%	3%	1%	-	-	3%	-
Supplier contacted me by phone	115	7	8	3	8	13	8	10	2	15	11	7	4	5	13	1
	5%	4%	3%	2%	6%	6%	5%	4%	5%	10%	6%	4%	6%	4%	7%	13%
Moved house	19	1	*	-	3	1	3	1	-	-	4	2	-	2	1	-
	1%	1%	*	-	3%	1%	1%	1%	-	-	2%	1%	-	1%	*	-
Friend/relative recommended/did it for me	30	2	2	2	2	3	2	*	1	4	5	-	2	1	3	-
	1%	1%	1%	1%	1%	2%	1%	*	3%	3%	3%	-	2%	*	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.15b Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2157	193	224	113	118	184	185	232	33	135	198	174	67	122	175	8
Weighted Base 2261	197	229	132*	129	205	188	218	35*	145	194	182	72*	126	201	7**
Online research	11	-	5	-	4	-	-	-	-	2	-	-	-	-	-
Relative/friend/ worked for them	11	-	2%ah	-	2%a	-	-	-	-	1%	-	-	-	-	-
Leaflet/letter (through the door)	13	-	2	1	1	1	-	1	-	-	-	-	2	2	-
Contacted them myself	7%	-	1%	1%	1%	-	1%	4%abfhhk	1%	-	-	-	2%	1%	-
(Ad) On TV	4	-	1	-	-	-	1	-	-	1%	-	-	-	-	-
Other	5	-	1	-	1	-	1	-	-	-	-	-	1	-	-
Refused	23	3	5	2	2	-	1	1	-	3	-	4	1	1	-
Don't know	7%	1%	2%	1%	1%	-	1%	3%gl	-	2%	-	5%aagho	1%	1%	-
	83	4	7	1	5	6	12	10	2	9	6	4	1	10	-
	4%	2%	3%	1%	4%	3%	6%bdn	5%	5%	6%	4%	5%	1%	5%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing





Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2157	553	796	760	462	490	1402	1407	1194
Weighted Base	2261	609	885	848	511	547	1437	1451	1203
Online price comparison service	685	244	382	363	190	246	388	426	321
30% <sup>a</sup>		40% <sup>a</sup>	44% <sup>a</sup>	43% <sup>a</sup>	37% <sup>a</sup>	45% <sup>a</sup>	28%	29%	27%
Telephone price comparison service	125	40	53	44	29	27	82	83	73
6%		7%	6%	5%	6%	5%	6%	6%	6%
I contacted the supplier by phone	474	110	166	157	109	101	304	298	253
21%		18%	19%	19%	21%	19%	21%	21%	21%
Through the supplier's website	97	38	58	63	37	35	63	68	48
4%		6%	7% <sup>a</sup>	7% <sup>a</sup>	7% <sup>a</sup>	6%	4%	5%	4%
Through a salesperson who knocked at my door	379	70	88	89	67	55	255	247	216
17% <sup>b</sup>		11%	10%	13%	13%	10%	18%	17%	16%
Through a salesperson in the street \ shopping centre \ other public place	160	34	35	40	26	25	121	114	105
7% <sup>c</sup>		6%	4%	5%	5%	5%	8%	8%	9%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	30	10	15	10	6	7	16	16	15
1%		2%	2%	1%	1%	1%	1%	1%	1%
Supplier contacted me by phone	115	23	31	27	18	16	65	68	56
5% <sup>d</sup>		4%	4%	3%	4%	3%	5%	5%	5%
Moved house	19	8	8	8	2	5	10	9	10
1%		1%	1%	1%	-	1%	1%	1%	1%
Friend/relative recommended/did it for me	30	6	7	7	7	6	23	25	20
1%		1%	1%	1%	1%	1%	2%	2%	2%

Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2157	553	796	760	462	490	1402	1407	1194
Weighted Base	2261	609	885	848	511	547	1437	1451	1203
Online research	11	6	6	6	2	6	8	6	5
	*	1%	1%	1%	*	1%	1%	*	*
Relative/friend/I worked for them	11	6	5	9	5	5	7	4	5
	*	1%	1%	1%	1%	1%	*	*	*
Leaflet/letter (through the door)	13	1	2	2	1	2	9	9	9
	1%	*	*	*	*	*	1%	1%	1%
Contacted them myself	4	1	1	1	1	-	1	1	1
	*	*	*	*	*	*	*	*	*
(Ad) On TV	5	1	1	2	-	2	3	5	2
	*	*	*	*	*	*	*	*	*
Other	23	5	7	7	1	4	15	18	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	89	8	11	19	11	5	57	54	49
	4%	1%	1%	2%	2%	1%	4%	4%	4%

Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	718	616	70	32	84	376	258	153	180	119	266	261	356	161	557	447	105	152
Weighted Base	717	610	74*	33**	83*	425	210	190	228	133	166	206	422	132	585	485	104*	113
Online price comparison service	142	121	17	3	20	105	17	40	66	21	15	22	111	18	124	101	24	13
Telephone price comparison service	42	36	2	4	4	28	10	12	12	8	10	10	25	5	37	26	3	9
I contacted the supplier by phone	179	153	19	6	26	102	50	43	55	37	44	50	104	29	150	114	30	30
Through the supplier's website	25	21	4	-	4	18	2	14	8	-	2	2	23	3	22	14	8	3
Through a salesperson who knocked at my door	117	92	15	10	10	59	47	20	29	25	44	49	53	25	91	71	18	25
Through a salesperson in the street \ shopping centre \ other public place	41	39	1	1	4	26	11	7	14	10	11	12	25	9	33	30	4	8
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity housing association \ Big Switch \ Ready to Switch etc.)	8	8	-	-	-	4	4	2	2	2	1	3	3	2	6	6	-	2
Supplier contacted me by phone	45	39	3	3	8	22	15	8	13	8	17	23	13	9	36	28	7	9
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	5	5	-	-	-	1	4	1	1	1	2	1	3	1	4	4	-	1

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owne'd Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	718	616	70	32	84	376	258	153	180	119	266	261	356	161	557	447	105	152
Weighted Base	717	610	74*	33**	83*	425	210	190	228	133	166	206	422	132	585	485	104*	113
Moved house	6	6	-	-	1	5	-	3	-	3	1	1	6	1	5	3	3	1
Someone else/Ined (no detail)	5	5	-	-	1	1%	-	2%	-	2%	-	-	1%	1%	1%	3%	3%	-
Recommendation	5	3	-	2	-	3	1	3	1	-	1	-	4	1	4	5	-	-
Internet/online (no detail)	1%	-	-	5%	-	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-
Through Age UK/Age Concern	3	3	-	-	-	-	3	-	2	1	-	2	-	1	2	-	-	1
Through work	-	-	-	-	-	-	-	-	1%	1%	-	1%	-	1%	-	-	-	1%
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when I moved in)	3	3	-	-	1	2	-	1	-	-	2	-	2	-	3	3	-	-
Leaflet	4	3	1	-	1	1	2	1	1	1	1	2	1	1	4	3	1	-
Other	15	15	2%	-	1%	-	1%	1%	-	1%	-	1%	-	-	1%	-	1%	-
None	2%	2%	-	-	1	8	6	8	5	1	1	3	11	2	12	13	-	2
Refused	1	1	-	-	-	1	-	-	-	1	-	1	-	1%	-	-	-	1%
Don't know	2	2	-	-	-	-	2	1	1	-	-	-	1	1	2	-	-	-
	69	55	10	4	-	36	33	24	19	12	14	17	35	21	47	55	5	8
	10%	9%	14%	11%	-	8%	16%aaaf	12%	8%	9%	8%	8%	8%	16%aa	8%	11%	5%	7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/fg - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	718	4	28	690	714	686	72	642	586	132	511	68	137	275	429	14
Weighted Base	717	4**	26**	691	713	688	76*	637	582	135	539	62*	112	278	425	14**
Online price comparison service	142	1	2	140	141	139	10	130	102	40	123	8	16	74	64	4
Telephone price comparison service	42	1	-	42	41	41	4	37	38	4	26	7	8	16	26	1
I contacted the supplier by phone	179	1	11	167	178	166	30	148	160	19	137	13	32	65	109	4
Through the supplier's website	25	-	1	23	25	23	2	22	20	4	19	1	3	11	14	-
Through a salesperson who knocked at my door	117	-	7	110	117	110	9	108	105	12	73	17	27	40	76	1
Through a salesperson in the street / shopping centre / other public place	41	-	-	41	41	41	3	38	30	12	29	6	9	10	29	2
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	8	-	1	7	8	7	1	7	3	5	7	1	-	4	4	-
Supplier contacted me by phone	45	1	1	45	45	44	4	41	40	6	28	4	8	14	29	2
Someone else contacted supplier by phone	6%	14%	3%	6%	6%	6%	5%	6%	7%	4%	5%	7%	7%	5%	7%	16%
Someone else did it online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	5	-	1	4	5	4	1	4	2	3	4	-	-	3	2	-
	1%	-	2%	1%	1%	1%	1%	1%	-	3%	1%	-	-	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	718	4	28	690	714	686	72	642	586	132	511	68	137	275	429	14
Weighted Base	717	4**	28**	691	713	688	76*	637	582	135	539	62*	112	278	425	14**
Moved house	6	-	-	6	6	6	1	5	4	2	5	-	1	3	4	-
Someone else/friend (no detail)	7%	-	-	1%	1%	1%	2%	1%	1%	2%	1%	-	1%	1%	1%	-
Recommendation	5	-	1	5	5	5	4	2	3	3	4	-	2	2	4	-
Internet/online (no detail)	7%	-	2%	1%	1%	1%	5%ah	*	*	2%	1%	-	2%	1%	1%	-
Through Age UK/Age Concern	5	-	-	5	5	5	-	5	1	4	5	-	-	2	2	-
Through work	7%	-	-	1%	1%	1%	-	1%	*	3%ai	1%	-	-	1%	1%	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	-	-	3	3	3	1	2	3	-	3	-	-	2	1	-
Leaflet	4	-	-	4	4	4	-	4	4	-	4	-	-	2	3	-
Other	15	-	-	15	15	15	-	15	12	3	15	-	-	5	9	-
None	2%	-	-	2%	2%	2%	-	2%	2%	2%	2%	-	-	2%	2%	-
Refused	1	-	-	1	1	1	-	1	1	-	1	-	-	-	1	-
Don't know	69	-	1	68	69	68	4	65	52	17	51	6	7	23	46	-
	10%	-	4%	10%	10%	10%	5%	10%	9%	13%	9%	9%	6%	8%	11%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	718	530	188	52	33	605	46	3
Weighted Base	717	569	149	68*	23*	668	45*	4**
Online price comparison service	142	136	6	24	3	129	13	-
Telephone price comparison service	20% <sup>c</sup>	24% <sup>c</sup>	4%	36% <sup>a</sup>	15%	19%	28%	-
I contacted the supplier by phone	42	38	4	2	3	38	4	-
Through the supplier's website	6%	7%	3%	3%	11%	6%	8%	-
Through a salesperson who knocked at my door	179	141	37	20	5	164	13	1
Through a salesperson in the street \ shopping centre \ other public place	25%	25%	22%	30%	22%	24%	30%	40%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25	25	-	4	1	22	2	-
Supplier contacted me by phone	3%	4%	-	6%	3%	3%	6%	-
Someone else contacted supplier by phone	117	77	40	4	5	112	4	1
Someone else did it online	16%	14%	27% <sup>ab</sup>	6%	22% <sup>d</sup>	17%	9%	15%
Someone else did it (no detail)	41	32	9	1	1	41	1	-
Moved house	6%	6%	6%	1%	6%	6%	2%	-
	8	6	2	-	-	8	-	-
	1%	1%	1%	-	-	1%	-	-
	45	32	13	5	5	42	3	-
	6%	6%	9%	7%	20% <sup>aa</sup>	6%	7%	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	5	2	3	-	-	5	-	-
	1%	-	2%	-	-	1%	-	-
	6	6	-	1	-	6	-	-
	1%	1%	-	2%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	719	530	188	52	33	605	46	3
Weighted Base	717	569	149	68*	23*	668	45*	4**
Someone else/friend (no detail)	5	5	1	-	-	5	-	-
Recommendation	7%	1%	-	-	-	1%	-	-
Internet online (no detail)	5	4	1	1	-	5	-	-
Through Age UK/Age Concern	7%	1%	-	2%	-	1%	-	-
Through work	-	-	-	-	-	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	2	1	-	-	3	-	-
Leaflet	-	-	1%	-	-	-	-	-
Other	4	3	2	1	-	4	-	-
	7%	1%	1%	2%	-	7%	-	-
None	15	12	3	1	-	12	1	2
	2%	2%	2%	2%	-	2%	1%	45%
Refused	1	-	1	-	-	1	-	-
	-	-	1% <sup>b</sup>	-	-	-	-	-
Don't know	2	2	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
	69	43	25	2	-	64	4	-
	10%	8%	17% <sup>ab</sup>	4%	-	10%	10%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	718	257	445	118	718	600	-	107	259	263	89
Weighted Base	717	284	440	122	717	555	**	117*	261	256	83*
Online price comparison service	142	74	69	50	142	92	-	44	60	34	4
20% <sup>h</sup> k		28% <sup>ac</sup>	15%	40% <sup>ae</sup> f	20%	16%	-	38% <sup>ai</sup> k	23% <sup>jk</sup>	13% <sup>k</sup>	5%
Telephone price comparison service	42	23	19	7	42	35	-	8	19	11	3
6%		9% <sup>c</sup>	4%	5%	6%	6%	-	7%	7%	4%	4%
I contacted the supplier by phone	179	62	116	22	179	157	-	32	67	67	12
25%		24%	26%	18%	25%	26%	-	28% <sup>k</sup>	26%	26% <sup>k</sup>	15%
Through the supplier's website	25	7	18	8	25	17	-	3	11	9	2
3%		3%	4%	6%	3%	3%	-	2%	4%	3%	2%
Through a salesperson who knocked at my door	117	31	84	6	117	111	-	9	33	57	18
16% <sup>ch</sup>		12%	19% <sup>b</sup>	5%	16% <sup>d</sup>	19% <sup>d</sup>	-	8%	13%	22% <sup>ia</sup> h	21% <sup>h</sup>
Through a salesperson in the street \ shopping centre \ other public place	41	14	26	4	41	38	-	3	16	14	8
6%		5%	6%	3%	6%	6%	-	3%	6%	6%	9%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	8	5	3	2	8	5	-	3	2	2	-
1%		2%	1%	2%	1%	1%	-	3%	1%	1%	-
Supplier contacted me by phone	45	13	32	7	45	39	-	2	20	18	5
6%		5%	7%	5%	6%	7%	-	2%	8% <sup>h</sup>	7%	6%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	5	1	4	-	5	5	-	-	1	2	2
1%		1%	-	-	1%	1%	-	-	1%	1%	3% <sup>l</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	718	257	445	118	718	600	-	107	259	263	89
Weighted Base	717	264	440	122	717	595	**	117*	261	256	83*
Moved house	6	1	5	3	6	3	-	1	3	1	-
Someone else/friend (no detail)	5	3	3	3	5	2	-	-	5	1	-
Recommendation	5	3	1	2	5	3	-	-	2	-	2
Internet/online (no detail)	1	1	-	1	1	-	-	-	1	-	3%
Through Age UK/Age Concern	3	-	2	-	3	-	-	-	-	3	-
Through work	-	-	-	-	-	-	-	-	-	1%	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	2	1	-	3	3	-	-	2	1	-
Leaflet	4	2	3	-	4	4	-	1	-	4	-
Other	15	8	6	4	15	10	-	6	4	5	1
None	2%	3%	1%	4%	2%	2%	-	5%	1%	2%	1%
Refused	1	-	1	-	1	-	-	1	-	-	-
Don't know	2	1	1	1	2	1	-	1	1	-	-
	*	*	*	1%	*	*	-	*	1%	*	*
	69	14	46	4	69	65	-	2	14	27	25
	10%bdh	5%	10%b	3%	10%bd	11%bd	-	2%	5%	11%bh	31%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 718	74	73	53	37	69	48	52	19	51	71	66	22	34	48	-	
Weighted Base 717	73*	72*	52*	31*	67*	47*	48*	18**	56*	71*	68*	25**	34**	55*	**	
Online price comparison service	142	15	15	10	4	12	11	4	4	14	8	21	1	9	15	-
Telephone price comparison service	42	2	3	5	-	5	4	8	1	1	8	5	1	3	5	-
I contacted the supplier by phone	179	24	15	16	13	14	9	15	3	16	16	8	5	7	16	-
Through the supplier's website	25	2	1	2	1	1	4	1	-	4	5	1	-	-	2	-
Through a salesperson who knocked at my door	117	4	10	7	7	11	9	2	3	12	14	13	6	5	6	-
Through a salesperson in the street / shopping centre / other public place	41	3	6	4	2	6	1	2	1	4	1	1	6	5	6	-
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	8	2	-	1	1	2	-	-	-	-	1	-	-	-	-	-
Supplier contacted me by phone	45	7	7	4	1	6	1	2	3	5	3	2	1	3	3	-
Someone else contacted supplier by phone	6%	10%	10%	8%	4%	8%	2%	4%	15%	7%	5%	8%	3%	6%	6%	-
Someone else did it online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	5	-	1	-	-	1	1	-	-	-	1	-	-	-	-	-
	1%	-	1%	-	-	1%	2%	-	-	-	2%	2%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 718	74	73	53	37	69	48	52	19	51	71	66	22	34	48	-	-
Weighted Base 717	73*	72*	52*	31*	67*	47*	48*	18**	56*	71*	68*	25**	34**	55*	-	-
Moved house	6	1	-	-	1	-	-	1	-	1	1	-	-	-	-	-
Someone else/friend (no detail)	5	-	1	-	-	1	-	-	-	2	-	-	-	-	-	-
Recommendation	5	-	-	1	-	-	-	-	-	1	-	2	-	1	-	-
Internet/online (no detail)	1%	-	-	3%	-	-	-	-	-	1%	-	7%	-	1%	-	-
Through Age UK/Age Concern	3	-	1	-	-	-	-	-	-	2	-	-	-	-	-	-
Through work	4	-	1%	-	-	-	-	-	-	2%a	-	-	-	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when I moved in)	3	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-
Leaflet	4	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-
Other	15	2	1	1	-	2	-	-	-	3	-	-	3	8%	1	-
None	2%	2%	2%	1%	-	3%	4%	-	-	4%	-	-	8%	2%	-	-
Refused	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	69	9	7	1	2	6	3	6	7	9	6	4	1	4	-	-
	10%	13%	10%	3%	5%	9%	6%	12%	12%	12%	9%	15%	4%	7%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	718	132	205	198	149	134	465	466	409
Weighted Base	717	128	216	208	155	141	453	459	400
Online price comparison service	142 20%	42 31% <sup>a</sup>	77 36% <sup>a</sup>	73 35% <sup>a</sup>	44 29% <sup>a</sup>	47 33% <sup>a</sup>	76 17%	82 18%	66 16%
Telephone price comparison service	42 6%	11 8%	18 8%	18 8%	14 9%	14 10%	24 5%	27 6%	23 6%
I contacted the supplier by phone	179 25%	46 33% <sup>c</sup>	49 23%	52 25%	42 27%	33 23%	119 26%	120 26%	111 28%
Through the supplier's website	25 3%	3 2%	8 4%	5 2%	5 3%	4 3%	18 4%	18 4%	11 3%
Through a salesperson who knocked at my door	117 16% <sup>bccdef</sup>	11 8%	14 7%	17 8%	13 8%	12 9%	82 18%	79 17%	89 17%
Through a salesperson in the street \ shopping centre \ other public place	41 6% <sup>cd</sup>	5 3%	4 2%	4 2%	3 2%	3 2%	23 5%	23 5%	19 5%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	8 1%	3 2%	5 2%	5 2%	3 2%	3 2%	6 1%	7 1%	4 1%
Supplier contacted me by phone	45 6%	3 2%	11 5%	7 4%	10 6%	6 4%	31 7%	29 6%	26 7%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-
Someone else did it online	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.29 Thinking of the last time you switched gas supplier, how did you switch?  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	718	132	205	188	149	134	465	466	409
Weighted Base	717	128	216	208	155	141	453	459	400
Someone else did it (no detail)	5	-	1	1	1	1	3	3	3
Moved house	6	1	1	1	1	-	4	4	3
Someone else/friend (no detail)	5	-	5	3	1	3	4	2	2
Recommendation	5	-	2	2	2	2	5	5	5
Internet/online (no detail)	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	-	-	-	-	3	1	3
Through work	-	-	-	-	-	-	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when I moved in)	3	1	1	1	1	-	2	2	2
Leaflet	4	-	1	1	1	1	3	3	3
Other	15	4	8	8	3	6	10	12	11
None	2%	3%	4%	4%	2%	4%	2%	3%	3%
Refused	2	1	-	1	-	-	1	2	1
	-	1%	-	-	-	-	-	-	-

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

Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	718	132	205	188	149	134	465	466	409
Weighted Base	717	128	216	208	155	141	453	459	400
Don't know	69	5	10	10	10	6	39	39	35
	10% <sup>base</sup>	4%	5%	5%	7%	4%	9%	9%	9%

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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1009	852	92	65	114	521	374	246	249	161	353	355	522	239	770	650	142	200
Weighted Base	1023	861	95*	67*	116*	594	313	304	319	179	220	280	620	203	821	712	142	151
Online price comparison service	214	186	23	6	31	151	32	82	83	32	18	34	163	25	189	166	31	16
	21% <sup>dqk</sup>	22% <sup>id</sup>	24% <sup>id</sup>	9%	27% <sup>ig</sup>	25% <sup>ig</sup>	10%	27% <sup>ijk</sup>	26% <sup>ik</sup>	18% <sup>ik</sup>	8%	12%	26% <sup>ial</sup>	12%	23% <sup>in</sup>	23% <sup>ir</sup>	22% <sup>ir</sup>	10%
Telephone price comparison service	55	50	1	4	8	35	12	15	19	10	11	10	37	5	50	36	8	8
	5%	6%	1%	6%	7%	6%	4%	5%	6%	6%	5%	3%	6%	2%	6% <sup>in</sup>	5%	6%	5%
I contacted the supplier by phone	258	226	23	9	37	141	81	61	94	45	58	71	160	51	207	171	37	46
	25%	26% <sup>id</sup>	24%	14%	32%	24%	26%	20%	29% <sup>ih</sup>	25%	26%	25%	26%	25%	25%	24%	26%	31%
Through the supplier's website	38	33	2	3	3	30	5	20	9	5	4	4	32	7	32	24	9	4
	4%	4%	2%	4%	3%	5% <sup>ig</sup>	2%	6% <sup>ik</sup>	3%	3%	2%	2%	5% <sup>il</sup>	3%	4%	3%	6%	3%
Through a salesperson who knocked at my door	165	125	18	22	11	90	63	31	41	34	59	73	72	49	115	102	25	35
	16% <sup>hm</sup>	14%	19%	33% <sup>lab</sup>	10%	15%	20% <sup>ie</sup>	10%	13%	19% <sup>ih</sup>	27% <sup>iahj</sup>	26% <sup>iam</sup>	12%	24% <sup>iao</sup>	14%	14%	17%	23% <sup>iap</sup>
Through a salesperson in the street / shopping centre / other public place	56	46	4	5	8	27	20	14	14	11	16	14	35	12	42	34	5	14
	5%	5%	4%	7%	7%	5%	6%	5%	4%	6%	7%	5%	6%	6%	5%	5%	4%	9% <sup>ap</sup>
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	6	6	1	-	-	4	2	1	2	1	2	3	2	2	5	4	-	2
	1%	1%	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	2%
Supplier contacted me by phone	76	60	10	6	13	32	30	21	18	16	20	30	35	15	61	52	12	10
	7%	7%	10%	9%	11% <sup>lf</sup>	5%	10% <sup>lf</sup>	7%	6%	9%	9%	11% <sup>lm</sup>	6%	7%	7%	7%	9%	7%
Someone else did it online	1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-
	*	*	-	-	-	-	*	*	-	-	-	*	-	-	*	*	-	-
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	11	9	-	2	-	4	6	5	4	-	2	3	5	3	7	9	-	1
	1%	1%	-	2%	-	1%	2%	2%	1%	-	1%	1%	1%	2%	1%	1%	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r \* small base





Q.34 Thinking of the last time you switched electricity supplier, how did you switch?  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1009	852	92	65	114	521	374	246	249	161	353	355	522	239	770	650	142	200
Weighted Base	1023	861	95*	67*	116*	594	313	304	319	179	220	280	620	203	821	712	142	151
Moved house	14	14	-	-	3	8	4	7	1	3	4	2	12	1	13	10	1	2
Internet/online (no detail)	1%	2%	-	-	2%	1%	1%	2%	-	2%	2%	1%	2%	-	2%	1%	1%	1%
Recommendation (all references)	2	2	-	-	-	2	1	1	2	-	-	-	2	1	2	1	2	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	5	-	-	-	3	2	2	1	1	4	2	3	-	5	5	-	-
Friend/someone else (no detail)	3	3	-	-	-	2	1	2	-	-	1	1	2	1	2	2	1	-
Through work	1	1	-	-	-	1	-	1	-	-	-	1	-	1	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
Other	24	20	3	-	2	12	9	11	5	2	5	5	10	4	19	19	4	1
Refused	3	3	-	-	2%	2%	3%	4%	2%	1%	2%	2%	3%	2%	2%	3%	3%	1%
Don't know	91	71	11	10	-	52	40	30	25	18	19	24	46	26	65	73	7	11
	9%	8%	11%	15%	-	9%	13%	10%	8%	10%	8%	8%	7%	13%	8%	10%	5%	7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.34 Thinking of the last time you switched electricity supplier, how did you switch?  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1009	2	246	763	1007	761	161	846	832	177	699	113	182	395	603	11
Weighted Base	1023	2**	253	770	1021	768	170	852	835	188	756	109*	147	412	598	14**
Online price comparison service	214	-	67	148	214	148	33	182	148	66	189	13	14	114	95	5
21%ms	-	-	26%df	19%	21%	19%	19%	21%	18%	35%ai	25%im	12%	10%	28%ao	16%	38%
Telephone price comparison service	55	1	13	42	54	40	7	47	51	4	33	10	9	23	32	-
5%	61%	5%	5%	5%	5%	5%	4%	5%	6%	2%	4%	9%	6%	6%	5%	-
I contacted the supplier by phone	258	1	63	196	257	195	61	197	229	29	198	27	35	107	148	3
25%	39%	20%	20%	20%	20%	20%	36%ah	23%	27%j	16%	20%	24%	24%	26%	25%	23%
Through the supplier's website	38	-	11	27	38	27	4	34	30	9	34	1	2	16	22	-
4%	-	4%	4%	4%	4%	4%	3%	4%	4%	5%	5%	1%	2%	4%	4%	-
Through a salesperson who knocked at my door	165	-	35	130	165	130	20	144	152	13	99	29	41	52	112	1
16%	-	14%	17%	16%	16%	16%	12%	17%	18%j	7%	13%	26%ak	26%ak	13%	19%an	9%
Through a salesperson in the street / shopping centre / other public place	55	-	12	43	55	43	8	47	45	10	34	7	12	11	43	-
5%	-	5%	6%	5%	6%	6%	5%	5%	5%	5%	4%	6%	8%k	3%	7%un	3%
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	6	-	1	6	6	6	1	5	3	4	4	1	1	3	3	-
1%	-	-	1%	1%	1%	1%	1%	1%	1%	2%l	1%	1%	1%	1%	1%	-
Supplier contacted me by phone	76	-	21	55	76	55	12	64	66	10	48	8	14	23	51	2
7%	-	8%	7%	7%	7%	7%	7%	8%	8%	5%	6%	7%	9%	6%	8%	14%
Someone else did it online	1	-	1	-	1	-	-	1	1	-	1	-	-	1	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	11	-	6	5	11	8	2	9	7	3	7	2	1	4	6	-
1%	-	2%df	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1009	2	246	763	1007	761	161	846	832	177	699	113	182	395	603	11
Weighted Base	1023	2**	253	770	1021	768	170	852	835	188	756	109*	147	412	598	14**
Moved house	14	-	5	9	14	9	4	10	11	3	12	-	2	8	6	-
Internet online (no detail)	7%	-	2%	1%	1%	1%	2%	1%	2%	2%	-	1%	2%	1%	-	-
Recommendation (all references)	2	-	2	1	2	1	-	2	-	2	-	-	2	1	-	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	-	2	3	5	3	1	4	2	3	3	-	1	4	1	-
Friends/someone else (no detail)	3	-	1	2	3	2	-	-	-	2	-	-	2	1	-	-
Through work	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
Through Age UK/Age Concern	1	-	-	1	1	1	-	1	-	1	-	-	-	1	-	-
Other	24	-	6	17	24	17	3	21	20	4	18	3	3	12	11	-
Refused	3	-	3%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	-
Don't know	91	-	10	82	91	82	12	80	69	22	67	9	11	26	64	2
	9%	-	4%	11%	9%	11%	7%	8%	8%	12%	9%	9%	8%	6%	11%	12%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1009	752	257	55	43	953	53	3
Weighted Base	1023	817	206	70*	30*	965	54*	5**
Online price comparison service	214	207	7	20	4	200	13	2
Telephone price comparison service	55	49	6	3	3	51	4	-
I contacted the supplier by phone	258	207	51	25	7	235	20	3
Through the supplier's website	38	38	-	4	1	37	1	-
Through a salesperson who knocked at my door	165	100	65	4	8	160	4	-
Through a salesperson in the street \ shopping centre \ other public place	55	41	14	1	3	53	2	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	6	4	2	-	-	5	1	-
Supplier contacted me by phone	76	60	16	6	4	71	4	-
Someone else did it online	1	-	1	-	-	1	-	-
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-
Someone else did it (no detail)	11	6	4	-	-	10	1	-
Moved house	14	14	-	1	-	14	-	-
	1%	2%	-	2%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1009	752	257	55	43	953	53	3
Weighted Base	1023	817	206	70*	30*	965	54*	5**
Internet/online (no detail)	-	-	-	-	-	-	-	-
Recommendation (all references)	2	2	-	-	-	2	-	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	4	1	-	-	5	-	-
Friend/someone else (no detail)	3	2	*	-	-	3	-	-
Through work	1	1	-	-	-	1	-	-
Through Age UK/Age Concern	1	-	1	-	-	1	-	-
Other	24	18	5	1	1	24	-	-
Refused	3	2	1	1%	2%	3	-	-
Don't know	91	61	30	4	-	88	3	-
	9%	7%	15%ab	6%	-	9%	6%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1009	385	606	166	1009	843	-	170	361	353	125
Weighted Base	1023	405	601	178	1023	846	**	191	372	346	113
Online price comparison service	214	113	100	72	214	142	-	76	84	50	3
21% (b)		28% (a/c)	17%	41% (a/d)		17%	-	40% (a/h)	23% (j/k)	15% (a)	3%
Telephone price comparison service	55	25	30	9	55	45	-	8	25	13	8
5%		6%	5%	5%		5%	-	4%	7%	4%	7%
I contacted the supplier by phone	258	103	153	33	258	225	-	55	101	85	17
25% (a)		26%	25%	19%		25%	-	29% (a)	27% (j/k)	25% (a)	15%
Through the supplier's website	38	17	22	11	38	27	-	7	19	10	2
4%		4%	4%	6%		3%	-	4%	5%	3%	2%
Through a salesperson who knocked at my door	165	55	109	10	165	154	-	14	44	76	31
16% (b)		14%	18%	6%		18% (d)	-	7%	12%	22% (a/h)	27% (a/h)
Through a salesperson in the street / shopping centre / other public place	55	17	36	8	55	47	-	4	23	21	6
5%		4%	6%	4%		6%	-	2%	6%	6%	5%
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	6	2	3	1	6	5	-	1	1	3	1
1%		1%	1%	1%		1%	-	1%	-	1%	1%
Supplier contacted me by phone	76	25	49	13	76	63	-	7	30	31	8
7%		6%	8%	7%		7%	-	4%	8%	9% (h)	7%
Someone else did it online	1	1	-	-	1	1	-	1	-	-	-
-		-	-	-		-	-	1%	-	-	-
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-		-	-	-	-	-	-
Someone else did it (no detail)	11	4	7	-	11	11	-	1	2	4	4
1%		1%	1%	-		1%	-	1%	-	1%	4% (a)

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\*\* very small base (under 30) ineligible for sig testing

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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1009	385	606	166	1009	843	-	170	361	353	125
Weighted Base	1023	405	601	178	1023	846	**	191	372	346	113
Moved house	14	5	9	5	14	9	-	6	5	3	-
Internet online (no detail)	7%	1%	1%	3%	1%	1%	-	3%	1%	1%	-
Recommendation (all references)	2	2	1	-	2	2	-	-	-	2	1
In shop/salesperson in shop (M&S, Sainsbury etc)	*	*	*	-	*	*	-	-	-	*	1%
Friends/someone else (no detail)	5	1	4	-	5	5	-	-	4	1	-
Through work	7%	*	7%	-	7%	7%	-	-	7%	*	-
Through Age UK/Age Concern	3	-	3	2	3	1	-	-	2	1	*
Other	*	-	*	1%	*	*	-	-	*	*	*
Refused	1	-	1	-	1	1	-	-	1	-	-
Don't know	1	-	1	-	1	1	-	-	-	1	-
	*	-	*	-	*	*	-	-	*	*	-
	24	9	14	4	24	19	-	6	9	9	-
	2%	2%	2%	2%	2%	2%	-	3%	2%	2%	-
	3	2	1	1	3	2	-	-	2	1	-
	*	1%	*	1%	*	*	-	-	1%	*	-
	91	23	59	7	91	85	-	3	21	35	32
	9%ab	6%	10%b	4%	9%cd	10%cd	-	2%	6%	10%hi	28%ahkl

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.34 Thinking of the last time you switched electricity supplier, how did you switch?  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1009	122	96	70	57	103	64	60	27	65	85	97	45	51	67
Weighted Base	1023	123	95	74	56	106	65	52	23**	71	89	47	51	73	**
Online price comparison service	214	24	25	21	8	23	11	6	3	19	13	25	5	18	14
	21%	20%	26%	28% <sup>hmm</sup>	13%	22%	17%	12%	15%	27%	15%	25%	11%	35% <sup>abegh km</sup>	19%
Telephone price comparison service	55	9	3	4	1	10	4	6	1	-	1	7	5	1	-
	5%	8% <sup>jo</sup>	3%	6%	2%	9% <sup>ko</sup>	7% <sup>jo</sup>	12% <sup>acjko</sup>	5%	-	2%	7% <sup>jo</sup>	11% <sup>ko</sup>	3%	-
I contacted the supplier by phone	258	36	22	23	16	27	15	16	4	19	19	15	6	11	29
	25% <sup>kl</sup>	30% <sup>lm</sup>	23%	31% <sup>l</sup>	28%	25%	24%	31% <sup>l</sup>	16%	26%	22%	15%	14%	22%	39% <sup>acklm</sup>
Through the supplier's website	38	2	2	4	3	3	5	1	-	2	9	4	2	1	-
	4%	2%	2%	6%	5%	3%	8% <sup>o</sup>	2%	-	3%	10% <sup>abcto</sup>	4%	4%	2%	-
Through a salesperson who knocked at my door	165	7	9	9	16	17	15	11	4	14	17	19	13	6	9
	16% <sup>ab</sup>	5%	10%	12%	29% <sup>abcto</sup>	16% <sup>b</sup>	23% <sup>bc</sup>	20% <sup>b</sup>	16%	20% <sup>b</sup>	19% <sup>b</sup>	19% <sup>b</sup>	27% <sup>bc</sup>	12%	13%
Through a salesperson in the street / shopping centre / other public place	55	5	10	4	3	7	3	3	1	3	2	3	4	4	6
	5%	4%	11% <sup>kl</sup>	6%	5%	6%	4%	6%	5%	4%	2%	2%	6%	7%	6%
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	6	1	-	1	1	2	-	-	1	-	-	-	-	-	-
	1%	1%	-	1%	2%	2%	1%	-	2%	-	-	-	-	-	-
Supplier contacted me by phone	76	11	4	3	2	8	2	3	5	4	8	9	4	4	8
	7%	9%	4%	4%	4%	8%	3%	6%	23%	6%	9%	9%	8%	6%	12%
Someone else did it online	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	11	1	1	1	-	1	3	-	-	-	-	2	2	-	-
	1%	1%	1%	1%	-	1%	5% <sup>a</sup>	-	-	-	-	3%	4%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.34 Thinking of the last time you switched electricity supplier, how did you switch?  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier switch

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1009	122	98	70	57	103	64	60	27	65	85	97	45	51	67	-
Weighted Base	1023	123	95*	74*	56*	106*	65*	52*	23**	71*	89*	99*	47*	51*	73*	**
Moved house	14	3	-	-	1	-	-	2	-	-	3	4	-	1	1	-
Internet/online (no detail)	1%	3%	-	-	1%	-	-	3%	-	-	3%	4%	-	3%	1%	-
Recommendation (all references)	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	3	1	-	-	-	-	-	-	1%	2%a	-	-	-	-	-
Friends/someone else (no detail)	1%	2%a	1%	-	-	-	-	-	-	-	-	-	-	3%	-	-
Through work	3	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
Through Age UK/Age Concern	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	24	4	4	1	-	2	3	-	3	4	2	-	-	-	1	-
Refused	2%	3%	4%	1%	-	2%	4%	-	5%	4%	2%	-	-	-	2%	-
Don't know	3	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	1%	1%	-	-	-	-	-	-	-	-	-	-	2%	-
	91	15	13	2	6	6	3	4	4	7	9	8	8	3	4	-
	9%	12% <sup>sd</sup>	14% <sup>sd</sup>	3%	10%	6%	4%	7%	16%	9%	10%	8%	16% <sup>sd</sup>	6%	6%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1009	181	292	286	201	195	650	659	575
Weighted Base	1023	195	319	312	216	212	648	666	576
Online price comparison service	214	64	117	111	65	69	124	132	113
Telephone price comparison service	55	11	21	19	15	15	29	33	28
I contacted the supplier by phone	258	68	80	83	64	55	174	178	158
Through the supplier's website	38	9	14	13	8	5	26	27	20
Through a salesperson who knocked at my door	165	15	19	20	15	15	114	113	105
Through a salesperson in the street \ shopping centre \ other public place	55	4	11	10	7	9	31	35	24
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	6	2	3	3	1	2	5	5	4
Supplier contacted me by phone	76	8	13	12	8	9	50	52	46
Someone else did it online	1	1	1	-	1	-	1	1	1
Someone else contacted the supplier by phone	-	-	-	-	-	-	-	-	-

Q.34 Thinking of the last time you switched electricity supplier, how did you switch?  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1009	181	292	288	201	195	650	659	575
Weighted Base	1023	195	319	312	216	212	648	666	576
Someone else did it (no detail)	11	1	1	2	1	1	7	7	6
Moved house	14	3	7	6	5	4	7	7	4
Internet/online (no detail)	-	-	-	-	-	-	-	-	-
Recommendation (all references)	2	-	-	-	-	-	2	2	2
In shop/salesperson in shop (M&S, Sainsbury etc)	5	-	1	1	1	1	3	2	2
Friend/someone else (no detail)	3	-	2	2	-	2	3	1	1
Through work	1	-	1	1	1	1	1	1	-
Through Age UK/Age Concern	1	-	-	-	-	-	1	-	1
Other	24	3	10	11	8	9	14	14	12
Refused	3	-	-	-	-	-	3	3	3
Don't know	91	6	17	18	15	13	52	53	49
	9%	3%	5%	6%	7%	6%	8%	8%	8%



Q.156:Q.20:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	3260	2827	273	160	467	1672	1121	745	842	582	1091	1144	1723	729	2531	2127	474	597
Weighted Base	3373	2916	288	169	490	1945	939	333	1063	667	691	916	2077	615	2759	2337	490	490
Online price comparison service	922	819	69	34	178	601	143	327	347	155	92	129	703	96	826	720	138	54
27%ajk		28%id	24%	20%	36%iatg	31%iap	15%	35%ajk	32%ajk	23%uk	13%	14%	34%lal	16%	30%lan	31%ar	28%ur	11%
Telephone price comparison service	187	162	15	11	37	104	46	44	61	41	41	51	107	28	159	113	32	36
6%	6%	5%	7%	8%ig	5%	5%	5%	5%	6%	6%	6%	6%	5%	6%	6%	5%	7%	7%ip
I contacted the supplier by phone	762	673	57	32	116	414	233	178	251	160	173	219	457	142	620	479	130	139
23%ih	23%ih	20%	19%	19%	24%	21%	25%il	19%	23%	24%ih	25%ih	24%	22%	23%	22%	21%	26%ip	28%ap
Through the supplier's website	141	128	9	3	23	94	24	55	46	21	19	21	107	20	121	92	36	11
4%akl	4%	3%	2%	5%ig	5%ig	3%	6%ajk	4%	3%	3%	2%	2%	5%j	3%	4%	4%	7%apq	2%
Through a salesperson who knocked at my door	563	464	55	43	48	309	207	117	160	110	176	225	275	140	423	371	63	116
17%khrm	17%khrm	16%	19%	28%lab	10%	16%	22%laef	13%	15%	16%h	28%ahj	25%lam	13%	23%lao	15%	16%	13%	24%apq
Through a salesperson in the street \ shopping centre \ other public place	228	200	19	8	34	127	67	54	64	52	58	79	129	52	176	142	34	50
7%	7%	7%	5%	7%	7%	7%	7%	6%	6%	6%	6%hi	6%kam	6%	6%	6%	6%	7%	10%ap
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	39	36	3	*	3	20	16	15	8	10	7	12	25	9	30	30	2	7
1%	1%	1%	*	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
Supplier contacted me by phone	199	158	27	14	23	101	75	44	46	50	59	84	93	47	152	131	25	37
6%km	5%	9%lab	8%	5%	5%	5%	8%laef	5%	4%	8%hi	9%ah	9%kam	4%	8%lo	5%	6%	5%	8%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	1	1	-	-	-	-	1	1	-	-	*	1	-	*	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.15b: Q.29: Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local authori- ty only (r)
Unweighted Base	3260	2827	273	160	467	1672	1121	745	842	582	1091	1144	1723	729	2531	2127	474	597
Weighted Base	3373	2916	288	169	490	1945	939	333	1063	667	891	916	2077	615	2759	2337	490	490
Someone else did it (no detail)	12	10	-	2	-	4	7	5	4	1	2	3	5	3	8	10	-	1
Moved house	34	33	-	2	9	20	5	12	11	4	7	7	25	6	28	19	8	5
Someone else/friend (no detail)	5	5	-	1	3	1	2	2	1	2	4	2	1	4	3	2	1	1
Recommendation	6	5	-	2	-	5	1	3	3	-	1	-	6	1	6	5	2	-
Internet/online (no detail)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	3	-	-	-	-	3	-	2	1	-	2	-	1	2	2	-	1
Through work	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	10	-	-	-	-
Supplier was already at the house (when I moved in)	3	3	-	-	1	2	-	1	-	2	-	2	-	-	3	3	-	-
Leaflet	4	3	1	-	1	1	2	1	1	1	1	2	1	1	4	3	1	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	5	-	-	-	3	2	2	1	1	-	2	3	-	5	5	-	-
Friend/someone else (no detail)	3	3	-	-	-	2	1	2	-	-	1	2	1	2	2	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-



Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	3260	2827	273	180	467	1672	1121	745	842	582	1091	1144	1723	729	2531	2127	474	597
Weighted Base	3373	2916	288	169	490	1945	939	333	1063	667	691	916	2077	615	2759	2337	490	490
Friend/relative recommended/did it for me	30 1%	23 1%	5 2%	2 1%	2 *	17 1%	11 1%	5 1%	14 1%	5 1%	5 1%	13 1% <sup>m</sup>	13 1%	9 2%	20 1%	21 1%	2 *	7 1%
Online research	11 *	11 *	- *	- *	- *	11 1%	- *	7 1%	2 1%	2 *	- *	- *	9 *	- *	11 *	9 *	- *	2 *
Relative/friend worked for them	11 *	8 *	2 1%	1 *	2 *	8 *	1 *	4 *	6 1%	- *	1 *	1 *	6 *	4 1%	6 *	10 *	- *	1 *
Leaflet/letter (through the door)	13 *	10 *	2 1%	- *	- *	10 *	3 *	3 *	2 1%	5 1%	3 *	3 *	6 *	3 *	10 *	8 *	2 1%	3 1%
Contacted them myself	4 *	4 *	- *	- *	- *	2 *	2 *	3 *	- *	- *	1 *	1 *	2 *	1 *	3 *	3 *	- *	1 *
(Ad) On TV	5 *	5 *	- *	- *	- *	2 *	2 *	4 *	- *	1 *	- *	1 *	3 *	1 *	3 *	5 *	- *	- *
Other	56 2%	48 2%	4 2%	4 2%	5 2%	29 1%	22 2%	22 2%	13 1%	12 2%	8 1%	18 2%	34 2%	11 2%	45 2%	45 2%	5 1%	6 1%
Refused	2 *	2 *	- *	- *	- *	2 *	2 *	1 *	- *	- *	- *	- *	1 *	1 *	1 *	2 *	- *	- *
Don't know	170 5%	138 5%	21 7%	12 7%	10 2%	84 4%	77 8%	40 4%	50 5%	42 6%	39 6%	44 5%	91 4%	47 8%	124 4%	137 6%	12 3%	20 4%

Fieldwork : 20/02/15-22/03/15  
Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.15a-Q.29.Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	9260	4	248	3012	3256	3008	358	2898	2565	895	2445	233	557	1447	1784	29
Weighted Base	3373	4**	255	3119	3370	3115	375	2995	2629	744	2660	222	484	1541	1802	30**
Online price comparison service	922	1	67	855	921	854	104	817	620	301	842	30	54	563	351	8
27%mo		30%	26%	27%	27%	27%	28%	27%	24%	40%ai	32%alm	13%	71%	37%ao	19%	28%
Telephone price comparison service	187	1	13	174	186	173	20	166	159	28	141	15	32	84	103	1
6%		34%	5%	6%	6%	6%	5%	6%	6%ij	4%	5%	7%	7%	5%	6%	2%
I contacted the supplier by phone	762	1	65	697	762	697	111	651	648	115	569	69	138	311	442	9
23%j		22%	26%	22%	22%	22%	30%ah	22%	25%j	15%	21%	31%ak	28%ak	20%	25%an	30%
Through the supplier's website	141	-	11	130	141	130	11	130	102	38	120	4	12	71	68	1
4%		4%	4%	4%	4%	4%	3%	4%	4%	5%	5%um	2%	2%	5%	4%	4%
Through a salesperson who knocked at my door	563	-	35	528	563	528	45	518	489	74	394	47	119	202	358	3
17%gh		-	14%	17%	17%	17%	12%	17%g	19%j	10%	15%	21%k	25%k	13%	25%na	11%
Through a salesperson in the street / shopping centre / other public place	228	-	12	216	228	216	25	202	187	60	156	14	55	62	144	2
7%		-	5%	7%	7%	7%	7%	7%	6%	6%	6%	6%	11%ad	5%	8%un	7%
Through a collective (group) switching campaign organised by a third party (e.g. council / charity) housing association / Big Switch / Ready to Switch etc.)	39	-	2	38	39	38	6	34	23	17	31	4	3	26	13	-
1%		-	1%	1%	1%	1%	2%	1%	1%	2%ai	1%	2%	1%	2%o	1%	-
Supplier contacted me by phone	199	1	21	178	199	178	18	181	174	25	144	15	33	74	119	6
6%l		14%	8%	6%	6%	6%	5%	6%	7%j	3%	5%	7%	7%	5%	7%un	20%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	1	-	1	1	1	1	-	1	1	-	1	-	-	1	-	-
Someone else did it (no detail)	12	-	6	6	12	6	2	10	8	3	8	2	1	4	7	-
-		-	2%adef	-	-	-	-	-	-	-	-	1%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any big Six supplier (n)	No big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	3260	4	248	3012	3256	3008	358	2898	2565	695	2445	233	557	1447	1784	29
Weighted Base	3373	4**	255	3119	3370	3115	375	2995	2629	744	2660	222	484	1541	1802	30**
Moved house	34	-	5	29	34	29	4	30	28	7	28	3	3	15	19	-
1%	-	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Someone else/friend (no detail)	5	-	1	5	5	5	4	2	3	3	4	-	2	2	4	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation	6	-	2	5	6	5	-	6	1	6	6	-	-	4	2	-
**	-	-	1%	-	-	-	-	-	-	1%al	-	-	-	-	-	-
Internet/online (no detail)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	-	3	3	3	1	2	3	-	3	-	-	2	1	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Through work	1	-	-	1	1	1	-	1	-	1	1	-	-	-	1	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	-	-	3	3	3	1	2	3	-	2	-	-	2	1	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leaflet	4	-	-	4	4	4	-	4	-	-	4	-	-	2	3	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	-	2	3	5	3	1	4	2	3	3	-	1	4	1	-
**	-	-	1%adef	-	-	-	-	-	-	-	-	-	-	-	-	-
Friend/someone else (no detail)	3	-	1	2	3	2	2	-	-	2	2	-	-	2	1	-
**	-	-	-	-	-	-	1%ah	-	-	1	-	-	-	1	-	-
Through Age UK/Age Concern	1	-	-	1	1	1	-	1	-	1	-	-	-	1	-	-
**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Friend/relative recommended/did it for me	30	-	-	30	30	30	3	27	19	11	19	3	4	11	19	-
1%	-	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	3260	4	248	3012	3256	3008	358	2898	2565	695	2445	233	557	1447	1784	29
Weighted Base	3373	4**	255	3119	3370	3115	375	2995	2629	744	2660	222	484	1541	1802	30**
Online research	11	-	-	11	11	11	-	11	8	3	11	2	-	4	6	-
Relative/friend I worked for them	11	-	-	11	11	11	-	11	5	5	7	-	4	2	8	-
Leaflet/letter (through the door)	13	-	-	13	13	13	-	13	12	1	11	-	2	4	9	-
Contacted them myself	4	-	-	4	4	4	-	4	3	1	3	1	-	1	3	-
(Ad) On TV	5	-	-	5	5	5	1	4	1	3	5	-	-	2	2	-
Other	58	-	6	50	56	50	7	49	42	14	47	3	7	30	26	-
Refused	2%	-	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%	-
Don't know	170	-	10	160	170	160	14	157	143	28	136	11	19	52	117	2
	5% <sub>n</sub>	-	4% <sub>n</sub>	5% <sub>n</sub>	5% <sub>n</sub>	5% <sub>n</sub>	4% <sub>n</sub>	5% <sub>n</sub>	5% <sub>n</sub>	4% <sub>n</sub>	5% <sub>n</sub>	5% <sub>n</sub>	4% <sub>n</sub>	3% <sub>n</sub>	8% <sub>n</sub>	8% <sub>n</sub>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3360	2551	709	290	146	3149	208	5
Weighted Base	3373	2809	564	369	108	3143	225	6**
Online price comparison service	922	898	23	155	21	850	70	2
Telephone price comparison service	27% <sup>sc</sup>	32% <sup>ac</sup>	4%	42% <sup>ac</sup>	20%	27%	31%	40%
I contacted the supplier by phone	187	161	26	24	13	174	13	-
Through the supplier's website	6%	6%	5%	6%	12% <sup>ad</sup>	6%	6%	-
Through a salesperson who knocked at my door	762	609	153	90	27	695	64	3
Through a salesperson in the street \ shopping centre \ other public place	23%	22%	27% <sup>ab</sup>	24%	25%	22%	28% <sup>jd</sup>	50%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	141	138	2	18	1	131	9	-
Supplier contacted me by phone	4% <sup>c</sup>	5% <sup>c</sup>	-	5%	1%	4%	4%	-
Someone else contacted supplier by phone	563	389	174	34	24	536	27	1
Someone else did it online	17% <sup>bd</sup>	14%	31% <sup>ab</sup>	9%	22% <sup>jd</sup>	17%	12%	10%
Someone else did it (no detail)	228	180	48	10	9	217	10	-
	7% <sup>cd</sup>	6%	8%	3%	8% <sup>jd</sup>	7%	5%	-
	39	35	5	2	2	37	3	-
	1%	1%	1%	1%	2%	1%	1%	-
	199	152	47	13	8	186	13	-
	6%	5%	8% <sup>ab</sup>	4%	8%	6%	6%	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-
	12	6	5	-	-	11	1	-
	-	-	1% <sup>ab</sup>	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3060	2551	709	298	146	3149	208	5
Weighted Base	3373	2809	564	369	108	3143	225	6**
Moved house	34	33	1	5	1	33	1	-
Someone else/friend (no detail)	5	5	1	1%	1%	5	1%	-
Recommendation	6	6	1	1	-	6	-	-
Internet/online (no detail)	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	3	-	-	3	-	-
Through work	1	1	-	-	-	1	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-
Supplier was already at the house (when I moved in)	3	2	1	-	-	3	-	-
Leaflet	4	3	2	1	-	4	-	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	4	1	-	-	5	-	-
Friend/someone else (no detail)	3	2	1	-	-	3	-	-
Through Age UK/Age Concern	1	-	1	-	-	1	-	-
Friend/relative recommended/did it for me	30	19	11	1	-	25	5	-
Online research	11	11	2%ab	-	-	7%	2%	-

Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3060	2551	709	290	146	3149	208	5
Weighted Base	3373	2809	564	369	108	3143	225	6**
Relative/friend/I worked for them	11	11	-	3	-	10	1	-
Leaflet/letter (through the door)	13	7	6	-	-	11	1	-
Contacted them myself	4	4	-	-	-	4	-	-
(Ad) On TV	5	3	1	-	-	5	-	-
Other	56	45	11	4	1	53	2	2
Refused	2%	2%	2%	1%	1%	2%	1%	28%
Don't know	170	119	51	9	1	163	7	-
	5%ab	4%	9%ab	2%	1%	5%	3%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.15&Q.20&Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3260	1396	1868	733	3260	2527	-	695	1200	1092	273
Weighted Base	3373	1511	1811	787	3373	2586	**	783	1274	1072	245
Online price comparison service	922	536	377	353	922	569	-	321	381	197	12
27% <sup>bj</sup>		35% <sup>ac</sup>	21%	45% <sup>aef</sup>	27% <sup>d</sup>	22%	-	42% <sup>aihj</sup>	30% <sup>ik</sup>	18% <sup>ka</sup>	5%
Telephone price comparison service	187	100	87	46	187	141	-	46	72	56	14
6%		7% <sup>c</sup>	5%	6%	6%	5%	-	6%	6%	5%	6%
I contacted the supplier by phone	762	319	428	144	762	618	-	171	298	247	47
23% <sup>d</sup>		21%	24% <sup>d</sup>	18%	23% <sup>d</sup>	24% <sup>d</sup>	-	22%	23%	23%	19%
Through the supplier's website	141	79	62	40	141	100	-	53	54	30	4
4%		5% <sup>c</sup>	3%	5%	4%	4%	-	7% <sup>aijk</sup>	4%	3%	2%
Through a salesperson who knocked at my door	563	206	349	50	563	513	-	58	186	248	71
17% <sup>bcd</sup>		14%	19% <sup>ab</sup>	6%	17% <sup>bd</sup>	20% <sup>ade</sup>	-	7%	15% <sup>h</sup>	23% <sup>iahi</sup>	29% <sup>iahi</sup>
Through a salesperson in the street / shopping centre / other public place	229	86	141	42	229	185	-	29	95	84	20
7% <sup>h</sup>		6%	8% <sup>b</sup>	5%	7%	7%	-	4%	7% <sup>h</sup>	8% <sup>h</sup>	8% <sup>h</sup>
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	39	17	22	15	39	25	-	8	19	11	1
1%		1%	2%	1%	1%	1%	-	1%	2%	1%	-
Supplier contacted me by phone	199	61	137	44	199	155	-	29	77	76	17
6% <sup>ah</sup>		4%	8% <sup>ab</sup>	6%	6%	6%	-	4%	6% <sup>h</sup>	7% <sup>h</sup>	7%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	1	1	-	1	1	1	-	1	-	-	-
Someone else did it (no detail)	12	4	8	-	12	12	-	1	2	5	4
-		-	-	-	-	-	-	-	-	-	2% <sup>iahi</sup>

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
\*\* very small base (under 30) ineligible for sig testing



Q.15/Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3260	1396	1866	733	3260	2527	-	695	1200	1092	273
Weighted Base	3373	1511	1811	787	3373	2586	**	783	1274	1072	245
Moved house	34	11	23	15	34	19	-	13	14	8	-
7%	1%	1%	2% <sup>aef</sup>	1%	1%	1%	-	2%	1%	1%	-
Someone else/friend (no detail)	5	3	3	3	5	2	-	-	5	1	-
*	*	*	1*	*	*	*	-	*	*	*	-
Recommendation	6	5	1	2	6	5	-	-	2	2	2
*	*	*	*	*	*	*	-	*	*	*	1% <sup>ahj</sup>
Internet/online (no detail)	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	2	-	3	3	-	-	-	3	-
*	*	*	*	*	*	*	-	*	*	*	-
Through work	1	-	1	-	1	1	-	-	1	-	-
*	*	*	*	*	*	*	-	*	*	*	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	2	1	-	3	3	-	-	2	1	-
*	*	*	*	*	*	*	-	*	*	*	-
Leaflet	4	2	3	-	4	4	-	1	-	4	-
*	*	*	*	*	*	*	-	*	*	*	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	1	4	-	5	5	-	-	4	1	-
*	*	*	*	*	*	*	-	*	*	*	-
Friend/someone else (no detail)	3	-	3	2	3	1	-	-	2	1	*
*	*	*	*	*	*	*	-	*	*	*	*
Through Age UK/Age Concern	1	-	1	-	1	1	-	-	-	1	-
*	*	*	*	*	*	*	-	*	*	*	-
Friend/relative recommended/did it for me	30	7	22	3	30	26	-	6	9	11	3
7%	*	1% <sup>b</sup>	*	1%	1%	1%	-	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
\*\* very small base (under 30) ineligible for sig testing



Q.15b:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3280	1396	1888	733	3280	2527	-	695	1200	1092	273
Weighted Base	3373	1511	1811	787	3373	2586	**	783	1274	1072	245
Online research	11	6	4	4	11	6	-	6	2	3	-
Relative/friend I worked for them	11	7	3	-	11	11	-	4	6	-	-
Leaflet/letter (through the door)	13	5	8	2	13	10	-	1	3	8	1
Contacted them myself	4	-	4	1	4	3	-	1	1	1	1
(Ad) On TV	5	-	3	2	5	2	-	-	3	-	1
Other	56	24	32	17	56	39	-	18	16	18	3
Refused	2%	2%	2%	2%	2%	2%	-	2%	1%	2%	1%
Don't know	170	49	110	9	170	162	-	12	40	72	46
	5%ab	3%	6%b	1%	5%cd	6%cd	-	2%	3%	7%hi	15%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.156:Q.20:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
 Base: All who switched

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2690	322	333	191	179	294	251	305	63	210	291	276	116	179	244	6
Weighted Base	9373	324	336	214	188	317	254	284	61*	228	291	267	123	183	278	7**
Online price comparison service	922 27%o	103 32%eko	101 30%o	78 36%aeftj	40 21%	86 27%	72 28%	71 25%	14 24%	55 24%	68 23%	81 28%	28 23%	63 35%aeftj	57 21%	5 66%
Telephone price comparison service	187 6%o	24 7%o	15 4%	17 8%o	11 6%	16 5%	10 4%	23 8%o	2 3%	13 6%	13 4%	22 8%o	9 8%o	6 3%	7 2%	*
I contacted the supplier by phone	762 23%	86 26%lmm	74 22%	56 26%um	58 31%adg	61 19%	50 20%	74 26%im	10 17%	47 21%	65 22%	52 16%	19 16%	32 16%	78 28%lghmn	1 14%
Through the supplier's website	141 4%	9 3%	13 4%	8 4%	8 4%	19 6%h	16 6%h	7 2%	-	9 4%	14 5%	18 6%h	2 2%	9 5%	9 3%	-
Through a salesperson who knocked at my door	563 17%bod	31 10%	39 12%	23 11%	32 17%b	56 18%bod	41 16%b	48 17%b	12 19%b	44 19%bod	50 17%b	58 20%bod	32 28%labodg	34 19%bod	64 23%labod	-
Through a salesperson in the street \ shopping centre \ other public place	228 7%l	14 4%	31 9%lbo	16 7%	10 5%	26 8%l	28 11%labelmo	24 9%l	3 6%	16 7%	18 6%	10 3%	5 4%	15 8%l	12 4%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	39 1%	6 2%	5 2%	2 1%	1 1%	3 1%	4 1%	1 *	2 2%hmn	1 *	6 2%	3 1%	-	-	5 2%	-
Supplier contacted me by phone	199 6%	18 6%	15 4%	7 3%	10 5%	21 7%	10 4%	13 4%	8 13%adghn	19 8%d	19 7%	18 6%	9 7%	8 5%	22 8%	1 13%
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it online	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	12	1	2	1	-	1	3	-	-	-	-	2	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3260	322	333	191	179	294	251	305	63	210	291	276	116	179	244	6
Weighted Base 3373	324	336	214	188	317	254	284	61*	228	291	267	123	183	278	7**
Moved house	34 1%	4 1%	1	4 2%	1	3 1%	3 1%	-	-	7 2%cdj	7 3%acdj	-	3 2%	1	-
Someone else/friend (no detail)	5	-	1	-	1	1	-	-	-	2 1%a	-	-	-	-	-
Recommendation	6	-	-	1 1%	-	-	-	-	-	1	2 1%	2 1%abc	-	1	-
Internet/online (no detail)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	1	-	-	-	-	-	-	2 1%a	-	-	-	-	-
Through work	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when I moved in)	3	-	-	-	-	-	-	-	-	-	2 1%a	-	-	1	-
Leaflet	4	-	1	-	1	-	-	-	1 1%	-	-	-	-	1	-
In shop/salesperson in shop (M&S, Sainsbury etc)	5	3 1%a	1	-	-	-	-	-	-	-	-	-	1 1%	-	-
Friend/someone else (no detail)	3	-	-	-	-	-	-	-	-	2 1%a	-	-	-	-	-
Through Age UK/Age Concern	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Friend/relative recommended/did it for me	30 1%	2 1%	2 1%	2 1%	9 1%	2 1%	4 1%	1 2%j	4 2%j	5 2%j	-	2 1%	1	9 1%	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.15b:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3260	322	333	191	179	294	251	305	63	210	291	278	116	179	244	6
Weighted Base 3373	324	336	214	188	317	254	284	61*	228	291	267	123	183	278	7**
Online research	11	-	5	-	4	-	-	-	-	2	-	-	-	-	-
Relative/friend/I worked for them	11	-	1%ab	-	1%a	-	-	-	2	1	1	-	3	2	-
Leaflet/letter (through the door)	13	-	2	1	1	1	-	1	-	-	-	-	2	2	-
Contacted them myself	4	-	1%	1%	1%	-	-	2%abfhi	-	-	-	-	1%	1%	-
(Ad) On TV	5	-	1	-	1	-	-	1	-	-	-	-	1	-	-
Other	56	7	10	3	7	3	1	1	3	7	3	4	4	4	-
Refused	2%	2%	3%eh	1%	-	2%	1%	2%	1%	2%	1%	3%e	2%	1%	-
Don't know	170	18	19	2	11	12	15	17	5	16	14	15	9	4	14
	8%ud	6%ud	6%ud	1%	6%ud	4%	6%ud	6%ud	8%udh	7%udh	5%ud	6%ud	5%ud	3%ud	6%ud

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.156:Q.20:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3260	751	1115	1069	687	699	2124	2130	1826
Weighted Base	3373	820	1229	1181	748	770	2152	2175	1833
Online price comparison service	922	314	520	484	262	321	533	568	441
Telephone price comparison service	187	53	75	66	45	43	119	123	107
I contacted the supplier by phone	762	181	252	245	178	160	500	494	430
Through the supplier's website	141	47	73	76	46	40	94	100	70
Through a salesperson who knocked at my door	563	87	111	113	86	73	384	374	323
Through a salesperson in the street \ shopping centre \ other public place	228	40	47	51	34	35	160	155	137
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	39	13	19	15	9	10	23	24	21
Supplier contacted me by phone	199	31	47	41	30	27	124	126	106
Someone else contacted supplier by phone	-	-	-	-	-	-	-	-	-
Someone else did it online	1	1	1	-	1	-	1	1	1

Q.15b: Q.29: Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3260	751	1115	1069	687	699	2124	2130	1826
Weighted Base	3373	920	1229	1181	748	770	2152	2175	1833
Someone else did it (no detail)	12	1	1	2	1	1	8	8	7
Moved house	34	11	16	14	7	8	18	18	15
Someone else/friend (no detail)	5	-	5	3	1	3	4	2	2
Recommendation	6	-	2	2	-	2	6	6	6
Internet/online (no detail)	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	3	-	-	-	-	-	3	1	3
Through work	1	-	1	1	1	1	1	1	-
Supplier sent a letter	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	3	1	1	1	1	-	2	2	2
Leaflet	4	-	1	1	1	1	3	3	3
In shop/salesperson in shop (M&S, Sainsbury etc)	5	-	1	1	1	1	3	2	2
Friend/someone else (no detail)	3	-	2	2	-	2	3	1	1

Q.156:Q.29:Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table  
Base: All who switched

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3260	751	1115	1069	687	699	2124	2130	1826
Weighted Base	3373	920	1229	1181	748	770	2152	2175	1833
Through Age UK/Age Concern	1	-	-	-	-	-	1	-	1
Friend/relative recommended/did it for me	30	6	7	7	7	6	23	25	20
Online research	11	6	6	6	6	6	8	6	5
Relative/friend/I worked for them	11	6	5	9	5	5	7	4	5
Leaflet/letter (through the door)	13	1	2	2	1	2	9	9	9
Contacted them myself	4	1	1	1	1	-	1	1	1
(Ad) On TV	5	1	-	2	-	2	3	5	2
Other	56	12	22	23	10	17	36	39	35
Refused	2	1	-	1	-	-	2	2	1
Don't know	170	14	25	29	25	16	106	104	93
		2%	2%	2%	3%	2%	5%	5%	5%

Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2157	1899	168	90	332	1106	719	486	569	403	699	745	1161	473	1684	1435	309	371
Weighted Base	2261	1983	180	98*	350	1308	603	612	734	468	446	599	1411	398	1863	1583	323	319
Agree strongly	(2) 692	617	45	30	122	408	162	201	211	147	133	166	451	125	567	473	105	105
	31%	31%	25%	31%	35%g	31%	27%	33%	28%	29%	31%	28%	32%	31%	30%	30%	32%	33%
Tend to agree	(1) 1012	892	75	45	145	580	288	262	337	213	200	277	628	172	840	720	135	139
	46%	45%	42%	46%	47%	44%	48%	43%	46%	44%	45%	46%	45%	43%	45%	45%	42%	43%
Neither agree nor disagree	(0) 235	200	27	9	38	131	66	57	86	40	52	72	138	42	194	162	36	34
	10%	10%	15%	9%	11%	10%	11%	9%	12%	9%	12%	12%	10%	10%	10%	10%	11%	11%
Tend to disagree	(-1) 152	132	14	6	27	87	38	47	52	28	24	41	96	23	129	110	21	19
	7%	7%	8%	6%	8%	7%	6%	8%	7%	6%	5%	7%	7%	6%	7%	7%	6%	6%
Disagree strongly	(-2) 111	88	16	7	14	72	26	39	28	26	18	28	75	25	86	74	22	14
	5%	4%	9%ab	7%	4%	5%	4%	6%	4%	5%	4%	4%	5%	6%	5%	5%	7%	5%
<b>SUMMARY CODES</b>																		
AGREE	1704	1509	120	76	267	988	450	463	548	360	334	443	1079	297	1408	1194	239	244
	78%c	76%c	67%	78%	76%	73%	75%	76%	75%	77%	75%	74%	76%	74%	76%	74%	74%	76%
DISAGREE	263	220	30	13	40	159	64	86	80	54	42	68	171	48	215	184	43	33
	12%	11%	17%b	14%	12%	12%	11%	14%k	11%	12%	10%	11%	12%	12%	12%	12%	13%	10%
Refused	1	1	-	-	-	-	1	-	-	1	-	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*	-	-
Don't know	57	54	3	-	5	30	22	6	20	12	18	17	23	12	45	43	5	8
	2%	3%	2%	-	1%	2%	4%	1%	3%h	3%	4%ah	3%	2%	3%	2%	3%	2%	2%
Mean Score	0.918c	0.943c	0.671	0.679	0.969	0.912	0.901	0.887	0.911	0.941	0.949	0.884	0.926	0.900	0.922	0.916	0.879	0.969
Standard Deviation	1.079	1.051	1.200	1.143	1.064	1.062	1.024	1.144	1.028	1.080	1.022	1.042	1.066	1.118	1.060	1.060	1.145	1.053
Error Variance	0.001	0.001	0.009	0.015	0.003	0.001	0.002	0.003	0.002	0.003	0.002	0.002	0.001	0.003	0.001	0.001	0.004	0.003

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2157	-	-	2157	2157	2157	184	1973	1650	507	1681	116	342	1019	1127	11
Weighted Base	2261	**	**	2261	2261	2261	193	2068	1715	546	1841	111*	307	1098	1151	111**
Agree strongly	692	-	-	692	692	692	74	618	433	259	571	21	107	392	295	5
(2)	31% <sup>ab</sup>	-	-	31%	31%	31%	38% <sup>ah</sup>	30%	25%	47% <sup>aj</sup>	31% <sup>kl</sup>	19%	35% <sup>l</sup>	36% <sup>ao</sup>	26%	41%
Tend to agree	1012	-	-	1012	1012	1012	83	930	804	208	819	60	134	487	521	4
(1)	45% <sup>bc</sup>	-	-	45%	45%	45%	43%	45%	47% <sup>ik</sup>	38%	45%	54%	44%	44%	45%	35%
Neither agree nor disagree	235	-	-	235	235	235	14	221	200	35	189	12	29	88	146	1
(0)	10% <sup>cd</sup>	-	-	10%	10%	10%	7%	11%	12% <sup>il</sup>	6%	10%	17%	9%	8%	19% <sup>ap</sup>	12%
Tend to disagree	152	-	-	152	152	152	10	142	128	24	126	9	13	71	80	1
(-1)	7%	-	-	7%	7%	7%	5%	7%	7% <sup>im</sup>	4%	7%	8%	4%	6%	7%	9%
Disagree strongly	111	-	-	111	111	111	8	103	99	13	89	7	15	43	68	-
(-2)	5% <sup>de</sup>	-	-	5%	5%	5%	4%	5%	6% <sup>in</sup>	2%	5%	7%	5%	4%	6% <sup>aq</sup>	4%
<b>SUMMARY CODES</b>																
AGREE	1704	-	-	1704	1704	1704	156	1548	1237	468	1390	81	241	880	816	9
	75% <sup>ef</sup>	-	-	75%	75%	75%	81%	75%	72%	86% <sup>ai</sup>	76%	73%	79%	80% <sup>ao</sup>	71%	76%
DISAGREE	263	-	-	263	263	263	18	245	227	37	215	16	29	114	148	1
	12% <sup>fg</sup>	-	-	12%	12%	12%	10%	12%	13% <sup>aj</sup>	7%	12%	15%	9%	10%	12%	
Refused	1	-	-	1	1	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	57	-	-	57	57	57	4	53	50	7	45	2	9	16	41	-
	3%	-	-	3%	3%	3%	2%	3%	3% <sup>ak</sup>	1%	2%	2%	3%	1%	4% <sup>ar</sup>	-
<b>Mean Score</b>	<b>0.918</b> <sup>io</sup>	-	-	<b>0.918</b>	<b>0.918</b>	<b>0.918</b>	<b>1.079</b> <sup>h</sup>	<b>0.903</b>	<b>0.808</b>	<b>1.256</b> <sup>al</sup>	<b>0.923</b>	<b>0.724</b>	<b>1.020</b> <sup>i</sup>	<b>1.031</b> <sup>ap</sup>	<b>0.807</b>	<b>1.009</b>
<b>Standard Deviation</b>	<b>1.070</b>	-	-	<b>1.070</b>	<b>1.070</b>	<b>1.070</b>	<b>1.034</b>	<b>1.072</b>	<b>1.089</b>	<b>0.933</b>	<b>1.071</b>	<b>1.083</b>	<b>1.050</b>	<b>1.032</b>	<b>1.095</b>	<b>1.143</b>
<b>Error Variance</b>	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.006</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.010</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.119</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2157	1730	427	222	99	2013	143	1
Weighted Base	2261	1923	358	285	76*	2099	161	1**
Agree strongly	(2) 692	618	74	101	27	647	45	-
		32% <i>c</i>	22%	36%	36%	31%	29%	-
Tend to agree	(1) 1012	849	163	125	33	938	74	1
		45%	44%	44%	44%	45%	46%	100%
Neither agree nor disagree	(0) 235	183	52	15	10	214	21	-
		10% <i>d</i>	16% <i>ab</i>	5%	14% <i>d</i>	10%	13%	-
Tend to disagree	(-1) 152	129	23	26	2	140	12	-
		7%	7%	9% <i>e</i>	2%	7%	7%	-
Disagree strongly	(-2) 111	102	9	13	1	103	8	-
		5% <i>c</i>	3%	5%	2%	5%	5%	-
<b>SUMMARY CODES</b>								
AGREE	1704	1467	238	225	60	1585	119	1
		75% <i>c</i>	70%	80%	80%	76%	74%	100%
DISAGREE	263	232	32	39	3	244	19	-
		12% <i>e</i>	9%	14% <i>e</i>	4%	12%	12%	-
Refused	1	1	-	-	-	1	-	-
Don't know	57	41	16	2	2	55	2	-
		3%	5% <i>ab</i>	1%	3%	3%	7%	-
Mean Score	0.918	0.931	0.843	0.975	1.140	0.923	0.866	1.000
Standard Deviation	1.070	1.089	0.952	1.102	0.858	1.071	1.066	-
Error Variance	0.001	0.001	0.002	0.006	0.008	0.001	0.008	-



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2157	973	1147	541	2157	1616	-	508	809	701	139
Weighted Base	2281	1070	1156	583	2281	1677	**	574	874	690	123
Agree strongly	(2) 692	418	269	250	692	443	-	225	251	196	20
	31%ck	39%ac	23%	43%aef	31%j	26%	-	39%aijk	32%k	28%k	17%
Tend to agree	(1) 1012	457	543	242	1012	770	-	244	411	292	66
	42%	43%	47%	41%	45%	46%	-	42%	47%	42%	53%ij
Neither agree nor disagree	(0) 235	90	141	31	235	204	-	39	95	82	19
	10%gh	8%	12%b	5%	10%gd	12%d	-	7%	11%h	12%h	16%h
Tend to disagree	(-1) 152	63	89	31	152	121	-	43	53	50	6
	7%	6%	8%	5%	7%	7%	-	7%	6%	7%	5%
Disagree strongly	(-2) 111	30	77	18	111	95	-	19	51	37	3
	5%bd	3%	7%ab	3%	5%bd	6%d	-	3%	6%	5%	3%
<b>SUMMARY CODES</b>											
AGREE	1704	873	812	491	1704	1213	-	469	662	488	86
	79%cl	82%ac	70%	84%aef	75%j	72%	-	82%aijk	76%j	71%	70%
DISAGREE	263	99	166	47	263	216	-	62	104	86	10
	12%bd	9%	14%ab	8%	12%bd	13%d	-	11%	12%	13%	8%
Refused	1	-	-	-	1	1	-	-	-	1	-
Don't know	57	15	36	13	57	43	-	4	13	31	8
	3%h	1%	3%b	2%	3%h	3%	-	1%	1%	5%ah	7%ahi
<b>Mean Score</b>	<b>0.918ef</b>	<b>1.104ac</b>	<b>0.748</b>	<b>1.188aef</b>	<b>0.918f</b>	<b>0.824</b>	<b>-</b>	<b>1.074aijk</b>	<b>0.880</b>	<b>0.850</b>	<b>0.815</b>
<b>Standard Deviation</b>	<b>1.070</b>	<b>0.981</b>	<b>1.115</b>	<b>0.966</b>	<b>1.070</b>	<b>1.089</b>	<b>-</b>	<b>1.033</b>	<b>1.081</b>	<b>1.104</b>	<b>0.893</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.006</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2157	193	224	113	118	184	185	232	33	135	198	174	67	122	175	8
Weighted Base	2261	197	229	132*	129	205	188	218	35*	145	194	182	72*	108	201	71**
Agree strongly	(2) 692	63	61	40	40	56	68	74	7	38	57	54	21	40	73	-
	31%	32%	27%	30%	31%	28%	36%	34%	20%	26%	29%	30%	30%	32%	36%	-
Tend to agree	(1) 1012	82	119	60	57	95	87	88	18	56	79	84	33	57	91	5
	45%	42%	52% <sup>ajk</sup>	45%	44%	47%	46%	40%	53%	39%	41%	46%	46%	45%	45%	80%
Neither agree nor disagree	(0) 235	31	16	13	14	12	12	26	5	23	24	22	9	15	13	1
	10%	16% <sup>adgo</sup>	7%	10%	11%	6%	7%	12%	13%	16% <sup>cdlgo</sup>	13% <sup>f</sup>	12%	12%	12%	6%	13%
Tend to disagree	(-1) 152	7	17	14	10	21	7	11	2	12	18	11	4	7	11	-
	7%	4%	7%	11% <sup>bg</sup>	8%	10% <sup>bg</sup>	4%	5%	5%	9%	9% <sup>b</sup>	6%	6%	6%	5%	7%
Disagree strongly	(-2) 111	7	11	3	7	16	10	12	3	13	10	7	5	2	5	-
	5%	3%	5%	2%	6%	8% <sup>no</sup>	5%	6%	10% <sup>n</sup>	9% <sup>dno</sup>	5%	4%	6%	1%	3%	-
<b>SUMMARY CODES</b>																
AGREE	1704	145	180	100	97	152	155	182	25	95	138	138	55	97	164	5
	75% <sup>j</sup>	74%	78% <sup>j</sup>	76%	75%	74%	83% <sup>ajk</sup>	74%	72%	65%	70%	76%	76%	77%	81% <sup>jk</sup>	80%
DISAGREE	263	14	27	17	17	37	17	23	5	25	28	9	9	9	16	-
	12%	7%	12%	13%	13%	18% <sup>abghln</sup>	9%	11%	15%	17% <sup>bgno</sup>	14% <sup>b</sup>	10%	12%	7%	8%	7%
Refused	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <sup>a</sup>	-	-
Don't know	57	7	6	2	1	4	3	7	-	3	5	4	-	5	9	-
	3%	3%	3%	1%	1%	2%	2%	3%	-	2%	3%	2%	-	4%	4%	-
<b>Mean Score</b>	<b>0.918</b>	<b>0.988</b>	<b>0.910</b>	<b>0.915</b>	<b>0.878</b>	<b>0.771</b>	<b>1.056</b>	<b>0.948</b>	<b>0.678</b>	<b>0.669</b>	<b>0.818</b>	<b>0.940</b>	<b>0.870</b>	<b>1.053</b>	<b>1.119</b> <sup>af</sup>	<b>0.731</b>
<b>Standard Deviation</b>	<b>1.070</b>	<b>0.981</b>	<b>1.033</b>	<b>1.027</b>	<b>1.115</b>	<b>1.199</b>	<b>1.044</b>	<b>1.101</b>	<b>1.157</b>	<b>1.215</b>	<b>1.130</b>	<b>1.015</b>	<b>1.106</b>	<b>0.902</b>	<b>0.950</b>	<b>0.627</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.005</b>	<b>0.005</b>	<b>0.009</b>	<b>0.011</b>	<b>0.008</b>	<b>0.006</b>	<b>0.005</b>	<b>0.041</b>	<b>0.011</b>	<b>0.007</b>	<b>0.006</b>	<b>0.018</b>	<b>0.007</b>	<b>0.005</b>	<b>0.066</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? ""I found it easy to decide which deal to switch to""  
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2157	553	796	760	462	490	1402	1407	1194
Weighted Base	2261	609	885	848	511	547	1437	1451	1203
Agree strongly	(2) 692	211	341	326	163	215	495	503	438
	31%	35%	38%ae	38%ae	32%	39%ae	34%a	35%a	36%a
Tend to agree	(1) 1012	268	378	356	233	231	662	672	546
	45%	44%	42%	42%	49%	42%	46%	46%	46%
Neither agree nor disagree	(0) 235	50	64	67	48	47	126	122	89
	10%ci	8%	7%	8%	9%	9%	9%	8%	7%
Tend to disagree	(-1) 152	39	61	56	40	34	73	69	58
	7%ci	6%	7%	7%	8%	6%	5%	5%	5%
Disagree strongly	(-2) 111	31	30	31	20	16	48	45	38
	5%gh	5%	3%	4%	4%	3%	3%	3%	3%
<b>SUMMARY CODES</b>									
AGREE	1704	479	719	683	396	446	1157	1175	985
	75%	79%	81%a	80%a	77%	81%a	81%a	81%a	82%a
DISAGREE	263	69	90	87	61	49	120	114	96
	12%gh	11%	10%	10%	12%	9%	8%	8%	8%
Refused	1	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	57	10	12	12	7	5	33	38	32
	2%h	2%	1%	1%	1%	1%	2%	2%	3%
<b>Mean Score</b>	0.916	0.968	1.076ae	1.065a	0.947	1.099ae	1.059a	1.075a	1.102a
<b>Standard Deviation</b>	1.070	1.075	1.051	1.033	1.049	0.992	0.960	0.960	0.964
<b>Error Variance</b>	0.001	0.002	0.001	0.001	0.002	0.002	0.001	0.001	0.001



Q.23 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 to switch to"  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	718	616	70	32	84	376	258	153	180	119	266	261	356	161	557	447	105	152
Weighted Base	717	610	74*	33**	83*	425	210	190	228	133	166	206	422	132	585	465	104*	113
Agree strongly	(2) 197	173	14	10	21	113	62	50	64	40	43	55	117	40	157	130	32	29
Tend to agree	(1) 272	228	35	9	35	160	77	79	83	49	61	75	170	47	225	186	38	43
Neither agree nor disagree	(0) 117	100	13	4	18	70	30	27	40	22	28	40	60	16	101	74	19	22
Tend to disagree	(-1) 64	49	6	8	6	44	14	20	17	15	12	13	45	10	54	42	10	10
Disagree strongly	(-2) 29	25	4	-	2	20	7	5	10	2	11	12	14	5	24	16	4	6
		4%	5%	-	2%	5%	4%	3%	4%	2%	7% <sub>k</sub>	6%	3%	4%	4%	4%	4%	6%
<b>SUMMARY CODES</b>																		
AGREE	469	401	49	18	57	273	139	129	147	89	104	131	287	87	382	316	70	72
DISAGREE	93	75	10	8	8	64	21	25	27	17	24	24	59	15	78	60	14	16
Refused	13%	12%	14%	25%	13%	9%	12%	13%	12%	13%	14%	12%	14%	12%	13%	12%	13%	15%
Don't know	38	34	2	2	1	17	20	9	15	5	10	11	17	15	24	34	2	3
	5%	6%	2%	6%	1%	4%	10% <sub>laef</sub>	5%	7%	3%	6%	5%	4%	11% <sub>lao</sub>	4%	7% <sub>lqr</sub>	1%	2%
Mean Score	0.801	0.824	0.682	0.643	0.856	0.744	0.907	0.816	0.815	0.851	0.721	0.771	0.816	0.900	0.780	0.819	0.818	0.705
Standard Deviation	1.089	1.086	1.062	1.199	0.972	1.123	1.090	1.051	1.093	1.045	1.166	1.114	1.074	1.105	1.086	1.074	1.099	1.125
Error Variance	0.002	0.002	0.017	0.048	0.011	0.003	0.005	0.008	0.007	0.009	0.005	0.005	0.003	0.009	0.002	0.003	0.012	0.009

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.23 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 to switch to""  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	718	4	28	690	714	686	72	642	586	132	511	68	137	275	429	14
Weighted Base	717	4**	26**	691	713	688	76*	637	582	135	539	62*	112	278	425	14**
Agree strongly	197	1	6	191	196	190	29	166	152	45	157	12	32	92	104	1
(2)	27%	30%	22%	28%	27%	28%	38%h	26%	26%	33%	29%	18%	24%	33%o	24%	9%
Tend to agree	272	1	11	261	272	261	21	250	217	56	206	29	36	105	159	8
(1)	38%	14%	42%	38%	38%	38%	28%	39%	37%	41%	38%	46%	32%	38%	37%	61%
Neither agree nor disagree	117	1	8	111	116	110	15	101	104	13	79	10	43	71	71	2
(0)	16%	34%	24%	16%	16%	16%	20%	16%	18%j	10%	15%	17%	22%k	16%	17%	16%
Tend to disagree	64	1	2	62	63	61	5	58	57	6	47	8	13	19	44	1
(-1)	9%	22%	9%	9%	9%	9%	6%	9%	10%	5%	9%	13%	12%	7%	10%	11%
Disagree strongly	29	-	-	29	29	29	3	27	27	2	19	2	4	7	22	-
(-2)	4%	-	-	4%	4%	4%	3%	4%	5%	1%	4%	4%	4%	3%	5%	-
<b>SUMMARY CODES</b>																
AGREE	469	2	16	452	467	451	51	416	368	100	363	40	67	197	263	10
	65%	45%	63%	65%	65%	66%	67%	65%	63%	74%j	67%	65%	60%	71%o	62%	71%
DISAGREE	93	1	2	91	92	90	7	85	85	8	66	10	19	26	65	1
	13%g	22%	9%	13%	13%	13%	9%	12%	15%h	6%	12%	17%	16%	9%	15%n	11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	-	1	37	38	37	3	35	35	13	31	1	2	13	26	-
	5%	-	4%	5%	5%	5%	4%	6%	4%	10%l	6%	2%	2%	5%	6%	-
<b>Mean Score</b>	<b>0.801</b>	<b>0.532</b>	<b>0.794</b>	<b>0.801</b>	<b>0.802</b>	<b>0.802</b>	<b>0.863</b>	<b>0.783</b>	<b>0.734</b>	<b>1.105al</b>	<b>0.855</b>	<b>0.640</b>	<b>0.705</b>	<b>0.958o</b>	<b>0.699</b>	<b>0.689</b>
<b>Standard Deviation</b>	<b>1.089</b>	<b>1.330</b>	<b>0.917</b>	<b>1.096</b>	<b>1.089</b>	<b>1.088</b>	<b>1.091</b>	<b>1.088</b>	<b>1.114</b>	<b>0.912</b>	<b>1.075</b>	<b>1.062</b>	<b>1.126</b>	<b>1.021</b>	<b>1.130</b>	<b>0.819</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.442</b>	<b>0.031</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.017</b>	<b>0.002</b>	<b>0.002</b>	<b>0.007</b>	<b>0.002</b>	<b>0.017</b>	<b>0.009</b>	<b>0.004</b>	<b>0.003</b>	<b>0.048</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.23 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 to switch to""  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	719	530	188	52	33	609	46	3
Weighted Base	717	569	149	68*	23*	668	45*	4**
Agree strongly	(2) 197	159	38	22	6	190	6	1
Tend to agree	(1) 272	227	45	30	9	263	18	1
Neither agree nor disagree	(0) 117	92	25	8	3	106	10	2
Tend to disagree	(-1) 64	51	13	5	1	57	7	-
Disagree strongly	(-2) 29	22	7	2	2	26	3	-
<b>SUMMARY CODES</b>	4%	4%	5%	3%	10%	4%	6%	-
AGREE	469	386	83	52	16	443	24	2
DISAGREE	93	73	20	6	4	84	9	-
Refused	13%	13%	14%	10%	16%	12%	21%	-
Don't know	38	18	20	1	-	37	2	-
Mean Score	0.801g	0.818	0.728	0.991	0.701	0.827g	0.405	0.962
Standard Deviation	1.089	1.073	1.157	0.996	1.248	1.085	1.102	1.074
Error Variance	0.002	0.002	0.008	0.019	0.047	0.002	0.027	0.385

Q.23 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 to switch to""  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	718	257	445	118	718	600	-	107	259	263	89
Weighted Base	717	284	440	122	717	595	**	117*	261	256	83*
Agree strongly	197	105	90	49	197	148	-	45	76	59	16
(2)	27%ac	40%ac	20%	40%aeaf	27%	25%	-	39%ahk	29%	23%	19%
Tend to agree	272	94	174	48	272	224	-	38	112	98	24
(1)	38%	36%	40%	39%	38%	38%	-	32%	43%k	38%	29%
Neither agree nor disagree	117	35	80	11	117	106	-	18	37	45	17
(0)	16%	12%	18%	9%	16%	18%id	-	15%	14%	16%	21%
Tend to disagree	64	18	46	5	64	59	-	9	20	28	7
(-1)	9%	7%	10%	4%	9%	10%	-	8%	8%	11%	8%
Disagree strongly	29	8	21	3	29	26	-	5	9	12	3
(-2)	4%	3%	5%	3%	4%	4%	-	4%	3%	5%	4%
<b>SUMMARY CODES</b>											
AGREE	469	200	264	97	469	372	-	83	188	157	40
65%ka	65%ka	76%ac	60%	79%aeaf	65%	62%	-	71%k	72%kj	62%ka	48%
DISAGREE	93	26	67	8	93	84	-	14	29	40	10
13%	13%	10%	15%	7%	13%	14%id	-	12%	11%	16%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	3	29	6	38	33	-	2	7	13	16
5%	5%b	1%	7%b	5%	5%	5%	-	2%	3%	5%	19%ahj
<b>Mean Score</b>	<b>0.801c</b>	<b>1.042ac</b>	<b>0.645</b>	<b>1.151aeaf</b>	<b>0.801</b>	<b>0.728</b>	-	<b>0.948</b>	<b>0.894j</b>	<b>0.678</b>	<b>0.639</b>
<b>Standard Deviation</b>	<b>1.089</b>	<b>1.043</b>	<b>1.096</b>	<b>0.965</b>	<b>1.089</b>	<b>1.100</b>	-	<b>1.130</b>	<b>1.032</b>	<b>1.113</b>	<b>1.095</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.004</b>	<b>0.003</b>	<b>0.008</b>	<b>0.002</b>	<b>0.002</b>	-	<b>0.012</b>	<b>0.004</b>	<b>0.009</b>	<b>0.017</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.23 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 to switch to"  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	718	74	73	53	37	69	48	52	19	51	71	66	22	34	48	-	
Weighted Base	717	73*	72*	52*	31*	67*	47*	48*	18*	56*	71*	68*	25**	34**	55*	**	
Agree strongly	(2) 197	25	22	11	15	11	19	11	1	13	13	11	4	6	34	-	
	27%	34%kl	30%	22%	50%adfhj k	17%	40%kl	24%	8%	23%	18%	17%	17%	18%	61%abcdfh jk	-	
Tend to agree	(1) 272	24	30	19	11	30	17	9	26	28	28	32	6	15	11	-	
	38%o	33%	41%o	38%	35%	44%o	37%	28%	50%	47%o	39%	47%o	22%	45%	20%	-	
Neither agree nor disagree	(0) 117	13	10	9	2	14	5	12	4	9	13	9	4	6	7	-	
	16%	17%	14%	17%	5%	21%	11%	25%e	22%	16%	19%	15%	15%	13%	13%	-	
Tend to disagree	(-1) 64	6	4	6	1	3	3	6	2	4	7	7	9	5	2	-	
	9%	8%	6%	11%	3%	5%	3%	12%	10%	8%	10%	11%	37%	14%	4%	-	
Disagree strongly	(-2) 29	-	2	5	1	2	3	2	1	3	6	5	-	1	1	-	
	4%	-	2%	9%b	2%	2%	6%	4%	6%	5%	8%b	7%b	-	3%	1%	-	
<b>SUMMARY CODES</b>																	
AGREE	469	49	51	31	26	41	36	25	10	39	40	44	10	21	45	-	
	65%	68%	71%h	60%	65%kadfhk l	61%	76%hk	52%	58%	69%	57%	64%	39%	63%	82%adfhk l	-	
DISAGREE	93	6	6	11	2	5	4	7	3	7	13	12	9	6	3	-	
	13%	8%	8%	20%lo	5%	7%	9%	15%	16%	13%	18%	18%	37%	17%	5%	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	38	5	4	1	1	7	2	3	1	1	5	4	1	1	-	-	
	5%	7%	6%	3%	5%	11%o	4%	7%	3%	2%	7%	6%	6%	3%	-	-	
<b>Mean Score</b>	<b>0.801</b>	<b>1.017kl</b>	<b>0.962k</b>	<b>0.538</b>	<b>1.347</b>	<b>0.772</b>	<b>1.043k</b>	<b>0.613</b>	<b>0.455</b>	<b>0.752</b>	<b>0.523</b>	<b>0.592</b>	<b>0.194</b>	<b>0.626</b>	<b>1.365adfhjk l</b>	<b>-</b>	
<b>Standard Deviation</b>	<b>1.089</b>	<b>0.949</b>	<b>0.980</b>	<b>1.233</b>	<b>0.891</b>	<b>0.911</b>	<b>1.110</b>	<b>1.128</b>	<b>1.025</b>	<b>1.073</b>	<b>1.176</b>	<b>1.131</b>	<b>1.167</b>	<b>1.055</b>	<b>0.947</b>	<b>-</b>	
<b>Error Variance</b>	<b>0.002</b>	<b>0.013</b>	<b>0.014</b>	<b>0.029</b>	<b>0.023</b>	<b>0.014</b>	<b>0.026</b>	<b>0.026</b>	<b>0.058</b>	<b>0.023</b>	<b>0.021</b>	<b>0.021</b>	<b>0.065</b>	<b>0.034</b>	<b>0.019</b>	<b>-</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing





Q.23 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 to switch to""  
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	718	132	205	188	149	134	465	466	409
Weighted Base	717	136	216	208	155	141	453	459	400
Agree strongly	(2) 197	53	77	73	50	46	145	147	137
		27%	39% <sup>a</sup>	35%	32%	32%	32%	32%	34% <sup>a</sup>
Tend to agree	(1) 272	47	86	79	63	56	182	184	155
		36%	40%	38%	40%	40%	40%	42%	39%
Neither agree nor disagree	(0) 117	21	26	29	19	19	63	56	57
		16%	12%	14%	12%	13%	14%	12%	14%
Tend to disagree	(-1) 64	10	20	16	16	12	30	32	19
		9%	7%	8%	10%	9%	7%	7%	6%
Disagree strongly	(-2) 29	3	6	7	4	6	15	15	15
		4%	2%	3%	3%	4%	3%	3%	4%
<b>SUMMARY CODES</b>									
AGREE	469	100	163	152	112	102	328	340	291
		65%	74%	79%	73%	72%	72% <sup>a</sup>	74% <sup>a</sup>	72% <sup>a</sup>
DISAGREE	93	13	25	22	20	18	45	47	34
		13% <sup>a</sup>	10%	12%	13%	13%	10%	10%	8%
Refused	-	-	-	-	-	-	-	-	-
Don't know	38	2	3	5	3	3	18	16	18
		5% <sup>c</sup>	2%	3%	2%	2%	4%	3%	4%
<b>Mean Score</b>	0.801	1.023 <sup>a</sup>	0.860	0.866	0.805	0.896	0.950 <sup>a</sup>	0.882 <sup>a</sup>	0.893 <sup>a</sup>
<b>Standard Deviation</b>	1.089	1.026	1.043	1.052	1.065	1.095	1.030	1.021	1.027
<b>Error Variance</b>	0.002	0.008	0.005	0.006	0.008	0.009	0.002	0.002	0.003



Q.24 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 to switch to"  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1009	852	92	65	114	521	374	246	249	161	353	355	522	239	770	650	142	200
Weighted Base	1023	861	95*	67*	116*	594	313	304	319	179	220	280	620	203	821	712	142	151
Agree strongly	(2) 297	259	19	19	34	165	98	89	97	54	57	74	185	62	235	202	41	47
	29%	30%	20%	28%	30%	28%	31%	29%	30%	30%	26%	26%	30%	31%	29%	28%	29%	31%
Tend to agree	(1) 377	312	45	21	44	222	111	120	106	66	85	114	232	69	308	265	53	53
	37%	36%	47%	31%	39%	37%	36%	39%	32%	37%	39%	41%	37%	34%	38%	37%	38%	35%
Neither agree nor disagree	(0) 151	128	15	8	20	89	42	40	49	28	35	38	91	26	126	102	22	25
	15%	15%	16%	12%	17%	15%	13%	13%	15%	16%	16%	14%	15%	13%	14%	15%	15%	16%
Tend to disagree	(-1) 104	85	7	12	13	70	21	32	34	20	18	23	68	18	86	72	16	15
	10%	10%	7%	17%	11%	12%	7%	11%	11%	11%	8%	8%	11%	9%	10%	10%	11%	10%
Disagree strongly	(-2) 44	35	5	3	2	25	17	15	13	5	11	15	25	8	35	33	6	6
	4%	4%	6%	5%	2%	4%	5%	5%	4%	3%	5%	5%	4%	4%	5%	4%	4%	4%
<b>SUMMARY CODES</b>																		
AGREE	674	571	63	40	79	386	209	209	203	120	142	167	417	131	543	467	94	100
	66%	66%	67%	59%	68%	65%	67%	69%	64%	67%	64%	67%	67%	65%	66%	66%	66%	66%
DISAGREE	148	121	12	15	15	96	38	47	47	25	29	37	93	27	121	105	22	20
	14%	14%	13%	22%	13%	16%	12%	15%	15%	14%	13%	13%	15%	13%	15%	15%	15%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	49	41	4	4	2	23	24	8	21	6	15	17	20	19	31	39	4	6
	5%	5%	4%	6%	2%	4%	8% <sup>uef</sup>	3%	6%	3%	7% <sup>uh</sup>	6% <sup>um</sup>	3%	9% <sup>ao</sup>	4%	5%	3%	4%
Mean Score	0.800	0.823	0.708	0.642	0.849	0.752	0.876	0.801	0.807	0.826	0.767	0.796	0.806	0.856	0.787	0.789	0.783	0.834
Standard Deviation	1.121	1.116	1.070	1.246	1.025	1.130	1.133	1.132	1.138	1.091	1.113	1.111	1.130	1.126	1.118	1.129	1.118	1.110
Error Variance	0.001	0.002	0.013	0.025	0.010	0.003	0.004	0.005	0.006	0.008	0.004	0.004	0.002	0.006	0.002	0.002	0.009	0.007

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.24 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 to switch to"  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier switch

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	1009	2	246	763	1007	761	161	846	832	177	699	113	182	395	603	11
Weighted Base	1023	2**	253	770	1021	768	170	852	188	756	109*	147	412	598	14**	
Agree strongly	(2) 287	-	73	224	297	224	57	241	66	231	21	41	145	150	2	
	29% <sup>u</sup>	-	29%	29%	29%	29%	33%	28%	35%	31% <sup>u</sup>	19%	28%	35% <sup>ao</sup>	25%	16%	
Tend to agree	(1) 377	1	104	273	376	272	60	316	305	72	283	42	156	217	4	
	37%	61%	41%	35%	37%	35%	35%	37%	36%	37%	38%	32%	38%	36%	30%	
Neither agree nor disagree	(0) 151	-	32	119	151	119	18	133	134	18	111	19	53	94	5	
	15%	-	12%	15%	15%	15%	11%	16%	16%	15%	14%	16%	13%	16%	34%	
Tend to disagree	(-1) 104	1	26	78	103	77	24	79	92	12	66	22	34	69	1	
	10%	39%	10%	10%	10%	10%	14%	9%	11%	6%	9%	20% <sup>ak</sup>	8%	12%	11%	
Disagree strongly	(-2) 44	-	11	33	44	33	6	38	38	6	31	6	10	33	1	
	4%	-	4%	4%	4%	4%	4%	5%	3%	4%	5%	2%	2%	5% <sup>un</sup>	9%	
<b>SUMMARY CODES</b>																
AGREE	674	1	177	497	673	496	116	557	536	138	514	63	88	301	367	6
	66%	61%	70%	65%	68%	65%	68%	65%	64%	73% <sup>u</sup>	68%	58%	60%	73% <sup>ao</sup>	61%	46%
DISAGREE	148	1	37	111	147	110	30	117	131	17	97	27	44	102	3	
	14%	38%	15%	14%	14%	14%	18%	14%	16% <sup>u</sup>	9%	12%	25% <sup>ak</sup>	17%	17%	20%	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	49	-	7	42	49	42	5	44	34	15	34	3	6	14	35	
	5%	-	3%	6%	5%	6%	3%	5%	4%	8% <sup>u</sup>	4%	3%	4%	3%	6%	
<b>Mean Score</b>	<b>0.8001</b>	<b>0.214</b>	<b>0.819</b>	<b>0.794</b>	<b>0.801</b>	<b>0.795</b>	<b>0.831</b>	<b>0.795</b>	<b>0.747</b>	<b>1.045a1</b>	<b>0.853f</b>	<b>0.484</b>	<b>0.712</b>	<b>0.986ao</b>	<b>0.680</b>	<b>0.329</b>
<b>Standard Deviation</b>	<b>1.121</b>	<b>1.369</b>	<b>1.106</b>	<b>1.127</b>	<b>1.121</b>	<b>1.126</b>	<b>1.161</b>	<b>1.113</b>	<b>1.134</b>	<b>1.026</b>	<b>1.100</b>	<b>1.178</b>	<b>1.126</b>	<b>1.033</b>	<b>1.161</b>	<b>1.174</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.937</b>	<b>0.005</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.009</b>	<b>0.002</b>	<b>0.002</b>	<b>0.007</b>	<b>0.002</b>	<b>0.013</b>	<b>0.007</b>	<b>0.003</b>	<b>0.002</b>	<b>0.125</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.24 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 to switch to"  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1009	752	257	55	43	853	53	3
Weighted Base	1053	817	236	70*	30*	865	54*	5**
Agree strongly	(2) 297	242	55	25	7	282	12	3
Tend to agree	(1) 377	30%	27%	35%	23%	29%	22%	64%
Neither agree nor disagree	(0) 151	37%	30%	29	13	358	19	-
Tend to disagree	(-1) 104	120	32	7	3	142	9	-
Disagree strongly	(-2) 44	15%	15%	10%	9%	15%	17%	-
		8%	21	6	5	94	9	2
		10%	10%	9%	17%	10%	16%	36%
		31	13	2	2	41	3	-
		4%	6%	2%	8%	4%	5%	-
<b>SUMMARY CODES</b>								
AGREE	674	55%	11%	54	20	640	31	3
DISAGREE	148	68%	56%	77%	66%	66%	69%	64%
Refused	14	11%	3%	8	8	135	11	2
Don't know	49	14%	16%	12%	25%	14%	21%	36%
		-	-	-	-	-	-	-
		25	24	1	-	48	2	-
		3%	12%ab	2%	-	5%	3%	-
Mean Score	0.800	0.825	0.695	0.995	0.558	0.813	0.563	0.918
Standard Deviation	1.121	1.098	1.214	1.034	1.257	1.115	1.173	1.627
Error Variance	0.001	0.002	0.007	0.020	0.037	0.001	0.026	0.882

Q.24 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 to switch to""  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING			SEGMENTS (2014 SURVEY EQUIVALENT)				
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1009	385	606	166	1009	843	-	170	361	353	125
Weighted Base	1023	405	601	178	1023	846	**	191	372	346	113
Agree strongly	(2) 267	174	121	67	297	238	-	70	121	86	20
	29% <i>ck</i>	43% <i>ac</i>	20%	38% <i>aef</i>	29%	27%	-	37% <i>jk</i>	32% <i>jk</i>	25%	16%
Tend to agree	(1) 377	138	233	66	377	311	-	66	143	137	32
	37%	34%	39%	37%	37%	37%	-	34%	38%	39% <i>ik</i>	28%
Neither agree nor disagree	(0) 151	45	104	19	151	135	-	19	50	60	22
	15%	11%	17% <i>b</i>	9%	15%	16% <i>d</i>	-	10%	14%	17% <i>h</i>	20% <i>h</i>
Tend to disagree	(-1) 104	34	70	19	104	85	-	25	37	34	8
	10%	8%	12%	11%	10%	10%	-	13%	10%	10%	7%
Disagree strongly	(-2) 44	11	33	4	44	40	-	10	14	13	6
	4%	3%	6% <i>b</i>	2%	4%	5%	-	5%	4%	4%	6%
<b>SUMMARY CODES</b>											
AGREE	674	312	354	133	674	542	-	136	263	223	52
	66% <i>ck</i>	77% <i>ac</i>	59%	75% <i>aef</i>	66%	64%	-	71% <i>jk</i>	71% <i>jk</i>	64% <i>ik</i>	46%
DISAGREE	148	45	103	23	148	125	-	35	51	47	14
	14%	11%	17% <i>b</i>	13%	14%	15%	-	18%	14%	14%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	49	3	46	6	49	44	-	1	7	17	24
	5% <i>ah</i>	1%	7% <i>b</i>	3%	5%	5%	-	1%	2%	5% <i>h</i>	21% <i>ahj</i>
<b>Mean Score</b>	<b>0.800e</b>	<b>1.072ac</b>	<b>0.603</b>	<b>1.004aef</b>	<b>0.800</b>	<b>0.757</b>	-	<b>0.843</b>	<b>0.872k</b>	<b>0.755</b>	<b>0.582</b>
<b>Standard Deviation</b>	<b>1.121</b>	<b>1.060</b>	<b>1.131</b>	<b>1.066</b>	<b>1.121</b>	<b>1.128</b>	-	<b>1.206</b>	<b>1.103</b>	<b>1.077</b>	<b>1.148</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.003</b>	<b>0.002</b>	<b>0.007</b>	<b>0.001</b>	<b>0.002</b>	-	<b>0.009</b>	<b>0.003</b>	<b>0.002</b>	<b>0.013</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.24 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 to switch to"  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1009	122	96	70	57	103	64	60	27	65	85	97	45	51	67	-	
Weighted Base	1023	123	95	74	56	106	65	52	23**	71	89	99	47	51	73	**	
Agree strongly	(2) 297	38 31%kl	19 19%	26 35%ckj	20 35%kl	38 36%ckm	31 48%abchj	13 24%	6 24%	13 18%	13 15%	18 18%	8 18%	10 19%	46 63%abcbef	-	
Tend to agree	(1) 377	44 37%do	45 47%udho	17 23%	21 36%wo	37 35%wo	20 31%	14 27%	10 45%	34 48%udho	36 41%do	48 49%adgho	22 37%wo	22 44%do	11 15%	-	
Neither agree nor disagree	(0) 151	17 15%	14 14%	12 16%	9 14%	13 13%	5 8%	14 27%alghm	5 21%	10 14%	17 19%	14 19%	5 10%	7 14%	10 13%	-	
Tend to disagree	(-1) 104	15 10%	9 10%	10 14%	2 4%	6 8%	4 6%	7 13%	1 4%	6 8%	10 12%	9 9%	12 25%acacfg	7 13%	5 7%	-	
Disagree strongly	(-2) 44	1 4%	3 3%	6 9%lbo	2 3%	3 3%	3 4%	1 1%	- 2%	5 7%b	7 8%b	6 6%b	3 7%b	4 8%b	1 1%	-	
<b>SUMMARY CODES</b>																	
AGREE	674	81 66%h	64 67%	42 56%	40 71%h	76 72%hk	51 79%adghm	27 52%	16 69%	47 66%	49 56%	66 67%	25 55%	32 62%	57 78%dghm	-	
DISAGREE	148	16 14%	12 13%	17 22%efo	4 8%	9 9%	6 10%	7 14%	1 8%	11 15%	17 19%l	15 15%	15 32%abcbef	10 20%	6 8%	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	49	7 6%	5 5%	4 4%	3 7%	4 7%	2 3%	3 7%	1 4%	3 4%	5 6%	4 4%	1 3%	2 4%	1 1%	-	
<b>Mean Score</b>	<b>0.800km</b>	<b>0.884km</b>	<b>0.754</b>	<b>0.642</b>	<b>1.024kmm</b>	<b>1.046dhj</b>	<b>1.172gcd</b>	<b>0.650</b>	<b>0.886</b>	<b>0.650</b>	<b>0.656</b>	<b>0.656</b>	<b>0.339</b>	<b>0.550</b>	<b>1.324abcbdhjk</b>	-	
<b>Standard Deviation</b>	<b>1.121</b>	<b>1.041</b>	<b>0.992</b>	<b>1.347</b>	<b>1.020</b>	<b>1.021</b>	<b>1.097</b>	<b>1.060</b>	<b>0.917</b>	<b>1.116</b>	<b>1.146</b>	<b>1.093</b>	<b>1.258</b>	<b>1.185</b>	<b>1.024</b>	-	
<b>Error Variance</b>	<b>0.001</b>	<b>0.010</b>	<b>0.011</b>	<b>0.027</b>	<b>0.020</b>	<b>0.011</b>	<b>0.019</b>	<b>0.020</b>	<b>0.034</b>	<b>0.020</b>	<b>0.017</b>	<b>0.013</b>	<b>0.036</b>	<b>0.029</b>	<b>0.016</b>	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.24 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 to switch to"  
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1009	181	292	286	201	195	650	659	575
Weighted Base	1023	195	319	312	216	212	648	666	576
Agree strongly	(2) 297	77	109	109	73	66	221	234	205
		29%	40% <sup>a</sup>	34%	35%	31%	34% <sup>a</sup>	35% <sup>a</sup>	36% <sup>a</sup>
Tend to agree	(1) 377	68	120	112	80	80	257	264	221
		37%	35%	38%	37%	38%	40%	40%	38%
Neither agree nor disagree	(0) 151	24	34	36	25	21	79	80	73
		15%	12%	11%	12%	10%	12%	12%	13%
Tend to disagree	(-1) 104	22	41	38	24	29	46	46	34
		10% <sup>b</sup>	11%	12%	11%	14%	7%	7%	6%
Disagree strongly	(-2) 44	2	12	13	11	13	20	19	19
		4%	7%	4%	5% <sup>b</sup>	6% <sup>b</sup>	3%	3%	3%
<b>SUMMARY CODES</b>									
AGREE	674	145	256	221	153	148	477	498	426
	66%	74% <sup>a</sup>	72%	71%	69%	69%	74% <sup>a</sup>	75% <sup>a</sup>	74% <sup>a</sup>
DISAGREE	148	25	53	51	35	41	66	65	52
	14% <sup>b</sup>	13%	17%	16%	16%	20%	10%	10%	9%
Refused	-	-	-	-	-	-	-	-	-
Don't know	49	1	3	4	3	3	25	22	25
	5% <sup>b</sup>	1%	1%	1%	1%	2%	4%	3%	4%
<b>Mean Score</b>	0.800	1.008 <sup>a</sup>	0.862	0.897	0.846	0.797	0.963 <sup>a</sup>	1.007 <sup>a</sup>	1.016 <sup>a</sup>
<b>Standard Deviation</b>	1.121	1.049	1.140	1.152	1.167	1.207	1.034	1.020	1.029
<b>Error Variance</b>	0.001	0.005	0.005	0.005	0.007	0.008	0.002	0.002	0.002

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	541	488	31	22	129	289	123	121	149	106	165	181	303	104	437	331	105	96
Weighted Base	583	527	32**	24**	135	339	109	150	200	123	111	147	377	85*	498	383	109*	84*
Atlantic	1	1	-	-	-	1	-	1	-	-	-	-	1	-	1	1	-	-
Axis Telecom	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
British Gas	126	115	8	3	27	78	21	29	49	24	24	38	76	17	109	73	26	26
Co-operative Energy	22%	22%	25%	13%	20%	23%	19%	19%	25%	19%	22%	20%	20%	20%	22%	19%	24%	31% <sup>p</sup>
E.ON	4	4	-	-	-	3	1	-	2	1	1	1	1	-	4	4	-	-
Ebico	1%	1%	-	-	-	1%	1%	-	1%	1%	1%	-	-	-	1%	-	-	-
Economy Energy	4	3	-	1	3	1	-	-	-	2	1	3	1	1	3	-	1	2
Ecotricity	1%	1%	-	4%	2%	-	-	-	-	2%	1%	2%	-	1%	1%	-	1%	3% <sup>p</sup>
EDF	2	2	-	-	-	2	-	1	1	-	-	1	1	-	1	1	-	1
Extra Energy	62	62	-	-	12	38	12	14	24	12	11	9	46	11	51	41	16	5
First Utility	11%	12%	-	-	9%	11%	11%	9%	12%	10%	10%	6%	12% <sup>u</sup>	12%	10%	11%	15%	6%
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	6	6	-	-	-	6	-	-	1	5	-	3	3	2	5	5	-	2
	1%	1%	-	-	-	2%	-	-	1%	4% <sup>u</sup>	-	2%	1%	2%	1%	1%	-	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	541	488	31	22	129	289	123	121	149	106	165	181	303	104	437	331	105	96
Weighted Base	583	527	32**	24**	135	339	109	150	200	123	111	147	377	85*	498	383	109*	84*
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	8	-	-	-	5	4	4	2	2	-	2	6	2	7	8	-	-
Npower	71	66	4	1	13	42	16	19	23	20	9	21	44	9	62	57	7	7
Ovo	2	2	-	-	-	2	-	2	-	-	-	-	2	-	2	2	-	-
Sainsbury's Energy	5	5	-	-	1	4	-	1	3	-	1	1	4	1	4	4	1	-
Scottish Hydro	2	-	2	-	-	1	-	1	2	-	1	-	1	2	1	1	1	-
Scottish Power	89	72	11	5	21	52	15	33	26	15	15	19	61	14	75	58	21	9
Southern Electric	30	29	1	-	7	20	3	8	11	5	6	7	23	5	25	19	5	5
Spark Energy	6	4	-	2	2	3	1	-	3	2	1	3	3	1	5	4	2	-
SSE (Scottish and Southern Energy)	29	26	2	1	3	13	12	10	4	9	6	7	18	4	25	20	3	5
Swalec	3	-	-	3	1	1	1	-	-	2	1	2	1	1	2	1	1	1
Utility Warehouse	8	8	-	-	1	7	1	3	2	-	3	1	5	2	6	2	3	1
Utilita	3	3	-	-	3	-	-	-	2	-	1	1	-	-	3	-	-	3
Other	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	541	488	31	22	129	289	123	121	149	106	165	181	303	104	437	331	105	96
Weighted Base	583	527	32**	24**	135	339	109	150	200	123	111	147	377	85*	498	383	109*	84*
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	524	473	31	20	120	305	99	135	182	109	98	130	342	74	450	346	99	74
	90%	90%	96%	81%	89%	90%	91%	90%	91%	89%	89%	89%	91%	86%	90%	90%	91%	89%
SSE ALL	63	55	4	4	11	36	16	20	15	15	13	16	43	9	54	42	10	11
	11%	10%	14%	15%	8%	11%	15%	13%	7%	12%	12%	11%	11%	11%	11%	11%	9%	13%
Refused	1	-	-	1	1	-	-	-	-	-	1	-	1	-	1	-	1	-
	-	-	-	5%	1%	-	-	-	-	-	1%	-	-	-	-	-	1%	-
Don't know	9	7	1	-	4	2	3	4	2	1	2	1	6	1	8	7	2	1
	2%	1%	4%	2%	3% <sup>f</sup>	1%	3% <sup>f</sup>	2%	1%	1%	2%	1%	2%	1%	2%	2%	2%	1%

Fieldwork : 20/02/15-22/03/15

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	-	-	541	541	541	56	485	278	263	421	15	96	317	222	2
Weighted Base	583	**	**	583	583	583	63*	520	302	281	476	18**	86*	346	234	3**
Atlantic	1	-	-	1	1	1	-	1	-	1	-	-	-	1	-	-
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	126	-	-	126	126	126	15	111	75	51	89	11	27	58	66	1
	22%	-	-	22%	22%	22%	24%	21%	25%	18%	19%	61%	31%k	17%	28%n	45%
Co-operative Energy	4	-	-	4	4	4	-	4	3	1	4	-	-	3	1	-
	7%	-	-	7%	7%	7%	-	7%	7%	1%	7%	-	-	7%	-	-
E.ON	112	-	-	112	112	112	15	97	53	59	92	2	17	68	44	-
	19%	-	-	19%	19%	19%	24%	19%	18%	21%	19%	12%	20%	30%	19%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	4	-	-	4	4	4	1	3	1	3	-	-	4	3	1	-
	7%	-	-	7%	7%	7%	1%	7%	1%	7%	-	-	4%k	1%	1	-
Ecotricity	2	-	-	2	2	2	1	1	-	2	1	-	1	1	1	-
	-	-	-	-	-	-	1%	-	-	1%	-	-	1%	-	1%	-
EDF	62	-	-	62	62	62	7	55	33	29	54	-	10	42	20	-
	11%	-	-	11%	11%	11%	12%	11%	11%	10%	11%	-	11%	12%	8%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	6	-	-	6	6	6	-	6	-	6	-	-	-	2	5	-
	1%	-	-	1%	1%	1%	-	1%	2%j	-	1%	-	-	2%	5%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	-	-	541	541	541	56	485	278	263	421	15	96	317	222	2
Weighted Base	583	**	**	583	583	583	63*	520	302	281	476	18**	86*	346	234	3**
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	-	-	8	8	8	1	7	3	6	8	-	-	8	-	-
Npower	71	-	-	71	71	71	7	65	33	38	64	1	5	48	22	1
Ovo	2	-	-	2	2	2	-	2	-	2	-	-	-	2	-	-
Sainsbury's Energy	5	-	-	5	5	5	2	3	2	3	5	-	-	4	1	-
Scottish Hydro	2	-	-	2	2	2	-	2	-	2	-	-	-	-	2	-
Scottish Power	89	-	-	89	89	89	8	81	49	40	78	3	10	52	37	-
Southern Electric	30	-	-	30	30	30	1	29	14	16	23	-	4	19	11	-
Spark Energy	6	-	-	6	6	6	-	6	2	4	6	-	1	6	-	-
SSE (Scottish and Southern Energy)	29	-	-	29	29	29	-	29	11	18	24	-	4	19	10	-
Swalec	3	-	-	3	3	3	-	3	2	1	3	-	-	1	1	-
Utility Warehouse	8	-	-	8	8	8	1	7	6	2	5	-	3	3	5	-
Utilita	3	-	-	3	3	3	1	2	2	1	2	-	1	-	3	-
Other	1	-	-	1	1	1	-	1	1	-	-	-	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	-	-	541	541	541	56	485	278	263	421	15	96	317	222	2
Weighted Base	583	**	**	583	583	583	63*	520	302	281	476	18**	86*	346	234	3**
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	524	-	-	524	524	524	54	470	270	253	427	17	77	308	213	3
	90%	-	-	90%	90%	90%	85%	90%	90%	90%	90%	97%	89%	91%	100%	
SSE ALL	63	-	-	63	63	63	1	62	27	36	51	-	8	39	24	-
	11%g	-	-	11%	11%	11%	2%	12%g	9%	13%	11%	-	10%	11%	10%	-
Refused	1	-	-	1	1	1	1	-	1	-	1	-	-	1	-	-
	0.2%	-	-	0.2%	0.2%	0.2%	2%h	-	-	-	-	-	-	-	-	-
Don't know	9	-	-	9	9	9	2	8	5	5	8	-	-	5	4	-
	2%	-	-	2%	2%	2%	2%	1%	2%	2%	2%	-	-	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	487	44	78	32	488	52	1
Weighted Base	563	550	33*	102*	22**	523	60*	1**
Atlantic	1	1	-	-	-	1	-	-
Axis Telecom	-	-	-	-	-	-	-	-
British Gas	126	118	8	23	6	113	13	1
	22%	21%	25%	22%	26%	22%	21%	100%
Co-operative Energy	4	3	1	-	-	4	-	-
	7%	7%	2%	-	-	7%	-	-
E.ON	112	102	11	20	6	100	13	-
	79%	78%	32% <sup>b</sup>	20%	27%	79%	21%	-
Ebico	-	-	-	-	-	-	-	-
Economy Energy	4	4	-	2	1	3	1	-
	7%	7%	-	2%	2%	7%	7%	-
Ecotricity	2	2	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
EDF	62	60	2	17	2	56	6	-
	77%	77%	5%	16%	9%	77%	9%	-
Extra Energy	-	-	-	-	-	-	-	-
First Utility	6	6	-	3	-	5	2	-
	7%	7%	-	3%	-	7%	3%	-
Flow Energy	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	487	44	78	32	488	52	1
Weighted Base	563	550	33*	102*	22**	523	60**	1**
Green Star Energy	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	8	-	2	-	8	-	-
Npower	71	68	3	10	1	67	5	-
	12%	12%	10%	10%	3%	13%	6%	-
Ovo	2	2	-	-	-	2	-	-
Sainsbury s Energy	6	5	-	1	-	5	-	-
	1%	1%	-	1%	-	1%	-	-
Scottish Hydro	2	2	-	-	-	2	-	-
Scottish Power	89	85	4	11	3	80	8	-
	15%	15%	11%	10%	15%	14%	14%	-
Southern Electric	30	29	1	4	2	23	7	-
	5%	5%	2%	4%	6%	4%	12% <sup>f</sup>	-
Spark Energy	6	6	-	1	1	5	1	-
	1%	1%	-	1%	6%	1%	2%	-
SSE (Scottish and Southern Energy)	29	27	2	4	-	29	-	-
	5%	5%	7%	4%	-	6%	-	-
Swalec	3	3	-	-	-	3	-	-
	*	*	-	-	-	1%	-	-
Utility Warehouse	8	8	-	5	-	5	3	-
	1%	1%	-	-	-	1%	6% <sup>af</sup>	-
Utilita	3	3	-	2	1	2	1	-
	1%	1%	-	2%	3%	1%	1%	-
Other	1	1	-	-	1	-	1	-
	-	-	-	-	3%	-	1% <sup>f</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	487	44	78	32	488	52	1
Weighted Base	563	550	33*	102*	22**	523	60*	1**
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	524	493	30	88	20	472	51	1
	90%	90%	90%	87%	87%	90%	85%	100%
SSE ALL	63	60	3	8	2	56	7	-
	11%	11%	9%	8%	8%	11%	12%	-
Refused	1	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-
Don't know	9	7	2	3	-	8	2	-
	2%	1%	6%ab	3%	-	1%	3%	-



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	286	246	541	541	-	-	229	233	77	2
Weighted Base	583	324	249	583	583	**	**	258	249	75*	1**
Atlantic	1	1	-	1	1	-	-	-	1	-	-
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
British Gas	126	81	62	126	126	-	-	46	62	18	-
	22%	19%	25%	22%	22%	-	-	16%	25%	25%	-
Co-operative Energy	4	3	1	4	4	-	-	3	-	1	-
	7%	7%	-	7%	7%	-	-	7%	-	7%	-
E.ON	112	81	47	112	112	-	-	53	44	15	-
	19%	19%	19%	19%	19%	-	-	27%	16%	20%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	4	1	2	4	4	-	-	1	1	1	-
	7%	-	7%	7%	7%	-	-	7%	7%	7%	-
Ecotricity	2	2	-	2	2	-	-	2	-	-	-
	-	7%	-	-	-	-	-	7%	-	-	-
EDF	62	38	29	62	62	-	-	34	21	7	-
	71%	12%	9%	71%	71%	-	-	13%	6%	9%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-
First Utility	6	3	3	6	6	-	-	1	3	2	-
	7%	7%	7%	7%	7%	-	-	7%	7%	2%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	286	246	541	541	-	-	229	233	77	2
Weighted Base	583	324	249	583	583	**	**	258	249	75*	1**
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	6	2	8	8	-	-	6	2	1	-
Npower	71	46	25	71	71	-	-	34	29	9	-
Ovo	2	2	-	2	2	-	-	2	-	-	-
Sainsbury's Energy	5	4	1	5	5	-	-	2	3	-	-
Scottish Hydro	2	2	-	2	2	-	-	2	1	-	-
Scottish Power	89	43	45	89	89	-	-	38	43	7	1
Southern Electric	30	23	7	30	30	-	-	12	12	6	-
Spark Energy	6	3	3	6	6	-	-	1	3	2	-
SSE (Scottish and Southern Energy)	29	15	13	29	29	-	-	11	15	3	-
Swalec	3	-	3	3	3	-	-	1	1	1	-
Utility Warehouse	8	8	1	8	8	-	-	4	2	2	-
Utilita	3	2	1	3	3	-	-	2	1	2	-
Other	1	-	1	1	1	-	-	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.15b And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	286	246	541	541	-	-	229	233	77	2
Weighted Base	583	324	249	583	583	**	**	258	249	75*	1**
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	524	288	226	524	524	-	-	232	225	66	1
	90%	89%	90%	90%	90%	-	-	90%	90%	88%	60%
SSE ALL	63	41	23	63	63	-	-	26	27	10	-
	11%	13%	9%	11%	11%	-	-	10%	11%	13%	-
Refused	1	-	1	1	1	-	-	1	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	7	9	9	-	-	1	7	1	1
	2%	-	3%b	2%	2%	-	-	-	3%	1%	40%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 541	51	54	24	26	48	46	74	3	28	52	42	16	31	46	-
Weighted Base 583	54*	60*	31**	33**	55*	46*	74*	3**	30**	51*	46*	17**	32**	53*	**
Atlantic	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Axis Telecom	-	-	-	-	-	-	-	-	-	2%a	-	-	-	-	-
British Gas	128	13	8	3	7	15	7	22	7	5	14	3	7	15	-
22%	23%	74%	9%	20%	27%k	15%	30%k	1	25%	10%	30%k	19%	21%	29%k	-
Co-operative Energy	4	-	2	-	1	-	-	-	-	2	-	-	-	1	-
7%	-	3%	-	-	1%	-	-	-	-	-	-	-	-	2%	-
E.ON	112	12	16	3	8	8	16	3	11	5	5	8	9	9	-
19%	23%	26%	9%	25%	14%	18%	22%	11%	22%	11%	31%	24%	18%	18%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	4	-	1	-	2	-	-	-	-	-	-	-	-	-	-
3%	-	1%	-	3%	4%a	-	-	-	-	-	-	-	-	-	-
Electricity	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-
7	2%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-
EDF	62	5	6	6	4	7	9	-	-	10	2	-	4	6	-
11%	9%	10%	21%	4%	8%	15%	13%	-	-	20%al	5%	-	14%	11%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	6	-	-	-	-	-	-	-	-	3	-	-	-	2	-
3%	-	-	-	-	-	-	2%	-	-	6%a	-	-	-	3%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 541	51	54	24	26	48	46	74	3	28	52	42	16	31	46	-	-
Weighted Base 583	54*	60*	31**	33**	55*	46*	74*	3**	30**	51*	46*	17**	32**	53*	-**	-**
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	1	-	2	1	-	-	-	-	1	2	-	1	-	-	-
Npower	71	2%	-	5%	2%	-	-	-	-	2%	5%	3%	3%	-	-	-
Ovo	12%	7	9	5	2	7	7	8	4	7	6	1	3	6	-	-
Sainsbury's Energy	2	-	-	2	6%	12%	10%	-	12%	14%	14%	9%	6%	10%	-	-
Scottish Hydro	2	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Power	89	10	10	3	8	10	5	12	11	3	5	2	6	4	-	-
Southern Electric	15%	18%	17%	11%	24%	16%	12%	16%	20%	7%	11%	9%	15%	7%	-	-
Spark Energy	30	2	5	5	2	3	1	-	1	2	5	-	3	2	-	-
SSE (Scottish and Southern Energy)	5%	3%	8%	16%	5%	6%	-	1%	3%	5%	11%gh	-	8%	4%	-	-
Swalec	6	-	-	-	-	1	-	1	-	1	-	2	1	1	-	-
Utility Warehouse	1%	-	-	-	1%	-	-	1%	-	2%	-	10%	3%	2%	-	-
Utilita	29	3	2	1	-	1	8	1	2	-	6	1	-	4	-	-
Other	5%	6%	3%	2%	-	2%	18%kadhk	1%	68%	1%	13%kadhk	7%	-	7%	-	-
	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	4%	-	-	-	-	-	-	9%	-	-	-	-
	8	-	-	3	-	-	3	-	-	2	-	-	-	-	-	-
	7%	1%	-	71%	-	-	3%	-	-	4%	-	-	-	-	-	-
	3	-	1	-	-	1	-	-	-	-	-	-	-	2	-	-
	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	3%a	-	-
	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.15b And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 541	51	54	24	26	48	46	74	3	28	52	42	16	31	46	-	
Weighted Base 583	54*	60*	31**	33**	55*	46*	74*	3**	30**	51*	46*	17**	32**	53*	**	
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	524	51	56	26	29	47	70	3	28	49	43	14	30	46	-	
	90%k	94%k	92%	63%	68%	66%	93%	94%k	100%	96%	78%	84%	84%	86%	-	
SSE ALL	63	5	6	6	3	4	8	2	3	3	11	3	3	6	-	
	11%h	9%	71%	79%	9%	8%	18%h	2%	68%	9%	24%k/hk	75%	8%	71%	-	
Refused	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	*	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	
Don't know	9	1	2	-	-	1	1	-	-	1	2	-	-	-	-	
	2%	2%	3%	-	-	2%	2%	-	-	4%	4%	-	3%	-	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	190	334	284	-	213	355	369	319
Weighted Base	583	210	373	320	**	239	384	401	340
Atlantic	1	-	-	-	-	-	1	1	1
Axis Telecom	-	-	-	-	-	-	-	-	-
British Gas	126 22%	39 18%	73 19%	61 19%	-	47 20%	86 22%	87 22%	73 21%
Co-operative Energy	4	3	3	3	-	3	1	1	-
E.ON	112 19%	49 23%	77 21%	65 20%	-	42 18%	69 18%	78 19%	64 19%
Ebico	-	-	-	-	-	-	-	-	-
Economy Energy	4 1%	-	1	1	-	1	3	3	4
Ecotricity	2	-	2	1	-	1	1	1	1
EDF	62 11%	25 12%	43 12%	35 11%	-	25 10%	41 11%	42 11%	36 10%
Extra Energy	-	-	-	-	-	-	-	-	-
First Utility	6 1%	-	1	1	-	1	3	3	3
Flow Energy	-	-	-	-	-	1%	1%	1%	1%
Good Energy	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \*\* very small base (under 30) ineligible for sig testing

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	190	334	284	-	213	355	369	319
Weighted Base	583	210	373	320	**	239	384	401	340
Energy	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	8	3	6	6	-	5	7	7	6
	1%	1%	2%	2%	-	2%	2%	2%	2%
Npower	71	26	52	42	-	34	50	53	45
	12%	13%	14%	13%	-	14%	13%	13%	13%
Ovo	2	2	2	2	-	-	-	2	-
	*	1%	*	1%	-	-	*	*	-
Sainsbury's Energy	5	2	4	3	-	2	4	3	3
	1%	1%	1%	1%	-	1%	1%	1%	1%
Scottish Hydro	2	2	2	-	-	-	-	-	-
	*	1%	*	-	-	-	-	-	-
Scottish Power	89	32	60	52	-	40	51	56	46
	15%	15%	16%	16%	-	17%	13%	14%	13%
Southern Electric	30	12	15	16	-	13	24	24	24
	5%	6%	4%	5%	-	5%	6%	6%	7%
Spark Energy	6	1	4	2	-	2	5	3	4
	1%	1%	1%	1%	-	1%	1%	1%	1%
SSE (Scottish and Southern Energy)	29	8	19	18	-	15	21	23	18
	5%	4%	5%	5%	-	6%	5%	6%	5%
Swalec	3	1	2	2	-	2	3	3	3
	*	*	1%	1%	-	1%	1%	1%	1%
Utility Warehouse	8	3	3	3	-	2	6	4	4
	1%	1%	1%	1%	-	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \*\* very small base (under 30) ineligible for sig testing



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	190	334	284	-	213	355	369	319
Weighted Base	583	210	373	320	**	239	384	401	340
Utilities	3	2	2	2	-	-	2	-	2
	1%	1%	1%	1%	-	-	*	-	1%
Other	1	-	-	-	-	-	-	-	-
	1	-	-	-	-	-	-	-	-
<b>SUMMARY CODES</b>									
BIG SIX SUPPLIER	524	194	342	292	-	219	343	366	307
	90%	92%	92%	91%	-	91%	89%	91%	90%
SSE ALL	63	22	37	36	-	30	47	49	45
	11%	11%	10%	11%	-	13%	12%	12%	13%
Refused	1	-	-	1	-	1	1	1	1
	*	-	-	*	-	*	*	*	*
Don't know	9	1	4	4	-	3	8	6	6
	2%	*	1%	1%	-	1%	2%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \*\* very small base (under 30) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	118	103	11	4	34	61	23	25	35	15	43	45	61	26	92	55	27	32
Weighted Base	122	106*	13**	3**	32**	69*	22**	33**	46*	16**	27*	36*	74*	20**	102*	66*	28**	23**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	41	35	4	2	11	21	10	13	13	8	7	11	23	7	34	28	10	2
Co-operative Energy	33%	33%	31%	52%	33%	30%	43%	38%	29%	47%	27%	31%	31%	34%	33%	43%	36%	11%
Daligas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	16	13	2	-	9	8	3	2	6	2	4	6	9	4	11	4	6	5
Ebico	12%	12%	17%	-	9%	12%	15%	7%	13%	13%	16%	17%	12%	19%	11%	6%	23%	20%
Economy Energy	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	1	-	1	1	-	-	-	-	-	1	1	-	1	1	-	-	1
EDF	7%	7%	-	17%	4%	-	-	-	-	-	4%	3%	-	3%	7%	-	-	5%
EDF	4	4	-	-	1	3	-	-	1	1	2	1	3	-	4	-	3	1
Extra Energy	3%	4%	-	-	3%	4%	-	-	2%	8%	6%	2%	4%	2%	3%	-	12%	3%
First Utility	1	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-	-	1
Flow Energy	1%	1%	-	-	-	1%	-	-	-	-	2%	2%	-	3%	-	-	-	3%
Gnergy	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	-
Gnergy	7%	7%	-	-	-	2%	-	-	3%	-	-	-	2%	-	-	-	5%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local authori- ty only (r)
Unweighted Base	118	103	11	4	34	61	23	25	35	15	43	45	61	26	92	55	27	32
Weighted Base	122	106*	13**	3**	32**	69*	22**	33**	46*	16**	27*	36*	74*	20**	102*	66*	28**	23**
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	13	13	-	-	6	6	1	4	6	-	4	4	8	1	13	9	2	2
Ovo	11%	12%	-	-	19%	9%	6%	11%	12%	-	14%	10%	11%	3%	12%	13%	6%	7%
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	4	-	2	2	-	2	1	-	1	-	4	-	4	3	-	-
Scottish Power	8	8	-	-	1	5	3	4	2	1	2	6	2	-	8	4	1	4
Southern Electric	7%	8%	-	-	11%	4%	7%	11%	4%	7%	6%	15%*	3%	-	8%	5%	3%	17%
Spark Energy	4	4	-	-	1	4	-	-	1	2	1	1	2	1	4	3	-	2
SSE (Scottish and Southern Energy)	4%	4%	-	-	2%	6%	-	-	3%	14%	2%	2%	3%	3%	4%	4%	-	7%
Swalec	3	1	1	-	-	3	-	1	1	-	-	3	-	3	1	1	1	-
Utility Warehouse	2%	1%	8%	-	-	4%	-	3%	3%	-	-	-	3%	-	2%	2%	5%	-
	3	3	-	-	2	1	1	-	1	1	1	2	1	1	3	1	1	2
	3%	3%	-	-	5%	1%	4%	-	2%	6%	5%	7%	1%	4%	3%	1%	4%	7%
	-	-	-	14%	-	1%	-	-	-	-	-	1%	-	-	-	-	-	2%
	5	3	2	-	-	5	-	2	3	-	2	-	1	-	4	4	-	-
	4%	3%	14%	-	-	7%	-	6%	7%	-	-	-	7%	6%	6%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	118	103	11	4	34	61	23	25	35	15	43	45	61	26	92	55	27	32
Weighted Base	122	106*	13**	3**	32**	69*	22**	33**	46*	16**	27*	36*	74*	20**	102*	66*	28**	23**
Utilita	1	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1
Zog Energy	1%	1%	-	-	3%	-	-	-	-	5%	-	-	1%	-	1%	-	-	4%
Other	4	4	-	-	-	1	3	1	3	-	-	-	3	1	3	4	-	-
	3%	4%	-	-	-	2%	11%	4%	6%	-	-	-	4%	7%	3%	6%	-	-
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	93	81	10	2	25	50	18	24	31	15	23	30	52	13	80	51	23	16
	76%	76%	79%	66%	79%	73%	81%	72%	68%	95%	63%	84%	70%	66%	78%	77%	84%	71%
SSE ALL	12	8	4	*	4	7	1	2	4	3	4	3	7	1	11	7	1	4
	10%	7%	30%	14%	12%	11%	4%	5%	8%	20%	13%	10%	10%	7%	10%	10%	4%	15%
Refused	2	2	-	-	-	2	-	-	2	-	-	-	2	-	2	2	-	-
	1%	2%	-	-	-	2%	-	-	4%	-	-	-	2%	-	2%	3%	-	-
Don't know	11	11	-	-	4	6	2	5	4	-	2	3	8	3	9	5	1	3
	9%	11%	-	-	12%	8%	7%	14%	9%	-	6%	9%	11%	12%	9%	7%	5%	15%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	118	1	-	118	117	117	18	99	67	51	84	5	34	61	50	7
Weighted Base	122	1**	-**	122	121	121	19**	103*	68*	54*	84*	3**	27**	66*	51*	6**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	41	-	-	41	41	41	7	34	20	21	31	1	9	27	11	3
Co-operative Energy	33%	-	-	33%	34%	34%	36%	33%	30%	38%	33%	30%	32%	41% <sup>so</sup>	22%	46%
Daligas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	15	-	-	15	15	15	4	11	8	6	9	1	6	11	4	-
Ebico	12%	-	-	12%	12%	12%	20%	11%	12%	12%	10%	17%	21%	16%	8%	-
Economy Energy	1	-	-	1	1	1	-	1	1	-	-	-	1	-	1	-
Ecotricity	1	-	-	1	1	1	-	1%	1%	-	-	-	2%	-	1%	-
EDF	1%	-	-	1%	1%	1%	-	1	1	-	1	-	1	-	1	-
EDF	4	-	-	4	4	4	3	2	3	1	4	1	3	3	1	-
Extra Energy	3%	-	-	3%	3%	3%	13%	1%	5%	1%	4%	18%	2%	5%	1%	-
First Utility	1	-	-	1	1	1	-	1	1	-	1	-	1	-	-	1
Flow Energy	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	-	2%	-	-	11%
Gnergy	1	-	-	1	1	1	-	1	1	-	1	-	1	-	-	-
Gnergy	1%	-	-	1%	1%	1%	-	1%	-	3%	2%	-	-	2%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	118	1	-	118	117	117	18	99	67	51	84	5	34	61	50	7
Weighted Base	122	1**	**	122	121	121	19**	103*	68*	54*	84*	3**	27**	66*	51*	6**
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	13	1	-	13	12	12	-	12	7	6	10	-	1	11	2	-
Ovo	11%	100%	-	11%	10%	10%	-	12%	10%	12%	10%	-	5%	16%	5%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	-	4	4	4	2	2	4	-	4	-	1	-	4	-
Scottish Power	3%	-	-	3%	3%	3%	9%	2%	6%	-	4%	-	4%	-	8%	-
Scottish Power	8	-	-	8	8	8	2	6	4	5	8	-	1	6	2	-
Scottish Power	7%	-	-	7%	7%	7%	11%	6%	5%	9%	8%	-	2%	9%	4%	-
Southern Electric	4	-	-	4	4	4	1	3	4	-	3	-	3	-	3	1
Southern Electric	4%	-	-	4%	4%	4%	8%	3%	6%	-	3%	-	11%	-	6%	25%
Spark Energy	3	-	-	3	3	3	-	3	1	1	3	-	-	-	3	-
Spark Energy	2%	-	-	2%	2%	2%	-	2%	2%	3%	3%	-	-	-	5%	-
SSE (Scottish and Southern Energy)	3	-	-	3	3	3	-	3	3	1	2	-	2	1	1	-
SSE (Scottish and Southern Energy)	3%	-	-	3%	3%	3%	-	3%	4%	2%	3%	-	6%	3%	2%	10%
Swalec	*	-	-	*	*	*	-	*	*	-	*	-	*	-	*	-
Swalec	*	-	-	*	*	*	-	*	1%	-	*	-	2%	-	-	8%
Utility Warehouse	5	-	-	5	5	5	-	5	3	2	5	-	-	2	3	-
Utility Warehouse	4%	-	-	4%	4%	4%	-	5%	5%	3%	5%	-	-	3%	6%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	118	1	-	118	117	117	18	99	67	51	84	5	34	61	50	7
Weighted Base	122	1**	**	122	121	121	19**	103*	68*	54*	84*	3**	27**	66*	51*	6**
Utilita	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
Zog Energy	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	-	-	1%	-	-
Other	4	-	-	4	4	4	-	4	3	1	3	1	-	1	3	-
	3%	-	-	3%	3%	3%	-	4%	4%	2%	3%	35%	-	2%	5%	-
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	93	1	-	93	92	92	18	74	53	40	72	2	23	60	28	5
	75%a	100%	-	76%	76%	76%	97%	72%	78%	74%	76%	66%	65%	91%aao	55%	69%
SSE ALL	12	-	-	12	12	12	3	9	11	1	10	-	6	2	8	3
	10%	-	-	10%	10%	10%	17%	9%	17%ij	2%	10%	-	22%	3%	15%kn	43%
Refused	2	-	-	2	2	2	-	2	2	-	2	-	-	-	2	-
	1%	-	-	1%	1%	1%	-	2%	2%	-	2%	-	-	-	2%	-
Don't know	11	-	-	11	11	11	1	11	3	8	7	-	2	1	11	-
	9%a	-	-	9%	9%	9%	3%	10%	5%	15%	8%	-	8%	1%	21%an	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	118	110	8	19	12	103	14	1
Weighted Base	122	116*	6**	23**	8**	106*	15**	2**
Axis Telecom	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-
British Gas	41	38	3	4	1	39	2	-
	33%	32%	52%	16%	7%	37%	12%	-
Co-operative Energy	-	-	-	-	-	-	-	-
Daligas	-	-	-	-	-	-	-	-
E.ON	15	15	-	1	1	14	1	-
	12%	12%	-	6%	8%	13%	5%	-
Ebico	-	-	-	-	-	-	-	-
Economy Energy	1	1	-	-	1	1	-	-
Ecotricity	1	1	-	-	7%	1%	-	-
Edf	7%	7%	-	-	7%	7%	-	-
EDF	4	4	-	1	1	3	1	-
Extra Energy	3%	3%	-	4%	16%	3%	8%	-
Extra Energy	-	-	-	-	-	-	-	-
First Utility	1	1	-	-	-	1	-	-
Flow Energy	7%	7%	-	-	-	7%	-	-
Flow Energy	1	1	-	1	-	-	1	-
	7%	7%	-	6%	-	-	10%	-
Gnergy	-	-	-	-	-	-	-	-



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	118	110	8	19	12	103	14	1
Weighted Base	122	116*	6**	23**	6**	106*	15**	2**
Good Energy	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-
Npower	19	19	-	5	3	9	4	-
Ovo	11%	11%	-	23%	39%	9%	20%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-
Scottish Hydro	4	4	-	2	-	4	-	-
Scottish Power	3%	3%	-	7%	-	4%	-	-
Scottish Power	8	6	-	-	-	6	1	2
Southern Electric	7%	7%	-	-	-	5%	6%	100%
Southern Electric	4	4	-	4	-	2	3	-
Spark Energy	4%	4%	-	16%	-	7%	19%	-
Spark Energy	3	3	-	-	-	3	-	-
SSE (Scottish and Southern Energy)	2%	2%	-	-	-	2%	-	-
SSE (Scottish and Southern Energy)	3	3	-	2	1	1	2	-
Swalec	2%	2%	-	8%	7%	7%	13%	-
Swalec	-	-	-	-	-	-	-	-
Utility Warehouse	-	-	-	-	-	-	-	-
Utility Warehouse	5	5	-	-	-	5	-	-
Utilita	4%	4%	-	-	-	5%	-	-
Utilita	1	1	-	1	-	1	-	-
Utilita	7%	7%	-	4%	-	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	118	110	8	19	12	103	14	1
Weighted Base	122	116*	6**	23**	6**	106*	15**	2**
Zog Energy	-	-	-	-	-	-	-	-
Other	4	3	1	-	-	4	-	-
	3%	2%	20%	-	-	4%	-	-
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	93	90	3	19	6	79	14	2
	79%	77%	59%	60%	79%	74%	90%	100%
SSE ALL	12	12	-	7	1	7	5	-
	10%	10%	-	31%	7%	7%	32%	-
Refused	2	2	-	-	-	2	-	-
	1%	1%	-	-	-	2%	-	-
Don't know	11	10	2	2	1	11	-	-
	9%	8%	27%	10%	8%	11%	-	-

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	118	61	55	118	118	-	-	38	56	22	2
Weighted Base	122	64*	57*	122	122	**	**	42*	55*	24**	2**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-
British Gas	41	18	22	41	41	-	-	10	20	9	2
	33%	29%	39%	33%	33%	-	-	24%	36%	38%	100%
Co-operative Energy	-	-	-	-	-	-	-	-	-	-	-
Daligas	-	-	-	-	-	-	-	-	-	-	-
E.ON	15	10	5	15	15	-	-	9	4	2	-
	12%	16%	8%	12%	12%	-	-	21%	7%	9%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	1	1	-	1	1	-	-	-	1	-	-
	-	1%	-	-	-	-	-	-	1%	-	-
Ecotricity	1	1	1	1	1	-	-	1	1	-	-
	1%	1%	1%	1%	1%	-	-	1%	1%	-	-
EDF	4	3	1	4	4	-	-	3	1	-	-
	2%	5%	1%	3%	3%	-	-	7%	2%	-	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-
First Utility	1	1	-	1	1	-	-	-	1	-	-
	1%	1%	-	1%	1%	-	-	-	1%	-	-
Flow Energy	1	1	-	1	1	-	-	-	-	1	-
	1%	2%	-	1%	1%	-	-	-	-	6%	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	118	61	55	118	118	-	-	38	56	22	2
Weighted Base	122	64*	57*	122	122	-	-	42*	55*	24**	2**
Good Energy	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-
Npower	13	6	8	13	13	-	-	5	7	1	-
Ovo	11%	9%	12%	11%	11%	-	-	11%	13%	6%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	3	1	4	4	-	-	3	1	-	-
Scottish Power	8	5	3	8	8	-	-	4	4	1	-
Southern Electric	7%	8%	5%	7%	7%	-	-	9%	7%	4%	-
Southern Energy	4	3	1	4	4	-	-	-	3	1	-
Spark Energy	3	1	1	3	3	-	-	1	-	1	-
SSE (Scottish and Southern Energy)	2%	2%	3%	2%	2%	-	-	3%	-	6%	-
Swalec	3	2	1	3	3	-	-	1	2	1	-
Utility Warehouse	3%	4%	2%	3%	3%	-	-	2%	3%	4%	-
	-	-	1%	-	-	-	-	-	-	2%	-
	5	3	2	5	5	-	-	2	3	-	-
	4%	5%	3%	4%	4%	-	-	4%	6%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	118	61	55	118	118	-	-	38	56	22	2
Weighted Base	122	64*	57*	122	122	-**	-**	42*	55*	24**	2**
Utilita	1	1	-	1	1	-	-	1	-	-	-
Zog Energy	1	1	-	1	1	-	-	2%	-	-	-
Other	4	3	1	4	4	-	-	3	1	-	-
	2%	4%	2%	3%	3%	-	-	7%	2%	-	-
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	93	51	42	93	93	-	-	34	41	16	2
	78%	80%	74%	78%	78%	-	-	81%	75%	69%	100%
SSE ALL	12	8	4	12	12	-	-	4	6	3	-
	10%	13%	7%	10%	10%	-	-	8%	10%	12%	-
Refused	2	2	-	2	2	-	-	-	2	-	-
	1%	3%	-	1%	1%	-	-	-	3%	-	-
Don't know	11	-	10	11	11	-	-	1	6	4	-
	9% <sup>b</sup>	-	17% <sup>b</sup>	9%	9%	-	-	3%	11%	18%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	118	16	13	10	8	11	8	9	3	8	8	11	1	2	10	-
Weighted Base	122	16**	14**	10**	6**	11**	8**	8**	3**	9**	8**	12**	2**	3**	12**	**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	41	5	3	2	3	3	5	4	3	1	4	5	-	2	-	
Co-operative Energy	33%	31%	19%	15%	48%	31%	63%	47%	81%	12%	44%	39%	100%	-	20%	-
Dalgas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	15	1	2	2	1	-	-	2	1	1	2	1	-	2	-	
Ebico	12%	6%	13%	22%	13%	-	6%	22%	19%	16%	28%	5%	-	14%	-	
Economy Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
EDF	1%	-	-	-	10%	1	-	-	-	-	-	-	-	-	-	-
Extra Energy	4	2	-	1	-	5%	-	-	-	-	-	-	-	-	-	-
First Utility	2%	14%	-	13%	-	-	-	-	-	6%	-	-	-	-	-	-
Flow Energy	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	1%	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	118	16	13	10	8	11	8	9	3	8	8	11	1	2	10	-
Weighted Base	122	16**	14**	10**	6**	11**	8**	8**	3**	9**	8**	12**	2**	3**	12**	**
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	13	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Ovo	11%	9%	8%	13%	-	10%	-	9%	-	-	-	-	-	40%	55%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-
Scottish Power	3%	-	-	-	-	-	-	-	42%	-	-	-	-	-	-	-
Southern Electric	8	2	-	1	1	2	-	-	-	-	2	-	2	1	8	-
Spark Energy	7%	12%	-	11%	10%	14%	-	-	-	-	13%	-	60%	-	-	-
SSE (Scottish and Southern Energy)	4	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-
Swalec	4%	-	4%	-	-	8%	-	-	-	-	18%	-	71%	-	-	-
Utility Warehouse	3	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Utilita	2%	9%	-	-	-	-	-	-	12%	-	-	-	-	-	-	-
	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	19%	-	-	-	-	8%	-	5%	-	-	-	-	-	-
	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-
	5	-	-	-	-	-	2	-	2	-	1	-	-	-	-	-
	4%	-	-	-	-	-	24%	-	19%	-	10%	-	-	-	-	-
	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	10%	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 118	16	13	10	8	11	8	9	3	8	8	11	1	2	10	-
Weighted Base 122	16**	14**	10**	6**	11**	8**	8**	3**	9**	8**	12**	2**	3**	12**	**
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4	3	-	-	-	-	-	-	-	-	-	-	-	1	-
	3%	19%	-	-	-	-	-	-	-	-	-	-	-	71%	-
<b>SUMMARY CODES</b>															
BIG SIX SUPPLIER	93	12	9	8	7	6	7	3	7	8	8	2	3	10	-
	79%	72%	63%	73%	60%	69%	64%	100%	70%	100%	69%	100%	100%	69%	-
SSE ALL	12	-	3	-	1	-	-	-	4	2	1	-	-	-	-
	10%	-	23%	-	8%	-	6%	-	42%	23%	71%	-	-	-	-
Refused	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-
	1%	-	12%	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	2	-	3	3	1	-	-	-	-	2	-	-	-	-
	9%	16%	-	27%	32%	8%	6%	-	-	-	21%	-	-	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	118	29	62	52	6	41	70	68	65
Weighted Base	122	29**	67*	55*	6**	45*	74*	69*	66*
Axis Telecom	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-
British Gas	41	8	21	19	-	15	24	22	20
Co-operative Energy	33%	28%	32%	34%	-	33%	33%	32%	29%
Daligas	-	-	-	-	-	-	-	-	-
E.ON	15	8	9	9	-	7	7	7	7
Ebico	12%	27%	14%	16%	-	16%	9%	9%	10%
Economy Energy	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	-	-	-	-	-	-	-
EDF	7%	-	-	-	-	-	-	-	-
Extra Energy	4	3	3	3	-	3	3	3	3
First Utility	3%	9%	5%	6%	-	6%	5%	5%	5%
Flow Energy	-	-	-	-	-	-	-	-	-
	1	-	1	-	-	-	1	1	-
	1%	-	1%	-	11%	-	1%	1%	-
	1	-	1	-	-	-	1	1	1
	1%	-	2%	-	-	-	2%	2%	2%

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	118	29	62	52	6	41	70	68	65
Weighted Base	122	29**	67	55*	6**	45*	74	69*	66*
Energy	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-
Npower	13	6	7	6	1	3	8	7	8
Ovo	11%	20%	11%	11%	18%	7%	11%	10%	11%
Sainsbury's Energy	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	3	3	3	3	2	2	2
Scottish Power	8	1	6	3	5	2	3	3	4
Southern Electric	7%	4%	9%	6%	-	5%	4%	4%	6%
Spark Energy	4	-	2	1	-	1	3	2	3
SSE (Scottish and Southern Energy)	4%	-	3%	2%	-	3%	4%	2%	4%
	3	-	1	1	-	1	1	1	1
	2%	-	2%	2%	-	2%	2%	2%	2%
	3	1	2	2	1	2	3	3	2
	2%	3%	3%	2%	2%	4%	5%	4%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	118	29	62	52	6	41	70	68	65
Weighted Base	122	29**	67	55*	6**	45*	74	69*	66*
Swalec	-	-	-	-	-	-	-	-	-
Utility Warehouse	5	-	4	2	-	2	1%	1%	1%
Utilita	4%	-	5%	3%	-	4%	7%	7%	7%
Zog Energy	1	-	1	-	-	-	-	-	-
Other	1%	-	1%	-	-	-	-	-	-
SUMMARY CODES									
BIG SIX SUPPLIER	93	26	53	47	5	36	54	49	49
SSE ALL	76%	91%	79%	84%	89%	80%	73%	70%	72%
Refused	12	1	7	6	4	6	9	7	7
Don't know	10%	3%	10%	11%	71%	10%	12%	10%	10%
	2	-	-	-	-	-	2	2	2
	1%	-	-	-	-	-	2%	2%	2%
	11	-	3	3	-	3	5	6	5
	9%	-	5%	6%	-	7%	7%	6%	7%

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	166	139	18	9	46	90	30	42	47	22	55	61	90	36	130	85	42	34
Weighted Base	178	148	20**	10**	44*	103*	30**	56*	61*	25**	36*	49*	114*	30*	148	105*	42*	24*
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	24	17	5	2	6	12	4	6	11	1	6	9	13	4	20	15	6	3
	12%	11%	26%	17%	16%	12%	13%	10%	16%	5%	16%	16%	12%	13%	14%	14%	15%	12%
Co-operative Energy	1	1	-	-	-	1	-	1	-	-	-	-	-	-	1	1	-	-
	1%	1%	-	-	-	1%	-	2%	-	-	-	-	-	-	1%	1%	-	-
E.ON	25	23	2	-	7	12	5	5	11	2	6	8	15	4	21	12	10	2
	14%	13%	11%	-	16%	12%	16%	9%	16%	9%	17%	17%	14%	12%	14%	12%	23%	10%
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	1	-	1	1	-	-	-	-	-	1	1	-	1	1	-	-	1
	1%	1%	-	6%	3%	-	-	-	-	3%	2%	2%	-	2%	1%	-	-	5%ip
EDF	17	14	1	1	5	10	2	6	9	2	4	4	11	4	13	10	5	1
	9%	10%	6%	11%	10%	10%	6%	14%	6%	10%	10%	7%	10%	12%	9%	9%	11%	5%
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	1	1	-	-	-	1	-	-	-	-	1	1	-	1	1	1	-	-
	1%	1%	-	-	-	1%	-	-	-	-	2%	1%	-	2%	1%	1%	-	-
Flow Energy	1	1	-	-	-	1	-	1	-	-	-	1	-	1	1	-	1	-
	1%	1%	-	-	-	1%	-	2%	-	-	-	1%	-	1%	-	4%	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	166	139	18	9	46	90	30	42	47	22	55	61	90	36	130	85	42	34
Weighted Base	178	148	20**	10**	44*	103*	30**	56*	61*	25**	36*	49*	114*	30*	148	105*	42*	24*
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	29	28	-	1	11	12	6	8	9	6	6	7	20	4	25	21	6	2
Ovo	16%	19%	-	12%	24%	12%	20%	14%	14%	26%	16%	15%	14%	12%	17%	20%	14%	9%
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	4	-	-	4	-	2	2	-	-	1	3	-	4	3	-	1
Scottish Power	27	23	4	1	5	16	7	9	8	4	5	12	11	3	24	16	3	8
Southern Electric	12	10	-	2	4	8	2	4	4	2	1	1	10	2	9	6	3	2
Spark Energy	3	1	1	-	-	3	-	1	1	-	-	-	3	-	3	1	1	-
SSE (Scottish and Southern Energy)	12	10	-	2	-	10	1	6	3	3	2	2	7	3	8	6	4	1
Swalec	3	1	-	2	2	1	-	-	-	2	1	2	1	-	3	1	1	1
Utility Warehouse	5	3	2	-	5	-	-	2	3	-	-	4	5	1	4	4	-	-
	3%	2%	9%	-	-	5%	-	3%	5%	-	-	-	4%	4%	3%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	166	139	18	9	46	90	30	42	47	22	55	61	90	36	130	85	42	34
Weighted Base	178	148	20**	10**	44*	103*	30**	56*	61*	25**	36*	49*	114*	30*	148	105*	42*	24*
Utilita	1	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1
Other	3	3	-	-	2%	-	-	-	-	3%	-	-	1%	-	1%	-	-	3%p
	3	3	-	-	1	-	3	-	3	1	-	1	1	1	2	3	-	1
	2%	2%	-	-	1%	-	8%	-	4%	-	2%	1%	1%	4%	1%	2%	-	3%
<b>SUMMARY CODES</b>																		
BIG SIX SUPPLIER	151	125	16	10	40	85	27	47	48	24	31	45	93	24	127	89	38	21
	85%	85%	82%	94%	90%	82%	88%	84%	79%	97%	88%	93%	82%	81%	86%	85%	89%	87%
SSE ALL	30	21	4	5	5	22	3	12	6	7	5	6	21	6	24	16	9	4
	17%	14%	20%	49%	12%	21%	9%	22%	10%	28%	13%	12%	18%	20%	16%	15%	19%	16%
Refused	2	2	-	-	-	2	-	-	2	-	-	-	2	-	2	2	-	-
	1%	1%	-	-	-	2%	-	-	3%	-	-	-	1%	-	1%	-	-	-
Don't know	9	8	1	-	2	6	1	5	3	-	2	1	8	2	7	6	1	-
	5%	6%	4%	-	4%	6%	3%	8%	4%	-	5%	2%	7%	7%	5%	5%	4%	2%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	166	-	50	116	166	116	32	134	97	69	114	11	45	78	85	3
Weighted Base	178	**	57*	121	178	121	34**	143	102*	76*	135	11**	36*	86*	87*	4**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	24	-	7	17	24	17	1	22	15	9	15	5	4	14	9	1
13%	-	-	13%	14%	13%	14%	4%	16%	15%	11%	11%	42%	12%	16%	11%	23%
Co-operative Energy	1	-	-	1	1	1	-	1	-	-	1	-	-	1	-	-
1%	-	-	1%	1%	1%	1%	-	1%	1%	-	1%	-	-	1%	-	-
E.ON	25	-	7	17	25	17	9	16	16	9	15	1	9	11	12	1
14%	-	-	13%	14%	14%	14%	26%	11%	16%	12%	11%	10%	25%k	13%	14%	36%
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	-	1	1	1	-	1	-	-	1	-	-	-	1	-
1%	-	-	1%	1%	1%	1%	-	1%	1%	-	1%	-	2%	-	1%	-
EDF	17	-	8	8	17	8	7	10	10	7	14	-	4	9	6	2
9%	-	-	15%	7%	9%	7%	20%	7%	10%	9%	10%	-	11%	10%	7%	40%
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	1	-	-	1	1	1	-	1	1	-	1	-	-	-	1	-
1	-	-	1	1	1	1	-	1	1%	-	1	-	-	1%	-	-
Flow Energy	-	-	-	1	1	1	-	1	-	-	1	-	-	-	-	-
1%	-	-	1%	1%	1%	1%	-	1%	-	2%	1%	-	-	2%	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	168	-	50	116	166	116	32	134	97	69	114	11	45	78	85	3
Weighted Base	178	**	57*	121	178	121	34**	143	102*	76*	135	11**	36*	86*	87*	4**
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	29	-	9	19	29	19	4	25	15	14	23	-	6	15	14	-
Ovo	16%	-	17%	16%	16%	16%	12%	17%	15%	16%	17%	-	17%	17%	16%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	1	3	4	3	-	4	4	-	-	-	1	2	2	-
Scottish Power	27	-	9	18	27	18	8	19	14	13	22	-	5	16	11	-
Southern Electric	12	-	4	8	12	8	5	7	7	5	10	-	3	3	8	-
Spark Energy	7%	-	7%	6%	7%	6%	14%	5%	7%	6%	8%	-	8%	4%	10%	-
SSE (Scottish and Southern Energy)	3	-	3	3	3	3	-	3	1	1	3	-	-	-	3	-
Swalec	2%	-	5% <sup>udf</sup>	-	2%	-	-	2%	1%	3%	2%	-	2%	2%	1%	-
Utility Warehouse	5	-	5	5	5	5	-	5	3	2	5	-	-	2	3	-
	3%	-	-	4%	3%	4%	-	3%	3%	2%	4%	-	-	2%	4%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	168	-	50	116	166	116	32	134	97	69	114	11	45	78	85	3
Weighted Base	178	**	57*	121	178	121	34**	143	102*	76*	135	11**	36*	86*	87*	4**
Utilities	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
Other	3	-	-	3	3	3	-	3	2	1	2	2	1	2	2	-
	2%	-	-	3%	2%	3%	-	2%	2%	2%	1%	17%	1%	2%	2%	-
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	151	-	57	94	151	94	34	117	89	62	112	9	35	79	68	4
	85%	-	100% <sup>adef</sup>	78%	85%	78%	100%	81%	87%	82%	83%	83%	96% <sup>ak</sup>	92% <sup>no</sup>	77%	100%
SSE ALL	30	-	15	30	30	15	5	25	18	12	23	3	6	15	15	-
	17%	-	26% <sup>adef</sup>	12%	17%	12%	15%	17%	18%	15%	17%	27%	18%	17%	18%	-
Refused	2	-	-	2	2	2	-	2	2	-	2	-	-	2	2	-
	1%	-	-	1%	1%	1%	-	1%	2%	-	1%	-	-	2%	2%	-
Don't know	9	-	-	9	9	9	-	9	1	8	8	-	1	1	9	-
	5%	-	-	6%	5%	6%	-	6%	1%	10%	6%	-	2%	1%	10% <sup>un</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	166	150	16	16	14	153	12	1
Weighted Base	178	166	12**	19**	9**	163	13**	2**
Axis Telecom	-	-	-	-	-	-	-	-
British Gas	24	21	3	-	1	21	3	-
	13%	13%	24%	-	7%	13%	20%	-
Co-operative Energy	1	1	-	-	-	1	-	-
	1%	1%	-	-	-	1%	-	-
E.ON	25	24	1	3	1	23	1	-
	14%	15%	4%	16%	13%	14%	12%	-
Ebico	-	-	-	-	-	-	-	-
Economy Energy	-	-	-	-	-	-	-	-
Ecotricity	1	1	-	-	1	1	-	-
	1%	1%	-	-	6%	1%	-	-
EDF	17	16	1	4	1	16	1	-
	9%	9%	9%	23%	13%	10%	5%	-
Extra Energy	-	-	-	-	-	-	-	-
First Utility	1	-	1	-	-	-	1	-
	1%	-	5%	-	-	-	4%	-
Flow Energy	1	1	-	1	-	-	1	-
	1%	1%	-	6%	-	-	12%	-
Good Energy	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	166	150	16	16	14	153	12	1
Weighted Base	178	166	12**	19**	9**	163	13**	2**
Isupply	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-
Npower	29	29	-	1	3	27	1	-
Ovo	16%	17%	-	6%	34%	17%	12%	-
Sainsbury s Energy	-	-	-	-	-	-	-	-
Scottish Hydro	4	4	-	-	-	4	-	-
Scottish Power	2%	2%	-	-	-	2%	-	-
Scottish Power	27	23	4	1	1	24	1	2
Southern Electric	15%	14%	34%	6%	13%	15%	8%	100%
Spark Energy	12	12	-	4	-	9	3	-
SSE (Scottish and Southern Energy)	7%	7%	-	19%	-	5%	22%	-
Swalec	3	3	-	-	-	3	-	-
Utility Warehouse	1%	2%	-	-	-	1%	2%	-
Utilita	12	12	-	-	-	12	-	-
	6%	7%	-	-	-	7%	-	-
	3	3	-	1	1	3	-	-
	2%	2%	-	6%	7%	2%	2%	-
	5	5	-	-	-	5	-	-
	3%	3%	-	-	-	3%	-	-
	1	1	-	1	-	1	-	-
	-	1%	-	2%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	166	150	16	16	14	153	12	1
Weighted Base	178	166	12**	19**	9**	163	13**	2**
Other	3	2	1	-	1	3	1	-
	2%	1%	10%	-	7%	2%	5%	-
<b>SUMMARY CODES</b>								
BIG SIX SUPPLIER	151	142	9	14	8	139	10	2
	85%	86%	71%	76%	87%	85%	79%	100%
SSE ALL	30	30	-	5	1	27	3	-
	17%	18%	-	26%	7%	17%	22%	-
Refused	2	2	-	-	-	2	-	-
	1%	1%	-	-	-	1%	-	-
Don't know	9	7	2	2	2	9	-	-
	5%	4%	14%	12%	-	6%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	166	84	80	166	166	-	-	69	75	29	3
Weighted Base	178	90*	86*	178	178	-**	-**	67*	78*	30**	2**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
British Gas	24	14	10	24	24	-	-	7	10	6	1
Co-operative Energy	13%	15%	12%	13%	13%	-	-	11%	13%	19%	42%
E.ON	1	1	-	1	1	-	-	-	1	-	-
Ebico	1%	1%	-	1%	1%	-	-	-	1%	-	-
Economy Energy	25	10	14	25	25	-	-	11	9	5	-
Ecotricity	14%	11%	17%	14%	14%	-	-	16%	12%	15%	-
EDF	-	-	-	-	-	-	-	-	-	-	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-
First Utility	1	-	1	1	1	-	-	-	-	-	-
Flow Energy	1	1	1	1	1	-	-	-	-	-	-
Good Energy	1%	2%	-	1%	1%	-	-	-	-	5%	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	166	84	80	166	166	-	-	69	75	29	3
Weighted Base	178	90*	86*	178	178	-	-	67*	78*	30**	2**
Isupply	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-
Npower	29	17	12	29	29	-	-	13	15	1	-
Ovo	16%	19%	14%	16%	16%	-	-	20%	19%	3%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	2	2	4	4	-	-	1	-	3	-
Scottish Power	27	12	15	27	27	-	-	11	13	2	1
Southern Electric	12	6	6	12	12	-	-	4	6	1	-
Spark Energy	7%	7%	7%	7%	7%	-	-	6%	8%	4%	-
SSE (Scottish and Southern Energy)	3	1	1	3	3	-	-	1	-	1	-
Swalec	2%	2%	1%	2%	2%	-	-	3%	1%	-	-
Utility Warehouse	5	3	2	5	5	-	-	2	3	-	-
	3%	3%	2%	3%	3%	-	-	3%	4%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	166	84	80	166	166	-	-	59	75	29	3
Weighted Base	178	90*	86*	178	178	-**	-**	67*	78*	30**	2**
Utilita	1	1	-	1	1	-	-	1	-	-	-
	-	1%	-	-	-	-	-	1%	-	-	-
Other	3	3	1	3	3	-	-	2	1	-	-
	2%	3%	1%	2%	2%	-	-	3%	2%	-	-
<b>SUMMARY CODES</b>											
BIG SIX SUPPLIER	151	78	72	151	151	-	-	59	67	23	2
	85%	86%	84%	85%	85%	-	-	89%	85%	76%	70%
SSE ALL	30	17	13	30	30	-	-	11	14	4	-
	17%	18%	15%	17%	17%	-	-	17%	18%	14%	-
Refused	2	2	-	2	2	-	-	-	2	-	-
	1%	2%	-	1%	1%	-	-	-	2%	-	-
Don't know	9	-	8	9	9	-	-	1	4	4	1
	5% <sup>b</sup>	-	10% <sup>b</sup>	5%	5%	-	-	2%	5%	12%	3%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.30 And who was your previous electricity supplier?  
 Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 166	21	13	12	13	17	10	10	5	13	9	18	5	6	14	-
Weighted Base 178	21**	15**	12**	13**	19**	12**	7**	4**	15**	10**	20**	6**	8**	15**	**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	24	6	2	3	2	1	1	2	4	-	2	-	-	1	-
13%	29%	10%	24%	13%	6%	5%	25%	21%	28%	-	12%	-	-	3%	-
Co-operative Energy	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	25	2	6	1	2	1	2	1	1	3	-	-	3	2	-
14%	8%	40%	12%	14%	6%	-	32%	15%	10%	29%	-	-	37%	16%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-
3%	-	-	-	4%	3%	-	-	-	-	-	-	-	-	-	-
EDF	17	5	-	3	1	1	-	-	1	2	-	2	2	-	-
9%	26%	-	24%	8%	-	5%	-	-	8%	15%	-	27%	30%	-	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
1	-	-	-	-	-	-	8%	-	-	-	-	-	-	-	-
Flow Energy	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
3%	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 166	21	13	12	13	17	10	10	5	13	9	18	5	6	14	-
Weighted Base 178	21**	15**	12**	13**	19**	12**	7**	4**	15**	10**	20**	6**	8**	15**	**
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	29	1	1	2	1	6	6	-	-	2	1	-	1	7	-
Ovo	16%	7%	7%	19%	9%	32%	51%	-	-	17%	5%	-	11%	47%	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	-	-	-	-	-	1	3	-	-	-	-	-	-
Scottish Power	27	2	3	1	5	4	1	24%	19%	1	3	-	2	1	-
Southern Electric	12	11%	20%	9%	39%	21%	11%	39%	12%	14%	14%	-	22%	9%	-
Spark Energy	7%	-	4%	-	13%	5%	4%	-	-	16%	33%	-	-	-	-
SSE (Scottish and Southern Energy)	3	1	-	-	-	-	-	-	1	-	-	-	-	-	-
Swalec	1%	7%	-	-	-	-	-	-	7%	-	-	-	-	-	-
Utility Warehouse	12	-	-	-	2	1	-	-	-	1	3	2	-	2	-
Utilita	6%	-	-	-	9%	9%	7%	-	-	9%	17%	29%	-	15%	-
	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	44%	-	-	-
	5	-	-	-	-	2	-	-	2	-	1	-	-	-	-
	3%	-	-	-	-	16%	-	-	11%	-	6%	-	-	-	-
	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	12%	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 166	21	13	12	13	17	10	10	5	13	9	18	5	8	14	-	
Weighted Base 178	21**	15**	12**	13**	19**	12**	7**	4**	15**	10**	20**	6**	8**	15**	**	
Other	3	-	1	-	-	-	-	-	-	-	-	-	-	1	-	
	2%	-	8%	5%	-	-	-	-	-	-	-	-	-	9%	-	
<b>SUMMARY CODES</b>																
BIG SIX SUPPLIER	151	17	12	11	13	15	9	4	12	10	16	6	8	13	-	
	85%	81%	86%	86%	96%	78%	75%	74%	100%	77%	81%	100%	100%	91%	-	
SSE ALL	30	-	1	-	2	3	-	-	3	3	10	4	-	2	-	
	17%	-	4%	-	13%	14%	13%	-	24%	19%	50%	20%	-	15%	-	
Refused	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	9	1	-	1	-	3	-	-	1	-	2	-	-	-	-	
	5%	5%	-	8%	-	18%	-	-	5%	-	13%	-	-	-	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	166	37	99	81	8	64	103	102	93
Weighted Base	178	39*	112*	89*	8**	73*	110*	108*	98*
Axis Telecom	-	-	-	-	-	-	-	-	-
British Gas	24	3	16	14	2	12	14	15	13
	13%	7%	14%	16%	27%	17%	13%	14%	13%
Co-operative Energy	1	-	-	-	-	-	1	1	1
	1%	-	-	-	-	-	1%	1%	1%
E.ON	25	8	16	13	1	10	13	11	12
	14%	21%	14%	15%	9%	14%	11%	10%	12%
Ebico	-	-	-	-	-	-	-	-	-
Economy Energy	-	-	-	-	-	-	-	-	-
Ecotricity	1	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
EDF	17	3	10	8	-	7	14	14	13
	9%	7%	9%	9%	-	10%	13%	13%	13%
Extra Energy	-	-	-	-	-	-	-	-	-
First Utility	1	-	-	-	-	-	1	1	1
	1%	-	-	-	-	-	1%	1%	1%
Flow Energy	1	-	1	-	-	-	1	1	1
	1%	-	1%	-	-	-	1%	1%	2%
Good Energy	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	166	37	99	81	8	64	103	102	93
Weighted Base	178	39*	112*	89*	8**	73*	110*	108*	98*
Green Star Energy	-	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-	-
LoCo2 Energy	-	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	-	-	-	-	-	-	-	-	-
Npower	29	8	19	14	3	12	18	17	16
Ovo	16%	21%	17%	16%	38%	16%	16%	16%	16%
Sainsbury's Energy	-	-	-	-	-	-	-	-	-
Scottish Hydro	4	-	2	-	-	-	2	2	2
Scottish Power	27	6	19	15	1	12	15	17	15
Southern Electric	12	3	6	5	-	4	7	5	5
Spark Energy	3	-	1	1	-	1	1	1	1
SSE (Scottish and Southern Energy)	12	6	11	9	1	5	9	8	6
	6%	14%	10%	11%	14%	7%	8%	7%	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	166	37	99	81	8	84	103	102	93
Weighted Base	178	39*	112*	89*	8**	73*	110*	108*	98*
Swalec	3	1	2	3	-	2	3	2	2
Utility Warehouse	2%	2%	2%	3%	-	2%	2%	2%	2%
Utilita	5	-	4	2	-	2	5	5	5
Other	3%	-	3%	2%	-	2%	4%	5%	5%
Utilta	1	-	1	-	-	-	-	-	-
Other	*	-	1%	-	-	-	-	-	-
Other	3	2	2	2	-	2	3	3	3
Other	2%	5%	2%	2%	-	3%	2%	2%	3%
<b>SUMMARY CODES</b>									
BIG SIX SUPPLIER	151	37	100	82	8	85	94	91	83
SSE ALL	85%	35%	85%	82%	100%	90%	86%	84%	84%
Refused	30	10	21	17	1	11	20	16	14
Refused	17%	25%	19%	19%	14%	16%	19%	15%	15%
Don't know	2	-	-	-	-	-	2	2	2
Don't know	1%	-	-	-	-	-	2%	2%	2%
Don't know	9	-	3	3	-	3	2	3	2
Don't know	5%	-	2%	3%	-	4%	2%	3%	2%

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5310	4627	446	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4611	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	984	531
Yes	222	187	27	8	72	113	37	50	73	52	48	62	138	39	183	119	65	35
4%g	4%	4%	6%	3%	7%atg	4%g	2%	4%	4%	5%	4%	4%	5%	4%	4%	4%	6%apq	4%
No	5058	4380	441	237	931	2681	1446	1129	1625	1052	1251	1600	2790	908	4150	3165	920	890
95%aeq	95%	94%	94%	96%	92%	95%ae	97%aef	96%	95%	94%	95%	96%	95%	95%	95%	96%aq	92%	96%aq
Refused	3	2	1	-	-	1	1	-	-	1	2	1	-	-	2	1	-	1
Don't know	43	42	1	-	9	22	12	8	15	9	11	11	16	4	39	27	10	5
1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	4877	4480	830	3820	555	1061	1941	3299	70
Weighted Base	5326	11**	**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Yes	222	4	-	222	218	218	22	197	178	44	163	23	43	88	129	5
	4%	37%	-	4%	4%	4%	5%	4%	4%	5%	4%	4%	5%	4%	4%	8%
No	5058	7	-	5058	5051	5051	423	4628	4261	797	3654	490	881	1938	3056	64
	95%	63%	-	95%	95%	95%	95%	95%	95%	93%	95%	95%	95%	95%	95%	92%
Refused	3	-	-	3	3	3	-	3	1	1	1	-	-	-	3	-
	*	-	-	*	*	*	-	*	*	*	*	-	-	-	*	-
Don't know	43	-	-	43	43	43	1	42	25	18	30	3	4	5	38	-
	1% <sub>n</sub>	-	-	1%	1%	1%	*	1%	2% <sub>ai</sub>	2%	1%	1%	*	*	1% <sub>n</sub>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5306	4195	1131	535	211	4799	506	21**
Yes	222	197	25	40	9	186	35	1
	4% <sup>c</sup>	5% <sup>c</sup>	2%	8% <sup>a</sup>	4%	4%	7% <sup>a,f</sup>	7%
No	5058	3969	1089	495	201	4572	467	19
	95% <sup>d,g</sup>	95%	96% <sup>a,b</sup>	92%	95%	95% <sup>g</sup>	92%	89%
Refused	3	-	3	-	-	3	-	-
	-	-	ab	-	-	-	-	-
Don't know	43	29	14	-	1	39	4	-
	1%	1%	1%	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing





Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1959	1158
Weighted Base	5326	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Yes	222	103	113	77	166	145	57	126	78	16	3
	4%ig	5%ic	4%	11%aefg	5%aifg	3%	3%	16%aijk	5%ijk	1%	-
No	5058	2003	2966	650	2940	4408	2118	674	1467	1927	990
	95%dh	95%	96%	89%	94%id	96%ide	96%ide	84%	95%ih	99%iahk	96%h
Refused	3	-	-	-	-	3	3	-	-	-	3
	*	-	-	-	-	*	*	-	-	-	2%
Don't know	43	4	15	4	13	39	30	-	2	6	35
	1%bh	*	*	*	*	1%ie	1%ae	-	*	*	3%ahj



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	364	11
Weighted Base 5306	524	504	430	274	452	387	513	111**	359	440	437	180	302	401	11**
Yes 222	19	31	17	16	15	15	18	8	20	18	15	5	7	19	-
No 4%	4%	6%	4%	6%	3%	4%	4%	7%	6%	4%	3%	3%	2%	5%	-
Refused 5059	492	469	411	258	435	371	494	103	338	417	419	174	286	381	11
Don't know 3	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	13	4	2	1	2	1	-	-	1	5	3	-	9	2	-
	2% <sup>adefghlo</sup>	1%	1%	-	1%	-	-	-	-	1%	1%	-	3% <sup>adefghlo</sup>	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?  
 Base: All who have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Yes	222	87	103	90	53	55	120	121	101
	4%	9% <sup>adef</sup>	7% <sup>ac</sup>	7% <sup>ad</sup>	5%	6% <sup>af</sup>	3%	4%	3%
No	5058	876	1323	1279	906	847	3327	3327	2886
	95% <sup>bcd</sup>	91%	93%	95% <sup>ab</sup>	95% <sup>ab</sup>	94% <sup>ab</sup>	96% <sup>ac</sup>	96% <sup>ac</sup>	93% <sup>ac</sup>
Refused	3	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	43	1	-	2	-	2	15	19	13
	1% <sup>bcd</sup>	-	-	-	-	-	-	1%	-



Q.27 How did you previously pay for your gas?  
 Base: All who have changed gas payment method in past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	207	177	21	9	67	96	44	35	54	46	72	78	108	47	160	104	61	39
Weighted Base	222	187	27**	8**	72*	113*	37*	50*	73*	52*	48*	62*	138*	39*	183	119*	65*	35*
Monthly direct debit	65	53	8	5	20	30	15	17	15	20	13	13	44	11	55	42	15	8
	29%	29%	29%	59%	29%	27%	41%	33%	21%	39%	28%	22%	32%	27%	30%	35%	24%	24%
Quarterly direct debit	43	37	5	*	13	22	8	14	12	12	5	9	32	6	37	29	10	3
	19%	20%	19%	6%	18%	19%	21%	28%	17%	23%	11%	15%	23%	15%	23%	25%	16%	9%
Pay by cheque, cash or card on receipt of your bill	57	51	5	*	13	32	12	12	19	10	15	21	32	11	46	35	14	5
	25%	27%	19%	*	18%	28%	32%	24%	27%	20%	31%	34%	23%	27%	25%	29%	22%	16%
Prepayment meter (where you top up credit onto a key or card)	41	31	7	3	22	18	1	6	17	8	10	13	22	7	34	8	19	13
	19% <sup>ap</sup>	17%	26%	35%	31% <sup>atg</sup>	16% <sup>ig</sup>	2%	12%	23%	15%	21%	20%	16%	16%	19%	6%	30% <sup>p</sup>	36% <sup>ap</sup>
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	-	1
	1%	1%	-	-	-	1%	-	-	2%	-	-	-	1%	-	1%	-	-	4% <sup>p</sup>
Weekly / fortnightly payment scheme	1	1	1	-	-	1	-	-	-	-	1	1	-	1	1	-	1	1
	1%	*	2%	-	-	1%	-	-	-	-	3%	2%	-	2%	-	-	1%	2%
Payment card / book where you can pay money in whenever you choose (ad hoc)	9	8	1	-	3	5	1	-	6	1	2	4	5	4	6	3	4	3
	4%	4%	4%	-	4%	5%	2%	-	9%	1%	5%	6%	4%	10%	3%	2%	6%	9%
I only changed the bank / building account bills are paid from	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4	4	-	-	1	3	1	1	1	1	1	1	1	1	4	3	1	-
	2%	2%	-	-	2%	2%	1%	3%	2%	2%	1%	1%	1%	1%	2%	3%	2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.27 How did you previously pay for your gas?  
 Base: All who have changed gas payment method in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	207	3	-	207	204	204	19	185	167	40	148	18	45	75	127	5
Weighted Base	222	4**	**	222	218	218	22**	197	178	44*	163	23**	43*	88*	129	5**
Monthly direct debit	65	1	-	65	64	64	5	59	48	17	47	9	15	25	41	-
Quarterly direct debit	43	1	-	43	42	42	7	34	32	11	38	-	6	21	21	1
Pay by cheque, cash or card on receipt of your bill	19%	29%	-	19%	19%	19%	34%	17%	18%	25%	23%	-	13%	23%	16%	18%
Prepayment meter (where you top up credit onto a key or card)	57	-	-	57	57	57	4	53	47	9	41	8	9	24	30	2
Fuel direct (where a set amount is deducted from your benefits before you receive them)	25%	-	-	25%	20%	20%	16%	27%	20%	21%	25%	28%	21%	20%	24%	35%
Weekly / fortnightly payment scheme	41	2	-	41	40	40	6	34	36	5	24	8	8	15	26	-
Payment card \book where you can pay money in whenever you choose (ad hoc)	19%	42%	-	19%	18%	18%	28%	17%	20%	11%	15%	35%	18%	17%	20%	-
I only changed the bank \building account bills are paid from	1	-	-	1	1	1	-	1	1	-	-	-	1	-	1	-
Other	1%	-	-	1%	1%	1%	-	1%	1	1	1	-	1	-	1%	-
Refused	9	-	-	9	9	9	-	9	7	-	7	-	4	1	6	2
Don't know	4%	-	-	4%	4%	4%	-	5%	5%	-	5%	-	8%	1%	5%	47%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.27 How did you previously pay for your gas?  
 Base: All who have changed gas payment method in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	207	176	31	31	13	178	28	1
Weighted Base	222	197	25**	40**	9**	186	35**	1**
Monthly direct debit	65	55	10	19	4	53	12	-
Quarterly direct debit	29%	28%	40%	47%	44%	29%	34%	-
Pay by cheque, cash or card on receipt of your bill	43	40	2	11	1	32	9	1
Prepayment meter (where you top up credit onto a key or card)	19%	20%	10%	28%	15%	17%	27%	100%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	57	50	6	3	1	50	6	-
Weekly / fortnightly payment scheme	25%	26%	25%	8%	7%	27%	18%	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	41	39	2	6	3	34	7	-
I only changed the bank / building account bills are paid from	19%	20%	9%	15%	34%	18%	21%	-
Other	1	1	-	-	-	1	-	-
Refused	7%	7%	-	-	-	7%	-	-
Don't know	1	-	1	-	-	1	-	-
	7%	-	5%	-	-	7%	-	-
	9	7	2	1	-	9	-	-
	4%	4%	9%	2%	-	5%	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	4	4	1	-	-	4	-	-
	2%	2%	2%	-	-	2%	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.27 How did you previously pay for your gas?  
 Base: All who have changed gas payment method in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	207	90	110	70	153	137	54	107	78	20	2
Weighted Base	222	103*	113*	77*	166	145	57*	126*	78*	16**	3**
Monthly direct debit	65	27	34	19	49	47	17	32	25	5	3
Quarterly direct debit	43	24	17	15	28	28	14	26	14	2	-
Pay by cheque, cash or card on receipt of your bill	57	25	31	18	44	39	12	34	20	3	-
Prepayment meter (where you top up credit onto a key or card)	41	20	21	22	34	19	7	28	13	-	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	-	1	-	-	1	1	-	1	-	-
Weekly / fortnightly payment scheme	1	1	1	-	1	1	1	-	1	1	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	9	4	5	1	7	8	3	2	3	5	-
I only changed the bank \ building account bills are paid from	-	-	-	-	-	-	-	-	-	-	-
Other	4	3	2	3	3	2	2	3	1	1	-
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.27 How did you previously pay for your gas?  
 Base: All who have changed gas payment method in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 207	18	27	13	15	15	15	20	6	15	19	14	6	8	16	-	
Weighted Base 222	19**	31**	17**	16**	15**	15**	18**	8**	20**	18**	15**	5**	7**	19**	**	
Monthly direct debit 65	8	7	4	3	6	3	6	3	5	7	4	5	1	4	-	
Quarterly direct debit 29%	43%	24%	22%	20%	42%	18%	32%	43%	23%	37%	24%	21%	13%	21%	-	
Pay by cheque, cash or card on receipt of your bill 43	1	6	6	4	4	5	2	3	2	3	1	1	3	3	-	
19%	7%	18%	38%	28%	24%	31%	9%	25%	17%	12%	23%	9%	16%	17%	-	
Prepayment meter (where you top up credit onto a key or card) 57	3	7	3	3	4	4	6	-	5	5	5	-	3	8	-	
25%	17%	23%	20%	18%	24%	29%	31%	-	27%	30%	30%	-	48%	42%	-	
Fuel direct (where a set amount is deducted from your benefits before you receive them) 1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1%	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Weekly / fortnightly payment scheme 1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	
1%	-	-	-	-	-	-	-	-	3%	-	-	-	-	3%	-	
Payment card / book where you can pay money in whenever you choose (ad hoc) 9	-	2	-	3	-	1	-	1	-	2	-	-	-	-	-	
4%	-	5%	-	18%	-	9%	-	15%	-	14%	-	-	-	-	-	
I only changed the bank / building account bills are paid from -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other 4	-	3	-	-	-	1	-	-	-	-	-	-	-	1	-	
2%	-	8%	-	-	-	4%	-	-	-	-	-	-	-	7%	-	
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





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

Base: All who have changed gas payment method in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	207	76	94	79	49	47	112	114	96
Weighted Base	222	87*	103*	90*	53*	55*	120*	121	101*
Monthly direct debit	65	22	27	25	14	14	33	33	25
	29%	25%	26%	27%	27%	26%	27%	26%	25%
Quarterly direct debit	43	19	23	24	12	17	28	26	22
	19%	22%	23%	27%	23%	30%	24%	21%	21%
Pay by cheque, cash or card on receipt of your bill	57	26	26	17	16	10	27	32	25
	25%	31%	25%	19%	31%	18%	23%	26%	24%
Prepayment meter (where you top up credit onto a key or card)	41	14	21	17	7	9	21	20	21
	19%	16%	20%	19%	13%	16%	17%	16%	21%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	-	-	-	-
	1%	2%	-	-	-	-	-	-	-
Weekly / fortnightly payment scheme	1	-	1	1	1	1	1	1	1
	1%	-	1%	1%	1%	1%	1%	1%	1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	9	1	3	3	2	2	7	6	6
	4%	1%	3%	3%	4%	4%	6%	5%	6%
I only changed the bank / building account bills are paid from	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	4	3	3	3	-	3	3	4	3
	2%	3%	3%	3%	-	5%	2%	3%	3%
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-

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

Base: All who have changed gas payment method in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total (a)	207	94	79	49	47	112	114	96
Unweighted Base	76	84	79	49	47	112	114	96
Weighted Base	87*	103*	90*	53*	55*	120*	121	101*
Don't know	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-

Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
 Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes	193 3%g	158 3%	24 4%	10 3%	61 5%atg	93 3%	39 2%	46 3%	56 3%	48 4%	42 3%	54 3%	117 4%	34 3%	158 3%	104 3%	51 4%p	33 3%
No	5674 96%ac	4849 96%	524 95%	302 97%	1062 94%	2981 96%	1632 97%	1283 96%	1812 98%	1172 95%	1408 96%	1825 96%	3132 96%	1041 96%	4633 96%	3506 95%q	1070 94%	1006 96%q
Refused	4 -	3 -	1 -	- -	1 -	1 -	1 -	- -	- -	2 -	2 -	1 -	1 -	- -	3 -	1 -	1 -	1 -
Don't know	53 1%	52 1%	1 -	- -	10 1%	28 1%	14 1%	9 1%	19 1%	11 1%	14 1%	15 1%	21 1%	4 -	49 1%	27 1%	17 1%	8 1%



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
 Base: All who have electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes	193	-	20	173	193	173	21	172	155	38	138	27	25	79	110	3
	3%	-	3%	3%	3%	3%	3%	3%	3%	4%	3%	4%	2%	4%	3%	5%
No	5674	-	583	5092	5674	5092	640	5034	4789	885	4031	572	1021	2146	3463	66
	96%	-	96%	96%	96%	96%	97%	96%	96%	94%	96%	95%	97%	96%	96%	95%
Refused	4	-	4	4	4	4	-	4	2	1	1	-	1	-	4	-
	*	-	*	*	*	*	-	*	*	*	*	-	*	-	*	-
Don't know	53	-	6	47	53	47	2	51	32	21	37	3	5	8	45	-
	1%	-	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	*	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
 Base: All who have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	530	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Yes	193	168	25	31	7	165	26	1
	3% <sup>c</sup>	4% <sup>c</sup>	2% <sup>c</sup>	5% <sup>a</sup>	3% <sup>c</sup>	3%	5%	6%
No	5674	4430	1245	544	225	5129	525	20
	96%	96%	96%	94%	96%	97%	95%	94%
Refused	4	-	4	-	-	4	-	-
	*	-	1 <sup>ab</sup>	-	-	1	-	-
Don't know	53	35	18	2	2	48	4	-
	1%	1%	1% <sup>b</sup>	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
 Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Yes	193	93	95	71	146	122	46	127	53	13	-
	3%ig	4%ic	3%	9%iaefg	4%iafg	2%	2%	14%iaijk	3%ik	1%ik	-
No	5674	2223	3347	712	3207	4962	2468	754	1639	2142	1140
	96%dh	96%	97%iab	91%	95%id	97%ide	97%ide	86%	97%ih	99%iaaik	96%ih
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	e	-	-	-	2%j
Don't know	53	9	19	4	17	49	36	-	3	9	42
	1%bh	*	7%	*	*	1%ie	1%ide	-	*	*	4%ahj



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
 Base: All who have electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	558	475	300	522	403	529	152	397	480	511	224	338	419	12**
Yes 193 3% <sup>n</sup>	20 3% <sup>n</sup>	21 4% <sup>n</sup>	12 2%	12 4% <sup>n</sup>	15 3%	12 3%	18 3% <sup>n</sup>	6 4% <sup>n</sup>	18 5% <sup>n</sup>	16 3% <sup>n</sup>	12 2%	8 3%	3 7%	19 5% <sup>n</sup>	-
No 5674 96%	566 94%	531 95%	457 96%	288 96%	505 97%	390 97%	511 96%	146 96%	378 95%	457 95%	498 97% <sup>b</sup>	216 96%	324 96%	368 95%	12 100%
Refused 4 *	1 *	-	1 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-
Don't know 53 1%	14 2% <sup>aefghj</sup>	6 1% <sup>h</sup>	5 1% <sup>h</sup>	1 *	2 *	1 *	1 *	-	1 *	6 1% <sup>h</sup>	3 7%	-	12 3% <sup>aadefg</sup>	2 hklmno	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?  
Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes	193	83	98	81	49	45	109	104	91
	3%	8% <sup>adef</sup>	6% <sup>aa</sup>	5% <sup>aa</sup>	5% <sup>aa</sup>	5%	3%	3%	3%
No	5674	943	1465	1418	1024	943	3729	3730	3232
	96% <sup>bce</sup>	92%	94%	95% <sup>ab</sup>	95% <sup>ab</sup>	95% <sup>ab</sup>	97% <sup>aa</sup>	97% <sup>aa</sup>	97% <sup>aa</sup>
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	53	1	1	2	1	2	18	21	15
	1% <sup>bceefg</sup>	-	-	-	-	-	7%	7%	-



Q.32 How did you previously pay for your electricity?  
 Base: All who have changed electricity payment method in past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	183	154	19	10	58	79	46	34	42	43	64	67	94	42	141	93	49	37
Weighted Base	193	158	24**	10**	61*	93*	39*	46*	56*	48*	42*	54*	117*	34*	158	104*	51*	33*
Monthly direct debit	51	43	4	4	12	24	15	13	11	16	11	8	36	7	44	29	12	9
	26%	27%	16%	41%	20%	26%	37%	28%	20%	33%	27%	15%	31% <sup>u</sup>	19%	28%	28%	24%	27%
Quarterly direct debit	30	26	4	-	11	13	6	12	7	8	3	4	25	5	25	22	6	2
	16%	16%	18%	-	18%	14%	16%	26% <sup>ka</sup>	13%	18%	7%	7%	21% <sup>u</sup>	14%	16%	21%	12%	7%
Pay by cheque, cash or card on receipt of your bill	62	57	5	-	17	31	15	15	17	13	17	24	34	10	52	39	15	7
	32%	36%	22%	-	28%	33%	37%	32%	30%	28%	41%	45% <sup>lm</sup>	29%	29%	33%	37%	29%	21%
Prepayment meter (where you top up credit onto a key or card)	35	22	7	6	17	17	2	6	13	9	8	12	16	7	29	11	13	9
	18% <sup>g</sup>	14%	31%	59%	27% <sup>g</sup>	18% <sup>g</sup>	4%	12%	22%	19%	19%	22%	14%	20%	18%	11%	27% <sup>p</sup>	27% <sup>p</sup>
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	-	1
	1%	1%	-	-	-	2%	-	-	3%	-	-	-	1%	-	1%	-	-	4% <sup>p</sup>
Weekly / fortnightly payment scheme	1	1	-	-	-	1	-	-	-	-	1	1	-	1	-	-	-	1
	-	-	-	-	-	1%	-	-	-	-	1%	1%	-	2%	-	-	-	2%
Payment card / book where you can pay money in whenever you choose (ad hoc)	8	6	2	-	4	5	-	-	6	-	2	5	3	6	3	-	4	4
	4%	4%	9%	-	6%	5%	-	-	11% <sup>l</sup>	-	5%	10%	3%	16% <sup>ao</sup>	2%	-	9% <sup>p</sup>	12% <sup>p</sup>
I only changed the bank / building account bills are paid from	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	1	1	-	-	1	1	1	1	-	-	-	1	-	2	2	-	-
	1%	1%	4%	-	-	1%	2%	2%	2%	-	-	-	1%	-	1%	2%	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	-
	-	1%	-	-	-	-	2%	-	-	2%	-	-	-	-	1%	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.32 How did you previously pay for your electricity?  
 Base: All who have changed electricity payment method in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	183	-	20	163	183	163	20	163	148	35	128	22	31	67	112	4
Weighted Base	193	-**	20**	173	193	173	21**	172	155	38*	138	27**	25**	79*	110*	3**
Monthly direct debit	51	-	3	48	51	48	7	44	37	14	31	11	9	19	31	1
Quarterly direct debit	30	-	1	29	30	29	3	27	20	10	23*	41%	37%	25%	28%	15%
Pay by cheque, cash or card on receipt of your bill	16%	-	8%	17%	16%	17%	15%	16%	13%	26%	20%	-	4%	25%o	9%	-
Prepayment meter (where you top up credit onto a key or card)	62	-	9	53	62	53	5	57	34%	9	47	5	9	26	34	2
Fuel direct (where a set amount is deducted from your benefits before you receive them)	32%	-	48%	31%	32%	31%	20%	30%	34%	24%	34%	18%	30%	33%	31%	56%
Weekly / fortnightly payment scheme	35	-	4	31	35	31	4	31	33	3	24	9	3	12	24	-
Payment card \book where you can pay money in whenever you choose (ad hoc)	18%	-	20%	18%	18%	18%	21%	18%	21%	7%	17%	34%	13%	15%	22%	-
I only changed the bank \building account bills are paid from	1	-	-	1	1	1	-	1	1	-	-	-	-	-	1	-
Other	7%	-	-	7%	7%	7%	-	7%	7%	-	-	-	6%	-	7%	-
Refused	1	-	-	1	1	1	-	1	-	-	1	-	-	-	1	-
Don't know	1	-	-	1	1	1	-	1	-	-	-	-	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have changed electricity payment method in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	183	153	30	24	10	161	21	1
Weighted Base	183	168	25**	31**	7**	165	26**	1**
Monthly direct debit	51	46	5	13	3	43	8	-
Quarterly direct debit	28%	27%	20%	47%	45%	26%	31%	-
Pay by cheque, cash or card on receipt of your bill	30	30	-	7	1	24	5	1
	16%	18%	-	23%	10%	14%	21%	100%
Prepayment meter (where you top up credit onto a key or card)	62	53	9	5	1	54	8	-
	32%	32%	36%	16%	18%	33%	31%	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	35	30	5	6	1	31	4	-
	18%	18%	22%	20%	18%	19%	17%	-
Weekly / fortnightly payment scheme	1	-	1	-	-	1	-	-
	-	-	2%	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	8	5	4	-	1	8	-	-
	4%	3%	14%	-	9%	5%	-	-
I only changed the bank / building account bills are paid from	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Other	2	2	-	-	-	2	-	-
	1%	1%	-	-	-	1%	-	-
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	1	-	1	-	-	1	-	-
	-	-	4%	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing

Q.32 How did you previously pay for your electricity?  
 Base: All who have changed electricity payment method in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	193	84	93	64	134	119	49	112	53	18	-
Weighted Base	193	93*	95*	71*	146	122	46*	127*	53*	13**	**
Monthly direct debit	51	25	23	18	42	33	9	30	14	5	-
Quarterly direct debit	26%	27%	25%	28%	29%	27%	20%	26%	26%	37%	-
Pay by cheque, cash or card on receipt of your bill	30	20	9	14	20	16	10	21	9	-	-
Prepayment meter (where you top up credit onto a key or card)	16%	22% <sup>c</sup>	9%	20%	14%	13%	22%	16%	17%	4%	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	62	25	37	18	44	45	18	40	17	5	-
Weekly / fortnightly payment scheme	32%	27%	39%	25%	30%	37%	39%	32%	32%	42%	-
Payment card \book where you can pay money in whenever you choose (ad hoc)	35	16	19	16	30	20	5	27	8	-	-
I only changed the bank \building account bills are paid from	18%	18%	20%	22%	20%	16%	12%	22%	15%	-	-
Other	1	-	1	-	-	1	1	-	1	-	-
Refused	1%	-	2%	-	-	1%	3%	-	3%	-	-
Don't know	1	-	-	-	-	-	-	-	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.32 How did you previously pay for your electricity?  
 Base: All who have changed electricity payment method in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 163	21	19	9	11	14	13	19	5	14	16	13	7	5	17	-	
Weighted Base 193	20**	21**	12**	12**	15**	12**	18**	6**	18**	16**	12**	8**	3**	19**	**	
Monthly direct debit 51 26%	6 30%	6 27%	1 13%	3 27%	6 42%	3 22%	5 30%	2 28%	2 12%	6 37%	1 9%	4 57%	1 28%	4 20%	-	
Quarterly direct debit 30 16%	- -	2 9%	5 41%	4 34%	4 24%	4 29%	1 6%	1 16%	3 18%	1 9%	2 15%	- -	- -	3 17%	-	
Pay by cheque, cash or card on receipt of your bill 62 32%	8 37%	7 31%	4 32%	1 10%	4 24%	5 39%	7 40%	- -	5 30%	6 39%	8 65%	- -	2 72%	6 31%	-	
Prepayment meter (where you top up credit onto a key or card) 35 18%	4 20%	6 28%	2 14%	3 24%	2 11%	1 5%	4 21%	1 20%	6 34%	1 3%	1 11%	3 43%	- -	3 15%	-	
Fuel direct (where a set amount is deducted from your benefits before you receive them) 1 1%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	
Weekly / fortnightly payment scheme 1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	-	
Payment card / book where you can pay money in whenever you choose (ad hoc) 8 4%	1 3%	2 7%	- -	1 8%	- -	- -	1 4%	1 3%	2 35%	- -	1 8%	- -	- -	1 7%	-	
I only changed the bank / building account bills are paid from - -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	
Other 2 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	1 7%	-	
Refused - -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	
Don't know 1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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

Base: All who have changed electricity payment method in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	183	74	90	71	47	40	104	101	89
Weighted Base	193	83*	98*	81*	49*	45*	109*	104*	91*
Monthly direct debit	51	24	25	24	12	11	25	24	18
Quarterly direct debit	30	15	18	17	9	11	22	19	16
Pay by cheque, cash or card on receipt of your bill	62	25	30	20	19	11	35	37	31
Prepayment meter (where you top up credit onto a key or card)	35	13	20	15	8	8	20	17	21
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	-	-	-	-
Weekly / fortnightly payment scheme	1	-	-	-	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	8	2	3	3	2	3	6	5	6
I only changed the bank / building account bills are paid from	-	-	-	-	-	-	-	-	-
Other	2	2	1	1	-	1	-	1	-
Refused	1%	3%	1%	2%	-	3%	-	1%	-
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-

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

Base: All who have changed electricity payment method in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	183	74	90	71	47	40	104	101	89
Weighted Base	193	83*	98*	81*	49*	45*	109*	104*	91*
Don't know	1	1	-	-	-	-	1	1	1
	-	1%	-	-	-	-	1%	1%	1%

Q.35 In the last 12 months, did -you / you also- change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	994	531
Yes	669	596	55	17	103	360	206	249	217	119	83	117	485	115	554	520	86	55
	13%dkz	13%dl	12%	7%	10%	13%	14%ie	21%aijk	13%k	11%k	6%	7%	16%al	12%	13%	16%apq	9%r	6%
No	4530	3910	398	221	891	2390	1248	912	1454	967	1196	1523	2399	813	3716	2714	886	854
	85%hms	85%	85%	90%ab	88%atg	85%	83%	77%	85%h	87%h	91%ahj	91%am	81%	85%	85%	82%	89%ap	92%ap
Refused	4	3	1	-	-	1	2	-	1	1	2	2	-	-	3	2	-	1
	*	*	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*
Don't know	123	101	16	7	17	67	39	26	40	28	30	33	61	22	101	76	22	21
	2%	2%	3%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r





Q.35 In the last 12 months, did -you / you also- change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	4867	4480	830	3820	555	1061	1941	3299	70
Weighted Base	5326	11**	**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Yes	669	2	-	669	667	667	56	611	578	91	604	30	32	478	178	14
	13%(a)	21%	-	13%	13%	13%	13%	13%	13%	11%	16%(alm)	6%(m)	3%	24%(ao)	6%	20%(o)
No	4530	8	-	4530	4521	4521	383	4138	3802	728	3152	472	884	1527	2948	55
	85%(an)	79%	-	85%	85%	85%	86%	85%	85%	85%	82%	92%(ak)	95%(aki)	75%	91%(arp)	79%
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	4	-	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	0%	-	-
Don't know	123	-	-	123	123	123	6	118	83	40	91	14	12	26	97	1
	2%(am)	-	-	2%	2%	2%	1%	2%	2%	0%(ai)	2%(m)	3%	1%	1%	3%(n)	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5306	4195	1131	535	211	4799	506	21**
Yes	669	601	68	75	14	630	36	4
No	4530	3905	1407	445	275	4185	442	13
Refused	4	-	4	-	-	4	-	-
Don't know	123	89	35	7	5	110	13	-
	2%	2%	3%	1%	2%	2%	3%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.35 In the last 12 months, did -you / you also- change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1959	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Yes	669	395	269	126	559	543	140	382	262	24	1
	13%cpk	19%ac	9%	17%atg	17%atg	12%g	6%	48%ajk	17%ajk	1%	-
No	4530	1696	2754	580	2517	3950	2012	407	1260	1893	970
	85%bdsh	80%	89%iab	79%	81%	86%ide	91%adef	51%	81%h	97%iank	94%ahi
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	e	-	-	-	aij
Don't know	123	19	72	25	73	99	51	10	25	32	57
	2%ub	1%	2%ub	3%	2%	2%	2%	1%	2%	2%	5%ahj



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

Total (a)	REGIONS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	364	11
Weighted Base 5306	504	504	430	274	452	387	513	111*	359	440	437	180	302	401	11**
Yes 669	67	70	38	24	64	54	48	11	44	69	63	17	38	61	-
13% <sup>h</sup>	13%	14% <sup>h</sup>	9%	9%	14% <sup>h</sup>	14% <sup>h</sup>	9%	10%	12%	16% <sup>h</sup>	14% <sup>h</sup>	10%	12%	15% <sup>h</sup>	4%
No 4530	424	423	387	245	381	325	481	97	301	382	363	158	251	331	11
85%	83%	84%	90% <sup>abctfg</sup> jkno	89% <sup>abklo</sup>	84%	84%	90% <sup>abctfg</sup> jkno	88%	84%	82%	83%	82%	83%	82%	98%
Refused 4	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-
-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 123	21	11	6	6	7	7	4	2	14	9	11	4	13	10	-
2% <sup>h</sup>	4% <sup>h</sup>	2%	1%	2%	2%	2%	1%	2%	4% <sup>h</sup>	2%	3% <sup>h</sup>	2%	4% <sup>h</sup>	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.35 In the last 12 months, did -you / you also- change the tariff you were on with your existing gas supplier (without switching supplier)?  
 Base: All who have gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Yes	669	669	442	497	333	50	437	435	332
	13% <sup>a</sup>	69% <sup>a</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup>	31% <sup>a</sup> <sup>f</sup>	36% <sup>a</sup> <sup>c</sup> <sup>f</sup>	34% <sup>a</sup> <sup>f</sup>	6%	13%	13%	11%
No	4530	283	966	859	645	639	2953	2960	2611
	85% <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup>	29%	68% <sup>b</sup> <sup>d</sup>	63% <sup>b</sup>	65% <sup>b</sup>	80% <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup>	85%	85%	87% <sup>b</sup> <sup>a</sup>
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	123	11	18	15	11	15	72	73	57
	2% <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup>	7%	1%	1%	1%	2%	2%	2%	2%



Q.37 Have you ever changed your tariff with an existing gas supplier?  
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	4698	4083	397	218	889	2168	1641	740	1157	858	1943	1988	2038	1059	3639	2619	889	1097
Weighted Base	4657	4014	414	228	908	2458	1290	938	1496	995	1228	1557	2460	836	3821	2792	908	876
Yes	398	334	46	17	45	237	116	135	129	80	53	86	258	68	330	315	31	42
	9% <i>akz</i>	8%	11%	7%	5%	10% <i>se</i>	9% <i>se</i>	14% <i>aijk</i>	9% <i>ik</i>	8% <i>uk</i>	4%	6%	10% <i>al</i>	6%	9%	11% <i>aqr</i>	3%	5%
No	4115	3567	349	199	849	2145	1122	771	1319	888	1137	1434	2129	744	3372	2387	853	810
	88% <i>chmp</i>	89% <i>c</i>	84%	87%	90% <i>atg</i>	87%	87%	82%	88% <i>h</i>	89% <i>h</i>	93% <i>ahj</i>	92% <i>lam</i>	87%	89%	88%	85%	94% <i>hap</i>	93% <i>ap</i>
Refused	4	3	1	-	-	1	2	-	1	2	-	2	-	-	3	2	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	140	110	18	12	15	75	50	32	46	26	36	36	74	24	115	86	25	22
	3% <i>ve</i>	3%	4%	5% <i>b</i>	2%	3%	4% <i>se</i>	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.37 Have you ever changed your tariff with an existing gas supplier?  
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (n)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4698	9	-	4689	4689	4689	378	4311	3951	747	3079	524	1027	1502	3138	58
Weighted Base	4657	8**	**	4657	4648	4648	389	4259	3887	770	3246	486	896	1553	3048	55*
Yes	398	5	-	398	393	393	36	357	312	86	349	24	29	226	166	6
	9%ms	5%	-	8%	8%	8%	9%	8%	8%	11%ai	11%alm	5%	3%	15%ao	5%	10%
No	4115	3	-	4115	4113	4113	346	3766	3483	632	2789	450	845	1302	2764	50
	88%kn	36%	-	88%	88%	88%	89%	88%	90%ij	62%	86%	93%ak	94%ak	84%	91%an	90%
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	-	4	-
	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	-	-	-	1%	-
Don't know	140	1	-	140	139	139	7	132	90	49	105	11	21	25	115	-
	3%n	6%	-	3%	3%	3%	2%	3%	2%	6%ai	3%	2%	2%	2%	4%n	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4638	3304	1334	361	272	4237	447	14
Weighted Base	4657	3594	1063	460	197	4169	471	17**
Yes	398	350	47	42	3	373	23	1
No	4115	3149	965	414	189	3667	433	15
Refused	4	-	4	-	-	4	-	-
Don't know	140	98	44	5	4	125	14	-
	3% <sup>d</sup>	2%	4% <sup>ab</sup>	7%	2%	3%	3%	-
		9% <sup>acg</sup>	4%	9% <sup>de</sup>	2%	9% <sup>g</sup>	5%	9%
		88%	91% <sup>ab</sup>	90%	96% <sup>ad</sup>	88%	92% <sup>af</sup>	91%
		-	1% <sup>ab</sup>	-	-	1	-	-
		2%	4% <sup>ab</sup>	7%	2%	3%	3%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing



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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4698	1625	2937	587	2525	4131	2173	370	1203	1968	1157
Weighted Base	4657	1716	2826	605	2590	4052	2067	417	1285	1925	1030
Yes	398	217	178	96	315	312	83	148	192	55	2
		9% <sup>ca</sup>	6%	14% <sup>cafg</sup>	12% <sup>cafg</sup>	8% <sup>g</sup>	4%	38% <sup>ahjk</sup>	15% <sup>ahjk</sup>	3% <sup>h</sup>	0%
No	4115	1472	2566	498	2191	3618	1924	262	1064	1833	956
		88% <sup>bdehi</sup>	86%	62%	85%	89% <sup>de</sup>	93% <sup>def</sup>	63%	83% <sup>h</sup>	95% <sup>ahik</sup>	93% <sup>ahj</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
		-	-	-	-	-	0%	-	-	-	0%
Don't know	140	26	82	20	84	119	56	7	28	37	68
		3% <sup>b</sup>	3% <sup>b</sup>	3%	3%	3%	3%	2%	2%	2%	7% <sup>bhj</sup>

Q.37 Have you ever changed your tariff with an existing gas supplier?  
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

Total (a)	REGIONS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4658	461	437	383	248	394	344	510	38	289	389	373	156	282	314	10
Weighted Base 4657	457	434	392	250	388	333	465	99*	315	371	374	162	264	340	11**
Yes 988 9%h	37 8%h	36 8%h	27 7%h	23 9%h	48 12%h	25 8%h	17 4%	12 12%h	34 11%h	28 7%h	25 7%	11 7%	27 10%h	45 13%h	2 16%
No 4115 88%	399 87%	383 88%	359 91%h	215 86%	331 85%	302 91%h	442 95%h	82 82%	268 85%	333 90%	336 90%	144 89%	223 85%	290 85%	9 84%
Refused 4	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Don't know 140 3%h	19 4%h	15 4%h	6 1%	12 5%h	9 2%	6 2%	5 1%	5 5%h	13 4%h	10 3%	7 3%h	7 4%h	14 5%h	5 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4698	266	896	791	602	774	3138	3128	2789
Weighted Base	4627	295	984	874	656	854	3026	3033	2669
Yes	398	112	200	194	136	185	255	261	201
	9%	38% <sup>a</sup>	20% <sup>a</sup>	22% <sup>a</sup>	21% <sup>a</sup>	22% <sup>a</sup>	8%	9%	8%
No	4115	176	705	666	508	655	2684	2663	2392
	88% <sup>b</sup>	60% <sup>b</sup>	78% <sup>b</sup>	79% <sup>b</sup>	77% <sup>b</sup>	77% <sup>b</sup>	88%	86%	80%
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	140	8	19	14	12	14	86	89	76
	3% <sup>c</sup>	3%	2%	2%	2%	2%	3%	3%	3%

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 gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	984	531
Yes	1265 24% <sup>(ak)</sup> n3	1119 24%	96 20%	49 20%	221 22%	748 27% <sup>(aag)</sup>	295 20%	409 34% <sup>(aij)</sup>	451 26% <sup>(jk)</sup>	227 20% <sup>(k)</sup>	178 14%	254 15%	856 29% <sup>(al)</sup>	195 21%	1069 24% <sup>(n)</sup>	922 28% <sup>(ap)</sup>	187 20% <sup>(r)</sup>	131 14%
No	3982 75% <sup>(bmq)</sup>	3422 74%	366 78%	195 79%	777 77% <sup>(f)</sup>	2029 72%	1176 79% <sup>(af)</sup>	762 64%	1239 72% <sup>(h)</sup>	870 78% <sup>(ahi)</sup>	1110 85% <sup>(ahj)</sup>	1400 84% <sup>(am)</sup>	2058 70%	746 78% <sup>(ao)</sup>	3236 74%	2341 71%	783 79% <sup>(ap)</sup>	787 85% <sup>(apq)</sup>
Refused	5	5	1	-	-	2	4	1	1	1	3	2	-	1	4	4	-	1
Don't know	74	65	7	2	13	39	21	14	22	17	21	18	31	9	65	46	14	12
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%



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 gas supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	4867	4480	830	3620	555	1061	1941	3299	70
Weighted Base	5326	11**	**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Yes	1265	4	-	1265	1261	1261	135	1126	943	321	1072	54	136	729	516	19
	24%im	37%	-	24%	24%	24%	30%ah	23%	21%	37%ai	28%alm	71%	15%j	36%ao	16%	28%o
No	3982	6	-	3982	3976	3976	306	3669	3475	507	2718	458	780	1291	2641	50
	75%jk	58%	-	75%	75%	75%	69%	75%g	78%aj	59%	271%	69%akm	84%ak	64%	82%an	72%
Refused	5	-	-	5	5	5	-	5	3	2	4	-	-	1	5	-
	*	-	-	*	*	*	-	*	*	*	-	-	-	*	*	-
Don't know	74	1	-	74	73	73	4	69	43	30	55	3	10	9	64	-
	1%n	5%	-	1%	1%	1%	1%	1%	1%	4%al	1%	1%	1%	*	2%an	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5356	4195	1131	535	211	4799	506	21**
Yes	1265	1165	99	173	32	1177	79	9
24% <sup>cde</sup>		28% <sup>abc</sup>	9%	32% <sup>ade</sup>	12%	25% <sup>g</sup>	16%	43%
No	3982	2982	1000	358	176	3551	420	12
75% <sup>abd</sup>		71%	88% <sup>abc</sup>	67%	83% <sup>ade</sup>	74%	83% <sup>af</sup>	57%
Refused	5	1	5	-	-	5	-	-
	-	-	ab	-	-	-	-	-
Don't know	74	47	27	4	4	66	8	-
1%	1%	2% <sup>abc</sup>	1%	1%	2%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1953	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Yes	1365	834	421	417	1018	848	247	630	568	56	11
	24% <sup>a/c/g</sup>	40% <sup>a/c</sup>	14% <sup>a/c</sup>	57% <sup>a/e/f/g</sup>	33% <sup>a/e/g</sup>	18% <sup>a/g</sup>	11% <sup>a/g</sup>	79% <sup>a/h/k</sup>	37% <sup>a/h/k</sup>	3% <sup>a/k</sup>	1% <sup>a/k</sup>
No	3982	1270	2633	302	2662	3680	1920	167	973	1874	967
	72% <sup>b/d/e/h</sup>	60% <sup>b/d</sup>	85% <sup>b/d</sup>	41% <sup>b/d</sup>	66% <sup>b/d</sup>	80% <sup>b/d</sup>	87% <sup>b/d/e/f</sup>	21% <sup>b/h</sup>	63% <sup>b/h</sup>	96% <sup>b/h/k</sup>	94% <sup>b/h</sup>
Refused	5	-	2	-	1	5	5	-	1	-	4
	*	-	*	-	*	*	*	-	*	-	2% <sup>a/j</sup>
Don't know	74	7	39	12	38	61	36	3	4	18	49
	1% <sup>b/h</sup>	*	1% <sup>b/d</sup>	2% <sup>b/d</sup>	1% <sup>b/d</sup>	1% <sup>b/d</sup>	2% <sup>b/d</sup>	*	*	1% <sup>b/j</sup>	5% <sup>b/h/j</sup>



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 gas supply

Total (a)	REGIONS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	364	11	
Weighted Base 5326	524	504	430	274	452	387	513	111*	359	440	437	180	302	401	11**	
Yes 1265 24%hi	131 25%hi	128 25%hi	85 20%	53 19%	125 28%dehi	113 29%dehi	96 14%	15	81 23%	102 23%hi	100 23%	45 25%hi	70 23%	118 29%dehi	3 29%	
No 3982 75%	375 72%	368 73%	339 79%blgo	219 80%blgo	324 72%	272 70%	414 81%abctq kno	93 84%abctq no	273 76%	330 75%	333 76%	133 74%	222 73%	280 70%	8 71%	
Refused 5	2	-	-	-	-	-	1	-	1	1	-	-	-	-	-	
Don't know 74 1%	15 3%algho	8 2%	7 2%	3 1%	3 1%	1 -	2 -	2 2%	5 1%	7 2%	4 1%	2 1%	10 3%algho	3 1%	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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 gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Yes	1265	639	1265	1077	861	722	803	820	655
	24%	66% <sup>a</sup>	89% <sup>abdf</sup>	79% <sup>ab</sup>	87% <sup>abdf</sup>	80% <sup>ab</sup>	23%	24%	22%
No	3982	222	199	291	128	179	2623	2611	2315
	75% <sup>bcd<sup>ef</sup></sup>	33% <sup>cdef</sup>	17%	21% <sup>ce</sup>	13%	20% <sup>ce</sup>	76%	75% <sup>a</sup>	77% <sup>a</sup>
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	74	3	3	3	-	3	35	34	30
	1% <sup>bcd<sup>ef</sup></sup>	-	-	-	-	-	1%	1%	1%

Q.11 2014 survey equivalent  
 Base: All who haven't switched gas supplier in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	4651	4036	404	211	813	2115	1723	798	1146	839	1868	1899	2085	1057	3594	2697	839	1028
Weighted Base	4620	3977	425	217	845	2410	1365	1004	1467	976	1173	1491	2494	846	3774	2863	857	524
Yes	856	758	66	31	137	500	219	280	297	156	124	166	574	140	716	626	133	87
19%akz	1	19%	16%	14%	16%	21%aag	16%	28%aijk	20%ik	16%ik	11%	11%	23%al	17%	19%	22%aqr	15%r	11%
No	3696	3161	351	184	697	1878	1121	713	1150	803	1030	1308	1694	697	2999	2194	712	726
80%hms	1	79%	63%	65%	82%af	78%	82%af	71%	78%ih	82%ih	88%ahj	88%am	76%	62%	79%	77%	83%q	88%apq
Refused	5	5	1	-	-	2	4	1	1	1	3	2	-	1	4	4	-	1
*	*	*	*	*	*	*	*	*	*	*	*	1m	-	*	*	*	*	*
Don't know	62	53	7	2	11	30	21	10	19	16	17	17	26	8	54	38	12	10
1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.41 2014 survey equivalent  
 Base: All who haven't switched gas supplier in the last 12 months

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4651	10	-	4651	4641	4641	358	4283	4135	516	3115	535	931	1563	3027	61
Weighted Base	4620	9**	**	4620	4610	4610	363	4247	4094	525	3279	494	815	1619	2941	60*
Yes	856	3	-	856	853	853	81	773	741	115	724	46	86	464	378	14
	19%ms	29%	-	19%	19%	19%	22%	18%	16%	22%	22%alm	9%	11%	29%ao	13%	23%o
No	3696	6	-	3696	3690	3690	279	3412	3310	387	2505	446	717	1146	2504	46
	80%kn	65%	-	80%	80%	80%	77%	80%	81%ij	74%	76%	90%ak	88%ak	71%	85%an	77%
Refused	5	-	-	5	5	5	-	5	3	2	4	-	-	1	5	-
	*	-	-	*	*	*	-	*	*	1	*	-	-	*	*	-
Don't know	62	1	-	62	62	62	4	57	40	22	46	2	10	8	55	-
	1%n	6%	-	1%	1%	1%	1%	1%	1%	4%ai	1%	*	1%	*	2%n	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.41 2014 survey equivalent  
 Base: All who haven't switched gas supplier in the last 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4651	3228	1423	323	245	4224	412	15
Weighted Base	4620	3558	1092	410	181	4171	431	18**
Yes	856	772	83	101	23	803	47	6
	19%acg	22%abc	6%	25%ade	12%	19%g	11%	35%
No	3686	2719	977	307	156	3306	379	12
	80%bd	77%	89%ab	75%	86%ad	79%	88%af	65%
Refused	5	1	5	-	-	5	-	-
	-	-	ab	-	-	-	-	-
Don't know	62	35	27	2	2	57	5	-
	1%	1%	2%ab	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.41 2014 survey equivalent

Base: All who haven't switched gas supplier in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4651	1633	2987	24	2353	4627	2298	436	1167	1894	1154
Weighted Base	4620	1723	2788	25**	2413	4595	2207	500	1242	1851	1027
Yes	850	505	283	8	609	848	247	383	416	46	11
	19% <sup>cqk</sup>	32% <sup>ac</sup>	10%	33%	25% <sup>atg</sup>	19% <sup>g</sup>	11%	77% <sup>aijk</sup>	35% <sup>ajk</sup>	2% <sup>k</sup>	1%
No	3696	1154	2470	16	1776	3680	1920	116	823	1791	966
	80% <sup>bek</sup>	67%	89% <sup>ab</sup>	64%	74%	80% <sup>le</sup>	87% <sup>aef</sup>	23%	66% <sup>h</sup>	97% <sup>iank</sup>	94% <sup>ahi</sup>
Refused	5	-	2	-	1	5	5	-	1	-	4
	*	-	*	-	*	*	*	-	*	-	1
Don't know	62	4	33	1	27	61	36	-	3	13	47
	1% <sup>bh</sup>	*	1% <sup>b</sup>	3%	7%	1%	2%	-	*	7%	5% <sup>ahj</sup>

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\*\* very small base (under 30) ineligible for sig testing

Q.41 2014 survey equivalent  
 Base: All who haven't switched gas supplier in the last 12 months

Total (a)	REGIONS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4651	459	434	379	239	387	341	470	102	302	387	379	157	286	308	11
Weighted Base 4620	454	430	389	236	386	333	431	105*	320	381	379	161	267	336	11**
Yes 856 19%h	89 20%hi	87 20%hi	60 16%	34 14%	79 21%hi	82 25%adehi	57 13%	11 10%	56 17%	70 18%	66 17%	31 19%	56 21%hi	75 22%dehi	3 29%
No 3698 80%g	350 77%	336 78%	325 83%bgn	199 84%bgn	305 79%	250 75%	372 88%abctq kno	91 88%bogn	259 81%	302 79%	310 82%g	129 80%	202 76%	258 77%	8 71%
Refused 5	2	-	-	-	-	-	1	-	1	1	-	-	-	-	-
Don't know 62 1%	12 3%algh	8 2%h	4 1%	3 1%	2	1	1	2 2%h	5 2%	7 2%h	9 2%	2 1%	9 3%adgh	9 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.41 2014 survey equivalent

Base: All who haven't switched gas supplier in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4651	659	895	901	893	564	3118	3092	2718
Weighted Base	4620	725	966	995	983	620	3096	2968	2593
Yes	856	429	856	737	856	466	542	555	433
	19%	59% <sup>a</sup>	87% <sup>abdf</sup>	74% <sup>ab</sup>	87% <sup>abdf</sup>	75% <sup>ab</sup>	18%	19%	17%
No	3696	294	130	257	127	150	2432	2411	2131
	80% <sup>bceef</sup>	41% <sup>cdef</sup>	12%	26% <sup>ce</sup>	13%	25% <sup>ce</sup>	81%	80%	82% <sup>a</sup>
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	62	1	-	-	-	-	30	30	27
	1% <sup>bceef</sup>	-	-	-	-	-	1%	1%	1%

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 gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5310	4827	448	237	976	2465	1869	944	1330	960	2076	2125	2449	1187	4123	3083	971	1156
Weighted Base	5328	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	994	531
Yes	1239 23%da 1m	1102 24%db	96 20%	41 17%	208 21%	738 26%ae	293 20%	420 35%ah	450 26%aj	210 19%	159 12%	233 14%	863 29%al	174 18%	1065 24%an	947 29%ap	166 17%	109 12%
No	4002 75%dm	3433 74%	367 78%	202 82%da	789 78%	2036 72%	1176 79%dm	750 63%	1238 72%h	886 80%ah	1128 86%aj	1418 85%am	2047 69%	763 80%ao	3239 74%	2313 70%	811 82%aq	809 87%apq
Refused	4	3	1	-	-	1	2	-	1	1	2	2	-	-	3	2	-	1
Don't know	81	73	6	2	15	42	24	16	25	17	22	21	35	14	67	49	18	13
	2%	2%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%





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 gas supply

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5310	11	-	5310	5299	5299	432	4867	4480	830	3620	555	1061	1941	3299	70
Weighted Base	5326	11**	-**	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3226	69*
Yes	1239	1	-	1239	1238	1238	130	1107	946	293	1065	63	110	747	473	19
	23% <i>lmo</i>	12%	-	23%	23%	23%	29% <i>lah</i>	23%	21%	34% <i>lai</i>	28% <i>alm</i>	12%	12%	37% <i>ao</i>	15%	27% <i>o</i>
No	4002	9	-	4002	3992	3992	312	3681	3466	536	2719	449	810	1270	2682	50
	75% <i>ajko</i>	88%	-	75%	75%	75%	70%	76% <i>g</i>	78% <i>aj</i>	62%	71%	67% <i>ak</i>	67% <i>ak</i>	63%	83% <i>amp</i>	73%
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	4	4	-
	*	-	-	*	*	*	-	*	*	1	-	-	-	*	*	-
Don't know	81	-	-	81	81	81	3	78	51	30	63	3	8	13	68	-
	2% <i>n</i>	-	-	2%	2%	2%	1%	2%	1%	3% <i>ai</i>	2%	1%	1%	1%	2% <i>n</i>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5310	3835	1475	420	289	4815	478	17
Weighted Base	5306	4195	1131	535	211	4799	506	21**
Yes	1239	1143	96	171	28	1154	75	9
	23%acg	27%abc	6%	32%acd	12%	24%fg	15%	46%
No	4002	2997	1005	359	181	3569	422	11
	75%bd	71%	89%ab	67%	86%ade	74%	83%af	54%
Refused	4	-	4	-	-	4	-	-
	-	-	ab	-	-	-	-	-
Don't know	81	54	27	5	3	72	9	-
	2%	1%	2%ab	1%	2%	2%	2%	-

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 gas supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5310	1980	3188	683	3012	4627	2298	703	1456	1959	1158
Weighted Base	5328	2110	3095	731	3119	4595	2207	800	1546	1949	1031
Yes	1259	836	384	358	962	881	257	620	570	42	8
	23% <sup>a</sup>	40% <sup>b</sup>	12% <sup>c</sup>	49% <sup>d</sup>	31% <sup>e</sup>	19% <sup>f</sup>	12% <sup>g</sup>	78% <sup>h</sup>	37% <sup>i</sup>	2% <sup>j</sup>	1% <sup>k</sup>
No	4002	1261	2861	362	2099	3640	1903	178	972	1888	964
	75% <sup>a</sup>	60% <sup>b</sup>	86% <sup>c</sup>	50% <sup>d</sup>	67% <sup>e</sup>	79% <sup>f</sup>	86% <sup>g</sup>	22% <sup>h</sup>	63% <sup>i</sup>	97% <sup>j</sup>	94% <sup>k</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	e	-	-	-	2% <sup>j</sup>
Don't know	81	13	39	11	38	70	44	1	5	20	55
	2% <sup>a</sup>	1% <sup>b</sup>	1% <sup>c</sup>	2% <sup>d</sup>	1% <sup>e</sup>	2% <sup>f</sup>	2% <sup>g</sup>	*	*	1% <sup>j</sup>	5% <sup>k</sup>

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 gas supply

Total (a)	REGIONS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5310	526	501	413	273	446	395	553	108	338	457	432	174	319	384	11	
Weighted Base 5326	524	504	430	274	452	387	513	111*	359	440	437	180	302	401	11**	
Yes 1239	130	127	84	54	116	120	85	18	78	119	96	39	65	104	3	
23%h	25%h	25%h	19%	20%	26%dhi	31%abdeh	16%	16%	22%	27%dehi	22%h	22%	26%dhi	31%		
No 4002	376	372	335	217	333	265	425	91	276	311	336	138	225	294	8	
75%kg	72%	74%	78%bkg	79%bkg	74%	68%	83%abctq	82%bkg	77%kg	71%	77%kg	77%	75%	73%	69%	
Refused 4	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-	
-	1a	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know 81	17	5	12	4	3	1	3	2	4	9	4	2	11	9	-	
2%	3%adghi	1%	3%lgh	1%	1%	-	1%	2%	1%	2%lgh	1%	1%	4%adghi	1%	-	
	o												to			

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5310	878	1291	1237	899	818	3543	3529	3102
Weighted Base	5326	964	1427	1371	989	904	3463	3468	3001
Yes	1239	698	1102	1239	762	806	814	828	668
	23%	72% <sup>a</sup>	77% <sup>ab</sup>	90% <sup>abce</sup>	77% <sup>ab</sup>	89% <sup>abce</sup>	24%	24%	22%
No	4002	262	318	130	222	96	2607	2596	2297
	75% <sup>bcddef</sup>	27% <sup>cdef</sup>	22% <sup>cd</sup>	9%	22% <sup>cd</sup>	11%	25%	25%	77%
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	81	3	7	2	5	2	41	43	36
	2% <sup>bcddef</sup>	-	-	-	-	-	1%	1%	1%

Q.43 2014 survey equivalent  
 Base: All who haven't changed gas tariff in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	4698	4083	397	218	889	2168	1641	740	1157	858	1943	1988	2038	1059	3639	2619	889	1097
Weighted Base	4657	4014	414	228	908	2458	1290	938	1496	995	1228	1557	2460	936	3821	2792	908	876
Yes	768 17% nq	679 17%	61 15%	29 13%	142 16%	466 19%	160 12%	228 24%	299 20%	134 13%	108 9%	160 10%	513 21%	109 13%	660 17%	556 20%	123 13%	77 9%
No	3804 82% rhm	3260 81%	347 84%	197 86%	751 83%	1949 79%	1104 86%	694 74%	1170 78%	843 85%	1096 89%	1378 88%	1912 78%	713 85%	3091 81%	2185 78%	768 85%	785 90%
Refused	4 -	3 -	1 -	- -	- -	1 -	2 -	- -	1 -	1 -	2 -	2 -	- -	- -	3 -	2 -	- -	1 -
Don't know	81 2%	72 2%	6 2%	2 1%	15 2%	42 2%	24 2%	16 2%	25 2%	17 2%	22 2%	21 1%	35 1%	14 2%	67 2%	49 2%	18 2%	13 1%



Q.43 2014 survey equivalent  
 Base: All who haven't changed gas tariff in the last 12 months

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4698	9	-	4689	4689	4689	378	4311	3951	747	3079	524	1027	1502	3138	58
Weighted Base	4657	8**	**	4657	4648	4648	389	4259	3887	770	3246	486	896	1553	3048	55*
Yes	768	1	-	768	767	767	91	676	552	216	627	46	95	392	367	9
	17% <small>abmo</small>	15%	-	17%	17%	17%	23% <small>ah</small>	16%	14%	28% <small>aj</small>	19% <small>alm</small>	9%	11%	25% <small>ao</small>	12%	17%
No	3804	7	-	3804	3797	3797	294	3502	3282	522	2554	437	792	1148	2610	46
	82% <small>akn</small>	85%	-	82%	82%	82%	76%	82% <small>ag</small>	84% <small>aj</small>	68%	79%	90% <small>ak</small>	88% <small>ak</small>	74%	86% <small>an</small>	83%
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	-	4	-
	*	-	-	*	*	*	-	*	*	1	*	-	-	-	*	-
Don't know	81	-	-	81	81	81	3	77	51	30	62	3	8	13	68	-
	2% <small>un</small>	-	-	2%	2%	2%	1%	2%	1%	4% <small>ai</small>	2% <small>am</small>	1%	1%	1%	2% <small>un</small>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.43 2014 survey equivalent

Base: All who haven't changed gas tariff in the last 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4658	3304	1354	361	272	4237	447	14
Weighted Base	4657	3594	1063	460	197	4169	471	17**
Yes	768	705	63	117	17	709	54	6
No	17% <sup>cde</sup>	20% <sup>abc</sup>	6%	25% <sup>ade</sup>	9%	17% <sup>g</sup>	11%	33%
Refused	4	-	4	-	-	4	-	-
Don't know	81	54	27	5	3	72	9	-
	2%	2%	3% <sup>ab</sup>	1%	2%	2%	2%	-



Q.43 2014 survey equivalent  
 Base: All who haven't changed gas tariff in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4698	1625	2937	587	2525	4131	2173	370	1203	1958	1157
Weighted Base	4657	1716	2826	605	2590	4052	2067	417	1285	1925	1030
Yes	768	508	255	251	594	518	174	304	421	36	7
	17% <sup>afg</sup>	30% <sup>ac</sup>	9%	41% <sup>aefg</sup>	23% <sup>aefg</sup>	13% <sup>g</sup>	8%	73% <sup>aikh</sup>	33% <sup>aikh</sup>	2% <sup>k</sup>	7%
No	3804	1193	2532	343	1958	3461	1845	112	859	1869	964
	82% <sup>adehi</sup>	70%	90% <sup>ab</sup>	57%	76% <sup>id</sup>	85% <sup>ade</sup>	89% <sup>adeh</sup>	27%	67% <sup>hi</sup>	97% <sup>aihk</sup>	94% <sup>ahj</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	* <sup>e</sup>	-	-	-	* <sup>aj</sup>
Don't know	81	13	39	11	37	70	44	1	5	20	55
	2% <sup>abh</sup>	7%	7%	2%	7%	2%	2%	*	*	7%	5% <sup>ahj</sup>



Q.43 2014 survey equivalent

Base: All who haven't changed gas tariff in the last 12 months

Total (a)	PES - SEGMENTS														Yorkshire (g)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4657	461 457	437 434	383 392	248 250	394 388	344 333	510 465	98 99*	289 315	389 371	373 374	156 162	282 264	314 340	10 11**	
Yes	768 17%h	82 18%h	83 19%h	54 74%	36 75%	68 18%h	81 24%abdef h%h	56 72%	13 73%	48 75%	60 76%	51 74%	26 76%	42 76%	65 19%h	3 33%
No	3804 82%g	356 78%	347 80%	327 83%g	210 84%g	317 82%g	250 75%	405 87%abctq kno	85 85%g	262 83%g	303 81%	319 85%kg	134 83%	211 80%	272 80%	7 67%
Refused	4	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-
Don't know	81 2%	17 4%adgh o	5 1%	12 3%gh	4 1%	3 1%	3 1%	1	2 1%	4 1%	9 2%gh	4 1%	2 1%	11 4%adgh lo	9 1%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.43 2014 survey equivalent

Base: All who haven't changed gas tariff in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4698	266	896	791	602	774	3138	3128	2789
Weighted Base	4657	295	984	874	656	854	3026	3003	2669
Yes	768	228	721	768	479	768	499	509	430
	17%	77% <sup>a</sup>	73% <sup>a</sup>	88% <sup>abce</sup>	73% <sup>a</sup>	90% <sup>abce</sup>	16%	17%	16%
No	3804	84	256	104	173	84	2486	2480	2204
	82% <sup>bceef</sup>	22% <sup>df</sup>	29% <sup>df</sup>	12%	26% <sup>df</sup>	10%	62%	62%	63%
Refused	4	-	-	-	-	-	1	1	1
Don't know	81	3	6	2	4	2	41	43	35
	2% <sup>cd</sup>	1%	1%		1%		1%	1%	1%

Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?  
 Base: All who have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes	856 14%da q	753 15%db	72 13%	32 10%	131 12%	496 16%e	240 14%e	306 23%aij	286 15%k	161 13%k	103 7%	155 8%	603 18%al	142 13%	715 15%	661 18%ap	102 9%	78 7%
No	4953 84%hms	4212 83%	466 85%	275 88%b	979 86%af	2565 83%	1410 84%	1015 76%	1562 83%h	1044 85%h	1332 91%ahj	1705 90%am	2620 80%	921 85%	4032 83%	2913 80%	1016 89%ap	944 90%ap
Refused	4	3	1	-	-	1	2	-	1	1	2	2	-	-	3	2	-	1
Don't know	110	93	11	6	24	51	35	16	39	26	29	33	48	17	93	63	21	23
	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?  
 Base: All who have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes	856	-	66	790	856	790	100	756	701	155	774	36	44	591	259	7
	14%clmp	-	71%	15%lc	14%lc	15%	15%	14%	14%	16%	18%alm	6%	4%	26%ap	7%	10%
No	4953	-	527	4427	4953	4427	556	4397	4202	752	3354	554	993	1623	3270	60
	84%kn	-	87%df	83%	84%	83%	84%	84%	84%ij	80%	80%	92%ak	94%ak	73%	90%an	88%n
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	4	4	-
	*	-	-	*	*	*	-	*	*	1	*	-	-	*	*	-
Don't know	110	-	16	95	110	95	7	103	74	36	78	10	17	19	89	2
	2%un	-	3%	2%	2%	2%	1%	2%	1%	4%ai	2%	2%	2%	1%	2%un	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?  
Base: All who have electricity supply

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	530	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Yes	856	777	79	90	13	809	44	3
	14% <sup>cdg</sup>	17% <sup>abc</sup>	6%	16% <sup>de</sup>	6%	15% <sup>g</sup>	8%	15%
No	4953	3783	1171	482	218	4433	502	19
	84% <sup>b</sup>	82%	91% <sup>ab</sup>	84%	93% <sup>ad</sup>	83%	90% <sup>af</sup>	85%
Refused	4	-	4	-	-	4	-	-
	-	-	- <sup>ab</sup>	-	-	-	-	-
Don't know	110	72	38	4	4	100	10	-
	2%	2%	3% <sup>ab</sup>	1%	1%	2%	2%	-

Q.36 In the last 12 months, did -you / you also- change the tariff you were on with your existing electricity supplier (without switching supplier)?  
 Base: All who have electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Yes	850	537	316	218	701	638	155	527	303	23	4
	14% <sup>a</sup>	23% <sup>ac</sup>	9%	28% <sup>aefg</sup>	21% <sup>aafg</sup>	12% <sup>g</sup>	6%	60% <sup>aikj</sup>	18% <sup>aikj</sup>	1% <sup>k</sup>	-
No	4953	1769	3084	552	2814	4401	2340	348	1379	2114	1113
	84% <sup>bdehi</sup>	76%	89% <sup>iab</sup>	70%	78% <sup>id</sup>	86% <sup>lde</sup>	92% <sup>adef</sup>	39%	81% <sup>h</sup>	98% <sup>iank</sup>	94% <sup>lahi</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	* <sup>e</sup>	-	-	-	* <sup>aj</sup>
Don't know	110	17	60	16	55	94	55	6	12	27	65
	2% <sup>bh</sup>	1%	2% <sup>b</sup>	2%	2%	2%	2%	1%	1%	1%	5% <sup>ahj</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?  
 Base: All who have electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**
Yes 14% <sup>h</sup>	106 18% <sup>adehi</sup>	87 16% <sup>h</sup>	53 11%	34 11%	88 17% <sup>dfhm</sup>	70 17% <sup>dehim</sup>	44 8%	15 10%	56 14% <sup>h</sup>	77 16% <sup>dh</sup>	72 14% <sup>h</sup>	24 11%	53 16% <sup>h</sup>	75 18% <sup>dehim</sup>	1 6%
No 84% <sup>kmn</sup>	472 78%	466 84% <sup>mb</sup>	409 86% <sup>bn</sup>	261 87% <sup>bn</sup>	428 82%	331 82%	482 91% <sup>abcdf</sup>	132 87% <sup>kn</sup>	334 84% <sup>mb</sup>	392 82%	433 85% <sup>bn</sup>	196 87% <sup>bn</sup>	268 79%	339 81%	12 94%
Refused 4	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-
Don't know 110 2% <sup>h</sup>	21 4% <sup>adghi</sup>	5 1%	13 3% <sup>ogh</sup>	5 2%	6 1%	2	3 1%	4 3% <sup>gh</sup>	7 2%	11 2% <sup>gh</sup>	6 1%	5 2%	18 5% <sup>acefgh</sup>	5 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





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

Base: All who have electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes	856	856	627	700	426	228	551	572	440
	74%	83%acdef	40%af	47%acdef	40%af	23%a	74%	75%	73%
No	4953	189	914	789	639	730	3243	3220	2847
	84%bcdef	16%	59%bd	53%ab	59%bd	70%bcde	84%	84%	85%
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	110	2	14	11	9	8	64	62	52
	2%bcde	-	1%	1%	1%	1%	2%	2%	2%

Q.39 Have you ever changed your tariff with an existing electricity supplier?  
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5143	4400	465	278	984	2323	1836	816	1244	925	2158	2221	2224	1189	3954	2803	1021	1223
Weighted Base	5067	4308	477	281	1003	2617	1447	1031	1602	1071	1363	1740	2669	938	4129	2978	1037	969
Yes	444	383	40	21	49	269	126	145	140	90	69	124	282	81	363	338	47	49
	9%	9%	8%	8%	5%	10%	9%	14%	9%	8%	5%	7%	11%	9%	11%	11%	5%	5%
No	4470	3801	418	251	926	2275	1267	863	1403	946	1258	1571	2315	833	3637	2540	966	894
	88%	88%	89%	89%	90%	87%	89%	84%	89%	89%	92%	90%	87%	89%	88%	85%	93%	92%
Refused	5	4	1	-	-	1	4	-	2	1	2	2	-	-	4	4	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	148	120	18	9	26	72	50	23	57	35	34	43	72	23	125	96	24	25
	3%	3%	4%	3%	3%	3%	3%	2%	4%	3%	2%	2%	3%	2%	3%	3%	2%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.39 Have you ever changed your tariff with an existing electricity supplier?  
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5143	-	560	4583	5143	4583	561	4582	4371	772	3269	807	1167	1605	3474	64
Weighted Base	5067	**	542	4525	5067	4525	563	4504	4277	790	3434	564	1009	1643	3362	62*
Yes	444	-	63	381	444	381	73	371	359	85	385	17	45	246	190	8
			9%ms	12%adef	8%	9%	8%	13%ah	8%	8%	11%alm	2%	4%	15%ao	6%	14%o
No	4470	-	459	4012	4470	4012	484	3986	3817	653	2940	536	943	1371	3050	49
			88%kqop	85%	89%bc	88%bc	86%	89%	89%ij	63%	86%	95%ak	93%ak	83%	91%karp	79%
Refused	5	-	-	5	5	5	-	5	1	3	4	-	-	-	5	-
			-	-	-	-	-	-	-	74	-	-	-	-	-	-
Don't know	148	-	20	128	148	128	6	142	99	49	105	10	22	26	117	5
			3%gn	4%	3%	3%	1%	3%g	2%	6%ai	3%	2%	2%	2%	3%n	8%an

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.39 Have you ever changed your tariff with an existing electricity supplier?  
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5143	1718	3267	534	2618	4609	2525	318	1308	2191	1328
Weighted Base	5067	1787	3144	568	2669	4499	2398	354	1391	2141	1181
Yes	444	200	241	90	355	364	89	140	224	75	6
	9% <sup>gk</sup>	11% <sup>ac</sup>	8%	14% <sup>afg</sup>	13% <sup>aafg</sup>	8% <sup>g</sup>	4%	39% <sup>aajk</sup>	16% <sup>ajk</sup>	3% <sup>uk</sup>	0%
No	4470	1563	2810	471	2233	3999	2237	208	1142	2020	1100
	88% <sup>deh</sup>	87%	89%	83%	84%	89% <sup>de</sup>	93% <sup>adef</sup>	59%	82% <sup>uh</sup>	94% <sup>iahi</sup>	93% <sup>lahi</sup>
Refused	5	1	-	-	1	5	4	-	1	-	4
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	148	23	93	16	79	131	69	6	24	46	71
	3% <sup>bd</sup>	1%	3% <sup>bd</sup>	3%	3%	3%	3%	2%	2%	2%	6% <sup>ahj</sup>

Q.39 Have you ever changed your tariff with an existing electricity supplier?  
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 5143	506	476	407	268	442	343	531	140	325	423	441	199	307	323	12	
Weighted Base 5067	495	472	422	266	434	333	485	136	341	403	439	200	286	344	12**	
Yes	444	34	46	31	17	43	30	28	10	31	36	44	18	29	47	2
	9%h	7%	10%h	7%	6%	10%h	9%	6%	7%	9%	10%h	9%	10%h	14%abdeh	20%	
No	4470	437	413	381	242	380	299	452	119	299	351	398	173	237	290	9
	88%h	88%h	88%h	90%no	88%	91%no	93%abc	88%	88%	87%	88%	88%	82%	84%	80%	
Refused	5	2	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	148	22	11	10	8	12	3	5	7	11	15	7	9	20	7	-
	3%h	4%h	2%	2%	3%	3%	1%	1%	5%h	3%h	4%h	2%	4%h	7%acdefg h	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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

Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5143	180	853	730	607	695	3450	3412	3052
Weighted Base	5067	171	928	600	448	763	3307	3283	2899
Yes	444	65	203	184	138	176	285	272	219
	9%	38% <sup>a</sup> <sub>d,e,f</sub>	22% <sup>a</sup>	23% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>	9%	8%	8%
No	4470	104	704	602	494	578	2940	2927	2811
	88% <sup>b</sup> <sub>c,d,e,f</sub>	61%	78% <sup>b</sup>	75% <sup>b</sup>	78% <sup>b</sup>	72% <sup>b</sup>	88%	89%	90% <sup>a</sup>
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	148	3	20	14	16	13	60	82	68
	3%	2%	2%	2%	3%	2%	2%	3%	2%

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 electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes	1341 23%ak	1176 23%ad	110 20%	55 18%	245 22%g	804 26%aeg	292 17%	435 33%ajk	485 26%ajk	235 19%k	185 13%	270 14%	927 28%al	202 19%	1140 24%an	970 27%aqr	218 19%r	132 13%
No	4481 76%hm	3793 75%	433 79%	256 82%ab	863 76%f	2255 73%	1364 81%aef	884 66%	1369 73%h	972 79%ah	1256 86%aj	1596 84%am	2305 70%	867 80%ao	3614 75%	2612 72%	899 79%ap	896 86%aq
Refused	5 -	4 -	1 -	- -	- -	1 -	3 -	- -	1 -	2 -	2 -	2 m	- -	1 -	3 -	3 -	- -	1 -
Don't know	96 2%	88 2%	6 1%	2 1%	26 2%	43 1%	28 2%	18 1%	33 2%	23 2%	22 2%	26 1%	39 1%	10 1%	87 2%o	54 1%	22 2%	19 2%





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 electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes	1341	-	131	1210	1341	1210	185	1157	993	348	1125	75	137	761	569	11
	23%im	-	22%	23%	23%	23%	28%ah	22%	20%	37%ai	27%alm	12%	13%	34%aop	16%	16%
No	4481	-	464	4017	4481	4017	474	4007	3923	558	3011	518	902	1456	2969	56
	76%jkn	-	76%	76%	76%	76%	72%	76%g	79%aj	59%	72%	86%ak	86%ak	65%	82%an	82%un
Refused	5	-	-	5	5	5	-	5	2	2	2	-	1	-	5	-
	*	-	-	*	*	*	-	*	*	*	*	-	*	-	*	-
Don't know	96	-	13	83	96	83	4	92	60	37	69	9	12	16	78	2
	2%un	-	2%	2%	2%	2%	1%	2%g	1%	4%ai	2%	1%	1%	1%	2%un	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Yes	1341	1241	100	178	24	1249	81	11
	23%acg	27%iac	6%	31%ae	70%	23%g	15%	51%
No	4481	3325	1157	395	209	4004	466	11
	76%ad	72%	69%ab	69%	89%ad	75%	84%af	49%
Refused	5	-	5	-	-	5	-	-
	-	-	ab	-	-	-	-	-
Don't know	96	67	30	3	2	88	8	-
	2%	1%	2%ab	1%	1%	2%	1%	-

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 electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Yes	1341	898	433	440	1070	901	271	687	598	49	8
	23% <sup>1</sup> (a)	39% <sup>2</sup> (b)	13% <sup>3</sup> (c)	56% <sup>4</sup> (d)	32% <sup>5</sup> (e)	18% <sup>6</sup> (f)	11% <sup>7</sup> (g)	78% <sup>8</sup> (h)	35% <sup>9</sup> (i)	2% <sup>10</sup> (j)	1% <sup>11</sup> (k)
No	4481	1407	2981	334	2258	4147	2223	193	1085	2090	1114
	76% <sup>12</sup> (a)	61% <sup>13</sup> (b)	86% <sup>14</sup> (c)	42% <sup>15</sup> (d)	67% <sup>16</sup> (e)	81% <sup>17</sup> (f)	87% <sup>18</sup> (g)	22% <sup>19</sup> (h)	64% <sup>20</sup> (i)	97% <sup>21</sup> (j)	94% <sup>22</sup> (k)
Refused	5	-	1	-	-	5	5	-	-	-	5
	0% <sup>23</sup> (a)	0% <sup>24</sup> (b)	0% <sup>25</sup> (c)	0% <sup>26</sup> (d)	0% <sup>27</sup> (e)	0% <sup>28</sup> (f)	0% <sup>29</sup> (g)	0% <sup>30</sup> (h)	0% <sup>31</sup> (i)	0% <sup>32</sup> (j)	0% <sup>33</sup> (k)
Don't know	96	18	45	12	41	84	55	1	11	24	59
	2% <sup>34</sup> (a)	1% <sup>35</sup> (b)	1% <sup>36</sup> (c)	2% <sup>37</sup> (d)	1% <sup>38</sup> (e)	2% <sup>39</sup> (f)	2% <sup>40</sup> (g)	0% <sup>41</sup> (h)	1% <sup>42</sup> (i)	1% <sup>43</sup> (j)	5% <sup>44</sup> (k)

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



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 electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**
Yes 1341 23%hi	160 27%adehi	130 23%hi	98 21%	58 19%	134 26%hi	106 26%hi	88 17%	21 14%	89 22%hi	107 22%hi	114 22%hi	49 22%	72 21%	112 27%hi	3 28%
No 4481 76%b	418 69%	422 76%b	363 76%b	229 79%b	385 74%	291 72%	438 83%abcof gkino	130 86%abcof gkino	302 76%b	363 76%b	384 77%b	173 77%b	249 74%	304 73%	9 72%
Refused 5	2	-	1	-	-	-	1	-	1	-	-	-	-	-	-
Don't know 98 2%h	21 4%acdhil	6 1%	14 3%hilo	4 1%	3 1%	6 1%	2	-	6 1%	8 2%h	3 1%	2 1%	17 5%acefgh jkino	3 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes	1341	629	1341	1184	913	831	849	866	697
	23%	61% <sup>a</sup>	86% <sup>abd</sup>	79% <sup>ab</sup>	85% <sup>abd</sup>	84% <sup>abd</sup>	22%	22%	21%
No	4481	394	208	311	160	157	2962	2941	2603
	76% <sup>bcd<sup>ef</sup></sup>	38% <sup>cd<sup>ef</sup></sup>	12%	21% <sup>cd<sup>ef</sup></sup>	13%	16%	77%	76%	78% <sup>a</sup>
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	96	4	5	5	2	2	45	47	37
	2% <sup>bcd<sup>ef</sup></sup>	-	-	-	-	-	1%	1%	1%

Q.42 2014 survey equivalent  
 Base: All who haven't switched electricity supplier in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	5216	4460	481	275	919	2351	1946	907	1272	935	2102	2160	2337	1204	4012	2974	970	1175
Weighted Base	5162	4367	497	279	954	2660	1548	1131	1627	1065	1320	1698	2781	965	4198	3151	987	539
Yes	907	796	79	32	147	539	221	300	325	157	124	172	625	146	761	662	142	91
	18%da	18%db	16%	11%	15%	20%aeg	14%	27%aijk	20%ik	14%k	9%	10%	22%al	15%	18%n	21%aqr	14%r	10%
No	4167	3511	411	244	765	2085	1297	818	1272	904	1173	1498	2121	811	3356	2440	825	830
	81%fbmp	80%	83%	88%ab	82%fd	78%	84%af	72%	78%ih	83%hi	89%ahj	88%am	76%	84%ao	80%	77%	84%ap	88%apq
Refused	5	4	1	-	-	1	3	-	1	2	2	2	-	1	3	3	-	1
	*	*	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*
Don't know	84	76	6	2	23	35	26	13	28	22	21	25	35	7	77	45	20	17
	2%fn	2%	1%	1%	2%fd	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%fn	1%	2%	2%

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.42 2014 survey equivalent  
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5216	-	574	4642	5216	4642	567	4649	4638	578	3423	819	1074	1749	3402	85
Weighted Base	5162	**	552	4611	5162	4611	565	4597	4575	588	3596	573	931	1801	3300	62*
Yes	907	-	88	819	907	819	122	785	781	126	782	59	85	487	412	8
	18%ms	-	16%	18%	18%	18%	22%ah	17%	17%	21%ai	21%alm	7%	9%	27%aop	12%	12%
No	4167	-	451	3716	4167	3716	439	3728	3735	432	2774	506	833	1302	2812	52
	81%kn	-	82%	81%	81%	81%	78%	81%	82%ij	73%	77%	88%ak	89%ak	72%	85%an	84%un
Refused	5	-	-	5	5	5	-	5	2	2	2	-	1	-	5	-
	*	-	-	*	*	*	-	*	*	*	*	-	*	-	*	-
Don't know	84	-	13	71	84	71	4	80	56	28	58	9	12	11	71	2
	2%un	-	2%	2%	2%	2%	1%	2%	1%	6%ai	2%	2%	1%	1%	2%un	3%un

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.42 2014 survey equivalent  
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5216	3901	1615	380	277	4744	458	16
Weighted Base	5162	3916	1246	455	202	4660	483	19**
Yes	907	821	85	108	14	851	48	9
	18% <sup>acg</sup>	21% <sup>abc</sup>	7%	24% <sup>ade</sup>	7%	18% <sup>g</sup>	10%	45%
No	4167	3040	1127	345	187	3727	429	11
	81% <sup>bd</sup>	78%	90% <sup>ab</sup>	76%	92% <sup>ad</sup>	80%	89% <sup>af</sup>	55%
Refused	5	-	5	-	-	5	-	-
	-	-	ab	-	-	-	-	-
Don't know	84	54	30	2	2	78	6	-
	2%	1%	2% <sup>b</sup>	-	1%	2%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing





Q.42 2014 survey equivalent

Base: All who haven't switched electricity supplier in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	6216	1827	3239	25	2549	5191	2667	490	1291	2110	1325
Weighted Base	5162	1910	3125	25**	2609	5137	2554	556	1367	2058	1181
Yes	907	618	283	6	636	901	271	419	443	37	8
	18% <sup>ca</sup>	32% <sup>ac</sup>	9%	23%	24% <sup>afg</sup>	18% <sup>g</sup>	11%	75% <sup>aihj</sup>	32% <sup>ajk</sup>	2% <sup>k</sup>	7%
No	4167	1282	2799	20	1944	4147	2223	136	918	2002	1111
	81% <sup>bah</sup>	67%	90% <sup>ab</sup>	77%	75%	81% <sup>fe</sup>	87% <sup>aef</sup>	24%	67% <sup>ih</sup>	97% <sup>iahk</sup>	94% <sup>ahj</sup>
Refused	5	-	1	-	-	5	5	-	-	-	5
	*	-	*	-	-	*	* <sup>e</sup>	-	-	-	2% <sup>j</sup>
Don't know	84	11	42	-	29	84	55	1	6	18	58
	2% <sup>bah</sup>	7%	1% <sup>b</sup>	-	7%	2%	2% <sup>ae</sup>	*	*	7%	5% <sup>ahj</sup>

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\*\* very small base (under 30) ineligible for sig testing

Q.42 2014 survey equivalent  
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5216	531	490	416	259	448	354	490	147	334	437	451	200	322	334	13
Weighted Base	5162	526	483	432	255	449	345	448	145	353	418	446	201	299	351	12**
Yes	907	112	83	67	38	86	72	51	18	62	75	77	32	57	73	3
No	4167	395	393	361	214	360	270	385	127	285	334	366	167	225	276	9
	81%bn	75%	81%b	81%b	84%bn	80%	78%	88%abcof gkno	88%abgkn o	81%	80%	82%bn	82%b	75%	78%	72%
Refused	5	2	-	1	-	-	-	1	-	1	-	-	-	-	-	-
Don't know	84	18	6	13	2	2	3	1	-	6	8	2	2	17	3	-
	2%h	3%acdfgh lo	1%	3%hio	1%	1%	1%	-	-	2%	2%h	1%	1%	6%acefgh ikno	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.42 2014 survey equivalent

Base: All who haven't switched electricity supplier in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5216	713	978	993	976	621	3498	3463	3048
Weighted Base	5162	779	1069	1091	1066	679	3364	3347	2901
Yes	907	421	907	812	907	542	559	570	447
	18%	54% <sup>a</sup>	85% <sup>abdf</sup>	74% <sup>ab</sup>	85% <sup>abdf</sup>	80% <sup>abd</sup>	17%	17%	15%
No	4167	356	161	276	157	136	2764	2736	2418
	81% <sup>bceef</sup>	46% <sup>cdef</sup>	15%	25% <sup>ceef</sup>	15%	20% <sup>ce</sup>	82%	82%	83% <sup>a</sup>
Refused	5	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	84	2	2	3	2	1	39	40	34
	2% <sup>bceef</sup>	-	-	-	-	-	1%	1%	1%

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 electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	5923	5087	530	306	1094	2730	2099	1070	1468	1063	2322	2402	2730	1344	4579	3390	1117	1305
Weighted Base	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
Yes	1259 21% <sup>da</sup> 1m	1115 22% <sup>cd</sup>	99 18%	46 15%	225 20%	731 24% <sup>aeg</sup>	303 18%	433 32% <sup>ajk</sup>	460 24% <sup>ajk</sup>	212 17% <sup>uk</sup>	155 11%	248 13%	873 27% <sup>al</sup>	191 18%	1068 22% <sup>ln</sup>	941 26% <sup>ap</sup>	185 16% <sup>r</sup>	114 11%
No	4552 77% <sup>dm</sup> p	3844 76%	443 81% <sup>b</sup>	265 85% <sup>ab</sup>	884 78% <sup>f</sup>	2318 75%	1350 80% <sup>af</sup>	885 66%	1391 74% <sup>h</sup>	991 80% <sup>ah</sup>	1285 88% <sup>ahj</sup>	1619 85% <sup>am</sup>	2352 72%	874 81% <sup>ao</sup>	3678 76%	2631 72%	931 82% <sup>aq</sup>	914 87% <sup>apq</sup>
Refused	4 -	3 -	1 -	- -	- -	1 -	2 -	- -	1 -	1 -	2 -	2 -	- -	- -	3 -	2 -	- -	1 -
Don't know	108 2%	99 2%	7 1%	2 1%	24 2%	53 2%	31 2%	20 1%	36 2%	28 2%	24 2%	26 1%	46 1%	14 1%	94 2%	65 2%	24 2%	18 2%



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 electricity supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5923	-	624	5299	5923	5299	655	5268	5013	910	3958	645	1215	2144	3709	70
Weighted Base	5923	**	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69*
Yes	1259	-	131	1128	1259	1128	178	1081	978	281	1081	69	112	787	460	13
	21%ms	-	22%	21%	21%	21%	27%ah	21%	20%	30%ai	28%alm	11%	11%	35%ap	12%	18%
No	4552	-	467	4085	4552	4085	481	4071	3928	624	3044	526	928	1425	3073	54
	77%kn	-	77%	77%	77%	77%	73%	77%g	79%aj	68%	72%	67%ak	88%ak	64%	85%an	79%n
Refused	4	-	-	4	4	4	-	4	1	2	2	-	-	-	4	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	-	0%	0%
Don't know	108	-	11	97	108	97	4	104	71	38	80	7	13	22	85	2
	2%gn	-	2%	2%	2%	2%	1%	2%g	1%	4%ai	2%	1%	1%	1%	2%n	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5923	4248	1675	454	323	5385	503	18
Weighted Base	5963	4632	1291	576	234	5346	556	22**
Yes	1259	1163	97	166	24	1175	75	9
	21% <sup>ceq</sup>	25% <sup>ac</sup>	8%	29% <sup>ae</sup>	10%	22% <sup>g</sup>	13%	43%
No	4552	3396	1156	404	210	4069	471	12
	77% <sup>bd</sup>	72%	90% <sup>ab</sup>	70%	89% <sup>ad</sup>	76%	85% <sup>af</sup>	57%
Refused	4	-	4	-	-	4	-	-
	*	-	* <sup>ab</sup>	-	-	*	-	-
Don't know	108	74	35	6	1	99	9	-
	2%	2%	3% <sup>ab</sup>	1%	*	2%	2%	-

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 electricity supply

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5923	2197	3565	732	3256	5191	2667	778	1599	2216	1330
Weighted Base	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
Yes	1259	848	402	353	1000	906	259	670	547	37	6
	21% <sup>fg</sup>	37% <sup>ac</sup>	12%	45% <sup>aefg</sup>	30% <sup>aefg</sup>	19% <sup>g</sup>	10%	76% <sup>aikj</sup>	32% <sup>aikj</sup>	2% <sup>k</sup>	0%
No	4552	1450	3009	419	2319	4133	2233	206	1132	2098	1116
	77% <sup>bdehi</sup>	62%	87% <sup>iab</sup>	53%	69% <sup>id</sup>	80% <sup>lade</sup>	87% <sup>adef</sup>	23%	67% <sup>h</sup>	97% <sup>iahk</sup>	94% <sup>lahi</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
	0%	-	-	-	-	0%	0%	-	-	-	0%
Don't know	108	26	49	14	50	94	58	4	16	28	60
	2% <sup>bh</sup>	1%	1%	2%	1%	2%	2% <sup>ae</sup>	1%	1%	1%	5% <sup>ahj</sup>



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 electricity supply

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5923	603	557	452	298	513	410	574	155	375	498	511	221	359	384	13
Weighted Base 5923	601	556	475	300	522	403	529	152	397	480	511	224	338	419	12**
Yes 1259 21%h	148 25%h	130 23%h	84 18%	58 19%h	128 24%h	109 27%h	70 13%	19 13%	80 20%h	115 24%h	104 20%h	39 17%	74 22%h	99 24%h	3 28%
No 4552 77%h	427 71%	422 76%	377 79%h	238 79%h	389 74%	289 72%	457 81%h	133 87%h	310 78%h	354 74%	402 79%h	183 82%h	247 73%	317 78%	9 72%
Refused 4	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-
Don't know 108 2%h	25 4%h	6 1%	13 3%h	5 2%	6 1%	6 1%	2	-	7 2%	10 2%h	5 1%	2 1%	17 5%h	9 2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





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 electricity supply

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5923	940	1411	1358	984	898	3956	3934	3460
Weighted Base	5923	1028	1554	1500	1074	990	3858	3856	3339
Yes	1259	705	1110	1259	774	809	818	835	665
	21%	69% <sup>a</sup>	71% <sup>a</sup>	84% <sup>abce</sup>	72% <sup>a</sup>	82% <sup>abce</sup>	21%	22%	20%
No	4552	314	433	232	292	178	2985	2966	2629
	77% <sup>bcd</sup>	31% <sup>d</sup>	28% <sup>d</sup>	15%	27% <sup>d</sup>	18%	77%	77%	79%
Refused	4	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	108	8	11	8	8	3	53	54	44
	2% <sup>bcd</sup>	7%	7%	7%	7%	7%	7%	7%	7%

Q.44 2014 survey equivalent  
 Base: All who haven't changed electricity tariff in the last 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5143	4400	465	278	984	2323	1836	816	1244	925	2158	2221	2224	1189	3954	2803	1021	1223
Weighted Base	5067	4308	477	281	1003	2617	1447	1031	1602	1071	1363	1740	2669	938	4129	2978	1037	969
Yes	604	530	51	23	122	347	135	182	239	98	85	134	405	97	507	425	110	61
	12%ajk	12%	11%	8%	12%g	13%g	9%	18%ajk	15%ajk	9%k	6%	8%	15%al	10%	12%	14%aqr	11%r	6%
No	4356	3681	419	256	857	2219	1280	832	1325	947	1252	1579	2219	829	3527	2490	903	889
	86%hmp	85%	88%	91%ab	85%	85%	88%aef	81%	83%	88%hi	92%ahj	91%am	83%	88%ao	85%	84%	87%p	92%apq
Refused	4	3	1	-	-	1	2	-	1	1	2	2	-	-	3	2	-	1
	*	*	*	-	-	*	*	-	*	*	*	*	-	*	*	*	-	*
Don't know	103	94	7	2	24	50	29	17	38	26	24	25	45	11	92	60	24	18
	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%h	2%	2%	2%



Q.44 2014 survey equivalent  
 Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5143	-	560	4583	5143	4583	561	4582	4371	772	3269	807	1167	1605	3474	64
Weighted Base	5067	**	542	4525	5067	4525	563	4504	4277	790	3434	564	1009	1643	3362	62*
Yes	604	-	88	517	604	517	103	501	450	154	487	36	79	312	285	7
	12% <small>abmo</small>	-	16% <small>adef</small>	11%	12%	11%	18% <small>ah</small>	11%	11%	19% <small>aj</small>	14% <small>alm</small>	2%	6%	19% <small>ao</small>	8%	11%
No	4356	-	445	3911	4356	3911	456	3900	3758	598	2869	518	918	1313	2990	53
	86% <small>capkn</small>	-	82%	86% <small>ec</small>	86% <small>ec</small>	86% <small>ec</small>	81%	87% <small>ig</small>	88% <small>aj</small>	76%	84%	92% <small>lak</small>	91% <small>lak</small>	80%	89% <small>lan</small>	86%
Refused	4	-	4	4	4	4	-	4	1	2	2	-	-	4	4	-
	*	-	*	*	*	*	-	*	*	1	*	-	-	*	*	-
Don't know	103	-	10	93	103	93	4	99	67	36	75	7	13	18	84	2
	2% <small>gn</small>	-	2%	2%	2%	2%	1%	2% <small>ug</small>	2%	5% <small>ai</small>	2%	1%	1%	1%	2% <small>un</small>	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.44 2014 survey equivalent

Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5143	3557	1586	382	307	4647	480	16
Weighted Base	5067	3855	1212	486	221	4537	511	19**
Yes	604	547	58	89	12	557	41	6
	12% <sup>cde</sup>	14% <sup>abc</sup>	5%	18% <sup>ade</sup>	5%	12% <sup>g</sup>	8%	33%
No	4359	3237	1119	391	208	3882	462	12
	86% <sup>bd</sup>	84%	92% <sup>ab</sup>	60%	94% <sup>ad</sup>	86%	90% <sup>af</sup>	67%
Refused	4	-	4	-	-	4	-	-
	*	-	ab	-	-	*	-	-
Don't know	103	71	32	6	1	95	8	-
	2%	2%	3%	1%	*	2%	2%	-

Q.44 2014 survey equivalent  
 Base: All who haven't changed electricity tariff in the last 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5143	1718	3267	534	2618	4609	2525	318	1308	2191	1308
Weighted Base	5067	1787	3144	568	2669	4499	2398	354	1391	2141	1181
Yes	604	368	208	176	457	428	148	221	349	30	5
	12% <sup>a</sup>	22% <sup>ac</sup>	7%	31% <sup>aefg</sup>	17% <sup>aifg</sup>	10% <sup>g</sup>	6%	62% <sup>aikh</sup>	25% <sup>aik</sup>	1% <sup>k</sup>	-
No	4356	1376	2889	379	2167	3977	2189	131	1029	2083	1112
	86% <sup>bdehi</sup>	77%	92% <sup>iab</sup>	67%	81% <sup>id</sup>	88% <sup>lade</sup>	91% <sup>adef</sup>	37%	74% <sup>h</sup>	97% <sup>iahik</sup>	94% <sup>lahi</sup>
Refused	4	-	-	-	-	4	4	-	-	-	4
	*	-	-	-	-	*	*	-	-	-	2% <sup>j</sup>
Don't know	103	22	48	13	45	90	58	2	13	28	60
	2% <sup>ab</sup>	1%	2%	2%	2%	2%	2%	1%	1%	1%	5% <sup>ahj</sup>



Q.44 2014 survey equivalent

Base: All who haven't changed electricity tariff in the last 12 months

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5143	596	476	407	298	442	343	531	140	325	423	441	199	307	323	12
Weighted Base 5067	495	472	422	266	434	333	485	136	341	403	439	200	286	344	12**
Yes 604	64	65	39	31	61	51	38	10	41	51	48	21	34	49	3
No 4259	13%h 406	14%h 401	9% 371	12% 232	14%hdi 368	15%hdi 276	8% 445	7% 127	12% 292	13%h 340	11% 386	10% 177	12% 235	14%h 293	23% 9
Refused 4	8%h -	8% -	8%hbn -	8% -	8% -	8% -	8% jkn	8% jkn	8% -	8% -	8%hbn -	8% -	8% -	8% -	8% -
Don't know 103	2%h 23	5%acdfgh 6	1% 12	3%h 4	1% 6	1% 6	2% 2	2% -	2% 7	3%h 10	1% 5	1% 2	6%acdefg 17	1% 3	- -

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.44 2014 survey equivalent

Base: All who haven't changed electricity tariff in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5143	180	853	730	607	695	3450	3412	3052
Weighted Base	5067	171	928	600	648	763	3307	3283	2899
Yes	604	50	553	604	387	604	391	394	335
12%		29% <sup>a</sup>	60% <sup>ab</sup>	76% <sup>abce</sup>	60% <sup>ab</sup>	79% <sup>abce</sup>	12%	12%	12%
No	4358	118	367	190	256	156	2864	2837	2525
86% <sup>bcd</sup>		69% <sup>def</sup>	40% <sup>df</sup>	24%	39% <sup>df</sup>	20%	87%	86%	87%
Refused	4	-	-	-	-	-	1	1	1
Don't know	103	3	7	6	5	3	51	51	42
2% <sup>cd</sup>		2% <sup>f</sup>	1%	1%	1%	-	2%	2%	1%

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Gas	56	44	8	4	18	29	9	16	21	6	13	18	35	5	52	31	14	9
	2%	2%	4%	5%	4%g	2%	2%	2%	3%	1%	4%	4%	2%	1%	3%	2%	4%	3%
Electricity	230	188	26	16	49	119	62	80	72	45	33	53	152	47	183	160	39	28
	11%	10%	14%	19%ab	12%	10%	12%	12%	10%	11%	9%	11%	11%	12%	10%	11%	11%	11%
Both gas and electricity	1831	1632	140	59	330	1056	446	553	624	347	307	407	1223	308	1524	1288	305	214
	84%cd	85%cd	78%	69%	80%	86%e	82%	83%	84%	84%	84%	81%	85%	82%	84%	85%	81%	82%
Refused	11	11	-	-	5	1	5	2	4	3	2	3	3	3	8	9	1	1
	1%	1%	-	-	1%j	*	1%j	*	1%	1%	1%	1%	*	1%	*	3%	*	*
Don't know	60	48	6	6	13	29	18	14	22	13	11	20	28	14	45	34	14	9
	3%	2%	3%	7%b	3%	2%	3%	2%	3%	3%	3%	4%k	2%	4%	2%	2%	4%	3%

Fieldwork : 20/02/15-22/03/15

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
\* small base



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?  
 Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1809	128	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Gas	58	-	-	56	56	56	7	49	53	3	38	6	24	10	32	14
	3%ch	-	-	3%c	3%c	3%c	3%	3%	3%j	1%	2%	5%	9%ak	1%	3%n	40%ao
Electricity	230	-	172	58	230	58	86	145	186	44	180	23	28	105	121	4
	11%dh	-	92%ade	3%	11%df	3%	29%ah	8%	11%	8%	10%	18%ak	11%	9%	13%n	72%
Both gas and electricity	1831	4	10	1821	1827	1817	191	1627	1354	477	1534	85	203	1060	756	18
	84%gim	100%	5%	91%ace	84%c	91%ace	66%	86%ag	62%	89%ai	85%im	67%	77%	88%ap	80%p	44%
Refused	11	-	-	11	11	11	-	11	11	-	9	-	1	6	4	1
	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	-	-	1%	-	3%
Don't know	60	-	4	56	60	56	6	54	48	12	38	13	9	23	36	-
	3%	-	2%	3%	3%	3%	2%	3%	3%	2%	2%	11%akm	3%	2%	4%n	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Gas	56	53	3	9	5	50	6	1
	3%	3%	2%	3%	7% <sup>a</sup>	2%	4%	5%
Electricity	230	200	31	15	3	219	10	2
	11% <sup>d</sup>	10%	14%	5%	5%	11%	6%	16%
Both gas and electricity	1831	1656	175	253	52	1687	135	9
	84%	84%	79%	88%	83%	84%	84%	79%
Refused	11	8	2	1	-	11	-	-
	1%	-	1%	1	-	1%	-	-
Don't know	60	51	9	9	3	50	9	-
	3%	3%	4%	3%	5%	2%	6% <sup>a,f</sup>	-

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?  
 Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Gas	58	23	34	18	39	38	17	7	36	12	1
	3%h	2%	4%b	2%	2%	3%	4%	1%	3%h	6%ah	4%
Electricity	230	118	111	67	161	164	69	94	112	22	2
	11%	9%	12%	8%	9%	12%de	16%def	11%	10%	10%	9%
Both gas and electricity	1831	1078	735	686	1528	1145	305	758	902	158	13
	84%g	86%c	80%	87%afg	87%afg	82%g	70%	87%aj	83%j	73%	59%
Refused	11	10	1	1	1	10	10	-	8	3	-
	1%e	1%	-	-	-	1%e	2%def	-	1%h	1%h	-
Don't know	60	24	32	18	24	44	38	8	29	16	8
	3%ah	2%	4%b	2%	1%	3%e	8%def	1%	3%h	7%ah	28%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	68	122	155	4
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**
Gas	56	7	5	3	2	4	5	3	5	6	7	4	2	1	-
Electricity	230	26	11	10	19	19	5	10	16	17	25	12	12	9	-
Both gas and electricity	1831	197	192	87	173	154	160	27	113	153	143	47	111	167	4
Refused	11	2	3	-	1	2	1	-	-	1	-	-	-	1	-
Don't know	60	7	4	2	1	9	3	4	2	6	4	7	4	4	-
	3%	3%	2%	2%	2%	5%	2%	10%abcdh j	1%	3%	2%	9%abcdh j	3%	2%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
Gas	56	24	31	30	29	17	36	37	26
	3%	2%	2%	2%	3%	2%	3%	3%	2%
Electricity	230	86	148	155	106	102	149	149	123
	11%	6%	10%	10%	10%	11%	11%	10%	10%
Both gas and electricity	1831	855	1337	1287	900	845	1179	1197	989
	84%	87% <sup>aac</sup>	86%	86%	84%	85%	84%	84%	84%
Refused	11	1	10	6	9	6	10	9	10
	1%	*	1%	*	1% <sup>b</sup>	1%	1%	1%	1%
Don't know	60	23	32	24	31	21	36	40	31
	3% <sup>d</sup>	2%	2%	2%	3% <sup>d</sup>	2%	3%	3%	3%

Q.160 Thinking of the last time you switched or compared -gas /electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owne'd Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Save money	1981	1749	154	78	374	1120	488	603	681	367	330	451	1307	346	1635	1382	336	231
	91% <sub>c</sub>	91% <sub>c</sub>	85%	82%	90%	91%	90%	91%	92%	89%	90%	90%	91%	92%	90%	91%	90%	89%
Get better customer service	233	204	21	8	46	133	54	58	89	44	43	49	169	47	187	160	39	33
	11%	11%	12%	9%	11%	11%	10%	9%	12%	11%	12%	10%	12%	12%	10%	11%	10%	13%
Get other benefits (e.g. loyalty points)	52	46	4	2	5	39	8	13	17	12	10	16	30	13	39	37	6	8
	2%	2%	2%	3%	1%	3% <sub>g</sub>	1%	2%	2%	3%	3%	2%	2%	4%	2%	2%	2%	3%
Wanted a dual fuel package	111	92	18	1	20	68	23	32	33	35	12	26	82	17	94	82	17	11
	5%	5%	10% <sub>abd</sub>	1%	5%	5%	4%	5%	4%	5%	3%	5%	6%	4%	5%	5%	5%	4%
Wanted a fixed term \ fixed price deal	125	104	16	5	23	60	42	52	30	27	18	23	94	21	104	94	17	13
	6%	5%	9%	5%	5%	5%	8% <sub>d</sub>	6% <sub>ak</sub>	4%	7%	4%	5%	7%	6%	6%	6%	5%	5%
Wanted a 'greener' tariff	62	51	7	3	7	49	5	30	23	7	3	7	50	8	53	46	11	4
	3% <sub>gk</sub>	3%	4%	4%	2%	4% <sub>g</sub>	1%	4% <sub>jk</sub>	3% <sub>k</sub>	2%	1%	1%	3% <sub>u</sub>	2%	3%	3%	3%	1%
Wanted an online tariff	44	34	9	1	11	28	5	15	12	15	3	7	37	6	38	33	11	1
	2% <sub>r</sub>	2%	5% <sub>ab</sub>	1%	3%	2%	1%	2%	3%	2%	4% <sub>k</sub>	1%	2%	2%	2% <sub>r</sub>	2% <sub>r</sub>	3% <sub>r</sub>	1
Moved / moving house	18	12	7	-	8	8	2	4	4	4	6	6	11	5	13	8	4	6
	1%	1%	4% <sub>ab</sub>	-	2% <sub>g</sub>	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2% <sub>ap</sub>
Never / not planning to switch	4	4	-	-	-	-	-	-	3	-	1	-	-	-	4	3	1	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ease / convenience / hassle free	13	10	3	-	6	4	2	4	5	1	3	3	9	3	10	10	3	-
	1%	1%	2%	-	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-
Stability	3	3	-	-	-	2	1	2	1	-	-	-	-	1	2	2	1	-
	*	*	-	-	-	*	*	*	*	-	-	-	-	*	*	*	*	-
Reliability	6	6	-	-	1	2	4	2	1	4	-	1	4	3	3	4	2	1
	*	*	-	-	-	1% <sub>d</sub>	*	*	1%	-	-	*	*	1% <sub>o</sub>	*	*	*	*
A better deal / tariff	8	8	-	-	-	5	3	4	1	2	1	1	6	4	4	4	4	-
	*	*	-	-	-	*	1%	1%	*	1%	*	*	*	1% <sub>o</sub>	*	*	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	356	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Easier / more convenient payment options (cheque, cash, Direct Debit)	10	9	1	-	1	4	5	-	8	1	1	2	9	6	5	8	1	1
To come off pre-pay meter	9	7	2	-	6	2	1	-	5	1	2	2	6	-	9	5	-	4
To have a different meter (for free)	6	6	1	-	2	4	1	1	3	-	2	4	2	4	2	4	1	1
Chosen / preferred company (all references)	14	11	3	3	3	8	4	4	3	4	3	4	10	1	13	8	3	2
Better billing	8	8	-	-	-	7	1	2	1	2	3	2	6	1	8	7	-	2
Other	33	30	1	2	5	18	9	12	13	2	6	5	26	5	28	27	3	3
None	2	2	-	-	-	2	-	1	-	1	-	1	1	1	1	1	-	1
Refused	6	6	-	-	1	2	3	1	3	-	2	2	-	-	6	-	-	-
Don't know	37	30	6	1	11	15	11	10	9	10	8	16	15	9	28	26	4	7
	2%	2%	3%	2%	3%	1%	2%	1%	1%	2%	2%	3%am	1%	2%	2%	2%	1%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.160 Thinking of the last time you switched or compared -gas /electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Save money	1881	4	170	1811	1977	1807	268	1709	1483	488	1642	105	234	1116	835	30
	91% <sup>a</sup>	100%	91%	80%	91%	80%	82%	90%	80%	93% <sup>a</sup>	91% <sup>a</sup>	83%	23%	93% <sup>a</sup>	88%	85%
Get better customer service	233	1	17	217	232	215	33	199	173	60	182	14	40	128	104	2
	11%	32%	9%	11%	11%	11%	11%	11%	10%	7%	10%	11%	15% <sup>ak</sup>	11%	11%	5%
Get other benefits (e.g. loyalty points)	52	-	5	47	52	47	7	45	34	18	39	3	11	27	25	-
	2%	-	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	4%	2%	3%	-
Wanted a dual fuel package	111	-	2	109	111	109	12	99	93	18	98	4	12	62	48	2
	5% <sup>c</sup>	-	1%	5% <sup>c</sup>	5% <sup>c</sup>	5% <sup>c</sup>	4%	5%	6%	3%	5%	3%	5%	5%	5%	5%
Wanted a fixed term / fixed price deal	125	-	6	119	125	119	9	116	106	19	111	9	5	105	17	3
	6% <sup>am</sup>	-	3%	6%	6%	6%	3%	6%	6% <sup>aj</sup>	4%	6% <sup>am</sup>	7% <sup>am</sup>	2%	9% <sup>ao</sup>	2%	8% <sup>ao</sup>
Wanted a 'greener' tariff	62	-	6	56	62	56	5	57	59	27	59	2	2	24	36	2
	3% <sup>am</sup>	-	3%	3%	3%	3%	2%	3%	2%	5% <sup>ai</sup>	3% <sup>am</sup>	2%	1%	2%	4% <sup>an</sup>	5%
Wanted an online tariff	44	-	4	40	44	40	7	38	34	11	44	-	2	27	17	-
	2%	-	2%	2%	2%	2%	2%	2%	2%	2%	2%	-	1%	2%	2%	-
Moved / moving house	18	-	4	14	18	14	3	15	16	3	13	3	3	6	12	-
	1%	-	2%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	-
Never / not planning to switch	4	-	-	4	4	4	-	4	3	1	3	-	1	2	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
Ease / convenience / hassle free	13	-	2	11	13	11	4	9	4	8	8	2	4	4	9	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-
Stability	3	-	2	1	3	1	-	3	2	1	3	-	-	3	-	-
	-	-	1% <sup>adef</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-
Reliability	6	-	-	6	6	6	4	3	6	-	6	-	2	5	1	-
	-	-	-	-	-	-	1% <sup>ah</sup>	-	-	-	-	-	1%	-	-	-
A better deal / tariff	8	-	-	8	8	8	-	8	8	-	6	-	2	3	5	-
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	10	-	3	8	10	8	2	8	8	2	6	5	1	8	8	1
	-	-	1%	-	-	-	1%	-	1%	-	-	4% <sup>akm</sup>	-	-	1% <sup>an</sup>	3% <sup>an</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
To come off pre-pay meter	9	-	1	7	9	7	3	6	7	2	7	1	2	3	4	2
To have a different meter (for free)	6	-	-	6	6	6	-	6	3	4	2	-	4	3	4	-
Chosen / preferred company (all references)	14	-	-	14	14	14	3	11	7	8	10	-	4	6	9	-
Better billing	8	-	-	8	8	8	-	8	5	3	7	-	2	2	6	-
Other	33	-	4	29	33	29	6	27	20	13	25	9	4	16	17	-
None	2%	-	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	-
Refused	6	-	1	6	6	6	1	6	6	-	5	-	3	2	2	1
Don't know	37	-	2	35	37	35	2	35	29	8	22	8	9	15	21	1
	2%	-	1%	2%	2%	2%	1%	2%	2%	1%	1%	6%ak	3%ak	1%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	255	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Save money	1981	1790	191	253	60	1827	145	9
Get better customer service	233	211	22	23	39	206	27	1
Get other benefits (e.g. loyalty points)	52	47	5	6	3	44	8	-
Wanted a dual fuel package	111	97	14	14	1	101	10	-
Wanted a fixed term \ fixed price deal	125	111	14	13	1	115	10	-
Wanted a 'greener' tariff	62	59	2	12	-	55	5	2
Wanted an online tariff	44	44	-	4	-	44	-	16%
Moved / moving house	18	16	2	4	1	17	1	-
Never / not planning to switch	4	3	1	3	-	3	2	-
Ease / convenience / hassle free	13	11	2	3	1	12	1	-
Stability	3	2	1	1	-	3	-	-
Reliability	6	6	1	-	-	6	-	-
A better deal / tariff	8	8	-	-	-	8	-	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	10	-	3	3	-	10	-	-
			2%ab	7%	-	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
To come off pre-pay meter	9	9	-	-	1	7	2	-
	*	*	-	-	1%	*	1%	-
To have a different meter (for free)	6	5	1	1	1	6	-	-
	-	-	1%	*	1%	*	-	-
Chosen / preferred company (all references)	14	14	*	2	1	14	-	-
	1%	1%	*	1%	1%	1%	-	-
Better billing	9	9	-	-	*	8	-	-
	-	-	-	-	1%	*	-	-
Other	33	32	1	3	1	31	2	-
	2%	2%	1%	1%	1%	2%	1%	-
None	2	1	1	-	-	2	-	-
	-	-	-	-	-	-	-	-
Refused	6	5	1	-	-	6	-	-
	*	*	-	-	-	*	-	-
Don't know	37	28	9	4	1	31	6	-
	2%	1%	4%ab	1%	1%	2%	4%	-

Q.160 Thinking of the last time you switched or compared -gas /electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Save money	1981 91% <sup>cg</sup>	1162 82% <sup>ac</sup>	800 67%	719 91%	1624 93% <sup>atg</sup>	1264 90%	357	813 94% <sup>aij</sup>	973 80%	180 85%	15 65%
Get better customer service	233 11%	134 11%	99 11%	91 12%	192 11%	143 10%	41	114 13%	93 9%	23 11%	4 19%
Get other benefits (e.g. loyalty points)	52 2%	27 2%	24 3%	19 2%	43 2%	33 2%	9	18 2%	30 3%	2 1%	2 7%
Wanted a dual fuel package	111 5%	59 5%	51 6%	35 4%	97 6%	76 5%	14	44 5%	55 5%	12 5%	-
Wanted a fixed term / fixed price deal	125 6%	76 6%	49 5%	34 4%	94 5%	91 7%	31	59 7%	54 5%	10 5%	3 11%
Wanted a 'greener' tariff	62 3%	37 3%	23 3%	23 4%	55 3%	34 2%	7	34 4%	21 2%	7 3%	-
Wanted an online tariff	44 2%	26 2%	19 2%	13 2%	34 2%	32 2%	11	15 2%	22 2%	7 3%	-
Moved / moving house	18 1%	4 -	14 1%	11 1%	15 1%	7 1%	3	3 1%	10 1%	4 2%	1 3%
Never / not planning to switch	4 -	2 -	2 -	- -	- -	4 1%	4 -	- -	2 1%	2 1%	1 3%
Ease / convenience / hassle free	13 1%	8 1%	5 1%	5 1%	9 1%	8 1%	4 1%	5 1%	7 1%	1 -	-
Stability	3 -	2 -	1 -	- -	1 -	3 -	2 -	2 -	- -	1 -	-
Reliability	6 -	3 -	3 -	2 -	6 -	5 -	- -	3 -	3 -	- -	-
A better deal / tariff	8 -	5 -	1 -	1 -	4 -	7 1%	4 -	4 -	4 -	- -	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	10 -	3 -	7 1%	4 -	7 -	7 -	4 1%	4 -	5 -	1 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	979	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
To come off pre-pay meter	9	4	4	5	9	3	-	6	1	2	-
	-	-	-	1%	-	-	-	1%	-	1%	-
To have a different meter (for free)	6	3	3	3	6	3	-	1	6	-	-
	-	-	-	-	-	-	-	-	1%	-	-
Chosen / preferred company (all references)	14	7	7	9	13	6	1	7	6	1	1
	1%	1%	1%	1%	1%	-	-	1%	1%	-	3%
Better billing	8	2	6	6	8	2	-	5	4	-	-
	-	-	1%	1%	-	-	-	1%	-	-	-
Other	33	13	20	12	28	21	7	13	16	4	-
	2%	1%	2%h	2%	1%	1%	2%	2%	1%	2%	2%
None	2	-	2	-	1	2	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-
Refused	6	5	1	-	2	6	4	-	5	1	-
	-	-	-	-	-	-	1%de	-	-	1%h	-
Don't know	37	15	21	9	10	28	27	3	27	4	3
	2%ah	1%	2%	1%	1%	2%e	6%adeef	-	2%h	2%h	14%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
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Q.160 Thinking of the last time you switched or compared -gas /electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	226	213	112	95	172	168	170	42	125	181	171	68	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
Save money 1981 91%	225 92%	209 90%	123 95%	90 89%	180 92%	164 91%	155 89%	40 90%	114 83%	168 92%	168 94%	62 89%	114 88%	165 90%	4 100%	
Get better customer service 233 11%	27 11%	21 9%	18 14%	11 11%	29 15%	13 7%	20 12%	5 11%	16 12%	18 10%	15 8%	7 10%	18 14%	15 9%	-	
Get other benefits (e.g. loyalty points) 52 2%	8 3%	4 2%	2 1%	2 2%	6 3%	4 2%	2 1%	-	4 3%	6 3%	6 4%	2 2%	3 2%	3 2%	-	
Wanted a dual fuel package 111 5%	13 5%	7 3%	10 8%	-	11 6%	7 4%	13 8%	7 16%abdefg kmo	11 9%	2 1%	13 7%	1 2%	11 8%	5 3%	-	
Wanted a fixed term \ fixed price deal 125 6%	12 5%	4 2%	4 3%	2 2%	6 3%	12 6%	14 8%	5 10%ce	11 8%	12 7%	14 8%	6 9%	15 12%abdef o	7 4%	-	
Wanted a 'greener' tariff 62 3%	12 5%gh	8 3%	5 4%	-	4 2%	2 1%	1 1%	2 5%	5 4%	4 2%	7 4%	3 5%	5 5%gho	2 1%	-	
Wanted an online tariff 44 2%	7 3%	4 2%	3 3%	-	2 1%	2 1%	10 5%afgko	3 6%eko	7 5%eko	1 1%	3 1%	1 1%	1 1%	1 1%	-	
Moved / moving house 18 1%	3 1%	3 1%	-	-	-	1 -	1 -	-	7 5%abdefg hko	1 -	1 1%	-	2 1%	1 1%	-	
Never / not planning to switch 4 -	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	-	-	2 1%	
Ease / convenience / hassle free 13 1%	-	2 1%	1 1%	-	-	1 1%	1 2%	1 2%b	2 1%	1 1%	1 1%	-	1 1%	-	-	
Stability 3 -	-	2 1%	-	1 1%a	-	-	-	-	-	-	-	-	-	-	-	
Reliability 6 -	2 1%	1 1%	-	-	-	-	-	-	-	-	-	-	2 1%	1 1%	-	
A better deal / tariff 8 -	1 1%	-	-	2 2%	1 1%	-	-	-	2 1%	-	-	-	1 1%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	88	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
Easier / more convenient payment options (cheque, cash, Direct Debit)	10	-	-	1	-	3	1	-	-	1	1	1	-	-	2	
To come off pre-pay meter	9	2 1%	-	-	1	-	3	2 <sup>1a</sup>	2 <sup>4%acdjgk</sup>	-	1	-	-	-	1	
To have a different meter (for free)	6	-	-	-	-	1	2	-	1	-	-	-	-	-	2	
Chosen / preferred company (all references)	14	2	2	-	2	4	1	-	1	2	-	-	-	-	1	
Better billing	8	1	2	*	2	-	-	2	-	-	1	*	-	-	-	
Other	33	2 1%	5 2%	2 1%	4 2%	3 1%	4 2%	4 2%	1	3	1	-	1	3	2%	
None	2	-	2 1 <sup>1a</sup>	-	-	-	-	-	-	-	-	-	-	-	-	
Refused	6	-	-	-	2	1	-	-	-	-	-	-	1	1	-	
Don't know	37	6 2%	5 2%	*	1 1%	1	6 4%aj	1 1%	2 5%k	4 3%	*	-	3 4%kl	5 4%kl	2 1%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.160 Thinking of the last time you switched or compared -gas /electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1433	1178
Save money	1981	943	1438	1395	981	910	1256	1281	1046
	91%	92%	92%	93%a	91%	92%	89%	89%	89%
Get better customer service	233	101	177	157	121	110	163	163	140
	11%	10%	11%	10%	11%	11%	12%	11%	12%
Get other benefits (e.g. loyalty points)	52	25	32	26	21	13	35	33	27
	2%	2%	2%	2%	2%	1%	2%	2%	2%
Wanted a dual fuel package	111	62	75	59	54	49	77	69	59
	5%	6% <i>d</i>	5%	4%	5%	5%	5%	5%	5%
Wanted a fixed term \ fixed price deal	125	78	76	86	60	40	87	89	75
	6%	8% <i>d</i>	5%	6%	6%	4%	6%	6%	6%
Wanted a 'greener' tariff	62	32	47	43	29	35	42	41	33
	3%	3%	3%	3%	3%	3%	3%	3%	3%
Wanted an online tariff	44	29	31	21	22	12	36	35	33
	2%	3% <i>d</i>	2%	1%	2%	1%	3%	2%	3%
Moved / moving house	18	5	8	5	4	5	9	10	9
	1%	-	-	-	-	1%	1%	1%	1%
Never / not planning to switch	4	-	4	4	4	4	4	-	4
	-	-	-	-	-	-	-	-	-
Ease / convenience / hassle free	13	6	11	6	6	5	5	6	3
	1%	1%	1%	-	1%	-	-	-	-
Stability	3	3	2	2	2	-	2	3	2
	-	-	-	-	-	-	-	-	-
Reliability	6	2	5	4	4	5	6	6	5
	-	-	-	-	-	-	-	-	-
A better deal / tariff	8	4	5	8	5	4	4	5	5
	-	-	-	1%	-	-	-	-	-



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity- supplier or tariffs, what were the main things you wanted to achieve?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	967	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
Easier / more convenient payment options (cheque, cash, Direct Debit)	10	3	7	4	4	3	7	7	7
To come off pre-pay meter	9	5	6	6	3	3	6	6	7
To have a different meter (or free)	6	1	4	4	2	4	4	3	3
Chosen / preferred company (all references)	14	5	8	6	5	3	9	12	10
Better billing	8	4	6	5	2	3	7	7	5
Other	33	15	19	19	14	10	20	17	13
None	2	1	1	1	1	1	2	2	2
Refused	6	1	5	4	5	4	6	5	5
Don't know	37	14	25	19	22	18	29	28	26
	2%	1%	2%	1%	2%	2%	2%	2%	2%

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
I received a bill or direct debit / prepayment statement from my supplier	194 9%	172 9%	17 9%	5 6%	49 12% <sup>l</sup>	98 8%	47 9%	49 7%	68 9%	40 10%	36 10%	49 10%	101 7%	33 9%	161 9%	120 8%	45 12% <sup>p</sup>	25 10%
I received a price increase notice from my supplier	241 11%	215 11%	13 7%	14 16% <sup>c</sup>	41 10%	150 12%	50 9%	65 10%	75 10%	58 14%	44 12%	58 12%	163 11%	48 13%	193 11%	161 11%	42 11%	35 13%
I received an end of fixed term tariff notice from my supplier	225 10% <sup>ke</sup>	200 10%	19 10%	6 8%	22 5%	144 12% <sup>e</sup>	58 11% <sup>e</sup>	84 13% <sup>k</sup>	73 10% <sup>k</sup>	45 11% <sup>k</sup>	23 6%	37 7%	172 12% <sup>u</sup>	38 10%	187 10%	190 12% <sup>qr</sup>	17 5%	13 5%
I received an annual summary or review from my supplier	51 2%	44 2%	5 3%	2 2%	8 2%	33 3%	10 2%	14 2%	17 2%	12 3%	8 2%	10 2%	34 2%	6 2%	45 2%	36 2%	6 2%	9 4%
I received a 'dead notice' from my supplier about my tariff	8 *	8 *	-	-	-	4 *	4 1%	2 *	4 *	2 *	* *	2 *	5 *	2 *	6 *	6 *	-	2 1%
I saw a message on a communication from my supplier about how I could make savings by changing	79 4%	69 4%	8 4%	2 2%	15 4%	41 3%	23 4%	30 5%	29 4%	9 2%	10 3%	17 3%	50 3%	17 5%	62 3%	60 4%	10 3%	8 3%
I received another communication from my supplier	53 2% <sup>u</sup>	41 2%	8 5%	4 4%	9 2%	23 2%	21 4% <sup>l</sup>	24 4% <sup>u</sup>	6 1%	12 3% <sup>u</sup>	11 3% <sup>u</sup>	13 3%	34 2%	10 3%	43 2%	37 2%	8 2%	5 2%
I experienced poor customer service	134 6% <sup>h</sup>	126 7%	6 3%	2 2%	35 8% <sup>g</sup>	77 6%	21 4%	25 4%	57 8% <sup>h</sup>	27 7%	23 6%	28 6%	92 6%	27 7%	106 6%	86 6%	33 9% <sup>p</sup>	14 5%
I moved home	176 8% <sup>kp</sup>	147 8%	23 13% <sup>ab</sup>	5 6%	67 16% <sup>atg</sup>	91 7% <sup>g</sup>	17 3%	45 7%	73 10% <sup>q</sup>	24 6%	33 9%	40 8%	119 8%	24 7%	151 8%	85 6%	65 18% <sup>apr</sup>	25 10% <sup>p</sup>
I heard my energy supplier's prices were going up	86 4%	75 4%	8 4%	4 5%	13 3%	53 4%	20 4%	24 4%	23 3%	23 5%	16 4%	21 4%	56 4%	16 4%	70 4%	66 4%	10 3%	10 4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.161 And what were the main reasons that caused you to do this?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Media coverage about energy suppliers in general	81	65	9	7	9	54	18	26	27	14	14	11	63	12	69	63	9	7
	4%	3%	5%	8%	2%	4%	3%	4%	4%	3%	4%	2%	4%	3%	4%	4%	2%	3%
I was looking at a money saving website	201	175	19	6	38	133	30	64	73	39	24	34	148	22	179	149	36	15
	9%	9%	11%	8%	9%	11%	6%	10%	10%	9%	7%	7%	10%	6%	10%	10%	10%	6%
I saw an advert on TV	63	57	6	-	9	37	17	21	22	10	9	13	47	14	49	46	7	7
	3%	3%	3%	-	2%	3%	3%	3%	3%	2%	3%	3%	3%	4%	3%	3%	2%	3%
I saw an advert (billboard)	4	4	-	-	2	3	-	-	3	1	-	2	1	-	1	1	2	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
I saw an advert in the newspaper	18	16	-	2	3	7	8	8	7	1	1	1	14	1	17	14	1	2
	1%	1%	-	2%	1%	1%	1%	1%	1%	-	-	-	1%	-	1%	1%	-	1%
Advert other	26	21	3	2	7	10	8	6	11	4	5	6	20	2	24	17	6	1
	1%	1%	1%	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	-
Talked to a friend, family member, or neighbour	125	106	11	7	27	66	31	28	42	26	28	36	76	28	96	77	33	13
	6%	6%	6%	9%	7%	5%	6%	4%	7%	6%	6%	7%	5%	8%	5%	5%	9%	5%
Through salesperson who knocked at my door	98	85	12	2	20	43	35	29	31	19	19	17	69	14	84	77	10	7
	4%	4%	6%	2%	5%	4%	6%	4%	4%	4%	5%	3%	5%	4%	5%	5%	3%	3%
Through sales person in the street \ shopping centre \ other public place	13	12	1	-	5	3	5	3	2	4	4	5	7	2	11	7	4	2
	1%	1%	1%	-	1%	-	1%	-	-	1%	1%	1%	1%	-	1%	-	1%	1%
Salesperson (rms)	25	21	3	1	3	16	6	8	7	2	8	11	13	6	19	13	7	6
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%
To save money \ reduce costs \ better deal	155	141	8	6	21	77	57	51	53	28	24	30	109	34	121	117	17	16
	7%	7%	4%	7%	5%	6%	11%	8%	7%	7%	6%	6%	8%	9%	7%	8%	5%	6%
Find a cheaper tariff	13	13	-	1	4	5	4	4	2	4	3	2	8	1	12	12	1	1
	1%	1%	-	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	1%	-	-	-
Cost (no detail)	11	10	1	-	1	6	4	5	4	3	-	1	9	-	11	11	-	-
	1%	1%	1%	-	-	-	1%	1%	-	1%	-	-	1%	-	1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Change \ check \ do it regularly	42 2% <sup>h</sup>	38 2%	3 2%	-	6 2%	24 2%	12 2%	18 3% <sup>h</sup>	13 2%	8 2%	3 1%	4 1%	33 2% <sup>h</sup>	2 *	40 2% <sup>h</sup>	37 2% <sup>h</sup>	1 *	4 2%
Expensive	23 1%	17 1%	3 1%	3 4% <sup>ab</sup>	5 1%	11 1%	7 1%	10 2% <sup>h</sup>	3 *	6 2%	4 1%	5 1%	13 1%	4 1%	19 1%	16 1%	4 1%	3 1%
Curiosity \ interest	12 1%	10 1%	1 1%	-	1 *	6 1%	4 1%	5 1%	2 *	1 *	3 1%	3 1%	9 1%	1 *	10 1%	5 *	4 1%	2 1%
Supplier contacted me by phone	13 1%	11 1%	2 1%	-	3 1%	3 1%	7 1% <sup>h</sup>	3 1%	2 *	3 1%	4 1%	4 1%	7 1%	4 1%	9 1%	5 *	4 1%	4 1% <sup>p</sup>
Contacted by another \ different supplier	4 *	3 *	-	-	-	-	3 1% <sup>h</sup>	1 *	1 *	1 *	-	3 1%	1 *	-	4 *	2 *	-	2 1%
Staff \ employee discount	5 *	4 *	2 1%	-	3 1%	2 *	-	2 *	3 *	-	-	-	5 *	-	5 *	5 *	-	-
Wanted dual fuel \ join the two together	4 *	3 *	-	1 1%	1 *	1 *	3 1%	2 *	-	1 *	1 *	2 *	2 *	1 *	4 *	3 *	1 *	1 1%
Wanted original \ same supplier	5 *	5 *	-	-	1 *	4 *	-	-	2 *	2 *	1 *	1 *	4 *	1 *	5 *	1 *	2 *	1 1% <sup>p</sup>
Other	203 9% <sup>h</sup>	175 9%	15 8%	13 15%	33 8%	115 9%	55 10%	65 10% <sup>h</sup>	80 11% <sup>h</sup>	24 6%	34 9% <sup>h</sup>	60 12% <sup>h</sup>	124 9%	47 12% <sup>h</sup>	158 9%	134 9%	33 9%	34 13% <sup>h</sup>
None	14 1%	14 1%	-	1 1%	3 1%	10 1%	1 *	3 *	6 1%	5 1%	-	3 1%	10 1%	3 1%	12 1%	9 1%	1 *	2 1%
Refused	13 1%	13 1%	-	-	2 1%	6 1%	5 1%	1 *	7 1%	2 1%	3 1%	4 1%	3 1%	1 *	12 1%	13 1%	-	-
Don't know	183 8%	153 8%	22 12%	8 9%	33 8%	94 8%	55 10%	56 8%	58 8%	34 8%	35 10%	42 8%	110 8%	29 8%	154 8%	135 9%	26 7%	20 8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/o - a/p/q/r  
 \* small base



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
I received a bill or direct debit/prepayment statement from my supplier	194	-	14	180	194	180	25	169	143	51	153	13	29	105	85	4
	9%	-	7%	9%	9%	9%	9%	9%	9%	9%	9%	10%	11%	9%	9%	11%
I received a price increase notice from my supplier	241	2	19	222	240	220	44	196	178	63	199	9	35	147	90	4
	11%	42%	10%	11%	11%	11%	15%	10%	11%	12%	11%	7%	12%	12%	9%	12%
I received an end of fixed term tariff notice from my supplier	225	-	18	207	225	207	30	194	175	50	213	8	3	189	33	3
	10%	-	10%	10%	10%	10%	10%	10%	11%	9%	12%	6%	1%	16%	3%	6%
I received an annual summary or review from my supplier	51	-	6	46	51	46	12	40	39	13	43	3	1	32	20	-
	2%	-	3%	2%	2%	2%	4%	2%	2%	2%	2%	3%	1%	3%	2%	-
I received a 'dead notice' from my supplier about my tariff	8	-	-	8	8	8	-	8	2	8	-	-	-	8	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
I saw a message on a communication from my supplier about how I could make savings by changing	79	-	7	72	79	72	6	73	70	9	74	4	7	50	27	2
	4%	-	4%	4%	4%	4%	2%	4%	4%	2%	4%	3%	3%	4%	3%	4%
I received another communication from my supplier	53	-	1	52	53	52	5	48	41	12	41	4	6	34	18	1
	2%	-	1%	3%	2%	3%	2%	3%	3%	2%	2%	3%	2%	3%	2%	4%
I experienced poor customer service	134	-	13	120	134	120	23	110	94	39	106	5	25	70	64	-
	6%	-	7%	6%	6%	6%	8%	6%	6%	7%	6%	4%	9%	6%	7%	-
I moved home	176	-	25	151	176	151	30	145	132	43	132	18	23	71	104	1
	8%	-	13%	8%	8%	8%	10%	8%	8%	8%	7%	15%	9%	6%	11%	1%
I heard my energy supplier's prices were going up	86	-	5	82	86	82	10	76	62	24	74	4	8	45	39	2
	4%	-	3%	4%	4%	4%	4%	4%	4%	5%	4%	3%	3%	4%	4%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Media coverage about energy suppliers in general	81	-	6	75	81	75	4	77	61	20	68	4	8	44	37	-
I was looking at a money saving website	4%	-	3%	4%	4%	4%	1%	4%	4%	4%	4%	3%	3%	4%	4%	-
I saw an advert on TV	201	1	24	177	200	176	36	164	129	72	178	8	17	122	77	1
I saw an advert (billboard)	63	-	5	58	63	58	5	58	52	11	54	2	6	33	30	-
I saw an advert in the newspaper	4	-	3%	3%	3%	3%	2%	3%	3%	2%	3%	2%	3%	3%	3%	-
Talked to a friend, family member, or neighbour	125	1	8	117	123	113	11	113	78	47	98	4	19	57	67	1
Through salesperson who knocked at my door	98	-	7	91	98	91	9	89	67	31	85	6	10	50	48	*
Through sales person in the street / shopping centre / other public place	13	-	1	12	13	12	1	12	9	4	9	-	5	9	9	-
Salesperson (nms)	25	-	2	23	25	23	3	22	16	9	15	3	9	7	18	-
To save money / reduce costs / better deal	155	-	15	140	155	140	21	134	114	40	134	10	13	80	71	4
Find a cheaper tariff	13	-	3	10	13	10	3	11	9	4	10	-	3	8	5	-
Cost (no detail)	11	-	-	11	11	11	4	8	10	1	10	2	-	9	2	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Change \ check \ do it regularly	42	-	3	39	42	39	1	41	34	8	40	2	1	28	14	-
Expensive	23	-	1	22	23	22	2	21	20	3	20	-	2	15	8	-
Curiosity \ interest	12	-	1	11	12	11	4	8	9	3	5	3	4	3	9	-
Supplier contacted me by phone	13	-	2	11	13	11	1	12	9	3	8	1	4	9	2	2
Contacted by another \ different supplier	4	-	-	4	4	4	-	4	3	1	4	-	3	-	-	6%ano
Staff \ employee discount	5	-	-	5	5	5	-	5	2	4	4	-	2	-	5	-
Wanted dual fuel \ join the two together	4	-	-	4	4	4	1	4	4	-	3	1	4	1	-	-
Wanted original \ same supplier	5	-	-	5	5	5	-	5	5	-	2	-	4	4	-	-
Other	203	-	24	178	203	178	28	175	150	53	148	9	43	93	108	2
None	14	-	-	14	14	14	-	14	11	3	14	-	-	7	8	-
Refused	13	-	2	11	13	11	2	11	11	1	11	-	1	9	3	1
Don't know	183	1	16	167	182	166	19	163	147	36	140	19	24	91	84	8
	8%	29%	8%	8%	8%	8%	6%	9%	9%	7%	8%	15%ak	9%	8%	9%	22%ano

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
I received a bill or direct debit / prepayment statement from my supplier	194 9%	169 9%	25 11%	27 9%	5 8%	172 9%	22 14%	-
I received a price increase notice from my supplier	241 11%	219 11%	22 10%	36 12%	5 7%	220 11%	21 13%	-
I received an end of fixed term tariff notice from my supplier	225 10%a	207 11%	17 8%	25 9%	2 3%	212 11%	11 7%	1 13%
I received an annual summary or review from my supplier	51 2%	48 2%	4 2%	7 2%	1 1%	48 2%	4 2%	-
I received a 'dead notice' from my supplier about my tariff	8 *	8 *	-	-	-	8 *	-	-
I saw a message on a communication from my supplier about how I could make savings by changing	79 4%	71 4%	8 4%	10 3%	1 2%	73 4%	6 4%	-
I received another communication from my supplier	53 2%	46 2%	7 3%	4 1%	2 3%	50 2%	3 2%	-
I experienced poor customer service	134 6%	124 6%	9 4%	21 7%	5 8%	125 6%	9 5%	-
I moved home	176 8%	165 8%	10 5%	35 12%a	11 18%a	161 8%	15 9%	-
I heard my energy supplier's prices were going up	86 4%	78 4%	9 4%	9 3%	4 7%	75 4%	9 6%	2 22%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Media coverage about energy suppliers in general	81 4%	75 4%	6 3%	6 2%	2 4%	79 4%	2 2%	-
I was looking at a money saving website	201 9% <sup>c</sup>	193 10% <sup>c</sup>	8 3%	36 13%	5 9%	172 9%	27 17% <sup>a,f</sup>	2 15%
I saw an advert on TV	63 3%	53 3%	10 4%	8 3%	1 1%	60 3%	3 2%	-
I saw an advert (billboard)	4 -	4 -	-	2 1%	-	4 -	-	-
I saw an advert in the newspaper	18 1%	18 1%	-	3 1%	-	16 1%	1 1%	2 16%
Advert other	26 1%	21 1%	4 2%	3 1%	1 1%	24 1%	1 1%	-
Talked to a friend, family member, or neighbour	125 6%	113 6%	12 5%	15 5%	6 10%	108 5%	15 9%	1 1%
Through salesperson who knocked at my door	98 4%	85 4%	13 6%	7 2%	5 8% <sup>d</sup>	94 5%	4 2%	-
Through sales person in the street \ shopping centre \ other public place	13 1%	11 1%	2 1%	1 -	1 1%	12 1%	1 1%	-
Salesperson (nms)	25 1%	21 1%	4 2%	2 1%	1 1%	25 1%	-	-
To save money \ reduce costs \ better deal	155 7%	135 7%	20 9%	16 5%	6 9%	149 7%	6 4%	-
Find a cheaper tariff	13 1%	13 1%	-	-	-	13 1%	-	-
Cost (no detail)	11 1%	11 1%	-	2 1%	-	10 -	-	1 13%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Change \ check \ do it regularly	42 2%	41 2%	1	3 1%	1 1%	42 2%	-	-
Expensive	23 1%	23 1%	-	3 1%	1 2%	22 1%	1 1%	-
Curiosity \ interest	12 1%	9 *	2 1%	-	-	12 1%	-	-
Supplier contacted me by phone	13 1%	11 1%	2 1%	1 1%	1 1%	13 1%	-	-
Contacted by another \ different supplier	4 *	3 *	1 1%	-	-	4 *	-	-
Staff \ employee discount	5 *	5 *	-	2 1%	-	4 *	2 1%†	-
Wanted dual fuel \ join the two together	4 *	4 *	-	-	-	4 *	-	-
Wanted original \ same supplier	5 *	5 *	1 *	3 1%	-	2 *	3 2%†	-
Other	203	181	22	25	7	190	13	-
None	14 1%	13 1%	1 *	2 1%	-	14 1%	-	-
Refused	13 1%	11 1%	1 *	-	-	13 1%	-	-
Don't know	183 9%	152 8%	31 14%†	31 11%	3 5%	168 8%	13 8%	2 16%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
I received a bill or direct debit / prepayment statement from my supplier	194 9%	111 9%	81 9%	61 8%	150 9%	133 10%	44 10%	83 10%	94 9%	14 7%	3 12%
I received a price increase notice from my supplier	241 11%	135 11%	106 12%	93 12%	203 12%	148 11%	38 9%	89 10%	130 12%	22 10%	-
I received an end of fixed term tariff notice from my supplier	225 10% <sup>aj</sup>	144 12%	81 9%	75 10%	180 10%	150 11%	44 10%	137 16% <sup>aj</sup>	82 8% <sup>j</sup>	9 2%	2 10%
I received an annual summary or review from my supplier	51 2%	30 2%	20 2%	10 1%	38 2%	41 3% <sup>d</sup>	14 3%	21 2%	28 3%	1 1%	1 3%
I received a 'dead notice' from my supplier about my tariff	8 -	7 1%	2 -	6 1% <sup>f</sup>	6 -	2 -	2 -	7 1%	2 -	-	-
I saw a message on a communication from my supplier about how I could make savings by changing	79 4%	38 3%	37 4%	21 3%	61 4%	58 4%	18 4%	34 4%	33 3%	11 5%	1 6%
I received another communication from my supplier	53 2%	21 2%	31 3% <sup>b</sup>	13 2%	38 2%	40 3%	15 3%	20 2%	28 3%	5 2%	-
I experienced poor customer service	134 6%	78 6%	56 6%	60 8% <sup>g</sup>	115 7%	73 5%	19 4%	74 8% <sup>aj</sup>	50 5%	9 4%	1 4%
I moved home	176 8% <sup>d</sup>	89 7%	87 9%	106 13% <sup>aafg</sup>	158 9% <sup>g</sup>	70 5%	18 4%	87 8%	87 8%	16 7%	3 13%
I heard my energy supplier's prices were going up	86 4%	49 4%	36 4%	31 4%	74 4%	55 4%	12 3%	36 4%	47 4%	4 2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Media coverage about energy suppliers in general	81	42	36	25	70	57	11	24	48	9	-
I was looking at a money saving website	4%	3%	4%	3%	4%	4%	3%	3%	4%	4%	-
I saw an advert on TV	201	128	71	92	166	109	35	85	98	18	-
I saw an advert (billboard)	9%	10%	6%	12% <sup>u</sup>	9%	8%	6%	10%	9%	6%	-
I saw an advert in the newspaper	63	38	25	19	50	44	13	23	36	3	-
Advert other	2%	3%	3%	2%	3%	3%	2%	3%	2%	2%	-
Talked to a friend, family member, or neighbour	4	3	1	3	4	1	-	3	1	-	-
Through salesperson who knocked at my door	18	11	7	6	14	13	4	9	8	1	-
Through sales person in the street \ shopping centre \ other public place	7%	7%	7%	7%	7%	7%	7%	7%	7%	*	-
Salesperson (nms)	26	11	15	12	21	13	4	8	14	4	-
To save money \ reduce costs \ better deal	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	-
Find a cheaper tariff	125	68	56	53	111	72	14	31	81	10	3
Cost (no detail)	6% <sup>h</sup>	5%	6%	7% <sup>g</sup>	6% <sup>g</sup>	5%	3%	4%	7% <sup>h</sup>	5%	14%
	98	54	43	31	78	67	20	37	47	12	1
	4%	4%	5%	4%	4%	5%	6%	4%	4%	6%	6%
	13	5	8	6	12	7	1	3	8	2	-
	1%	*	1%	1%	1%	*	*	*	1%	1%	-
	25	11	14	11	23	14	2	7	13	5	-
	1%	1%	2%	1%	1%	1%	1%	1%	1%	3% <sup>h</sup>	-
	155	87	65	47	124	108	31	52	74	25	3
	7%	7%	7%	6%	7%	6%	7%	6%	7%	12% <sup>h</sup> <sup>h</sup>	14%
	13	8	5	7	9	7	4	7	6	1	-
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	-
	11	10	1	-	9	11	2	4	7	-	-
	1%	1% <sup>c</sup>	*	-	1%	1% <sup>d</sup>	1%	*	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Change \ check \ do it regularly	42	35	7	14	39	28	3	24	16	2	-
Expensive	23	15	7	7	16	16	7	13	9	2	-
Curiosity \ interest	12	9	2	-	5	12	7	3	7	1	1
Supplier contacted me by phone	13	5	8	9	13	3	-	3	7	3	-
Contacted by another \ different supplier	4	-	4	3	4	1	-	-	3	1	-
Staff \ employee discount	5	4	2	-	4	5	1	2	4	-	-
Wanted dual fuel \ join the two together	4	2	3	1	4	4	-	2	2	-	-
Wanted original \ same supplier	5	3	2	5	5	-	-	-	3	2	-
Other	203	111	92	68	163	135	40	92	91	17	2
None	14	10	4	2	12	13	2	8	6	-	-
Refused	13	10	2	3	7	10	6	2	6	5	-
Don't know	183	104	73	51	121	132	62	53	92	33	5
	8%	8%	8%	7%	7%	9%	14%	6%	8%	16%	21%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	68	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
I received a bill or direct debit / prepayment statement from my supplier	194 9%	21 9%	18 8%	12 70%	6 6%	16 8%	25 14%akn	25 14%ackin	4 9%	13 70%	8 5%	13 7%	4 5%	7 6%	20 11%k	2 46%
I received a price increase notice from my supplier	241 11%un	38 15%jn	30 13%un	16 12%j	13 12%j	23 12%j	20 11%j	21 12%un	4 9%	9 7%	24 13%un	8 5%	13 19%jno	6 5%	16 9%	1 22%
I received an end of fixed term tariff notice from my supplier	225 10%	25 10%	21 9%	17 73%	11 70%	21 71%	18 70%	14 8%	3 7%	16 72%	21 12%	19 71%	6 9%	20 16%o	11 6%	1 22%
I received an annual summary or review from my supplier	51 2%	6 2%	4 2%	6 5%	-	3 1%	3 2%	4 3%	2 4%	4 3%	4 2%	5 3%	2 3%	1 1%	6 3%	2 46%
I received a 'dead notice' from my supplier about my tariff	8 *	2 1%	-	-	-	-	5 3%achAd	-	-	-	-	-	-	-	1 1%	-
I saw a message on a communication from my supplier about how I could make savings by changing	79 4%	11 4%	7 3%	3 2%	6 6%	10 5%	3 2%	5 3%	4 10%adgjo	3 2%	10 6%	7 4%	2 3%	4 3%	3 2%	-
I received another communication from my supplier	53 2%	2 1%	2 1%	4 3%	3 3%	8 4%b	3 2%	3 2%	2 5%bc	6 4%b	4 2%	3 2%	1 1%	4 3%	7 4%b	-
I experienced poor customer service	134 6%	22 9%k	12 5%	4 3%	11 11%dk	19 10%k	9 5%	8 5%	-	6 4%	7 4%	13 7%	2 2%	11 8%	9 5%	-
I moved home	176 8%	18 7%	30 13%alghn	15 11%un	13 13%lthno	10 5%	11 6%	7 4%	1 2%	22 16%abfghi mmo	17 9%	15 8%	3 4%	5 4%	9 5%	-
I heard my energy supplier's prices were going up	86 4%	8 3%	5 2%	7 5%	2 2%	11 5%	3 2%	3 2%	-	8 6%	19 10%abcegh ho	5 3%	4 6%	6 5%	5 3%	12%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	226	213	112	95	172	168	170	42	125	181	171	68	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
Media coverage about energy suppliers in general	81 4%	10 4%	4 2%	6 4%	1 1%	10 5%	3 2%	3 1%	4 10% <sup>ceghk</sup>	5 4%	3 2%	12 7% <sup>ghk</sup>	6 8% <sup>ghk</sup>	6 5%	6 3%	1 32%
I was looking at a money saving website	201 9% <sup>eo</sup>	34 14% <sup>acefgo</sup>	13 6%	24 18% <sup>acefghk</sup>	3 3%	14 7%	12 7%	13 7%	5 11% <sup>eo</sup>	15 8%	16 9%	19 10% <sup>eo</sup>	6 9%	20 16% <sup>acefghk</sup>	6 3%	- 12%
I saw an advert on TV	63 3%	2 1%	3 3%	6 5% <sup>b</sup>	3 3%	2 1%	7 4% <sup>b</sup>	6 4% <sup>b</sup>	-	6 4% <sup>b</sup>	3 2%	9 5% <sup>b</sup>	-	3 2%	9 5% <sup>b</sup>	-
I saw an advert (billboard)	4 *	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	3 2% <sup>a</sup>	-
I saw an advert in the newspaper	18 1%	2 1%	2 1%	1 1%	1 1%	3 1%	-	1 1%	-	-	3 2%	2 2%	-	-	2 1%	-
Advert other	26 1%	3 1%	-	1 1%	-	2 1%	2 1%	5 3% <sup>c</sup>	3 2%	1 1%	2 1%	2 1%	2 3% <sup>c</sup>	2 2%	2 2%	-
Talked to a friend, family member, or neighbour	125 6%	11 5%	12 5%	6 5%	6 6%	10 5%	4 2%	9 5%	3 7%	8 6%	5 3%	10 6%	9 12% <sup>abgk</sup>	17 11% <sup>abgk</sup>	13 9% <sup>gk</sup>	1 22%
Through salesperson who knocked at my door	98 4%	12 5%	7 3%	3 2%	6 6%	13 6%	6 3%	8 5%	4 8% <sup>m</sup>	8 6%	12 4%	7 -	-	7 6%	7 4%	-
Through sales person in the street \ shopping centre \ other public place	13 1%	2 1%	1 *	-	-	1 1%	2 1%	2 1%	2 1%	1 1%	-	-	-	3 3% <sup>aki</sup>	1 1%	-
Salesperson (nms)	25 1%	1 *	-	-	1 1%	3 2%	3 1%	4 2% <sup>c</sup>	1 2% <sup>c</sup>	2 1%	2 2%	3 2%	-	2 2% <sup>c</sup>	4 2% <sup>c</sup>	-
To save money \ reduce costs \ better deal	155 7%	17 7%	22 9% <sup>d</sup>	4 3%	7 7%	17 9%	14 8%	16 9% <sup>d</sup>	5 5%	18 4%	10 6%	5 7%	5 4%	13 7%	13 7%	-
Find a cheaper tariff	13 1%	3 1%	2 1%	-	1 1%	2 1%	2 1%	-	-	-	-	-	-	1 1%	2 1%	-
Cost (no detail)	11 1%	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	1 2% <sup>ab</sup>	-	1 1%	1 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	68	122	155	4
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**
Change \ check \ do it regularly	42 2%	3 1%	6 3%h	2 1%	1 1%	8 4%h	3 2%	-	-	3 3%	5 3%h	6 3%h	-	4 3%h	1 1%
Expensive	23 1%	3 1%	3 1%	-	2 1%	2 1%	3 2%	2 1%	2 2%	-	-	2 3%k	3 2%	2 1%	-
Curiosity \ interest	12 1%	-	1 1%	-	1 1%	-	2 1%	-	1 1%	3 2%ab	2 1%	-	1 1%	-	-
Supplier contacted me by phone	13 1%	1 1%	2 1%	-	3 1%	-	1 1%	2 4%labdjkl	-	-	1 1%	-	2 1%	1 1%	-
Contacted by another \ different supplier	4 *	-	-	-	-	2 1%a	-	-	-	-	1 1%	-	-	-	-
Staff \ employee discount	5 *	-	2 1%	-	-	-	-	2 4%labdfghjklno	-	-	1 1%	-	-	-	-
Wanted dual fuel \ join the two together	4 *	-	1 1%	-	2 2%a	-	-	-	-	1 1%	-	-	1 2%a	-	-
Wanted original \ same supplier	5 *	1 1%	1 1%	1 1%	-	2 1%	-	1 1%	-	-	-	-	-	-	-
Other	203 9%	26 10%h	25 11%h	4 3%	17 17%ladkn	18 9%	18 10%h	3 6%	13 9%	12 7%	18 10%h	6 9%	7 9%	17 9%	-
None	14 7%	-	2 1%	-	3 1%	1 1%	-	-	-	3 2%	-	-	-	5 3%ab	-
Refused	13 1%	-	3 1%	1 1%	-	3 1%	1 1%	-	-	-	-	1 1%	-	1 1%	-
Don't know	183 8%	20 8%	18 8%	10 8%	6 4%	8 4%	23 13%k	15 8%	7 16%k	15 11%h	10 5%	12 7%	7 9%	13 10%	20 11%h

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
I received a bill or direct debit / prepayment statement from my supplier	194 9%	93 9%	140 9%	131 9%	102 10%	89 9%	124 9%	119 8%	98 8%
I received a price increase notice from my supplier	241 11%	107 10%	178 11%	172 11%	118 11%	121 12%	167 12%	165 11%	130 11%
I received an end of fixed term tariff notice from my supplier	225 10%	158 15% <sup>acdef</sup>	177 11% <sup>f</sup>	183 12% <sup>f</sup>	107 10%	82 8%	146 10%	155 11%	114 10%
I received an annual summary or review from my supplier	51 2%	28 3%	41 3%	39 3%	31 3%	21 2%	37 3%	38 3%	32 3%
I received a 'dead notice' from my supplier about my tariff	8 *	3 *	8 *	8 1%	2 *	6 1%	7 1%	7 *	7 1%
I saw a message on a communication from my supplier about how I could make savings by changing	79 4% <sup>h</sup>	48 5% <sup>cf</sup>	46 3%	60 4% <sup>h</sup>	38 4% <sup>h</sup>	19 2%	52 4%	57 4%	46 4%
I received another communication from my supplier	53 2%	37 4% <sup>cf</sup>	33 2%	33 2%	22 2%	14 1%	46 3%	40 3%	37 3%
I experienced poor customer service	134 6%	55 5%	98 6%	89 6%	60 6%	64 6%	82 6%	87 6%	70 6%
I moved home	176 8% <sup>ae</sup>	72 7%	120 8%	99 7%	60 6%	74 7%	102 7%	106 7%	94 8%

Fieldwork : 20/02/15-22/03/15  
Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
I heard my energy supplier's prices were going up	86 4%	34 3%	67 4%	62 4%	47 4%	47 5%	58 4%	55 4%	39 3%
Media coverage about energy suppliers in general	81 4%	35 3%	62 4%	50 3%	50 5%	34 3%	50 4%	51 4%	37 3%
I was looking at a money saving website	201 9%	84 8%	173 11%b	150 10%	100 9%	114 12%b	120 9%	128 9%	96 8%
I saw an advert on TV	63 3%	31 3%	49 3%	48 3%	38 3%	34 3%	42 3%	44 3%	34 3%
I saw an advert (billboard)	4 -	3 -	3 -	3 -	- -	2 -	2 -	1 -	2 -
I saw an advert in the newspaper	18 1%	11 1%a	13 1%	13 1%	10 1%	3 -	14 1%	11 1%	10 1%
Advert other	26 1%	10 1%	18 1%	18 1%	12 1%	14 1%	18 1%	19 1%	12 1%
Talked to a friend, family member, or neighbour	125 6%	49 5%	76 5%	62 4%	54 5%	46 5%	82 6%	79 6%	70 6%
Through salesperson who knocked at my door	98 4%	37 4%	74 5%	71 5%	55 5%	51 5%	67 5%	57 4%	60 5%
Through sales person in the street / shopping centre / other public place	13 1%	3 -	6 -	5 -	5 -	4 -	10 1%	10 1%	10 1%
Salesperson (rms)	25 1%	12 1%	12 1%	12 1%	8 1%	10 1%	15 1%	17 1%	15 1%

Q.161 And what were the main reasons that caused you to do this?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1433	1178
To save money \ reduce costs \ better deal	155	67	113	115	81	82	94	101	88
	7%	7%	7%	8%	8%	8%	7%	7%	7%
Find a cheaper tariff	13	5	10	11	4	9	10	8	8
	1%	*	1%	1%	*	1%	1%	1%	1%
Cost (no detail)	11	8	10	10	8	5	7	6	6
	1%	1%	1%	1%	1%	1%	1%	*	1%
Change \ check \ do it regularly	42	20	38	35	26	22	30	30	24
	2%	2%	2%	2%	2%	2%	2%	2%	2%
Expensive	23	12	17	15	11	11	16	17	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Curiosity \ interest	12	3	10	10	10	8	9	9	9
	1%	*	1%	1%	1%	1%	1%	1%	1%
Supplier contacted me by phone	13	3	6	5	3	4	7	10	5
	1%	*	*	*	*	*	*	1%	*
Contacted by another \ different supplier	4	1	*	*	*	*	2	*	2
	*	*	*	*	*	*	*	*	*
Staff \ employee discount	5	3	2	5	2	2	4	3	2
	*	*	*	*	*	*	*	*	*
Wanted dual fuel \ join the two together	4	3	2	3	2	1	2	2	1
	*	*	*	*	*	*	*	*	*
Wanted original \ same supplier	5	*	1	*	1	*	3	5	3
	*	*	*	*	*	*	*	*	*
Other	203	85	137	133	98	89	131	134	110
	9%	8%	9%	9%	9%	9%	9%	9%	9%
None	14	4	12	14	11	13	6	8	6
	1%	*	1%	1%	1%	1%	*	1%	*

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total (a)								
Unweighted Base	2034	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1558	1502	1077	992	1410	1453	1178
Refused	13	10	7	10	5	13	11	12
	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	183	114	122	90	88	109	115	100
	8%	7%	8%	8%	9%	8%	8%	8%

Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Yes, I just looked for information about my existing tariff	303	262	26	15	61	180	62	96	99	61	48	73	191	41	262	196	68	31
	14%	14%	15%	17%	15%	15%	12%	14%	13%	15%	13%	14%	13%	11%	13%	13%	18%apq	12%
Yes, I just looked for information about my existing energy use	134	111	15	8	16	82	36	32	59	25	19	31	91	26	109	96	22	15
	6%	6%	6%	9%	4%	7%	7%	5%	8%h	6%	5%	6%	6%	7%	6%	6%	6%	6%
Yes, I looked for information about both my existing tariff and energy use	1022	917	75	30	189	599	234	363	357	182	119	175	744	151	870	783	146	83
	47%hkr	48%kd	41%	36%	46%	49%	45%	55%aijk	48%k	44%k	33%	35%	52%al	40%	48%kn	51%aqr	39%	32%
<b>SUMMARY CODE</b>																		
YES	1459	1291	116	53	266	860	333	491	516	289	185	279	1025	218	1241	1076	235	129
	67%ghr	67%	64%	62%	64%	70%g	62%	74%ajk	68%k	65%k	51%	58%	71%al	58%	63%kn	71%aqr	63%r	50%
No, neither	675	584	61	30	130	348	189	158	209	138	170	206	391	142	533	412	129	124
	31%hmr	30%	34%	36%	34%	28%	35%l	24%	28%	28%	33%h	41%am	27%	38%ao	27%	34%p	34%p	48%apq
Refused	1	1	-	-	-	1	-	-	1	-	-	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	52	46	3	2	9	24	19	17	17	8	11	17	25	16	36	34	8	7
	2%	2%	2%	3%	2%	2%	4%	3%	2%	2%	3%	3%lm	2%	4%ao	2%	2%	2%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Yes, I just looked for information about my existing tariff	303 14%	1 32%	25 13%	278 14%	302 14%	277 14%	40 14%	262 14%	247 15%ij	57 11%	254 14%	18 14%	32 12%	167 14%	129 14%	7 21%
Yes, I just looked for information about my existing energy use	134 6%	-	23 12%ade	111 6%	134 6%	111 6%	19 6%	116 6%	109 7%	25 5%	115 6%	8 6%	15 6%	71 6%	59 6%	4 11%
Yes, I looked for information about both my existing tariff and energy use	1022 47%mo	1 29%	88 47%	933 47%	1021 47%	932 47%	140 48%	881 48%	771 47%	251 47%	883 49%lm	54 42%lm	80 30%	633 53%loap	378 40%	11 32%
<b>SUMMARY CODE</b>																
YES	1459 67%mo	2 60%	136 73%	1323 66%	1457 67%	1321 66%	199 69%	1258 68%	1127 68%ij	333 62%	1252 70%lm	79 63%lm	127 48%	871 72%lo	566 60%	23 64%
No, neither	675 31%cn	2 40%	42 23%	633 32%c	674 31%c	632 32%c	85 29%	589 31%	493 29%	192 36%ai	506 28%	44 35%	130 49%akd	316 26%	347 37%an	12 34%
Refused	1	-	-	-	1	1	1	1	1	-	1	-	1	-	-	-
Don't know	52 2%n	-	8 4%	44 2%	52 2%	44 2%	5 2%	47 3%	41 2%	11 2%	40 2%	3 3%	7 3%	15 1%	36 4%an	1 2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Yes, I just looked for information about my existing tariff	303 14%	278 14%	25 11%	41 14%	9 14%	277 14%	26 16%	-
Yes, I just looked for information about my existing energy use	134 6%	123 6%	12 5%	16 6%	2 3%	124 6%	9 6%	2 16%
Yes, I looked for information about both my existing tariff and energy use	1022 47% <sup>ce</sup>	965 49% <sup>kc</sup>	57 26%	142 50% <sup>de</sup>	20 31%	950 47%	63 39%	9 84%
<b>SUMMARY CODE</b>								
YES	1459 67% <sup>ce</sup>	1366 69% <sup>kc</sup>	94 42%	199 70% <sup>de</sup>	31 48%	1351 67%	98 61%	11 100%
No, neither	675 31%	565 29%	111 50% <sup>ab</sup>	83 29%	32 52% <sup>ad</sup>	620 31%	55 34%	-
Refused	1	1	-	-	-	1	-	-
Don't know	52 2%	36 2%	16 7% <sup>ab</sup>	4 1%	-	45 2%	7 5%	-

Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Yes, I just looked for information about my existing tariff	303 14%j	191 15%k	109 12%	92 12%	247 14%	211 15%l	57 13%	126 15%j	155 14%j	18 9%	2 8%
Yes, I just looked for information about my existing energy use	134 6%	84 7%	50 5%	45 6%	113 6%	89 6%	22 5%	63 7%	64 6%	7 3%	-
Yes, I looked for information about both my existing tariff and energy use	1022 47%cds	691 55%ac	327 36%	323 41%	812 46%ld	699 50%ld	210 48%ld	505 58%laj	463 43%j	49 23%	5 21%
<b>SUMMARY CODE</b>											
YES	1459 67%cds	966 77%ac	485 53%	460 58%	1171 67%ld	999 71%ade	289 66%ld	697 80%laj	682 63%j	75 35%	7 29%
No, neither	675 31%bh	264 21%	403 44%ab	308 39%aefg	545 31%l	368 26%	130 30%	159 18%	177 16%h	125 59%kati	14 63%
Refused	1	1	-	-	-	1	1	-	1	-	-
Don't know	52 2%	20 2%	26 3%	19 2%	36 2%	33 2%	16 4%	12 1%	27 2%	12 5%kati	2 8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing





Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	68	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
Yes, I just looked for information about my existing tariff 303 14%	37 15%	30 13%	17 13%	13 13%	29 15%	21 12%	21 12%	3 7%	23 17%	26 14%	27 15%	13 19%	13 10%	26 14%	2 46%	
Yes, I just looked for information about my existing energy use 134 6%	20 8% <sup>df</sup>	12 5%	2 2%	9 9% <sup>df</sup>	5 3%	17 10% <sup>df</sup>	7 4%	7 16% <sup>acdfhk</sup>	8 6%	8 4%	13 7%	4 5%	14 11% <sup>dthko</sup>	7 4%	1 22%	
Yes, I looked for information about both my existing tariff and energy use 1022 47% <sup>hi</sup>	117 48% <sup>hi</sup>	125 54% <sup>leghio</sup>	84 65% <sup>abefg</sup> hijkmno	40 40% <sup>u</sup>	97 50% <sup>hi</sup>	74 41% <sup>u</sup>	84 37% <sup>u</sup>	8 18%	67 49% <sup>u</sup>	92 50% <sup>hi</sup>	86 48% <sup>hi</sup>	30 43% <sup>u</sup>	63 49% <sup>u</sup>	73 40% <sup>u</sup>	1 32%	
<b>SUMMARY CODE</b>																
YES 1459 67% <sup>hio</sup>	174 71% <sup>hio</sup>	167 72% <sup>hio</sup>	104 80% <sup>aeafh</sup> io	62 61% <sup>u</sup>	131 67% <sup>hi</sup>	112 63% <sup>u</sup>	92 53%	18 41%	98 72% <sup>hio</sup>	125 69% <sup>hi</sup>	126 70% <sup>hio</sup>	48 68% <sup>hi</sup>	91 70% <sup>hi</sup>	106 58%	4 100%	
No, neither 675 31% <sup>cd</sup>	64 26%	62 27%	22 17%	35 34% <sup>cd</sup>	58 30% <sup>cd</sup>	62 35% <sup>cd</sup>	80 46% <sup>abcdf</sup> jkl	24 53% <sup>abcbde</sup> fghlmn	38 28%	56 31% <sup>cd</sup>	47 26%	22 31% <sup>cd</sup>	31 24%	40% <sup>abcbdj</sup> n	-	
Refused 1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know 52 2%	6 2%	2 1%	4 3%	5 4% <sup>ce</sup>	6 3%	4 2%	2 1%	3 6% <sup>cejk</sup>	1 1%	1 1%	7 4%	1 1%	8 6% <sup>achke</sup>	4 2%	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.162 When you last compared -gas / electricity / gas and electricity- tariffs or supplier, did you look for information about your tariff or your existing energy use?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
Yes, I just looked for information about my existing tariff	303 14%	149 14%	222 14%	236 16%	157 15%	139 14%	191 14%	197 14%	152 13%
Yes, I just looked for information about my existing energy use	134 6%	61 6%	107 7%	108 7%	74 7%	66 7%	93 7%	92 6%	76 6%
Yes, I looked for information about both my existing tariff and energy use	1022 47%	527 51%a	862 55%a	851 57%ab	596 55%a	560 57%ab	657 47%	666 46%	524 44%
<b>SUMMARY CODE</b>									
YES	1459 67%	727 72%a	1191 76%ab	1193 79%ab	826 77%ab	765 77%ab	942 67%	954 67%	752 64%
No, neither	675 31%bcd	271 26%cd	335 21%	283 19%	226 21%	209 21%	439 31%	447 31%	402 34%
Refused	1	1	1	1	1	-	-	1	-
Don't know	52 2%	20 2%	31 2%	24 2%	23 2%	18 2%	29 2%	30 2%	24 2%



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	1299	1150	103	46	231	704	364	389	401	229	280	323	628	237	1062	926	208	145
Weighted Base	1459	1291	116*	53*	266	860	333	491	516	268	185	279	1025	218	1241	1076	235	129
Looked at my bill or direct debit / prepayment statement	432 30%	377 29%	41 35%	15 28%	85 32%	247 29%	101 30%	144 29%	154 30%	85 32%	49 27%	79 28%	306 30%	76 35%	356 29%	319 30%	60 26%	46 36%
Looked at my annual summary or review	262 18%	229 18%	20 17%	13 24%	37 14%	155 18%	69 21%e	92 19%	90 17%	41 15%	39 21%	45 16%	181 18%	38 17%	224 18%	201 19%	34 14%	22 17%
Looked at my account details online	641 44%gkn	580 45%	41 35%	20 38%	115 43%	402 47%g	124 37%	236 48%k	231 45%k	112 42%	62 33%	99 36%	472 46%u	70 32%	571 46%u	489 45%r	105 45%r	42 32%
Rang my supplier	287 20%	255 20%	23 20%	10 18%	62 23%	159 18%	67 20%	81 17%	104 20%	54 20%	48 26%ah	60 21%	201 20%	50 23%	237 19%	200 19%	52 22%	28 22%
(Checked/searched) online / website / internet	22 2%	21 2%	-	1 3%	5 2%	9 1%	9 3%j	6 1%	7 1%	8 3%	1 1%	5 2%	17 2%	2 1%	20 2%	13 1%	8 3%p	2 1%
From meter reading	5 *	5 *	-	-	1 *	3 *	1 *	1 *	3 1%	-	1 *	-	5 *	-	5 *	4 *	1 *	-
Through comparison sites	14 1%	11 1%	1 1%	2 5%ab	1 1%	9 1%	4 1%	9 2%	2 *	3 1%	-	4 1%	8 1%	2 1%	12 1%	13 1%	-	-
Supplier phoned me	5 *	4 *	1 *	-	-	2 *	3 *	1 *	1 *	2 1%	1 1%	2 1%	3 *	5 2%ao	3 *	3 *	-	2 1%
Family / friends / spoke to neighbours	9 1%	8 1%	1 1%	-	-	3 *	6 2%ef	1 *	4 1%	2 1%	2 1%	3 1%	3 1%ao	6 *	3 1%	6 1%	1 *	1 1%
Supplier contacted me (all other references)	10 3%	7 3%	3 2%	-	3 1%	4 *	2 1%	2 *	7 1%	-	-	-	10 1%	1 *	9 1%	10 1%	-	-
Other	37 3%	34 3%	2 1%	2 3%	6 2%	25 3%	6 2%	16 3%	9 2%	8 3%	4 2%	10 4%	25 2%	6 3%	30 2%	29 3%	3 1%	4 3%
Refused	2 *	2 *	-	1 1%	2 1%j	-	1 *	-	2 *	-	1 *	1 *	-	-	2 *	2 *	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - p/q/r  
 \* small base



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1299	1150	103	46	231	704	364	389	401	229	280	323	828	237	1062	926	208	145
Weighted Base	1459	1291	116*	53*	266	860	333	491	516	268	185	279	1025	218	1241	1076	235	129
Don't know	19	18	1	-	1	7	11	9	4	-	6	6	11	8	12	14	3	2
	1%	1%	1%	-	-	1%	3%ae	2%	1%	-	3%ai	2%	1%	3%ao	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1299	2	125	1174	1297	1172	179	1118	1006	293	1083	75	134	775	503	21
Weighted Base	1459	2**	136	1323	1457	1321	199	1258	1127	333	1252	79*	127	871	566	23**
Looked at my bill or direct debit/prepayment statement	432	1	44	388	431	387	56	376	331	101	365	27	36	246	180	7
	30%	53%	32%	29%	30%	29%	28%	30%	29%	30%	29%	34%	29%	28%	32%	31%
Looked at my annual summary or review	262	-	21	241	262	241	38	224	198	64	221	17	25	171	87	4
	19%	-	15%	19%	19%	19%	19%	19%	19%	19%	19%	21%	20%	20%	15%	17%
Looked at my account details online	641	1	52	589	640	588	71	569	481	160	584	27	31	394	240	7
	44% <sup>gm</sup>	47%	38%	45%	44%	45%	36%	45% <sup>g</sup>	43%	46%	47% <sup>gm</sup>	34%	24%	45%	42%	31%
Rang my supplier	287	-	33	254	287	254	47	240	243	45	243	13	30	172	109	7
	20% <sup>h</sup>	-	24%	19%	20%	19%	24%	19%	22% <sup>h</sup>	13%	19%	17%	24%	20%	19%	30%
(Checked/searched) online / website / internet	22	-	3	19	22	19	4	18	16	6	17	5	13	13	9	-
	2%	-	3%	1%	2%	1%	2%	1%	1%	2%	1%	-	4% <sup>ak</sup>	1%	2%	-
From meter reading	5	-	3	2	5	2	3	2	3	2	4	-	1	3	2	-
	*	-	2% <sup>adef</sup>	*	*	*	1% <sup>h</sup>	*	*	1%	*	-	1%	*	*	-
Through comparison sites	14	-	-	14	14	14	-	14	10	5	13	1	-	11	3	-
	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	-
Supplier phoned me	5	-	-	5	5	5	3	2	4	1	3	-	2	4	2	-
	*	-	-	*	*	*	1% <sup>h</sup>	*	*	*	*	-	1%	*	*	-
Family / friends / spoke to neighbours	9	-	2	9	9	6	1	7	7	2	5	2	1	4	5	-
	1%	-	2%	*	1%	*	1%	1%	1%	*	*	2%	1%	*	1%	-
Supplier contacted me (all other references)	10	-	1	9	10	9	3	7	10	-	10	-	-	8	1	-
	*	-	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-	1%	*	-
Other	37	-	7	30	37	30	5	32	27	10	28	2	7	21	16	*
	3%	-	5%	2%	3%	2%	2%	3%	2%	3%	2%	2%	5% <sup>kk</sup>	2%	3%	2%
Refused	2	-	-	2	2	2	-	2	2	-	2	-	-	1	-	2
	*	-	-	*	*	*	-	*	*	-	*	-	-	*	-	7%
Don't know	19	-	-	19	19	19	-	19	15	4	17	-	1	12	7	1
	1%	-	-	1%	1%	1%	-	2%	1%	1%	1%	-	1%	1%	1%	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1289	1187	112	155	38	1206	85	8
Weighted Base	1459	1366	94*	199	31*	1351	98*	11**
Looked at my bill or direct debit / prepayment statement	432 30%	397 29%	36 38%	63 32%	6 20%	398 29%	35 36%	-
Looked at my annual summary or review	262 18%	243 18%	19 20%	27 14%	7 22%	242 18%	16 16%	3 29%
Looked at my account details online	641 44%	629 43%	12 13%	100 50%	12 38%	598 44%	37 38%	6 51%
Rang my supplier (Checked/searched) online / website / internet	287 20%	259 19%	29 31%ab	37 18%	8 27%	270 20%	14 14%	4 34%
From meter reading	22 2%	21 2%	2 2%	2 1%	-	22 2%	-	-
Through comparison sites	5 -	5 -	-	-	-	5 -	-	-
Supplier phoned me	14 1%	14 1%	-	-	-	14 1%	-	-
Family / friends / spoke to neighbours	9 1%	4 -	5 5%ab	1 -	-	7 1%	1 1%	-
Supplier contacted me (all other references)	10 1%	10 1%	-	-	-	10 1%	-	-
Other	37 3%	34 3%	2 3%	6 3%	1 2%	32 3%	3 3%	2 15%
Refused	2 -	2 -	1 -	-	-	2 -	-	-
Don't know	19 1%	16 1%	4 4%ab	1 -	-	15 1%	5 5%af	-

Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1299	853	439	401	1040	898	259	603	614	74	8
Weighted Base	1459	966	485	460	1171	999	289	697	682	75*	7**
Looked at my bill or direct debit/prepayment statement	432 30%	257 27%	174 39%ab	141 31%	357 31%	291 29%	75 28%	194 28%	218 32%	18 25%	2 27%
Looked at my annual summary or review	262 19%	185 19%	72 15%	81 18%	208 18%	180 18%	54 19%	135 19%	114 17%	11 14%	2 27%
Looked at my account details online	641 44%	453 47%c	186 38%	208 45%	527 45%	433 43%	114 40%	323 46%	280 41%	36 48%	3 39%
Rang my supplier	287 20%	199 21%	87 18%	78 17%	227 19%	210 21%	61 21%	153 22%	124 18%	10 13%	1 15%
(Checked/searched) online / website / internet	22 2%	17 2%	5 1%	9 2%	15 1%	14 1%	7 2%	10 1%	11 2%	1 1%	-
From meter reading	5	2	3	3	4	2	1	3	2	-	-
Through comparison sites	14 1%	12 1%	3 1%	3 1%	10 1%	11 1%	4 1%	12 2%	2 *	-	-
Supplier phoned me	5	4	2	-	4	5	2	2	2	1	-
Family / friends / spoke to neighbours	9 1%	4 *	5 1%	2 *	6 1%	7 1%	2 1%	2 *	2 *	2 3%h	2 33%
Supplier contacted me (all other references)	10	6	4	3	8	6	2	9	1	-	-
Other	37 3%	23 2%	14 3%	13 3%	29 3%	24 2%	7 3%	15 2%	20 3%	1 1%	1 8%
Refused	2	2	-	-	1	2	1	-	2	-	-
Don't know	19 1%	11 1%	7 1%	7 2%	14 1%	12 1%	5 2%	5 1%	10 1%	4 5%ah	1 10%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1289	162	140	87	51	112	101	84	16	87	122	115	41	84	87	4	
Weighted Base 1459	174	167	104*	62*	131	112*	92*	18**	98*	105	108	48*	91*	106*	41**	
Looked at my bill or direct debit / prepayment statement	432 30%	63 36%el	44 27%	32 30%	13 20%	35 26%	39 35%	30 32%	10 53%	31 31%	28 23%	16 33%	26 28%	33 31%	1 22%	
Looked at my annual summary or review	262 18%el	25 14%	29 17%el	18 18%el	11 17%	37 28%abchh	29 28%abh	12 13%	1 3%	20 20%el	24 19%el	9 7%	10 18%el	17 19%el	21 19%el	
Looked at my account details online	641 44%	64 37%	75 45%	45 44%	23 38%	64 49%	47 42%	41 44%	3 18%	38 38%	61 48%	69 55%abef	19 40%	42 46%	49 46%	
Rang my supplier (Checked/searched) online / website / internet	287 20%	32 18%	35 21%	26 25%	12 19%	24 18%	21 18%	25 27%	5 28%	18 18%	23 18%	26 21%	7 15%	19 21%	15 14%	
From meter reading	22 2%	6 4%	4 2%	1 1%	2 3%	1 1%	2 1%	2 2%	-	-	1 1%	2 2%	1 3%	-	1 1%	
Through comparison sites	5 -	1 -	2 1%	-	-	-	1 1%	-	-	-	-	-	-	-	1 1%	
Supplier phoned me	14 1%	2 1%	-	-	1 2%	3 2%	1 1%	-	1 1%	1 1%	2 2%	2 5%adko	2 2%	2 2%	-	
Family / friends / spoke to neighbours	5 -	-	-	-	-	-	1 1%	-	-	1 1%	1 1%	1 1%	-	-	1 1%	
Supplier contacted me (all other references)	9 1%	3 2%	1 1%	-	1 2%	-	1 1%	-	-	1 1%	1 1%	-	-	-	1 1%	
Other	10 1%	-	-	-	1 2%	2 1%	2 2%	-	-	3 3%	1 1%	1 1%	-	-	-	
Refused	37 3%	1 1%	5 3%	1 1%	4 6%abo	3 2%	5 4%	1 1%	-	2 2%	3 3%	1 1%	2 3%	8 9%abodfhjko	1 1%	
Don't know	2 -	2 1%	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	
	19 1%	1 1%	3 2%	-	4 3%	3 3%	3 3%	1 1%	-	1 1%	4 3%	1 1%	-	-	1 1%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1299	655	1052	1056	738	680	851	853	689
Weighted Base	1459	737	1191	1193	926	765	942	954	752
Looked at my bill or direct debit / prepayment statement	432 30%	192 28%	371 31% <sup>b</sup>	346 29%	258 31% <sup>b</sup>	252 33% <sup>b</sup>	276 29%	275 29%	222 30%
Looked at my annual summary or review	262 18%	136 18%	217 18%	218 18%	155 19%	136 18%	165 18%	173 18%	131 17%
Looked at my account details online	641 44%	338 46%	529 44%	525 44%	367 44%	312 41%	412 44%	425 45%	318 42%
Rang my supplier	287 20% <sup>d</sup>	183 24% <sup>d</sup>	215 18%	232 19%	154 19%	128 16%	174 18%	175 18%	141 19%
(Checked/searched) online / website / internet	22 2%	12 2%	20 2%	18 2%	12 1%	15 2%	13 1%	16 2%	12 2%
From meter reading	5 -	-	4 -	4 -	1 -	4 -	3 -	5 -	3 -
Through comparison sites	14 1%	12 2%	13 1%	14 1%	10 1%	6 -	4 -	4 -	2 -
Supplier phoned me	5 -	4 1%	2 -	4 -	2 -	1 -	4 -	4 -	2 -
Family / friends / spoke to neighbours	9 1%	2 -	6 1%	2 -	6 1%	2 -	6 1%	5 -	5 1%
Supplier contacted me (all other references)	10 1%	8 1%	4 -	10 1%	4 -	3 -	7 1%	9 1%	7 1%
Other	37 3%	17 2%	27 2%	29 2%	16 2%	22 3%	20 2%	17 2%	18 2%
Refused	2 -	2 -	2 -	2 -	2 -	2 -	2 -	2 -	2 -

Fieldwork : 20/02/15-22/03/15  
Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1299	655	1052	1056	738	680	851	853	689
Weighted Base	1459	737	1191	1193	926	765	942	954	752
Don't know	19	6	14	15	10	11	13	12	12
	1%	7%	7%	7%	7%	7%	7%	7%	2%

To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity/gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1299	1150	103	46	231	704	364	389	401	229	280	323	828	237	1062	926	208	145
Weighted Base	1459	1291	116*	53*	266	860	333	491	516	268	185	279	1025	218	1241	1076	235	129
Very easy	(2) 459	412	26	22	98	269	91	148	166	89	56	84	336	61	398	329	84	42
		31%	22%	41% <sup>c</sup>	37% <sup>g</sup>	31%	27%	30%	32%	33%	30%	30%	33%	26%	32%	31%	36%	33%
Quite easy	(1) 650	589	45	16	124	377	148	203	239	118	90	131	442	101	548	477	102	58
		46%	38%	31%	47%	44%	44%	41%	46%	44%	46%	47%	43%	46%	44%	44%	43%	45%
Neither easy nor difficult	(0) 134	105	20	9	15	88	31	45	43	26	20	26	90	18	116	100	17	14
		8%	17% <sup>ab</sup>	18% <sup>b</sup>	6%	10% <sup>e</sup>	9%	9%	8%	10%	11%	9%	9%	8%	9%	9%	7%	11%
Quite difficult	(-1) 156	134	18	4	26	86	44	64	56	20	15	29	113	24	132	125	23	8
		11%	10%	7%	10%	10%	13%	13% <sup>h</sup>	11%	10%	8%	10%	11%	11%	11%	12%	10%	6%
Very difficult	(-2) 45	36	8	-	2	29	14	21	10	11	3	9	32	10	34	32	7	5
		3% <sup>e</sup>	7% <sup>ab</sup>	-	1%	3% <sup>e</sup>	4% <sup>e</sup>	4%	2%	4%	2%	3%	3%	5%	3%	3%	3%	4%
<b>SUMMARY CODES</b>																		
EASY	1109	1000	70	38	223	646	239	352	404	207	146	215	778	163	946	805	186	100
		78% <sup>c</sup>	61%	72%	84% <sup>afg</sup>	75%	72%	72%	78% <sup>h</sup>	77%	79%	77%	76%	74%	78%	75%	79%	78%
DIFFICULT	200	170	26	4	27	116	58	85	66	31	18	36	145	34	166	158	30	13
		14%	13%	23% <sup>abd</sup>	7%	13%	17% <sup>ie</sup>	17% <sup>h</sup>	13%	12%	10%	13%	14%	16%	13%	15%	13%	10%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	14	-	2	1	10	5	9	2	3	1	2	12	4	12	13	2	1
		1%	-	3%	-	1%	1%	2%	-	1%	1%	1%	2%	2%	1%	1%	1%	1%
<b>Mean Score</b>	<b>0.916<sup>c</sup></b>	<b>0.945<sup>c</sup></b>	<b>0.527</b>	<b>1.092<sup>c</sup></b>	<b>1.103<sup>af</sup></b>	<b>0.906</b>	<b>0.793</b>	<b>0.819</b>	<b>0.963</b>	<b>0.956</b>	<b>0.984</b>	<b>0.916</b>	<b>0.926</b>	<b>0.837</b>	<b>0.930</b>	<b>0.889</b>	<b>0.998</b>	<b>0.984</b>
<b>Standard Deviation</b>	<b>1.056</b>	<b>1.038</b>	<b>1.204</b>	<b>0.957</b>	<b>0.927</b>	<b>1.063</b>	<b>1.115</b>	<b>1.137</b>	<b>1.007</b>	<b>1.058</b>	<b>0.947</b>	<b>1.037</b>	<b>1.070</b>	<b>1.104</b>	<b>1.047</b>	<b>1.066</b>	<b>1.055</b>	<b>1.020</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.014</b>	<b>0.020</b>	<b>0.004</b>	<b>0.002</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.001</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.005</b>	<b>0.007</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity /gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1299	2	125	1174	1297	1172	179	1118	1006	293	1083	75	134	775	503	21
Weighted Base	1459	2**	136	1323	1457	1321	199	1258	1127	333	1252	79*	127	871	566	23**
Very easy	(2) 459	1	35	423	458	422	58	400	338	121	392	22	43	281	174	3
	31%	-	53%	28%	32%	31%	32%	29%	32%	38%	31%	28%	34%	32%	31%	14%
Quite easy	(1) 650	-	53	596	650	596	84	565	511	138	554	34	58	387	252	11
	45%	-	39%	45%	45%	45%	42%	45%	42%	44%	43%	46%	44%	45%	48%	
Neither easy nor difficult	(0) 134	1	15	119	133	118	21	112	111	23	116	8	11	80	52	3
	9%	-	47%	11%	9%	9%	10%	9%	10%	7%	9%	10%	8%	9%	13%	
Quite difficult	(-1) 156	-	23	133	156	133	24	132	119	37	138	11	9	84	68	4
	11%	-	17% <sup>adef</sup>	10%	11%	10%	12%	10%	11%	11%	11%	14%	7%	10%	12%	18%
Very difficult	(-2) 45	-	7	38	45	38	11	34	37	8	39	2	5	30	13	1
	3%	-	2%	3%	3%	3%	5%	3%	3%	2%	3%	3%	4%	3%	2%	7%
<b>SUMMARY CODES</b>																
EASY	1109	1	89	1020	1107	1019	142	965	849	260	946	56	101	688	427	14
	78% <sup>bc</sup>	53%	65%	77% <sup>bc</sup>	78% <sup>bc</sup>	77% <sup>bc</sup>	71%	77%	75%	78%	78%	71%	79%	77%	75%	62%
DIFFICULT	200	-	30	170	200	170	35	166	156	45	176	14	14	113	81	8
	14%	-	22% <sup>adef</sup>	13%	14%	13%	17%	13%	14%	13%	14%	17%	11%	13%	14%	25%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	-	2	14	16	14	1	15	10	5	13	1	1	10	6	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-
<b>Mean Score</b>	<b>0.916<sup>c</sup></b>	<b>1.052</b>	<b>0.649</b>	<b>0.844<sup>c</sup></b>	<b>0.916<sup>c</sup></b>	<b>0.844<sup>c</sup></b>	<b>0.781</b>	<b>0.938</b>	<b>0.891</b>	<b>1.003</b>	<b>0.907</b>	<b>0.792</b>	<b>0.985</b>	<b>0.937</b>	<b>0.904</b>	<b>0.453</b>
<b>Standard Deviation</b>	<b>1.056</b>	<b>1.317</b>	<b>1.192</b>	<b>1.037</b>	<b>1.056</b>	<b>1.037</b>	<b>1.152</b>	<b>1.038</b>	<b>1.055</b>	<b>1.054</b>	<b>1.062</b>	<b>1.107</b>	<b>1.050</b>	<b>1.056</b>	<b>1.048</b>	<b>1.162</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.868</b>	<b>0.012</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.008</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.017</b>	<b>0.008</b>	<b>0.001</b>	<b>0.002</b>	<b>0.064</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity /gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1289	1187	112	155	38	1206	85	8
Weighted Base	1459	1366	94*	199	31*	1351	98*	11**
Very easy	(2) 459	432	27	70	11	431	23	5
Quite easy	(1) 650	607	43	84	17	598	48	4
Neither easy nor difficult	(0) 134	124	10	18	1	124	9	2
Quite difficult	(-1) 156	150	6	23	-	144	11	-
Very difficult	(-2) 45	39	5	7	1	41	4	-
<b>SUMMARY CODES</b>								
EASY	1109	1039	70	154	28	1028	71	9
DIFFICULT	200	190	11	26	1	185	15	-
Refused	-	-	-	-	-	-	-	-
Don't know	16	13	3	1	1	13	3	-
Mean Score	0.916	0.919	0.892	0.965	1.237	0.921	0.892	1.385
Standard Deviation	1.056	1.054	1.084	1.071	0.767	1.057	1.065	0.753
Error Variance	0.001	0.001	0.011	0.007	0.015	0.001	0.014	0.071

To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity /gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1299	853	439	401	1040	898	259	603	614	74	8
Weighted Base	1459	966	485	460	1171	999	289	697	682	75*	7**
Very easy	(2) 459	351	106	154	368	304	91	236	198	23	2
		31%ac	22%	34%	31%	30%	32%	34%	29%	31%	37%
Quite easy	(1) 650	435	209	198	526	452	124	292	321	35	2
		45%	47%	43%	45%	43%	47%	42%	47%	46%	28%
Neither easy nor difficult	(0) 134	69	65	32	101	102	33	63	64	6	1
		9%	7%	13%ab	7%	8%	10%	9%	9%	9%	8%
Quite difficult	(-1) 156	80	75	54	126	101	30	72	76	7	1
		11%	8%	16%ab	12%	10%	10%	10%	11%	9%	12%
Very difficult	(-2) 45	26	19	15	36	29	9	30	14	1	-
		3%	4%	3%	3%	3%	3%	4%u	2%	1%	-
<b>SUMMARY CODES</b>											
EASY	1109	787	316	352	893	757	215	528	518	58	4
		76%ac	65%	76%	76%	76%	75%	76%	76%	77%	64%
DIFFICULT	200	106	94	70	162	131	39	102	90	7	1
		14%	11%	15%ab	14%	12%	13%	15%	12%	9%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	5	10	7	14	9	1	2	8	4	1
		1%	1%	1%	1%	1%	1%	1%	1%	5%ab	15%
<b>Mean Score</b>	<b>0.916c</b>	<b>1.047ac</b>	<b>0.650</b>	<b>0.929</b>	<b>0.920</b>	<b>0.911</b>	<b>0.904</b>	<b>0.910</b>	<b>0.910</b>	<b>1.034</b>	<b>1.042</b>
<b>Standard Deviation</b>	<b>1.056</b>	<b>1.005</b>	<b>1.110</b>	<b>1.092</b>	<b>1.055</b>	<b>1.039</b>	<b>1.058</b>	<b>1.110</b>	<b>1.010</b>	<b>0.926</b>	<b>1.159</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.003</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.002</b>	<b>0.002</b>	<b>0.012</b>	<b>0.182</b>

To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity /gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	PES - SEGMENTS															
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1289	162	140	87	51	112	101	84	16	87	122	115	41	84	87	4	
Weighted Base	1459	174	167	104*	62*	131	112*	92*	18**	98*	105	108	48*	91*	106*	41**	
Very easy	(2) 459	54	38	37	26	55	39	26	5	21	36	34	21	26	40	-	
Quite easy	(1) 659	31% 42%	23% 42%	36% 45%	42% 42%	42% 36%	34% 48%	28% 50%	26% 45%	22% 37%	29% 43%	27% 47%	44% 27%	29% 43%	37% 27%	-	88%
Neither easy nor difficult	(0) 134	15 9%	15 9%	7 7%	4 7%	19 15%	4 3%	7 8%	4 20%	16 16%	13 10%	10 8%	9 19%	8 9%	9 8%	-	
Quite difficult	(-1) 156	27 17%	14 8%	10 10%	6 9%	7 6%	7 7%	8 8%	2 10%	16 16%	12 9%	18 14%	3 6%	15 17%	11 10%	-	12%
Very difficult	(-2) 45	4 9%	3 2%	2 2%	-	2 1%	2 7%	4 4%	-	8 9%	9 7%	4 3%	-	1 7%	1 1%	-	-
<b>SUMMARY CODES</b>																	
EASY	1109	126 74% 74% 74%	136 81% 81% 81%	84 81% 81% 81%	52 84% 84% 84%	102 78% 78% 78%	93 82% 82% 82%	72 78% 78% 78%	13 70% 70% 70%	58 69% 69% 69%	90 72% 72% 72%	94 74% 74% 74%	34 71% 71% 71%	65 72% 72% 72%	85 80% 80% 80%	3 88% 88% 88%	3
DIFFICULT	200	31 18% 18% 18%	17 10% 10% 10%	12 12% 12% 12%	6 9% 9% 9%	6 7% 7% 7%	9 7% 7% 7%	11 14% 14% 14%	2 10% 10% 10%	25 25% 25% 25%	21 17% 17% 17%	21 17% 17% 17%	3 6% 6% 6%	16 18% 18% 18%	11 11% 11% 11%	3 18% 18% 18%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	16	5 3%	1	1	-	1	1	2	-	1	1	1	2	1	1	-	
Mean Score	0.916	0.873	0.925	1.046	1.169	1.121	0.966	0.920	0.863	0.466	0.772	0.828	1.139	0.828	1.077	0.759	
Standard Deviation	1.056	1.102	0.893	0.995	0.918	0.955	1.135	1.036	0.933	1.242	1.187	1.077	0.942	1.072	0.955	0.755	
Error Variance	0.001	0.008	0.005	0.012	0.017	0.008	0.013	0.013	0.004	0.018	0.012	0.010	0.022	0.014	0.011	0.142	

To find the information that you wanted. Q.164 And thinking about the information that you wanted about your existing -gas (electricity /gas and electricity)- tariff or energy use...?  
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1299	655	1052	1056	738	680	851	853	689
Weighted Base	1459	737	1191	1193	926	765	942	954	752
Very easy	(2) 459	240	380	385	254	234	337	358	278
	31%	33%	32%	32%	31%	31%	36% <sup>a</sup>	37% <sup>a</sup>	37% <sup>a</sup>
Quite easy	(1) 650	328	528	547	371	364	445	457	366
	46%	44%	44%	46%	45%	46%	47%	48%	49%
Neither easy nor difficult	(0) 134	69	104	97	81	61	68	60	49
	9%	9%	9%	8%	10%	8%	7%	6%	7%
Quite difficult	(-1) 156	71	128	124	86	83	67	57	40
	11% <sup>gh</sup>	10%	11%	10%	11%	11%	7%	6%	5%
Very difficult	(-2) 45	24	38	32	24	19	17	12	14
	3% <sup>h</sup>	3%	3%	3%	3%	2%	2%	1%	2%
<b>SUMMARY CODES</b>									
EASY	1109	567	908	930	625	588	762	815	644
	76%	77%	76%	79%	79%	76%	83% <sup>a</sup>	85% <sup>a</sup>	86% <sup>a</sup>
DIFFICULT	200	95	166	157	110	102	84	69	53
	14% <sup>gh</sup>	13%	14%	13%	13%	13%	9%	7%	7%
Refused	-	-	-	-	-	-	-	-	-
Don't know	16	6	12	6	9	3	8	10	6
	1%	1%	1%	-	1%	-	1%	1%	1%
<b>Mean Score</b>	0.916	0.940	0.919	0.931	0.912	0.906	1.001 <sup>a</sup>	1.156 <sup>a</sup>	1.145 <sup>a</sup>
<b>Standard Deviation</b>	1.056	1.051	1.064	1.035	1.044	1.021	0.935	0.882	0.892
<b>Error Variance</b>	0.001	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.001





To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	1299	1150	103	46	231	704	364	365	401	229	290	323	828	227	1062	305	208	145
Weighted Base	1459	1291	116*	53*	266	690	333	491	516	268	185	279	1025	218	1241	1076	235	129
Very easy (2)	401	357	28	18	92	229	81	131	133	88	49	70	296	53	349	283	72	42
Quite easy (1)	289	269	22%	35%	39%atg	27%	24%	27%	26%	30%	26%	25%	29%	24%	28%	26%	31%	30%
Neither easy nor difficult (0)	659	597	45	16	122	389	148	215	246	105	93	123	448	105	554	488	101	57
Quite difficult (-1)	45%	46%id	39%	30%	46%	45%	44%	44%	48%	39%	50%	48%	44%	49%	45%	45%	43%	44%
Very difficult (-2)	142	118	15	9	16	89	35	41	49	30	22	28	96	18	125	104	22	14
	10%	9%	13%	18%	7%	10%	17%	8%	9%	11%	12%	10%	9%	8%	10%	10%	9%	11%
	181	155	19	8	25	111	46	65	71	29	17	29	135	24	157	142	28	11
	12%	12%	16%	14%	9%	13%	14%	13%	14%	11%	9%	10%	13%	11%	13%	13%	12%	9%
	63	52	10	-	8	36	19	31	15	12	4	17	41	15	47	47	12	3
	4%	4%	9%ab	-	3%	4%	6%	6%k	3%	5%	2%	6%	4%	7%o	4%	4%	5%	2%
<b>SUMMARY CODES</b>																		
EASY	1060	954	71	34	215	616	229	346	379	193	141	202	744	157	902	771	173	99
DIFFICULT	244	247	62%	64%	81%atg	72%	69%	97	73%	72%	76%	73%	73%	72%	73%	72%	73%	77%
Refused	17%k	16%	25%ab	14%	12%	17%	20%e	20%k	17%	15%	11%	16%	17%	18%	16%	18%	17%	11%
Don't know	13	11	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	0.796e	0.822c	0.497	0.878	1.004af	0.779	0.893	0.722	0.800	0.866	0.896	0.781	0.810	0.721	0.812	0.767	0.823	0.963
Standard Deviation	1.108	1.092	1.287	1.070	1.028	1.105	1.158	1.185	1.065	1.133	0.967	1.125	1.116	1.164	1.098	1.116	1.145	1.016
Error Variance	0.001	0.001	0.015	0.025	0.005	0.002	0.004	0.004	0.003	0.006	0.003	0.004	0.002	0.006	0.001	0.001	0.006	0.007

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1299	2	125	1174	1297	1172	179	1118	1006	293	1083	75	134	775	503	21
Weighted Base	1459	2**	136	1323	1457	1321	199	1258	1127	333	1252	79*	127	871	566	23**
Very easy	(2) 401	1	34	368	400	366	52	348	295	106	337	22	43	249	150	2
		28%	25%	28%	27%	28%	26%	28%	26%	32%	27%	28%	33%	29%	27%	7%
Quite easy	(1) 658	1	55	603	657	602	87	570	518	140	562	35	60	400	243	15
		45%	47%	46%	46%	46%	44%	45%	46%	42%	45%	44%	47%	46%	43%	65%
Neither easy nor difficult	(0) 142	-	16	127	142	127	23	119	118	24	122	10	10	76	62	5
		10%	-	10%	10%	10%	12%	9%	10%	7%	10%	13%	8%	9%	11%	22%
Quite difficult	(-1) 181	-	23	159	181	159	28	155	135	48	164	9	9	105	75	1
		12%	-	12%	12%	12%	13%	12%	12%	14%	13%	11%	7%	12%	13%	8%
Very difficult	(-2) 63	-	6	56	63	56	10	53	51	12	55	2	5	34	29	-
		4%	-	4%	4%	4%	5%	4%	5%	4%	4%	2%	4%	4%	5%	-
<b>SUMMARY CODES</b>																
EASY	1060	2	89	971	1057	969	139	918	813	247	900	57	102	650	394	16
		73%	100%	65%	73%	73%	70%	73%	72%	74%	72%	72%	80%	75%	70%	72%
DIFFICULT	244	-	29	215	244	215	36	208	166	58	219	10	14	139	104	1
		17%	-	16%	17%	16%	18%	17%	17%	17%	17%	13%	11%	16%	18%	6%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	-	3	10	13	10	1	12	9	4	11	1	1	7	6	-
		1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-
<b>Mean Score</b>	<b>0.798</b>	<b>1.526</b>	<b>0.655</b>	<b>0.813</b>	<b>0.797</b>	<b>0.811</b>	<b>0.735</b>	<b>0.807</b>	<b>0.780</b>	<b>0.860</b>	<b>0.776</b>	<b>0.869</b>	<b>0.992</b>	<b>0.841</b>	<b>0.734</b>	<b>0.732</b>
<b>Standard Deviation</b>	<b>1.108</b>	<b>0.659</b>	<b>1.167</b>	<b>1.162</b>	<b>1.169</b>	<b>1.162</b>	<b>1.134</b>	<b>1.105</b>	<b>1.103</b>	<b>1.125</b>	<b>1.118</b>	<b>1.016</b>	<b>1.031</b>	<b>1.091</b>	<b>1.146</b>	<b>0.689</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.217</b>	<b>0.011</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.007</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.014</b>	<b>0.008</b>	<b>0.002</b>	<b>0.003</b>	<b>0.023</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1299	1187	112	155	39	1206	85	8
Weighted Base	1459	1366	94*	199	31*	1351	98*	11**
Very easy	(2) 401	374	27	60	8	378	20	3
		28%	27%	30%	27%	28%	21%	29%
Quite easy	(1) 658	618	41	87	20	601	51	6
		45%	43%	44%	67% <sup>abd</sup>	45%	52%	55%
Neither easy nor difficult	(0) 142	129	14	17	2	132	9	2
		10%	9%	9%	6%	10%	9%	16%
Quite difficult	(-1) 181	177	4	22	-	168	13	-
		12% <sup>cd</sup>	13% <sup>cd</sup>	11% <sup>de</sup>	-	12%	14%	-
Very difficult	(-2) 63	58	5	12	-	60	3	-
		4%	4%	6%	-	4%	3%	-
<b>SUMMARY CODES</b>								
EASY	1060	992	68	147	29	979	71	9
		73%	73%	74%	94% <sup>abd</sup>	73%	73%	84%
DIFFICULT	244	235	9	34	-	228	16	-
		17% <sup>cd</sup>	17%	17% <sup>de</sup>	-	17%	16%	-
Refused	-	-	-	-	-	-	-	-
Don't know	13	11	3	1	-	11	2	-
		1%	1%	1%	-	1%	2%	-
<b>Mean Score</b>	<b>0.798</b>	<b>0.792</b>	<b>0.893</b>	<b>0.811</b>	<b>1.212a</b>	<b>0.798</b>	<b>0.764</b>	<b>1.135</b>
<b>Standard Deviation</b>	<b>1.108</b>	<b>1.111</b>	<b>1.068</b>	<b>1.164</b>	<b>0.542</b>	<b>1.116</b>	<b>1.029</b>	<b>0.686</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.010</b>	<b>0.009</b>	<b>0.008</b>	<b>0.001</b>	<b>0.013</b>	<b>0.059</b>

To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1299	853	439	401	1040	898	259	603	614	74	8
Weighted Base	1459	906	485	460	1171	999	289	697	682	75*	7**
Very easy	(2) 401	315	85	135	314	267	88	205	174	20	2
		28% <sub>c</sub>		29%	27%	27%	30%	29%	25%	27%	37%
Quite easy	(1) 658	453	200	201	542	457	116	303	318	35	2
		45%		44%	46%	46%	40%	44%	47%	47%	28%
Neither easy nor difficult	(0) 142	72	70	36	103	107	39	67	71	4	1
		10%	14% <sub>ab</sub>	8%	9%	11%	14% <sub>de</sub>	10%	10%	5%	8%
Quite difficult	(-1) 181	92	90	57	150	124	31	90	81	9	1
		12% <sub>b</sub>	18% <sub>ab</sub>	12%	12%	12%	11%	12%	12%	12%	12%
Very difficult	(-2) 63	30	32	25	50	38	13	31	29	2	-
		4%	7% <sub>b</sub>	5%	4%	4%	4%	4%	4%	3%	-
<b>SUMMARY CODES</b>											
EASY	1080	768	285	336	856	723	203	508	492	55	4
		73% <sub>c</sub>		73%	73%	72%	70%	73%	72%	74%	64%
DIFFICULT	244	122	122	82	200	162	44	121	111	11	1
		17% <sub>b</sub>	13%	18%	17%	16%	15%	17%	16%	15%	12%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	4	7	6	11	7	1	-	8	4	1
	1% <sub>h</sub>		2% <sub>b</sub>	1%	1%	1%	1%	-	1% <sub>h</sub>	5% <sub>ab</sub>	15%
Mean Score	0.798 <sub>c</sub>	0.966 <sub>ac</sub>	0.453	0.800	0.794	0.797	0.816	0.805	0.780	0.882	1.042
Standard Deviation	1.108	1.034	1.178	1.157	1.106	1.086	1.119	1.092	1.092	1.065	1.159
Error Variance	0.001	0.001	0.003	0.003	0.001	0.001	0.005	0.002	0.002	0.016	0.192

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	PES - SEGMENTS															
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1259	162	146	87	51	112	101	84	16	87	122	115	41	84	87	4	
Weighted Base	1459	174	167	104*	62*	131	112*	92*	18**	98*	125	128	48*	91*	106*	4**	
Very easy (2)	401	47	28	35	22	47	34	24	5	21	30	30	18	24	35	-	
	28% 45%	27% 44%	17% 60% abdj] kimo	34% 45%	38% 45%	38% 40%	30% 47%	30% 48%	26% 41%	22% 39%	24% 46%	24% 42%	38% 30%	27% 49%	33% 37%	-	
Quite easy (1)	658	77	100	46	28	52	53	45	7	38	58	53	14	44	39	3	
	45%	44%	69% kimo	45%	45%	46%	47%	48%	11%	45%	48%	46%	14%	44%	39%	88%	
Neither easy nor difficult (0)	142	18	17	8	3	13	8	8	2	13	15	14	8	4	12	-	
	10%	10%	10%	8%	4%	10%	7%	8%	14%	13%	12%	11%	17% un	5%	11%	-	
Quite difficult (-1)	181	20	17	11	8	12	11	11	3	16	14	26	5	10	17	-	
	12%	11%	10%	10%	12%	9%	9%	12%	19%	16%	11%	20% adcdj	11%	11%	16%	12%	
Very difficult (-2)	63	7	4	3	2	6	7	4	-	10	8	2	-	7	2	-	
	4%	4%	2%	3%	3%	5%	6%	4%	-	11% admo	6%	2%	-	8%	2%	-	
<b>SUMMARY CODES</b>																	
EASY	1060	125	129	81	50	98	87	68	12	59	88	83	32	68	74	3	
	73% 72%	72% 77% 78% 79% 81% 75% 77% 74%	77% 78% 79% 81% 75% 77% 74%	78% 81% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%	81% 78% 79% 81% 75% 77% 74%
DIFFICULT	244	27	21	14	9	19	17	15	3	26	22	28	5	18	19	-	
	17% 17%	16% 13%	13% 14%	14% 15%	14% 15%	14% 15%	14% 15%	14% 15%	14% 15%	27% adcdj	17% 22%	22% 20%	11% 20%	11% 20%	16% 18%	12% 12%	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	13	5	1	-	-	1	-	2	-	-	1	1	2	-	1	-	
	1%	3%	-	-	-	1%	-	2%	-	-	1%	1%	4%	-	1%	-	
<b>Mean Score</b>	<b>0.798</b>	<b>0.811</b>	<b>0.789</b>	<b>0.852</b>	<b>0.808</b>	<b>0.824</b>	<b>0.806</b>	<b>0.816</b>	<b>0.747</b>	<b>0.851</b>	<b>0.717</b>	<b>0.660</b>	<b>0.906</b>	<b>0.743</b>	<b>0.846</b>	<b>0.759</b>	
<b>Standard Deviation</b>	<b>1.108</b>	<b>1.101</b>	<b>0.829</b>	<b>1.066</b>	<b>1.076</b>	<b>1.130</b>	<b>1.127</b>	<b>1.083</b>	<b>1.073</b>	<b>1.287</b>	<b>1.138</b>	<b>1.115</b>	<b>1.027</b>	<b>1.208</b>	<b>1.116</b>	<b>0.755</b>	
<b>Error Variance</b>	<b>0.001</b>	<b>0.008</b>	<b>0.006</b>	<b>0.013</b>	<b>0.023</b>	<b>0.011</b>	<b>0.013</b>	<b>0.014</b>	<b>0.072</b>	<b>0.019</b>	<b>0.011</b>	<b>0.011</b>	<b>0.026</b>	<b>0.017</b>	<b>0.014</b>	<b>0.142</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



To understand the information that you found Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity> tariff or energy use...?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1299	855	1052	1056	738	680	851	853	689
Weighted Base	1459	737	1191	1193	826	765	942	954	752
Very easy	(2) 401	202	329	333	221	206	297	313	238
		27%	28%	28%	27%	27%	31%	33%a	32%
Quite easy	(1) 658	343	540	552	379	353	460	476	384
		45%	47%	46%	46%	46%	49%	50%a	51%a
Neither easy nor difficult	(0) 142	73	114	115	88	75	76	77	57
		10%	10%	10%	11%	10%	8%	8%	8%
Quite difficult	(-1) 181	88	152	147	104	100	81	61	48
		12%g	13%	12%	13%	13%	9%	6%	6%
Very difficult	(-2) 63	28	47	42	28	29	22	16	17
		4%g	4%	3%	3%	4%	2%	2%	2%
<b>SUMMARY CODES</b>									
EASY	1060	545	889	885	600	559	756	789	622
		73%	74%	74%	73%	73%	80%a	83%a	83%a
DIFFICULT	244	116	199	188	132	129	102	78	65
		17%g	16%	16%	16%	17%	11%	8%	9%
Refused	-	-	-	-	-	-	-	-	-
Don't know	13	3	8	4	6	2	8	11	8
		1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	0.798	0.822	0.805	0.831	0.806	0.796	0.934a	1.068a	1.045a
Standard Deviation	1.108	1.080	1.101	1.076	1.075	1.094	0.976	0.908	0.928
Error Variance	0.001	0.002	0.001	0.001	0.002	0.002	0.001	0.001	0.001

Q.164 And thinking about the information that you wanted about your existing <gas / electricity / gas and electricity> tariff or energy use, how easy or difficult was it...? - Summary

Table

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

		To find the information that you wanted	To understand the information that you found
Unweighted Base		1299	1299
Weighted Base		1459	1459
Very easy	(2)	459 31%	401 28%
Quite easy	(1)	650 45%	658 45%
Neither easy nor difficult	(0)	134 9%	142 10%
Quite difficult	(-1)	156 11%	181 12%
Very difficult	(-2)	45 3%	63 4%
<b>SUMMARY CODES</b>			
EASY		1109 76%	1060 73%
DIFFICULT		200 14%	244 17%
Refused		.	.
Don't know		16 1%	13 1%
<b>Mean Score</b>		<b>0.916</b>	<b>0.768</b>
<b>Standard Deviation</b>		<b>1.066</b>	<b>1.108</b>
<b>Error Variance</b>		<b>0.001</b>	<b>0.001</b>

Q.165 And when you compared or switched gas / electricity / gas and electricity, supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	356	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1612	1522	374	260
I used an online/website price comparison service (e.g. Uswitch, Money Supermarket)	1008 46%kl	888 46%	78 43%	42 49%	220 53%ag	621 50%ag	167 31%	341 51%ajk	389 52%ajk	175 42%k	104 28%	166 33%	742 51%al	127 34%	881 49%an	736 48%ar	181 48%ar	77 30%
I rang my supplier	345 16%	305 16%	32 18%	7 9%	59 14%	181 15%	104 19%af	84 13%	109 15%	83 20%ah	69 19%h	81 16%	227 16%	70 19%	275 16%	239 16%	51 14%	49 19%
I rang other suppliers	95 4%	87 5%	6 4%	1 1%	22 5%	57 5%	16 3%	21 3%	38 5%	15 4%	21 6%h	25 2%	59 4%	15 4%	80 5%	58 4%	17 4%	20 8%ap
I looked at my supplier's own website	228 10%k	208 11%	15 8%	5 6%	45 11%	141 11%	42 8%	77 12%k	84 11%k	46 11%k	21 6%	38 8%	175 12%l	32 9%	195 11%	177 12%r	29 8%	18 7%
I looked at the websites of other suppliers	117 5%	106 6%	9 5%	1 2%	34 8%atg	60 5%	23 4%	33 5%	53 7%k	17 4%	14 4%	18 6%	85 6%	17 5%	100 6%	85 6%	25 7%r	7 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	70 3%	64 3%	5 3%	1 1%	19 5%l	29 2%	22 4%	19 3%	10 1%	19 5%u	23 6%ah	32 6%am	33 2%	17 5%	53 3%	36 2%	15 4%	19 7%ap
A friend or family member told me about it	129 6%	114 6%	8 4%	7 9%	24 6%	69 6%	36 7%	31 5%	37 5%	32 8%	29 8%h	42 8%am	74 5%	26 7%	104 6%	80 5%	26 7%	24 9%ap
A supplier salesperson knocked at my door	86 4%	71 4%	10 6%	5 6%	11 3%	50 4%	25 5%	19 3%	19 3%	17 4%	31 8%ahj	34 7%am	42 3%	22 6%o	64 4%	55 4%	7 2%	23 9%apq
A new supplier phoned me	63 3%	51 3%	6 3%	6 7%ab	9 2%	30 2%	25 5%l	12 2%	12 2%	15 4%u	24 7%ah	32 6%am	26 2%	19 5%ao	44 2%	35 2%	9 2%	18 7%apq
I saw an advert	51 2%j	45 2%	4 2%	2 3%	8 2%	15 1%	28 5%aef	13 2%	17 2%	13 3%	9 2%	18 3%am	25 2%	11 3%	41 2%	37 2%	5 1%	7 3%
I phoned a comparison service	30 1%	25 1%	6 3%	-	5 1%	16 1%	10 2%	5 1%	10 1%	7 2%	9 2%h	3 1%	21 1%	8 2%	22 1%	17 1%	5 1%	7 3%p
Written communication or marketing material from supplier	78 4%	63 3%	10 6%	4 5%	10 2%	35 3%	33 6%aef	22 3%	28 4%	13 3%	15 4%	19 4%	44 3%	17 5%	61 3%	60 4%iq	6 2%	8 3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	356	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	280
Through a collective (group) switching campaign organised by a third party (e.g. council/chart	28	25	1	1	3	12	13	14	7	1	5	5	19	9	19	20	3	4
	1%	1%	1%	2%	1%	1%	2%	2%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%
Supplier rang/contacted me	22	21	1	-	2	10	11	9	5	2	7	9	11	8	15	18	1	3
	1%	1%	1%	-	*	1%	2%	1%	1%	*	2%	2%	1%	2%	1%	1%	*	1%
Don't want to change/swap	8	7	-	*	1	5	3	2	4	-	2	2	6	1	7	3	-	3
	*	*	-	1%	*	1%	1%	*	*	-	1%	*	*	*	*	*	-	1%
Which (magazine)	7	7	-	-	-	2	5	5	2	-	-	-	7	3	4	7	-	-
	*	*	-	-	-	1%	1%	1%	*	-	-	*	*	1%	*	*	-	-
Articles in the media	9	8	1	-	-	6	4	2	4	3	*	5	1	1	8	9	-	-
	*	*	1%	-	-	1%	1%	*	1%	1%	*	1%	*	*	*	1%	-	-
Other	44	36	7	1	6	25	11	16	15	5	8	13	27	4	40	23	14	7
	2%	2%	4%	1%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	4%	3%
None	4	3	-	1	1	3	*	-	2	1	1	4	-	2	2	*	-	4
	*	*	-	1%	*	*	*	-	*	*	*	1%	*	1%	*	*	-	1%
Refused	16	14	1	-	5	8	3	3	8	2	2	*	5	1	15	13	1	2
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	*	1%
Don't know	96	81	13	2	12	46	38	36	26	13	22	27	55	29	67	60	20	13
	4%	4%	7%	2%	3%	4%	7%	5%	3%	3%	6%	5%	4%	8%	4%	4%	5%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.165 And when you compared or switched gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
I used an online website price comparison service (e.g. USwitch, Money Supermarket)	1008 46%mo	1 29%	94 50%	914 46%	1007 46%	913 46%	152 52%h	855 45%	712 42%	296 55%ai	886 49%um	52 41%um	71 27%	615 51%aop	388 41%p	5 13%
I rang my supplier	345 16%j	-	30 16%	315 16%	345 16%	315 16%	48 16%	297 16%	307 19%aj	38 7%	275 15%	21 16%	46 17%	192 16%	135 14%	17 48%ano
I rang other suppliers	95 4%	-	7 4%	88 4%	95 4%	88 4%	9 3%	86 5%	80 5%	15 3%	71 4%	4 3%	21 8%ak	42 3%	49 5%	4 11%un
I looked at my supplier's own website	229 10%im	-	18 10%	210 10%	229 10%	210 10%	22 8%	205 11%	196 12%j	31 6%	211 12%um	9 7%	11 4%	130 11%	84 10%	4 10%
I looked at the websites of other suppliers	117 5%	-	6 3%	111 5%	117 5%	106 5%	11 4%	106 5%	90 5%	27 5%	97 5%	8 6%	11 4%	84 5%	52 5%	2 5%
I spoke to a supplier salesperson in the street/shopping centre / public place	70 3%	-	5 3%	65 3%	70 3%	65 3%	7 3%	63 3%	44 3%	26 5%j	42 2%	2 2%	22 8%akl	31 3%	39 4%	-
A friend or family member told me about it	129 6%in	-	10 5%	120 6%	129 6%	120 6%	15 5%	114 6%	74 4%	56 10%ai	94 5%	9 7%	27 10%ak	49 4%	79 8%an	-
A supplier salesperson knocked at my door	86 4%	1 32%	4 2%	82 4%	85 4%	81 4%	15 5%	70 4%	61 4%	26 5%	52 3%	5 4%	32 12%aki	30 3%	54 6%an	2 4%
A new supplier phoned me	63 3%	1 32%	4 2%	59 3%	62 3%	58 3%	5 2%	57 3%	53 3%	10 2%	43 2%	4 3%	19 7%ak	34 3%	28 3%	1 2%
I saw an advert	51 2%	-	9 5%df	43 2%	51 2%	43 2%	11 4%	40 2%	43 3%	8 2%	43 2%	6 5%	5 2%	28 2%	23 2%	1 3%
I phoned a comparison service	30 1%	-	1 1%	30 1%	30 1%	30 1%	5 2%	25 1%	23 1%	7 1%	21 1%	4 3%k	6 2%	20 2%	10 1%	1 2%
Written communication or marketing material from supplier	78 4%j	-	6 3%	72 4%	78 4%	72 4%	10 3%	68 4%	74 4%ij	4 1%	66 4%	6 5%	5 2%	51 4%	25 3%	3 7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.165 And when you compared or switched gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Through a collective (group) switching campaign organised by a third party (e.g. council/charit	28	-	-	28	28	28	2	26	16	12	23	1	4	19	9	-
Supplier rang/contacted me	22	-	4	18	22	18	4	18	18	4	19	2	2	13	8	1
Don't want to change/swap	9	-	2	6	8	6	4	4	6	2	6	1	2	2	5	-
Which (magazine)	7	-	3	4	7	4	3	4	4	3	7	-	-	5	2	-
Articles in the media	9	-	1	8	9	8	1	8	7	2	5	3	1	5	4	-
Other	44	1	3	42	43	41	3	40	36	9	30	3	12	19	24	1
None	4	-	-	4	4	4	-	4	2	2	1	-	3	1	3	-
Refused	16	-	1	15	15	14	2	14	13	3	14	-	1	11	5	-
Don't know	96	-	7	88	96	88	5	91	76	20	71	9	14	57	55	3
	4%	-	4%	4%	4%	4%	2%	5%	5%	4%	4%	2%	5%	3%	6%	9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1008 46%ce	990 50%ac	18 8%	183 64%ae	22 34%	924 46%	75 47%	9 79%
I rang my supplier	345 16%	285 14%	59 27%ab	40 14%	8 13%	316 16%	29 18%	1 5%
I rang other suppliers	95 4%	85 4%	10 4%	18 6%	3 4%	87 4%	8 5%	-
I looked at my supplier's own website	228 10%cd	225 11%ce	3 1%	18 6%	4 6%	212 11%	16 10%	-
I looked at the websites of other suppliers	117 5%e	114 6%e	3 1%	10 4%	2 3%	107 5%	10 6%	-
I spoke to a supplier salesperson in the street/shopping centre / public place	70 3%	59 3%	12 5%	7 3%	6 10%ad	68 3%	3 2%	-
A friend or family member told me about it	129 6%	104 5%	25 11%ab	19 7%	5 8%	110 5%	19 12%af	-
A supplier salesperson knocked at my door	86 4%	66 3%	20 9%ab	4 1%	7 10%ad	76 4%	11 7%	-
A new supplier phoned me	63 3%	49 2%	14 6%ab	4 1%	3 4%	61 3%	2 1%	-
I saw an advert	51 2%	37 2%	14 6%ab	4 1%	-	49 2%	2 1%	-
I phoned a comparison service	30 1%	25 1%	5 2%	2 1%	1 1%	28 1%	1 1%	-
Written communication or marketing material from supplier	78 4%e	62 3%	16 7%ab	3 1%	2 3%	71 4%	5 3%	2 16%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1893	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Through a collective (group) switching campaign organised by a third party (e.g. council/chart)	28 1%	25 1%	3 1%	-	2 3% <sup>d</sup>	28 1%	2 1%	-
Supplier rang/contacted me	22 1%	19 1%	3 2%	1 *	1 1%	22 1%	-	-
Don't want to change/swap	8 *	6 *	2 1%	-	1 1%	7 *	1 *	-
Which (magazine)	7 *	6 *	1 *	-	-	7 *	-	-
Articles in the media	9 *	5 *	4 2% <sup>ab</sup>	-	-	9 *	-	-
Other	44 2%	38 2%	6 3%	7 2%	4 6% <sup>a</sup>	41 2%	4 2%	-
None	4 *	2 *	2 1% <sup>ab</sup>	2 1%	1 1%	4 *	-	-
Refused	16 1%	14 1%	1 1%	-	-	16 1%	-	-
Don't know	96 4%	73 4%	23 10% <sup>ab</sup>	8 3%	1 2%	86 4%	9 6%	-

Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
I used an online website price comparison service (e.g. USwitch, Money Supermarket)	1068 48% <i>cj</i>	655 52% <i>ac</i>	347 38%	412 52% <i>aefg</i>	859 47% <i>lg</i>	597 42%	179 41%	474 55% <i>aij</i>	468 43% <i>ij</i>	65 31%	2 9%
I rang my supplier	345 16% <i>id</i>	197 16%	146 16%	83 10%	270 15% <i>id</i>	262 19% <i>ade</i>	75 17% <i>id</i>	146 17% <i>ij</i>	173 16%	23 11%	2 10%
I rang other suppliers	95 4%	48 4%	47 5%	33 4%	78 4%	62 4%	17 4%	43 5%	40 4%	9 4%	3 12%
I looked at my supplier's own website	229 10% <i>id</i>	141 11%	86 9%	86 7%	174 10% <i>id</i>	172 12% <i>id</i>	54 12% <i>id</i>	110 13% <i>ij</i>	102 9%	15 7%	-
I looked at the websites of other suppliers	117 5% <i>j</i>	83 7% <i>c</i>	33 4%	30 4%	84 5%	87 6% <i>de</i>	33 8% <i>de</i>	57 7% <i>ij</i>	56 5%	4 2%	-
I spoke to a supplier salesperson in the street (shopping centre / public place)	70 3% <i>g</i>	30 2%	39 4% <i>b</i>	30 4% <i>g</i>	65 4% <i>g</i>	41 3%	5 1%	22 3%	35 3%	13 6% <i>ah</i>	1 4%
A friend or family member told me about it	129 6%	60 5%	66 7% <i>b</i>	53 7%	102 6%	76 5%	28 6%	35 4%	68 6%	21 10% <i>ah</i>	5 23%
A supplier salesperson knocked at my door	86 4% <i>h</i>	41 3%	45 5%	30 4%	77 4% <i>g</i>	56 4%	9 2%	14 2%	52 5% <i>h</i>	17 8% <i>ah</i>	4 18%
A new supplier phoned me	63 3% <i>g</i>	27 2%	36 4% <i>b</i>	36 5% <i>afg</i>	61 3% <i>g</i>	27 2%	2 0%	20 2%	33 3%	10 5%	-
I saw an advert	51 2%	26 2%	24 3%	13 2%	36 2%	39 3%	16 4% <i>d</i>	25 3%	24 2%	1 1%	1 4%
I phoned a comparison service	36 1%	23 2%	7 1%	14 2%	23 1%	16 1%	8 2%	11 1%	16 1%	3 1%	-
Written communication or marketing material from supplier	78 4% <i>d</i>	33 3%	44 5% <i>b</i>	10 1%	49 3% <i>d</i>	68 5% <i>de</i>	29 7% <i>ade</i>	33 4%	37 3%	7 3%	1 6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.165 And when you compared or switched gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Through a collective (group) switching campaign organised by a third party (e.g. council/charit	28	15	12	14	25	13	2	15	10	3	1
	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%
Supplier rang/contacted me	22	8	15	4	17	18	5	6	14	2	-
	1%	1%	2% <sup>b</sup>	1%	1%	1%	1%	1%	1%	1%	-
Don't want to change/swap	9	1	7	4	5	4	3	2	5	1	-
	-	-	1% <sup>b</sup>	1%	1%	-	1%	-	1%	-	-
Which (magazine)	7	4	3	2	7	5	-	5	2	-	-
	-	-	-	-	-	-	-	1%	-	-	-
Articles in the media	9	7	3	4	7	5	2	2	6	1	-
	-	1%	-	1%	-	-	-	-	1%	-	-
Other	44	23	18	16	34	29	10	19	22	4	-
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	-
None	4	2	2	1	4	3	-	1	3	-	-
	-	-	-	-	-	-	-	-	-	-	-
Refused	16	12	3	7	10	9	6	-	13	3	-
	1% <sup>h</sup>	1%	-	1%	1%	1%	1%	-	1% <sup>h</sup>	1% <sup>h</sup>	-
Don't know	98	39	54	39	69	57	27	15	52	22	8
	4% <sup>h</sup>	2%	6% <sup>b</sup>	5%	4%	4%	6%	2%	5% <sup>h</sup>	11% <sup>h</sup>	30%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing

Q.165 And when you compared or switched gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	226	213	112	95	172	168	170	42	125	181	171	68	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
I used an online/website price comparison service (e.g. Uswitch, Money Supermarket)	1008	125	106	75	48	94	60	67	14	64	83	96	38	61	74	3
I rang my supplier	345	40	37	26	15	24	26	32	7	25	32	31	6	26	17	-
I rang other suppliers	95	12	14	6	2	3	5	12	2	5	6	10	1	5	13	-
I looked at my supplier's own website	228	28	32	11	6	26	21	15	4	11	28	16	1	9	19	-
I looked at the websites of other suppliers	117	6	12	7	1	21	17	6	2	8	13	9	1	7	7	-
I spoke to a supplier salesperson in the street/shopping centre / public place	70	6	6	4	1	8	1	12	3	3	-	1	4	8	-	
A friend or family member told me about it	129	9	18	6	6	15	8	15	2	6	10	9	4	7	13	1
A supplier salesperson knocked at my door	86	7	4	-	3	8	5	9	5	4	5	5	6	5	8	-
A new supplier phoned me	63	6	3	1	3	7	7	6	4	1	4	4	5	4	7	-
I saw an advert	51	2	4	4	-	5	4	3	-	4	8	5	2	1	8	-
I phoned a comparison service	30	1	-	4	2	4	1	5	1	4	1	3	-	2	-	-
Written communication or marketing material from supplier	78	5	4	2	8	6	9	3	4	7	12	5	4	6	5	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2034	236	213	112	95	172	168	170	42	125	181	171	88	122	155	4	
Weighted Base 2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**	
Through a collective (group) switching campaign organised by a third party (e.g. council/chart)	28 1%	5 2%	2 1%	2 1%	-	2 1%	5 3%	1 *	1 2%	-	2 1%	4 2%	1 2%	-	3 2%	-
Supplier rang/contacted me	22 1%	2 1%	6 3%af	-	-	-	1 1%	2 1%	1 2%	-	1 *	-	3 2%f	5 3%f	-	-
Don't want to change/swap	8 *	2 1%	-	1 *	-	-	-	1 *	-	1 1%	1 1%	-	-	-	2 1%	-
Which (magazine)	7 *	2 1%	1 *	-	-	1 1%	-	-	-	1 1%	2 1%	-	-	-	-	-
Articles in the media	9 *	1 *	1 1%	-	1 1%	-	-	1 1%	2 1%	-	1 1%	-	-	-	1 1%	-
Other	44 2%	11 4%ah	3 1%	1 1%	2 2%	3 2%	7 4%h	1 4%	5 4%h	5 3%	2 1%	1 1%	1 1%	1 1%	2 1%	-
None	4 *	-	1 *	-	1 1%	-	-	-	-	-	-	-	1 1%	-	2 1%a	-
Refused	16 1%	4 2%	6 3%agf	2 1%	-	2 1%	-	-	1 1%	1 *	-	-	-	-	-	-
Don't know	96 4%	9 3%	10 4%	5 3%	4 2%	7 4%	10 6%	10 6%	3 2%	9 5%	6 3%	5 3%	2 2%	8 5%	9 5%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	967	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1008 46%g	453 44%	861 55%ab	775 52%ab	549 51%ab	534 54%ab	596 42%	628 44%	482 41%
I rang my supplier	345 16%h	211 20%acdef	210 13%	236 16%	166 15%	126 13%	239 17%	240 17%	198 17%
I rang other suppliers	95 4%	50 5%	76 5%	64 4%	52 5%	42 4%	65 5%	62 4%	52 4%
I looked at my supplier's own website	228 11%	139 13%act	165 11%	191 13%af	123 11%	88 9%	158 11%	156 11%	116 10%
I looked at the websites of other suppliers	117 6%	55 5%	102 7%	100 7%	81 8%a	71 7%	78 6%	75 5%	63 5%
I spoke to a supplier salesperson in the street/shopping centre / public place	70 3%	26 3%	34 2%	34 2%	28 3%	27 3%	46 3%	48 3%	43 4%
A friend or family member told me about it	129 6%	46 4%	81 5%	69 5%	58 5%	52 5%	98 7%	94 7%	90 8%
A supplier salesperson knocked at my door	86 4%b	22 2%	56 4%	54 4%	42 4%b	47 5%b	40 4%	56 4%	56 5%
A new supplier phoned me	63 3%	18 2%	39 2%	29 2%	23 2%	23 2%	38 3%	37 3%	30 3%
I saw an advert	51 2%	22 2%	47 3%	42 3%	37 3%	32 3%	33 2%	33 2%	27 2%
I phoned a comparison service	30 1%	16 2%	25 2%	21 1%	14 1%	13 1%	18 1%	22 2%	16 1%

Fieldwork : 20/02/15-22/03/15  
Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.165 And when you compared or switched -gas / electricity / gas and electricity- supplier or tariff, how did you find out about the deals offered?  
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1453	1178
Written communication or marketing material from supplier	78 4%	52 5%cd	39 2%	50 3%	32 3%	20 2%	65 5%	62 4%	58 5%
Through a collective (group) switching campaign organised by a third party (e.g. council/charit	28 1%	16 2%	22 1%	16 1%	13 1%	11 1%	12 1%	14 1%	11 1%
Supplier rang/contacted me	22 1%	19 2%cd	7 -	11 1%	4 -	3 -	16 1%	14 1%	11 1%
Don't want to change/swap	8 -	5 -	2 -	2 -	1 -	2 -	6 -	7 -	6 -
Which (magazine)	7 -	4 -	4 -	6 -	3 -	3 -	6 -	5 -	3 -
Articles in the media	9 -	4 -	6 -	5 -	5 -	5 1%	9 1%	6 -	6 -
Other	44 2%	22 2%	26 2%	30 2%	17 2%	23 2%	28 2%	29 2%	24 2%
None	4 -	- -	3 -	3 -	3 -	3 -	1 -	3 -	1 -
Refused	16 1%	2 -	11 1%	9 1%	7 1%	9 1%	15 1%	14 1%	14 1%
Don't know	96 4%cd	39 4%cd	41 3%	32 2%	34 3%	21 2%	58 4%	54 4%	50 4%



Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	1306	1151	102	53	247	678	381	370	372	220	344	377	783	269	1037	862	218	180
Weighted Base	1414	1252	108*	55*	269	759	346	458	477	253	228	313	947	238	1178	1003	231	155
Yes, I feel I'm paying less now	892	792	67	32	169	512	211	297	285	172	138	199	607	143	749	661	120	94
63% <sup>iq</sup>	63% <sup>iq</sup>	62%	59%	63%	64%	61%	65%	60%	68%	67%	64%	64%	60%	64%	66% <sup>iq</sup>	62%	52%	60%
Yes, I feel I'll be paying less in the long term	286	248	23	14	64	152	70	84	117	46	40	52	194	46	240	189	57	33
20%	20%	22%	26%	24%	19%	20%	18%	24% <sup>ka</sup>	16%	16%	16%	16%	20%	19%	20%	19%	25%	21%
No	152	139	11	2	26	92	32	46	49	25	33	38	99	29	123	100	33	19
11%	11%	10%	3%	10%	12%	9%	10%	10%	12%	10%	15%	12%	11%	12%	10%	10%	14%	12%
Refused	3	3	-	-	-	3	-	-	1	-	-	-	1	-	3	1	1	-
Don't know	82	69	7	6	8	40	33	30	26	11	15	25	46	18	64	52	19	10
6%	6%	6%	11%	3%	5%	10% <sup>laef</sup>	7%	5%	4%	7%	8%	5%	6%	5%	5%	5%	6%	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1306	2	95	1211	1304	1209	161	1143	928	378	1081	57	162	812	470	24
Weighted Base	1414	2**	102*	1312	1412	1310	177	1235	1008	407	1213	59*	146	869	500	26**
Yes, I feel I'm paying less now	892	-	89	823	892	823	108	783	609	283	776	29	90	587	287	18
	63%o	-	67%	63%	63%	63%	61%	63%	60%	70%ai	64%	50%	62%	66%o	57%	69%
Yes, I feel I'll be paying less in the long term	286	2	11	275	284	273	43	241	207	79	258	10	24	182	103	1
	20%ic	100%	70%	21%uc	20%ic	21%uc	24%	20%	21%	19%	21%	17%	16%	20%	21%	4%
No	152	-	16	137	152	137	21	131	120	32	112	13	24	77	71	4
	11%	-	15%	10%	11%	10%	12%	11%	12%ij	8%	9%	22%ak	17%ak	9%	14%un	17%
Refused	3	-	-	3	3	-	-	3	1	-	3	-	-	-	3	-
	*	-	-	*	*	-	-	*	*	-	*	-	-	-	1%	-
Don't know	82	-	7	75	82	75	5	77	71	11	67	7	8	43	36	3
	6%	-	7%	6%	6%	6%	3%	6%	7%j	3%	6%	11%	5%	5%	7%	10%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1306	1160	146	146	80	1209	92	5
Weighted Base	1414	1295	119	184	44*	1304	105*	6**
Yes, I feel I'm paying less now	892	820	72	115	29	832	55	4
	69%	63%	60%	63%	66%	64%g	53%	72%
Yes, I feel I'll be paying less in the long term	286	269	17	40	10	257	27	2
	20%	21%	14%	22%	22%	20%	26%	28%
No	152	137	15	20	6	134	18	-
	11%	11%	13%	11%	13%	10%	17%h	-
Refused	3	3	-	-	-	3	-	-
	-	-	-	-	-	-	-	-
Don't know	82	67	15	9	-	78	4	-
	6%	5%	13%ab	6%	-	6%	4%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Column Total (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1306	735	557	668	1150	638	156	612	560	127	7
Weighted Base	1414	823	577	716	1242	698	172	697	586	125	7**
Yes, I feel I'm paying less now	892 63%cg	551 67%cb	332 58%	474 66%fg	807 65%fg	417 60%fg	85 49%	462 66%hj	365 62%ij	62 50%	2 26%
Yes, I feel I'll be paying less in the long term	286 20%	176 21%	107 19%	151 21%	250 20%	135 19%	36 21%	140 20%	115 20%	30 24%	1 22%
No	152 11%fd	76 9%	74 13%cb	55 8%	115 9%	97 14%de	37 22%adef	68 10%	68 12%	16 12%	1 12%
Refused	3	1	1	-	-	3	3	-	1	1	-
Don't know	82 6%b	18 2%	62 11%ab	36 5%	70 6%	46 7%	12 7%	27 4%	36 6%	16 13%af	3 40%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
\*\* very small base (under 30) ineligible for sig testing

Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

Total (a)	PSS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorksirr e (o)	NA (p)
Unweighted Base	1306	137	74	58	110	105	113	22	80	120	114	41	78	100	2
Weighted Base	1414	161	148	89*	65*	129*	113*	23**	86*	124	121	41*	83*	120*	1**
Yes, I feel I'm paying less now	892	96	89	52	49	100	74	10	57	64	72	23	50	82	1
	63% <i>ak</i>	60% <i>ak</i>	60% <i>ak</i>	58% <i>ak</i>	78% <i>abkm</i>	77% <i>abck</i>	65% <i>ak</i>	45% <i>ak</i>	66% <i>ak</i>	52% <i>ak</i>	60% <i>ak</i>	55% <i>ak</i>	60% <i>ak</i>	69% <i>ak</i>	100% <i>ak</i>
Yes, I feel I'll be paying less in the long term	286	41	36	24	7	11	20	23	18	29	22	14	15	21	-
	20% <i>al</i>	25% <i>ael</i>	24% <i>ael</i>	27% <i>ael</i>	11% <i>al</i>	8% <i>al</i>	17% <i>al</i>	21% <i>al</i>	26% <i>al</i>	23% <i>al</i>	18% <i>al</i>	33% <i>ael</i>	18% <i>al</i>	18% <i>al</i>	-
No	152	16	14	12	4	14	13	10	5	16	17	1	14	9	-
	11% <i>al</i>	10% <i>al</i>	10% <i>al</i>	13% <i>al</i>	6% <i>al</i>	11% <i>al</i>	12% <i>al</i>	9% <i>al</i>	22% <i>al</i>	13% <i>al</i>	14% <i>al</i>	3% <i>al</i>	17% <i>al</i>	8% <i>al</i>	-
Refused	3	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	0% <i>al</i>	1% <i>al</i>	-	-	-	-	-	-	-	-	1% <i>al</i>	-	-	-	-
Don't know	82	6	9	1	5	5	6	4	2	5	8	4	5	7	-
	6% <i>al</i>	4% <i>al</i>	6% <i>al</i>	1% <i>al</i>	8% <i>al</i>	4% <i>al</i>	6% <i>al</i>	3% <i>al</i>	7% <i>al</i>	6% <i>al</i>	12% <i>abkth</i>	7% <i>al</i>	9% <i>al</i>	6% <i>al</i>	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.166 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 / electricity / gas and electricity> tariff or supplier?

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

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS						TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1306	854	821	834	414	401	843	863	708
Weighted Base	1414	937	923	929	467	446	905	931	749
Yes, I feel I'm paying less now	892	586	599	604	285	280	582	609	503
	63%	63%	65%	65%	61%	63%	64%	65%	67%
Yes, I feel I'll be paying less in the long term	286	178	197	196	98	104	199	208	171
	20%	19%	21%	21%	21%	23%	22%	22%	23%
No	152	114	89	93	61	48	79	74	45
	11%	12%	10%	10%	13%	11%	9%	8%	6%
Refused	3	3	3	3	3	3	3	3	3
	-	-	-	-	1%	1%	-	-	-
Don't know	82	56	35	34	21	11	42	38	28
	6%	6%	4%	4%	5%	2%	5%	4%	4%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1298	1470	1896	3278	1080	4854	3643	1143	1050
Price increases	1776	1528	161	86	400	985	391	384	621	374	397	500	1068	259	1517	1109	342	296
	30%kg	30%	29%	27%	35%ag	32%ig	23%	29%	33%ahk	30%	27%	28%	33%al	24%	31%n	30%	30%	28%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180	156	23	2	32	104	44	64	52	42	22	41	125	23	158	132	28	19
	3%dkr	3%id	4%id	1%	3%	3%	3%	5%iak	3%ik	3%ik	2%	2%	4%id	2%	3%in	4%ir	2%	2%
Other mentions of clearer information for energy consumers	159	141	12	6	20	106	33	59	49	31	20	24	120	22	137	123	18	14
	3%kqj	3%	2%	2%	2%	3%ag	2%	4%iajk	3%ik	2%ik	1%	1%	4%ial	2%	3%	3%iqj	2%	1%
Poor customer service	547	466	50	30	75	324	148	153	190	104	100	142	355	83	464	395	78	64
	9%kqj	9%	9%	10%	7%	10%ie	9%ie	11%iajk	10%ik	8%	7%	7%	11%ial	8%	10%	11%iaqr	7%	6%
Simpler structures for tariffs	326	285	31	11	50	205	72	99	113	73	42	63	230	41	285	244	49	27
	6%kqj	6%	6%	3%	4%	7%ag	4%	7%iaak	6%ik	6%ik	3%	3%	7%ial	4%	6%in	7%iaqr	4%ir	3%
Removal of some discounts	104	90	8	6	18	73	14	26	38	24	17	24	71	14	90	76	12	16
	2%id	2%	1%	2%	2%	2%ig	1%	2%	2%ik	2%	1%	1%	2%id	1%	2%	2%id	1%	1%
There is more competition	404	342	34	28	54	227	123	107	135	96	66	115	244	77	326	276	55	66
	7%kqj	7%	6%	9%	5%	7%ie	7%ie	8%ik	7%ik	8%ik	4%	6%	7%	7%	8%ik	8%ik	5%	6%
Plans to freeze energy prices	380	331	38	11	83	211	86	101	147	74	59	103	247	44	336	282	62	51
	6%kqj	7%id	7%id	3%	7%ig	7%ig	5%	6%ik	8%ik	6%ik	4%	5%	8%id	4%	7%in	7%ir	5%	5%
Energy on the government \political agenda	294	265	21	8	49	174	70	109	120	37	28	66	212	38	256	215	40	32
	5%kqj	5%id	4%	2%	4%	6%ig	4%	6%iajk	6%iajk	3%	2%	3%	6%ial	3%	5%in	6%iqj	4%	3%
Power cut issues	111	97	9	5	18	67	28	38	34	22	18	33	71	20	91	75	19	17
	2%	2%	2%	1%	2%	2%	2%	3%ik	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%
Green \ environmental issues	303	265	25	13	53	187	63	108	112	47	35	59	219	42	261	221	49	27
	5%kqj	5%	4%	4%	5%	6%ig	4%	6%iajk	6%ik	4%ik	2%	3%	7%ial	4%	6%in	6%iqj	4%ir	3%
Energy suppliers over charging/profit margins	737	621	76	40	101	431	205	228	270	125	114	161	522	133	604	550	95	84
	12%kqj	12%	14%	13%	9%	14%ie	12%ie	17%iajk	14%ik	10%ik	8%	8%	16%ial	12%	12%	15%iaqr	8%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Fewer energy tariffs	129	111	10	7	11	87	31	41	40	27	20	38	79	18	111	96	18	9
Price reductions	1077	950	86	41	165	637	275	283	352	223	219	295	686	178	899	745	166	147
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/web site	63	58	4	2	10	40	13	24	21	10	9	14	44	12	52	45	11	5
Market investigation \ referral to Competition and Markets Authority (CMA)	126	106	18	2	17	82	27	40	49	23	14	27	92	17	109	100	14	11
Olgem firing energy suppliers	224	180	34	10	32	143	50	68	75	49	32	54	157	29	195	163	32	25
Price comparison websites in the news	343	290	36	17	51	209	83	83	131	70	59	86	224	60	282	257	42	40
Power to Switch campaign	223	190	22	11	25	117	82	78	77	38	31	64	142	49	174	165	32	22
Fracking	4	4	-	-	-	3	1	1	-	1	1	-	3	3	1	3	-	1
Price fixing/cartels (being investigated)	21	15	4	2	3	16	2	10	6	2	2	3	18	2	19	17	4	-
Prices being capped	13	12	1	-	4	6	3	5	3	4	1	2	11	-	13	12	1	-
People being ripped off	40	36	3	-	6	20	11	7	17	9	7	11	23	14	25	29	5	5
More power stations required/being built	2	2	-	-	-	2	-	2	-	-	-	-	2	-	2	2	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Solar panels	7	6	-	1	2	2	2	3	2	-	2	-	6	1	6	4	2	1
Smart meters	11	11	-	-	-	10	1	2	5	1	2	4	6	1	10	7	-	3
On TV	16	13	1	1	3	3	10	3	7	2	4	9	6	7	8	9	4	2
In papers	2	1	-	1	-	-	2	-	1	1	-	1	-	2	-	1	-	1
British Gas (any mention)	7	6	1	1	1	5	1	-	1	2	4	5	2	3	4	1	1	4
First Utility (any mention)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-
NPower (any mention)	9	7	-	2	-	7	2	3	1	5	-	3	6	2	7	9	-	-
EON (any mention)	3	2	1	-	1	2	-	-	-	-	3	1	2	2	1	-	2	1
The Big 6 (any mention)	13	11	2	-	-	11	2	3	4	5	1	2	9	1	11	9	2	2
(Being told to) shop around/compare/switch	92	76	13	3	8	46	39	26	32	19	16	27	54	20	72	64	17	10
Can save money (by switching)	24	19	2	3	1	18	5	7	12	2	4	6	17	5	20	17	1	6
Director's/bosses pay/bonuses	5	4	-	1	1	2	3	1	-	2	2	5	-	1	4	3	1	2
Problems with switching/difficult to switch	12	10	2	-	1	10	1	3	7	1	1	3	9	4	8	7	2	4

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Easier to switch	31	27	1	3	6	16	9	14	9	2	5	4	19	7	23	19	8	3
Monopoly/lack of competition	15	13	3	-	2	4	9	10	3	1	1	4	10	2	13	13	2	-
Have not been regulated/need to be regulated	7	6	1	-	-	6	1	7	-	-	-	-	7	2	5	3	2	2
Tariffs/bills are complicated	31	28	1	2	2	20	9	14	10	5	2	3	24	8	23	28	1	2
Rebates/reimbursements/in of receiving rebates/not being reimbursed	6	6	1	-	-	3	3	-	2	3	2	4	2	1	6	3	1	2
Wholesale prices/price reductions not being passed on to customer	166	133	16	18	9	109	49	63	61	32	11	18	132	30	136	132	19	14
Russia/Ukraine/Middle East/China (possible) difficulty obtaining power from Russia/Ukraine/Middle East/China	3	3	-	-	-	-	3	1	1	-	-	-	1	1	1	2	-	-
Short supply of power/low reserves (in UK)	3	3	-	-	1	-	2	-	1	2	-	2	1	2	1	3	-	-
Expensive	17	13	2	2	4	9	4	1	12	3	2	3	12	5	12	13	3	1
Transparency/lack of transparency	10	10	-	1	-	8	2	7	2	1	-	1	8	2	8	9	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
All other general negative comments (greedy, crooks etc)	71	58	5	9	9	37	26	16	19	23	13	20	42	18	53	51	10	8
Tariffs/about tariffs (no detail)	4	4	-	-	-	1	2	1	2	-	-	-	4	1	2	2	1	-
All the same/they're all the same	12	10	-	2	-	10	3	-	6	3	3	3	9	3	9	10	2	-
Not getting the best deals for being loyal	16	11	1	3	-	14	2	5	3	7	-	2	13	1	15	13	3	-
Meters/pre-payment meters (all references)	7	5	1	1	3	3	-	2	2	-	3	2	4	1	6	1	2	4
Bad publicity/complaints/gen eral problems	24	19	3	2	-	16	9	6	10	9	3	4	19	7	18	20	1	3
Energy companies making a loss/losing money/profits are down	8	8	-	-	-	5	3	3	2	2	-	3	5	3	5	6	-	2
Energy companies being investigated/suspended/taken to court	13	10	3	-	1	9	3	4	4	3	2	5	4	5	7	8	3	1
Sales calls/doorstep sales	12	11	1	-	-	7	5	5	5	-	2	2	4	2	10	8	3	1
They hide the best tariffs/don't tell you the best price(s)	5	5	1	-	-	5	-	3	-	1	1	-	5	1	5	4	1	1
Confusing/misleading information	16	13	3	-	-	8	8	4	5	6	1	2	11	2	13	14	1	1
Nothing	1125	963	109	59	200	489	345	185	315	217	438	517	443	240	884	513	301	291
	19%hmp	19%	19%	19%	20%atg	16%	20%l	12%	17%h	18%h	29%ahj	27%am	14%	22%ao	18%	14%	26%ap	28%ap

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Other	162	135	18	8	21	80	60	37	58	37	29	44	82	32	129	106	32	18
	3%	3%	3%	3%	2%	3%	4%	3%	3%	3%	2%	2%	2%	3%	3%	3%	3%	2%
Refused	36	31	4	2	6	18	11	9	14	5	8	12	13	6	30	21	5	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	7%	1%	*	1%	1%	1%	*	1%
Don't know	681	582	66	34	143	319	220	102	192	171	217	253	283	118	563	352	162	167
	11% <sup>hmp</sup>	11%	12%	11%	13%	10%	13%	8%	10%	14%	15%	13%	9%	11%	12%	10%	13%	16%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11**	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934		608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Price increases	1778	5	173	1603	1771	1596	212	1559	1463	313	1314	250	287	722	1036	16
		30% <sup>u</sup>	28%	30%	30%	30%	32%	30%	29%	33% <sup>v</sup>	31% <sup>u</sup>	25%	27%	32% <sup>o</sup>	29%	23%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180	-	22	158	180	158	22	158	162	18	145	18	15	73	104	3
		3% <sup>m</sup>	4%	3%	3%	3%	3%	3%	3% <sup>ij</sup>	2%	3% <sup>m</sup>	3% <sup>m</sup>	1%	3%	3%	4%
Other mentions of clearer information for energy consumers	159	-	20	139	159	139	18	141	143	16	133	17	12	80	76	4
		3% <sup>m</sup>	3%	3%	3%	3%	3%	3%	3%	2%	3% <sup>m</sup>	2% <sup>m</sup>	1%	4% <sup>uo</sup>	2%	6%
Poor customer service	547	4	55	492	543	488	68	475	458	89	422	51	77	212	328	7
		9% <sup>m</sup>	9%	9%	9%	9%	10%	9%	9%	9%	10% <sup>m</sup>	9%	7%	9%	9%	10%
Simpler structures for tariffs	326	4	31	295	322	291	44	278	278	48	271	30	24	154	170	3
		6% <sup>m</sup>	37%	5%	6%	5%	7%	5%	6%	5%	6% <sup>m</sup>	5% <sup>m</sup>	2%	7% <sup>ao</sup>	5%	4%
Removal of some discounts	104	-	15	89	104	89	11	93	84	20	82	11	10	42	63	-
		2%	-	2%	2%	2%	2%	2%	2%	2%	2% <sup>m</sup>	2%	1%	2%	2%	-
There is more competition	404	-	46	358	404	358	47	357	350	54	301	48	54	163	235	6
		7% <sup>m</sup>	8%	7%	7%	7%	7%	7%	7%	6%	7% <sup>m</sup>	8% <sup>m</sup>	5%	7%	6%	9%
Plans to freeze energy prices	380	3	41	339	378	337	48	330	305	76	295	39	43	161	217	3
		6% <sup>m</sup>	26%	7%	6%	6%	7%	6%	6%	8% <sup>u</sup>	7% <sup>m</sup>	7% <sup>m</sup>	4%	7%	6%	4%
Energy on the government political agenda	294	3	27	267	291	264	28	263	242	52	237	28	27	140	152	2
		5% <sup>m</sup>	30%	4%	3%	3%	4%	3%	3%	6%	6% <sup>m</sup>	5% <sup>m</sup>	3%	6% <sup>ao</sup>	4%	2%
Power cut issues	111	-	16	95	111	95	18	93	94	17	85	9	17	55	55	1
		2%	-	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	2% <sup>uo</sup>	2%	1
Green / environmental issues	303	2	43	259	301	258	45	256	241	62	248	28	27	133	168	1
		5% <sup>m</sup>	15%	7% <sup>adef</sup>	5%	5%	5%	5%	5%	6%	6% <sup>m</sup>	4%	3%	6% <sup>uo</sup>	5%	2%
Energy suppliers over charging/profit margins	737	2	91	646	735	644	78	657	601	136	570	85	88	307	424	6
		12% <sup>m</sup>	20%	15%	12%	12%	12%	12%	12%	14%	14% <sup>m</sup>	14% <sup>m</sup>	8%	14% <sup>uo</sup>	12%	9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Fewer energy tariffs	129	-	19	110	129	110	19	110	110	19	109	14	6	59	69	-
	2% <sub>m</sub>	-	3%	2%	2%	2%	3%	2%	2%	2%	3% <sub>m</sub>	2% <sub>m</sub>	1%	3%	2%	1%
Price reductions	1077	3	104	974	1075	971	133	941	892	185	848	84	140	468	595	14
	18% <sub>m</sub>	26%	17%	18%	18%	20%	18%	18%	20%	20% <sub>alm</sub>	14%	13%	21% <sub>lao</sub>	16%	16%	20%
Ofgem's Be an Energy Shopper/Go Energy Shopping campaign/website	63	-	13	50	63	50	11	52	56	7	49	6	6	26	37	-
	1%	-	2% <sub>ladef</sub>	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-
Market investigation \ referral to Competition and Markets Authority (CMA)	126	2	16	110	124	108	24	100	104	22	109	8	6	56	69	1
	2% <sub>m</sub>	20%	3%	2%	2%	2%	4% <sub>lah</sub>	2%	2%	2%	3% <sub>m</sub>	1%	1%	2%	2%	1%
Ofgem firing energy suppliers	224	-	25	199	224	199	26	198	181	44	178	20	26	111	113	-
	4% <sub>m</sub>	4%	4%	4%	4%	4%	4%	4%	4%	5%	4% <sub>m</sub>	3%	3%	5% <sub>lao</sub>	3%	1%
Price comparison websites in the news	343	1	39	304	342	303	41	301	289	54	283	32	28	149	191	3
	6% <sub>m</sub>	11%	6%	6%	6%	6%	6%	6%	6%	7% <sub>m</sub>	5% <sub>m</sub>	3%	3%	7% <sub>o</sub>	5%	5%
Power to Switch campaign	223	-	26	197	223	194	29	194	190	34	187	14	22	106	114	3
	4% <sub>m</sub>	-	4%	4%	4%	4%	4%	4%	4%	4% <sub>m</sub>	2%	2%	5% <sub>o</sub>	3%	4%	
Fracking	4	-	4	4	4	4	-	4	1	3	3	-	1	3	-	
	-	-	-	-	-	-	-	-	-	1 <sub>al</sub>	-	-	-	-	-	
Price fixing/cartels (being investigated)	21	-	2	19	21	19	-	21	13	8	18	1	1	11	9	-
	-	-	-	-	-	-	-	-	-	1% <sub>al</sub>	-	-	-	1%	-	
Prices being capped	13	-	2	11	13	11	2	11	10	3	9	-	3	6	7	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
People being ripped off	40	-	7	33	40	33	3	36	39	1	33	3	2	15	23	2
	1%	-	1%	1%	1%	1%	1%	1%	1% <sub>ij</sub>	-	1% <sub>m</sub>	1%	-	1%	1%	2%
More power stations required/being built	2	-	-	2	2	2	-	2	-	2	-	-	-	-	-	2% <sub>lao</sub>
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Solar panels	7	-	2	5	7	5	-	7	7	-	3	2	2	1	6	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Smart meters	11	-	-	11	11	11	-	11	9	2	6	-	5	3	8	-
On TV	16	-	1	14	16	14	3	13	14	2	11	1	8	8	-	-
In papers	2	-	-	2	2	2	-	2	2	-	1	1	-	-	1	1
British Gas (any mention)	7	-	-	7	7	7	2	5	6	1	3	1	3	4	3	-
First Utility (any mention)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	-	-	1	1	1	-	1	-	-	1	-	-	1	-	-
NPower (any mention)	9	-	-	9	9	9	1	8	6	3	9	-	-	7	2	-
EON (any mention)	3	-	-	3	3	3	1	2	3	-	-	-	3	-	3	-
The Big 6 (any mention)	13	-	1	11	13	11	-	13	12	1	12	-	3	7	4	2
(Being told to) shop around/compare/switch	92	-	10	82	92	82	11	81	79	14	67	7	17	43	49	-
Can save money (by switching)	24	-	6	19	24	19	1	23	20	4	20	1	4	4	20	-
Director/bosses pay/bonuses	5	-	1	4	5	4	1	4	4	2	3	1	2	-	5	-
Problems with switching/difficult to switch	12	-	-	12	12	12	1	12	8	4	7	1	4	4	7	1
Easier to switch	31	-	4	26	31	26	7	24	24	7	21	5	5	9	21	-
	1%	-	1%	-	1%	-	1%	-	-	1%	1%	1%	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Monopoly/lack of competition	15	-	4	11	15	11	2	13	11	4	13	1	-	10	5	-
Have not been regulated/need to be regulated	7	-	-	7	7	7	-	7	7	-	6	1	-	4	2	1
Tariffs/bills are complicated	31	-	3	28	31	28	1	30	29	2	27	4	1	17	14	-
Rebates/reimbursements/ not receiving rebates/not being reimbursed	6	-	-	6	6	6	-	6	5	2	5	1	-	2	4	-
Wholesale prices/price reductions not being passed on to customer	168	-	22	144	166	144	19	147	128	38	147	12	11	78	85	3
Russia/Ukraine/Middle East/China/gas from Russia/Ukraine/Middle East/China (possible difficulty obtaining power from Russia/Ukraine/Middle East/China)	3	-	-	3	3	3	-	3	3	-	3	-	-	1	1	-
Short supply of power/low reserves (in UK)	3	-	-	3	3	3	-	3	2	1	3	-	-	-	3	-
Expensive	17	-	2	15	17	15	1	16	17	-	13	4	1	6	10	-
Transparency/lack of transparency	10	-	1	10	10	10	-	10	7	4	10	-	-	5	4	2
All other general negative comments (greedy, crooks etc)	71	-	8	63	71	63	11	60	53	19	52	3	14	21	49	1
	1%	-	1%	1%	1%	1%	2%	1%	1%	2%	1%	-	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
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Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Tariffs/about tariffs (no detail)	4	-	1	2	4	2	-	4	4	-	1	2	1	2	-	-
All the same/they're all the same	12	-	2	11	12	11	2	11	10	2	10	2	2	3	10	-
Not getting the best deals for being loyal	16	-	1	15	16	15	2	13	11	5	14	1	-	4	12	-
Meters/pre-payment meters (all references)	7	-	1	6	7	6	1	6	6	1	1	-	5	-	6	-
Bad publicity/complaints/general problems	24	-	1	23	24	23	2	22	15	9	21	3	1	10	14	-
Energy companies making a loss/losing money/profits are down	8	-	-	8	8	8	-	8	6	1	7	-	1	3	4	-
Energy companies being investigated/suspended/taken to court	13	-	-	12	13	12	1	11	10	2	9	-	3	4	9	-
Sales calls/doorstep sales	12	-	-	12	12	12	1	10	10	2	7	1	4	1	10	-
They hide the best tariffs/don't tell you the best price(s)	5	-	1	4	5	4	1	5	5	-	3	1	-	3	1	2
Confusing/misleading information	16	-	3	13	16	13	4	12	13	3	11	2	2	10	5	-
Nothing	1125	1	132	993	1123	991	108	1015	972	153	651	155	309	318	797	9
Other	162	3%	21	141	162	141	22	140	142	20	120	11	30	70	87	5
Refused	36	-	3	33	36	33	7	29	26	9	24	4	5	9	26	-
	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
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Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Don't know	681	1	55	627	680	625	63	617	576	106	435	82	155	196	477	9
	11% <sup>n</sup>	1%	9%	12%	11%	12%	10%	12%	12%	11%	10%	14% <sup>k</sup>	15% <sup>m</sup>	9%	13% <sup>o</sup>	12%

Fieldwork : 20/02/15-22/03/15  
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	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Price increases	1776	1502	273	225	63	1574	194	7
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180	32%ac	21	39%ae	27%	29%	35%af	33%
Other mentions of clearer information for energy consumers	159	3%ac	2	4%	2%	165	13	2
Poor customer service	547	461	86	51	8	505	40	2
Simpler structures for tariffs	328	10%ac	7%	9%ae	3%	9%	7%	8%
Removal of some discounts	104	29%	43	33	6	310	13	3
There is more competition	404	6%ac	3%	6%ae	2%	6%ag	2%	14%
Plans to freeze energy prices	380	90	14	17	1	94	9	2
Energy on the government \ political agenda	294	2%	1%	3%ae	1%	2%	2%	8%
Power cut issues	111	404	83	42	4	365	36	2
Green \ environmental issues	303	7%ac	6%	7%ae	2%	7%	6%	10%
Energy suppliers over charging/profit margins	737	380	55	53	7	341	35	5
Fewer energy tariffs	129	6%ac	4%	9%ae	3%	6%	6%	21%
		260	33	30	4	269	23	2
		91	2%	5%ae	2%	5%	4%	10%
		20	2%	9	4	102	8	2
		2%	2%	1%	2%	2%	1%	8%
		272	31	24	4	273	28	2
		6%ac	2%	4%	2%	5%	5%	8%
		633	104	75	12	687	44	5
		14%ac	6%	15%ae	5%	13%ag	6%	20%
		110	19	16	1	121	4	3
		2%ac	1%	3%ae	-	2%ag	1%	14%

Fieldwork : 20/02/15-22/03/15  
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		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Price reductions	1077	892	185	115	27	994	78	6
	18% <sup>ca</sup>	19% <sup>ca</sup>	14% <sup>ca</sup>	20% <sup>ca</sup>	11% <sup>ca</sup>	19% <sup>g</sup>	14% <sup>g</sup>	20% <sup>g</sup>
Ogem's Be an Energy Shopper/Go Energy Shopping campaign/website	63	53	10	3	1	60	3	-
	1%	1%	1%	1%	*	1%	1%	-
Market investigation \ referral to Competition and Markets Authority (CMA)	126	111	15	6	2	117	8	2
	2% <sup>ca</sup>	2% <sup>ca</sup>	1%	1%	1%	2%	1%	8%
Ogem firing energy suppliers	224	204	21	21	5	205	15	5
	4% <sup>ca</sup>	4% <sup>ca</sup>	2%	4%	2%	4%	3%	22%
Price comparison websites in the news	343	288	55	34	3	319	22	2
	6% <sup>ca</sup>	6% <sup>ca</sup>	4%	6% <sup>ca</sup>	1%	6%	4%	8%
Power to Switch campaign	223	176	48	12	1	208	13	2
	4% <sup>ca</sup>	4%	4%	2%	*	4%	2%	10%
Fracking	4	3	*	*	-	4	-	-
	*	*	*	*	-	*	-	-
Price fixing/cartels (being investigated)	21	20	1	3	1	18	3	-
	*	* <sup>c</sup>	*	1%	*	*	*	-
Prices being capped	13	12	1	1	-	13	-	-
	*	*	*	*	-	*	-	-
People being ripped off	40	34	6	5	1	38	2	-
	1%	1%	*	1%	*	1%	*	-
More power stations required/being built	2	2	-	-	-	2	-	-
	*	*	-	-	-	*	-	-
Solar panels	7	5	2	2	1	5	2	-
	*	*	*	*	*	*	*	-
Smart meters	11	8	3	2	-	11	-	-
	*	*	*	*	-	*	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
On TV	16	10	6	1	-	16	-	-
In papers	2	-	2	-	-	2	-	-
British Gas (any mention)	7	5	2	-	-	5	2	-
First Utility (any mention)	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	-	1	-	-	1	-	-
NPower (any mention)	9	8	1	-	-	9	-	-
EON (any mention)	3	3	-	-	2	3	-	-
The Big 6 (any mention)	13	9	4	1	1%ad	13	-	-
(Being told to) shop around/compare/switch	92	66	26	4	-	86	4	1
Can save money (by switching)	24	19	6	2	-	22	2	-
Director/s/bosses pay bonuses	5	2	3	-	-	5	-	-
Problems with switching/difficult to switch	12	12	-	1	-	12	-	-
Easier to switch	31	26	5	2	1	27	4	-
Monopoly/lack of competition	15	14	1	-	-	14	1	-

Fieldwork : 20/02/15-22/03/15  
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		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	24	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Have not been regulated/need to be regulated	7	7	-	-	-	7	-	-
Tariffs/bills are complicated	31	26	4	3	-	27	4	-
Rebates/reimbursement/in of receiving rebates/not being reimbursed	6	4	2	-	-	6	1%	-
Wholesale prices/price reductions not being passed on to customer	166	151	15	18	-	165	-	1
Russia/Ukraine/Middle East/China/gas from Russia/Ukraine/Middle East/China (possible) difficulty obtaining power from Russia/Ukraine/Middle East/China	3	2	-	-	-	3	-	-
Short supply of power/low reserves (in UK)	3	1	2	1	-	3	-	-
Expensive	17	15	2	2	1	15	2	-
Transparency/lack of transparency	10	10	-	-	-	10	-	-
All other general negative comments (greedy, crooks etc)	71	59	12	5	2	69	1	1
Tariffs/about tariffs (no detail)	4	2	1	-	-	4	-	-
All the same/they're all the same	12	10	2	-	-	12	1	-

Fieldwork : 20/02/15-22/03/15  
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Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Not getting the best deals for being loyal	16	14	1	1	-	14	-	2
Meters/pre-payment meters (all references)	7	6	*	-	1	7	-	6%
Bad publicity/complaints/gen eral problems	24	18	6	2	-	22	2	-
Energy companies making a loss/losing money/profits are down	8	8	-	2	-	8	-	-
Energy companies being investigated/suspended/dt aken to court	13	8	5	1	-	12	1	-
Sales calls/doorstep sales	12	9	3	-	-	11	1	-
They hide the best tariffs/don't tell you the best price(s)	5	5	1	-	-	5	-	-
Confusing/misleading information	16	12	4	2	-	14	2	-
Nothing	1125	784	340	99	84	980	143	1
	19%ab	17%	26%ab	17%	36%ad	19%	26%af	6%
Other	162	125	36	14	4	156	5	-
	3%g	3%	3%	2%	2%	3%g	1%	-
Refused	36	25	11	1	1	32	4	-
	1%	1%	1%	-	1%	1%	1%	-
Don't know	681	461	220	49	40	569	88	4
	11%b	10%	17%ab	8%	17%ad	11%	16%af	19%

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	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Price increases	1778	812	932	290	1052	1488	724	305	565	639	267
	30%ak	35%ac	27%	37%aefg	31%ig	29%	29%	34%ajk	33%ajk	30%k	22%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180	86	93	24	125	156	56	33	71	60	16
	3%gk	4%c	3%	3%	4%g	3%g	2%	4%k	4%ajk	3%k	1%
Other mentions of clearer information for energy consumers	159	75	84	19	112	140	48	43	47	60	10
	3%gk	3%	2%	2%	3%g	3%g	2%	5%ajk	3%k	3%k	1%
Poor customer service	547	230	313	72	334	475	213	102	182	185	77
	9%k	10%	9%	9%	10%	9%	8%	12%ajk	11%jk	9%k	7%
Simpler structures for tariffs	328	146	177	43	220	283	106	64	129	99	34
	6%gk	6%	5%	5%	7%g	6%g	4%	7%jk	8%ajk	5%k	3%
Removal of some discounts	104	51	52	20	68	84	36	23	33	42	6
	2%k	2%	1%	3%g	2%	2%	1%	3%k	2%k	2%k	-
There is more competition	404	195	204	61	232	343	171	72	125	150	58
	7%k	6%ac	6%	8%	7%	7%	7%	8%k	7%k	7%k	5%
Plans to freeze energy prices	380	177	201	61	251	319	129	85	120	131	45
	6%gk	8%c	6%	8%g	7%g	6%	5%	10%ajk	7%k	6%k	4%
Energy on the government / political agenda	294	141	148	52	203	242	91	70	103	96	22
	5%gk	6%c	4%	7%g	6%atg	5%g	4%	8%ajk	6%jk	6%k	2%
Power cut issues	111	45	66	18	67	93	44	20	31	45	15
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
Green / environmental issues	303	146	156	41	206	262	96	70	103	106	24
	5%gk	6%c	5%	5%	6%g	5%g	4%	8%ajk	6%k	5%k	2%
Energy suppliers over charging/profit margins	737	305	427	118	527	619	210	182	257	224	64
	12%gk	13%	12%	15%g	16%atg	12%g	8%	22%ajk	15%ajk	10%k	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Fewer energy tariffs	129 21%	68 3%	58 2%	21 3%	85 3%	108 2%	44 2%	26 3%	44 3%	47 2%	12 2%
Price reductions	1077 18%	483 20%	602 17%	174 22%	696 21%	904 18%	381 15%	227 28%	355 21%	369 17%	128 11%
Ogem's Be an Energy Shopper/Go Energy Shopping campaign/website	63 1%	28 1%	35 1%	3 *	38 1%	60 1%	25 1%	9 1%	20 1%	28 1%	7 1%
Market investigation \ referral to Competition and Markets Authority (CMA)	126 2%	66 3%	59 2%	18 2%	88 3%	108 2%	38 1%	25 3%	50 3%	41 2%	10 1%
Ogem firing energy suppliers	224 4%	103 4%	119 3%	31 4%	142 4%	193 4%	83 3%	53 6%	82 5%	68 3%	22 2%
Price comparison websites in the news	343 6%	167 7%	173 5%	45 6%	212 6%	298 6%	130 5%	83 9%	103 6%	117 5%	40 3%
Power to Switch campaign	223 4%	89 4%	131 4%	30 4%	135 4%	194 4%	88 3%	43 5%	76 4%	85 4%	19 2%
Fracking	4 *	*	3 *	1 *	*	3 *	1 *	*	*	*	2 *
Price fixing/cartels (being investigated)	21 *	7 *	14 *	9 1%	18 1%	12 *	3 *	8 1%	6 *	5 *	2 *
Prices being capped	13 *	5 *	7 *	2 *	9 *	10 *	3 *	5 1%	5 *	3 *	-
People being ripped off	40 1%	14 1%	26 1%	4 1%	22 1%	36 1%	18 1%	13 1%	5 *	16 1%	6 *
More power stations required/being built	2 *	-	2 *	2 1%	2 *	-	-	-	-	2 *	-
Solar panels	7 *	2 *	5 *	-	2 *	7 *	5 *	-	1 *	4 *	2 *

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Smart meters	11	2	9	-	7	11	4	-	5	5	1
On TV	16	5	11	1	11	15	4	2	5	5	4
In papers	2	-	2	-	1	2	1	-	-	1	1
British Gas (any mention)	7	3	3	1	2	6	5	2	1	3	1
First Utility (any mention)	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	1	-	-	1	1	-	-	-	1	-
NPower (any mention)	9	5	3	3	7	6	2	3	3	3	-
EON (any mention)	3	1	1	2	3	1	-	-	1	1	1
The Big 6 (any mention)	13	9	3	2	10	11	2	4	5	3	1
(Being told to) shop around/compare/switch	92	44	47	15	64	77	28	18	29	37	8
Can save money (by switching)	24	12	13	2	18	22	7	2%k	10	2%k	7%k
Director/bosses pay bonuses	5	1	4	-	2	5	3	1	-	2	2
Problems with switching/difficult to switch	12	5	8	1	9	11	3	2	6	3	1
Easier to switch	31	15	14	3	24	27	7	6	11	12	1
	7%	7%	-	-	1%g	7%	-	1%k	1%k	7%	-

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Monopoly/lack of competition	15	6	8	4	11	11	4	5	3	8	-
Have not been regulated/need to be regulated	7	4	3	-	5	7	2	2	2	3	-
Tariffs/bills are complicated	31	13	18	4	28	27	3	5	13	13	-
Rebates/reimbursements/in or receiving rebates/not being reimbursed	6	3	3	-	4	6	2	-	3	3	-
Wholesale prices/price reductions not being passed on to customer	166	74	90	39	123	127	43	52	62	44	8
Russia/Ukraine/Middle East/China gas from Russia/Ukraine/Middle East/China (possible) difficulty obtaining power from Russia/Ukraine/Middle East/China	3	-	3	-	2	3	-	-	1	1	-
Short supply of power/low reserves (in UK)	3	-	2	-	1	3	2	-	1	-	2
Expensive	17	7	10	-	11	17	6	2	7	8	-
Transparency/lack of transparency	10	7	3	1	10	9	-	3	7	-	-
All other general negative comments (greedy, crooks etc)	71	28	45	13	52	58	19	13	24	25	9
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Tariffs/about tariffs (no detail)	4	1	2	-	-	4	4	-	1	2	-
All the same/they're all the same	12	7	6	2	6	11	6	2	3	7	-
Not getting the best deals for being loyal	16	7	9	3	11	13	5	5	3	6	2
Meters/pre-payment meters (all references)	7	2	5	-	3	7	4	-	1	5	1
Bad publicity/complaints/general problems	24	11	13	4	16	20	8	8	9	6	2
Energy companies making a loss/losing money/profits are down	8	3	5	1	8	6	-	4	2	2	-
Energy companies being investigated/suspended/taken to court	13	6	7	1	8	12	5	6	4	1	1
Sales calls/doorstep sales	12	4	7	1	8	11	4	3	4	4	-
They hide the best tariffs/don't tell you the best price(s)	5	2	3	1	5	4	-	1	4	1	-
Confusing/misleading information	16	8	7	2	14	14	2	8	5	2	2
Nothing	1125	367	723	97	497	1028	627	71	228	464	362
Other	162	66	92	26	109	135	53	29	43	27	27
Refused	36	14	17	6	16	30	20	6	8	6	15
	1%	1%	-	1%	-	1%	1%	1%	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Don't know	681	207	429	51	275	630	406	31	140	258	252
	11%bdah	9%	12%cb	6%	8%	12%de	16%adef	4%	8%ih	12%hj	21%ahkj





Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Price increases	1776 30%glo	207 34%aceqj	153 27%g	209 44%abcef ghjkmno	78 26%	166 32%glo	85 21%	183 35%aceqj kio	59 39%aceqj kimo	102 26%	136 28%g	119 23%	63 28%	113 33%glo	97 23%	5 41%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180 3%	34 6%acefj mo	10 2%	21 4%ucej	4 1%	13 2%	7 2%	16 3%	5 3%	18 4%uceg	17 4%	10 2%	4 2%	12 3%	9 2%	-
Other mentions of clearer information for energy consumers	159 3%o	26 4%acejo	8 1%	17 4%ejo	2 1%	16 3%o	8 2%	16 3%eo	8 5%cejo	4 1%	18 4%ucejo	10 2%	6 3%	16 5%aceqj o	4 1%	-
Poor customer service	547 9%	73 12%acdjm o	44 8%	55 11%lfo	33 11%j	38 7%	31 8%	49 9%	11 7%	40 10%	41 8%	34 7%	16 7%	55 16%acdfhij kimo	28 7%	1 11%
Simpler structures for tariffs	328 6%e	47 8%aehtk	28 5%	28 6%e	7 2%	19 4%	20 5%	25 5%	9 6%	22 6%	19 4%	28 5%	9 4%	39 12%acdefg hkimo	25 6%e	4%
Removal of some discounts	104 2%	14 2%h	10 2%	22 5%acefgh jkmo	3 1%	9 2%	4 1%	4 1%	3 2%	6 1%	8 2%	8 2%	4 2%	5 2%	3 1%	-
There is more competition	404 7%ho	46 8%ho	40 7%ho	50 10%aceghj o	16 5%	31 6%	24 6%	22 4%	9 6%	25 6%	37 8%ho	37 7%ho	22 10%ho	29 8%ho	15 4%	4%
Plans to freeze energy prices	380 6%eo	51 8%egho	30 5%o	66 14%abcefgh hkimno	7 2%	35 7%eo	20 5%o	24 4%o	31 5%	36 8%eho	36 8%eo	32 6%eo	11 5%o	22 6%eo	7 2%	1 11%
Energy on the government \political agenda	294 5%g	48 8%aceghj mo	18 3%	46 10%acefgh jkimo	7 2%	27 5%g	8 2%	22 4%	7 4%	15 4%	27 6%ceg	30 6%ceg	7 3%	21 6%ceg	14 3%	-
Power cut issues	111 2%	18 3%cgk	5 1%	15 3%cgk	3 1%	9 2%	4 1%	9 2%	4 4%cgk	3 1%	5 1%	10 2%	3 2%	12 3%cgk	6 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Green \ environmental issues	303 5%a	55 9%acefgh jkno	21 4%	53 11%acefgh jkimno	6 2%	20 4%	10 3%	18 3%	9 6%e	16 4%	27 6%g	25 5%e	12 5%e	16 5%	14 3%	-
Energy suppliers over charging/profit margins	737 12%h	78 13%h	71 13%h	44 9%	42 14%h	62 12%h	55 14%h	33 8%	22 14%h	54 14%h	61 13%h	80 16%adhm	20 9%	47 14%h	63 15%udhm	5 3%h
Fewer energy tariffs	129 2%a	22 4%acefhi o	6 1%	20 4%acefhi o	3 1%	7 1%	13 3%clio	8 1%	2 2%	9 2%	14 3%clio	4 1%	5 2%	14 4%acefhi o	2 1%	-
Price reductions	1077 18%hm	126 21%hmo	112 20%hmo	88 18%hm	58 19%hm	106 20%hmo	71 17%hm	63 12%	24 16%	62 16%	93 19%hm	101 20%hmo	23 10%	85 25%adpni jmo	60 14%	6 4%
Ofgem's Be an Energy Shopper/Go Energy Shopping campaign/website	63 1%	19 3%acefgh ijlo	7 1%a	5 1%	2 1%	7 1%a	2 -	2 -	-	4 1%	6 1%a	3 1%	2 1%	5 1%a	-	-
Market investigation \ referral to Competition and Markets Authority (CMA)	126 2%	17 3%h	20 4%aeghmo	14 3%h	2 1%	8 2%	5 1%	5 1%	4 3%	14 3%ehmo	10 2%	9 2%	1 1%	12 4%eghmo	4 1%	-
Ofgem fixing energy suppliers	224 4%	38 6%acefgh ko	17 3%	18 4%	6 2%	15 3%	9 2%	17 3%	7 5%	26 7%acefgh ko	12 2%	19 4%	9 4%	21 6%acefgh ko	9 2%	-
Price comparison websites in the news	343 6%k	46 8%acehko	22 4%	51 11%acefgh jkl	9 3%	27 5%	19 5%	20 4%	11 7%	26 6%	17 3%	29 6%	13 6%	34 10%acefgh klo	18 4%	-
Power to Switch campaign	223 4%h	23 5%efho	27 5%efho	26 5%efho	15 3%	14 3%h	12 3%h	4 1%	4 2%	16 5%efho	16 3%h	15 3%h	10 5%efh	31 9%abefgh hijkl	8 2%	-
Fracking	4 -	-	-	-	-	2 -	-	1 -	-	-	-	-	-	-	-	-
Price fixing/cartels (being investigated)	21 -	1 -	6 1%adfh	-	-	-	1 -	-	-	4 1%h	2 -	2 -	2 1%	2 1%	1 -	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
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Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Prices being capped	13	2	3	1	1	2	-	1	-	-	1	-	2	-	-
People being ripped off	40	4	1	1	1	4	9	2	2	5	2	-	3	4	1
More power stations required/being built	2	1%	-	-	-	-	2%acdf	1%	-	-	-	2	-	-	-
Solar panels	7	2	2	-	-	-	-	-	-	-	2	1	-	-	-
Smart meters	11	-	-	1	2	3	-	-	3	-	-	-	1	2	-
On TV	16	-	2	1	1	2	1	1	-	3	1	-	-	2	-
In papers	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-
British Gas (any mention)	7	-	1	2	-	1	1	-	1	-	1	1	1	-	-
First Utility (any mention)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
NPower (any mention)	9	1	-	-	4	-	-	-	-	2	-	2	-	-	-
EON (any mention)	3	-	-	-	1%ach	-	-	-	-	-	-	1%	-	-	-
The Big 6 (any mention)	13	-	2	2	4	-	1	-	2	-	1	-	1	-	-
(Being told to) shop around/compare/switch	92	7	10	2	9	8	3	2	11	12	15	2	4	6	-
	2%	1%	2%	1%	2%	2%cd	1%	1%	3%dh	2%dh	3%abdeh	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
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Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	594	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	594	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Can save money (by switching)	24	1	2	1	-	-	4	-	-	2	2	3	3	2	5	-
Director/bosses pay bonuses	5	-	1	-	-	1	1	-	-	-	-	-	1	1	-	-
Problems with switching/difficult to switch	12	-	1	2	-	1	2	-	-	2	3	-	1	-	-	-
Easier to switch	31	1	3	1	4	2	7	2	-	1	3	5	1	1	-	-
Monopoly/lack of competition	15	3	1	1	1	-	2	1	-	2	1	1	-	-	2	-
Have not been regulated/need to be regulated	7	-	-	-	1	2	-	-	-	1	1	-	-	-	2	-
Tariffs/bills are complicated	31	2	2	-	1	1	8	-	-	1	3	3	3	2	4	-
Rebates/reimbursements/in of receiving rebates/not being reimbursed	6	1	2	-	-	1	2	-	-	1	-	-	-	-	-	-
Wholesale prices/price reductions not being passed on to customer	166	14	13	3	14	18	13	6	5	11	16	18	10	15	9	-
Russia/Ukraine/Middle East/China gas from Russia/Ukraine/Middle East/China (possible) difficulty obtaining power from Russia/Ukraine/Middle East/China	3	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Short supply of power/low reserves (in UK)	3	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
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Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Expensive	17	3	1	-	-	3	1	1	1	1	1	4	2	-	-	-
Transparency/lack of transparency	10	-	1	-	-	2	-	-	-	-	1	1	1	2	2	-
All other general negative comments (greedy, crooks etc)	71	6	10	4	5	8	4	6	1	3	7	5	5	2	4	-
Tariffs/about tariffs (no detail)	4	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-
All the same/they're all the same	12	2	3	-	2	-	5	-	-	-	-	-	-	-	-	-
Not getting the best deals for being loyal	16	3	3	-	1	-	1	1	1	-	1	2	2	-	-	-
Meters/pre-payment meters (all references)	7	-	-	-	-	-	1	-	-	1	-	1	1	-	3	-
Bad publicity/complaints/general problems	24	2	2	-	1	4	2	2	3	1	6	-	2	1	1	-
Energy companies making a loss/losing money/profits are down	8	3	1	-	-	1	2	-	-	-	1	-	-	-	-	-
Energy companies being investigated/suspended/taken to court	13	1	1	1	-	1	4	-	-	2	1	1	-	-	-	-
Sales calls/doorstep sales	12	2	-	1	-	-	2	-	-	-	1	-	-	3	-	-
They hide the best tariffs/don't tell you the best price(s)	5	1	-	1	-	1	-	-	1	-	-	-	2	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Confusing/misleading information	16	-	3	-	3	2	2	1	1	2	1	-	1	-	-
Nothing	1125	96	112	91	67	82	77	22	81	85	108	48	54	80	1
Other	162	17	14	5	8	22	9	13	5	12	4	6	8	19	-
Refused	36	3	2	5	2	6	3	4	1	3	2	-	5	-	-
Don't know	681	73	53	58	33	49	58	26	40	48	69	24	44	49	-
	11%	12%	10%	12%	11%	9%	15% <sup>ud</sup>	11%	17% <sup>acdfk</sup>	10%	14%	11%	13%	12%	4%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Price increases	1776	342	550	524	354	355	1101	1115	915
	30%	33%	35%a	35%a	33%	36%a	28%	29%	27%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	180	39	67	69	49	50	98	102	82
	3%	4%	4%a	5%a	5%a	5%a	2%	3%	2%
Other mentions of clearer information for energy consumers	159	44	61	60	47	35	81	90	68
	3%	4%a	4%a	4%a	4%a	4%	2%	2%	2%
Poor customer service	547	110	170	163	118	107	276	289	227
	9%h	11%	11%	11%	11%	11%	7%	7%	7%
Simpler structures for tariffs	326	74	116	111	87	72	180	176	131
	6%	7%	7%a	7%a	8%a	7%a	5%	5%	4%
Removal of some discounts	104	23	40	39	24	30	52	60	43
	2%	2%	3%	3%	2%	3%a	1%	2%	1%
There is more competition	404	86	142	132	101	87	274	269	230
	7%	8%	9%a	9%a	9%a	9%a	7%	7%	7%
Plans to freeze energy prices	380	78	142	135	94	95	216	227	167
	6%	6%	9%a	9%a	9%a	10%a	6%	6%	5%
Energy on the government \ political agenda	294	77	114	102	75	63	150	161	128
	5%g	7%a	7%a	7%a	7%a	6%	4%	4%	4%
Power cut issues	111	20	28	28	17	18	62	62	53
	2%	2%	2%	2%	2%	2%	2%	2%	2%
Green \ environmental issues	303	73	108	102	79	60	181	193	143
	5%	7%a	7%a	7%a	7%a	6%	5%	5%	4%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Energy suppliers over charging/profit margins	737	169	264	258	184	165	422	436	327
	12%g	16%a	17%a	17%a	17%a	17%a	11%	11%	10%
Fewer energy tariffs	129	27	41	39	29	25	67	65	57
	2%	3%	3%	3%	3%	3%	2%	2%	2%
Price reductions	1077	245	370	348	253	220	684	696	564
	18%	24%a	24%a	23%a	23%a	22%a	18%	18%	17%
Ogем's Be an Energy Shopper/Go Energy Shopping campaign/website	63	9	19	15	15	12	30	34	24
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	126	29	48	47	33	34	68	74	56
	2%	3%	3%a	3%a	3%	3%a	2%	2%	2%
Ogем firing energy suppliers	224	51	85	84	60	59	121	123	96
	4%a	5%	5%a	6%a	6%a	6%a	3%	3%	3%
Price comparison websites in the news	343	80	126	113	91	72	213	208	178
	6%	8%a	8%a	8%a	8%a	7%	6%	5%	5%
Power to Switch campaign	223	42	67	59	46	38	141	140	125
	4%	4%	4%	4%	4%	4%	4%	4%	4%
Fracking	4	1	1	2	-	-	3	3	1
	*	*	*	*	*	*	*	*	*
Price fixing/cartels (being investigated)	21	7	10	10	3	5	9	8	9
	*	1%	1%	1%	*	*	*	*	*
Prices being capped	13	3	6	4	4	4	7	7	6
	*	*	*	*	*	*	*	*	*



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
People being ripped off	40	13	13	12	11	3	15	18	10
More power stations required/being built	2	-	-	-	-	-	2	2	2
Solar panels	7	1	-	-	-	-	6	6	6
Smart meters	11	2	2	4	2	2	5	7	5
On TV	16	2	4	2	3	1	13	13	12
In papers	2	-	-	-	-	-	2	2	1
British Gas (any mention)	7	1	2	2	1	1	4	4	4
First Utility (any mention)	-	-	-	-	-	-	-	-	-
Scottish Hydro (any mention)	1	-	-	-	-	-	-	1	-
NPower (any mention)	9	6	6	6	3	4	5	6	4
EON (any mention)	3	-	-	-	-	-	2	3	2
The Big 6 (any mention)	13	3	5	5	3	3	8	9	9
(Being told to) shop around/compare/switch	92	16	26	23	14	20	67	63	53
	2%	2%	2%	2%	1%	2%	2%	2%	2%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Can save money (by switching)	24	3	9	8	8	8	16	16	11
Director/bosses pay/bonuses	5	-	1	1	1	1	3	2	3
Problems with switching/difficult to switch	12	1	3	2	3	1	5	6	5
Easier to switch	31	6	6	7	5	2	18	20	11
Monopoly/lack of competition	15	5	6	4	3	2	5	7	5
Have not been regulated/need to be regulated	7	4	-	3	-	-	-	-	1
Tariffs/bills are complicated	31	6	7	7	5	4	18	15	14
Rebates/reimbursements/nor receiving rebates/not being reimbursed	6	-	1	2	1	2	5	5	5
Wholesale prices/price reductions not being passed on to customer	166	53	75	71	45	47	78	92	58
Russia/Ukraine/Middle East/China gas from Russia/Ukraine/Middle East/China (possible) difficulty obtaining power from Russia/Ukraine/Middle East/China	3	-	-	-	-	-	2	3	2
		5%a	5%a	5%a	4%a	5%a	2%	2%	2%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Short supply of power/low reserves (in UK)	3	-	-	-	-	-	2	2	2
Expensive	17	-	6	4	6	4	10	10	8
Transparency/lack of transparency	10	5	6	6	1% <sup>b</sup>	3	3	2	2
All other general negative comments (greedy, crooks etc)	71	9	24	23	3% <sup>a</sup>	16	27	27	20
Tariffs/about tariffs (no detail)	4	-	-	-	-	-	4	4	4
All the same/they're all the same	12	3	3	3	-	3	9	10	8
Not getting the best deals for being loyal	16	6	9	7	6	4	11	11	8
Meters/pre-payment meters (all references)	7	-	-	-	-	-	3	3	3
Bad publicity/complaints/general problems	24	10	12	14	8	7	15	13	12
Energy companies making a loss/losing money/profits are down	8	4	4	5	3	2	4	4	2
Energy companies being investigated/suspended/taken to court	13	7	9	8	8	3	10	7	4
		1% <sup>a</sup>	1% <sup>a</sup>	1%	1% <sup>a</sup>	-	-	-	-

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Sales calls/doorstep sales	12	3	6	6	6	5	10	9	4
They hide the best tariffs/don't tell you the best price(s)	5	2	5	4	4	2	.	2	2
Confusing/misleading information	16	7	6	7	4	3	11	11	11
Nothing	.	1% <sup>a</sup>	.	.	.	.	.	.	.
Other	1125	99	160	152	119	111	833	828	782
	19% <sup>b/c/d/e/f</sup>	10%	10%	11%	11%	11%	22% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>
	162	38	50	47	33	25	108	97	97
	3%	4%	3%	3%	3%	3%	3%	3%	3%
Refused	36	8	11	12	9	10	24	25	18
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	681	58	81	87	58	61	452	448	418
	11% <sup>b/c/d/e/f</sup>	6%	5%	6%	5%	6%	12%	12%	12%

Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Very satisfied	(2) 103	88	13	3	12	48	43	18	31	17	38	45	39	27	77	58	19	24
	20%	20%	26%	9%	13%	19%	26% <sup>ae</sup>	18%	18%	17%	26%	23%	17%	27% <sup>oe</sup>	18%	20%	17%	24%
Satisfied	(1) 270	230	23	17	54	121	96	58	81	57	74	100	130	47	223	155	58	55
	50%	53%	47%	56%	59%	47%	58% <sup>af</sup>	59%	49%	50%	51%	51%	55%	48%	54%	53%	52%	54%
Neither satisfied nor dissatisfied	(0) 98	80	11	7	17	65	16	18	43	16	22	35	52	11	88	60	25	11
	19% <sup>qr</sup>	18%	22%	25%	19% <sup>g</sup>	25% <sup>ig</sup>	10%	18%	26% <sup>ak</sup>	16%	15%	18%	22%	11%	21% <sup>ln</sup>	20% <sup>lr</sup>	23% <sup>lr</sup>	11%
Dissatisfied	(-1) 20	16	1	3	4	11	5	4	7	3	6	8	10	6	13	11	4	5
	4%	4%	1%	8%	4%	4%	3%	4%	4%	3%	4%	4%	4%	6%	3%	4%	3%	5%
Very dissatisfied	(-2) 7	6	1	-	1	3	3	1	1	2	3	4	-	6	1	2	3	2
	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	2%	2% <sup>lm</sup>	-	6% <sup>ao</sup>	-	1%	3%	2%
<b>SUMMARY CODES</b>																		
SATISFIED	373	318	36	20	65	169	139	76	111	74	112	145	169	73	300	213	77	79
	73%	73%	73%	65%	72%	65%	84% <sup>aaef</sup>	76%	75%	66%	75%	78% <sup>aj</sup>	72%	76%	72%	73%	69%	78%
DISSATISFIED	27	23	1	3	5	14	8	5	9	5	8	12	10	12	15	13	6	8
	5%	5%	3%	10%	5%	5%	5%	5%	5%	5%	6%	6%	4%	13% <sup>ao</sup>	4%	6%	6%	8%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	13	1	-	4	8	2	1	5	4	4	2	6	1	13	8	3	3
	3%	3%	2%	-	4%	3%	1%	1%	3%	4%	3%	1%	2%	1%	3%	3%	3%	3%
<b>Mean Score</b>	<b>0.888</b>	<b>0.897</b>	<b>0.966</b>	<b>0.631</b>	<b>0.821</b>	<b>0.808</b>	<b>1.043<sup>ae</sup></b>	<b>0.890</b>	<b>0.809</b>	<b>0.888</b>	<b>0.975</b>	<b>0.908</b>	<b>0.863</b>	<b>0.848</b>	<b>0.897</b>	<b>0.897</b>	<b>0.795</b>	<b>0.958</b>
<b>Standard Deviation</b>	<b>0.826</b>	<b>0.822</b>	<b>0.842</b>	<b>0.835</b>	<b>0.750</b>	<b>0.845</b>	<b>0.819</b>	<b>0.783</b>	<b>0.819</b>	<b>0.814</b>	<b>0.870</b>	<b>0.874</b>	<b>0.739</b>	<b>1.095</b>	<b>0.749</b>	<b>0.791</b>	<b>0.862</b>	<b>0.887</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.016</b>	<b>0.024</b>	<b>0.006</b>	<b>0.003</b>	<b>0.003</b>	<b>0.008</b>	<b>0.005</b>	<b>0.008</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.009</b>	<b>0.001</b>	<b>0.002</b>	<b>0.007</b>	<b>0.006</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Very satisfied	103	2	-	103	102	102	13	89	94	9	64	20	24	26	73	4
(2)	20%	17%	-	20%	20%	20%	31%	19%	21%	15%	21%	21%	19%	26%	19%	11%
Satisfied	270	5	-	270	265	265	13	252	244	26	158	59	59	59	186	25
(1)	53% <sup>h</sup>	48%	-	53%	53%	53%	32%	55% <sup>g</sup>	54%	41%	53%	59% <sup>m</sup>	45%	59%	49%	72% <sup>ao</sup>
Neither satisfied nor dissatisfied	98	3	-	98	96	96	8	88	82	16	53	17	10	87	1	
(0)	19% <sup>h</sup>	20%	-	19%	19%	19%	20%	19%	16%	26%	16%	17%	10%	22% <sup>np</sup>	4%	
Dissatisfied	20	-	-	20	20	20	6	14	17	2	11	2	10	1	17	2
(-1)	4%	-	-	4%	4%	4%	14% <sup>ah</sup>	3%	4%	4%	4%	2%	8%	1%	4%	8%
Very dissatisfied	7	-	-	7	7	7	1	6	7	-	5	2	1	2	4	1
(-2)	1%	-	-	1%	1%	1%	3%	1%	2%	-	2%	2%	1%	2%	1%	4%
<b>SUMMARY CODES</b>																
SATISFIED	373	7	-	373	367	367	26	341	338	35	222	78	83	85	259	29
(7)	73% <sup>h</sup>	64%	-	73%	73%	73%	63%	74%	75% <sup>h</sup>	56%	74% <sup>m</sup>	79% <sup>m</sup>	64%	85% <sup>ao</sup>	69%	84%
DISSATISFIED	27	-	-	27	27	27	7	20	25	2	16	4	11	3	21	3
(3)	5%	-	-	5%	5%	5%	17% <sup>ah</sup>	4%	5%	4%	5%	4%	8%	3%	8%	8%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(-)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	1	-	14	13	13	-	13	5	9	-	9	2	11	1	
(3)	3%	1%	-	3%	3%	3%	-	3%	1%	14% <sup>ai</sup>	3%	2%	2%	3%	3%	
<b>Mean Score</b>	<b>0.888</b>	<b>0.910</b>	-	<b>0.888</b>	<b>0.887</b>	<b>0.887</b>	<b>0.743</b>	<b>0.900</b>	<b>0.900</b>	<b>0.781</b>	<b>0.912</b>	<b>0.944</b>	<b>0.756</b>	<b>1.097<sup>ao</sup></b>	<b>0.836</b>	<b>0.845</b>
<b>Standard Deviation</b>	<b>0.826</b>	<b>0.716</b>	-	<b>0.826</b>	<b>0.829</b>	<b>0.829</b>	<b>1.151</b>	<b>0.794</b>	<b>0.831</b>	<b>0.783</b>	<b>0.833</b>	<b>0.782</b>	<b>0.879</b>	<b>0.748</b>	<b>0.836</b>	<b>0.857</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.051</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.032</b>	<b>0.001</b>	<b>0.001</b>	<b>0.012</b>	<b>0.002</b>	<b>0.005</b>	<b>0.005</b>	<b>0.005</b>	<b>0.002</b>	<b>0.021</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Very satisfied	(2) 103	68	36	2	3	98	5	-
	20%	18%	25%	7%	13%	21%	11%	-
Satisfied	(1) 270	188	72	17	15	248	21	1
	53%	53%	51%	59%	65%	53%	45%	100%
Neither satisfied nor dissatisfied	(0) 98	78	20	6	4	86	12	-
	19%	21%	14%	20%	19%	19%	26%	-
Dissatisfied	(-1) 20	14	5	3	1	17	2	-
	4%	4%	4%	10%	3%	4%	5%	-
Very dissatisfied	(-2) 7	3	4	-	-	6	1	-
	1%	1%	3%	-	-	1%	2%	-
<b>SUMMARY CODES</b>								
SATISFIED	373	265	108	19	18	347	26	1
	73%g	72%	76%	66%	79%	74%g	56%	100%
DISSATISFIED	27	17	10	3	1	24	3	-
	5%	5%	7%	10%	3%	5%	7%	-
Refused	-	-	-	-	-	-	-	-
Don't know	14	10	4	1	-	9	5	-
	3%	3%	3%	4%	-	2%	11%af	-
Mean Score	0.888	0.866	0.944	0.659	0.886	0.908	0.655	1.000
Standard Deviation	0.826	0.790	0.914	0.760	0.662	0.822	0.856	-
Error Variance	0.001	0.002	0.004	0.024	0.013	0.001	0.017	-

Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Very satisfied	103	41	61	8	36	95	67	5	28	45	25
(2)	20%	28% <sup>abc</sup>	18%	19%	20%	20%	20%	17%	23%	22%	16%
Satisfied	270	74	192	24	95	246	175	14	69	111	76
(1)	52%	52%	52%	55%	52%	52%	53%	45%	55%	55%	49%
Neither satisfied nor dissatisfied	98	21	73	8	33	92	65	7	20	36	34
(0)	19%	15%	21%	15%	18%	20%	20%	24%	16%	18%	22%
Dissatisfied	20	2	16	3	11	17	9	2	6	5	6
(-1)	4%	2%	4%	6%	6%	4%	3%	6%	5%	3%	4%
Very dissatisfied	7	2	5	1	3	6	4	1	1	4	2
(-2)	1%	2%	1%	3%	2%	1%	1%	4%	1	2%	1%
<b>SUMMARY CODES</b>											
SATISFIED	373	115	253	32	131	341	242	19	98	156	101
(73%)	73%	80%	72%	74%	72%	73%	73%	62%	78% <sup>kl</sup>	77% <sup>kl</sup>	65%
DISSATISFIED	27	5	20	4	14	29	13	3	7	9	8
(5%)	5%	3%	6%	8%	8%	5%	4%	10%	5%	4%	5%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	3	4	1	4	13	10	1	1	1	11
(3%)	3%	2%	1%	2%	2%	3%	3%	4%	1%	1%	7% <sup>lmj</sup>
<b>Mean Score</b>	<b>0.888</b>	<b>1.055<sup>ac</sup></b>	<b>0.836</b>	<b>0.842</b>	<b>0.843</b>	<b>0.892</b>	<b>0.912</b>	<b>0.682</b>	<b>0.956</b>	<b>0.937</b>	<b>0.802</b>
<b>Standard Deviation</b>	<b>0.826</b>	<b>0.813</b>	<b>0.817</b>	<b>0.910</b>	<b>0.873</b>	<b>0.819</b>	<b>0.799</b>	<b>0.979</b>	<b>0.790</b>	<b>0.820</b>	<b>0.827</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.004</b>	<b>0.002</b>	<b>0.020</b>	<b>0.004</b>	<b>0.001</b>	<b>0.002</b>	<b>0.033</b>	<b>0.005</b>	<b>0.003</b>	<b>0.004</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	**
Very satisfied	(2) 103	9	10	12	4	6	6	5	7	6	14	13	3	5	4	-
Satisfied	(1) 270	19%	21%	25%	70%	20%	24%	12%	40%	19%	22%	25%	15%	16%	17%	-
Neither satisfied nor dissatisfied	(0) 98	6	9	9	11	4	4	10	2	9	10	11	5	5	4	-
Dissatisfied	(-1) 20	-	2	1	5	-	2	-	-	1	3	2	-	-	3	-
Very dissatisfied	(-2) 7	-	-	4%	14%	2%	9%	1%	-	2%	4%	3%	-	-	14%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	4	1	3	-	-	-	-	-	-	3	-	-	1	-	-
Mean Score	0.888	1.066	0.943	0.862	0.535	1.025	0.719	0.870	1.280	0.811	0.870	0.876	0.872	0.888	0.857	-
Standard Deviation	0.826	0.602	0.761	0.833	0.869	0.662	1.137	0.627	0.722	0.864	0.942	0.779	0.751	0.607	1.202	-
Error Variance	0.001	0.007	0.013	0.014	0.022	0.013	0.046	0.008	0.031	0.027	0.014	0.011	0.026	0.011	0.066	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Very satisfied	(2) 103	10	22	16	19	11	94	94	89
		20%	25%	19%	26%	19%	27% <sup>a</sup>	28% <sup>a</sup>	29% <sup>a</sup>
Satisfied	(1) 270	32	44	40	35	29	205	200	176
		52%	50%	56%	49%	52%	60%	60% <sup>a</sup>	59%
Neither satisfied nor dissatisfied	(0) 98	10	16	14	13	10	28	27	23
		19% <sup>gh</sup>	17%	17%	18%	19%	8%	8%	8%
Dissatisfied	(-1) 20	-	3	3	2	3	10	8	8
		4%	3%	4%	2%	6%	3%	2%	3%
Very dissatisfied	(-2) 7	3	2	4	2	2	4	3	4
		1%	2%	4%	3%	4%	1%	1%	1%
<b>SUMMARY CODES</b>									
SATISFIED	373	43	66	65	54	38	300	293	264
		73%	76%	79%	76%	72%	87% <sup>a</sup>	88% <sup>a</sup>	88% <sup>a</sup>
DISSATISFIED	27	3	5	7	3	5	14	11	12
		5%	6%	8%	5%	10%	4%	3%	4%
Refused	-	-	-	-	-	-	-	-	-
Don't know	14	1	1	-	1	-	2	1	2
		3% <sup>gh</sup>	2%	-	2%	-	1%	-	1%
Mean Score	0.886	0.847	0.843	0.817	0.862	0.796	1.100 <sup>a</sup>	1.130 <sup>a</sup>	1.125 <sup>a</sup>
Standard Deviation	0.826	0.916	0.885	0.937	0.892	0.981	0.799	0.724	0.768
Error Variance	0.001	0.016	0.009	0.011	0.012	0.016	0.002	0.001	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base

Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Completely trust	(2) 59	52	3	4	7	24	28	8	17	8	26	27	25	16	43	35	7	17
	12%	12%	6%	12%	8%	9%	17% <sup>ae</sup>	8%	10%	8%	18% <sup>ah</sup>	14%	10%	17%	10%	12%	6%	17% <sup>iq</sup>
Tend to trust	(1) 245	204	27	14	48	104	93	42	71	58	74	108	104	51	194	122	67	53
	46%	47%	55%	46%	52%	47%	56% <sup>af</sup>	42%	42%	59% <sup>ai</sup>	51%	50% <sup>am</sup>	44%	52%	47%	42%	59% <sup>ap</sup>	53% <sup>ip</sup>
Neither trust nor distrust	(0) 119	97	14	7	25	64	29	29	43	22	24	35	68	14	105	79	24	14
	23% <sup>ar</sup>	22%	29%	24%	28%	25%	18%	29% <sup>ak</sup>	28% <sup>aj</sup>	22%	17%	18%	29% <sup>au</sup>	14%	25% <sup>an</sup>	27% <sup>ar</sup>	22%	14%
Tend to distrust	(-1) 52	48	1	3	7	35	11	17	21	5	10	18	20	10	43	37	6	9
	10%	11%	2%	9%	8%	14% <sup>ag</sup>	8%	17% <sup>al</sup>	12%	5%	7%	9%	9%	10%	10%	13%	5%	9%
Strongly distrust	(-2) 24	19	3	2	1	20	2	4	12	2	5	4	16	4	19	14	5	3
	5%	4%	5%	8%	1%	8% <sup>leg</sup>	1%	4%	7%	2%	4%	2%	7% <sup>u</sup>	5%	5%	5%	4%	3%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	304	256	30	18	54	128	121	50	89	65	100	134	128	67	237	157	74	70
	59% <sup>d</sup>	59%	62%	58%	60%	55%	73% <sup>ae</sup>	59%	53%	67% <sup>ai</sup>	69% <sup>ah</sup>	69% <sup>am</sup>	54%	69% <sup>ao</sup>	57%	53%	68% <sup>ap</sup>	70% <sup>ap</sup>
<b>DISTRUST</b>	76	67	4	5	8	55	13	21	33	7	16	22	36	14	62	52	11	12
	15% <sup>kg</sup>	15%	8%	17%	8%	22% <sup>aag</sup>	8%	21% <sup>ajk</sup>	19% <sup>ajk</sup>	7%	11%	11%	15%	15%	18%	10%	12%	12%
Refused	1	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1
	*	*	-	-	-	*	-	-	-	-	1%	-	-	-	*	-	-	1% <sup>p</sup>
Don't know	13	12	1	-	4	7	2	-	4	4	5	3	4	2	10	6	3	3
	2%	3%	2%	-	4%	3%	1%	-	2%	4%	3%	2%	2%	2%	2%	3%	3%	3%
<b>Mean Score</b>	<b>0.529<sup>f</sup></b>	<b>0.531</b>	<b>0.558</b>	<b>0.453</b>	<b>0.604<sup>f</sup></b>	<b>0.509</b>	<b>0.620<sup>ae</sup></b>	<b>0.330</b>	<b>0.373</b>	<b>0.681<sup>hi</sup></b>	<b>0.752<sup>ah</sup></b>	<b>0.712<sup>am</sup></b>	<b>0.435</b>	<b>0.676</b>	<b>0.494</b>	<b>0.438</b>	<b>0.598</b>	<b>0.749<sup>ap</sup></b>
<b>Standard Deviation</b>	<b>0.991</b>	<b>0.997</b>	<b>0.878</b>	<b>1.092</b>	<b>0.782</b>	<b>1.091</b>	<b>0.945</b>	<b>0.984</b>	<b>1.068</b>	<b>0.789</b>	<b>0.970</b>	<b>0.888</b>	<b>1.021</b>	<b>1.028</b>	<b>0.980</b>	<b>1.025</b>	<b>0.865</b>	<b>0.956</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.017</b>	<b>0.041</b>	<b>0.006</b>	<b>0.005</b>	<b>0.003</b>	<b>0.012</b>	<b>0.009</b>	<b>0.008</b>	<b>0.004</b>	<b>0.003</b>	<b>0.005</b>	<b>0.008</b>	<b>0.002</b>	<b>0.004</b>	<b>0.007</b>	<b>0.007</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/fg - a/h/i/j/k - a/l/m - a/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Completely trust	59	1	-	59	56	56	7	51	53	6	27	11	21	15	36	5
(2)	12%	12%	-	12%	12%	12%	16%	11%	12%	9%	9%	11%	16%	15%	10%	14%
Tend to trust	245	4	-	245	240	240	14	226	220	24	144	53	54	51	173	21
(1)	48%	42%	-	48%	48%	48%	36%	49%	49%	39%	48%	53%	42%	51%	46%	60%
Neither trust nor distrust	119	5	-	119	114	114	12	102	105	13	76	25	27	19	84	5
(0)	23%	46%	-	23%	23%	23%	20%	23%	23%	21%	25%	26%	21%	20%	25%	14%
Tend to distrust	52	-	-	52	52	52	4	48	47	6	35	7	13	8	41	4
(-1)	10%	-	-	10%	10%	10%	11%	10%	10%	9%	12%	7%	10%	8%	11%	11%
Strongly distrust	24	-	-	24	24	24	3	21	17	7	12	3	10	3	20	-
(-2)	5%	-	-	5%	5%	5%	7%	4%	4%	11%	4%	3%	7%	3%	5%	1%
<b>SUMMARY CODES</b>																
TRUST	304	6	-	304	298	298	22	277	274	30	171	64	75	66	212	26
	59%	54%	-	59%	59%	59%	53%	60%	61%	48%	57%	65%	58%	66%	56%	74%
DISTRUST	76	-	-	76	76	76	7	69	63	12	47	10	23	11	60	4
	15%	-	-	15%	15%	15%	16%	15%	14%	20%	16%	10%	11%	16%	12%	
Refused	1	-	-	1	1	1	-	-	-	1	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-
Don't know	13	-	-	13	13	13	-	13	7	5	-	-	5	3	9	-
	2%	-	-	2%	3%	3%	-	3%	2%	9%	2%	-	4%	3%	2%	-
<b>Mean Score</b>	<b>0.529</b>	<b>0.656</b>	-	<b>0.529</b>	<b>0.526</b>	<b>0.526</b>	<b>0.462</b>	<b>0.532</b>	<b>0.557</b>	<b>0.301</b>	<b>0.472</b>	<b>0.634</b>	<b>0.512</b>	<b>0.683</b>	<b>0.467</b>	<b>0.748</b>
<b>Standard Deviation</b>	<b>0.991</b>	<b>0.713</b>	-	<b>0.991</b>	<b>0.996</b>	<b>0.996</b>	<b>1.126</b>	<b>0.985</b>	<b>0.963</b>	<b>1.171</b>	<b>0.960</b>	<b>0.884</b>	<b>1.129</b>	<b>0.950</b>	<b>1.005</b>	<b>0.891</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.046</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.031</b>	<b>0.002</b>	<b>0.002</b>	<b>0.026</b>	<b>0.003</b>	<b>0.007</b>	<b>0.009</b>	<b>0.009</b>	<b>0.003</b>	<b>0.022</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Completely trust	(2) 59	38	21	4	2	55	5	-
Tend to trust	(1) 245	165	80	12	14	223	22	1
Neither trust nor distrust	(0) 119	94	24	9	5	104	14	-
Tend to distrust	(-1) 52	44	8	4	1	50	2	-
Strongly distrust	(-2) 24	21	3	-	-	21	2	-
<b>SUMMARY CODES</b>	5%	6%	2%	-	-	5%	5%	-
TRUST	304	203	101	16	16	277	26	1
DISTRUST	78	59	19	5	5	60	17	0
Refused	1	-	1	-	-	1	-	-
Don't know	13	9	4	-	1	11	2	0
Mean Score	0.529	0.432	0.785ab	0.568	0.779	0.528	0.334	1.000
Standard Deviation	0.991	1.021	0.857	0.899	0.714	0.998	0.928	-
Error Variance	0.002	0.003	0.004	0.031	0.015	0.002	0.019	-

Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Completely trust	(2) 59	21	37	5	21	54	38	2	14	25	18
	12%	15%	11%	12%	11%	11%	12%	6%	11%	12%	12%
Tend to trust	(1) 245	70	169	18	74	227	171	12	57	109	67
	48%	49%	48%	42%	40%	48%	52%e	39%	45%	54%	44%
Neither trust nor distrust	(0) 119	31	83	12	43	107	75	10	33	42	33
	23%	22%	24%	27%	24%	23%	20%	33%	28%	21%	22%
Tend to distrust	(-1) 52	10	40	5	25	48	27	3	17	18	15
	10%	7%	11%	11%	14%	10%	8%	9%	13%	9%	10%
Strongly distrust	(-2) 24	9	13	3	15	20	9	4	4	6	9
	5%	6%	4%	8%	8%g	4%	3%	13%	3%	3%	6%
<b>SUMMARY CODES</b>											
TRUST	304	91	207	23	94	281	210	14	71	134	86
	59%	63%	59%	54%	52%	60%	63%e	45%	56%	66%	56%
DISTRUST	76	18	53	9	40	88	36	7	21	24	24
	15%	12%	15%	18%	22%a/g	14%	11%	22%	17%	12%	16%
Refused	1	-	-	-	1	1	-	-	-	-	1
	-	-	-	-	1%	-	-	-	-	-	1%
Don't know	13	3	7	-	3	13	10	-	1	2	10
	2%	2%	2%	-	2%	3%	3%	-	1%	1%	6%a/j
<b>Mean Score</b>	<b>0.529</b>	<b>0.609</b>	<b>0.516</b>	<b>0.397</b>	<b>0.338</b>	<b>0.541e</b>	<b>0.635e</b>	<b>0.161</b>	<b>0.478</b>	<b>0.640</b>	<b>0.496</b>
<b>Standard Deviation</b>	<b>0.991</b>	<b>1.025</b>	<b>0.967</b>	<b>1.093</b>	<b>1.120</b>	<b>0.981</b>	<b>0.895</b>	<b>1.118</b>	<b>0.971</b>	<b>0.925</b>	<b>1.052</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.007</b>	<b>0.003</b>	<b>0.008</b>	<b>0.007</b>	<b>0.002</b>	<b>0.002</b>	<b>0.042</b>	<b>0.008</b>	<b>0.004</b>	<b>0.007</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	**
Completely trust	(2) 59	9	4	5	4	6	2	5	2	2	9	6	3	2	2	-
	12%	20%	9%	10%	11%	20%	7%	12%	9%	5%	15%	11%	13%	5%	9%	-
Tend to trust	(1) 245	23	26	19	16	13	13	17	11	16	32	22	12	16	9	-
	48%	50%	55%	39%	43%	44%	51%	39%	65%	51%	51%	44%	55%	54%	42%	-
Neither trust nor distrust	(0) 119	6	11	11	8	8	3	16	4	10	9	14	5	7	7	-
	23%	14%	23%	22%	20%	28%	10%	38%abk	26%	30%	15%	27%	24%	24%	33%	-
Tend to distrust	(-1) 52	4	4	9	7	2	3	2	-	1	5	8	2	3	3	-
	10%	9%	9%	19%	18%	5%	12%	5%	-	4%	8%	15%	8%	9%	15%	-
Strongly distrust	(-2) 24	-	1	2	3	-	4	2	-	3	6	1	-	1	-	-
	5%	-	1%	5%	8%	-	16%	4%	-	8%	10%b	3%	2%	3%	-	-
<b>SUMMARY CODES</b>																
TRUST	304	32	30	24	20	19	15	22	12	18	41	28	15	17	11	-
	59%	70%	64%	49%	54%	63%	59%	51%	74%	58%	65%	55%	68%	59%	51%	-
DISTRUST	76	4	5	11	10	2	7	4	4	12	9	9	2	3	3	-
	15%	9%	10%	23%l	28%	5%	28%	9%	-	12%	18%	18%	10%	12%	15%	-
Refused	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	3%a	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	4	-	3	-	1	1	1	-	1	1	-	-	1	-	-
	2%	9%a	-	6%	-	4%	3%	3%	-	2%	2%	-	-	5%	-	-
Mean Score	0.529	0.576adl	0.634	0.330	0.318	0.806d	0.225	0.504	0.827	0.415	0.521	0.447	0.686	0.520	0.448	-
Standard Deviation	0.991	0.863	0.838	1.067	1.138	0.834	1.275	0.927	0.586	0.979	1.164	0.984	0.892	0.882	0.876	-
Error Variance	0.002	0.015	0.015	0.024	0.037	0.020	0.060	0.018	0.019	0.035	0.021	0.018	0.036	0.024	0.035	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Completely trust	(2) 59	2	8	6	5	6	59	57	55
	12%	3%	9%	7%	7%	11%	17%a	17%a	18%a
Tend to trust	(1) 245	27	39	39	33	22	245	222	206
	48%	48%	45%	46%	40%	71%a	67%a	69%a	
Neither trust nor distrust	(0) 119	17	26	25	22	15	24	36	25
	23%gh	31%	30%	29%	31%	28%	7%	11%	8%
Tend to distrust	(-1) 52	7	7	7	5	4	13	16	11
	10%gh	12%	8%	8%	7%	6%	4%	5%	4%
Strongly distrust	(-2) 24	4	8	9	7	7	2	2	2
	5%gh	7%	9%	11%a	9%	13%a	1%	1%	1%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	304	38	47	45	38	28	304	279	261
	59%	51%	54%	52%	53%	51%	88%a	84%a	87%a
<b>DISTRUST</b>	76	10	14	16	12	11	16	18	14
	15%gh	19%	16%	18%	16%	21%	5%	6%	5%
Refused	1	-	-	-	-	-	-	-	-
Don't know	13	-	-	-	-	-	1	-	1
	2%gh	-	-	-	-	-	-	-	-
<b>Mean Score</b>	0.329	0.280	0.372	0.391	0.338	0.262	1.009a	0.846a	1.001a
<b>Standard Deviation</b>	0.991	0.983	1.064	1.087	1.038	1.170	0.677	0.731	0.701
<b>Error Variance</b>	0.002	0.017	0.013	0.014	0.015	0.025	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i  
 \* small base





Q.69 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Completely trust	(2) 57	51	2	3	6	21	30	9	18	3	26	29	21	19	38	33	7	17
	11% <sub>i</sub>	12%	4%	11%	6%	8%	18% <sub>ae</sub> f	9%	11%	3%	18% <sub>aj</sub>	15%	9%	19% <sub>ao</sub>	9%	11%	6%	17% <sub>iq</sub>
Tend to trust	(1) 234	195	26	13	45	95	93	38	71	56	68	99	100	45	189	129	55	46
	46% <sub>d</sub>	45%	54%	43%	50% <sub>d</sub>	37%	50% <sub>af</sub>	38%	42%	37% <sub>hi</sub>	47%	51%	42%	46%	45%	44%	50%	45%
Neither trust nor distrust	(0) 116	101	9	6	23	68	25	28	39	23	25	36	66	15	101	68	29	16
	23% <sub>ig</sub>	23%	18%	21%	25%	27% <sub>ig</sub>	15%	29% <sub>ka</sub>	23%	24%	17%	19%	28% <sub>u</sub>	15%	24%	23%	26%	16%
Tend to distrust	(-1) 62	51	7	3	9	42	11	18	21	9	14	20	25	8	52	38	8	15
	12% <sub>ig</sub>	12%	15%	11%	9%	16% <sub>ig</sub>	7%	18%	12%	9%	9%	10%	11%	10%	12%	13%	7%	15%
Strongly distrust	(-2) 29	21	3	4	3	20	5	6	15	3	4	5	19	5	23	19	6	2
	5%	5%	5%	14%	4%	8% <sub>ig</sub>	3%	6%	9% <sub>ka</sub>	3%	3%	3%	8% <sub>u</sub>	5%	5%	6%	6%	2%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	290	246	29	16	51	117	122	47	90	59	94	128	121	63	227	162	62	63
	57% <sub>d</sub>	57%	59%	54%	56%	52%	46% <sub>i</sub>	47%	53%	60%	65% <sub>hi</sub>	60% <sub>am</sub>	51%	65%	55%	55%	56%	62%
<b>DISTRUST</b>	89	72	10	7	12	62	16	24	36	12	18	25	44	15	74	57	15	17
	17% <sub>ig</sub>	17%	20%	25%	13%	24% <sub>aeg</sub>	9%	24% <sub>ka</sub>	21% <sub>ka</sub>	12%	12%	13%	19%	16%	18%	19%	13%	17%
Refused	1	1	-	-	1	-	-	-	1	-	-	-	-	-	1	-	1	-
	*	*	-	-	1%	-	-	-	1%	-	-	-	-	-	*	-	*	1%
Don't know	16	14	2	-	4	9	3	-	3	4	9	5	6	4	12	6	5	4
	3%	3%	4%	-	5%	4%	2%	-	2%	4%	6% <sub>ah</sub>	3%	2%	4%	3%	2%	5%	4%
<b>Mean Score</b>	<b>0.464<sub>f</sub></b>	<b>0.487</b>	<b>0.383</b>	<b>0.269</b>	<b>0.484</b>	<b>0.230</b>	<b>0.807<sub>ae</sub></b>	<b>0.252</b>	<b>0.350</b>	<b>0.511</b>	<b>0.723<sub>ah</sub></b>	<b>0.675<sub>am</sub></b>	<b>0.343</b>	<b>0.661<sub>o</sub></b>	<b>0.418</b>	<b>0.416</b>	<b>0.455</b>	<b>0.626</b>
<b>Standard Deviation</b>	<b>1.031</b>	<b>1.020</b>	<b>0.995</b>	<b>1.229</b>	<b>0.912</b>	<b>1.083</b>	<b>0.911</b>	<b>1.063</b>	<b>1.119</b>	<b>0.829</b>	<b>0.974</b>	<b>0.945</b>	<b>1.054</b>	<b>1.081</b>	<b>1.015</b>	<b>1.065</b>	<b>0.948</b>	<b>1.023</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.023</b>	<b>0.052</b>	<b>0.009</b>	<b>0.005</b>	<b>0.004</b>	<b>0.014</b>	<b>0.010</b>	<b>0.008</b>	<b>0.004</b>	<b>0.004</b>	<b>0.006</b>	<b>0.009</b>	<b>0.003</b>	<b>0.004</b>	<b>0.008</b>	<b>0.008</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	489	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Completely trust	(2) 57	1	-	57	55	55	4	51	53	4	27	11	18	15	36	6
Tend to trust	(1) 234	12%	-	234	231	231	15	217	212	21	142	51	50	52	164	17
Neither trust nor distrust	(0) 116	21%	-	116	112	112	36%	47%	47%	34%	47%	52%	39%	53%	43%	48%
Tend to distrust	(-1) 234	4	-	234	229	229	13	99	100	18	71	24	27	13	95	8
Strongly distrust	(-2) 28	37%	-	28	22%	22%	32%	21%	22%	25%	24%	24%	21%	13%	25%	23%
Don't know	18	3%	-	18	16	16	3	25	21	7	17	2	9	8	19	-
<b>SUMMARY CODES</b>																
<b>TRUST</b>	290	3	-	290	287	287	19	268	265	25	169	62	69	67	200	23
<b>DISTRUST</b>	89	3	-	89	86	86	9	77	74	16	55	12	26	18	68	4
<b>Refused</b>	1	-	-	1	1	1	-	-	-	-	-	-	-	-	1	-
<b>Don't know</b>	18	3%	-	18	16	16	3%	2%	2%	8%	5	1	7	2	13	-
<b>Mean Score</b>	0.464	0.141	-	0.464	0.471	0.471	0.277	0.489	0.508	0.126	0.421	0.604	0.426	0.576	0.412	0.698
<b>Standard Deviation</b>	1.031	1.029	-	1.031	1.031	1.031	1.068	1.027	1.009	1.144	1.014	0.886	1.133	1.123	1.011	0.932
<b>Error Variance</b>	0.002	0.096	-	0.002	0.002	0.002	0.028	0.002	0.002	0.025	0.004	0.007	0.009	0.012	0.003	0.024

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Completely trust	(2) 57	34	23	1	2	53	3	1
	71%	9%	16% <sup>ab</sup>	4%	10%	71%	7%	100%
Tend to trust	(1) 234	159	75	11	11	215	19	-
	46%	43%	52% <sup>ab</sup>	39%	50%	46%	41%	-
Neither trust nor distrust	(0) 116	94	22	9	7	99	17	-
	23%	25% <sup>bc</sup>	15%	30%	32%	21%	36% <sup>d</sup>	-
Tend to distrust	(-1) 62	49	13	6	1	57	5	-
	12%	13%	9%	19%	5%	12%	10%	-
Strongly distrust	(-2) 28	25	3	2	-	26	2	-
	5%	7% <sup>bc</sup>	2%	6%	-	6%	4%	-
<b>SUMMARY CODES</b>								
TRUST	290	193	98	12	13	268	22	1
	57%	52%	69% <sup>ab</sup>	42%	60%	59%	47%	100%
DISTRUST	89	73	16	7	1	83	7	-
	17%	20% <sup>bc</sup>	71%	25%	5%	19%	14%	-
Refused	1	1	-	-	-	1	-	-
Don't know	16	9	6	1	1	14	1	-
	3%	3%	4%	2%	3%	3%	3%	-
Mean Score	0.464	0.358	0.747 <sup>ab</sup>	0.151	0.664	0.472	0.368	2.000
Standard Deviation	1.031	1.049	0.928	1.001	0.751	1.042	0.910	-
Error Variance	0.002	0.003	0.005	0.040	0.017	0.002	0.018	-

Q.69 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Completely trust	57	19	37	4	19	52	38	3	14	25	14
(2)	11%	13%	11%	10%	10%	11%	12%	9%	11%	13%	9%
Tend to trust	234	73	157	18	64	216	169	9	61	98	66
(1)	46%e	51%	45%	41%	35%	46%e	51%e	29%	49%	49%	43%
Neither trust nor distrust	116	28	83	10	49	106	67	8	30	42	36
(0)	23%	19%	24%	23%	27%	23%	20%	27%	25%	21%	24%
Tend to distrust	62	13	45	8	27	54	34	6	16	25	14
(-1)	12%	9%	13%	19%	15%	11%	10%	20%	13%	13%	9%
Strongly distrust	28	6	20	3	18	25	10	5	2	9	12
(-2)	5%	4%	6%	7%	10%g	5%	3%	16%	2%	4%	8%
<b>SUMMARY CODES</b>											
TRUST	290	92	194	22	83	268	207	12	75	123	80
	57%e	64%	56%	52%	45%	57%e	63%e	38%	59%	61%	52%
DISTRUST	89	20	64	11	45	79	44	11	18	34	26
	17%	14%	18%	23%g	25%g	17%	13%	38%	15%	17%	17%
Refused	1	-	-	-	-	1	1	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	1%
Don't know	16	5	9	-	5	16	10	-	3	2	10
	3%	3%	3%	-	3%	3%	3%	-	2%	1%	7%g
<b>Mean Score</b>	<b>0.464e</b>	<b>0.610</b>	<b>0.434</b>	<b>0.298</b>	<b>0.218</b>	<b>0.480e</b>	<b>0.600e</b>	<b>-0.041</b>	<b>0.558</b>	<b>0.530</b>	<b>0.400</b>
<b>Standard Deviation</b>	<b>1.031</b>	<b>0.989</b>	<b>1.036</b>	<b>1.109</b>	<b>1.140</b>	<b>1.023</b>	<b>0.940</b>	<b>1.235</b>	<b>0.924</b>	<b>1.014</b>	<b>1.070</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.007</b>	<b>0.003</b>	<b>0.029</b>	<b>0.008</b>	<b>0.002</b>	<b>0.002</b>	<b>0.051</b>	<b>0.007</b>	<b>0.005</b>	<b>0.007</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	REGIONS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	54	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	41*	-
Completely trust	(2) 57	8	4	5	3	6	1	5	1	1	11	5	3	1	3	-	-
Tend to trust	(1) 234	18%	8%	11%	8%	21%	5%	10%	6%	3%	18%	9%	12%	4%	13%	-	-
Neither trust nor distrust	(0) 116	23%	19%	26%	30%	13%	29%	19%	37%ak	19%	17%	21%	18%	36%	9%	-	-
Tend to distrust	(-1) 62	3	5	10	10	2	4	2	2	6	5	7	-	3	3	-	-
Strongly distrust	(-2) 28	-	2	2	2	-	3	2	-	2	10	1	2	1	3	-	-
		6%	3%	-	5%	-	11%	4%	3%	7%	15%kabdll	3%	10%	3%	13%	-	-
<b>SUMMARY CODES</b>																	
TRUST	290	30	27	22	20	18	12	23	12	17	38	30	15	13	14	-	-
	57%	67%bd	58%	44%	54%	61%	48%	53%	69%	52%	59%	60%	70%	45%	63%	-	-
DISTRUST	89	3	7	10	12	2	7	3	2	8	14	9	3	6	6	-	-
	17%	6%	14%	21%	33%	6%	28%	6%	12%	25%	22%b	17%	12%	12%	28%	-	-
Refused	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	-	-
Don't know	16	4	1	3	-	1	1	-	2	1	1	-	-	1	-	-	-
	3%	9%	1%	6%	-	4%	5%	3%	-	6%	2%	-	-	3%	-	-	-
Mean Score	0.464	0.848ad	0.483	0.359	0.235	0.787	0.146	0.529	0.608	0.287	0.405	0.507	0.601	0.362	0.341	-	-
Standard Deviation	1.031	0.821	0.824	0.865	1.107	0.877	1.160	0.900	0.871	1.051	1.298	0.962	1.091	0.853	1.287	-	-
Error Variance	0.002	0.014	0.019	0.019	0.035	0.023	0.052	0.017	0.042	0.043	0.026	0.018	0.054	0.023	0.075	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier (a...)? - Provide clear and helpful information for you  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Completely trust	(2) 57	3	8	7	5	5	57	57	54
	11%	5%	9%	8%	7%	9%	16%a	17%a	18%a
Tend to trust	(1) 234	27	40	43	34	27	220	234	198
	46%	46%	46%	50%	49%	49%	64%a	70%a	66%a
Neither trust nor distrust	(0) 116	13	26	21	22	16	35	20	24
	23%gh	24%	30%	24%	31%	29%	10%h	6%	8%
Tend to distrust	(-1) 62	8	7	10	5	5	20	15	15
	12%gh	14%	8%	12%	7%	9%	6%	5%	5%
Strongly distrust	(-2) 28	5	5	6	3	2	7	3	5
	5%gh	8%	6%	6%	5%	4%	2%	1%	2%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	290	30	48	50	39	32	277	290	252
	57%	53%	55%	57%	55%	58%	80%a	87%ag	84%a
<b>DISTRUST</b>	89	13	12	16	8	7	27	19	20
	17%gh	23%	14%	18%	12%	13%	8%	6%	7%
Refused	1	-	-	-	-	-	-	-	-
Don't know	16	1	1	-	-	-	6	4	6
	3%	1%	1%	-	2%	-	2%	1%	2%
<b>Mean Score</b>	0.464	0.566	0.442	0.460	0.475	0.497	0.606a	0.689a	0.591a
<b>Standard Deviation</b>	1.031	1.051	0.975	1.016	0.915	0.945	0.819	0.717	0.781
<b>Error Variance</b>	0.002	0.021	0.011	0.012	0.012	0.016	0.002	0.001	0.002

Q.69 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	541	466	46	29	99	226	216	82	134	85	240	247	203	129	412	285	112	137
Weighted Base	512	434	49*	30**	91*	255	166	100*	168	98*	146	194	236	97	415	293	112*	101
Completely trust	(2) 41	37	3	1	5	18	18	6	14	3	19	20	16	11	31	24	6	11
	8%	9%	5%	4%	6%	7%	7%	6%	8%	3%	13%a)	7%	7%	7%	11%	8%	6%	11%
Tend to trust	(1) 196	169	17	10	43	72	82	27	63	48	58	87	82	45	152	101	47	45
	38%b)	39%	36%	32%	47%d)	23%	49%af)	27%	38%	23%	49%ah)	40%	45%am)	36%	46%	35%	42%	45%
Neither trust nor distrust	(0) 133	109	16	7	25	77	31	34	44	21	34	49	67	17	116	76	34	21
	26%g)	25%	33%	25%	27%	30%ig)	19%	34%	26%	21%	23%	25%	28%	17%	28%k)	26%	30%	21%
Tend to distrust	(-1) 72	63	7	3	13	48	11	21	23	13	15	21	32	11	61	40	15	15
	14%h)	14%	14%	8%	14%	19%j)	7%	21%k)	13%	10%	10%	11%	13%	11%	15%	14%	14%	15%
Strongly distrust	(-2) 30	21	2	6	-	23	7	8	15	7	7	5	25	4	26	23	4	2
	6%e)	5%	5%	21%	-	9%e)	4%e)	8%j)	9%j)	1%	5%	2%	11%al)	4%	6%	8%	4%	2%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	237	207	20	11	48	89	100	33	77	50	77	107	98	55	182	126	53	56
	46%b)	48%	41%	36%	53%d)	35%	60%af)	33%	46%	51%h)	52%ah)	55%am)	42%	57%ao)	44%	43%	47%	56%p)
<b>DISTRUST</b>	102	84	9	9	13	71	18	29	37	14	22	25	56	15	87	63	19	18
	20%g)	19%	18%	29%	14%	28%aag)	7%	29%ik)	22%	14%	15%	24%u)	22%	15%	24%u)	22%	17%	17%
Refused	6	6	-	-	1	4	1	2	-	2	1	3	1	5	3	2	1	1
	1%	1%	-	-	1%	1%	1%	2%	-	2%	1%	1%	1%	1%	1%	1%	2%	1%
Don't know	35	28	3	3	5	14	16	3	10	11	12	11	12	9	26	26	4	5
	7%	7%	7%	10%	5%	6%	9%	3%	6%	11%h)	8%	6%	5%	10%	6%	9%	3%	5%
<b>Mean Score</b>	0.311th	0.347	0.249	-0.116	0.478f)	0.057	0.620af)	0.030	0.249	0.448h)	0.500ah)	0.536am)	0.148	0.540ao)	0.260	0.239	0.337	0.493p)
<b>Standard Deviation</b>	1.038	1.025	0.964	1.268	0.821	1.088	0.968	1.040	1.100	0.832	1.036	0.930	1.110	1.015	1.037	1.094	0.930	0.982
<b>Error Variance</b>	0.002	0.002	0.022	0.064	0.007	0.006	0.005	0.014	0.010	0.010	0.005	0.004	0.007	0.009	0.003	0.005	0.008	0.007

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	541	11	-	541	530	530	41	409	481	60	289	116	146	104	401	36
Weighted Base	512	11**	**	512	502	502	40*	461	450	63*	300	99*	130	100*	378	35*
Completely trust	(2) 41	1	-	41	40	40	5	35	37	4	21	6	14	11	26	2
		8%	12%	-	8%	8%	11%	8%	8%	7%	7%	8%	11%	12%	7%	8%
Tend to trust	(1) 196	4	-	196	192	192	10	182	174	22	117	37	42	49	137	11
		38%	37%	-	38%	38%	25%	39%	39%	35%	39%	37%	33%	49%	36%	32%
Neither trust nor distrust	(0) 133	3	-	133	129	129	15	115	118	14	78	26	34	18	108	6
		20%	31%	-	20%	20%	20%	20%	20%	23%	20%	27%	20%	18%	20%	18%
Tend to distrust	(-1) 72	2	-	72	70	70	7	63	63	9	48	12	18	13	53	6
		14%	15%	-	14%	14%	17%	14%	14%	15%	16%	12%	14%	13%	14%	18%
Strongly distrust	(-2) 30	-	-	30	30	30	2	27	25	5	15	7	12	5	23	2
		6%	4%	-	6%	6%	5%	6%	6%	8%	5%	7%	9%	5%	6%	7%
<b>SUMMARY CODES</b>																
TRUST	237	5	-	237	232	232	15	218	211	26	139	43	57	60	164	13
		46%	49%	-	46%	46%	36%	47%	47%	42%	46%	43%	44%	60%	43%	38%
DISTRUST	102	2	-	102	100	100	9	91	86	14	63	19	30	17	75	9
		20%	20%	-	20%	20%	22%	20%	18%	23%	21%	18%	24%	16%	20%	25%
Refused	6	-	-	6	6	6	2	4	6	-	1	3	2	-	6	-
		1%	-	-	1%	1%	4%	1%	1%	-	1%	3%	1%	-	1%	-
Don't know	35	-	-	35	35	35	-	34	27	8	19	8	7	4	24	7
		7%	-	-	7%	7%	1%	7%	6%	13%	6%	8%	5%	4%	6%	19%
<b>Mean Score</b>	<b>0.311</b>	<b>0.364</b>	-	<b>0.311</b>	<b>0.310</b>	<b>0.310</b>	<b>0.207</b>	<b>0.319</b>	<b>0.325</b>	<b>0.205</b>	<b>0.295</b>	<b>0.262</b>	<b>0.235</b>	<b>0.515a</b>	<b>0.269</b>	<b>0.150</b>
<b>Standard Deviation</b>	<b>1.038</b>	<b>1.071</b>	-	<b>1.038</b>	<b>1.038</b>	<b>1.038</b>	<b>1.063</b>	<b>1.037</b>	<b>1.029</b>	<b>1.105</b>	<b>1.012</b>	<b>1.044</b>	<b>1.157</b>	<b>1.036</b>	<b>1.026</b>	<b>1.133</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.104</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.029</b>	<b>0.002</b>	<b>0.002</b>	<b>0.024</b>	<b>0.004</b>	<b>0.011</b>	<b>0.010</b>	<b>0.011</b>	<b>0.003</b>	<b>0.044</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.69 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	541	348	193	26	34	483	47	1
Weighted Base	512	370	142	29**	22*	465	47*	1**
Completely trust	(2) 41	29	12	-	2	38	3	-
	8%	8%	9%	-	10%	8%	7%	-
Tend to trust	(1) 196	127	69	10	11	177	19	-
	38%	34%	48% <sup>ab</sup>	34%	47%	36%	41%	-
Neither trust nor distrust	(0) 133	101	32	10	8	115	17	1
	26%	27%	22%	33%	34%	25%	37%	100%
Tend to distrust	(-1) 72	62	10	6	1	68	4	-
	14% <sup>c</sup>	17% <sup>c</sup>	7%	20%	5%	15%	8%	-
Strongly distrust	(-2) 30	25	5	1	-	28	2	-
	6%	7%	3%	5%	-	6%	4%	-
<b>SUMMARY CODES</b>								
TRUST	237	156	81	10	13	216	22	-
	46%	42%	57% <sup>ab</sup>	34%	57%	46%	47%	-
DISTRUST	102	87	15	7	1	96	6	-
	20% <sup>cde</sup>	24% <sup>cd</sup>	10%	26%	5%	21%	12%	-
Refused	6	5	1	-	-	6	-	-
	1%	1%	1%	-	-	1%	-	-
Don't know	35	21	14	2	1	33	2	-
	7%	6%	10%	7%	3%	7%	4%	-
Mean Score	0.311	0.212	0.505 <sup>ab</sup>	0.036	0.639	0.303	0.390	0.000
Standard Deviation	1.038	1.065	0.910	0.915	0.756	1.052	0.908	-
Error Variance	0.002	0.004	0.005	0.035	0.017	0.002	0.018	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	541	150	369	43	175	498	366	30	122	211	178
Weighted Base	512	144	350	43*	182	469	330	31**	126	202	154
Completely trust	(2) 41	17	24	5	16	96	25	2	9	20	11
	8%	12%	7%	11%	9%	6%	8%	2	7%	10%	7%
Tend to trust	(1) 196	55	136	14	58	183	139	9	43	85	60
	38%	38%	39%	32%	32%	39%	42% <sup>a</sup>	29%	34%	42%	39%
Neither trust nor distrust	(0) 133	34	95	14	53	119	80	10	31	56	35
	20%	24%	27%	33%	29%	25%	24%	34%	24%	29%	23%
Tend to distrust	(-1) 72	20	46	8	32	64	40	7	23	22	19
	14%	14%	13%	18%	17%	14%	12%	24%	18%	11%	13%
Strongly distrust	(-2) 30	11	20	2	16	28	14	2	10	8	10
	6%	7%	6%	5%	9%	6%	4%	7%	8%	4%	7%
<b>SUMMARY CODES</b>											
TRUST	237	72	161	18	74	219	164	11	51	105	71
	46%	50%	46%	43%	41%	47%	50%	35%	41%	52%	46%
DISTRUST	102	30	65	10	47	92	54	9	30	30	30
	20%	21%	19%	23%	26%	20%	16%	31%	25%	15%	19%
Refused	6	1	5	-	1	6	5	-	-	3	2
	1%	1%	1%	-	1%	1%	1%	-	-	2%	1%
Don't know	35	7	25	1	7	34	28	-	11	8	16
	7%	5%	7%	2%	4%	7%	8%	-	9%	4%	10%
<b>Mean Score</b>	<b>0.311</b>	<b>0.350</b>	<b>0.312</b>	<b>0.274</b>	<b>0.155</b>	<b>0.315</b>	<b>0.403<sup>e</sup></b>	<b>0.033</b>	<b>0.149</b>	<b>0.455<sup>i</sup></b>	<b>0.309</b>
<b>Standard Deviation</b>	<b>1.038</b>	<b>1.115</b>	<b>1.010</b>	<b>1.047</b>	<b>1.112</b>	<b>1.038</b>	<b>0.983</b>	<b>1.038</b>	<b>1.097</b>	<b>0.970</b>	<b>1.057</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.009</b>	<b>0.003</b>	<b>0.026</b>	<b>0.007</b>	<b>0.002</b>	<b>0.003</b>	<b>0.036</b>	<b>0.011</b>	<b>0.005</b>	<b>0.007</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	541	52	47	51	35	36	28	50	18	28	65	53	22	34	22	-
Weighted Base	512	45*	47*	49*	37**	30*	25**	43*	17**	32**	64*	50*	22**	29**	22**	-**
Completely trust	(2) 41	6	4	4	2	4	1	5	1	2	7	3	1	1	1	-
Tend to trust	(1) 199	14%	8%	9%	4%	7%	5%	10%	6%	5%	10%	5%	6%	4%	6%	-
Neither trust nor distrust	(0) 133	23	18	17	11	9	9	16	9	8	19	24	10	13	9	-
Tend to distrust	(-1) 72	3	5	10	9	2	2	6	-	6	3	10	-	3	7	-
Strongly distrust	(-2) 30	1%	1%	12%	19%	24%	6%	7%	14%	3%	19%	12%	20%	-	10%	34%
Don't know	6%	1%	1%	6%	14%	4%	11%	7%	-	7%	8%	3%	10%	3%	7%	-
<b>SUMMARY CODES</b>																
TRUST	237	30	22	22	13	13	10	21	10	10	26	27	11	14	10	-
DISTRUST	46%	66%adk	46%	44%	34%	45%	40%	48%	60%	31%	40%	53%	51%	49%	46%	-
Refused	102	4	6	12	3	3	4	9	*	9	13	12	2	4	9	-
Don't know	35	7%	8%	7%	3%	3%	3%	3%	3%	7%	7%	11%cl	1%	4%	2%	-
Mean Score	0.311	0.360adk	0.429	0.228	-0.149	0.501	0.186	0.330	0.634	0.022	0.253	0.320	0.437	0.383	0.039	-
Standard Deviation	1.038	0.859	0.885	1.092	1.181	0.993	1.110	1.103	0.662	1.050	1.138	0.959	1.082	0.877	1.154	-
Error Variance	0.002	0.015	0.018	0.025	0.044	0.031	0.054	0.025	0.024	0.046	0.023	0.018	0.065	0.025	0.061	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.69 To what extent do you trust or distrust your gas supplier (a...)? - Charge you a fair price for your electricity  
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	541	54	86	83	70	55	386	377	341
Weighted Base	512	56*	88*	87*	71*	55*	344	333	301
Completely trust	(2) 41	•	6	4	4	4	41	41	41
	8%	1%	6%	5%	5%	7%	12%	12%a	14%a
Tend to trust	(1) 196	16	28	25	23	16	191	188	196
	36%	29%	31%	29%	30%	30%	55%a	56%a	65%a <b>gh</b>
Neither trust nor distrust	(0) 133	21	29	27	22	16	53	47	35
	26% <b>gh</b>	38%	33%	31%	31%	29%	16%	14%	12%
Tend to distrust	(-1) 72	11	17	16	15	10	28	28	11
	14% <b>gh</b>	19%	19%	19%	21%	17%	8% <b>i</b>	9% <b>i</b>	4% <b>i</b>
Strongly distrust	(-2) 30	2	7	7	5	7	8	8	6
	6% <b>gh</b>	4%	8%	8%	7%	12%	2%	2%	2%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	237	17	33	29	26	20	222	229	237
	46% <b>bd</b>	29%	38%	34%	37%	37%	67%a	69%a	79% <b>a<b>gh</b></b>
<b>DISTRUST</b>	102	13	24	24	20	16	34	36	17
	20% <b>gh</b>	22%	27%	27%	28%	30%	10% <b>i</b>	11% <b>i</b>	6% <b>i</b>
Refused	6	2	•	2	•	•	6	5	3
	1%	3%	•	2%	•	•	2%	1%	1%
Don't know	35	4	3	5	3	3	19	16	10
	7% <b>i</b>	7%	3%	6%	4%	5%	5%	5%	3%
<b>Mean Score</b>	0.311d	0.046	0.086	0.034	0.066	0.016	0.721a	0.727a	0.887 <b>a<b>gh</b></b>
<b>Standard Deviation</b>	1.039	0.862	1.090	1.036	1.045	1.137	0.883	0.891	0.765
<b>Error Variance</b>	0.002	0.015	0.013	0.014	0.016	0.026	0.002	0.002	0.002

Q.69 To what extent do you trust or distrust your gas supplier to...? - Summary Table  
 Base: All who have different gas and electricity suppliers, or only have gas supply

		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		541	541	541
Weighted Base		512	512	512
Completely trust	(2)	59	57	41
		12%	11%	8%
Tend to trust	(1)	245	234	196
		48%	46%	38%
Neither trust nor distrust	(0)	119	116	133
		23%	23%	26%
Tend to distrust	(-1)	52	62	72
		10%	12%	14%
Strongly distrust	(-2)	24	28	30
		5%	5%	6%
<b>SUMMARY CODES</b>				
TRUST		304	290	237
		59%	57%	46%
DISTRUST		76	89	102
		15%	17%	20%
Refused		1	1	0
		*	*	1%
Don't know		13	16	35
		2%	3%	7%
<b>Mean Score</b>		<b>0.529</b>	<b>0.464</b>	<b>0.311</b>
<b>Standard Deviation</b>		<b>0.991</b>	<b>1.031</b>	<b>1.038</b>
<b>Error Variance</b>		<b>0.002</b>	<b>0.002</b>	<b>0.002</b>

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	502	225	885	620	256	216
Very satisfied	(2) 202	159	23	20	29	93	80	46	59	33	64	83	87	60	142	112	44	43
		18%	18%	20%	14%	17%	22% <sup>ae</sup>	18%	17%	15%	21%	20%	16%	27% <sup>lao</sup>	16%	18%	17%	20%
Satisfied	(1) 590	469	65	56	122	261	207	131	175	130	154	219	306	119	470	336	130	111
		52%	53%	51%	57%	57% <sup>d</sup>	49% <sup>h</sup>	52%	51%	60% <sup>k</sup>	51%	53%	54%	53%	55%	55%	51%	51%
Neither satisfied nor dissatisfied	(0) 210	170	27	14	38	127	45	50	81	34	46	65	118	24	186	126	44	36
		19% <sup>gn</sup>	19%	14%	18%	23% <sup>g</sup>	13%	20%	24% <sup>k</sup>	16%	15%	10%	21% <sup>u</sup>	10%	21% <sup>n</sup>	20%	17%	17%
Dissatisfied	(-1) 56	40	11	5	16	29	11	13	15	10	18	27	26	17	39	17	24	15
		5% <sup>p</sup>	5%	9%	6%	8% <sup>g</sup>	5%	5%	4%	5%	6%	7%	5%	8% <sup>o</sup>	4%	3%	9% <sup>ap</sup>	7% <sup>p</sup>
Very dissatisfied	(-2) 26	22	2	3	5	18	4	9	6	1	10	9	15	3	24	14	6	7
		2%	2%	1%	3%	3% <sup>g</sup>	1%	4%	2%	1%	3% <sup>j</sup>	2%	3%	1%	3%	2%	2%	3%
<b>SUMMARY CODES</b>																		
<b>SATISFIED</b>	792	626	88	76	151	354	287	177	234	163	218	303	394	179	612	450	175	154
		71% <sup>d</sup>	69%	77%	71%	65%	81% <sup>aeef</sup>	71%	68%	70%	72%	72%	70%	30% <sup>lao</sup>	69%	73%	68%	71%
<b>DISSATISFIED</b>	83	62	13	9	21	46	15	22	21	12	28	36	41	20	63	31	29	22
		7% <sup>g</sup>	7%	10%	9%	10% <sup>g</sup>	4%	9%	6%	5%	9%	9%	7%	9%	7%	5%	11% <sup>ap</sup>	10% <sup>p</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	26	25	1	-	3	14	9	2	7	8	9	9	10	2	23	13	8	4
		2%	3%	1%	-	3%	2%	1%	2%	3% <sup>h</sup>	3% <sup>h</sup>	2%	2%	1%	3%	2%	3%	2%
<b>Mean Score</b>	<b>0.816</b>	<b>0.819</b>	<b>0.763</b>	<b>0.855</b>	<b>0.731</b>	<b>0.726</b>	<b>1.002<sup>ae</sup></b>	<b>0.770</b>	<b>0.790</b>	<b>0.881</b>	<b>0.838</b>	<b>0.843</b>	<b>0.769</b>	<b>0.971<sup>ao</sup></b>	<b>0.775</b>	<b>0.851</b>	<b>0.742</b>	<b>0.795</b>
<b>Standard Deviation</b>	<b>0.880</b>	<b>0.874</b>	<b>0.897</b>	<b>0.913</b>	<b>0.880</b>	<b>0.928</b>	<b>0.770</b>	<b>0.933</b>	<b>0.850</b>	<b>0.751</b>	<b>0.949</b>	<b>0.902</b>	<b>0.867</b>	<b>0.894</b>	<b>0.872</b>	<b>0.832</b>	<b>0.938</b>	<b>0.950</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.006</b>	<b>0.009</b>	<b>0.004</b>	<b>0.002</b>	<b>0.001</b>	<b>0.004</b>	<b>0.003</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.003</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Very satisfied	(2) 202	-	123	79	202	79	43	159	172	30	126	26	46	71	124	6
	18%	-	20%	16%	18%	16%	17%	18%	16%	20%	19%	15%	16%	24%ao	16%	16%
Satisfied	(1) 590	-	317	272	590	272	132	458	517	73	350	109	117	168	404	18
	52%um	-	52%	54%	53%	54%	51%	54%	49%	53%	59%um	46%	55%	52%	50%	
Neither satisfied nor dissatisfied	(0) 210	-	103	107	210	107	53	157	185	25	131	31	53	39	165	5
	19%un	-	17%	21%	19%	21%	20%	18%	19%	20%	17%	21%	13%	21%un	15%	
Dissatisfied	(-1) 56	-	38	19	56	19	22	34	51	6	26	7	21	11	43	2
	5%	-	6%	4%	5%	4%	8%ah	4%	5%	4%	4%	8%k	4%	6%	5%	
Very dissatisfied	(-2) 26	-	19	8	26	8	7	19	20	6	11	6	11	6	20	-
	2%	-	3%	2%	2%	2%	3%	2%	2%	4%	2%	3%	4%k	2%	3%	
<b>SUMMARY CODES</b>																
SATISFIED	792	-	440	352	792	352	175	616	690	102	476	137	163	239	529	24
	71%um	-	72%	70%	71%	70%	68%	72%	72%	70%	72%um	74%um	64%	79%ao	68%	69%
DISSATISFIED	83	-	56	27	83	27	29	54	71	12	37	12	31	17	64	2
	7%	-	9%df	5%	7%	5%	11%ah	6%	7%	6%	6%	7%	12%ak	6%	8%	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5%
Don't know	26	-	9	16	26	16	1	25	18	8	14	5	7	7	15	4
	2%	-	2%	3%	2%	3%	1	3%g	2%	5%j	2%	3%	3%	2%	2%	
<b>Mean Score</b>	<b>0.816m</b>	-	<b>0.814</b>	<b>0.817</b>	<b>0.816</b>	<b>0.817</b>	<b>0.710</b>	<b>0.848g</b>	<b>0.816</b>	<b>0.815</b>	<b>0.860m</b>	<b>0.815</b>	<b>0.675</b>	<b>0.969ao</b>	<b>0.751</b>	<b>0.927</b>
<b>Standard Deviation</b>	<b>0.880</b>	-	<b>0.935</b>	<b>0.807</b>	<b>0.880</b>	<b>0.807</b>	<b>0.938</b>	<b>0.859</b>	<b>0.866</b>	<b>0.969</b>	<b>0.834</b>	<b>0.850</b>	<b>1.007</b>	<b>0.846</b>	<b>0.890</b>	<b>0.778</b>
<b>Error Variance</b>	<b>0.001</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.007</b>	<b>0.001</b>	<b>0.004</b>	<b>0.003</b>	<b>0.002</b>	<b>0.001</b>	<b>0.019</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Very satisfied	(2) 202	127	75	12	6	184	18	-
		16%	25%ab	17%	14%	18%	19%	-
Satisfied	(1) 590	424	166	40	26	544	46	1
		53%	55%	58%	57%	54%	48%	31%
Neither satisfied nor dissatisfied	(0) 210	173	37	12	6	190	20	-
		19%bc	21%bc	17%	14%	19%	21%	-
Dissatisfied	(-1) 56	44	12	4	5	48	8	-
		5%	4%	5%	10%	5%	9%	-
Very dissatisfied	(-2) 26	24	2	2	2	25	1	-
		2%	3%cd	3%	4%	3%	1%	-
<b>SUMMARY CODES</b>								
SATISFIED	792	551	241	52	33	728	64	1
		71%	80%ab	74%	71%	72%	66%	31%
DISSATISFIED	83	68	15	6	7	73	9	-
		7%	8%cd	8%	14%a	7%	10%	-
Refused	-	-	-	-	-	-	-	-
Don't know	26	16	9	-	-	22	2	1
		2%	3%	-	-	2%	3%	69%
Mean Score	0.816	0.739	1.021ab	0.797	0.669	0.820	0.763	1.000
Standard Deviation	0.880	0.899	0.791	0.888	0.989	0.878	0.906	-
Error Variance	0.001	0.001	0.002	0.013	0.014	0.001	0.010	-



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Very satisfied	202 (2)	86 24% <sup>a,c</sup>	113 16%	25 25%	89 21%	177 16%	113 17%	14 13%	65 24% <sup>a,k</sup>	75 18%	48 16%
Satisfied	590 (1)	188 52%	386 54%	44 45%	220 51%	546 54%	370 55%	56 50%	141 51%	235 57%	158 51%
Neither satisfied nor dissatisfied	210 (0)	48 19% <sup>b</sup>	155 22% <sup>b</sup>	20 20%	87 20%	190 19%	123 18%	23 21%	43 16%	76 19%	68 22%
Dissatisfied	56 (-1)	16 5%	39 5%	9 9%	25 6%	47 5%	31 5%	11 10% <sup>a,k</sup>	16 6%	15 4%	14 5%
Very dissatisfied	26 (-2)	12 3%	12 2%	1 1%	8 2%	26 3%	19 3%	6 5%	6 2%	8 2%	6 2%
<b>SUMMARY CODES</b>											
SATISFIED	792	273	499	69	309	723	483	70	206	310	206
	77%	76% <sup>c</sup>	70%	70%	71%	71%	71%	63%	75% <sup>a,k</sup>	75% <sup>a,k</sup>	67%
DISSATISFIED	83	28	51	9	33	73	50	17	22	24	20
	7%	8%	7%	8%	8%	7%	7%	15% <sup>a,k</sup>	8%	6%	7%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	26	9	11	1	5	25	21	2	4	7	14
	2%	2%	1%	1%	1%	2%	3% <sup>a</sup>	1%	1%	2%	4% <sup>d</sup>
<b>Mean Score</b>	<b>0.816<sup>h</sup></b>	<b>0.915<sup>c</sup></b>	<b>0.777</b>	<b>0.852</b>	<b>0.834</b>	<b>0.812</b>	<b>0.803</b>	<b>0.558</b>	<b>0.895<sup>h</sup></b>	<b>0.862<sup>h</sup></b>	<b>0.774<sup>h</sup></b>
<b>Standard Deviation</b>	<b>0.880</b>	<b>0.928</b>	<b>0.843</b>	<b>0.920</b>	<b>0.882</b>	<b>0.878</b>	<b>0.878</b>	<b>1.017</b>	<b>0.913</b>	<b>0.826</b>	<b>0.851</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.009</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.010</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	PES - SEGMENTS															
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2	
Weighted Base	1110	122	101*	94*	63*	100*	42*	69*	58*	70*	100*	125	66*	39*	11*	-	
Very satisfied	(2) 202 18%	17 14%	16 16%	17 18%	14 22%	38 39%abde gijklmn	6 15%	9 15%	15 26%kn	8 12%	12 11%	21 17%	13 19%	6 9%	10 24%n	-	
Satisfied	(1) 590 53%l 19%	67 54%l 19%	57 56%l 22%	42 45% 27%lm	28 45% 17%	40 40% 17%	26 63%l 11%	31 53% 7%	30 52% 15%	35 50% 25%j	57 56%l 17%	75 60%df 19%	44 65%def 19%	38 57%l 19%	19 48% 13%	1 5% 1%	1 5% 4%
Neither satisfied nor dissatisfied	(0) 210 19%	25 19%	22 20%	25 27%lm	11 17%	11 11%	7 15%	15 26%j	9 16%	17 25%j	17 16%	19 15%	8 12%lmn	19 27%lm	5 12%	1 4%	1 4%
Dissatisfied	(-1) 56 5%	7 6%	4 4%	4 5%	7 11%lmn	4 4%	1 3%	4 6%	3 5%	6 12%lmn	4 4%	8 6%n	1 2%	-	2 4%	-	-
Very dissatisfied	(-2) 26 2%	1 1%	2 2%	3 4%	3 5%	4 4%	-	-	-	1 2%	4 4%	2 2%	1 1%	1 1%	4 9%abhl	-	-
<b>SUMMARY CODES</b>																	
SATISFIED	792 71%	83 68%	73 72%	59 63%	42 67%	79 79%cdj	33 78%	40 68%	45 78%	43 62%	69 67%	96 77%cdj	56 85%abdeh jkn	44 67%	29 73%	1 5%	
DISSATISFIED	83 7%	8 6%	6 6%	8 8%	10 16%abmn	8 8%	1 3%	4 6%	3 5%	9 13%lmn	8 7%	10 8%	2 3%	1 1%	5 14%lmn	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	26 2%	7 5%acd	-	2 2%	-	2 2%	1 3%	-	1 1%	-	9 9%acehj m	-	-	3 5%cd	-	-	
<b>Mean Score</b>	<b>0.816</b>	<b>0.789</b>	<b>0.793</b>	<b>0.710</b>	<b>0.672</b>	<b>1.009abc dehkn</b>	<b>0.928</b>	<b>0.770</b>	<b>0.981j</b>	<b>0.586</b>	<b>0.740</b>	<b>0.839</b>	<b>1.005kl</b>	<b>0.773</b>	<b>0.737</b>	<b>0.552</b>	
<b>Standard Deviation</b>	<b>0.880</b>	<b>0.789</b>	<b>0.837</b>	<b>0.850</b>	<b>1.104</b>	<b>1.002</b>	<b>0.668</b>	<b>0.778</b>	<b>0.833</b>	<b>0.913</b>	<b>0.878</b>	<b>0.852</b>	<b>0.695</b>	<b>0.671</b>	<b>1.172</b>	<b>-</b>	
<b>Error Variance</b>	<b>0.001</b>	<b>0.005</b>	<b>0.007</b>	<b>0.010</b>	<b>0.020</b>	<b>0.010</b>	<b>0.011</b>	<b>0.009</b>	<b>0.011</b>	<b>0.013</b>	<b>0.008</b>	<b>0.005</b>	<b>0.007</b>	<b>0.006</b>	<b>0.033</b>	<b>-</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Very satisfied	(2) 202	20	38	35	27	25	186	184	177
	18%	17%	17%	16%	17%	18%	25%a	26%a	28%a
Satisfied	(1) 590	72	103	113	76	65	463	457	404
	53%	60% <u>d</u>	48%	52%	49%	46%	63%a	63%a	63%a
Neither satisfied nor dissatisfied	(0) 210	18	49	39	33	28	61	51	38
	19% <u>gh</u>	15%	23%	18%	21%	20%	8%	7%	6%
Dissatisfied	(-1) 56	5	16	17	11	15	16	14	11
	5% <u>gh</u>	4%	7%	8%	7%	10%a	2%	2%	2%
Very dissatisfied	(-2) 26	1	9	8	9	7	3	4	4
	2% <u>gh</u>	1%	4%	4%	6%a	5%	-	1%	1%
<b>SUMMARY CODES</b>									
SATISFIED	792	92	141	148	103	90	645	641	581
	71%	76% <u>d</u>	65%	68%	68%	64%	88%a	89%a	91%a
DISSATISFIED	83	6	24	25	20	22	18	17	15
	7% <u>gh</u>	5%	11%	12%	13%a	15% <u>ab</u>	2%	2%	2%
Refused	-	-	-	-	-	-	-	-	-
Don't know	26	4	2	4	1	1	11	12	5
	2% <u>d</u>	3%	1%	2%	1%	1%	1%	2%	1%
<b>Mean Score</b>	0.816 <sup>e</sup>	0.899 <sup>f</sup>	0.881	0.790	0.800	0.820	1.119 <sup>g</sup>	1.134 <sup>h</sup>	1.164 <sup>a</sup>
<b>Standard Deviation</b>	0.880	0.777	0.982	0.969	1.020	1.053	0.665	0.661	1.064
<b>Error Variance</b>	0.001	0.005	0.005	0.005	0.007	0.008	0.001	0.001	0.001

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	502	225	885	620	258	216
Completely trust	(2) 142	117	12	12	20	63	59	24	43	25	50	58	67	38	104	80	27	32
	13%	13%	10%	13%	9%	12%	17% <sup>ae</sup>	10%	12%	12%	16% <sup>h</sup>	14%	12%	17% <sup>o</sup>	13%	13%	11%	15%
Tend to trust	(1) 559	434	69	56	112	238	209	118	176	112	152	231	265	126	433	302	138	113
	50% <sup>d</sup>	49%	54%	57%	53% <sup>d</sup>	44%	59% <sup>af</sup>	47%	51%	52%	51%	50% <sup>am</sup>	47%	56%	49%	49%	54%	52%
Neither trust nor distrust	(0) 221	178	31	12	50	127	44	54	68	40	59	71	128	31	190	125	52	37
	20% <sup>gn</sup>	20%	24% <sup>d</sup>	13%	24% <sup>g</sup>	23% <sup>g</sup>	12%	22%	20%	18%	20%	17%	23% <sup>u</sup>	14%	21% <sup>n</sup>	20%	20%	17%
Tend to distrust	(-1) 108	89	10	9	20	65	23	36	33	19	20	33	55	20	88	64	21	22
	10% <sup>g</sup>	10%	7%	9%	9%	12% <sup>g</sup>	6%	14% <sup>ka</sup>	10%	9%	7%	8%	10%	9%	10%	10%	8%	10%
Strongly distrust	(-2) 53	42	6	5	5	35	13	17	19	9	8	11	39	7	47	34	11	7
	5%	5%	5%	5%	3%	6% <sup>ae</sup>	4%	7% <sup>ka</sup>	6%	4%	3%	3%	7% <sup>u</sup>	3%	5%	6%	4%	3%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	700	551	81	68	132	301	268	142	219	138	202	289	332	164	537	382	165	145
	62% <sup>d</sup>	62%	64%	70%	62%	52%	75% <sup>ae</sup>	57%	64%	64%	67% <sup>h</sup>	70% <sup>am</sup>	59%	72% <sup>ao</sup>	61%	62%	54%	67%
<b>DISTRUST</b>	161	132	16	14	26	100	36	53	52	28	29	44	94	27	135	99	32	29
	15% <sup>gk</sup>	15%	12%	14%	12%	19% <sup>ag</sup>	10%	21% <sup>ajk</sup>	15% <sup>ka</sup>	13%	10%	11%	17% <sup>u</sup>	12%	15%	16%	13%	13%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	27	24	-	3	5	13	9	2	5	10	11	9	9	4	23	14	8	5
	2%	3%	-	3%	2%	2%	2%	1%	1%	5% <sup>hi</sup>	4% <sup>h</sup>	2%	2%	2%	3%	2%	3%	3%
<b>Mean Score</b>	0.589 <sup>th</sup>	0.574	0.559	0.662	0.581	0.433	0.801 <sup>ae</sup>	0.384	0.562	0.617 <sup>h</sup>	0.742 <sup>ah</sup>	0.722 <sup>am</sup>	0.480	0.758 <sup>ao</sup>	0.534	0.543	0.600	0.669
<b>Standard Deviation</b>	1.001	1.010	0.947	0.989	0.888	1.063	0.926	1.064	1.019	0.963	0.921	0.904	1.056	0.942	1.011	1.033	0.944	0.964
<b>Error Variance</b>	0.001	0.001	0.007	0.010	0.004	0.002	0.002	0.005	0.004	0.005	0.002	0.002	0.002	0.003	0.001	0.002	0.004	0.003

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Completely trust	(2) 142	-	84	58	142	58	34	108	127	15	85	20	33	55	84	4
	13%	-	14%	12%	13%	12%	13%	13%	13%	10%	13%	11%	13%	18%ao	11%	10%
Tend to trust	(1) 559	-	316	242	559	242	119	440	489	70	326	105	118	158	387	13
	50%	-	52%	48%	50%	48%	46%	52%	51%	47%	50%	56%am	46%	52%	50%	38%
Neither trust nor distrust	(0) 221	-	106	115	221	115	49	172	194	27	133	33	59	40	172	9
	20%an	-	17%	23%ac	20%	23%ac	19%	20%	20%	19%	20%	16%	23%	22%an	28%	28%
Tend to distrust	(-1) 108	-	56	52	108	52	37	71	91	17	69	14	24	30	74	4
	10%	-	9%	10%	10%	10%	15%ah	8%	9%	12%	10%	8%	9%	10%	10%	13%
Strongly distrust	(-2) 53	-	35	18	53	18	16	38	43	10	32	8	11	16	36	-
	5%	-	6%	4%	5%	4%	6%	4%	5%	7%	5%	4%	4%	5%	5%	1%
<b>SUMMARY CODES</b>																
TRUST	700	-	400	300	700	300	153	548	616	85	411	124	151	213	471	17
	63%	-	66%	60%	63%	60%	59%	64%	64%	59%	62%	67%	59%	70%aap	61%	48%
DISTRUST	161	-	92	70	161	70	53	108	134	27	101	22	35	46	110	5
	15%	-	15%	14%	15%	14%	21%ah	13%	14%	18%	15%	12%	14%	15%	14%	14%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	27	-	10	17	27	17	3	25	20	7	13	6	10	4	20	4
	2%	-	2%	3%	2%	3%	1%	3%	2%	5%j	2%	3%	4%	1%	3%	11%ano
<b>Mean Score</b>	<b>0.580</b>	-	<b>0.597</b>	<b>0.558</b>	<b>0.580</b>	<b>0.558</b>	<b>0.463</b>	<b>0.616g</b>	<b>0.598</b>	<b>0.452</b>	<b>0.562</b>	<b>0.635</b>	<b>0.565</b>	<b>0.684o</b>	<b>0.542</b>	<b>0.490</b>
<b>Standard Deviation</b>	<b>1.001</b>	-	<b>1.033</b>	<b>0.960</b>	<b>1.001</b>	<b>0.960</b>	<b>1.087</b>	<b>0.970</b>	<b>0.989</b>	<b>1.072</b>	<b>1.013</b>	<b>0.940</b>	<b>0.993</b>	<b>1.055</b>	<b>0.979</b>	<b>0.945</b>
<b>Error Variance</b>	<b>0.001</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.009</b>	<b>0.002</b>	<b>0.004</b>	<b>0.003</b>	<b>0.004</b>	<b>0.001</b>	<b>0.028</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Completely trust	(2) 142	91	51	9	4	128	14	-
Tend to trust	(1) 559	388	173	31	27	510	47	2
Neither trust nor distrust	(0) 221	182	39	16	10	202	19	-
Tend to distrust	(-1) 108	86	22	7	5	102	7	-
Strongly distrust	(-2) 53	44	9	4	1	46	7	-
<b>SUMMARY CODES</b>								
TRUST	700	476	224	46	31	638	61	2
DISTRUST	161	131	31	12	3	148	13	-
Refused	-	-	-	-	-	-	-	-
Don't know	27	18	9	1	1	25	3	-
Mean Score	0.580	0.496	0.803ab	0.490	0.690	0.579	0.590	1.000
Standard Deviation	1.001	1.018	0.916	1.067	0.812	0.996	1.064	-
Error Variance	0.001	0.001	0.002	0.019	0.010	0.001	0.013	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99	433	1012	677	112*	274	416	308
Completely trust	142 13%	60 17% <sup>c</sup>	81 11%	13 13%	56 13%	128 13%	86 13%	12 11%	38 14%	55 13%	38 12%
Tend to trust	(1) 559 50%	186 52%	357 50%	45 45%	208 48%	514 51%	351 52%	52 47%	136 49%	220 53%	151 49%
Neither trust nor distrust	(0) 221 20%	55 15%	160 22% <sup>b</sup>	26 26%	86 20%	195 19%	135 20%	20 17%	53 19%	88 21%	61 20%
Tend to distrust	(-1) 108 10%	29 8%	73 10%	12 12%	58 13% <sup>a</sup> <sup>g</sup>	96 9%	50 7%	18 16% <sup>k</sup>	34 12% <sup>j</sup>	30 7%	26 8%
Strongly distrust	(-2) 53 5%	20 6%	31 4%	3 3%	22 5%	51 5%	31 5%	10 9% <sup>j</sup>	11 4%	17 4%	15 5%
<b>SUMMARY CODES</b>											
TRUST	700 63%	246 69% <sup>c</sup>	438 61%	58 59%	264 61%	642 64%	437 64%	64 57%	174 63%	274 66%	189 61%
DISTRUST	161 15%	49 14%	105 15%	15 15%	80 19% <sup>g</sup>	147 14%	81 12%	26 22% <sup>a</sup> <sup>k</sup>	45 16%	47 11%	41 13%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	27 2% <sup>e</sup>	8 2%	14 2%	-	3 1%	27 3% <sup>e</sup>	24 4% <sup>e</sup>	-	3 1%	7 2%	18 6% <sup>h</sup> <sup>j</sup>
<b>Mean Score</b>	<b>0.580<sup>h</sup></b>	<b>0.677</b>	<b>0.545</b>	<b>0.546</b>	<b>0.505</b>	<b>0.583</b>	<b>0.628</b>	<b>0.332</b>	<b>0.574</b>	<b>0.646<sup>h</sup></b>	<b>0.587<sup>h</sup></b>
<b>Standard Deviation</b>	<b>1.001</b>	<b>1.038</b>	<b>0.978</b>	<b>0.962</b>	<b>1.044</b>	<b>1.005</b>	<b>0.969</b>	<b>1.149</b>	<b>1.008</b>	<b>0.947</b>	<b>0.997</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.003</b>	<b>0.001</b>	<b>0.010</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.013</b>	<b>0.004</b>	<b>0.002</b>	<b>0.003</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base







Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Completely trust	(2) 142	12	22	20	15	14	142	138	137
	73%	10%	10%	9%	10%	10%	19% <sup>a</sup>	19% <sup>a</sup>	21% <sup>a</sup>
Tend to trust	(1) 559	65	102	105	75	63	559	487	460
	50%	54%	49%	49%	45%	45%	70% <sup>ah</sup>	69% <sup>a</sup>	72% <sup>ah</sup>
Neither trust nor distrust	(0) 221	25	44	45	30	31	19	52	27
	20% <sup>gh</sup>	21%	20%	21%	19%	22%	3%	7% <sup>gi</sup>	4%
Tend to distrust	(-1) 108	12	28	28	18	16	8	18	7
	10% <sup>gh</sup>	10%	13%	11%	12%	11%	1%	2%	1%
Strongly distrust	(-2) 53	3	19	19	17	16	4	7	6
	5% <sup>gh</sup>	3%	9% <sup>ab</sup>	9% <sup>ab</sup>	11% <sup>ab</sup>	11% <sup>ab</sup>	1%	1%	1%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	700	77	125	125	91	78	700	636	588
	63%	64%	58%	58%	55%	55%	85% <sup>ah</sup>	88% <sup>a</sup>	92% <sup>ah</sup>
<b>DISTRUST</b>	161	15	47	43	36	32	12	24	13
	15% <sup>gh</sup>	12%	22% <sup>ah</sup>	20%	23% <sup>ab</sup>	23% <sup>ab</sup>	2%	3% <sup>g</sup>	2%
Refused	-	-	-	-	-	-	-	-	-
Don't know	27	3	3	3	3	3	8	9	2
	2% <sup>gh</sup>	2% <sup>c</sup>	-	1%	-	-	1%	1%	1%
<b>Mean Score</b>	0.608	0.608	0.378	0.398	0.342	0.305	1.131 <sup>ah</sup>	1.043 <sup>a</sup>	1.124 <sup>ah</sup>
<b>Standard Deviation</b>	1.001	0.900	1.108	1.091	1.153	1.158	0.642	0.670	0.607
<b>Error Variance</b>	0.001	0.007	0.006	0.006	0.009	0.010	-	0.001	0.001

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	562	225	885	620	256	216
Completely trust	(2) 147	127	10	10	23	63	61	27	46	20	54	60	70	45	102	85	30	31
		12%	8%	10%	11%	12%	17% <sup>ef</sup>	11%	13%	9%	18% <sup>ah</sup>	15%	12%	20% <sup>ao</sup>	12%	14%	12%	14%
Tend to trust	(1) 548	426	68	54	112	236	200	116	167	114	152	222	270	120	428	296	137	110
		48%	53%	56%	53% <sup>d</sup>	44%	50% <sup>af</sup>	46%	49%	53%	50%	54%	48%	53%	49%	49%	53%	51%
Neither trust nor distrust	(0) 214	167	29	18	45	118	50	56	64	44	49	71	117	30	184	120	50	38
		19% <sup>gn</sup>	19%	22%	18%	21% <sup>g</sup>	22% <sup>g</sup>	22%	19%	21%	16%	17%	21%	13%	21% <sup>n</sup>	19%	20%	17%
Tend to distrust	(-1) 116	95	14	7	15	75	26	35	40	18	23	35	59	17	100	74	18	23
		10%	11%	11%	7%	14% <sup>ag</sup>	7%	14% <sup>ak</sup>	12%	8%	8%	9%	11%	7%	11% <sup>l</sup>	12% <sup>iq</sup>	7%	11%
Strongly distrust	(-2) 51	39	7	6	10	31	11	15	17	7	11	15	34	10	41	31	11	8
		5%	4%	5%	6%	8%	3%	6%	5%	3%	4%	4%	6%	5%	5%	5%	4%	4%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	895	553	79	64	135	299	261	143	213	134	208	282	340	165	530	381	167	140
		62% <sup>d</sup>	61%	66%	63%	55%	73% <sup>ae</sup>	57%	62%	62%	68% <sup>ah</sup>	68% <sup>am</sup>	60%	72% <sup>ao</sup>	60%	61%	65%	65%
<b>DISTRUST</b>	167	134	21	13	25	106	37	50	57	26	34	50	93	27	141	105	29	31
		12% <sup>kg</sup>	15%	13%	12%	20% <sup>aag</sup>	10%	20% <sup>ajk</sup>	17%	12%	11%	12%	17%	12%	16%	17% <sup>iq</sup>	11%	14%
Refused	1	1	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	33	30	-	3	7	17	9	2	8	12	12	10	12	4	29	15	10	8
		3%	3% <sup>c</sup>	3%	3%	3%	2%	1%	2%	5% <sup>h</sup>	4% <sup>h</sup>	3%	2%	2%	3%	2%	4%	3%
<b>Mean Score</b>	<b>0.589th</b>	<b>0.593</b>	<b>0.478</b>	<b>0.592</b>	<b>0.604</b>	<b>0.432</b>	<b>0.787ae</b>	<b>0.422</b>	<b>0.551</b>	<b>0.593</b>	<b>0.739ah</b>	<b>0.690m</b>	<b>0.516</b>	<b>0.780ao</b>	<b>0.528</b>	<b>0.545</b>	<b>0.637</b>	<b>0.632</b>
<b>Standard Deviation</b>	<b>1.009</b>	<b>1.018</b>	<b>0.974</b>	<b>0.980</b>	<b>0.945</b>	<b>1.052</b>	<b>0.925</b>	<b>1.053</b>	<b>1.037</b>	<b>0.917</b>	<b>0.980</b>	<b>0.952</b>	<b>1.043</b>	<b>1.004</b>	<b>1.004</b>	<b>1.039</b>	<b>0.943</b>	<b>0.988</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.007</b>	<b>0.010</b>	<b>0.004</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>	<b>0.004</b>	<b>0.005</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.001</b>	<b>0.002</b>	<b>0.004</b>	<b>0.004</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/o - a/p/q/r  
 \* small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Completely trust	(2) 147	-	88	59	147	59	35	112	131	16	86	24	32	53	89	5
	13%	-	15%	12%	13%	12%	14%	13%	14%	11%	13%	13%	13%	17%o	12%	13%
Tend to trust	(1) 548	-	303	246	548	246	121	428	484	64	318	99	126	160	373	15
	49%	-	50%	49%	49%	49%	47%	50%	50%	44%	48%	53%	50%	53%	48%	43%
Neither trust nor distrust	(0) 214	-	106	107	214	107	47	167	183	30	135	34	44	41	166	7
	19%u	-	17%	21%	19%	21%	18%	20%	19%	21%	20%	16%	17%	14%	21%u	20%
Tend to distrust	(-1) 116	-	65	51	116	51	38	78	88	18	76	15	26	25	88	4
	10%	-	11%	10%	10%	10%	15%h	9%	10%	12%	11%	8%	10%	8%	11%	12%
Strongly distrust	(-2) 51	-	32	19	51	19	15	36	43	8	29	8	13	17	33	-
	5%	-	5%	4%	5%	4%	6%	4%	4%	5%	4%	4%	5%	6%	4%	1%
<b>SUMMARY CODES</b>																
TRUST	695	-	391	304	695	304	155	540	615	80	404	123	159	213	483	19
	63%	-	64%	61%	63%	61%	60%	63%	64%j	55%	61%	68%	62%	70%ao	60%	55%
DISTRUST	167	-	97	70	167	70	53	114	141	26	105	23	39	42	121	5
	15%	-	16%	14%	15%	14%	21%ah	13%	15%	18%	16%	12%	15%	14%	16%	13%
Refused	1	-	1	1	1	1	-	1	-	1	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	1%u	-	-	-	-	-	-
Don't know	33	-	14	19	33	19	2	31	24	9	15	6	13	6	23	4
	3%	-	2%	4%	3%	4%	1%	4%g	2%	6%j	2%	3%	5%k	2%	3%	11%ano
<b>Mean Score</b>	<b>0.580</b>	-	<b>0.588</b>	<b>0.569</b>	<b>0.580</b>	<b>0.569</b>	<b>0.476</b>	<b>0.612</b>	<b>0.598</b>	<b>0.455</b>	<b>0.552</b>	<b>0.650</b>	<b>0.577</b>	<b>0.696o</b>	<b>0.532</b>	<b>0.611</b>
<b>Standard Deviation</b>	<b>1.009</b>	-	<b>1.043</b>	<b>0.967</b>	<b>1.009</b>	<b>0.967</b>	<b>1.087</b>	<b>0.982</b>	<b>1.002</b>	<b>1.052</b>	<b>1.012</b>	<b>0.961</b>	<b>1.022</b>	<b>1.046</b>	<b>0.994</b>	<b>0.955</b>
<b>Error Variance</b>	<b>0.001</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.009</b>	<b>0.002</b>	<b>0.005</b>	<b>0.004</b>	<b>0.004</b>	<b>0.001</b>	<b>0.028</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Completely trust	(2) 147	95	52	9	4	129	18	-
	73%	72%	17% <sup>ab</sup>	13%	9%	13%	19%	-
Tend to trust	(1) 548	386	163	26	29	503	44	2
	49%	48%	54%	38%	64% <sup>ad</sup>	50%	46%	100%
Neither trust nor distrust	(0) 214	168	45	17	8	198	16	-
	19%	21% <sup>bc</sup>	15%	24%	18%	20%	16%	-
Tend to distrust	(-1) 116	93	24	9	2	105	11	-
	10%	12%	8%	12%	4%	10%	12%	-
Strongly distrust	(-2) 51	41	10	6	1	49	2	-
	5%	5%	3%	9%	3%	5%	3%	-
<b>SUMMARY CODES</b>								
TRUST	695	481	214	35	33	620	62	2
	63%	60%	71% <sup>ab</sup>	50%	79% <sup>cd</sup>	62%	64%	100%
DISTRUST	167	134	33	15	3	154	14	-
	15%	17% <sup>bc</sup>	7% <sup>bc</sup>	21% <sup>de</sup>	7%	15%	14%	-
Refused	1	1	-	-	-	1	-	-
Don't know	33	23	10	3	1	28	5	-
	3%	3%	3%	4%	1%	3%	5%	-
Mean Score	0.580	0.610	0.768 <sup>ab</sup>	0.343	0.734 <sup>d</sup>	0.568	0.694	1.000
Standard Deviation	1.009	1.024	0.945	1.147	0.809	1.009	1.015	-
Error Variance	0.001	0.001	0.002	0.023	0.010	0.001	0.012	-

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99	433	1012	677	112*	274	416	308
Completely trust	147	61	85	13	60	133	87	15	41	55	35
(2)	13%	17% <sup>c</sup>	12%	14%	14%	13%	13%	13%	15%	13%	11%
Tend to trust	548	192	341	49	210	499	339	46	136	224	143
(1)	49%	54%	48%	50%	48%	49%	50%	41%	50%	54% <sup>h</sup>	46%
Neither trust nor distrust	214	48	158	21	86	193	128	23	48	80	62
(0)	19% <sup>b</sup>	13%	22% <sup>b</sup>	21%	20%	19%	19%	20%	18%	19%	20%
Tend to distrust	116	30	79	11	51	105	65	14	36	30	36
(-1)	10%	8%	11%	12%	12%	10%	10%	13% <sup>j</sup>	7%	7%	12%
Strongly distrust	51	17	34	4	23	47	28	14	9	16	12
(-2)	5%	5%	5%	4%	5%	5%	4%	13% <sup>k</sup>	3%	4%	4%
<b>SUMMARY CODES</b>											
TRUST	695	253	426	63	270	633	426	61	178	279	178
	63%	71% <sup>ac</sup>	60%	64%	62%	63%	63%	54%	65%	67% <sup>hk</sup>	58%
DISTRUST	167	47	113	15	74	152	93	29	45	47	47
	15%	13%	16%	15%	17%	15%	14%	26% <sup>ak</sup>	16%	11%	15%
Refused	1	-	-	-	-	1	1	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	33	10	19	-	4	33	28	-	4	10	19
	3% <sup>a</sup>	3%	3%	-	1%	3% <sup>a</sup>	4% <sup>a</sup>	-	1%	2%	6% <sup>ahj</sup>
<b>Mean Score</b>	<b>0.580<sup>h</sup></b>	<b>0.716<sup>ac</sup></b>	<b>0.523</b>	<b>0.582</b>	<b>0.540</b>	<b>0.579</b>	<b>0.606</b>	<b>0.293</b>	<b>0.611<sup>h</sup></b>	<b>0.668<sup>h</sup></b>	<b>0.536</b>
<b>Standard Deviation</b>	<b>1.009</b>	<b>1.013</b>	<b>1.006</b>	<b>0.990</b>	<b>1.046</b>	<b>1.011</b>	<b>0.984</b>	<b>1.227</b>	<b>1.005</b>	<b>0.941</b>	<b>0.995</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.003</b>	<b>0.001</b>	<b>0.011</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.014</b>	<b>0.004</b>	<b>0.002</b>	<b>0.003</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	REGIONS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2	
Weighted Base	1110	122	101*	94*	63*	100*	42*	59*	58*	70*	100*	125	67*	66*	39*	11*	
Completely trust	(2) 147	16 13% <sup>kn</sup>	12 12%	12 13%	7 11%	27 27% <sup>labode hikm</sup>	6 14%	6 10%	4 7%	6 9%	14 14%	21 17% <sup>kn</sup>	6 8%	3 4%	8 20% <sup>kn</sup>	-	
Tend to trust	(1) 548	61 49% <sup>nl</sup>	50 49%	42 45%	28 44%	38 38%	20 49%	26 44%	38 66% <sup>ladeth ij</sup>	30 43%	52 51%	66 53% <sup>l</sup>	44 66% <sup>ladef hj</sup>	34 52%	18 47%	1 55%	
Neither trust nor distrust	(0) 214	24 19% <sup>kl</sup>	26 25% <sup>klm</sup>	21 23% <sup>kl</sup>	14 22% <sup>kl</sup>	14 14%	10 23% <sup>kl</sup>	19 33% <sup>klm</sup>	11 19%	18 25% <sup>kl</sup>	9 9%	19 15%	7 11%	19 25% <sup>klm</sup>	5 12%	1 45%	
Tend to distrust	(-1) 116	16 13%	9 9%	10 10%	9 13%	10 10%	3 6%	3 10%	5 9%	9 13%	11 11%	13 11%	4 6%	7 10%	5 12%	-	
Strongly distrust	(-2) 51	-	4 3%	2 2%	5 7% <sup>b</sup>	8 8% <sup>b</sup>	2 6% <sup>b</sup>	2 3%	-	7 9% <sup>bd</sup>	8 7% <sup>kl</sup>	6 5% <sup>b</sup>	4 6% <sup>b</sup>	2 3%	3 8% <sup>b</sup>	-	
<b>SUMMARY CODES</b>																	
TRUST	695	77 63%	61 61%	55 58%	35 55%	65 63%	26 54%	32 54%	42 72% <sup>ij</sup>	37 52%	66 65%	87 69% <sup>hj</sup>	49 74% <sup>ehjn</sup>	37 56%	26 67%	1 55%	
DISTRUST	167	17 15%	13 14%	11 12%	13 21%	18 18%	5 12%	5 13%	8 9%	16 23% <sup>kl</sup>	19 19%	19 15%	8 12%	8 13%	8 20%	-	
Refused	1	-	-	-	-	-	-	-	-	-	-	-	-	1 2% <sup>la</sup>	-		
Don't know	33	-	-	-	-	-	-	-	-	-	-	-	-	2 3%	1 4%	-	
Mean Score	0.580	0.647	0.570	0.621	0.388	0.682	0.593	0.476	0.699	0.296	0.570	0.663	0.677	0.477	0.599	0.552	
Standard Deviation	1.009	0.896	0.942	0.930	1.095	1.219	1.018	0.933	0.724	1.112	1.135	1.025	0.936	0.856	1.183	-	
Error Variance	0.001	0.006	0.009	0.010	0.020	0.015	0.025	0.012	0.008	0.019	0.013	0.008	0.013	0.010	0.034	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Completely trust	(2) 147	10	27	24	19	19	142	147	137
		9%	13%	11%	12%	14%	19%a	20%a	21%a
Tend to trust	(1) 548	65	166	163	69	62	497	548	448
		49%	54%	49%	44%	44%	67%a	76%agi	70%a
Neither trust nor distrust	(0) 214	25	43	45	30	30	63	13	33
		19%gh	20%	21%	20%	21%	9%hi	2%	5%h
Tend to distrust	(-1) 116	12	30	21	22	14	17	5	10
		10%gh	14%	9%	14%	10%	2%h	1%	2%
Strongly distrust	(-2) 51	6	19	20	16	15	8	2	5
		5%gh	9%a	9%a	10%a	11%a	1%	-	1%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	695	75	163	127	88	82	695	695	585
	63%	63%	57%	59%	59%	59%	87%a	96%agi	92%ag
<b>DISTRUST</b>	167	18	49	41	38	29	25	6	15
	15%gh	15%	23%a	19%	24%a	21%	3%h	1%	2%h
Refused	1	-	-	-	-	-	-	-	-
Don't know	33	3	1	3	1	1	12	6	6
	3%ch	2%	-	2%	-	-	2%	1%	1%
<b>Mean Score</b>	0.580ce	0.532	0.380	0.422	0.337	0.402	1.029a	1.167ag	1.107ag
<b>Standard Deviation</b>	1.009	0.962	1.143	1.111	1.170	1.172	0.686	0.494	0.630
<b>Error Variance</b>	0.001	0.008	0.006	0.006	0.009	0.010	0.001	-	0.001

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1154	926	130	98	217	491	446	208	272	188	486	524	484	286	868	592	258	286
Weighted Base	1110	884	128	98*	213	541	356	251	343	216	301	413	502	225	885	620	258	216
Completely trust	(2) 121	104	10	7	20	51	50	20	36	19	47	53	54	32	89	67	28	25
		71%	12%	8%	9%	9%	14% <sup>f</sup>	8%	10%	9%	16% <sup>ahj</sup>	13%	10%	14%	10%	11%	11%	12%
Tend to trust	(1) 501	450	58	44	102	209	190	97	157	105	143	206	236	112	389	265	121	107
		45% <sup>h</sup>	45%	44%	48% <sup>h</sup>	43%	53% <sup>ahf</sup>	39%	46%	49%	48% <sup>h</sup>	50% <sup>am</sup>	42%	50%	44%	43%	47%	49%
Neither trust nor distrust	(0) 232	181	27	24	49	132	52	66	72	39	55	80	130	35	197	137	51	39
		21% <sup>g</sup>	20%	24%	23% <sup>g</sup>	24% <sup>g</sup>	15%	26% <sup>ka</sup>	21%	18%	18%	19%	23%	16%	22% <sup>n</sup>	22%	20%	18%
Tend to distrust	(-1) 149	116	22	12	31	84	35	44	47	30	29	46	81	26	124	83	32	32
		13% <sup>ka</sup>	17%	12%	14%	16% <sup>g</sup>	10%	17% <sup>ka</sup>	14%	14%	10%	11%	14%	11%	14%	13%	13%	15%
Strongly distrust	(-2) 68	49	11	9	7	49	13	20	23	9	17	15	48	11	58	44	16	7
		6% <sup>h</sup>	8%	9%	3%	9% <sup>aag</sup>	4%	8%	7%	4%	6%	4%	9% <sup>u</sup>	5%	7%	7% <sup>r</sup>	6%	3%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	622	503	68	51	122	260	240	116	192	123	190	259	289	144	478	332	149	132
		56% <sup>h</sup>	57%	52%	57% <sup>h</sup>	49%	67% <sup>ahf</sup>	46%	58% <sup>ka</sup>	57% <sup>h</sup>	63% <sup>ah</sup>	63% <sup>am</sup>	51%	64% <sup>ao</sup>	54%	54%	58%	61% <sup>ap</sup>
<b>DISTRUST</b>	218	165	33	20	37	133	47	64	69	39	46	61	129	36	182	128	48	38
		20% <sup>gk</sup>	19%	26%	17%	25% <sup>aag</sup>	13%	26% <sup>ka</sup>	20%	18%	15%	16%	23% <sup>u</sup>	16%	21%	18%	19%	18%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	35	-	3	5	16	18	5	9	14	11	13	13	10	29	23	8	7
		3% <sup>c</sup>	4% <sup>c</sup>	3%	3%	3%	5% <sup>f</sup>	2%	3%	7% <sup>ahj</sup>	4%	3%	2%	4%	3%	4%	3%	3%
<b>Mean Score</b>	0.426 <sup>h</sup>	0.463	0.268	0.314	0.473 <sup>h</sup>	0.246	0.678 <sup>ae</sup>	0.210	0.407	0.467 <sup>h</sup>	0.603 <sup>ah</sup>	0.592 <sup>am</sup>	0.301	0.599 <sup>ao</sup>	0.383	0.381	0.458	0.538
<b>Standard Deviation</b>	1.064	1.055	1.101	1.080	0.963	1.125	0.971	1.086	1.069	1.000	1.054	0.980	1.109	1.036	1.068	1.090	1.058	0.996
<b>Error Variance</b>	0.001	0.001	0.009	0.012	0.004	0.003	0.002	0.006	0.004	0.006	0.002	0.002	0.003	0.004	0.001	0.002	0.004	0.004

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1154	-	624	530	1154	530	264	890	1014	140	627	206	300	307	811	36
Weighted Base	1110	**	608	502	1110	502	258	852	963	147	658	186	255	303	773	35*
Completely trust	(2) 121	-	72	49	121	49	27	94	105	16	73	20	27	46	71	5
	11%	-	12%	10%	11%	10%	10%	11%	11%	1%	11%	10%	10%	15%o	9%	13%
Tend to trust	(1) 501	-	272	230	501	230	112	389	446	55	294	91	110	141	346	14
	45%	-	45%	46%	45%	46%	44%	46%	46%	37%	45%	49%	43%	47%	45%	41%
Neither trust nor distrust	(0) 232	-	119	232	232	232	45	186	197	35	141	36	53	55	172	5
	21%	-	20%	22%	21%	22%	18%	22%	20%	24%	21%	19%	21%	18%	22%	14%
Tend to distrust	(-1) 149	-	87	63	149	63	49	100	129	21	90	18	38	35	109	5
	13%	-	14%	12%	13%	12%	19%ah	12%	13%	14%	14%	10%	15%	12%	14%	15%
Strongly distrust	(-2) 68	-	42	26	68	26	19	49	56	12	43	9	16	20	48	-
	6%	-	7%	5%	6%	5%	8%	6%	6%	8%	7%	5%	6%	6%	6%	1%
<b>SUMMARY CODES</b>																
TRUST	622	-	344	279	622	279	139	483	551	71	387	111	136	187	417	19
	56%	-	56%	56%	56%	56%	54%	57%	57%	48%	56%	60%	53%	62%o	54%	54%
DISTRUST	216	-	129	98	216	98	88	149	185	33	134	27	55	55	157	6
	20%	-	21%	18%	20%	18%	27%ah	18%	19%	23%	20%	14%	22%	18%	20%	17%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	-	16	22	38	22	5	33	31	8	17	13	11	6	27	5
	3%	-	3%	4%	3%	4%	2%	4%	3%	5%	3%	7%ak	4%	2%	4%	14%ano
<b>Mean Score</b>	<b>0.426</b>	-	<b>0.412</b>	<b>0.445</b>	<b>0.426</b>	<b>0.445</b>	<b>0.310</b>	<b>0.462</b>	<b>0.444</b>	<b>0.306</b>	<b>0.409</b>	<b>0.547</b>	<b>0.376</b>	<b>0.533o</b>	<b>0.378</b>	<b>0.574</b>
<b>Standard Deviation</b>	<b>1.064</b>	-	<b>1.101</b>	<b>1.019</b>	<b>1.064</b>	<b>1.019</b>	<b>1.132</b>	<b>1.041</b>	<b>1.054</b>	<b>1.129</b>	<b>1.075</b>	<b>0.997</b>	<b>1.084</b>	<b>1.094</b>	<b>1.052</b>	<b>1.020</b>
<b>Error Variance</b>	<b>0.001</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.010</b>	<b>0.002</b>	<b>0.005</b>	<b>0.004</b>	<b>0.004</b>	<b>0.001</b>	<b>0.034</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1154	761	393	60	68	1003	89	2
Weighted Base	1110	808	303	70*	46*	1013	96*	2**
Completely trust	(2) 121	80	41	6	5	105	16	-
		77%	74%	9%	17%	10%	16%	-
Tend to trust	(1) 501	338	164	30	25	463	37	1
		45%	42%	54%ab	54%	46%	38%	69%
Neither trust nor distrust	(0) 232	188	44	16	10	212	19	1
		21%c	15%c	25%	21%	21%	20%	31%
Tend to distrust	(-1) 149	123	26	12	4	134	15	-
		13%c	9%	17%	9%	13%	16%	-
Strongly distrust	(-2) 68	56	12	4	2	66	3	-
		6%	7%	6%	4%	6%	3%	-
<b>SUMMARY CODES</b>								
TRUST	622	417	205	36	29	569	52	1
	56%	52%	68%ab	51%	65%	56%	55%	69%
DISTRUST	218	179	39	16	6	200	18	-
	20%c	22%c	13%	25%	13%	20%	19%	-
Refused	-	-	-	-	-	-	-	-
Don't know	38	23	15	2	1	32	6	-
	3%	3%	5%	3%	1%	3%	6%	-
Mean Score	0.426	0.334	0.678ab	0.317	0.589	0.417	0.326	0.687
Standard Deviation	1.064	1.082	0.973	1.071	0.958	1.065	1.060	-
Error Variance	0.001	0.002	0.003	0.020	0.014	0.001	0.013	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1154	367	746	92	419	1062	735	105	265	434	350
Weighted Base	1110	358	716	99*	433	1012	677	112*	274	416	308
Completely trust	(2) 121	55	65	10	48	111	73	9	31	51	30
	11%	16%ac	9%	10%	11%	11%	11%	8%	11%	12%	10%
Tend to trust	(1) 501	178	309	42	190	459	312	43	120	198	140
	42%	50%	42%	43%	44%	45%	46%	38%	44%	48%	46%
Neither trust nor distrust	(0) 232	55	170	23	90	209	142	23	59	86	64
	21%b	15%	24%b	23%	21%	21%	21%	21%	21%	21%	21%
Tend to distrust	(-1) 149	38	105	22	73	127	77	22	43	49	35
	12%	11%	15%	23%afg	17%fg	13%	11%	20%jk	16%	12%	11%
Strongly distrust	(-2) 68	22	44	2	27	66	41	15	16	23	15
	6%	6%	6%	2%	6%	7%	6%	13%aijk	6%	6%	5%
<b>SUMMARY CODES</b>											
TRUST	622	234	374	52	238	571	384	52	151	248	171
	56%	65%ac	52%	52%	55%	56%	57%	46%	55%	60%h	55%
DISTRUST	218	60	149	24	100	194	119	37	59	72	50
	20%	17%	21%	25%	23%g	19%	17%	33%aijk	21%	17%	16%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	9	23	-	5	38	33	-	5	9	24
	3%e	3%	3%	-	1%	4%e	5%de	-	2%	2%	8%ahj
<b>Mean Score</b>	<b>0.426h</b>	<b>0.595ac</b>	<b>0.353</b>	<b>0.358</b>	<b>0.372</b>	<b>0.433</b>	<b>0.463</b>	<b>0.083</b>	<b>0.401h</b>	<b>0.502h</b>	<b>0.477h</b>
<b>Standard Deviation</b>	<b>1.064</b>	<b>1.076</b>	<b>1.051</b>	<b>1.002</b>	<b>1.089</b>	<b>1.071</b>	<b>1.047</b>	<b>1.198</b>	<b>1.071</b>	<b>1.040</b>	<b>1.014</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.003</b>	<b>0.002</b>	<b>0.011</b>	<b>0.003</b>	<b>0.001</b>	<b>0.002</b>	<b>0.014</b>	<b>0.004</b>	<b>0.003</b>	<b>0.003</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/fg - a/h/i/j/k  
 \* small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1154	129	103	90	60	103	43	71	65	65	106	132	69	74	42	2
Weighted Base	1110	122	101*	94*	63*	100*	42*	59*	58*	70*	100*	125	67*	66*	39*	11**
Completely trust	(2) 121	13	9	13	6	25	3	9	4	6	10	12	3	2	5	-
	71%	10%	9%	14% <sup>un</sup>	10%	25% <sup>abcead</sup>	8%	15% <sup>un</sup>	6%	9%	9%	9%	5%	3%	12%	-
Tend to trust	(1) 501	52	47	38	20	40	19	25	30	28	44	67	39	33	18	1
	45%	43%	46%	40%	31%	40%	45%	43%	51% <sup>ae</sup>	40%	43%	54% <sup>ef</sup>	59% <sup>abdef</sup>	50% <sup>ae</sup>	46%	100%
Neither trust nor distrust	(0) 232	25	27	18	14	16	7	19	12	15	21	22	13	15	9	-
	21%	20%	27%	20%	21%	16%	17%	31% <sup>fl</sup>	21%	21%	20%	18%	20%	22%	22%	-
Tend to distrust	(-1) 149	22	9	14	13	8	6	6	10	12	14	16	5	10	6	-
	13%	18% <sup>l</sup>	9%	15%	20% <sup>l</sup>	8%	15%	9%	16%	17%	13%	13%	7%	15%	15%	-
Strongly distrust	(-2) 68	6	7	5	9	7	1	2	2	9	7	4	4	1	1	-
	6% <sup>n</sup>	5%	7% <sup>n</sup>	5%	14% <sup>ahn</sup>	7% <sup>n</sup>	12% <sup>hn</sup>	1%	4%	12% <sup>hn</sup>	7% <sup>n</sup>	5%	6%	-	3%	-
<b>SUMMARY CODES</b>																
TRUST	622	65	56	51	26	65	22	34	33	35	53	79	43	35	20	1
	56% <sup>ae</sup>	53%	55%	55%	41%	65% <sup>ae</sup>	53%	58%	58%	49%	52%	63% <sup>ae</sup>	64% <sup>ae</sup>	54%	58%	100%
DISTRUST	218	28	17	19	22	15	11	6	12	21	20	22	9	10	7	-
	20%	23%	16%	20%	34% <sup>acdh</sup>	15%	26%	11%	21%	29% <sup>ghm</sup>	20%	18%	13%	15%	18%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	5	2	6	2	5	1	1	2	8	1	6	2	6	1	-
	3%	4%	2%	6%	4%	5%	3%	3%	3%	8% <sup>ahij</sup>	1%	5%	10% <sup>achij</sup>	2%	2%	-
<b>Mean Score</b>	<b>0.426e</b>	<b>0.374</b>	<b>0.417</b>	<b>0.467e</b>	<b>0.030</b>	<b>0.714abe</b>	<b>0.243</b>	<b>0.616e</b>	<b>0.388</b>	<b>0.169</b>	<b>0.377</b>	<b>0.504e</b>	<b>0.517e</b>	<b>0.469e</b>	<b>0.501</b>	<b>1.000</b>
<b>Standard Deviation</b>	<b>1.064</b>	<b>1.071</b>	<b>1.033</b>	<b>1.093</b>	<b>1.235</b>	<b>1.158</b>	<b>1.187</b>	<b>0.903</b>	<b>0.978</b>	<b>1.190</b>	<b>1.080</b>	<b>1.010</b>	<b>0.939</b>	<b>0.809</b>	<b>1.017</b>	<b>-</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.009</b>	<b>0.011</b>	<b>0.014</b>	<b>0.026</b>	<b>0.014</b>	<b>0.034</b>	<b>0.011</b>	<b>0.015</b>	<b>0.022</b>	<b>0.012</b>	<b>0.008</b>	<b>0.013</b>	<b>0.010</b>	<b>0.025</b>	<b>-</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1154	116	206	204	155	135	799	782	699
Weighted Base	1110	120	216	216	156	141	799	721	640
Completely trust	(2) 121	9	19	16	14	10	120	119	121
	71%	8%	9%	7%	9%	7%	16%a	16%a	19%a
Tend to trust	(1) 501	55	84	82	62	53	476	461	501
	45%	46%	39%	38%	40%	37%	64%a	64%a	78%aagh
Neither trust nor distrust	(0) 232	33	47	59	30	32	81	73	10
	21%gh	27%	22%	27%	19%	23%	11%u	10%u	2%
Tend to distrust	(-1) 149	14	44	34	30	27	36	43	1
	13%gh	12%	21%a	16%	19%	19%	5%u	6%u	-
Strongly distrust	(-2) 68	7	21	23	20	19	8	10	3
	6%gh	5%	10%	11%a	13%a	14%ab	1%	1%	-
<b>SUMMARY CODES</b>									
<b>TRUST</b>	622	64	102	98	76	63	596	580	622
	56%cd	53%	47%	45%	49%	44%	81%a	80%a	97%aagh
<b>DISTRUST</b>	218	21	65	58	49	47	44	53	4
	20%gh	18%	30%ab	27%a	32%ab	33%ab	6%u	7%u	1%
Refused	-	-	-	-	-	-	-	-	-
Don't know	38	3	1	3	1	-	18	15	3
	3%ch	2%	-	1%	1%	-	2%u	2%u	-
<b>Mean Score</b>	0.426cdef	0.388f	0.161	0.151	0.137	0.048	0.523a	0.899a	1.105aagh
<b>Standard Deviation</b>	1.064	0.992	1.148	1.119	1.204	1.188	0.754	0.797	0.483
<b>Error Variance</b>	0.001	0.009	0.006	0.006	0.009	0.010	0.001	0.001	-

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table  
 Base: All who have a separate electricity supplier from gas supplier, or only have electricity supply

		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		1154	1154	1154
Weighted Base		1110	1110	1110
Completely trust	(2)	142 13%	147 13%	121 11%
Tend to trust	(1)	559 50%	548 49%	501 45%
Neither trust nor distrust	(0)	221 20%	214 19%	232 21%
Tend to distrust	(-1)	108 10%	116 10%	149 13%
Strongly distrust	(-2)	53 5%	51 5%	68 6%
<b>SUMMARY CODES</b>				
TRUST		700 63%	695 63%	622 56%
DISTRUST		161 15%	167 15%	218 20%
Refused		-	1	-
Don't know		27 2%	33 3%	38 3%
Mean Score		0.590	0.585	0.426
Standard Deviation		1.001	1.009	1.064
Error Variance		0.001	0.001	0.001

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 supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	9711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	883	531
Very satisfied	(2) 1148	1002	91	55	180	577	391	243	344	259	301	379	626	230	917	741	174	212
	24%eq	24%	22%	26%	20%	23%	29%ae	22%	22%	26%	26%u	26%	23%	27%ao	23%	25%q	20%	26%iq
Satisfied	(1) 2493	2166	219	108	475	1287	730	538	816	535	603	799	1381	451	2041	1565	454	430
	52%	52%	52%	50%	52%	50%	59%af	49%	52%	50%	52%	54%	51%	53%	52%	52%	51%	52%
Neither satisfied nor dissatisfied	(0) 809	691	78	40	184	482	143	232	278	138	162	165	514	96	712	520	173	105
	17%gk	17%	19%	18%	20%ag	19%	17%	21%ajk	18%k	14%	14%	13%	19%al	11%	18%a	17%r	20%r	13%
Dissatisfied	(-1) 188	163	18	7	45	115	28	37	58	41	54	61	103	38	150	95	42	48
	4%g	4%	4%	3%	5%g	4%	2%	3%	4%	4%	5%	4%	4%	4%	4%	3%	5%p	6%ap
Very dissatisfied	(-2) 124	107	13	5	29	72	24	29	35	32	28	36	73	28	98	69	28	25
	3%	3%	3%	2%	3%g	3%	2%	3%	2%	3%	2%	2%	3%	3%	2%	2%	3%	3%
<b>SUMMARY CODES</b>																		
SATISFIED	3640	3167	310	163	655	1864	1121	781	1160	795	904	1178	2006	682	2958	2306	628	642
	76%ehg	76%	74%	76%	71%	73%	84%ae	72%	75%	78%h	78%h	80%am	74%	80%ao	75%	76%iq	71%	77%iq
DISSATISFIED	313	270	31	12	74	186	52	66	91	73	82	97	176	65	248	164	70	73
	6%g	6%	7%	6%	8%g	7%	4%	6%	6%	7%	7%	7%	6%	8%	6%	5%	8%p	9%ap
Refused	4	4	-	-	-	-	-	4	2	1	-	2	1	-	4	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	47	45	2	1	7	30	10	6	15	11	16	19	12	11	36	25	12	10
	1%am	1%	1%	-	1%	1%	1%	1%	1%	1%	1%h	1%am	-	1%	1%	1%	1%	1%
<b>Mean Score</b>	0.914ef	0.919	0.854	0.938	0.802	0.862	1.091ae	0.862	0.901	0.943	0.953h	0.975am	0.884	0.975o	0.901	0.941q	0.809	0.923q
<b>Standard Deviation</b>	0.893	0.892	0.910	0.877	0.918	0.914	0.804	0.894	0.866	0.919	0.901	0.881	0.898	0.922	0.886	0.868	0.919	0.942
<b>Error Variance</b>	-	-	0.002	0.004	0.001	-	-	0.001	0.001	0.001	-	-	-	0.001	-	-	0.001	0.001

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 supply from the same supplier and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3311	439	915	1837	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Very satisfied	1148	-	-	1148	1148	1148	110	1038	896	251	862	63	184	544	596	8
(2)	24%a	-	-	24%	24%	24%	27%	24%	22%	31%ai	24%	20%	23%	28%ao	21%	24%
Satisfied	2493	-	-	2493	2493	2493	204	2289	2120	372	1868	209	399	971	1501	21
(1)	52%j	-	-	52%	52%	52%	50%	52%	53%j	47%	53%	50%	50%	50%	53%	63%
Neither satisfied nor dissatisfied	809	-	-	809	809	809	59	752	685	124	599	84	115	303	505	1
(0)	17%	-	-	17%	17%	17%	14%	17%	17%	15%	17%	20%im	14%	16%	16%	2%
Dissatisfied	188	-	-	188	188	188	24	165	170	18	109	24	53	53	131	4
(-1)	4%jn	-	-	4%	4%	4%	6%	4%	4%j	2%	3%	6%k	7%ak	3%	5%un	11%
Very dissatisfied	124	-	-	124	124	124	11	113	110	15	74	15	36	41	83	-
(-2)	3%	-	-	3%	3%	3%	3%	3%	3%	2%	2%	4%	5%ak	2%	3%	-
<b>SUMMARY CODES</b>																
SATISFIED	3640	-	-	3640	3640	3640	314	3327	3017	624	2730	292	583	1515	2096	29
	76%k	-	-	76%	76%	76%	77%	75%	75%	78%	77%im	70%	73%	78%ao	74%	87%
DISSATISFIED	313	-	-	313	313	313	34	278	280	33	183	39	89	94	214	4
	8%jn	-	-	8%	8%	8%	8%	8%	7%j	4%	5%	5%ak	11%ak	5%	8%un	11%
Refused	4	-	-	4	4	4	-	4	2	2	4	-	-	1	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	47	-	-	47	47	47	-	47	32	15	34	1	11	18	30	-
	1%	-	-	1%	1%	1%	-	1%	7%	2%ai	1%	-	1%	1%	1%	-
<b>Mean Score</b>	<b>0.914imo</b>	-	-	<b>0.914</b>	<b>0.914</b>	<b>0.914</b>	<b>0.936</b>	<b>0.912</b>	<b>0.885</b>	<b>1.061ai</b>	<b>0.949im</b>	<b>0.770</b>	<b>0.817</b>	<b>1.006ao</b>	<b>0.850</b>	<b>0.995</b>
<b>Standard Deviation</b>	<b>0.893</b>	-	-	<b>0.893</b>	<b>0.893</b>	<b>0.893</b>	<b>0.940</b>	<b>0.888</b>	<b>0.893</b>	<b>0.861</b>	<b>0.956</b>	<b>0.956</b>	<b>1.014</b>	<b>0.865</b>	<b>0.906</b>	<b>0.855</b>
<b>Error Variance</b>	<b>-</b>	-	-	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>-</b>	<b>0.002</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





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 supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	451	16
Weighted Base	4813	3825	989	506	189	4333	460	20**
Very satisfied	(2) 1148	882	266	89	48	1085	60	3
	24% <sup>dq</sup>	23%	27% <sup>ab</sup>	18%	25% <sup>d</sup>	25% <sup>g</sup>	13%	15%
Satisfied	(1) 2463	1955	538	271	93	2263	217	13
	52%	51%	54%	54%	49%	52%	47%	64%
Neither satisfied nor dissatisfied	(0) 809	695	113	98	30	678	128	3
	17% <sup>hc</sup>	18% <sup>kc</sup>	11%	19%	16%	16%	28% <sup>af</sup>	16%
Dissatisfied	(-1) 188	159	29	26	11	155	34	-
	4%	4%	3%	5%	6%	4%	7% <sup>af</sup>	-
Very dissatisfied	(-2) 124	102	22	17	5	109	14	1
	3%	3%	2%	3%	2%	3%	3%	6%
<b>SUMMARY CODES</b>								
SATISFIED	3640	2937	804	360	141	3348	277	16
	76% <sup>g</sup>	74%	81% <sup>ab</sup>	71%	75%	77% <sup>g</sup>	60%	78%
DISSATISFIED	313	281	52	42	18	264	47	1
	6%	7%	5%	8%	8%	6%	10% <sup>af</sup>	6%
Refused	4	1	3	-	-	4	-	-
	-	-	<sup>b</sup>	-	-	-	-	-
Don't know	47	31	17	5	1	39	8	-
	1%	1%	2% <sup>ab</sup>	1%	1%	1%	2%	-
Mean Score	0.914 <sup>dq</sup>	0.885	1.027 <sup>ab</sup>	0.780	0.902	0.846 <sup>g</sup>	0.610	0.817
Standard Deviation	0.893	0.901	0.849	0.912	0.833	0.884	0.914	0.911
Error Variance	-	-	0.001	0.002	0.003	-	0.002	0.052

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 supply from the same supplier and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2919	640	2937	4129	1932	673	1334	1782	980
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Very satisfied	(2) 1148	608	513	195	730	955	417	225	361	407	155
	24%ck	31%ac	19%	28%atg	25%	22%	22%	29%ajk	27%ik	23%k	16%
Satisfied	(1) 2493	979	1470	317	1525	2176	967	338	724	954	476
	52%dh	50%	54%b	46%	52%id	53%id	52%id	44%	51%h	55%h	54%h
Neither satisfied nor dissatisfied	(0) 809	255	537	127	476	682	333	134	228	283	163
	17%b	12%	20%ab	18%	16%	17%	18%	17%	16%	16%	19%
Dissatisfied	(-1) 188	59	126	19	100	169	88	33	53	60	42
	4%	3%	5%b	3%	3%	4%	5%ae	4%	4%	3%	5%
Very dissatisfied	(-2) 124	44	78	15	75	109	49	32	46	30	17
	3%	2%	3%	2%	3%	3%	3%	4%ajk	3%j	2%	2%
<b>SUMMARY CODES</b>											
SATISFIED	3640	1589	1983	512	2256	3128	1385	563	1085	1361	631
	76%ck	81%ac	72%	74%	77%ig	76%	74%	73%	76%k	78%hk	72%
DISSATISFIED	313	102	203	34	176	278	137	65	99	90	59
	6%	5%	7%b	5%	6%	7%	7%	8%j	7%	5%	7%
Refused	4	1	1	-	2	4	2	-	1	1	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	47	19	19	14	27	33	20	6	7	13	22
	1%	1%	1%	3%aeef	1%	1%	1%	1%	1%	1%	2%ahj
<b>Mean Score</b>	<b>0.914ck</b>	<b>1.054ac</b>	<b>0.813</b>	<b>0.977g</b>	<b>0.941g</b>	<b>0.903</b>	<b>0.872</b>	<b>0.907</b>	<b>0.922k</b>	<b>0.950k</b>	<b>0.833</b>
<b>Standard Deviation</b>	<b>0.893</b>	<b>0.875</b>	<b>0.890</b>	<b>0.891</b>	<b>0.885</b>	<b>0.892</b>	<b>0.903</b>	<b>1.006</b>	<b>0.923</b>	<b>0.831</b>	<b>0.848</b>
<b>Error Variance</b>	-	-	-	<b>0.001</b>	-	-	-	<b>0.002</b>	<b>0.001</b>	-	<b>0.001</b>



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 supply from the same supplier and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4769	474	454	362	238	410	307	503	90	310	362	379	152	285	342	11
Weighted Base	4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**
Very satisfied	(2) 1148 24% <sub>n</sub>	101 21%	105 23%	74 19%	48 20%	121 29% <sub>abdekn</sub>	105 29% <sub>abdei</sub>	138 29% <sub>abde</sub>	17 18%	74 23%	80 21%	87 23%	41 26%	49 18%	108 29% <sub>abdekn</sub>	-
Satisfied	(1) 2493 52% <sub>nl</sub>	257 54% <sub>nl</sub>	258 56% <sub>nlh</sub>	190 50%	132 55% <sub>nl</sub>	194 46%	200 55% <sub>nl</sub>	227 48%	53 57%	166 51%	193 51%	209 54% <sub>nl</sub>	77 49%	146 54%	188 49%	4 4%
Neither satisfied nor dissatisfied	(0) 809 17% <sub>g</sub>	83 17% <sub>g</sub>	66 14%	82 22% <sub>adgo</sub>	36 15%	65 15%	38 10%	75 16% <sub>g</sub>	16 17%	62 19% <sub>g</sub>	76 20% <sub>g</sub>	64 17% <sub>g</sub>	29 19% <sub>g</sub>	56 20% <sub>g</sub>	56 15%	4 3%
Dissatisfied	(-1) 188 4%	24 5%	15 3%	19 5%	9 4%	20 5%	11 3%	17 4%	6 6%	12 4%	12 3%	16 4%	6 4%	10 4%	10 3%	2 17%
Very dissatisfied	(-2) 124 3%	8 2%	11 2%	10 3%	5% <sub>abd</sub>	4% <sub>k</sub>	2%	10 2%	1 1%	12 4%	5 1%	7 2%	4 3%	6 2%	15 4%	-
<b>SUMMARY CODES</b>																
SATISFIED	3640 76% <sub>nd</sub>	357 75%	363 79% <sub>ndkn</sub>	284 69%	180 76%	314 74%	305 84% <sub>abdefn</sub>	365 78% <sub>nd</sub>	70 75%	240 73%	273 73%	296 77% <sub>nd</sub>	118 75%	195 71%	296 78% <sub>nd</sub>	4 4%
DISSATISFIED	313 6%	32 7%	26 6%	29 8%	20 8%	37 9% <sub>gk</sub>	17 5%	28 6%	7 7%	24 7%	17 5%	23 6%	10 6%	16 6%	25 7%	2 22%
Refused	4	1	-	-	-	-	-	1	-	-	3	-	-	-	-	-
Don't know	47 1%	6 1%	2 1%	5 1%	2 1%	6 1%	2 1%	2 1%	2 2%	1 0%	3 1%	1 1%	6 2% <sub>hj</sub>	2 1%	2 1%	-
<b>Mean Score</b>	<b>0.914d</b>	<b>0.884</b>	<b>0.947d</b>	<b>0.795</b>	<b>0.839</b>	<b>0.916</b>	<b>0.973abc</b>	<b>0.956de</b>	<b>0.861</b>	<b>0.852</b>	<b>0.902</b>	<b>0.926</b>	<b>0.922</b>	<b>0.829</b>	<b>0.965d</b>	<b>0.137</b>
<b>Standard Deviation</b>	<b>0.893</b>	<b>0.859</b>	<b>0.853</b>	<b>0.907</b>	<b>0.950</b>	<b>0.998</b>	<b>0.821</b>	<b>0.896</b>	<b>0.814</b>	<b>0.937</b>	<b>0.825</b>	<b>0.844</b>	<b>0.906</b>	<b>0.853</b>	<b>0.950</b>	<b>0.891</b>
<b>Error Variance</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.007</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.072</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 supply from the same supplier and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	848	3119	3155	2700
Very satisfied	(2) 1148	262	374	383	247	235	1023	1028	959
	24%	29% <sup>a</sup>	28% <sup>a</sup>	30% <sup>a</sup>	27%	28% <sup>a</sup>	33% <sup>a</sup>	33% <sup>a</sup>	36% <sup>agh</sup>
Satisfied	(1) 2493	427	661	627	475	428	1811	1804	1533
	52% <sup>b</sup>	47%	49%	49%	52%	58% <sup>b</sup>	58% <sup>b</sup>	57% <sup>b</sup>	57% <sup>b</sup>
Neither satisfied nor dissatisfied	(0) 809	145	193	186	113	120	214	224	150
	17% <sup>cgh</sup>	16% <sup>e</sup>	14%	14%	12%	14%	7%	7%	6%
Dissatisfied	(-1) 188	36	53	45	41	32	35	43	28
	4% <sup>gh</sup>	4%	4%	3%	4%	4%	1%	1%	1%
Very dissatisfied	(-2) 124	28	42	30	35	25	25	24	22
	3% <sup>gh</sup>	3%	3%	2%	4%	3%	1%	1%	1%
<b>SUMMARY CODES</b>									
SATISFIED	3640	689	1066	1010	722	663	2695	2632	2492
	76%	76%	77%	79% <sup>a</sup>	79%	78%	91% <sup>a</sup>	90% <sup>a</sup>	92% <sup>ah</sup>
DISSATISFIED	313	64	95	75	76	57	60	67	50
	6% <sup>gh</sup>	7%	7%	6%	8% <sup>d</sup>	7%	2%	2%	2%
Refused	4	-	2	2	2	2	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	47	9	13	11	4	7	11	12	8
	1% <sup>gh</sup>	1%	1%	1%	1%	1%	-	-	-
<b>Mean Score</b>	0.814	0.807	0.862	1.013 <sup>a</sup>	0.841	0.972	1.214 <sup>a</sup>	1.207 <sup>a</sup>	1.205 <sup>agh</sup>
<b>Standard Deviation</b>	0.893	0.944	0.935	0.895	0.960	0.919	0.686	0.695	0.681
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.68 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 supply from the same supplier and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	3711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Completely trust	(2) 736	636	66	33	132	353	250	148	212	156	219	278	365	158	577	424	128	169
	15%	15%	16%	15%	14%	14%	19% <sup>ae</sup>	14%	14%	15%	19% <sup>ah</sup>	19% <sup>am</sup>	13%	19% <sup>ao</sup>	15%	14%	14%	20% <sup>apq</sup>
Tend to trust	(1) 2383	2072	209	102	441	1219	723	504	774	530	575	777	1309	415	1968	1527	415	402
	50%	50%	50%	47%	48%	48%	54% <sup>ae</sup>	46%	50%	48%	52% <sup>ah</sup>	49%	52% <sup>am</sup>	49%	50%	51%	47%	48%
Neither trust nor distrust	(0) 976	859	73	45	210	601	165	244	348	184	200	224	632	139	837	627	206	127
	20% <sup>ak</sup>	21%	17%	21%	23% <sup>ag</sup>	23% <sup>ag</sup>	12%	22% <sup>ajk</sup>	23% <sup>ajk</sup>	18%	17%	15%	23% <sup>al</sup>	16%	21% <sup>an</sup>	21% <sup>ar</sup>	23% <sup>ar</sup>	15%
Tend to distrust	(-1) 424	369	40	16	84	229	112	117	132	76	99	118	254	81	343	265	83	68
	9%	9%	9%	7%	9%	9%	8%	11% <sup>aj</sup>	9%	7%	9%	8%	9%	9%	9%	9%	9%	8%
Strongly distrust	(-2) 223	178	28	18	39	136	49	56	61	52	55	60	125	47	177	139	38	44
	5%	4%	7% <sup>b</sup>	8% <sup>ab</sup>	4%	5% <sup>g</sup>	4%	5%	4%	5%	5%	4%	5%	5%	4%	5%	4%	5%
<b>SUMMARY CODES</b>																		
TRUST	3119	2709	276	135	573	1572	974	653	987	685	794	1055	1675	573	2546	1951	543	571
	65% <sup>am</sup>	65%	65%	63%	62%	61%	73% <sup>ae</sup>	60%	64%	67% <sup>ah</sup>	68% <sup>ah</sup>	71% <sup>am</sup>	62%	67%	64%	65%	62%	69% <sup>apq</sup>
DISTRUST	648	546	68	34	123	364	161	173	193	128	154	171	378	128	520	404	121	112
	13%	13%	16%	16%	13%	14%	12%	16% <sup>aj</sup>	12%	14%	13%	12%	14%	15%	13%	13%	14%	13%
Refused	3	3	-	-	-	-	3	1	1	-	1	2	-	-	3	-	-	1
Don't know	67	60	5	2	15	25	28	16	17	19	16	24	24	14	53	34	13	20
	1%	1%	1%	1%	2%	1%	2% <sup>aj</sup>	1%	1%	2%	1%	2% <sup>am</sup>	1%	2%	1%	1%	1%	2% <sup>apq</sup>
<b>Mean Score</b>	0.629 <sup>h</sup>	0.637	0.591	0.546	0.601	0.562	0.781 <sup>ae</sup>	0.535	0.619	0.662 <sup>n</sup>	0.702 <sup>ah</sup>	0.752 <sup>am</sup>	0.573	0.664	0.622	0.614	0.588	0.723 <sup>apq</sup>
<b>Standard Deviation</b>	1.003	0.990	1.076	1.103	0.987	1.013	0.977	1.039	0.962	1.002	1.025	0.989	0.992	1.062	0.990	0.990	0.984	1.054
<b>Error Variance</b>	-	-	0.003	0.006	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3331	439	915	1837	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Completely trust	(2) 736	-	-	736	736	736	62	674	581	155	596	72	145	328	400	8
	15%	-	-	15%	15%	15%	15%	15%	14%	19%	14%	17%	18%	17%	14%	24%
Tend to trust	(1) 2383	-	-	2383	2383	2383	211	2173	2000	383	1799	199	376	963	1406	15
	50%	-	-	50%	50%	50%	52%	49%	50%	48%	51%	48%	47%	50%	49%	45%
Neither trust nor distrust	(0) 976	-	-	976	976	976	65	911	830	146	741	78	148	384	576	6
	20%	-	-	20%	20%	20%	16%	21%	21%	16%	21%	16%	19%	20%	20%	17%
Tend to distrust	(-1) 424	-	-	424	424	424	42	383	366	58	316	38	58	153	268	3
	9%	-	-	9%	9%	9%	10%	9%	9%	7%	9%	9%	7%	8%	9%	10%
Strongly distrust	(-2) 223	-	-	223	223	223	22	201	188	35	144	22	55	70	151	2
	5%	-	-	5%	5%	5%	6%	5%	5%	4%	4%	5%	7%	4%	5%	5%
<b>SUMMARY CODES</b>																
TRUST	3119	-	-	3119	3119	3119	273	2846	2580	539	2305	271	521	1290	1805	23
	65%	-	-	65%	65%	65%	67%	65%	64%	67%	65%	65%	67%	65%	63%	69%
DISTRUST	648	-	-	648	648	648	64	584	555	93	480	60	113	224	419	5
	13%	-	-	13%	13%	13%	16%	13%	14%	12%	13%	14%	12%	14%	15%	15%
Refused	3	-	-	3	3	3	-	3	2	2	3	-	1	2	-	-
Don't know	67	-	-	67	67	67	4	64	49	19	40	8	15	22	45	-
	1%	-	-	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	-
<b>Mean Score</b>	<b>0.629</b>	-	-	<b>0.629</b>	<b>0.629</b>	<b>0.629</b>	<b>0.619</b>	<b>0.630</b>	<b>0.610</b>	<b>0.726al</b>	<b>0.629</b>	<b>0.639</b>	<b>0.637</b>	<b>0.694ao</b>	<b>0.584</b>	<b>0.729</b>
<b>Standard Deviation</b>	<b>1.003</b>	-	-	<b>1.003</b>	<b>1.003</b>	<b>1.003</b>	<b>1.044</b>	<b>0.999</b>	<b>1.000</b>	<b>1.010</b>	<b>0.974</b>	<b>1.049</b>	<b>1.084</b>	<b>0.969</b>	<b>1.022</b>	<b>1.094</b>
<b>Error Variance</b>	<b>*</b>	-	-	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.003</b>	<b>*</b>	<b>*</b>	<b>0.001</b>	<b>*</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>*</b>	<b>0.035</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	16
Weighted Base	4813	3825	989	506	189	4333	460	20**
Completely trust	(2) 736	538	197	65	34	680	53	3
		15%	20%ab	13%	18%	16%g	12%	15%
Tend to trust	(1) 2383	1848	535	221	87	2171	203	10
		50%dg	48%	54%ab	46%	50%g	44%	48%
Neither trust nor distrust	(0) 976	864	111	139	36	849	122	5
		20%hc	23%ac	27%ae	19%	20%	27%af	27%
Tend to distrust	(-1) 424	348	76	54	17	398	55	1
		9%	9%	11%	9%	9%	12%af	5%
Strongly distrust	(-2) 223	185	39	23	11	205	17	1
		5%	4%	5%	6%	5%	4%	6%
<b>SUMMARY CODES</b>								
TRUST	3119	2386	732	286	121	2851	256	13
		65%bd	74%ab	56%	64%	66%g	59%	63%
DISTRUST	648	533	115	77	28	573	72	2
		13%	12%	15%	15%	13%	16%	13%
Refused	3	1	2	-	-	3	-	-
Don't know	67	40	28	5	3	58	10	-
		1%	3%ab	1%	2%	1%	2%	-
Mean Score	0.629dg	0.583	0.809ab	0.500	0.629	0.644g	0.488	0.615
Standard Deviation	1.003	1.002	0.985	1.000	1.071	1.004	0.981	1.013
Error Variance	-	-	0.001	0.003	0.005	-	0.002	0.064

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	840	2837	4129	1932	673	1334	1782	980
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Completely trust	(2) 738	366	333	107	425	628	311	114	226	267	129
	15% <i>c</i>	20% <i>ac</i>	12%	16%	14%	15%	17%	15%	16%	15%	15%
Tend to trust	(1) 2383	979	1365	340	1445	2044	938	365	670	908	440
	50%	50%	50%	49%	49%	50%	50%	47%	47%	52% <i>i</i>	50%
Neither trust nor distrust	(0) 976	370	584	145	611	830	365	171	299	334	172
	20%	19%	21%	21%	21%	20%	19%	22%	21%	19%	20%
Tend to distrust	(-1) 424	139	280	54	270	370	155	70	115	163	76
	9% <i>b</i>	7%	10% <i>b</i>	8%	9%	9%	8%	9%	8%	9%	9%
Strongly distrust	(-2) 223	74	142	29	147	194	77	41	96	58	28
	5% <i>d</i>	4%	5% <i>b</i>	4%	5%	5%	4%	5% <i>jk</i>	7% <i>ak</i>	3%	3%
<b>SUMMARY CODES</b>											
TRUST	3119	1365	1698	447	1871	2672	1248	479	896	1176	569
	65% <i>c</i>	69% <i>ac</i>	62%	65%	64%	65%	67%	62%	63%	67% <i>hi</i>	65%
DISTRUST	648	213	422	83	417	565	231	111	212	222	104
	13% <i>b</i>	11%	15% <i>ab</i>	12%	14%	14%	12%	14%	15% <i>ak</i>	13%	12%
Refused	3	-	1	-	1	3	2	-	-	1	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	67	18	39	12	37	55	30	9	13	15	31
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	4% <i>ahj</i>
<b>Mean Score</b>	<b>0.629c</b>	<b>0.752ac</b>	<b>0.543</b>	<b>0.653</b>	<b>0.598</b>	<b>0.625</b>	<b>0.678e</b>	<b>0.578</b>	<b>0.579</b>	<b>0.672hi</b>	<b>0.670</b>
<b>Standard Deviation</b>	<b>1.003</b>	<b>0.977</b>	<b>1.008</b>	<b>0.982</b>	<b>1.012</b>	<b>1.006</b>	<b>0.986</b>	<b>1.026</b>	<b>1.068</b>	<b>0.959</b>	<b>0.952</b>
<b>Error Variance</b>	-	<b>0.001</b>	-	<b>0.002</b>	-	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>





Q.68 To what extent do you trust or distrust your energy supplier too...? - Treat you fairly in their dealings with you  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PES - SEGMENTS														Yorkshire (g)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (h)	Norweb (b)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	4769	474	454	362	238	410	367	503	90	310	362	379	152	285	342	11	
Weighted Base	4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**	
Completely trust	(2) 736	72	66	41	41	83	65	81	14	52	44	43	22	34	78	-	
	15% <sup>d</sup>	15%	14%	11%	17% <sup>d</sup>	20% <sup>a</sup> d <sup>k</sup>	18% <sup>d</sup>	17% <sup>d</sup>	15%	16%	12%	11%	14%	12%	20% <sup>a</sup> d <sup>k</sup>	-	
Tend to trust	(1) 2383	245	252	183	119	179	196	245	48	161	177	204	76	129	166	4	
	50% <sup>f</sup>	51% <sup>f</sup>	55% <sup>a</sup> k <sup>o</sup>	48%	50%	42%	54% <sup>o</sup>	52% <sup>o</sup>	51%	49%	47%	53% <sup>o</sup>	49%	47%	44%	34%	
Neither trust nor distrust	(0) 976	91	88	95	41	88	60	77	15	58	94	91	34	61	80	3	
	20%	19%	19%	25% <sup>h</sup> g <sup>h</sup>	17%	21%	17%	16%	16%	18%	25% <sup>h</sup> a <sup>b</sup> e <sup>g</sup> h	23% <sup>h</sup>	22%	23% <sup>h</sup>	21%	29%	
Tend to distrust	(-1) 424	44	33	37	19	51	27	35	12	28	35	26	12	30	33	3	
	9%	9%	7%	10%	8%	12% <sup>a</sup> g <sup>h</sup> l	7%	8%	12%	9%	9%	7%	8%	11%	9%	24%	
Strongly distrust	(-2) 223	17	16	16	14	16	10	26	4	24	20	15	12	12	19	1	
	5%	4%	3%	4%	6%	4%	3%	6%	5%	7% <sup>b</sup> o <sup>g</sup>	5%	4%	8% <sup>o</sup> g	4%	5%	12%	
<b>SUMMARY CODES</b>																	
<b>TRUST</b>	3119	317	318	224	161	261	261	325	62	214	220	247	98	163	244	4	
	65% <sup>k</sup>	66% <sup>k</sup>	69% <sup>d</sup> k <sup>n</sup>	59%	68% <sup>k</sup>	62%	72% <sup>a</sup> d <sup>k</sup> l	69% <sup>d</sup> k <sup>n</sup>	66%	65%	58%	64%	62%	60%	64%	34%	
<b>DISTRUST</b>	648	61	48	53	33	67	37	62	16	52	55	41	24	42	52	4	
	13%	13%	11%	14%	14%	16% <sup>c</sup> g <sup>l</sup>	10%	13%	17%	16% <sup>c</sup> g	15%	11%	15%	14%	13%	37%	
Refused	3	1	-	-	-	-	-	1	-	-	2	-	-	-	-	-	
	*	*	-	-	-	-	-	*	-	-	2	-	-	-	-	-	
Don't know	67	8	3	9	2	5	4	6	1	4	6	8	1	6	4	-	
	1%	2%	1%	2% <sup>c</sup>	1%	1%	1%	1%	1%	2%	2%	2%	1%	2%	1%	-	
<b>Mean Score</b>	<b>0.662k</b>	<b>0.662k</b>	<b>0.704k<sup>n</sup></b>	<b>0.527</b>	<b>0.656</b>	<b>0.625</b>	<b>0.716<sup>a</sup>d<sup>l</sup></b>	<b>0.667<sup>o</sup>k</b>	<b>0.599</b>	<b>0.569</b>	<b>0.513</b>	<b>0.618</b>	<b>0.537</b>	<b>0.536</b>	<b>0.664</b>	<b>-0.144</b>	
<b>Standard Deviation</b>	<b>1.003</b>	<b>0.971</b>	<b>0.923</b>	<b>0.967</b>	<b>1.054</b>	<b>1.054</b>	<b>0.922</b>	<b>1.028</b>	<b>1.047</b>	<b>1.086</b>	<b>1.001</b>	<b>0.917</b>	<b>1.073</b>	<b>1.002</b>	<b>1.061</b>	<b>1.077</b>	
<b>Error Variance</b>	<b>-</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.005</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.012</b>	<b>0.004</b>	<b>0.003</b>	<b>0.002</b>	<b>0.008</b>	<b>0.004</b>	<b>0.003</b>	<b>0.105</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Completely trust	(2) 736	142	200	208	139	137	736	714	693
	15%	16%	15%	16%	15%	16%	24%a	23%a	26%ah
Tend to trust	(1) 2383	440	649	637	436	421	2383	2075	1942
	50%	49%	48%	50%	49%	50%	70%ah	66%a	69%a
Neither trust nor distrust	(0) 976	195	275	256	187	159	-	249	123
	20%gh	22%	21%	20%	19%	-	-	8%gi	5%g
Tend to distrust	(-1) 424	79	117	101	80	69	-	52	25
	9%gh	9%	9%	9%	9%	9%	-	2%gi	1%g
Strongly distrust	(-2) 223	51	83	69	65	54	-	27	5
	5%gh	6%	6%a	5%	7%a	6%	-	1%gi	0%g
<b>SUMMARY CODES</b>									
<b>TRUST</b>	3119	585	845	845	577	558	3119	2789	2535
	65%	64%	63%	63%	63%	66%	100%ah	89%a	94%ah
<b>DISTRUST</b>	648	124	199	170	145	123	-	79	30
	13%gh	14%	15%	13%	16%	15%	-	3%gi	1%g
Refused	3	-	1	1	1	1	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	67	6	14	13	8	8	-	17	11
	1%gh	1%	1%	1%	1%	1%	-	1%gi	0%g
<b>Mean Score</b>	0.629	0.610	0.580	0.641	0.556	0.616	1.236ah	1.090a	1.187ah
<b>Standard Deviation</b>	1.003	1.027	1.048	1.021	1.076	1.056	0.452	0.648	0.566
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a%h/i



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	9711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Completely trust	(2) 760	669	62	28	142	359	259	136	232	161	232	292	379	166	594	438	130	180
	16%h	16%	15%	13%	15%	14%	19%laef	13%	15%	16%	20%lahj	20%lam	14%	19%lao	15%	15%	15%	22%lapq
Tend to trust	(1) 2375	2070	194	110	443	1232	700	518	767	527	562	750	1328	411	1963	1538	401	395
	49%ic	50%	46%	51%	48%	48%	53%laef	48%	50%	52%	46%	51%	49%	46%	50%	51%ic	45%	46%
Neither trust nor distrust	(0) 855	753	71	30	184	501	170	220	291	164	180	215	528	112	743	536	184	112
	18%kln	18%	17%	14%	20%ig	20%ig	13%	20%ijk	19%ik	16%	15%	14%	20%jn	13%	19%kn	18%ir	22%lapr	13%
Tend to distrust	(-1) 527	446	58	23	101	299	127	141	172	96	118	135	323	98	429	335	104	78
	11%u	11%	14%	11%	11%	12%	10%	13%ijk	11%	9%	10%	9%	12%u	11%	11%	11%	12%	9%
Strongly distrust	(-2) 220	169	33	19	37	134	50	57	66	48	50	62	126	52	168	141	35	41
	5%	4%	8%ab	9%ab	4%	5%g	4%	5%	4%	5%	4%	4%	5%	6%io	4%	5%	4%	5%
<b>SUMMARY CODES</b>																		
TRUST	3135	2739	257	139	584	1592	959	654	999	687	794	1042	1707	578	2557	1976	531	575
	65%hc	66%	61%	64%	63%	62%	72%laef	60%	65%h	68%h	68%ah	70%lam	63%	68%	65%	65%icq	60%	69%lapq
DISTRUST	748	615	91	42	137	433	177	197	239	144	168	198	449	150	598	476	139	118
	16%ig	15%	21%ab	20%	15%	17%g	13%	18%ijk	15%	17%	14%	13%	17%u	16%	15%	16%	16%	14%
Refused	5	5	-	-	-	2	3	1	1	2	2	2	-	2	3	4	-	1
Don't know	71	64	3	4	15	34	22	14	15	20	22	25	24	13	57	27	19	25
	1%p	2%	1%	2%	2%	1%	2%	1%	1%	2%	2%	2%am	1%	2%	1%	2%ap	2%	3%apq
Mean Score	0.618df	0.639c	0.468	0.503	0.609	0.548	0.759ae	0.501	0.606h	0.659n	0.708ah	0.738am	0.563	0.646	0.612	0.601	0.563	0.740apq
Standard Deviation	hm	1.010	1.139	1.130	1.009	1.043	1.002	1.041	1.014	1.015	1.040	1.019	1.025	1.109	1.011	1.020	1.017	1.066
Error Variance	-	-	0.003	0.006	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	-	-	0.001	0.001



Q.68 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 supply from the same supplier and are responsible for it

	Total (n)	TYPE OF CONSUMER			TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3311	439	915	1837	2898	34
Weighted Base	4813	-	-	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Completely trust	760	-	-	760	760	760	72	688	696	154	543	64	139	358	395	8
(2)	19%a	-	-	16%	16%	16%	16%	16%	15%	19%ai	15%	15%	17%	19%ao	14%	24%
Tend to trust	2375	-	-	2375	2375	2375	212	2163	1974	400	1787	213	379	970	1389	16
(1)	49%	-	-	49%	49%	49%	52%	49%	49%	50%	50%	51%	48%	50%	49%	48%
Neither trust nor distrust	855	-	-	855	855	855	53	800	732	122	660	60	130	323	539	3
(0)	18%g	-	-	18%	18%	18%	13%	18%g	18%	15%	18%j	14%	16%	17%	19%	8%
Tend to distrust	527	-	-	527	527	527	40	487	449	78	391	48	81	199	322	6
(-1)	11%	-	-	11%	11%	11%	10%	11%	11%	10%	11%	12%	10%	10%	11%	19%
Strongly distrust	220	-	-	220	220	220	25	195	195	25	148	24	47	65	155	-
(-2)	5%h	-	-	5%	5%	5%	6%	4%	5%j	3%	4%	6%	8%k	3%	5%n	1%
<b>SUMMARY CODES</b>																
TRUST	3135	-	-	3135	3135	3135	284	2850	2580	555	2310	276	518	1327	1783	24
	65%b	-	-	65%	65%	65%	70%h	65%	64%	70%ai	65%	68%	65%	69%ao	63%	71%
DISTRUST	748	-	-	748	748	748	65	683	644	103	539	72	128	264	477	7
	16%	-	-	16%	16%	16%	16%	15%	16%j	13%	15%	17%	16%	14%	17%n	20%
Refused	5	-	-	5	5	5	-	5	3	2	4	-	1	3	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	71	-	-	71	71	71	1	69	55	16	36	9	22	14	57	-
	1%n	-	-	1%	1%	1%	-	2%	1%	2%	1%	2%	3%ak	1%	2%n	-
<b>Mean Score</b>	<b>0.618a</b>	-	-	<b>0.618</b>	<b>0.618</b>	<b>0.618</b>	<b>0.661</b>	<b>0.614</b>	<b>0.593</b>	<b>0.745al</b>	<b>0.617</b>	<b>0.600</b>	<b>0.623</b>	<b>0.708ao</b>	<b>0.554</b>	<b>0.731</b>
<b>Standard Deviation</b>	<b>1.029</b>	-	-	<b>1.029</b>	<b>1.029</b>	<b>1.029</b>	<b>1.074</b>	<b>1.025</b>	<b>1.035</b>	<b>0.990</b>	<b>1.011</b>	<b>1.067</b>	<b>1.079</b>	<b>0.996</b>	<b>1.046</b>	<b>1.082</b>
<b>Error Variance</b>	<b>*</b>	-	-	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.003</b>	<b>*</b>	<b>*</b>	<b>0.001</b>	<b>*</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>*</b>	<b>0.034</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	431	16
Weighted Base	4813	3825	989	506	189	4333	460	20**
Completely trust	(2) 760	557	203	64	37	703	54	3
		16%g	21%ab	13%	20%d	16%g	12%	15%
Tend to trust	(1) 2375	1863	512	218	96	2156	210	9
		49%d	49%	43%	46%	50%	46%	42%
Neither trust nor distrust	(0) 855	730	125	128	32	742	109	5
		19%k	13%	25%ae	17%	17%	24%af	24%
Tend to distrust	(-1) 527	450	77	63	19	469	56	3
		11%k	6%	12%	10%	11%	12%	14%
Strongly distrust	(-2) 220	181	40	28	6	203	16	1
		5%	4%	6%	3%	5%	3%	6%
<b>SUMMARY CODES</b>								
TRUST	3135	2420	714	283	127	2859	264	11
		65%dg	63%	72%ab	67%d	66%g	57%	57%
DISTRUST	748	631	116	91	28	672	72	4
		16%k	17%k	12%	14%	16%	16%	19%
Refused	5	1	4	-	-	3	2	-
		-	-	-	-	-	1	-
Don't know	71	42	29	4	3	58	13	-
		1%	3%ab	1%	2%	1%	3%j	-
Mean Score	0.616d	0.573	0.797ab	0.455	0.716d	0.629	0.518	0.471
Standard Deviation	1.029	1.032	0.998	1.044	1.009	1.033	0.981	1.104
Error Variance	-	-	0.001	0.003	0.004	-	0.002	0.076

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2919	640	2937	4129	1932	673	1334	1782	890
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Completely trust	(2) 760	396	347	112	449	648	311	119	248	289	126
	16% <i>c</i>	20% <i>ac</i>	12%	16%	15%	16%	17%	16%	17%	15%	14%
Tend to trust	(1) 2375	1018	1313	349	1449	2026	926	371	664	915	424
	49%	52% <i>c</i>	48%	51%	49%	49%	49%	48%	47%	52% <i>ai</i>	48%
Neither trust nor distrust	(0) 855	306	536	119	508	739	346	138	255	304	158
	18% <i>b</i>	16%	20% <i>b</i>	17%	17%	18%	16%	16%	16%	17%	18%
Tend to distrust	(-1) 527	178	344	76	349	451	178	96	161	174	96
	11% <i>b</i>	9%	13% <i>b</i>	11%	12% <i>g</i>	11%	9%	12%	11%	10%	11%
Strongly distrust	(-2) 220	57	156	23	142	197	79	42	83	63	33
	5% <i>b</i>	3%	6% <i>ab</i>	3%	5%	5%	4%	5%	6% <i>jk</i>	4%	4%
<b>SUMMARY CODES</b>											
TRUST	3135	1414	1660	461	1898	2674	1237	490	910	1184	550
	65% <i>c</i>	72% <i>ac</i>	60%	67%	65%	65%	66%	64%	64%	68% <i>ak</i>	63%
DISTRUST	748	235	500	100	491	648	257	138	244	237	129
	16% <i>b</i>	12%	18% <i>ab</i>	14%	17% <i>g</i>	16%	14%	18% <i>j</i>	17% <i>h</i>	14%	15%
Refused	5	2	2	-	3	5	3	-	2	1	3
	-	-	-	-	-	-	-	-	-	-	-
Don't know	71	9	47	12	36	59	35	2	11	21	37
	1% <i>b</i>	-	2% <i>b</i>	2%	1%	1%	2%	-	1%	1%	4% <i>ahj</i>
<b>Mean Score</b>	<b>0.618c</b>	<b>0.776ac</b>	<b>0.501</b>	<b>0.666</b>	<b>0.592</b>	<b>0.610</b>	<b>0.659e</b>	<b>0.561</b>	<b>0.589</b>	<b>0.668hi</b>	<b>0.615</b>
<b>Standard Deviation</b>	<b>1.029</b>	<b>0.968</b>	<b>1.054</b>	<b>0.994</b>	<b>1.043</b>	<b>1.035</b>	<b>1.066</b>	<b>1.066</b>	<b>1.083</b>	<b>0.977</b>	<b>1.002</b>
<b>Error Variance</b>	-	<b>0.001</b>	-	<b>0.002</b>	-	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4769	474	454	362	238	410	367	503	90	310	392	379	152	285	342	11
Weighted Base	4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**
Completely trust	(2) 760	72	69	48	32	92	72	81	12	50	45	45	22	36	83	-
	16% <sub>nl</sub>	15%	15%	13%	14%	22% <sub>abbcde</sub>	20% <sub>cdkin</sub>	17% <sub>kl</sub>	13%	15%	12%	12%	14%	13%	22% <sub>abbcdek</sub>	-
Tend to trust	(1) 2375	250	261	175	125	184	191	245	45	149	167	208	80	125	165	4
	49% <sub>nl</sub>	52% <sub>klko</sub>	57% <sub>adfk</sub>	46%	53% <sub>lko</sub>	44%	53% <sub>lko</sub>	52% <sub>lko</sub>	48%	46%	44%	54% <sub>cdjko</sub>	51%	46%	44%	34%
Neither trust nor distrust	(0) 855	79	66	88	35	59	51	78	13	58	98	76	24	60	65	3
	18%	16%	15%	23% <sub>abbcdf</sub>	15%	14%	14%	17%	14%	18%	26% <sub>abbcdf</sub>	20% <sub>l</sub>	15%	22% <sub>cdlg</sub>	17%	31%
Tend to distrust	(-1) 527	48	41	37	25	65	33	36	17	41	43	31	14	37	54	3
	11% <sub>nh</sub>	10%	9%	10%	11%	15% <sub>abbcdeh</sub>	9%	8%	18% <sub>abbcda</sub>	12% <sub>h</sub>	11%	8%	9%	14% <sub>nl</sub>	14% <sub>chl</sub>	31%
Strongly distrust	(-2) 220	20	14	23	13	18	10	23	7	26	18	15	14	8	10	-
	5%	4%	3%	6% <sub>igo</sub>	6%	4%	3%	5%	7%	8% <sub>abctcl</sub>	5%	4%	9% <sub>abctcl</sub>	3%	3%	4%
<b>SUMMARY CODES</b>																
TRUST	3135	322	330	223	157	276	263	325	57	200	212	254	102	161	248	4
	65% <sub>cdk</sub>	67% <sub>cdkn</sub>	72% <sub>adfil</sub>	59%	66% <sub>kl</sub>	65% <sub>kl</sub>	73% <sub>adfil</sub>	69% <sub>cdjkn</sub>	61%	61%	56%	66% <sub>kl</sub>	65%	59%	65% <sub>kl</sub>	34%
DISTRUST	748	68	56	61	38	83	43	59	24	67	61	47	28	45	64	4
	16%	14%	12%	16%	16%	20% <sub>aaaghl</sub>	12%	13%	25% <sub>abbcgh</sub>	16%	12%	18%	17%	17%	35%	
Refused	5	1	1	2	-	-	-	1	-	-	2	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	71	9	5	7	6	4	5	6	-	3	4	10	3	6	3	-
	1%	2%	1%	2%	3%	1%	1%	1%	-	1%	1%	3%	2%	2%	1%	-
Mean Score	0.618 <sub>klj</sub>	0.652 <sub>kl</sub>	0.722 <sub>adfil</sub>	0.502	0.599	0.641 <sub>k</sub>	0.732 <sub>adde</sub>	0.692 <sub>cdj</sub>	0.414	0.484	0.479	0.630 <sub>k</sub>	0.536	0.540	0.682 <sub>cdj</sub>	-0.048
Standard Deviation	1.029	1.001	0.936	1.044	1.041	1.114	0.962	1.009	1.138	1.140	1.008	0.942	1.127	0.991	1.051	0.949
Error Variance	-	0.002	0.002	0.003	0.005	0.003	0.003	0.002	0.014	0.004	0.003	0.002	0.008	0.004	0.003	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.68 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 supply from the same supplier and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1154	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Completely trust	(2) 760	154	214	217	146	139	734	760	703
	16%	17%	16%	17%	16%	16%	24%a	24%a	26%ag
Tend to trust	(1) 2375	443	657	645	446	425	2055	2375	1783
	49%	49%	49%	49%	49%	50%	66%a	76%ag	66%a
Neither trust nor distrust	(0) 855	162	239	220	167	140	211	-	132
	18%gh	18%	18%	17%	18%	17%	7%hi	-	5%h
Tend to distrust	(-1) 527	100	154	142	105	97	77	-	54
	11%gh	11%	11%	11%	11%	11%	2%h	-	2%h
Strongly distrust	(-2) 220	47	66	53	50	42	24	-	10
	5%gh	5%	5%	4%	5%	5%	1%h	-	1%h
<b>SUMMARY CODES</b>									
<b>TRUST</b>	3135	598	871	861	592	564	2789	3135	2486
	65%	65%	67%	64%	66%	66%	89%a	100%agi	92%ag
<b>DISTRUST</b>	748	147	220	195	155	139	101	-	64
	16%gh	16%	16%	17%	17%	16%	3%h	-	2%h
Refused	5	2	3	3	3	1	1	-	1
	-	-	-	-	-	-	-	-	-
Don't know	71	1	6	4	2	4	17	-	17
	1%bcdefghi	-	-	-	-	1%	1%h	-	1%h
<b>Mean Score</b>	0.618	0.614	0.601	0.600	0.592	0.618	1.096a	1.242agi	1.103ag
<b>Standard Deviation</b>	1.029	1.053	1.044	1.020	1.060	1.048	0.681	0.429	0.653
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	4769	4161	400	208	877	2239	1653	862	1196	875	1836	1878	2246	1058	3711	2798	859	1019
Weighted Base	4813	4177	421	215	921	2562	1330	1087	1545	1016	1165	1481	2709	854	3959	3019	863	531
Completely trust	(2) 615	534	57	24	115	291	209	112	168	143	192	242	288	135	480	342	108	155
	13% <sub>m</sub>	13%	14%	11%	13%	11%	16% <sub>laef</sub>	10%	11%	14% <sub>hi</sub>	16% <sub>ah</sub>	16% <sub>am</sub>	17%	16% <sub>ao</sub>	12%	11%	12%	19% <sub>apq</sub>
Tend to trust	(1) 2084	1830	160	95	392	1052	640	408	679	464	534	702	1134	386	1698	1317	357	363
	43% <sub>kn</sub>	44% <sub>kn</sub>	38%	44%	43%	41%	48% <sub>laef</sub>	38%	44% <sub>hi</sub>	48% <sub>h</sub>	46% <sub>h</sub>	47% <sub>am</sub>	42%	45%	44%	44%	40%	44%
Neither trust nor distrust	(0) 1035	907	86	42	207	616	212	271	352	201	211	242	659	139	896	678	216	132
	22% <sub>kn</sub>	22%	20%	20%	23% <sub>g</sub>	24% <sub>ag</sub>	16%	25% <sub>ajk</sub>	23% <sub>k</sub>	20%	18%	16%	24% <sub>al</sub>	16%	23% <sub>n</sub>	22% <sub>r</sub>	24% <sub>r</sub>	16%
Tend to distrust	(-1) 668	571	71	27	132	377	159	188	224	129	128	177	414	109	559	440	128	93
	14% <sub>kr</sub>	14%	17%	12%	14%	15%	12%	17% <sub>ajk</sub>	15% <sub>k</sub>	13%	11%	12%	15% <sub>l</sub>	13%	14%	15% <sub>r</sub>	14% <sub>r</sub>	11%
Strongly distrust	(-2) 313	253	38	22	55	188	71	90	92	64	68	82	181	63	250	194	53	60
	7%	6%	9% <sub>b</sub>	10% <sub>ab</sub>	6%	7% <sub>g</sub>	5%	8% <sub>k</sub>	6%	6%	6%	6%	7%	7%	6%	6%	6%	7%
<b>SUMMARY CODES</b>																		
TRUST	2700	2364	217	118	508	1343	849	520	846	607	726	944	1423	521	2178	1659	465	518
	56% <sub>km</sub>	57%	52%	55%	55%	52%	64% <sub>laef</sub>	48%	55% <sub>h</sub>	60% <sub>hi</sub>	62% <sub>ah</sub>	64% <sub>am</sub>	53%	61% <sub>ao</sub>	55%	55%	53%	62% <sub>apq</sub>
DISTRUST	981	824	109	49	187	565	229	277	316	193	195	259	596	172	809	634	181	153
	20% <sub>kn</sub>	20%	26% <sub>ab</sub>	23%	20%	22% <sub>g</sub>	17%	26% <sub>ajk</sub>	20% <sub>k</sub>	19%	17%	17%	22% <sub>l</sub>	20%	20%	21%	21%	18%
Refused	4	4	-	-	1	-	-	1	2	-	1	2	1	-	4	3	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	93	79	9	5	16	38	38	18	28	15	32	34	31	22	71	46	19	28
	2% <sub>m</sub>	2%	2%	2%	2%	3% <sub>af</sub>	3%	2%	2%	1%	3% <sub>j</sub>	2% <sub>m</sub>	1%	3%	2%	2%	2%	3% <sub>ap</sub>
Mean Score	0.429 <sub>hm</sub>	0.445 <sub>c</sub>	0.309	0.342	0.423	0.349	0.588 <sub>ae</sub>	0.249	0.401 <sub>h</sub>	0.493 <sub>n</sub>	0.579 <sub>ah</sub>	0.584 <sub>am</sub>	0.349	0.507 <sub>o</sub>	0.412	0.395	0.393	0.574 <sub>apq</sub>
Standard Deviation	1.090	1.076	1.180	1.161	1.076	1.097	1.068	1.120	1.059	1.086	1.081	1.079	1.077	1.137	1.079	1.076	1.077	1.146
Error Variance	-	-	0.004	0.007	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4769	-	-	4769	4769	4769	391	4378	3999	770	3311	439	915	1837	2898	34
Weighted Base	4813	**	**	4813	4813	4813	405	4408	4015	798	3549	416	798	1931	2848	34**
Completely trust	615	-	-	615	615	615	54	561	484	132	430	53	118	294	314	8
(2)	13%a	-	-	13%	13%	13%	13%	13%	12%	16%ai	12%	13%	15%k	15%ao	11%	24%
Tend to trust	2084	-	-	2084	2084	2084	187	1897	1738	346	1538	182	349	826	1245	13
(1)	43%	-	-	43%	43%	43%	46%	43%	43%	43%	43%	44%	44%	43%	44%	38%
Neither trust nor distrust	1035	-	-	1035	1035	1035	72	963	881	154	823	71	135	419	613	2
(0)	22%im	-	-	22%	22%	22%	18%	22%	22%	23%im	17%	17%	22%	22%	22%	7%
Tend to distrust	668	-	-	668	668	668	55	613	567	101	492	70	97	250	409	8
(-1)	14%	-	-	14%	14%	14%	14%	14%	14%	13%	14%	17%im	12%	13%	14%	25%
Strongly distrust	313	-	-	313	313	313	31	282	270	43	208	32	75	111	200	2
(-2)	7%	-	-	7%	7%	7%	6%	6%	7%	5%	6%	6%	9%ak	6%	7%	6%
<b>SUMMARY CODES</b>																
TRUST	2700	-	-	2700	2700	2700	241	2459	2222	478	1968	235	467	1120	1559	21
	56%	-	-	56%	56%	56%	60%	56%	55%	60%a	55%	57%	58%	58%ao	55%	62%
DISTRUST	981	-	-	981	981	981	86	895	837	144	700	102	173	361	609	11
	20%	-	-	20%	20%	20%	21%	20%	21%	18%	20%	24%k	22%	19%	21%n	31%
Refused	4	-	-	4	4	4	-	-	2	3	4	-	-	2	2	-
		-	-													
Don't know	93	-	-	93	93	93	6	87	74	20	55	8	25	28	65	-
	2%	-	-	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%ak	1%	2%	-
<b>Mean Score</b>	<b>0.429</b>	-	-	<b>0.429</b>	<b>0.429</b>	<b>0.429</b>	<b>0.447</b>	<b>0.427</b>	<b>0.406</b>	<b>0.544ai</b>	<b>0.427</b>	<b>0.378</b>	<b>0.435</b>	<b>0.495ao</b>	<b>0.382</b>	<b>0.481</b>
<b>Standard Deviation</b>	<b>1.090</b>	-	-	<b>1.090</b>	<b>1.090</b>	<b>1.090</b>	<b>1.123</b>	<b>1.087</b>	<b>1.089</b>	<b>1.088</b>	<b>1.063</b>	<b>1.146</b>	<b>1.178</b>	<b>1.083</b>	<b>1.090</b>	<b>1.285</b>
<b>Error Variance</b>	<b>*</b>	-	-	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.003</b>	<b>*</b>	<b>*</b>	<b>0.002</b>	<b>*</b>	<b>0.003</b>	<b>0.002</b>	<b>0.001</b>	<b>*</b>	<b>0.049</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4769	3487	1282	984	255	4322	451	16
Weighted Base	4813	3825	989	506	189	4333	460	20**
Completely trust	(2) 615	440	175	57	33	566	48	1
	73%	72%	18%ab	17%	17%ad	13%	11%	7%
Tend to trust	(1) 2084	1639	476	176	81	1903	173	9
	43%dg	42%	48%ab	35%	43%d	44%g	38%	42%
Neither trust nor distrust	(0) 1035	884	151	142	40	903	130	3
	22%hc	23%c	19%	28%a	21%	21%	28%af	13%
Tend to distrust	(-1) 668	568	100	88	17	590	71	7
	14%ce	14%ce	10%	17%e	9%	14%	15%	35%
Strongly distrust	(-2) 313	262	51	35	9	290	23	-
	7%	7%ce	5%	7%	5%	7%	5%	-
<b>SUMMARY CODES</b>								
TRUST	2700	2049	651	234	114	2469	221	10
	56%bdg	54%	66%ab	46%	60%d	57%g	48%	50%
DISTRUST	981	830	151	123	28	880	94	7
	20%ice	22%c	19%	24%e	14%	20%	20%	35%
Refused	4	2	2	-	-	4	-	-
Don't know	93	59	34	8	8	78	15	1
	2%	2%	3%ab	2%	4%ad	2%	3%	3%
Mean Score	0.429bd	0.371	0.655ab	0.269	0.616ad	0.438	0.343	0.230
Standard Deviation	1.090	1.090	1.061	1.095	1.050	1.095	1.036	1.051
Error Variance	-	-	0.001	0.003	0.004	-	0.003	0.074

Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4789	1830	2959	840	2837	4129	1932	673	1334	1782	980
Weighted Base	4813	1966	2744	688	2936	4125	1877	769	1420	1747	877
Completely trust	(2) 615	312	287	89	354	526	262	87	163	240	105
	13%e	16%ac	10%	13%	12%	13%	14%	11%	12%	14%	12%
Tend to trust	(1) 2084	897	1153	309	1232	1775	853	295	571	809	409
	43%h	46%c	42%	45%	42%	43%	45%ae	38%	40%	46%iah	47%hi
Neither trust nor distrust	(0) 1035	405	606	145	654	889	381	187	322	352	174
	22%	21%	22%	21%	22%	22%	20%	24%jk	22%	20%	20%
Tend to distrust	(-1) 668	219	442	93	429	574	239	126	203	228	110
	14%ib	11%	16%iab	14%	15%	14%	13%	16%jk	14%	13%	13%
Strongly distrust	(-2) 313	107	198	37	216	277	97	66	120	85	43
	7%j	5%	7%ib	5%	7%ig	7%ig	5%	8%kj	8%akj	5%	5%
<b>SUMMARY CODES</b>											
TRUST	2700	1210	1440	398	1585	2301	1114	383	754	1050	514
	56%ch	62%ac	52%	58%	54%	56%	59%aef	50%	53%	60%iah	59%hi
DISTRUST	981	326	640	130	644	851	337	192	323	313	153
	20%ibac	17%	23%iab	19%	22%ig	21%ig	18%	24%akj	22%jk	18%	17%
Refused	4	-	2	1	2	3	2	-	-	2	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	93	26	56	13	51	80	43	7	22	30	35
	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	4%ahj
<b>Mean Score</b>	<b>0.429chi</b>	<b>0.561ac</b>	<b>0.331</b>	<b>0.477e</b>	<b>0.374</b>	<b>0.420</b>	<b>0.514eef</b>	<b>0.278</b>	<b>0.353</b>	<b>0.520aih</b>	<b>0.504hi</b>
<b>Standard Deviation</b>	<b>1.090</b>	<b>1.060</b>	<b>1.099</b>	<b>1.058</b>	<b>1.107</b>	<b>1.095</b>	<b>1.056</b>	<b>1.133</b>	<b>1.138</b>	<b>1.046</b>	<b>1.034</b>
<b>Error Variance</b>	-	<b>0.001</b>	-	<b>0.002</b>	-	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4769	474	454	362	238	410	367	503	90	310	362	379	152	285	342	11
Weighted Base	4813	479	457	381	237	422	362	470	94*	327	377	386	158	273	379	111**
Completely trust	(2) 615	54	50	40	27	77	54	81	11	46	33	33	20	30	60	-
	13%kl	11%	11%	10%	11%	18%abode kin	15%kl	17%abodk in	12%	14%kl	9%	9%	13%	11%	16%kl	-
Tend to trust	(1) 2084	219	231	135	104	169	186	220	42	118	144	179	70	110	153	4
	43%kl	46%dkj	51%ladjk no	36%	44%	40%	52%ladjk no	47%dkj	45%	36%	38%	48%dkj	44%	40%	40%	34%
Neither trust nor distrust	(0) 1035	105	88	110	56	67	88	80	10	98	91	27	64	27	64	3
	22%hli	22%hli	19%	29%labotg hm	23%li	16%	19%	17%	11%	23%hli	26%ladgh im	24%hli	17%	24%hli	24%hli	24%
Tend to distrust	(-1) 668	64	60	56	22	74	34	56	22	49	62	56	22	47	43	2
	14%g	13%	13%	15%g	9%	17%egho	9%	12%	23%labcea ho	15%g	16%g	15%g	14%	17%g	11%	15%
Strongly distrust	(-2) 313	23	23	30	22	28	13	27	7	31	30	18	14	27	14	3
	7%g	5%	5%	8%g	9%bogl	7%	4%	6%	8%	10%bogl	8%g	5%	10%bogl	5%	7%	27%
<b>SUMMARY CODES</b>																
TRUST	2700	273	281	175	130	246	240	301	53	164	177	212	90	140	213	4
	56%dk	57%dk	62%adkin	46%	55%ud	58%dkj	56%labdef jkno	64%labdei kln	57%	50%	47%	55%dk	57%ud	51%	56%dk	34%
DISTRUST	981	87	83	86	45	101	47	83	29	80	92	74	38	61	71	5
	20%g	18%	18%	23%g	19%	24%bgh	13%	18%	31%labcea ho	24%bgh	24%bgh	19%g	24%g	22%g	19%	42%
Refused	4	1	-	-	-	-	-	1	-	-	2	-	-	1	-	-
Don't know	93	13	5	10	6	8	7	6	1	8	7	9	2	7	4	-
	2%	3%	1%	3%	3%	2%	1%	1%	2%	2%	2%	2%	1%	3%	1%	-
<b>Mean Score</b>	<b>0.429dk</b>	<b>0.468dk</b>	<b>0.497dk</b>	<b>0.265</b>	<b>0.389</b>	<b>0.470dk</b>	<b>0.658abc deklm no</b>	<b>0.587ade jklmn</b>	<b>0.312</b>	<b>0.308</b>	<b>0.241</b>	<b>0.408k</b>	<b>0.358</b>	<b>0.353</b>	<b>0.466dk</b>	<b>-0.343</b>
<b>Standard Deviation</b>	<b>1.090</b>	<b>1.027</b>	<b>1.022</b>	<b>1.096</b>	<b>1.119</b>	<b>1.174</b>	<b>0.972</b>	<b>1.087</b>	<b>1.186</b>	<b>1.180</b>	<b>1.094</b>	<b>1.000</b>	<b>1.184</b>	<b>1.066</b>	<b>1.114</b>	<b>1.263</b>
<b>Error Variance</b>	<b>-</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.002</b>	<b>0.016</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.009</b>	<b>0.004</b>	<b>0.004</b>	<b>0.145</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your electricity  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4769	824	1205	1164	829	763	3157	3152	2761
Weighted Base	4813	908	1339	1284	918	849	3119	3155	2700
Completely trust	(2) 615	117	159	160	107	105	602	605	615
	13%	13%	12%	12%	12%	12%	19%a	19%a	23%agh
Tend to trust	(1) 2084	338	547	538	361	377	1933	1881	2084
	43%ba	37%	45%	45%a	39%	44%b	62%a	60%a	77%agh
Neither trust nor distrust	(0) 1035	224	313	294	217	182	359	404	-
	22%gh	25%	23%	24%	21%	21%	12%i	13%i	-
Tend to distrust	(-1) 668	146	197	189	137	113	154	175	-
	14%gh	16%	15%	14%	15%	13%	5%i	6%i	-
Strongly distrust	(-2) 313	73	108	94	86	65	35	36	-
	7%gh	8%	8%	7%	9%a	8%	1%i	1%i	-
<b>SUMMARY CODES</b>									
<b>TRUST</b>	2700	455	705	698	468	462	2535	2486	2700
	56%bce	50%	53%	54%	51%	51%be	81%a	79%a	100%agh
<b>DISTRUST</b>	981	219	305	279	223	179	189	211	-
	20%gh	24%a	23%	22%	24%a	21%	6%i	7%i	-
Refused	4	-	1	1	1	1	1	1	-
	-	-	-	-	-	-	-	-	-
Don't know	93	10	14	11	9	6	35	32	-
	2%gh	1%	1%	1%	1%	1%	1%i	1%i	-
<b>Mean Score</b>	0.429bce	0.313	0.340	0.352	0.294	0.406	0.545a	0.517a	1.228agh
<b>Standard Deviation</b>	1.090	1.136	1.120	1.106	1.146	1.107	0.792	0.856	0.420
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.68 To what extent do you trust or distrust your energy supplier to...? - Summary Table  
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

		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		4769	4769	4769
Weighted Base		4813	4813	4813
Completely trust	(2)	736 15%	760 16%	615 13%
Tend to trust	(1)	2383 50%	2376 49%	2084 43%
Neither trust nor distrust	(0)	976 20%	855 18%	1035 22%
Tend to distrust	(-1)	424 9%	527 11%	668 14%
Strongly distrust	(-2)	223 5%	220 5%	313 7%
<b>SUMMARY CODES</b>				
TRUST		3119 65%	3155 65%	2700 56%
DISTRUST		648 13%	748 16%	981 20%
Refused		3 -	5 -	4 -
Don't know		67 1%	71 1%	93 2%
Mean Score		0.629	0.618	0.429
Standard Deviation		1.003	1.029	1.090
Error Variance		-	-	-

Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely trust	(2) 396	343	34	19	57	174	165	65	115	100	117	137	187	94	303	245	68	78
	7%h	7%	6%	6%	5%	6%	10%aef	5%	6%	8%h	8%h	7%l	6%	9%lao	6%	7%	6%	7%
Tend to trust	(1) 2492	2138	214	140	461	1162	849	537	798	542	614	853	1332	442	2050	1553	454	447
	42%l	42%	39%	44%	41%	39%	50%aef	40%	42%	44%	42%	40%lam	41%	41%	42%	42%	40%	43%
Neither trust nor distrust	(0) 1464	1254	151	60	290	862	313	346	480	306	332	422	872	218	1246	911	287	243
	25%dg	25%ld	27%ld	19%	25%g	28%ag	19%	26%k	25%	25%	23%	22%	27%u	20%	26%l	25%	25%	23%
Tend to distrust	(-1) 971	826	86	59	191	565	214	259	330	178	205	266	590	183	788	612	181	159
	16%gk	16%	16%	19%	17%g	18%ag	13%	19%lajk	17%k	14%	14%	14%	18%u	17%	16%	17%	16%	15%
Completely distrust	(-2) 379	305	50	24	65	216	88	100	103	77	88	108	212	91	288	238	73	58
	6%	6%	9%ab	8%	6%	7%	6%	7%u	5%	6%	7%	6%	6%	8%lao	6%	7%	6%	6%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	2888	2481	248	159	519	1355	1015	602	914	642	731	990	1519	536	2353	1798	522	525
	49%ch	49%	45%	51%	46%	44%	50%aef	45%	48%	52%h	50%h	52%lam	48%	50%	49%	49%q	48%	50%iq
<b>DISTRUST</b>	1350	1131	136	84	256	782	312	359	432	256	303	373	802	274	1076	851	254	217
	23%gk	22%	25%	27%	23%g	25%ag	18%	27%lajk	23%	21%	21%	20%	24%u	25%o	22%	23%	22%	21%
Refused	10	9	-	1	2	3	5	2	3	-	5	6	1	2	8	6	1	3
	*	*	*	*	*	*	*	*	*	*	3	7	*	*	*	*	*	*
Don't know	221	194	16	11	71	106	44	29	60	32	99	105	84	51	170	77	78	62
	4%ghmp	4%	3%	3%	6%atg	3%	3%	2%	3%	3%	7%ahj	6%lam	3%	5%	4%	2%	7%lap	6%lap
<b>Mean Score</b>	0.273th	0.285c	0.180	0.232	0.239	0.177	0.47bae	0.159	0.271h	0.339h	0.326h	0.363am	0.217	0.257	0.276	0.268	0.247	0.333
<b>Standard Deviation</b>	1.038	1.030	1.077	1.090	1.008	1.035	1.035	1.044	1.011	1.036	1.060	1.021	1.027	1.123	1.018	1.039	1.033	1.029
<b>Error Variance</b>	-	-	0.002	0.004	0.001	-	0.001	0.001	0.001	0.001	0.001	-	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely trust	(2) 398	-	39	357	396	357	44	353	331	66	268	55	71	158	231	7
		7%	-	6%	7%	7%	7%	7%	7%	7%	6%	9%ak	7%	7%	6%	10%
Tend to trust	(1) 2492	4	246	2246	2488	2241	270	2218	2139	353	1799	246	410	936	1527	30
		42%j	40%	42%	42%	42%	41%	42%	43%j	37%	43%k	41%	39%	42%	42%	43%
Neither trust nor distrust	(0) 1464	5	146	1319	1450	1314	152	1308	1258	256	1037	139	289	538	917	9
		25%q	24%	25%	25%	25%	23%	25%	24%	27%	25%	25%	27%	24%	25%q	13%
Tend to distrust	(-1) 971	-	101	870	971	870	120	851	793	179	729	93	146	396	559	16
		16%r	17%	16%	16%	16%	18%	16%	16%	19%u	17%u	15%	14%	18%o	15%	23%
Completely distrust	(-2) 379	1	54	325	378	324	47	331	316	63	258	40	79	144	232	3
		6%	12%adef	6%	6%	6%	7%	6%	6%	7%	6%	7%	6%	6%	6%	4%
<b>SUMMARY CODES</b>																
TRUST	2888	4	285	2603	2884	2599	314	2570	2470	419	2067	302	481	1094	1758	37
		49%j	47%	49%	49%	49%	47%	49%	50%j	44%	49%	50%	46%	49%	49%	53%
DISTRUST	1350	1	155	1195	1349	1194	167	1162	1109	242	987	133	225	540	791	19
		23%	25%	23%	23%	23%	23%	23%	23%	26%j	23%	23%	21%	24%	22%	28%
Refused	10	-	1	9	10	9	1	9	8	2	6	1	2	3	7	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	221	-	21	200	221	200	30	191	191	29	120	28	66	68	148	4
		41%k	4%	4%	4%	4%	4%	4%	4%	3%	3%	5%ak	3%	3%	4%an	5%
Mean Score	0.273	0.185	0.196	0.281	0.273	0.282	0.227	0.279	0.287	0.196	0.267	0.320	0.251	0.262	0.278	0.329
Standard Deviation	1.038	0.971	1.092	1.031	1.038	1.031	1.067	1.034	1.035	1.051	1.030	1.076	1.054	1.050	1.029	1.110
Error Variance	-	0.086	0.092	-	-	-	0.092	-	-	0.091	-	0.092	0.091	0.091	-	0.019

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Completely trust	(2) 396	253	143	31	10	361	36	-
		7%ab	11%ab	5%	4%	7%	6%	-
Tend to trust	(1) 2492	1882	610	252	98	2251	234	8
		42%	47%ab	44%	42%	42%	42%	35%
Neither trust nor distrust	(0) 1464	1214	250	147	56	1311	143	10
		29%bc	19%	29%	24%	24%	26%	45%
Tend to distrust	(-1) 971	822	150	90	35	867	82	2
		16%cd	12%	16%	15%	17%	15%	10%
Completely distrust	(-2) 379	320	60	37	17	338	39	2
		6%cd	5%	6%	7%	6%	7%	10%
<b>SUMMARY CODES</b>								
TRUST	2888	2136	753	283	109	2811	269	8
		49%ab	58%ab	49%	46%	49%	49%	35%
DISTRUST	1350	1141	209	127	51	1225	121	4
		23%cd	25%cd	22%	22%	23%	22%	20%
Refused	10	6	4	-	-	10	-	-
		-	-	-	-	-	-	-
Don't know	221	145	76	22	19	194	26	-
		4%	6%ab	4%	6%ad	4%	5%	-
Mean Score	0.273a	0.207	0.518ab	0.271	0.238	0.274	0.273	0.063
Standard Deviation	1.038	1.034	1.014	1.015	1.032	1.038	1.038	0.937
Error Variance	-	-	0.001	0.002	0.004	-	0.002	0.049

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely trust	(2) 398	159	226	46	218	348	178	36	113	155	90
		7%h	7%h	6%h	6%h	7%h	7%h	4%h	7%h	7%h	6%h
Tend to trust	(1) 2492	982	1456	278	1330	2214	1162	301	651	984	556
		42%deh	42%h	35%h	39%h	43%ide	45%ade	34%h	38%h	45%iah	47%iah
Neither trust nor distrust	(0) 1464	582	855	221	866	1244	599	257	443	509	256
		25%k	25%h	29%ig	26%h	24%h	23%h	29%ajk	26%k	23%h	22%h
Tend to distrust	(-1) 971	378	571	163	608	808	363	202	292	337	140
		16%kg	16%h	21%aifg	18%ifg	16%h	14%h	23%aijk	17%k	16%k	12%h
Completely distrust	(-2) 379	149	218	55	251	324	128	64	147	97	72
		6%kg	6%h	7%h	7%ig	6%ig	5%h	7%j	9%ajk	4%h	6%h
<b>SUMMARY CODES</b>											
TRUST	2888	1141	1682	326	1548	2562	1340	339	764	1139	646
		49%ideh	49%h	41%h	46%id	50%ide	52%adef	39%h	45%h	53%iah	54%iah
DISTRUST	1350	527	788	218	859	1133	491	266	436	434	212
		23%igk	23%h	28%aifg	25%aifg	22%ig	19%h	30%ajk	26%ajk	20%h	18%h
Refused	10	1	4	-	3	10	7	-	2	3	5
		-	-	-	-	-	-	-	-	-	-
Don't know	221	77	135	23	97	198	123	22	50	80	69
		4%h	3%h	4%h	3%h	4%e	5%ade	2%h	3%h	4%h	6%ahj
<b>Mean Score</b>	<b>0.273deh</b>	<b>0.278</b>	<b>0.271</b>	<b>0.133</b>	<b>0.201</b>	<b>0.294de</b>	<b>0.370def</b>	<b>0.055</b>	<b>0.177h</b>	<b>0.367ahj</b>	<b>0.407ahj</b>
<b>Standard Deviation</b>	<b>1.038</b>	<b>1.037</b>	<b>1.034</b>	<b>1.048</b>	<b>1.061</b>	<b>1.035</b>	<b>0.998</b>	<b>1.028</b>	<b>1.083</b>	<b>0.992</b>	<b>1.021</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.001</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>



Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Completely trust	(2) 396	28 7% <sup>n</sup>	33 6%	28 6%	28 9% <sup>ln</sup>	60 11% <sup>abdbdkl</sup>	25 6%	54 10% <sup>abdbdkl</sup>	8 6%	26 6%	30 6%	27 5%	13 6%	11 3%	24 6%	-
Tend to trust	(1) 2492	268 42% <sup>k</sup>	235 42%	214 45% <sup>kl</sup>	127 42%	202 39%	190 47% <sup>hjk</sup>	210 40%	64 43%	150 37%	179 37%	229 45% <sup>kl</sup>	98 43%	155 46% <sup>kl</sup>	163 39%	7 60%
Neither trust nor distrust	(0) 1464	151 25% <sup>le</sup>	141 25% <sup>le</sup>	124 26% <sup>le</sup>	51 17%	115 22%	89 22%	139 26% <sup>le</sup>	35 23%	116 29% <sup>lefg</sup>	119 25%	118 23%	53 23%	84 28% <sup>le</sup>	120 29% <sup>lefg</sup>	2 13%
Tend to distrust	(-1) 971	104 16% <sup>lh</sup>	104 19% <sup>lh</sup>	71 15%	55 18% <sup>lh</sup>	93 18% <sup>lh</sup>	63 16%	82 12%	30 7%	56 14%	96 20% <sup>lhj</sup>	81 16%	38 17%	53 15%	63 15%	2 16%
Completely distrust	(-2) 379	45 8% <sup>c</sup>	22 4%	23 5%	18 6%	37 7% <sup>c</sup>	20 5%	33 6%	7 5%	43 11% <sup>adghl</sup>	35 7% <sup>c</sup>	29 6%	19 9% <sup>c</sup>	18 5%	29 7%	1 6%
<b>SUMMARY CODES</b>																
TRUST	2888	296 49% <sup>kl</sup>	268 48%	242 51% <sup>kl</sup>	155 52% <sup>kl</sup>	262 50% <sup>kl</sup>	216 53% <sup>kl</sup>	263 50%	73 48%	175 44%	202 44%	257 50% <sup>kl</sup>	111 49%	166 49%	186 45%	7 60%
DISTRUST	1350	149 23% <sup>lh</sup>	126 23%	84 20%	73 24% <sup>lh</sup>	130 25% <sup>lh</sup>	84 21%	95 18%	37 25%	98 25% <sup>lh</sup>	130 27% <sup>ladghl</sup>	110 22%	58 26% <sup>lh</sup>	70 21%	92 22%	3 22%
Refused	10	1	-	1	1	-	-	-	-	3	1	-	1	-	1	-
Don't know	221	8 4% <sup>b</sup>	24 4% <sup>b</sup>	24 3% <sup>b</sup>	20 7% <sup>abdljlm</sup>	15 3%	15 4% <sup>b</sup>	31 6% <sup>abdfjmn</sup>	6 4% <sup>b</sup>	10 2%	19 4% <sup>b</sup>	25 5% <sup>b</sup>	4 2%	9 3%	9 4% <sup>b</sup>	1 5%
<b>Mean Score</b>		<b>0.273jk</b>	<b>0.219</b>	<b>0.285</b>	<b>0.333jk</b>	<b>0.327</b>	<b>0.305</b>	<b>0.354jk</b>	<b>0.252</b>	<b>0.154</b>	<b>0.161</b>	<b>0.298</b>	<b>0.213</b>	<b>0.268</b>	<b>0.229</b>	<b>0.335</b>
<b>Standard Deviation</b>	1.038	1.035	0.984	0.979	1.103	1.121	1.000	1.047	1.013	1.099	1.068	1.009	1.078	0.951	1.024	1.017
<b>Error Variance</b>	-	0.002	0.002	0.002	0.004	0.003	0.003	0.002	0.007	0.003	0.002	0.002	0.005	0.003	0.003	0.006

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Landline phone providers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Completely trust	(2) 396	57	89	90	60	62	344	342	315
		7%	6%	6%	6%	6%	9%a	9%a	9%a
Tend to trust	(1) 2492	376	559	532	402	367	1952	1940	1742
		42%bcd	37%	35%	37%	37%	51%a	50%a	52%a
Neither trust nor distrust	(0) 1464	293	436	428	284	262	759	767	635
		25%gh	28%a	29%a	26%	29%	20%	20%	19%
Tend to distrust	(-1) 971	206	313	308	214	202	497	495	397
		18%gh	20%a	20%a	20%a	20%a	12%	12%	12%
Completely distrust	(-2) 379	77	121	110	87	74	172	178	132
		6%gh	8%	7%	8%	7%	4%	5%	4%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	2888	433	648	622	482	430	2286	2282	2057
		49%bcd	42%	41%	43%	42%	59%a	59%a	61%a
<b>DISTRUST</b>	1350	283	434	418	300	275	669	673	529
		23%gh	27%a	28%a	28%a	29%a	17%	17%	16%
Refused	10	-	2	2	2	4	5	3	3
		-	-	-	-	-	-	-	-
Don't know	221	21	38	31	28	23	135	131	121
		4%bcd	2%	2%	2%	2%	3%	3%	4%
<b>Mean Score</b>	0.273bcd	0.128	0.120	0.126	0.128	0.148	0.483a	0.475a	0.531ah
<b>Standard Deviation</b>	1.009	1.045	1.056	1.050	1.065	1.063	0.989	0.993	0.968
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Banks 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely trust	(2) 575	491	53	31	116	238	220	101	159	121	194	237	252	130	445	325	115	125
	10%hm	10%	10%	10%	10%l	8%	13%aef	8%	8%	10%	13%ahj	13%am	8%	12%ao	9%	9%	10%	12%ap
Tend to trust	(1) 2474	2144	196	134	485	1230	759	502	814	524	634	873	1329	427	2047	1507	488	437
	42%ch	42%c	36%	42%	43%	40%	49%af	37%	40%h	42%h	43%h	46%am	41%	40%	42%	41%	43%	42%
Neither trust nor distrust	(0) 1118	964	100	54	215	655	248	278	373	227	241	292	669	177	940	690	236	174
	19%gk	19%	18%	17%	19%g	21%ag	15%	21%k	20%k	18%	16%	15%	20%u	16%	19%o	19%	21%r	17%
Tend to distrust	(-1) 1044	891	103	50	196	588	260	279	334	205	225	292	623	178	866	678	171	179
	18%gl	18%	19%	18%	17%	19%g	15%	21%ajk	18%	17%	15%	15%	19%u	16%	18%	19%q	15%	17%
Completely distrust	(-2) 678	540	98	41	121	372	185	172	207	148	151	162	400	154	524	422	127	117
	11%j	11%	18%ab	13%	11%	12%	11%	13%k	11%	12%	10%	10%	12%u	14%ao	12%	12%	11%	11%
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	3048	2635	249	164	601	1468	979	603	973	645	827	1110	1581	557	2491	1833	602	562
	51%cm	52%c	45%	52%	53%f	47%	58%aef	45%	51%h	52%h	56%ahj	59%am	48%	52%	51%	50%	53%	54%
<b>DISTRUST</b>	1722	1431	200	91	317	960	445	452	541	353	377	474	1024	332	1390	1101	298	295
	29%gk	28%	36%abd	29%	28%	31%g	26%	34%ajk	29%	29%	27%	25%	31%al	31%	29%	30%q	26%	28%
Refused	5	5	-	-	-	2	3	1	1	-	2	2	-	1	3	3	-	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	41	34	2	6	5	22	14	5	2	11	23	18	4	12	29	17	7	17
	1%im	1%	2%abc	1%	*	1%	1%	*	*	1%u	2%ah	1%am	*	1%o	1%	*	1%	2%apq
<b>Mean Score</b>	0.208f	0.230c	0.006	0.205c	0.246f	0.121	0.341ae	0.060	0.204h	0.217h	0.341ah	0.368am	0.125	0.188	0.212	0.175	0.257	0.266p
<b>Standard Deviation</b>	1.186	1.171	1.282	1.219	1.174	1.169	1.210	1.185	1.159	1.195	1.198	1.175	1.174	1.265	1.168	1.183	1.168	1.211
<b>Error Variance</b>	-	-	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Banks 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely trust	(2) 575	-	58	516	575	516	52	523	497	78	377	68	118	223	342	10
	10%	-	10%	10%	10%	10%	8%	10%	10%	8%	9%	11%	11%	10%	9%	14%
Tend to trust	(1) 2474	5	254	2219	2469	2215	290	2179	2129	345	1763	258	427	903	1540	31
	42%	43%	42%	42%	42%	42%	44%	41%	43%	36%	42%	43%	41%	40%	43%	45%
Neither trust nor distrust	(0) 1118	2	102	1016	1118	1014	128	988	922	196	801	115	202	426	681	10
	19%	16%	17%	19%	19%	19%	19%	19%	18%	21%	19%	19%	19%	19%	19%	15%
Tend to distrust	(-1) 1044	-	120	924	1044	924	115	928	856	188	797	91	156	418	611	15
	18%	-	20%	17%	18%	17%	17%	18%	17%	20%	19%	15%	15%	19%	17%	22%
Completely distrust	(-2) 678	4	70	608	674	604	74	600	550	129	453	69	135	261	415	3
	11%	4%	12%	11%	11%	11%	11%	11%	11%	14%	11%	11%	13%	12%	11%	4%
<b>SUMMARY CODES</b>																
TRUST	3048	5	313	2736	3044	2731	342	2702	2626	423	2140	326	545	1125	1882	41
	51%	43%	51%	51%	51%	51%	52%	51%	53%	45%	51%	54%	52%	50%	52%	59%
DISTRUST	1722	4	190	1532	1718	1528	190	1528	1406	317	1250	159	252	678	1026	18
	29%	41%	31%	29%	29%	29%	29%	29%	28%	33%	30%	28%	28%	30%	28%	28%
Refused	5	-	-	5	5	5	-	5	2	2	3	-	1	1	3	-
Don't know	41	-	4	37	41	37	3	38	31	10	21	3	15	11	30	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	0.208	-0.381	0.183	0.211	0.209	0.212	0.197	0.210	0.236	0.059	0.194	0.275	0.227	0.184	0.218	0.438
Standard Deviation	1.186	1.456	1.200	1.184	1.185	1.183	1.159	1.188	1.190	1.205	1.168	1.190	1.219	1.194	1.182	1.102
Error Variance	-	0.193	0.002	-	-	-	0.002	-	-	0.002	-	0.002	0.001	0.001	-	0.017

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Banks 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?  
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
Completely trust	(2) 575	375	199	56	30	508	66	1
	10%ab	8%	15%ab	10%	13%	9%	12%	3%
Tend to trust	(1) 2474	1863	611	240	95	2223	246	5
	42%	40%	47%ab	41%	40%	42%	44%	21%
Neither trust nor distrust	(0) 1118	954	164	134	43	1000	109	9
	19%bc	21%abc	13%	23%a	18%	19%	20%	40%
Tend to distrust	(-1) 1044	864	180	93	36	961	90	3
	18%bc	19%bc	14%	16%	15%	18%g	14%	15%
Completely distrust	(-2) 678	569	110	57	26	622	52	5
	11%cd	12%cd	8%	10%	11%	12%	9%	21%
<b>SUMMARY CODES</b>								
TRUST	3048	2239	810	296	125	2728	312	5
	51%ab	48%	63%ab	51%	53%	51%	56%	24%
DISTRUST	1722	1433	290	147	62	1583	131	8
	29%bcd	31%cd	22%	25%	27%	30%g	23%	36%
Refused	5	1	3	-	-	3	1	-
	-	-	-	-	-	-	-	-
Don't know	41	16	26	2	4	35	6	-
	1%bd	-	2%ab	-	2%cd	1%	1%	-
Mean Score	0.208ab	0.132	0.483ab	0.255	0.291	0.195	0.352ad	-0.204
Standard Deviation	1.186	1.179	1.171	1.137	1.214	1.188	1.149	1.126
Error Variance	-	-	0.001	0.003	0.005	-	0.003	0.070

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
\*\* very small base (under 30) ineligible for sig testing



Banks 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely trust	(2) 575	235	317	70	281	505	293	69	140	226	140
	10%e	10%	9%	9%	8%	10%e	11%aeef	8%	8%	10%hi	12%ahi
Tend to trust	(1) 2474	979	1446	297	1320	2177	1153	298	640	999	536
	42%eah	42%	42%	38%	39%	42%ide	45%adeef	34%	38%	40%ahi	45%ahi
Neither trust nor distrust	(0) 1118	489	618	166	659	951	459	189	361	364	203
	19%	20%e	18%	21%	20%	16%	18%	21%ajk	21%ajk	17%	17%
Tend to distrust	(-1) 1044	384	647	166	674	878	370	187	334	354	169
	18%igk	17%	19%	21%aafg	20%aafg	17%ig	14%	21%ajk	20%jk	16%	14%
Completely distrust	(-2) 678	245	415	87	422	591	256	141	216	206	114
	11%j	11%	12%	11%	13%g	11%	10%	16%ajk	13%jk	10%	10%
<b>SUMMARY CODES</b>											
TRUST	3048	1214	1763	367	1602	2682	1447	367	780	1225	676
	51%deh	52%	51%	47%	47%	52%ide	56%adeef	41%	46%h	57%ahi	57%ahi
DISTRUST	1722	630	1063	253	1036	1489	626	328	549	562	263
	29%igk	27%	31%b	32%afg	32%afg	25%g	24%	37%ajk	32%ajk	28%	24%
Refused	5	-	-	-	2	5	3	-	-	2	3
Don't know	41	16	20	1	15	40	26	1	6	12	22
	1%	1%	1%	-	1%	1%	1%de	-	-	1%	2%ahj
<b>Mean Score</b>	<b>0.208ehi</b>	<b>0.248c</b>	<b>0.175</b>	<b>0.122</b>	<b>0.109</b>	<b>0.22ide</b>	<b>0.339adeef</b>	<b>-0.037</b>	<b>0.092h</b>	<b>0.317ahi</b>	<b>0.360ahi</b>
<b>Standard Deviation</b>	<b>1.186</b>	<b>1.166</b>	<b>1.195</b>	<b>1.173</b>	<b>1.192</b>	<b>1.187</b>	<b>1.165</b>	<b>1.223</b>	<b>1.187</b>	<b>1.156</b>	<b>1.163</b>
<b>Error Variance</b>	-	<b>0.001</b>	-	<b>0.002</b>	-	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Banks 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	REGIONS														Yorkshire (e)	NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**	
Completely trust	(2) 575	53	51	49	34	70	34	64	14	39	38	40	19	15	55	-	
	10% <sub>n</sub>	9% <sub>n</sub>	9% <sub>n</sub>	10% <sub>n</sub>	11% <sub>n</sub>	13% <sub>abcbokl</sub>	9% <sub>n</sub>	12% <sub>kin</sub>	9%	10% <sub>n</sub>	8%	8%	9%	5%	13% <sub>abkin</sub>	-	
Tend to trust	(1) 2474	276	254	214	129	213	182	207	53	143	166	225	95	151	161	4	
	42% <sub>ijk</sub>	46% <sub>hijko</sub>	45% <sub>hijke</sub>	45% <sub>ijk</sub>	43% <sub>jk</sub>	41% <sub>jk</sub>	43% <sub>ijk</sub>	39%	35%	36%	35%	44% <sub>ijk</sub>	42%	44% <sub>ijk</sub>	38%	35%	
Neither trust nor distrust	(0) 1118	106	108	93	50	93	93	87	28	72	105	103	39	67	71	4	
	19%	17%	19%	20%	17%	18%	23% <sub>abch</sub>	16%	18%	18%	22% <sub>h</sub>	20%	17%	20%	17%	31% <sub>l</sub>	
Tend to distrust	(-1) 1044	93	100	88	43	91	60	88	33	70	106	102	43	70	75	2	
	18%	15%	18%	14%	14%	17%	15%	17%	22% <sub>cd</sub>	17%	22% <sub>labdeg</sub>	20% <sub>cd</sub>	19%	21% <sub>cd</sub>	18%	20%	
Completely distrust	(-2) 678	74	44	45	36	53	34	79	23	75	58	39	28	35	53	2	
	11% <sub>cd</sub>	12% <sub>cd</sub>	8%	9%	12%	10%	8%	15% <sub>acdftg</sub>	15% <sub>cdgl</sub>	19% <sub>labcdetgkino</sub>	12% <sub>cd</sub>	8%	12%	10%	13% <sub>cd</sub>	14%	
<b>SUMMARY CODES</b>																	
<b>TRUST</b>	3048	329	305	263	183	283	217	271	67	182	204	265	114	166	216	4	
	51% <sub>ijk</sub>	54% <sub>ijk</sub>	55% <sub>ijk</sub>	55% <sub>ijk</sub>	54% <sub>ijk</sub>	54% <sub>ijk</sub>	54% <sub>ijk</sub>	51% <sub>kl</sub>	44%	46%	43%	52% <sub>kl</sub>	51%	49%	52% <sub>kl</sub>	35%	
<b>DISTRUST</b>	1722	167	145	113	79	144	93	168	56	148	164	141	71	105	128	4	
	29% <sub>cdg</sub>	28%	26%	24%	26%	28%	23%	32% <sub>cdg</sub>	37% <sub>labode</sub>	38% <sub>labode</sub>	34% <sub>labode</sub>	28%	31% <sub>cdg</sub>	31% <sub>cdg</sub>	34%	34%	
Refused	5	1	-	1	-	-	-	1	-	-	2	-	-	-	-	-	
	*	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	
Don't know	41	3	2	8	8	2	-	2	1	1	5	3	1	2	3	-	
	7%	-	-	2% <sub>acg</sub>	3% <sub>abctgh</sub>	3% <sub>ij</sub>	-	-	-	-	1%	1%	1%	2%	1%	-	
<b>Mean Score</b>	0.208 <sub>jk</sub>	0.232 <sub>kl</sub>	0.200 <sub>kn</sub>	0.228 <sub>kl</sub>	0.277 <sub>kl</sub>	0.202 <sub>jk</sub>	0.207 <sub>kl</sub>	0.168	0.015	0.003	0.042	0.245 <sub>kl</sub>	0.157	0.124	0.215 <sub>l</sub>	-0.126	
<b>Standard Deviation</b>	1.186	1.186	1.139	1.139	1.214	1.201	1.089	1.276	1.247	1.286	1.178	1.100	1.188	1.113	1.251	1.091	
<b>Error Variance</b>	-	0.002	0.002	0.003	0.005	0.003	0.003	0.003	0.010	0.004	0.003	0.002	0.007	0.003	0.004	0.092	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Banks 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Completely trust	(2) 575	91	127	119	82	78	480	483	458
	10%	9%	8%	8%	8%	8%	12% <sup>a</sup>	13% <sup>a</sup>	14% <sup>a</sup>
Tend to trust	(1) 2474	346	563	544	393	387	1880	1862	1865
	42% <sup>bcd</sup>	34%	38%	38%	38%	39% <sup>b</sup>	49% <sup>a</sup>	48% <sup>a</sup>	50% <sup>a</sup>
Neither trust nor distrust	(0) 1118	238	347	332	245	203	626	641	515
	19% <sup>gh</sup>	23% <sup>a</sup>	22% <sup>a</sup>	22% <sup>a</sup>	23% <sup>a</sup>	21%	16%	17%	15%
Tend to distrust	(-1) 1044	197	304	295	195	185	574	568	459
	18% <sup>gh</sup>	19%	19%	20%	18%	19%	15%	15%	14%
Completely distrust	(-2) 678	154	213	206	158	135	286	289	231
	11% <sup>gh</sup>	15% <sup>a</sup>	14% <sup>a</sup>	14% <sup>a</sup>	15% <sup>a</sup>	14%	7%	7%	7%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	3048	437	680	663	475	464	2361	2345	2123
	51% <sup>bcd</sup>	42%	44%	44%	44%	47%	61% <sup>a</sup>	61% <sup>a</sup>	63% <sup>a</sup>
<b>DISTRUST</b>	1722	351	517	501	353	320	860	856	690
	29% <sup>gh</sup>	34% <sup>a</sup>	33% <sup>a</sup>	33% <sup>a</sup>	32% <sup>a</sup>	32%	22%	22%	21%
Refused	5	-	2	2	2	2	1	1	1
	1%	-	1%	1%	1%	1%	0%	0%	0%
Don't know	41	4	2	4	2	2	16	17	15
	1%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Mean Score</b>	0.208 <sup>bcd</sup>	0.023	0.086	0.050	0.044	0.088	0.440 <sup>a</sup>	0.436 <sup>a</sup>	0.488 <sup>a</sup>
<b>Standard Deviation</b>	1.189	1.219	1.196	1.202	1.198	1.188	1.114	1.115	1.104
<b>Error Variance</b>	-	0.002	0.001	0.001	0.001	0.002	-	-	-



Insurance companies 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely trust	(2) 240	202	26	12	36	103	101	50	59	62	69	81	118	49	191	140	44	50
	4%	4%	5%	4%	3%	3%	6% <sup>aef</sup>	4%	3%	5%	5%	4%	4%	5%	4%	4%	4%	5%
Tend to trust	(1) 1802	1534	170	99	350	841	612	380	570	410	442	623	972	328	1475	1139	318	313
	30% <sup>h</sup>	30%	31%	31%	31% <sup>h</sup>	27%	36% <sup>aef</sup>	28%	33%	33% <sup>h</sup>	30%	32% <sup>am</sup>	30%	30%	31% <sup>g</sup>	28%	30%	
Neither trust nor distrust	(0) 1504	1303	133	67	303	821	379	349	519	273	363	467	856	244	1259	921	301	261
	25% <sup>g</sup>	26%	24%	21%	27% <sup>g</sup>	26% <sup>g</sup>	22%	26% <sup>j</sup>	27% <sup>j</sup>	22%	25%	25%	26% <sup>n</sup>	23%	26% <sup>n</sup>	25%	26%	
Tend to distrust	(-1) 1455	1239	132	83	261	832	362	382	478	282	313	431	858	251	1204	935	279	220
	25% <sup>g</sup>	24%	24%	26%	23%	27% <sup>aeg</sup>	27%	29% <sup>ajk</sup>	25% <sup>k</sup>	22%	21%	23%	26% <sup>j</sup>	22%	25%	26% <sup>r</sup>	24%	21%
Completely distrust	(-2) 759	639	77	42	141	435	183	165	232	171	191	206	431	161	598	457	153	135
	13% <sup>g</sup>	13%	14%	14%	12%	14% <sup>g</sup>	11%	12%	12%	14%	13%	11%	13% <sup>u</sup>	15% <sup>o</sup>	12%	13%	13%	
<b>SUMMARY CODES</b>																		
<b>TRUST</b>	2043	1736	196	111	385	944	714	430	629	472	511	704	1090	377	1686	1279	361	364
	34% <sup>h</sup>	34%	36%	35%	34% <sup>h</sup>	30%	42% <sup>aef</sup>	32%	33%	38% <sup>ah</sup>	35%	37% <sup>am</sup>	33%	35%	34%	35%	32%	35%
<b>DISTRUST</b>	2214	1878	210	128	402	1266	545	547	711	453	504	638	1289	411	1802	1391	432	355
	37% <sup>g</sup>	37%	38%	40%	35%	41% <sup>aeg</sup>	32%	41% <sup>ak</sup>	38% <sup>k</sup>	37%	34%	34%	39% <sup>u</sup>	38%	37%	38% <sup>r</sup>	38%	34%
Refused	4	4	-	-	1	-	3	1	1	-	2	2	1	-	4	-	-	1
	*	*	-	-	*	-	*	*	*	-	*	*	*	-	*	-	-	*
Don't know	170	148	12	10	46	76	48	12	30	38	90	87	42	47	123	48	48	69
	3% <sup>h</sup>	3%	2%	3%	4% <sup>af</sup>	2%	3%	1%	2%	3% <sup>hi</sup>	6% <sup>ahj</sup>	5% <sup>am</sup>	1%	4% <sup>ao</sup>	3%	4% <sup>ap</sup>	7% <sup>apq</sup>	
<b>Mean Score</b>	-0.120f	-0.118	-0.121	-0.145	-0.112f	-0.216	0.053a	-0.175	-0.137	-0.074h	-0.082h	-0.033a	-0.158	-0.142	-0.115	-0.120	-0.164	-0.078
<b>Standard Deviation</b>	1.116	1.111	1.147	1.142	1.094	1.102	1.134	1.093	1.083	1.162	1.139	1.104	1.104	1.163	1.105	1.108	1.112	1.139
<b>Error Variance</b>	-	-	0.003	0.004	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Insurance companies 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely trust	(2) 240	-	33	207	240	207	30	210	208	32	175	23	37	99	135	6
	4%	-	5%	4%	4%	4%	5%	4%	4%	3%	4%	4%	3%	4%	4%	8%
Tend to trust	(1) 1802	-	191	1611	1802	1611	208	1594	1576	226	1268	203	309	667	1123	13
	30%	4%	31%	30%	30%	30%	31%	30%	32%	24%	30%	34%	29%	30%	31%	79%
Neither trust nor distrust	(0) 1504	3	136	1367	1500	1364	156	1345	1240	264	1063	135	275	565	951	18
	25%	31%	22%	20%	20%	24%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%
Tend to distrust	(-1) 1455	2	150	1305	1453	1304	160	1293	1207	248	1077	145	232	586	845	24
	25%	15%	25%	25%	25%	25%	24%	25%	24%	26%	26%	24%	22%	26%	23%	35%
Completely distrust	(-2) 759	5	81	678	754	673	94	660	611	147	535	74	131	284	467	8
	13%	45%	13%	13%	13%	14%	13%	12%	12%	16%	13%	12%	12%	13%	13%	11%
<b>SUMMARY CODES</b>																
TRUST	2043	-	225	1818	2042	1818	238	1804	1785	258	1443	226	346	766	1258	19
	34%	4%	37%	34%	34%	34%	36%	34%	36%	27%	34%	37%	33%	34%	35%	27%
DISTRUST	2214	6	230	1983	2207	1977	254	1953	1818	366	1613	250	363	870	1312	32
	37%	59%	38%	37%	37%	37%	38%	37%	30%	42%	38%	38%	34%	38%	38%	46%
Refused	4	-	-	4	4	4	-	4	3	2	3	-	1	1	3	-
Don't know	170	1	17	153	169	152	15	155	141	29	75	23	70	41	129	-
	3%	5%	3%	3%	3%	3%	2%	3%	3%	3%	2%	4%	7%	2%	4%	1%
<b>Mean Score</b>	-0.120	-1.049	-0.090	-0.123	-0.118	-0.121	-0.124	-0.117	-0.090	-0.276	-0.128	-0.079	-0.114	-0.131	-0.111	-0.213
<b>Standard Deviation</b>	1.116	1.046	1.159	1.111	1.115	1.110	1.150	1.111	1.106	1.106	1.112	1.126	1.105	1.118	1.114	1.137
<b>Error Variance</b>	-	0.109	0.002	-	-	-	0.002	-	-	0.001	-	0.002	0.001	0.001	-	0.019

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Insurance companies 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?  
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	224	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Completely trust	(2) 240	155	85	25	9	223	18	-
	4%	3%	7% <sup>ab</sup>	4%	4%	4%	3%	-
Tend to trust	(1) 1802	1333	470	183	87	1634	165	4
	30%	29%	36% <sup>ab</sup>	32%	29%	31%	29%	17%
Neither trust nor distrust	(0) 1504	1226	278	139	66	1342	154	7
	25% <sup>bc</sup>	26% <sup>bc</sup>	21%	24%	28%	25%	28%	32%
Tend to distrust	(-1) 1465	1211	244	134	43	1322	126	6
	25% <sup>bc</sup>	26% <sup>bc</sup>	19%	23%	19%	25%	23%	30%
Completely distrust	(-2) 759	624	134	86	30	677	77	5
	13% <sup>c</sup>	13% <sup>c</sup>	10%	15%	13%	13%	14%	21%
<b>SUMMARY CODES</b>								
TRUST	2043	1488	555	208	76	1856	183	4
	34% <sup>b</sup>	32%	43% <sup>ab</sup>	36%	32%	35%	33%	17%
DISTRUST	2214	1835	379	220	73	2000	203	11
	37% <sup>bc</sup>	40% <sup>bc</sup>	29%	36%	31%	37%	36%	51%
Refused	4	2	2	-	-	3	1	-
	-	-	-	-	-	-	-	-
Don't know	170	91	79	11	19	151	19	-
	3% <sup>b</sup>	2%	6% <sup>ab</sup>	2%	8% <sup>ad</sup>	3%	3%	-
Mean Score	-0.120 <sup>b</sup>	-0.180	0.105 <sup>ab</sup>	-0.129	-0.085	-0.115	-0.147	-0.541
Standard Deviation	1.116	1.101	1.142	1.151	1.108	1.117	1.105	1.026
Error Variance	-	-	0.001	0.003	0.004	-	0.002	0.058

Insurance companies 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely trust	(2) 240	96	140	30	128	211	112	23	71	97	49
	4%	4%	4%	4%	4%	4%	4%	3%	4%	4%	4%
Tend to trust	(1) 1802	725	1036	179	962	1623	840	216	435	754	397
	30% <sup>adh</sup>	31%	30%	23%	29% <sup>id</sup>	32% <sup>ide</sup>	33% <sup>ade</sup>	24%	26%	35% <sup>ahi</sup>	33% <sup>ahi</sup>
Neither trust nor distrust	(0) 1504	633	831	224	852	1280	652	235	442	525	302
	25%	27% <sup>ac</sup>	24%	29% <sup>id</sup>	29%	25%	25%	27%	26%	24%	25%
Tend to distrust	(-1) 1455	531	903	232	899	1223	556	273	454	501	227
	25% <sup>kg</sup>	23%	26% <sup>kb</sup>	29% <sup>afg</sup>	27% <sup>afg</sup>	24%	22%	31% <sup>ajk</sup>	27% <sup>ijk</sup>	23% <sup>ak</sup>	19%
Completely distrust	(-2) 759	288	450	115	469	644	289	133	269	232	125
	13% <sup>kh</sup>	12%	13%	15% <sup>g</sup>	14% <sup>g</sup>	13%	11%	15% <sup>jk</sup>	16% <sup>ajk</sup>	11%	11%
<b>SUMMARY CODES</b>											
TRUST	2043	821	1176	209	1091	1834	952	240	506	851	447
	34% <sup>adh</sup>	35%	34%	27%	32% <sup>id</sup>	36% <sup>ide</sup>	37% <sup>ade</sup>	27%	30%	39% <sup>ahi</sup>	38% <sup>ahi</sup>
DISTRUST	2214	820	1353	347	1368	1867	845	406	723	733	352
	37% <sup>gh</sup>	35%	39% <sup>h</sup>	44% <sup>afg</sup>	41% <sup>afg</sup>	36% <sup>g</sup>	33%	46% <sup>ajk</sup>	42% <sup>ajk</sup>	34% <sup>ak</sup>	30%
Refused	4	-	2	-	1	4	3	-	-	1	3
	-	-	-	-	-	-	-	-	-	-	1
Don't know	170	55	102	8	62	162	108	5	26	56	84
	3% <sup>deh</sup>	2%	3%	1%	2%	3% <sup>de</sup>	4% <sup>def</sup>	7%	2% <sup>h</sup>	3% <sup>hi</sup>	7% <sup>ahj</sup>
<b>Mean Score</b>	-0.120 <sup>ehi</sup>	-0.084	-0.145	-0.286	-0.187 <sup>d</sup>	-0.094 <sup>de</sup>	-0.029 <sup>def</sup>	-0.313	-0.249	-0.008 <sup>ahi</sup>	0.017 <sup>ahj</sup>
<b>Standard Deviation</b>	1.116	1.105	1.122	1.090	1.118	1.118	1.107	1.082	1.133	1.104	1.096
<b>Error Variance</b>	-	0.001	-	0.002	-	-	-	0.002	0.001	0.001	0.001



Insurance companies 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	REGIONS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Completely trust	(2) 240 4%	18 3%	14 3%	17 3%	14 5%	37 7% <sup>labcdki</sup>	15 4%	31 6% <sup>bon</sup>	8 6%	17 4%	17 4%	17 3%	10 5%	7 2%	16 4%	-	
Tend to trust	(1) 1802 30% <sup>l</sup>	194 32% <sup>l</sup>	190 34% <sup>kl</sup>	139 29%	94 31%	135 26%	128 32%	165 36% <sup>l</sup>	55 36% <sup>l</sup>	131 29%	154 30%	115 29%	66 29%	115 34% <sup>l</sup>	121 29%	2	
Neither trust nor distrust	(0) 1504 25%	154 25%	140 25%	121 25%	72 24%	131 25%	130 25%	122 23%	38 25%	95 24%	119 25%	134 26%	49 22%	79 23%	119 28%	1	
Tend to distrust	(-1) 1455 25% <sup>g</sup>	137 23%	149 27% <sup>g</sup>	115 24%	68 23%	139 27% <sup>g</sup>	75 19%	117 22%	39 26%	93 23%	126 26% <sup>g</sup>	128 25% <sup>g</sup>	66 29% <sup>g</sup>	93 28% <sup>g</sup>	105 25% <sup>g</sup>	4	
Completely distrust	(-2) 759 13% <sup>ci</sup>	88 14% <sup>ci</sup>	49 9%	64 13% <sup>ci</sup>	33 11%	64 12% <sup>g</sup>	47 12%	77 15% <sup>ci</sup>	9 6%	68 17% <sup>acegi</sup>	74 15% <sup>cin</sup>	69 13% <sup>ci</sup>	31 14% <sup>g</sup>	35 10%	46 11%	5	
<b>SUMMARY CODES</b>																	
TRUST	2043 34%	212 35%	204 37%	155 33%	108 36%	171 33%	144 36%	196 37% <sup>kl</sup>	63 42% <sup>kl</sup>	133 33%	148 31%	170 33%	76 34%	122 36%	137 33%	2	
DISTRUST	2214 37% <sup>g</sup>	225 37% <sup>g</sup>	199 36%	179 37% <sup>g</sup>	101 34%	203 39% <sup>g</sup>	122 30%	194 37%	48 32%	162 41% <sup>g</sup>	199 42% <sup>g</sup>	196 38% <sup>g</sup>	97 43% <sup>g</sup>	128 38% <sup>g</sup>	151 36%	9	
Refused	4	1	-	-	-	-	-	1	-	-	2	1	-	-	-	-	
Don't know	170 3%	13 2%	15 3%	23 5% <sup>abgim</sup>	19 6% <sup>abcfgh</sup>	17 3%	7 2%	16 3%	3 2%	10 2%	12 2%	9 2%	3 1%	10 3%	12 3%	-	
<b>Mean Score</b>	-0.120	-0.139	-0.054k	-0.157	-0.040k	-0.117	-0.024k	-0.085	0.099ab	-0.206	-0.230	-0.156	-0.187	-0.106	-0.105	-1.060	
<b>Standard Deviation</b>	1.116	1.122	1.045	1.116	1.120	1.152	1.069	1.180	1.043	1.174	1.133	1.105	1.143	1.066	1.077	1.067	
<b>Error Variance</b>	-	0.002	0.002	0.003	0.005	0.003	0.003	0.003	0.007	0.004	0.003	0.002	0.006	0.003	0.003	0.088	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Insurance companies 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Completely trust	(2) 240	37	55	49	38	37	205	205	182
		4%	4%	3%	4%	4%	5%a	5%a	5%a
Tend to trust	(1) 1862	257	386	378	285	276	1477	1450	1329
		30%bcde	25%	25%	29%	29%	38%a	36%a	40%a
Neither trust nor distrust	(0) 1504	277	416	413	279	264	929	926	807
		25%	27%	27%	26%	27%	24%	24%	24%
Tend to distrust	(-1) 1455	288	445	417	297	263	796	819	643
		25%gh	29%a	29%a	28%	27%	21%	21%a	19%
Completely distrust	(-2) 759	159	239	230	163	144	354	351	286
		13%gh	15%a	15%a	15%	14%	9%	9%	9%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	2043	294	441	427	323	312	1662	1655	1511
		34%bcde	29%	29%	30%	31%	44%a	43%a	45%a
<b>DISTRUST</b>	2214	447	684	647	461	407	1150	1170	929
		37%gh	43%a	43%a	43%a	41%a	30%	30%a	28%
Refused	4	-	1	1	1	1	-	-	-
		-	-	-	-	-	-	-	-
Don't know	170	12	16	13	13	8	102	108	97
		2%bcdef	1%	1%	1%	1%	3%	3%	3%
<b>Mean Score</b>	-0.128bcdef	-0.270	-0.277	-0.270	-0.247	-0.206	0.162a	0.091a	0.147ah
<b>Standard Deviation</b>	1.119	1.110	1.108	1.117	1.113	1.090	1.091	1.091	1.078
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely trust	(2) 637	524	67	46	116	297	223	133	174	139	191	234	309	141	496	374	125	125
	11%	10%	12%	14%b	10%	10%	13%aef	10%	9%	11%	13%ah	12%am	9%	13%ao	10%	10%	11%	12%
Tend to trust	(1) 3073	2664	247	182	618	1504	951	648	986	688	750	1027	1674	564	2509	1899	610	516
	52%cd	53%cd	45%	52%	54%df	48%	48%	48%	52%	50%ahk	51%	54%am	51%	52%	52%	52%	52%	49%
Neither trust nor distrust	(0) 1282	1089	134	59	240	767	274	305	466	229	282	348	781	178	1103	611	237	216
	22%gkl	21%	24%	19%	21%g	25%aeg	16%	23%jk	25%ajk	18%	19%	18%	24%al	17%	23%kn	22%	21%	21%
Tend to distrust	(-1) 527	477	22	28	93	306	127	127	169	86	145	170	285	107	420	321	96	104
	9%cl	9%cl	4%	9%cl	8%	10%ig	6%	9%ij	9%	7%	10%j	9%	9%	10%	9%	9%	8%	10%
Completely distrust	(-2) 244	218	15	11	37	140	67	73	61	51	60	62	151	60	184	141	50	45
	4%	4%	3%	4%	3%	4%	4%	5%l	3%	4%	4%	3%	5%l	6%ao	4%	4%	4%	4%
<b>SUMMARY CODES</b>																		
TRUST	3710	3188	314	207	734	1801	1174	781	1160	827	941	1262	1983	705	3005	2274	735	641
	63%ch	63%cd	57%	66%cl	64%df	58%	70%aef	58%	61%	67%ahi	64%h	67%am	60%	65%o	62%	62%	64%	61%
DISTRUST	771	695	37	39	130	446	194	200	230	137	204	232	436	167	604	462	146	148
	13%ic	14%ic	7%	12%ic	11%	14%leg	12%	15%ij	12%	11%	14%j	12%	13%	15%ao	12%	13%	13%	14%
Refused	4	4	-	-	-	1	3	1	1	-	2	2	-	1	3	1	1	1
Don't know	168	94	65	9	34	92	42	52	33	43	41	53	78	30	139	94	25	43
	3%ah	2%	12%abd	3%	3%	3%	3%	4%j	2%	3%j	3%j	3%	2%	3%	2%	2%	2%	4%apq
<b>Mean Score</b>	<b>0.578th</b>	<b>0.563</b>	<b>0.679a</b>	<b>0.664</b>	<b>0.618f</b>	<b>0.562</b>	<b>0.391ae</b>	<b>0.498</b>	<b>0.563</b>	<b>0.652ah</b>	<b>0.608h</b>	<b>0.652am</b>	<b>0.533</b>	<b>0.590</b>	<b>0.576</b>	<b>0.576</b>	<b>0.593</b>	<b>0.569</b>
<b>Standard Deviation</b>	<b>0.950</b>	<b>0.955</b>	<b>0.879</b>	<b>0.965</b>	<b>0.905</b>	<b>0.964</b>	<b>0.941</b>	<b>0.997</b>	<b>0.901</b>	<b>0.927</b>	<b>0.980</b>	<b>0.932</b>	<b>0.950</b>	<b>1.028</b>	<b>0.931</b>	<b>0.936</b>	<b>0.952</b>	<b>0.983</b>
<b>Error Variance</b>	-	-	<b>0.002</b>	<b>0.003</b>	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	-	-	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely trust	(2) 637	1	62	555	635	554	69	566	544	93	432	64	119	261	366	9
	11%	12%	13% <sup>df</sup>	10%	11%	10%	10%	11%	11%	10%	10%	14% <sup>ak</sup>	11%	12%	10%	13%
Tend to trust	(1) 3073	6	304	2769	3067	2763	359	2708	2632	441	2211	320	517	1160	1881	32
	52% <sup>ij</sup>	58%	50%	52%	52%	54%	54%	51%	53% <sup>ij</sup>	47%	52%	53%	49%	52%	52%	46%
Neither trust nor distrust	(0) 1282	2	125	1157	1280	1155	134	1146	1047	235	922	110	233	470	796	18
	22%	16%	20%	20%	20%	20%	20%	21%	21%	25% <sup>ai</sup>	22%	18%	23%	21%	24%	24%
Tend to distrust	(-1) 527	-	50	477	527	477	60	467	427	100	376	55	90	195	327	5
	9%	-	8%	9%	9%	9%	9%	9%	9%	11%	9%	9%	9%	9%	9%	7%
Completely distrust	(-2) 244	2	27	217	242	215	27	215	193	51	168	20	48	101	141	2
	4%	15%	3%	4%	4%	4%	4%	4%	4%	5% <sup>ij</sup>	4%	3%	5%	5%	4%	3%
<b>SUMMARY CODES</b>																
TRUST	3710	7	385	3324	3702	3317	428	3274	3176	534	2643	404	635	1421	2248	41
	63% <sup>ij</sup>	70%	63%	62%	63%	62%	65%	62%	64% <sup>ij</sup>	56%	63%	67% <sup>akm</sup>	60%	63%	62%	60%
DISTRUST	771	2	77	694	769	692	87	683	620	151	544	75	139	296	468	7
	13%	15%	13%	13%	13%	13%	13%	13%	12%	16% <sup>ai</sup>	13%	12%	13%	13%	13%	10%
Refused	4	-	-	4	4	4	-	4	2	2	3	-	1	3	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	168	-	21	147	168	147	15	154	142	26	105	15	47	55	109	4
	3%	-	3%	3%	3%	3%	2%	3%	3%	3%	2%	2%	4% <sup>akd</sup>	2%	3%	6%
<b>Mean Score</b>	<b>0.57<sup>ij</sup></b>	<b>0.515</b>	<b>0.617</b>	<b>0.574</b>	<b>0.578</b>	<b>0.574</b>	<b>0.591</b>	<b>0.577</b>	<b>0.600<sup>j</sup></b>	<b>0.462</b>	<b>0.575</b>	<b>0.668<sup>akm</sup></b>	<b>0.562</b>	<b>0.588</b>	<b>0.571</b>	<b>0.634</b>
<b>Standard Deviation</b>	<b>0.950</b>	<b>1.233</b>	<b>0.983</b>	<b>0.946</b>	<b>0.949</b>	<b>0.945</b>	<b>0.944</b>	<b>0.950</b>	<b>0.938</b>	<b>1.001</b>	<b>0.940</b>	<b>0.948</b>	<b>0.975</b>	<b>0.968</b>	<b>0.939</b>	<b>0.941</b>
<b>Error Variance</b>	<b>*</b>	<b>0.138</b>	<b>0.092</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.091</b>	<b>*</b>	<b>*</b>	<b>0.091</b>	<b>*</b>	<b>0.091</b>	<b>0.091</b>	<b>*</b>	<b>*</b>	<b>0.013</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	204	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Completely trust	(2) 637	446	191	55	24	579	57	1
	71%	70%	15%ab	9%	70%	17%	10%	3%
Tend to trust	(1) 3073	2361	711	293	138	2773	286	14
	52%	51%	55%ab	51%	59%ad	52%	51%	63%
Neither trust nor distrust	(0) 1282	1086	196	133	42	1158	119	5
	22%bc	23%ac	15%	20%	18%	22%	21%	22%
Tend to distrust	(-1) 527	433	94	48	21	471	54	2
	9%	9%c	7%	9%	9%	9%	10%	8%
Completely distrust	(-2) 244	200	44	34	5	215	28	1
	4%	4%	3%	6%e	2%	4%	5%	5%
<b>SUMMARY CODES</b>								
TRUST	3710	2807	902	348	162	3353	342	14
	63%	60%	70%ab	60%	69%ad	63%	61%	65%
DISTRUST	771	632	139	83	28	685	83	3
	13%bc	14%bc	11%	14%	17%	13%	15%	13%
Refused	4	2	2	-	-	4	-	-
Don't know	168	114	54	14	5	152	16	-
	3%	2%	4%ab	3%	2%	3%	3%	-
Mean Score	0.578b	0.535	0.736ab	0.508	0.679d	0.584	0.530	0.493
Standard Deviation	0.950	0.950	0.933	0.990	0.857	0.946	0.966	0.900
Error Variance	-	-	0.001	0.002	0.002	-	0.002	0.045

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely trust	(2) 637	267	353	83	300	554	316	72	203	232	130
	11%h	11%	10%	11%	9%	11%	12%ae	8%	12%h	11%	11%
Tend to trust	(1) 3073	1221	1788	363	1689	2709	1383	412	838	1184	638
	52%ah	52%	52%	46%	50%	53%de	54%de	47%	49%	55%ah	54%ah
Neither trust nor distrust	(0) 1282	488	762	193	778	1089	504	214	390	435	243
	22%	21%	22%	24%g	22%	21%	20%	24%j	23%j	20%	20%
Tend to distrust	(-1) 527	204	314	89	329	437	198	100	155	185	87
	9%	9%	9%	11%afg	10%g	8%	8%	11%ajk	9%	9%	7%
Completely distrust	(-2) 244	90	148	39	166	205	78	61	85	64	35
	4%g	4%	4%	5%g	5%g	4%	3%	7%ajk	5%jk	3%	3%
<b>SUMMARY CODES</b>											
TRUST	3710	1489	2142	446	2010	3263	1700	484	1041	1416	768
	63%deh	64%	62%	57%	60%	63%de	66%adef	55%	61%h	65%ah	65%h
DISTRUST	771	294	462	128	495	643	276	160	240	249	122
	13%gk	13%	13%	16%afg	15%afg	12%g	11%	18%ajk	14%jk	12%	10%
Refused	4	-	2	1	2	3	2	-	1	1	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	168	58	98	20	89	148	79	28	25	64	53
	3%j	2%	3%	3%	3%	3%	3%	3%j	2%	3%j	4%aj
<b>Mean Score</b>	<b>0.578deh</b>	<b>0.604</b>	<b>0.560</b>	<b>0.472</b>	<b>0.508</b>	<b>0.594de</b>	<b>0.670def</b>	<b>0.391</b>	<b>0.550h</b>	<b>0.636ah</b>	<b>0.655ah</b>
<b>Standard Deviation</b>	<b>0.950</b>	<b>0.945</b>	<b>0.952</b>	<b>1.001</b>	<b>0.974</b>	<b>0.941</b>	<b>0.908</b>	<b>1.032</b>	<b>0.990</b>	<b>0.901</b>	<b>0.891</b>
<b>Error Variance</b>	-	-	-	<b>0.001</b>	-	-	-	<b>0.001</b>	<b>0.001</b>	-	<b>0.001</b>



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Completely trust	(2) 637 11%dko	50 8%	61 11%kn	35 7%	40 13%bdkn	85 16%abcbda kno	43 11%kn	76 14%abdkn	19 12%kn	48 12%dkn	32 7%	56 11%kn	29 13%dkn	19 6%	43 10%kn	-	
Tend to trust	(1) 3073 52%k	344 57%adfh k	293 52%j	241 50%j	157 52%j	264 51%k	235 58%adfh k	250 47%	260 51%	169 42%	230 48%	273 53%j	119 53%j	176 52%j	237 57%hjk	7 58%	
Neither trust nor distrust	(0) 1282 22%l	131 22%l	129 23%l	113 24%l	53 18%	81 15%	92 23%l	126 24%l	39 25%l	95 24%l	107 22%l	108 21%l	81 18%	41 24%l	84 20%	2 20%	
Tend to distrust	(-1) 527 9%gh	41 7%j	59 10%bghj	46 10%j	28 9%	59 11%bghj	20 5%	32 6%	11 7%	11 3%	65 13%abghj	50 10%ghj	23 10%j	45 13%abghj	38 9%kl	2 16%	
Completely distrust	(-2) 244 4%gi	31 5%ogio	13 2%	21 4%gi	15 5%gi	27 5%ogio	6 2%	32 6%aogio	-	14 4%j	34 7%aopij o	18 3%j	8 4%	14 4%j	9 2%	1 8%	
<b>SUMMARY CODES</b>																	
<b>TRUST</b>	3710 63%jk	394 65%dkn	354 63%jk	276 58%	197 66%dkj	349 67%dkn	278 69%adfhk n	328 62%jk	96 64%	218 55%	262 55%	329 64%dkj	148 66%jk	195 57%	280 67%dkn	7 58%	
<b>DISTRUST</b>	771 13%gj	72 12%gj	72 13%gj	67 14%gj	41 14%gj	86 16%abgijo	28 6%	65 12%gj	12 8%	25 6%	21%abcbde ghijmo	13%gj	14%gj	59 17%abghj jo	47 11%gj	3 22%	
Refused	4	1	-	-	-	-	-	1	-	-	2	-	-	-	-	-	
Don't know	168 3%ab	7 1%	3 1%	22 5%abcbkl lo	10 3%abc	7 1%	7 2%	12 2%c	5 3%c	60 15%abdef ghikimno	9 2%	7 1%	6 2%c	4 1%	8 2%	-	
<b>Mean Score</b>	<b>0.578kn</b>	<b>0.572kn</b>	<b>0.594kn</b>	<b>0.488k</b>	<b>0.623kn</b>	<b>0.624kn</b>	<b>0.729abc dln</b>	<b>0.592kn</b>	<b>0.703dkn</b>	<b>0.669dkn</b>	<b>0.342</b>	<b>0.594kn</b>	<b>0.631kn</b>	<b>0.424</b>	<b>0.649dkn</b>	<b>0.294</b>	
<b>Standard Deviation</b>	<b>0.950</b>	<b>0.927</b>	<b>0.905</b>	<b>0.943</b>	<b>0.999</b>	<b>1.052</b>	<b>0.780</b>	<b>1.020</b>	<b>0.803</b>	<b>0.910</b>	<b>1.038</b>	<b>0.935</b>	<b>0.965</b>	<b>0.935</b>	<b>0.870</b>	<b>0.988</b>	
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.002</b>	<b>0.002</b>	<b>0.075</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Water suppliers 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Completely trust	(2) 637	89	151	137	99	101	520	511	489
		71%	10%	9%	9%	10%	13%a	13%a	15%a
Tend to trust	(1) 3073	481	752	733	536	491	2364	2321	2043
		52%bc	47%	49%	50%	50%	61%a	60%a	61%a
Neither trust nor distrust	(0) 1282	269	375	372	257	235	577	615	468
		22%gh	26%a	24%	24%	24%	15%	16%a	14%
Tend to distrust	(-1) 527	95	153	146	94	98	224	231	192
		3%gh	9%	10%	9%	10%	6%	6%	6%
Completely distrust	(-2) 244	68	86	76	59	44	96	89	76
		4%gh	7%a	6%a	5%	4%	2%	2%	2%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	3710	570	903	870	637	592	2674	2632	2533
		63%bcd	55%	58%	59%	60%	74%a	73%a	76%ah
<b>DISTRUST</b>	771	163	239	223	153	142	321	320	268
		13%gh	16%a	15%a	14%	14%	8%	8%	8%
Refused	4	-	1	1	1	1	-	-	-
		-	-	-	-	-	-	-	-
Don't know	168	28	40	35	29	21	92	93	76
		3%	3%	2%	3%	2%	2%	2%	2%
<b>Mean Score</b>	0.578bcd	0.426	0.480	0.483	0.501	0.523	0.709a	0.779a	0.819a
<b>Standard Deviation</b>	0.950	1.010	0.996	0.975	0.980	0.967	0.645	0.642	0.539
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Completely trust	(2) 242	212	21	9	40	113	89	43	49	55	96	103	95	54	188	126	48	64
	4%im	4%	4%	3%	4%	4%	5%iaef	3%	3%	4%i	7%iahj	5%iam	3%	5%	4%	3%	4%	6%iap
Tend to trust	(1) 2298	1979	191	128	482	1084	732	431	791	471	519	617	835	1197	430	1868	1330	448
	39%idp	39%	35%	41%	42%iaf	35%	43%iaf	32%	39%ia	35%	42%iah	44%iam	37%	40%	38%	37%	37%	42%iap
Neither trust nor distrust	(0) 1670	1425	161	83	326	941	403	415	562	314	379	478	379	252	996	1061	325	255
	28%igkn	28%	29%	26%	29%ig	30%ig	24%	31%ijk	30%ik	25%	26%	25%	30%ial	23%	29%in	29%ir	28%ir	24%
Tend to distrust	(-1) 1269	1091	126	52	216	715	338	349	417	241	262	356	761	250	1019	842	295	190
	21%ikr	22%	23%id	17%	19%	23%ieg	20%	26%iajk	22%ik	20%	18%	19%	23%iu	23%	21%	23%igr	20%	18%
Completely distrust	(-2) 364	284	48	32	61	217	85	97	107	80	81	87	209	69	295	235	56	64
	6%il	6%	9%iab	10%iab	5%	7%ig	5%	7%	6%	6%	5%	5%	6%iu	6%	6%	6%	5%	6%
<b>SUMMARY CODES</b>																		
TRUST	2540	2192	211	137	522	1197	821	474	779	574	713	938	1291	484	2056	1456	524	512
	42%immp	43%ic	38%	44%	46%if	39%	49%iaf	35%	41%ih	46%iah	48%iah	49%iam	39%	45%	40%	40%	46%ip	49%iap
DISTRUST	1633	1375	174	84	278	932	423	445	524	321	343	443	970	318	1315	1077	281	254
	28%ieap	27%	32%ib	27%	24%	30%iaeg	25%	33%iajk	28%ia	26%	23%	23%	30%iu	29%	30%iaqr	29%	24%	24%
Refused	3	3	-	-	-	-	-	1	1	-	1	2	-	-	3	3	-	1
	*	*	-	-	-	-	*	*	*	-	*	*	-	-	*	*	-	*
Don't know	89	74	4	11	13	37	39	4	24	27	35	36	20	26	63	47	13	28
	1%im	1%	1%	3%abc	1%	1%	2%iaef	*	1%ih	2%ih	2%iah	2%im	1%	2%iao	1%	1%	1%	3%iapq
<b>Mean Score</b>	0.134cf	0.149c	0.019	0.102	0.198f	0.052	0.244a	-0.019	0.106h	0.189ni	0.269ah	0.275am	0.063	0.143	0.133	0.075	0.207ap	0.233ap
<b>Standard Deviation</b>	1.004	0.995	1.040	1.061	0.971	1.007	1.006	1.001	0.969	1.020	1.017	0.987	0.985	1.044	0.995	1.000	0.974	1.032
<b>Error Variance</b>	-	-	0.002	0.004	0.001	-	-	0.001	0.001	0.001	-	-	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Completely trust	(2) 242	-	27	215	242	215	26	216	209	33	151	29	59	100	136	4
	4%	-	4%	4%	4%	4%	4%	4%	4%	4%	4%	5%	5%	4%	4%	6%
Tend to trust	(1) 2298	3	244	2054	2294	2051	255	2039	1992	306	1593	260	419	880	1380	37
	39%ij	33%	40%	39%	39%	39%	39%	39%	40%ij	32%	38%	43%ak	40%	39%	38%	54%kano
Neither trust nor distrust	(0) 1670	3	154	1516	1667	1513	180	1487	1404	266	1217	146	252	609	1053	7
	28%ip	20%	25%	20%	20%	27%	27%	20%	20%	20%	20%aj	24%	20%	27%op	29%op	11%
Tend to distrust	(-1) 1269	3	126	1143	1266	1140	151	1115	1021	248	956	114	195	501	752	16
	21%im	20%	21%	21%	21%	23%	23%	21%	20%	20%ai	23%im	19%	19%	22%	21%	23%
Completely distrust	(-2) 364	2	43	321	362	319	39	323	285	79	250	42	67	127	234	2
	6%	15%	7%	6%	6%	6%	6%	6%	6%	8%ai	6%	7%	6%	6%	6%	3%
<b>SUMMARY CODES</b>																
TRUST	2540	3	271	2269	2537	2266	281	2255	2200	340	1744	289	478	980	1519	42
	43%j	33%	45%	43%	43%	43%	42%	43%	44%ij	36%	41%	48%ak	45%ak	44%	42%	60%kano
DISTRUST	1633	4	169	1464	1626	1459	190	1436	1306	327	1207	156	262	629	986	18
	28%	41%	28%	27%	27%	25%	29%	27%	20%	35%ai	20%	20%	25%	28%	27%	20%
Refused	3	-	-	3	3	3	-	3	2	2	3	-	-	1	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	89	-	15	74	89	74	12	77	75	14	46	12	22	24	63	2
	1%	-	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%	3%
<b>Mean Score</b>	<b>0.134j</b>	<b>-0.234</b>	<b>0.144</b>	<b>0.133</b>	<b>0.135</b>	<b>0.134</b>	<b>0.120</b>	<b>0.137</b>	<b>0.167j</b>	<b>-0.035</b>	<b>0.105</b>	<b>0.203k</b>	<b>0.202k</b>	<b>0.146</b>	<b>0.123</b>	<b>0.388o</b>
<b>Standard Deviation</b>	<b>1.004</b>	<b>1.116</b>	<b>1.038</b>	<b>1.000</b>	<b>1.004</b>	<b>1.000</b>	<b>1.006</b>	<b>1.003</b>	<b>0.994</b>	<b>1.038</b>	<b>0.993</b>	<b>1.036</b>	<b>1.021</b>	<b>1.006</b>	<b>1.002</b>	<b>1.019</b>
<b>Error Variance</b>	<b>-</b>	<b>0.113</b>	<b>0.092</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.092</b>	<b>-</b>	<b>-</b>	<b>0.091</b>	<b>-</b>	<b>0.092</b>	<b>0.091</b>	<b>-</b>	<b>-</b>	<b>0.016</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Completely trust	(2) 242	158	84	20	13	215	28	-
	4%	3%	7%ab	3%	5%	4%	5%	-
Tend to trust	(1) 2298	1694	604	216	106	2059	233	6
	39%b	36%	47%ab	37%	45%ad	38%	42%	28%
Neither trust nor distrust	(0) 1670	1388	282	172	64	1509	151	10
	28%bc	30%bc	22%	30%	27%	29%	27%	45%
Tend to distrust	(-1) 1269	1060	209	136	38	1162	101	5
	21%ca	23%ca	16%	24%ca	16%	22%	18%	24%
Completely distrust	(-2) 364	302	61	32	9	327	36	1
	6%cd	7%cd	5%	6%	4%	6%	6%	5%
<b>SUMMARY CODES</b>								
TRUST	2540	1852	688	235	119	2273	261	6
	43%b	40%	53%ab	41%	51%ad	42%	47%	28%
DISTRUST	1633	1363	270	169	47	1489	137	6
	28%ca	29%ca	21%	29%ca	20%	28%	25%	30%
Refused	3	1	2	-	-	3	-	-
Don't know	89	38	51	2	5	77	11	-
	1%b	1%	4%ab	-	2%cd	1%	2%	-
Mean Score	0.134b	0.075	0.356ab	0.094	0.323ad	0.127	0.210	-0.091
Standard Deviation	1.004	0.997	1.000	0.984	0.944	1.003	1.015	0.857
Error Variance	-	-	0.001	0.002	0.003	-	0.002	0.041

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Completely trust	(2) 242	106	128	29	105	214	137	19	59	89	75
		4%eh	4%	4%	3%	4%e	5%aef	2%	4%	4%h	6%ahj
Tend to trust	(1) 2298	978	1267	259	1180	2039	1117	270	573	945	510
		39%ideh	42%ac	33%	35%	40%ide	44%adef	30%	34%	44%iah	43%iah
Neither trust nor distrust	(0) 1670	640	990	227	997	1442	673	271	522	563	313
		28%	29%	29%	30%g	28%	28%	31%jk	31%jk	29%	38%
Tend to distrust	(-1) 1269	463	790	217	829	1052	440	259	389	432	189
		21%gk	20%	23%ib	25%afg	20%g	17%	29%aijk	23%jk	20%k	16%
Completely distrust	(-2) 364	122	227	52	233	312	131	64	140	104	56
		6%j	5%	7%	7%g	6%	5%	7%jk	8%ak	5%	5%
<b>SUMMARY CODES</b>											
TRUST	2540	1084	1395	287	1286	2253	1254	288	633	1034	585
		43%cdah	47%ac	36%	38%	44%ide	49%adef	33%	37%h	48%iah	49%iah
DISTRUST	1633	585	1017	269	1062	1363	571	323	530	536	245
		28%bde	29%	34%afg	31%afg	26%g	22%	37%aijk	31%aijk	25%k	21%
Refused	3	-	1	-	-	3	2	-	-	1	2
		-	-	-	-	-	-	-	-	-	-
Don't know	89	19	61	3	28	85	61	2	13	31	43
		1%bdah	1%	1%	1%	2%ide	2%adef	1%	1%	1%h	4%ahj
<b>Mean Score</b>	0.134dehi	0.209ac	0.082	-0.007	0.029	0.156de	0.276def	-0.090	0.013h	0.226ah	0.315ahj
<b>Standard Deviation</b>	1.004	0.988	1.007	1.010	1.002	1.001	0.988	0.984	1.023	0.978	0.986
<b>Error Variance</b>	-	-	-	0.001	-	-	-	0.001	0.001	-	0.001



Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Completely trust	(2) 242	25	20	20	14	44	13	25	6	15	14	16	7	10	14	-	
	4%	4%	4%	4%	5%	8%abdbdh	3%	5%	4%	4%	3%	3%	3%	3%	3%	-	
Tend to trust	(1) 2298	227	242	210	121	163	171	208	67	124	171	218	97	108	163	6	
	39%ij	38%j	43%iafkn	44%iafkn	40%ij	31%	42%ij	39%ij	44%ij	31%	38%	43%ijkn	43%ij	32%	39%j	49%	
Neither trust nor distrust	(0) 1670	176	155	126	79	145	114	141	38	123	129	148	54	119	123	2	
	28%	29%	28%	26%	26%	28%	28%	27%	25%	31%	27%	29%	24%	34%adehk	29%	13%	
Tend to distrust	(-1) 1269	127	116	76	59	128	86	113	34	92	120	102	38	82	95	2	
	21%id	21%	21%	16%	20%	24%idm	21%	21%id	23%	23%id	25%idm	20%	17%	24%idm	23%id	17%	
Completely distrust	(-2) 364	39	21	34	21	35	14	35	6	42	36	19	25	15	21	3	
	6%icg	6%ig	4%	7%icgl	7%ig	7%ig	3%	7%icgl	4%	10%labcgil	7%icgl	4%	11%labcgil	4%	5%	20%	
<b>SUMMARY CODES</b>																	
<b>TRUST</b>	2540	252	263	230	135	207	185	233	72	139	186	234	104	118	177	6	
	43%ijn	42%ijn	47%ijkn	48%iafkn	45%ijn	40%	48%ijkn	44%ijn	48%ijn	35%	39%	46%ijkn	46%ijn	35%	42%	49%	
<b>DISTRUST</b>	1633	166	137	110	79	163	99	148	41	133	156	121	62	96	116	5	
	28%	27%	25%	23%	26%	31%icdgl	25%	28%	27%	33%icdgl	33%icdgl	24%	28%	28%	28%	28%	
Refused	3	1	-	-	-	-	-	1	-	-	2	-	-	-	-	-	
Don't know	89	1	-	-	-	-	-	-	-	-	1a	-	-	-	-	-	
	1%	10	4	12	7	8	5	7	1	3	8	8	4	9	3	-	
	2%	2%	1%	2%c	2%	1%	1%	1%	1%	1%	2%	1%	2%	3%coo	1%	-	
<b>Mean Score</b>	0.134jk	0.121j	0.224kn	0.220kn	0.166j	0.103j	0.214kn	0.142j	0.208j	-0.053	0.019	0.219kn	0.106	0.050	0.131j	-0.092	
<b>Standard Deviation</b>	1.004	1.006	0.948	1.013	1.030	1.081	0.934	1.028	0.974	1.057	1.024	0.930	1.086	0.932	0.970	1.267	
<b>Error Variance</b>	-	0.002	0.002	0.002	0.004	0.002	0.002	0.002	0.006	0.003	0.002	0.002	0.005	0.002	0.002	0.124	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Energy suppliers in general Q.7? 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?  
 Base: All who has gas and/or electricity supply and responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Completely trust	(2) 242	34	49	46	31	31	227	227	222
	4%	3%	3%	3%	3%	3%	6%a	6%a	7%a
Tend to trust	(1) 2298	333	537	521	382	369	2041	2018	1887
	39%bcd	32%	38%	35%	35%	37%b	53%a	52%a	56%a
Neither trust nor distrust	(0) 1670	333	467	452	321	273	921	934	739
	28%gh	32%af	30%	30%	30%	28%	24%h	24%h	22%
Tend to distrust	(-1) 1289	259	385	369	253	238	545	552	394
	21%gh	25%a	25%a	25%a	24%	24%	14%h	14%h	12%
Completely distrust	(-2) 364	67	112	109	82	77	74	76	56
	6%gh	7%	7%	7%	8%	8%	2%	2%	2%
<b>SUMMARY CODES</b>									
<b>TRUST</b>	2540	307	586	567	413	400	2268	2245	2108
	43%bcd	36%	38%	38%	38%	40%	59%a	58%a	63%a
<b>DISTRUST</b>	1633	328	497	478	335	316	619	629	450
	28%gh	32%a	32%a	32%a	31%a	32%a	16%h	16%h	13%
Refused	3	-	1	1	1	1	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	89	4	6	4	6	2	56	51	48
	1%bcd	-	-	-	1%	-	1%	1%	1%
<b>Mean Score</b>	0.134bcd	0.007	0.016	0.018	0.024	0.039	0.473a	0.484a	0.553a
<b>Standard Deviation</b>	1.004	0.986	1.006	1.009	1.009	1.022	0.879	0.882	0.860
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



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 Table  
 Base: All who has gas and/or electricity supply and responsible for it

		Landline phone providers	Banks	Insurance companies	Water suppliers	Energy suppliers in general
Unweighted Base		5934	5934	5934	5934	5934
Weighted Base		5934	5934	5934	5934	5934
Completely trust	(2)	396 7%	575 10%	240 4%	637 11%	242 4%
Tend to trust	(1)	2492 42%	2474 42%	1802 30%	3073 52%	2298 39%
Neither trust nor distrust	(0)	1464 25%	1118 19%	1504 25%	1282 22%	1670 28%
Tend to distrust	(-1)	971 16%	1044 18%	1455 25%	527 9%	1269 21%
Completely distrust	(-2)	379 6%	678 11%	759 13%	244 4%	364 6%
<b>SUMMARY CODES</b>						
TRUST		2888 49%	3048 51%	2043 34%	3710 63%	2540 43%
DISTRUST		1350 23%	1722 29%	2214 37%	771 13%	1633 28%
Refused		10 *	5 *	4 *	4 *	3 *
Don't know		221 4%	41 1%	170 3%	168 3%	89 1%
<b>Mean Score</b>		<b>0.273</b>	<b>0.208</b>	<b>-0.120</b>	<b>0.578</b>	<b>0.134</b>
<b>Standard Deviation</b>		<b>1.038</b>	<b>1.186</b>	<b>1.116</b>	<b>0.950</b>	<b>1.004</b>
<b>Error Variance</b>		*	*	*	*	*

Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	1847 31% <sup>ajk</sup> q	1597 32%	153 28%	97 31%	263 23%	1040 33% <sup>ae</sup>	545 32% <sup>ie</sup>	524 39% <sup>aijk</sup>	624 33% <sup>jk</sup>	335 27%	964 25%	509 27%	1152 35% <sup>al</sup>	329 30%	1519 31%	1270 35% <sup>apq</sup>	294 26%	254 24%
No	3741 63% <sup>hmp</sup>	3203 63%	345 63%	193 61%	822 72% <sup>atg</sup>	1900 61%	1019 60%	744 56%	1163 62% <sup>h</sup>	823 67% <sup>lahi</sup>	1011 69% <sup>ah</sup>	1268 67% <sup>am</sup>	1945 59%	679 63%	3063 63%	2156 59%	795 70% <sup>ap</sup>	725 69% <sup>ap</sup>
Refused	4	4	1	-	-	1	3	1	1	-	2	2	-	-	4	3	-	1
Don't know	341 6%	265 5%	52 9% <sup>ab</sup>	24 8%	54 5%	167 5%	130 7% <sup>aef</sup>	69 5%	101 5%	78 6%	93 6%	117 6%	181 6%	72 7%	269 6%	214 6%	54 5%	70 7%

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1847	6	191	1657	1841	1650	251	1590	1565	283	1436	173	242	848	973	27
	31%mo	59%	31%	31%	31%	31%	38%ah	30%	31%	30%	34%alm	29%sm	23%	38%ao	27%	39%co
No	3741	4	378	3363	3737	3359	386	3351	3123	619	2525	399	750	1274	2431	36
	63%gk	41%	62%	63%	63%	63%	58%	64%g	63%	65%	60%	66%k	71%aki	57%	67%kmp	53%
Refused	4	-	-	4	4	4	-	4	2	2	3	-	-	1	3	-
	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	341	-	40	301	341	301	25	316	297	44	250	31	62	119	216	6
	6%	-	7%	6%	6%	6%	4%	6%g	6%	5%	6%	5%	6%	5%	6%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	1847	1538	309	157	96	1718	118	12
No	3741	2070	872	295	184	3317	418	7
Refused	4	1	3	-	-	4	-	-
Don't know	341	233	108	25	15	313	25	3
	6%	2%	8%ab	4%	6%	6%	4%	13%
		33%ac	24%	27%e	15%	32%g	21%	56%
	63%	62%	67%ab	68%a	78%ad	62%	75%af	31%
		-	-	-	-	-	-	-
		-	-	-	-	-	-	-
		-	-	-	-	-	-	-

Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1847	988	940	293	1188	1505	659	431	664	592	161
31% <sup>ca</sup>		42% <sup>ca</sup>	24%	36% <sup>ca</sup>	35% <sup>ca</sup>	30% <sup>ca</sup>	25%	49% <sup>ca</sup>	39% <sup>ca</sup>	27% <sup>ca</sup>	14%
No	3741	1245	2400	468	1997	3273	1745	418	955	1462	906
62% <sup>cb</sup>		53%	69% <sup>cb</sup>	59%	59%	64% <sup>cb</sup>	68% <sup>cb</sup>	47%	56% <sup>cb</sup>	68% <sup>cb</sup>	76% <sup>cb</sup>
Refused	4	-	2	-	1	4	3	-	-	1	3
Don't know	341	98	223	37	187	305	154	36	78	110	118
6% <sup>cc</sup>		4%	6% <sup>cc</sup>	5%	6%	6%	6%	4%	5%	5%	10% <sup>cc</sup>

Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Yes 1847 31% <sup>uh</sup>	178 29% <sup>uh</sup>	213 38% <sup>abdbdhi</sup>	127 27%	97 32% <sup>uh</sup>	175 34% <sup>udh</sup>	157 39% <sup>abdbdhi</sup>	125 24%	40 26%	114 28%	159 33% <sup>udh</sup>	145 28%	72 32% <sup>uh</sup>	97 28%	142 34% <sup>udh</sup>	8 67%
No 3741 63% <sup>kg</sup>	398 66% <sup>kg</sup>	320 57%	319 67% <sup>kg</sup>	182 60%	317 61%	226 56%	387 73% <sup>abdbde lqklmno</sup>	100 66% <sup>kg</sup>	245 61%	294 61%	339 66% <sup>kg</sup>	140 62%	213 63%	258 61%	3 28%
Refused 4	1	-	-	-	1	-	1	-	1	2	-	-	-	-	-
Don't know 341 6% <sup>uh</sup>	27 5%	26 5%	32 7% <sup>uh</sup>	22 7% <sup>uh</sup>	29 6%	21 5%	17 5%	12 8% <sup>uh</sup>	40 10% <sup>abcbfgh klo</sup>	24 5%	27 5%	14 6%	30 9% <sup>abcbhko</sup>	19 5%	1 4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes	1847	452	687	686	482	442	1319	1322	1127
	31%	44% <sup>a</sup>	44% <sup>a</sup>	46% <sup>a</sup>	45% <sup>a</sup>	45% <sup>a</sup>	34% <sup>a</sup>	34% <sup>a</sup>	34% <sup>a</sup>
No	3741	532	808	751	552	511	2328	2316	2027
	63% <sup>b</sup>	52% <sup>b</sup>	52% <sup>b</sup>	51% <sup>b</sup>	51% <sup>b</sup>	52% <sup>b</sup>	60% <sup>b</sup>	60% <sup>b</sup>	61% <sup>b</sup>
Refused	4	-	1	-	1	1	1	1	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	341	46	62	63	42	37	215	220	190
	6% <sup>c</sup>	5% <sup>c</sup>	4% <sup>c</sup>	4% <sup>c</sup>	4% <sup>c</sup>	4% <sup>c</sup>	6% <sup>c</sup>	6% <sup>c</sup>	6% <sup>c</sup>

Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1770	1533	140	97	242	883	645	421	485	284	580	619	958	383	1387	1152	281	308
Weighted Base	1847	1597	153	97*	263	1040	545	524	624	335	364	509	1152	329	1519	1270	284	254
On my energy supplier(s) website	165 9%k	150 9%	12 8%	3 3%	30 12%g	97 9%	37 7%	62 12%k	54 9%	27 8%	21 6%	32 6%	121 10%l	27 8%	138 9%	114 9%	35 12%r	15 6%
On another energy supplier website	38 2%	29 2%	5 3%	4 4%	5 2%	28 3%	7 1%	10 2%	20 3%k	5 2%	3 1%	11 2%	19 2%	3 1%	34 2%	30 2%	4 1%	3 1%
On another website	52 3%	47 3%	2 1%	3 3%	7 3%	35 3%	10 2%	14 3%	25 4%k	8 2%	5 1%	11 2%	37 3%	8 2%	44 3%	41 3%	8 3%	3 1%
Via email	155 8%h	143 9%	8 5%	3 3%	39 15%atg	90 9%	28 5%	43 8%k	73 12%ak	24 7%	15 4%	28 6%	110 10%l	13 4%	142 9%h	113 9%	25 9%	16 6%
Via a leaflet or letter sent directly to you	1077 58%	922 58%	98 63%	59 60%	151 57%	555 57%	332 61%	292 56%	348 66%ahj	189 56%	248 66%ahj	331 65%am	647 56%	211 64%o	869 57%	715 56%	164 56%	179 71%apq
Somewhere else (e.g. a newspaper article or advertisement)	434 24%	375 23%	31 20%	28 29%	48 18%	254 24%	132 24%	130 25%	142 23%	89 27%k	73 20%	107 21%	281 24%	82 25%	353 23%	310 24%	64 22%	51 20%
Refused	4 .	3 .	. .	1 1%ab	1 .	1 .	1 .	. .	. .	. .	4 1%ah	1 .	1 .	1 .	3 .	2 .	. .	2 1%
Don't know	62 3%	49 3%	11 7%ab	2 2%	5 2%	32 3%	28 5%	24 4%	18 3%	12 4%	10 3%	16 3%	35 3%	13 4%	50 3%	48 4%	9 3%	5 2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1770	6	186	1584	1764	1578	237	1527	1510	260	1319	173	274	798	946	26
Weighted Base	1847	6**	191	1657	1841	1650	251	1590	1565	283	1438	173	242	848	973	27**
On my energy supplier(s) website	165 9%a	2 25%	16 8%	149 9%	163 9%	147 9%	22 2%	141 9%	116 7%	49 17%a	148 10%a	7 4%	10 4%	91 11%a	72 7%	2 9%
On another energy supplier website	38 2%	-	1 1%	37 2%	38 2%	37 2%	9 3%	29 2%	29 2%	9 3%	35 2%	2 1%	3 1%	25 3%a	12 1%	-
On another website	52 3%	-	8 4%	44 3%	52 3%	44 3%	8 3%	44 3%	39 3%	13 5%	43 3%	4 2%	6 2%	26 3%	25 3%	2 7%
Via email	155 8%a	1 8%	9 5%	145 9%	154 8%	145 9%	25 10%	130 8%	121 8%	33 12%a	138 10%a	3 2%	12 5%	101 12%a	54 6%	-
Via a leaflet or letter sent directly to you	1077 59%a	3 40%	124 65%	953 58%	1075 59%	951 58%	146 58%	929 58%	956 61%a	121 42%	779 54%	122 70%a	178 70%a	427 50%	634 65%a	17 64%
Somewhere else (e.g. a newspaper article or advertisement)	434 24%	2 28%	35 19%	399 24%	433 24%	397 24%	56 22%	377 24%	361 23%	73 26%	364 25%a	38 22%	44 18%	210 25%	214 22%	10 38%
Refused	4 -	-	1 -	3 -	4 -	3 -	-	4 -	3 -	1 -	-	-	1 -	2 -	2 -	-
Don't know	62 3%	-	9 4%	54 3%	62 3%	54 3%	7 3%	55 3%	51 3%	11 4%	46 3%	4 2%	9 4%	25 3%	38 4%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1770	1384	386	119	50	1659	102	9
Weighted Base	1847	1538	309	157	36*	1718	118*	12**
On my energy supplier(s) website	165	156	8	13	2	152	10	3
On another energy supplier website	38	38	-	5	-	31	7	-
On another website	52	47	5	8	-	41	11	-
Via email	155	153	1	16	4	142	12	1
Via a leaflet or letter sent directly to you	1077	864	213	86	28	1003	69	6
Somewhere else (e.g. a newspaper article or advertisement)	434	363	71	54	78% <sup>abd</sup>	58%	58%	51%
Refused	4	4	-	-	-	3	1	-
Don't know	62	45	17	7	1	62	-	-
	3%	3%	6% <sup>ab</sup>	4%	2%	4%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1770	905	842	257	1119	1513	651	377	622	596	175
Weighted Base	1847	986	840	283	1188	1565	659	431	664	592	161
On my energy supplier(s) website	165 9%	110 11% <sup>c</sup>	55 7%	33 12%	108 9%	131 8%	57 9%	53 12% <sup>jk</sup>	68 10% <sup>jk</sup>	37 6%	7 5%
On another energy supplier website	38 2%	26 3%	11 1%	7 3%	22 2%	30 2%	15 2%	12 3%	17 3%	8 1%	1 -
On another website	52 3% <sup>c</sup>	40 4% <sup>c</sup>	12 1%	14 5% <sup>d</sup>	36 3%	38 2%	16 2%	23 5% <sup>aj</sup>	15 2%	9 2%	6 4%
Via email	155 8% <sup>c</sup>	103 10% <sup>c</sup>	47 6%	33 12% <sup>fg</sup>	113 9% <sup>g</sup>	121 8%	42 6%	50 12% <sup>ij</sup>	54 8%	41 7%	11 7%
Via a leaflet or letter sent directly to you	1077 59% <sup>dh</sup>	554 56%	511 61%	123 44%	659 59% <sup>d</sup>	954 61% <sup>de</sup>	419 64% <sup>de</sup>	205 48%	390 59% <sup>h</sup>	393 66% <sup>h</sup>	89 51%
Somewhere else (e.g. a newspaper article or advertisement)	434 24%	218 22%	211 25%	90 32% <sup>afg</sup>	303 25% <sup>g</sup>	345 22%	132 20%	115 27%	153 23%	123 21%	43 27%
Refused	4 -	1 -	2 -	- -	- -	4 -	4 1% <sup>e</sup>	- -	- -	3 1%	1 -
Don't know	62 3%	33 3%	28 3%	3 1%	40 3%	59 4% <sup>d</sup>	23 3%	12 3%	22 3%	18 3%	11 7% <sup>ahj</sup>



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1770	175	187	115	94	162	148	133	37	103	161	142	70	102	124	7
Weighted Base	1847	178	213	127*	97*	175	157	125	40*	114*	159	145	72*	97*	142	8**
On my energy supplier(s) website	165	20	16	20	3	17	12	7	5	7	16	16	3	10	11	2
	9%	11% <sup>ae</sup>	7%	16% <sup>aceghj</sup>	3%	10%	7%	6%	12%	7%	10%	11% <sup>ae</sup>	4%	11%	8%	22%
On another energy supplier website	38	3	7	3	1	2	2	4	2	3	3	1	3	3	1	-
	2%	3%	3%	3%	1%	1%	3%	3%	4%	2%	2%	1%	4%	3%	1%	-
On another website	52	4	9	12	2	3	3	5	-	2	2	6	3	2	-	-
	3%	2%	4% <sup>ko</sup>	9% <sup>abelgj</sup>	2%	1%	2%	4% <sup>ko</sup>	-	2%	1%	4% <sup>ko</sup>	2%	4% <sup>ko</sup>	-	-
Via email	155	19	29	16	4	13	10	4	2	7	5	22	3	7	15	-
	8% <sup>k</sup>	11% <sup>khk</sup>	14% <sup>kaegjk</sup>	12% <sup>khk</sup>	4%	8%	6%	3%	4%	6%	3%	15% <sup>kaefghj</sup>	4%	7%	10% <sup>khk</sup>	-
Via a leaflet or letter sent directly to you	1077	97	119	63	54	109	111	66	31	65	99	68	47	59	83	5
	58% <sup>u</sup>	54%	58%	50%	58%	62% <sup>u</sup>	71% <sup>abbcde</sup>	53%	79% <sup>abbcde</sup>	57%	62% <sup>u</sup>	47%	68% <sup>u</sup>	61% <sup>u</sup>	59%	59%
Somewhere else (e.g. a newspaper article or advertisement)	434	34	52	28	35	42	31	40	6	25	34	37	17	18	35	2
	24%	19%	25%	22%	38% <sup>abbdgj</sup>	24%	20%	32% <sup>abagn</sup>	15%	22%	21%	25%	24%	18%	25%	20%
Refused	4	-	-	-	1	-	-	2	-	-	-	-	-	-	1	-
	-	-	-	-	1%	-	-	1% <sup>a</sup>	-	-	-	-	-	-	1%	-
Don't know	62	12	5	3	1	5	4	5	-	10	5	3	1	2	3	-
	3%	7% <sup>a</sup>	2%	2%	1%	3%	2%	4%	1%	9% <sup>acdefg</sup>	3%	2%	2%	3%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1770	404	616	617	431	405	1294	1296	1111
Weighted Base	1847	452	687	688	482	442	1319	1322	1127
On my energy supplier(s) website	165 9%	57 13% <sup>a</sup>	97 14% <sup>a</sup>	97 14% <sup>a</sup>	68 14% <sup>a</sup>	64 14% <sup>a</sup>	129 10%	129 10%	109 10%
On another energy supplier website	38 2%	12 3%	19 3%	21 3%	12 2%	16 4%	28 2%	27 2%	21 2%
On another website	52 3%	17 4%	30 4%	31 5%	21 4%	19 4%	25 2%	27 2%	22 2%
Via email	155 9%	43 10%	66 10%	69 10%	44 9%	44 10%	128 10%	127 10%	111 10%
Via a leaflet or letter sent directly to you	1077 58% <sup>bcd</sup>	228 50%	340 50%	349 51%	260 54%	226 51%	778 59%	785 59%	674 60%
Somewhere else (e.g. a newspaper article or advertisement)	434 24% <sup>e</sup>	114 25%	173 25%	155 23%	107 22%	103 23%	279 21%	274 21%	225 20%
Refused	4	-	-	-	-	-	3	3	3
Don't know	62 3%	17 4%	21 3%	21 3%	16 4%	12 3%	46 3%	46 4%	40 4%



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 gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent/ local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Too much choice	1775 30%ekz f	1541 30%	155 28%	79 25%	262 23%	1009 32%ae	503 30%ie	471 35%aijk	555 29%ik	374 30%ik	375 25%	515 27%	1077 33%ial	315 29%	1459 30%	1229 34%iaqr	288 25%	232 22%
About the right amount of choice	2609 44%dn	2275 45%dn	222 40%	112 36%	581 51%atg	1321 43%	707 42%	578 43%	870 46%j	513 42%	648 44%	831 44%	1462 45%	420 39%	2189 45%in	1578 43%	494 43%	492 47%ip
Too little choice	645 11%gp	556 11%	58 11%	31 10%	126 11%g	379 12%g	140 8%	128 10%	210 11%	148 12%	159 11%	222 12%	348 11%	136 13%io	509 10%	346 9%	163 14%ap	130 12%ip
Refused	15	14	1	-	3	7	4	1	7	2	5	7	2	1	14	6	5	3
Don't know	890 15%ahm p	683 13%	115 21%ab	92 29%abc	166 15%	392 13%	333 20%aef	161 12%	247 13%	199 18%ahj	284 19%ahj	321 17%am	389 12%	209 19%ao	682 14%	484 13%	193 17%p	192 18%ap



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 gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Too much choice	1775	4	171	1604	1771	1600	190	1581	1480	295	1348	172	247	766	980	26
	30%mo	38%	28%	30%	30%	30%	29%	30%	30%	31%	32%am	29%a	23%	34%ao	27%	41%o
About the right amount of choice	2609	4	242	2367	2604	2363	304	2301	2193	416	1884	248	464	1029	1554	27
	44%	41%	40%	44%o	44%	44%o	46%	44%	44%	44%	45%	41%	44%	46%o	43%	39%
Too little choice	645	1	70	575	644	574	91	553	543	102	429	65	134	251	387	6
	11%	11%	12%	11%	11%	11%	14%ah	11%	11%	11%	10%	11%	13%k	11%	11%	9%
Refused	15	-	1	14	15	14	1	14	13	2	9	3	3	3	12	-
	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Don't know	890	1	125	765	889	764	78	811	758	132	546	115	207	194	689	8
	15%ka	6%	21%kade	14%	15%	14%	12%	13%k	13%	14%	13%	19%ak	20%ak	9%	19%an	11%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Too much choice	1775	1455	319	147	55	1631	144	1
30%of choice	30%of choice	31%of choice	25%	25%	23%	30%of choice	26%	3%
About the right amount of choice	2029	2064	545	274	104	2393	216	13
44%of choice	44%of choice	44%	42%	47%	44%	44%of choice	39%	56%
Too little choice	645	529	116	80	31	544	95	6
11%of choice	11%of choice	11%of choice	9%	14%	13%	10%	17%of choice	28%
Refused	15	7	8	-	1	11	4	-
1%of choice	1%of choice	1%of choice	1%of choice	-	-	-	1%of choice	-
Don't know	890	588	304	78	45	787	101	3
15%of choice	15%of choice	13%	24%of choice	13%	19%of choice	15%	18%	12%

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 gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Too much choice	1775	688	1067	259	1122	1515	653	348	557	623	246
		30% <sup>ka</sup>	31%	33% <sup>kg</sup>	33% <sup>kalg</sup>	29% <sup>g</sup>	25%	39% <sup>aijk</sup>	33% <sup>ajk</sup>	29% <sup>ka</sup>	21%
About the right amount of choice	2609	1273	1288	375	1454	2234	1155	379	799	971	460
		44% <sup>ck</sup>	37%	48% <sup>lef</sup>	43%	43%	45%	43%	47% <sup>ka</sup>	45% <sup>ka</sup>	39%
Too little choice	645	237	400	87	392	598	253	119	205	220	100
		11% <sup>ka</sup>	10%	11%	12% <sup>g</sup>	11%	10%	13% <sup>ajk</sup>	12% <sup>ka</sup>	10%	8%
Refused	15	2	6	-	1	15	14	-	-	5	10
		0% <sup>e</sup>	0%	-	0%	0%	1% <sup>ae</sup>	-	-	0%	1% <sup>ahj</sup>
Don't know	890	128	703	66	404	625	487	38	136	345	371
		15% <sup>bdem</sup>	20% <sup>cab</sup>	8%	12% <sup>ed</sup>	16% <sup>de</sup>	19% <sup>adef</sup>	4%	8% <sup>h</sup>	16% <sup>hi</sup>	31% <sup>ahij</sup>



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 gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Too much choice 1775 30% <sub>id</sub>	176 29% <sub>id</sub>	161 29% <sub>id</sub>	90 19%	84 28% <sub>id</sub>	209 40% <sub>labcd</sub> 40% <sub>labcd</sub> ghiklm o	128 32% <sub>id</sub>	177 33% <sub>id</sub>	35 23%	120 30% <sub>id</sub>	142 30% <sub>id</sub>	155 30% <sub>id</sub>	60 27% <sub>id</sub>	107 31% <sub>id</sub>	129 31% <sub>id</sub>	2 20%
About the right amount of choice 2609 44% <sub>lef</sub>	272 45% <sub>lef</sub>	286 51% <sub>labefh</sub> ikm	242 51% <sub>labefh</sub> kim	112 37%	194 37%	182 45% <sub>l</sub>	223 42%	63 41%	159 40%	206 43%	211 41%	91 40%	160 47% <sub>lef</sub>	202 48% <sub>lef</sub>	6 50%
Too little choice 645 11% <sub>gn</sub>	68 11% <sub>gn</sub>	52 9% <sub>un</sub>	68 14% <sub>acgno</sub>	28 9% <sub>un</sub>	55 10% <sub>un</sub>	29 7%	72 14% <sub>ucgno</sub>	20 13% <sub>gn</sub>	38 10% <sub>un</sub>	75 16% <sub>labcef</sub> gno	59 12% <sub>gn</sub>	27 12% <sub>un</sub>	15 5%	38 9% <sub>un</sub>	2 13%
Refused 15 *	4 1%	1 *	1 *	- *	- *	2 *	2 *	- *	1 *	2 *	- *	- *	1 *	3 *	- *
Don't know 890 15% <sub>ch</sub>	85 14%	59 10%	76 16% <sub>ch</sub>	76 25% <sub>labcdf</sub> ghino	65 12%	64 16% <sub>ch</sub>	56 10%	34 23% <sub>labcfh</sub> ko	81 20% <sub>labcfh</sub> ko	86 17% <sub>chko</sub>	48 17% <sub>chko</sub>	56 21% <sub>labcfh</sub> ko	47 17% <sub>chkh</sub>	2 11%	2 17%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Too much choice	1775	390	525	532	361	334	1135	1128	940
	30%	38% <sup>ac</sup>	34% <sup>ca</sup>	35% <sup>ca</sup>	33% <sup>ca</sup>	34% <sup>ca</sup>	29%	29%	28%
About the right amount of choice	2609	466	758	729	513	497	1911	1908	1893
	44%	45%	49% <sup>ca</sup>	49% <sup>ca</sup>	49% <sup>ca</sup>	50% <sup>ab</sup>	49% <sup>ca</sup>	49% <sup>ca</sup>	51% <sup>ca</sup>
Too little choice	645	121	201	178	153	117	298	305	244
	11% <sup>gh</sup>	12%	13% <sup>ca</sup>	12%	14% <sup>ca</sup>	12%	8%	8%	7%
Refused	15	-	2	2	2	7	6	6	7
	*	-	*	*	*	*	*	*	*
Don't know	890	53	72	61	48	41	513	512	462
	15% <sup>bddegh</sup>	5%	5%	4%	4%	4%	13%	13%	14%



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Very easy	(2) 537	470	38	28	162	307	68	113	198	129	97	129	363	69	468	330	111	88
Fairly easy	(1) 1742	1526	135	81	446	943	353	399	598	356	390	493	1057	228	1516	1044	371	299
Neither easy nor difficult	(0) 935	787	101	47	193	480	262	170	266	197	302	369	437	172	763	516	199	206
Fairly difficult	(-1) 1252	1056	129	66	163	701	388	344	412	229	266	361	758	233	1018	836	216	178
Very difficult	(-2) 895	743	103	49	84	448	363	238	251	197	209	295	477	245	650	631	113	138
<b>SUMMARY CODES</b>																		
EASY	2279	1996	173	109	609	1250	420	511	798	485	486	623	1420	295	1984	1374	482	387
DIFFICULT	2147	1799	232	115	247	1149	751	582	663	426	476	656	1235	479	1668	1467	329	316
Refused	15	1	1	1	2	9	4	1	6	3	6	3	2	2	14	5	6	4
Don't know	558	473	43	42	87	220	251	74	159	125	201	246	184	133	425	281	128	136
<b>Mean Score</b>	-0.042c	-0.017c	-0.244	-0.099	0.420a	-0.014g	-0.437	-0.155	0.046a	-0.007h	-0.081	-0.120	0.023a	-0.382	0.030an	-0.118	0.150ap	0.024p
<b>Standard Deviation</b>	1.275	1.257	1.287	1.295	1.160	1.273	1.237	1.295	1.275	1.306	1.218	1.239	1.294	1.292	1.300	1.203	1.234	1.234
<b>Error Variance</b>	-	-	0.003	0.006	0.001	0.001	0.001	0.002	0.001	0.002	0.001	0.001	0.001	0.001	-	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Very easy	(2) 537	1	37	499	536	498	52	484	416	121	400	46	92	290	244	3
		9%ca	12%	6%	9%c	9%c	8%	9%	8%	13%ai	9%	8%	9%	13%ao	7%	4%
Fairly easy	(1) 1742	3	177	1565	1738	1562	233	1505	1455	287	1289	141	311	723	1000	18
		29%u	31%	29%	29%	29%	35%ah	29%	29%	31%u	23%	29%u	32%ao	28%	27%	
Neither easy nor difficult	(0) 935	2	94	842	933	839	87	846	819	116	601	102	219	303	622	11
		16%jn	21%	15%	16%	16%	13%	16%	16%	12%	14%	17%	21%ak	14%	17%jn	15%
Fairly difficult	(-1) 1252	2	124	1127	1250	1125	148	1101	1068	184	940	127	170	464	768	20
		21%im	19%	20%	21%	21%	22%	21%	21%	19%	22%im	21%im	16%	21%	21%	28%
Very difficult	(-2) 895	1	99	796	894	795	98	796	744	151	647	109	127	338	546	12
		15%km	8%	16%	15%	15%	15%	15%	15%	16%	15%km	18%km	12%	15%	15%	17%
<b>SUMMARY CODES</b>																
EASY	2279	4	214	2064	2274	2060	285	1989	1871	407	1689	186	403	1013	1244	21
		38%io	42%	39%	39%	39%	43%ah	38%	38%	43%ai	40%u	31%	38%u	45%aop	34%	31%
DIFFICULT	2147	3	224	1923	2144	1920	247	1957	1812	335	1567	237	297	801	1314	31
		36%im	37%	36%	36%	36%	37%	36%	36%	35%	36%im	36%im	36%	36%	36%	45%
Refused	15	-	1	14	15	14	-	15	13	2	9	3	2	3	12	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	558	1	75	483	557	482	44	513	471	87	331	75	136	122	430	6
		9%kka	12%adef	8%	9%	9%	7%	10%g	9%	9%	8%	12%ak	13%ak	5%	12%an	8%
<b>Mean Score</b>	<b>-0.042lo</b>	<b>0.220</b>	<b>-0.134</b>	<b>-0.032</b>	<b>-0.043</b>	<b>-0.033</b>	<b>-0.012</b>	<b>-0.047</b>	<b>-0.060</b>	<b>0.049i</b>	<b>-0.038i</b>	<b>-0.218</b>	<b>0.076ai</b>	<b>0.078ao</b>	<b>-0.117</b>	<b>-0.294</b>
<b>Standard Deviation</b>	<b>1.275</b>	<b>1.230</b>	<b>1.257</b>	<b>1.277</b>	<b>1.275</b>	<b>1.277</b>	<b>1.261</b>	<b>1.277</b>	<b>1.260</b>	<b>1.348</b>	<b>1.286</b>	<b>1.284</b>	<b>1.215</b>	<b>1.319</b>	<b>1.240</b>	<b>1.211</b>
<b>Error Variance</b>	<b>-</b>	<b>0.168</b>	<b>0.003</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.003</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>-</b>	<b>0.023</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Very easy	(2) 537	492	45	91	21	501	36	-
	9% <sub>c</sub>	11% <sub>abc</sub>	4%	16% <sub>ade</sub>	9%	9% <sub>g</sub>	6%	-
Fairly easy	(1) 1742	1507	235	227	87	1579	153	10
	29% <sub>c</sub>	32% <sub>abc</sub>	18%	39% <sub>ade</sub>	37% <sub>ae</sub>	30%	27%	44%
Neither easy nor difficult	(0) 935	680	255	74	50	798	135	3
	16% <sub>c</sub>	15% <sub>c</sub>	20% <sub>abc</sub>	13%	21% <sub>ade</sub>	15%	24% <sub>af</sub>	12%
Fairly difficult	(-1) 1252	1007	245	100	28	1145	100	7
	21% <sub>c</sub>	22% <sub>c</sub>	17% <sub>c</sub>	17% <sub>c</sub>	12%	21%	16%	30%
Very difficult	(-2) 895	649	246	59	20	810	85	1
	15% <sub>c</sub>	14%	19% <sub>abc</sub>	10%	9%	15%	15%	5%
<b>SUMMARY CODES</b>								
EASY	2279	1999	280	318	109	2081	188	10
	38% <sub>cdg</sub>	43% <sub>abc</sub>	22%	55% <sub>ade</sub>	46% <sub>ae</sub>	39% <sub>g</sub>	34%	44%
DIFFICULT	2147	1655	491	159	48	1954	185	8
	36% <sub>cde</sub>	36%	38%	27% <sub>c</sub>	21%	37%	33%	35%
Refused	15	9	6	1	-	10	5	-
	-	-	-	-	-	-	1% <sub>af</sub>	-
Don't know	558	298	260	27	28	510	46	2
	9% <sub>abd</sub>	6%	20% <sub>abc</sub>	5%	12% <sub>d</sub>	10%	8%	8%
Mean Score	-0.042 <sub>c</sub>	0.043 <sub>abc</sub>	-0.402	0.346 <sub>ae</sub>	0.296 <sub>ae</sub>	-0.038	-0.089	0.040
Standard Deviation	1.275	1.277	1.202	1.251	1.132	1.284	1.200	1.042
Error Variance	-	-	0.001	0.004	0.004	-	0.003	0.068

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Very easy	(2) 537	364	169	121	340	416	197	145	178	157	57
		9%ak	5%	15%aefg	10%ig	8%	8%	16%aijk	10%jk	7%k	5%
Fairly easy	(1) 1742	917	803	297	1078	1445	663	311	588	614	229
		29%akg	23%	38%aefg	32%aafg	28%	26%	35%aijk	35%ajk	28%k	19%
Neither easy nor difficult	(0) 935	351	559	72	408	863	527	74	212	379	271
		16%dkh	15%	9%	12%id	17%de	21%adef	8%	12%ih	18%hi	23%ahj
Fairly difficult	(-1) 1252	415	819	156	790	1095	461	213	391	469	179
		21%bgh	18%	24%iab	23%iadfg	21%ig	18%	24%k	23%k	22%k	15%
Very difficult	(-2) 895	201	675	113	565	782	330	136	263	337	159
		15%bh	9%	19%iab	17%ig	15%ig	12%	15%	15%	16%	13%
<b>SUMMARY CODES</b>											
EASY	2279	1281	972	418	1418	1860	860	456	766	771	286
		38%ckh	28%	53%aefg	42%aafg	36%ig	34%	52%aijk	45%ajk	36%k	24%
DIFFICULT	2147	615	1495	269	1355	1878	792	349	654	806	336
		36%bhg	20%	43%iab	40%iadfg	36%ig	27%	39%k	39%k	37%k	28%
Refused	15	2	8	-	2	15	13	-	-	5	10
		-	-	-	-	-	1%e	-	-	-	1%ahj
Don't know	558	79	430	26	190	530	368	6	64	204	263
		9%bdah	2%	12%iab	6%id	10%de	14%adef	7%	4%h	9%hi	24%ahj
Mean Score	-0.042ak	0.369ac	-0.340	0.207aefg	-0.051	-0.083	-0.030	0.131ajk	0.017k	-0.110	-0.173
Standard Deviation	1.275	1.209	1.240	1.337	1.313	1.260	1.218	1.365	1.297	1.246	1.181
Error Variance	-	0.001	0.001	0.003	0.001	-	0.001	0.002	0.001	0.001	0.001



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Very easy	(2) 537 91k	56 9%	50 9%	40 8%	27 9%	79 15% hijk	48 12% hijk	40 8%	10 6%	28 7%	28 6%	37 7%	24 10% k	21 6%	48 12% kin	-
Fairly easy	(1) 1742 29% jkn	187 31% jkn	192 34% kallik mn	159 33% jkn	82 27%	120 23%	132 33% jkn	171 32% jkn	38 25%	98 24%	134 28%	167 33% jkn	57 25%	76 25%	127 30% kn	3 26%
Neither easy nor difficult	(0) 935 16% kg	92 15% kg	89 16% kg	97 20% kabelg kio	34 11% jkn	65 12% jkn	42 10% jkn	111 21% kabelf gkio	28 19% gkio	73 18% elgo	67 14%	68 13%	43 19% elg	53 21% kabelg kio	4 13%	4 29%
Fairly difficult	(-1) 1252 21% dh	133 22% dh	111 20%	72 15%	59 20%	112 21% dh	79 20%	82 15%	45 29% kadea h	84 21% dh	117 24% dh	116 23% dh	47 21%	88 26% kadhg	105 25% dh	3 24%
Very difficult	(-2) 895 15% cd	80 13%	60 11%	54 11%	54 18% cd	100 19% kabcdl mn	61 15%	92 17% cd	21 14%	82 21% kabcdl mn	80 17% cd	73 14%	27 12%	45 13%	65 15%	1 9%
<b>SUMMARY CODES</b>																
EASY	2279 38% jkn	243 40% jkn	242 43% kajkn	199 42% jkn	108 36%	198 38% kn	180 45% kajik mn	211 40% jkn	47 31%	126 32%	162 34%	204 40% jkn	81 36%	97 29%	176 42% jkn	3 26%
DIFFICULT	2147 36% cd	213 35% cd	171 31% cd	126 26% cd	113 38% cd	212 41% cdh	139 35% cd	174 33% cd	65 43% cdh	167 42% kcdhm	196 41% kcdh	189 37% cd	74 33%	133 39% cd	169 40% cdh	4 33%
Refused	15 -	3 -	1 -	1 -	- -	- -	- -	1 -	2 -	- 1	4 -	- -	- -	- -	2 -	- -
Don't know	558 9% ho	54 9% ho	56 10% ho	53 11% ho	45 15% kbcfhi jo	47 9% ho	41 10% ho	30 6%	10 7%	33 8%	49 10% ho	51 10% ho	28 12% ho	39 12% ho	19 5%	1 12%
Mean Score	-0.042jk	0.010jkn	0.120kaf jkn	0.140kaf kijkn	-0.126 kijkn	-0.075 1.412	0.078ij 1.237	-0.031j 1.257	-0.207 1.190	-0.258 1.263	-0.200 1.251	-0.044j 1.249	0.019j 1.181	-0.197 1.313	-0.034j 1.313	-0.183 1.021
Standard Deviation	1.275	1.256	1.213	1.194	1.344	1.412	1.337	1.257	1.190	1.263	1.251	1.249	1.181	1.313	1.313	1.021
Error Variance	-	0.003	0.003	0.004	0.007	0.004	0.005	0.003	0.010	0.005	0.004	0.003	0.008	0.004	0.005	0.005

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Very easy (2)	537	133	239	227	142	163	427	431	389
Fairly easy (1)	1742	356	588	571	390	386	1255	1282	1135
Neither easy nor difficult (0)	935	115	155	155	123	105	606	609	534
Fairly difficult (-1)	1252	245	339	328	251	196	739	723	594
Very difficult (-2)	895	154	208	200	146	128	455	432	362
<b>SUMMARY CODES</b>									
EASY	2279	488	827	798	535	548	1682	1723	1525
DIFFICULT	2147	400	547	526	397	324	1194	1154	956
Refused	15	-	2	2	2	7	7	7	7
Don't know	558	26	27	20	20	13	375	366	323
<b>Mean Score</b>	-4.042	0.068a	0.204ab	0.202ab	0.128a	0.265abe	0.132a	0.163a	0.198ag
<b>Standard Deviation</b>	1.275	1.320	1.318	1.312	1.300	1.299	1.293	1.242	1.228
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	4284	3692	380	212	801	2057	1426	872	1123	783	1506	1599	2193	935	3349	2594	772	841
Weighted Base	4425	3796	406	224	855	2399	1171	1094	1459	911	962	1279	2655	773	3652	2841	810	703
There is more information available on the internet from price comparison websites	1622 37%gkn r	1414 37%	136 34%	72 32%	475 56%atg	930 39%g	217 19%	400 37%k	596 41%ak	340 37%k	286 30%	370 29%	1105 42%al	161 21%	1461 40%an	1015 36%	357 44%ap	231 33%
There is more information available on the internet from suppliers	676 15%gkn n	606 16%k	48 12%	22 10%	159 19%ag	417 17%ag	100 9%	165 15%	246 17%k	140 15%	125 13%	153 12%	464 17%al	81 11%	594 16%n	443 16%	135 17%r	89 13%
The information from suppliers is clearer these days	420 9%	378 10%	28 7%	14 6%	88 10%	223 9%	110 9%	92 8%	142 10%	87 10%	100 10%	124 10%	255 10%	57 7%	363 10%n	247 9%	83 10%	79 11%p
The information about tariffs from suppliers is too complicated	838 19%eq	701 18%	101 25%abd	36 16%	84 10%	459 19%e	295 25%aef	251 23%ajk	261 18%	152 17%	174 18%	248 19%	516 19%	185 24%ao	653 18%	594 21%qr	115 14%	115 16%
There are too many tariffs to choose from	763 17%eq	652 17%	81 20%	30 13%	101 12%	417 17%e	246 21%aef	197 18%	232 16%	169 19%	166 17%	224 18%	454 17%	166 22%ao	597 16%	546 19%qr	107 13%	99 14%
There are too many suppliers	472 11%hn	413 11%	34 8%	25 11%	78 9%	251 10%	143 12%e	91 8%	154 11%	101 11%	126 13%ah	146 11%	255 10%	91 12%	381 10%	306 11%	83 10%	73 10%
The tariffs are all structured differently	635 14%ekr	525 14%	76 19%ab	35 15%	63 7%	371 15%e	202 17%aef	216 20%ajk	202 14%	110 12%	108 11%	164 13%	403 15%	144 19%ao	492 13%	463 17%agr	75 9%	66 9%
You can't trust the information that's available, it's misleading	374 8%q	280 7%	56 14%ab	38 17%ab	54 6%	197 8%	123 10%aef	103 9%	105 7%	75 8%	91 9%j	112 9%	220 8%	93 12%ao	281 8%	243 9%q	48 6%	76 11%aq
There are too few tariffs to choose from	63 1%	58 2%	3 1%	2 1%	9 1%	32 1%	22 2%	15 1%	19 1%	16 2%	13 1%	19 1%	43 2%	12 2%	52 1%	35 1%	12 1%	15 2%
Do not use/have access to internet	31 1%e	29 1%	2 *	-	1 *	12 1%	18 2%aef	3 *	10 1%	7 1%	11 1%h	17 1%am	8 *	9 1%	21 1%	5 *	5 1%	5 1%
Not computer literate/not good on the computer	19 *	16 *	2 *	2 1%	1 *	13 1%	5 *	1 *	7 *	9 1%kk	2 *	7 1%	11 *	3 *	16 *	2 *	2 *	5 1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	4284	3692	380	212	801	2057	1426	872	1123	783	1506	1599	2193	935	3349	2594	772	841
Weighted Base	4425	3796	406	224	855	2399	1171	1094	1499	911	962	1279	2655	773	3652	2841	810	703
Too complicated/don't understand it/confusing	78	70	6	2	8	37	33	20	23	13	21	35	34	23	55	49	9	18
	2%	2%	1%	1%	1%	2%	3%ae	2%	2%	1%	2%	3%am	1%	3%ao	2%	2%	1%	3%q
Too much information (to read)	14	9	1	4	-	9	-	3	5	5	1	3	9	4	10	9	4	1
	-	-	-	2%abc	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-
Information on internet (no detail)	5	4	-	1	-	3	2	-	-	4	1	1	3	1	5	3	3	-
	-	-	-	-	-	-	-	-	-	*ah	-	-	-	-	-	-	-	-
Easy to do	18	16	1	-	1	9	7	4	5	4	4	10	8	3	14	10	3	5
	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-	1%
Don't understand jargon/language used	13	11	1	1	3	8	2	2	4	2	5	5	8	2	11	6	5	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Limited tariffs available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Takes too long/too much time	17	17	-	-	3	10	5	5	4	6	2	6	9	1	16	7	7	2
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%p	-
Small print	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not interested/too lazy	8	7	2	-	-	2	6	2	3	-	3	3	5	3	6	4	2	2
	-	-	-	-	-	-	1%ae	-	-	-	-	-	-	-	-	-	-	-
They are all the same	9	9	-	-	5	-	4	3	3	3	-	4	4	2	7	5	1	3
	-	-	-	-	1%j	-	1%	-	-	-	-	-	-	-	-	-	-	-
Don't know how to do it	9	4	4	1	4	3	2	1	4	1	3	4	5	2	7	5	2	2
	-	-	1%ab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't know you could switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Someone else does it for me	11	10	2	-	-	5	6	-	5	4	3	3	7	2	10	8	-	2
	-	-	-	-	-	-	1%e	-	-	-	-	-	-	-	-	-	-	-
No/lack of information	18	12	3	3	1	9	8	5	5	4	4	6	10	3	15	10	6	2
	-	-	1%	2%ab	-	-	1%	-	-	-	-	1%	-	-	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	4284	3692	380	212	801	2057	1426	872	1123	783	1506	1599	2193	935	3349	2594	772	841
Weighted Base	4425	3796	406	224	855	2399	1171	1094	1499	911	962	1279	2655	773	3652	2841	810	703
The amount of information they need	2	2	-	-	-	1	1	1	-	1	-	1	1	-	2	1	-	1
Not easy to compare like for like	8	7	2	-	-	7	1	3	2	3	-	-	7	1	7	6	1	-
Worked in the industry	1	-	1	-	-	-	1	-	1	-	-	-	1	-	1	1	-	-
Happy with current supplier	3	3	-	-	-	1	2	1	1	1	-	1	1	-	3	2	-	1
Can phone them	31	29	1	1	4	14	13	3	13	10	5	10	16	9	22	19	4	7
I have switched/done it before	1%	1%	-	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Have never switched/done it	5	4	-	1	1	1	4	1	1	1	2	5	1	2	4	2	1	2
Difficult to check without internet	8	7	1	-	-	3	5	1	3	1	3	6	1	4	4	5	3	-
On (back of) bill/letter	5	5	-	-	1	2	2	1	3	-	1	-	5	-	5	4	-	1
On TV	11	9	1	-	-	8	3	3	3	2	3	3	6	4	7	9	1	1
In media/press/newspapers	5	5	-	-	-	4	1	3	1	2	-	-	4	-	5	5	-	-
Too many matrices/calculations	9	9	-	-	1	4	5	7	1	-	1	3	6	-	9	9	1	-
Don't tell you cost of unit	1	1	-	-	-	1	-	-	-	-	1	-	1	1	1	-	-	-
Always changing prices	3	3	-	-	-	1	1	-	1	1	-	1	1	1	1	3	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	4284	3692	380	212	801	2057	1426	872	1123	783	1506	1599	2193	935	3349	2594	772	841
Weighted Base	4425	3796	406	224	855	2399	1171	1094	1499	911	962	1279	2655	773	3652	2841	810	703
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unsure of what tariff we are on	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Difficult because of my age/getting too old	7	5	1	2	-	2	5	3	1	2	2	3	3	1	6	6	1	-
Vision/hearing/learning difficulties/health problems	7	5	2	1%	1	3	3	1	1	1	3	5	2	6	1	3	1	2
Never had any problems	6	5	1	-	2	1	3	-	4	1	1	3	3	1	5	2	2	1
Online availability	7	5	1	-	3	3	-	3	-	2	2	1	5	1	5	5	1	1
Other	271	233	18	20	44	136	91	87	94	48	42	80	172	60	211	180	48	37
None	11	8%	4%	9%	5%	6%	8%af	8%jk	6%k	5%	4%	6%	6%	8%o	6%	6%	6%	5%
Refused	17	16	-	1	8	5	4	1	7	6	3	3	4	-	17	9	7	1
Don't know	165	139	16	10	31	74	60	19	44	36	66	61	65	37	128	80	32	51
	4%hmp	4%	4%	5%	4%	3%	5%af	2%	3%	4%h	7%ahj	5%lm	2%	5%	4%	3%	4%	7%apq



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4284	7	430	3854	4277	3847	513	3764	3597	687	3004	433	796	1716	2516	52
Weighted Base	4425	7**	438	3987	4418	3980	531	3887	3683	743	3276	423	700	1814	2559	53*
There is more information available on the internet from price comparison websites	1622	5	149	1472	1617	1468	196	1421	1297	325	1248	120	260	746	867	9
	37%aop	65%	34%	37%	37%	37%	37%	37%	35%	44%ai	38%uj	28%	37%uj	41%aop	34%kp	16%
There is more information available on the internet from suppliers	676	2	63	612	674	610	72	602	552	124	520	47	116	301	371	3
	15%u	27%	14%	15%	15%	15%	13%	15%	15%	17%	16%u	11%	17%u	17%	14%	6%
The information from suppliers is clearer these days	420	3	35	385	417	382	56	361	363	57	319	35	73	183	222	5
	9%	38%	8%	10%	9%	10%	11%	9%	10%	8%	10%	8%	10%	11%o	9%	9%
The information about tariffs from suppliers is too complicated	858	2	80	758	835	755	91	744	711	127	629	91	103	329	496	11
	19%u	33%	18%	19%	19%	19%	17%	19%	19%	17%	19%u	21%u	15%	18%	19%	22%
There are too many tariffs to choose from	763	-	79	684	763	684	67	676	636	127	576	81	101	295	455	14
	17%	-	18%	17%	17%	17%	16%	17%	17%	17%	18%	19%	14%	18%	19%	20%
There are too many suppliers	472	-	29	443	472	443	42	430	400	72	345	57	68	170	294	8
	11%c	-	7%	11%c	11%c	11%c	8%	11%g	11%	10%	11%	14%	10%	9%	11%u	16%
The tariffs are all structured differently	635	-	56	579	635	579	73	562	526	109	504	75	56	267	356	13
	14%u	-	13%	15%	14%	14%	14%	14%	14%	15%	15%u	18%u	8%	15%	14%	24%
You can't trust the information that's available \ it's misleading	374	2	51	323	372	321	42	331	321	53	269	35	74	133	238	3
	8%	22%	12%ade	8%	8%	8%	8%	9%	8%	7%	8%	8%	11%k	7%	9%u	6%
There are too few tariffs to choose from	63	-	7	56	63	56	9	54	51	13	45	3	15	32	32	-
	1%	-	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	-
Do not use/have access to internet	31	-	5	26	31	26	6	24	28	3	24	1	4	12	19	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	-
Not computer literate/not good on the computer	19	-	1	18	19	18	3	16	13	6	16	-	3	5	14	-
	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4284	7	430	3854	4277	3847	513	3764	3597	687	3004	433	796	1716	2516	52
Weighted Base	4425	7**	438	3987	4418	3980	531	3887	3683	743	3276	423	700	1814	2559	53*
Too complicated/don't understand it/confusing	78	-	9	69	78	69	6	72	66	12	58	5	11	36	40	3
2%	-	-	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	5%
Too much information (to read)	14	-	3	11	14	11	2	11	11	2	14	-	-	6	8	-
Information on internet (no detail)	5	-	-	5	5	5	-	5	5	1	3	2	-	1	5	-
Easy to do	18	-	1	17	18	17	2	15	14	4	11	2	4	9	9	-
Don't understand jargon/language used	13	-	1	12	13	12	1	12	10	3	8	1	3	2	11	-
Limited tariffs available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
Takes too long/too much time	17	-	1	16	17	16	1	16	17	-	12	2	3	9	8	-
Small print	1	-	-	1	1	1	-	1	1	-	1	-	-	-	1	-
Not interested/too lazy	8	-	5	4	8	4	1	7	8	-	5	2	1	-	8	-
They are all the same	9	-	-	9	9	9	1	8	9	-	4	4	2	4	5	-
Don't know how to do it	9	-	2	7	9	7	3	6	6	2	6	1	1	-	8	-
Didn't know you could switch	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-
Someone else does it for me	11	-	2	10	11	10	3	8	11	-	9	1	1	4	8	-
No/lack of information	18	-	2	16	18	16	1	17	16	2	15	-	4	6	12	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4284	7	430	3854	4277	3847	513	3764	3597	687	3004	433	796	1716	2516	52
Weighted Base	4425	7**	438	3987	4418	3980	531	3887	3683	743	3276	423	700	1814	2559	53*
The amount of information they need	2	-	2	-	2	-	1	1	2	-	2	-	-	1	1	-
Not easy to compare like for like	8	-	2	6	8	6	3	5	6	2	8	-	-	2	6	-
Worked in the industry	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
Happy with current supplier	3	-	-	3	3	3	1	2	2	1	1	1	1	1	2	-
Can phone them	31	-	3	28	31	28	6	25	25	6	17	6	7	11	17	3
I have switched/done it before	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	9%
Have never switched/done it	3	-	-	3	3	3	1	2	1	1	2	-	-	1	2	-
Difficult to check without internet	8	-	2	6	8	6	1	7	8	-	5	-	2	4	4	-
On (back of) bill/letter	5	-	1	4	5	4	-	5	3	2	4	1	-	2	3	-
On TV	11	-	1	10	11	10	3	8	10	1	8	2	1	4	7	-
In local press/newspapers	5	-	-	5	5	5	-	5	3	2	5	-	-	5	-	-
Too many matrices/calculations	9	-	1	9	9	9	1	8	9	1	9	-	1	6	3	-
Don't tell you cost of unit	1	-	-	1	1	1	-	1	-	-	1	-	-	-	1	-
Always changing prices	3	-	-	3	3	3	3	-	3	-	3	-	-	1	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
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Weighted Base	4425	7**	438	3987	4418	3980	531	3887	3683	743	3276	423	700	1814	2559	53*
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unsure of what tariff we are on	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Difficult because of my age/getting too old	7	-	1	7	7	7	-	7	-	-	6	-	1	5	2	-
Vision/hearing/learning difficulties/health problems	7	-	1	6	7	6	-	7	-	-	4	-	2	2	5	-
Never had any problems	6	-	-	6	6	6	-	6	4	2	6	-	-	2	4	-
Online availability	7	-	-	4	7	4	3	4	3	6	4	-	1	2	4	-
Other	271	-	32	239	271	239	43	228	216	55	202	26	36	127	143	1
None	6%	-	7%	6%	6%	6%	8%	6%	6%	7%	6%	6%	5%	7%	6%	2%
Refused	17	-	2	15	17	15	3	14	14	3	11	2	3	9	8	-
Don't know	165	1	16	150	165	149	14	151	143	22	101	18	35	49	114	2
	4%	7%	4%	4%	4%	4%	3%	4%	4%	3%	3%	4%	5%	3%	4%	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4284	3286	988	370	214	3934	337	13
Weighted Base	4425	3654	771	476	157	4035	373	17**
There is more information available on the internet from price comparison websites	1622 37% <sup>c</sup>	1529 42% <sup>abc</sup>	93 12%	256 54% <sup>ca</sup>	74 47% <sup>ca</sup>	1472 36%	140 38%	10 58%
There is more information available on the internet from suppliers	676 15% <sup>c</sup>	625 17% <sup>abc</sup>	51 7%	88 18%	25 16%	617 15%	57 15%	2 10%
The information from suppliers is clearer these days	420 9%	337 9%	83 11%	55 12%	14 9%	382 9%	35 9%	3 16%
The information about tariffs from suppliers is too complicated	838 19% <sup>de</sup>	669 18%	169 22% <sup>bd</sup>	61 13%	19 12%	766 19%	69 18%	3 19%
There are too many tariffs to choose from	763 17%	602 16%	161 21% <sup>ab</sup>	63 13%	19 12%	706 18%	56 15%	1 3%
There are too many suppliers	472 11% <sup>d</sup>	354 10%	119 15% <sup>ab</sup>	33 7%	18 12%	411 10%	61 16% <sup>ad</sup>	-
The tariffs are all structured differently	635 14% <sup>a</sup>	530 15%	105 14%	54 11%	12 8%	591 15%	41 11%	3 20%
You can't trust the information that is available, it's misleading	374 8%	296 8%	78 10%	30 6%	9 6%	334 8%	40 11%	-
There are too few tariffs to choose from	63 1%	51 1%	12 2%	7 2%	1 1%	57 1%	6 2%	-
Do not use/have access to internet	31 1% <sup>b</sup>	5 -	26 3% <sup>ab</sup>	-	1 -	30 1%	1 -	-
Not computer literate/not good on the computer	19 -	15 -	4 1%	-	1 1%	19 -	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4284	3286	988	370	214	3934	337	13
Weighted Base	4425	3654	771	476	157	4035	373	17**
Too complicated/don't understand it/confusing	78	61	17	5	2	71	7	-
Too much information (to read)	14	10	3	-	-	14	-	-
Information on internet (no detail)	5	4	1	-	-	5	-	-
Easy to do	18	10	8	-	-	17	1	-
Don't understand jargon/language used	13	12	1	-	1	11	2	-
Limited tariffs available	-	-	-	-	-	-	7%	-
Takes too long/too much time	17	14	3	1	-	16	1	-
Small print	1	1	-	-	-	1	-	-
Not interested/too lazy	8	1	7	-	-	8	-	-
They are all the same	9	7	2	3	-	8	1	-
Don't know how to do it	9	6	3	3	-	9	-	-
Didn't know you could switch	-	-	-	-	-	-	-	-
Someone else does it for me	11	4	8	-	-	11	-	-
No/lack of information	18	12	6	2	1	17	2	-
The amount of information they need	2	2	-	-	-	2	-	-



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4284	3286	988	370	214	3934	337	13
Weighted Base	4425	3654	771	476	157	4035	373	17**
Not easy to compare like for like	8	8	-	1	-	8	-	-
Worked in the industry	1	1	-	-	-	1	-	-
Happy with current supplier	3	1	2	1	-	3	-	-
Can phone them	31	18	13	1	-	27	4	-
I have switched/done it before	3	2	1	1	1	3	-	-
Have never switched/done it	5	4	2	-	-	5	-	-
Difficult to check without internet	8	1	7	-	1	7	1	-
On (back of) bill/letter	5	5	-	1	1	5	-	-
On TV	11	6	5	1	-	11	-	-
In media/press/newspapers	5	4	2	-	-	5	-	-
Too many matrices/calculations	9	8	2	-	-	8	1	-
Don't tell you cost of unit	1	1	-	-	-	1	-	-
Always changing prices	3	1	1	-	-	3	-	-
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-
Uncsure of what tariff we are on	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4284	3286	988	370	214	3934	337	13
Weighted Base	4425	3654	771	476	157	4035	373	17**
Difficult because of my age/getting too old	7	6	1	-	-	7	1	-
Vision/hearing/learning difficulties/health problems	7	4	3	-	-	7	-	-
Never had any problems	6	3	3	-	-	6	-	-
Online availability	7	6	1	1	1	7	-	-
Other	271	220	51	28	6	249	22	-
None	1	-	1 <sup>b</sup>	-	-	-	1	-
Refused	17	12	5	1	1	13	4	-
Don't know	165	111	54	14	12	145	18	2
	4%	2%	7% <sup>ab</sup>	3%	8% <sup>ad</sup>	4%	5%	13%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4284	1750	2465	632	2631	3652	1653	707	1335	1557	685
Weighted Base	4425	1896	2467	687	2774	3738	1652	805	1420	1577	624
There is more information available on the internet from price comparison websites	1622 37% <sup>cbj</sup>	888 47% <sup>ac</sup>	712 29%	340 49% <sup>aefg</sup>	1051 38% <sup>dg</sup>	1282 34%	571 35%	357 44% <sup>ajk</sup>	599 42% <sup>ajk</sup>	505 32% <sup>ak</sup>	161 28%
There is more information available on the internet from suppliers	676 15% <sup>ic</sup>	398 21% <sup>ac</sup>	271 11%	122 18% <sup>ig</sup>	447 16%	554 15%	229 14%	136 17%	239 17% <sup>ijk</sup>	220 14%	80 13%
The information from suppliers is clearer these days	420 9% <sup>ck</sup>	259 14% <sup>ac</sup>	158 6%	70 10%	270 10%	350 9%	150 9%	74 9%	165 12% <sup>ajk</sup>	139 9%	42 7%
The information about tariffs from suppliers is too complicated	658 15% <sup>bd</sup>	241 12%	386 24% <sup>ab</sup>	102 15%	566 20% <sup>dg</sup>	736 20% <sup>dg</sup>	272 16%	146 18%	270 19%	304 19%	117 19%
There are too many tariffs to choose from	763 17% <sup>bd</sup>	237 13%	520 21% <sup>ab</sup>	101 15%	487 18%	662 18%	276 17%	142 18%	230 16%	288 18%	103 17%
There are too many suppliers	472 11% <sup>bd</sup>	148 8%	318 13% <sup>ab</sup>	63 9%	284 10%	409 11%	209 13% <sup>ade</sup>	70 9%	138 10%	182 12% <sup>h</sup>	82 13% <sup>h</sup>
The tariffs are all structured differently	635 14% <sup>bdgk</sup>	215 11%	416 17% <sup>ab</sup>	94 14% <sup>g</sup>	463 17% <sup>aag</sup>	542 14% <sup>g</sup>	172 10%	155 19% <sup>ajk</sup>	203 14% <sup>k</sup>	218 14% <sup>k</sup>	59 10%
You can't trust the information that's available \ it's misleading	374 8% <sup>bd</sup>	91 5%	275 11% <sup>ab</sup>	43 6%	240 9%	331 9% <sup>d</sup>	134 8%	51 6%	114 8%	139 9%	69 11% <sup>ah</sup>
There are too few tariffs to choose from	63 1%	22 1%	41 2%	10 1%	35 1%	54 1%	28 2%	13 2%	14 1%	30 2%	7 1%
Do not use/have access to internet	31 1%	7 *	23 1% <sup>b</sup>	1 *	19 1%	30 1%	12 1%	4 1%	8 1%	17 1%	1 *
Not computer literate/not good on the computer	19 *	9 *	9 *	4 1%	12 *	15 *	7 *	4 *	7 1%	5 *	3 *

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4284	1750	2465	632	2631	3652	1653	707	1335	1557	685
Weighted Base	4425	1896	2467	687	2774	3738	1652	805	1420	1577	624
Too complicated/don't understand if/confusing	78	23	54	10	56	67	22	16	23	30	8
2%	2%	1%	2% <sup>b</sup>	2%	2%	2%	1%	2%	2%	2%	1%
Too much information (to read)	14	5	9	3	11	11	3	1	6	7	-
Information on internet (no detail)	5	2	3	1	3	5	3	1	1	3	1
Easy to do	18	10	7	3	13	15	5	5	3	6	3
7%	7%	-	-	-	-	-	-	7%	-	-	7%
Don't understand jargon/language used	13	6	7	4	12	9	1	3	5	4	1
Limited tariffs available	-	-	-	-	-	-	-	-	-	-	-
Takes too long/too much time	17	3	14	2	14	14	3	-	4	9	3
1%	-	1%	-	-	-	-	-	-	-	1%	-
Small print	1	1	-	-	1	1	-	1	-	-	-
Not interested/too lazy	8	2	5	-	1	8	7	-	1	6	2
They are all the same	9	2	7	-	4	9	5	3	2	2	2
Don't know how to do it	9	-	9	1	6	8	3	1	3	3	2
Didn't know you could switch	-	-	1 <sup>b</sup>	-	-	-	-	-	-	-	-
Someone else does it for me	11	8	4	-	7	11	4	2	2	5	3
No/lack of information	18	7	11	-	9	18	9	3	4	9	2
7%	-	-	-	-	-	-	7%	-	-	7%	-



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4284	1750	2465	632	2631	3652	1653	707	1335	1557	685
Weighted Base	4425	1896	2467	687	2774	3738	1652	805	1420	1577	624
The amount of information they need	2	1	1	-	2	2	-	1	-	1	-
Not easy to compare like for like	8	6	2	1	8	7	-	2	3	3	-
Worked in the industry	1	1	-	1	1	-	-	1	-	-	-
Happy with current supplier	3	-	2	1	1	2	2	-	-	1	2
Can phone them	31	12	16	2	18	28	12	7	10	8	7
I have switched/done it before	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Have never switched/done it	3	1	2	-	2	3	1	-	-	2	1
Difficult to check without internet	8	2	6	1	5	7	3	4	2	2	-
On (back of) bill/letter	5	2	3	1	5	4	-	2	3	-	-
On TV	11	2	8	-	8	11	3	3	2	4	2
In medial press/newspapers	5	4	1	-	4	5	1	1	2	1	2
Too many matrices/calculations	9	4	5	1	7	9	3	1	5	3	-
Don't tell you cost of unit	1	-	1	-	1	1	-	-	-	1	-
Always changing prices	3	-	3	-	3	3	-	-	-	3	-



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4284	1750	2465	632	2631	3652	1653	707	1335	1557	685
Weighted Base	4425	1896	2467	687	2774	3738	1652	805	1420	1577	624
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-	-	-	-
Unsure of what tariff we are on	-	-	-	-	-	-	-	-	-	-	-
Difficult because of my age/getting too old	7	5	2	1	4	6	4	2	3	3	-
Vision/hearing/learning difficulties/health problems	7	1	5	-	2	7	5	1	-	3	3
Never had any problems	6	4	2	-	4	6	2	1	2	3	1
Online availability	7	2	5	2	4	5	2	-	2	4	1
Other	271	124	145	48	174	223	97	67	97	78	30
None	6%	7%	6%	7%	6%	6%	6%	8%ajk	7%ij	5%	5%
Refused	17	8	9	3	5	14	12	2	5	3	7
Don't know	165	50	111	15	62	150	103	10	29	62	63
	4%ibn	3%	5%ab	2%	2%	4%de	6%adef	1%	2%	4%jn	10%ahij



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4284	448	400	301	215	390	311	401	112	288	364	382	140	230	308	8	
Weighted Base 4425	456	413	326	221	410	319	386	113*	292	359	393	155	230	345	7**	
There is more information available on the internet from price comparison websites	1622 37%no	181 40%no	157 38%no	151 46%aocfg igno	74 33%	139 34%	114 36%	160 41%ukno	36 32%	100 34%	120 33%	164 42%ukno	56 36%	68 29%	101 29%	2 34%
There is more information available on the internet from suppliers	676 15%im	63 14%	57 14%	84 20%abcef ghijklmn	28 13%	70 17%im	55 17%im	55 14%	9 8%	39 13%	44 12%	57 15%	13 9%	33 14%	67 19%ukm	2 34%
The information from suppliers is clearer these days	420 9%	35 8%	35 8%	49 15%abcefm ijm	14 6%	34 8%	38 12%ah	26 7%	6 5%	22 8%	36 10%	33 8%	10 7%	23 10%	59 17%abcef hijklmn	1 10%
The information about tariffs from suppliers is too complicated	838 19%bh	57 12%	66 16%	48 15%	41 15%	74 18%b	69 22%bdh	51 13%	28 24%bdh	73 25%abddf hm	82 23%bdh	81 21%bh	24 16%	75 33%abde fgikmo	67 19%bh	3 34%
There are too many tariffs to choose from	763 17%co	76 17%	50 12%	56 17%	43 20%co	104 25%abcbdg hkmo	48 15%	59 15%	24 22%cmo	67 19%co	67 19%co	78 20%cmo	18 12%	58 16%	43 13%	2 33%
There are too few suppliers	472 11%k	73 16%acgko	32 8%	46 14%ckjo	25 11%k	49 12%ko	29 9%	46 12%ko	10 8%	24 5%	20 11%k	20 11%k	18 13%cko	30 7%	24 7%	2 26%
The tariffs are all structured differently	635 14%cdh	65 14%h	41 10%	31 10%	37 17%cdh	31 17%cdgh	29 11%	26 9%	32 15%h	18 20%acdg	37 18%cdgh	26 18%cdgh	22 12%	19 19%cdgh	13 12%h	6 8%
You can't trust the information that's available - it's misleading	374 8%	26 6%	37 9%	26 8%	31 14%abdfgh kin	29 7%	26 8%	32 8%	18 16%abddf ghkin	37 15%abfkin	26 7%	22 6%	19 12%kin	13 6%	31 9%	6 6%
There are too few tariffs to choose from	63 1%	4 1%	6 1%	9 3%g	5 2%	5 1%	2 1%	7 2%	2 1%	5 1%	8 2%	2 1%	3 1%	3 1%	3 1%	-
Do not use/have access to internet	31 1%	4 1%	7 2%ad	-	-	2 1%	3 1%	3 1%	3 1%	2 1%	2 1%	2 1%	-	-	5 1%	-
Not computer literate/not good on the computer	19 -	5 1%	3 1%	3 1%	1 -	2 1%	-	1 -	1 1%	1 -	1 -	1 1%	2 -	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	4284	448	400	301	215	390	311	401	112	288	364	382	146	230	308	8
Weighted Base	4425	456	413	326	221	410	319	386	113*	292	359	393	155	230	345	7**
Too complicated/don't understand if confusing	78	8	8	3	6	9	8	9	3	3	10	2	1	5	3	-
Too much information (to read)	14	3	-	-	-	3	1	-	1	-	1	1	4	-	1	-
Information on internet (no detail)	5	1	-	-	1	-	1	-	-	1	-	-	-	-	1	-
Easy to do	18	3	2	2	3	1	-	2	-	1	-	2	-	1	-	-
Don't understand jargon/language used	13	2	2	-	-	1	3	-	-	1	2	1	-	-	2	-
Limited tariffs available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Takes too long/too much time	17	3	1	-	1	5	-	2	-	2	1	-	-	-	1	-
Small print	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Not interested/too lazy	8	-	1%	1	-	1	1	1	1	1	1	-	1	-	-	-
They are all the same	9	4	2	-	-	1	1	-	-	-	-	-	-	-	-	-
Don't know how to do it	9	1	-	-	1	-	1	-	2	2	1	-	-	-	-	-
Didn't know you could switch	-	-	-	-	-	-	-	-	1%ad/hlo	1%	-	-	-	-	-	-
Someone else does it for me	11	-	1	2	-	1	2	-	-	1	1	-	2	-	2	-
No/lack of information	18	2	-	1	-	2	1	2	-	3	3	-	3	-	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	PES - SEGMENTS													Yorkshire (g)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)		
Unweighted Base	4284	448	400	301	215	390	311	401	112	288	364	382	146	230	308	8
Weighted Base	4425	456	413	326	221	410	319	386	113*	292	359	393	155	230	345	7**
The amount of information they need	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not easy to compare like for like	8	3	-	-	-	-	-	-	-	2	1	1	-	1	-	-
Worked in the industry	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Happy with current supplier	3	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-
Can phone them	31	3	7	-	3	3	1	5	1	-	2	-	1	3	2	-
I have switched/done it before	1%	1%	2ndj	-	1%	1%	-	1%	1%	-	1%	-	-	1%	1%	-
Have never switched/done it	5	-	-	-	-	1	-	1	-	-	1	1	-	1	1	-
Difficult to check without internet	8	2	-	-	-	1	-	1	-	1	1	2	-	-	-	-
On (back of) bill/letter	5	2	1	-	-	1	-	1	-	-	-	-	-	-	-	-
On TV	11	1	2	-	-	-	2	-	-	1	-	1	-	1	2	-
In media/press/newspapers	5	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-	1%
Too many matrices/calculations	9	4	1	-	-	-	2	-	-	-	-	-	-	1	1	-
Don't tell you cost of unit	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always changing prices	3	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4284	448	400	301	215	330	311	401	112	288	364	382	146	230	308	8
Weighted Base	4425	456	413	326	221	410	319	386	113*	292	359	393	155	230	345	7**
Unsure of what tariff we are on	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Difficult because of my age/getting too old	7	-	2	1	-	-	1	-	-	1	-	-	2	1	-	-
Vision/hearing/learning difficulties/health problems	7	-	-	-	-	1	1	2	1	1	-	1	-	-	-	-
Never had any problems	6	-	-	-	-	-	-	2	1	-	1	-	-	-	1	-
Online availability	7	1	4	-	-	-	-	1	1	-	-	-	-	-	-	-
Other	271	40 9%ad	25 6%	9 3%	15 7%ad	26 6%ad	17 5%	25 6%ad	3 3%	15 5%	38 11%adcfjg j%	15 4%	11 7%ad	16 7%ad	17 5%	-
None	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Refused	17	4	6	4	-	1	-	-	-	-	1	1	1	-	-	-
Don't know	165	22	13	23	6	12	8	12	4	12	11	12	9	7	14	1
	4%	5%	3%	7%acelgh h	3%	3%	3%	3%	4%	4%	3%	3%	6%	3%	4%	15%

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4284	806	1240	1191	849	786	2847	2838	2482
Weighted Base	4425	889	1375	1305	932	872	2876	2877	2481
There is more information available on the internet from price comparison websites	1622 37%	390 44%a	637 46%a	612 46%a	402 43%a	415 48%a	1117 39%	1161 40%a	976 39%a
There is more information available on the internet from suppliers	676 15%	148 17%	249 18%a	237 18%a	163 17%	162 19%a	501 17%a	513 18%a	436 18%a
The information from suppliers is clearer these days	420 9%	85 10%	153 11%	153 12%a	106 11%	98 11%	351 12%a	355 12%a	323 13%a
The information about tariffs from suppliers is too complicated	838 19%gh	165 19%	234 17%	226 17%	171 18%	145 17%	444 15%	424 15%	355 14%
There are too many tariffs to choose from	763 17%a	152 17%	220 16%	218 16%	161 17%	140 16%	457 16%	443 15%	377 15%
There are too many suppliers	472 11%c	85 10%	115 8%	119 9%	83 9%	84 10%	298 10%	283 10%	259 10%
The tariffs are all structured differently	635 14%gh	151 17%	209 15%	197 15%	157 17%	116 13%	359 12%	352 12%	289 12%
You can't trust the information that is available. It is misleading	374 8%cddefgh	65 7%	79 6%	76 6%	56 6%	50 6%	164 6%	164 6%	128 5%
There are too few tariffs to choose from	63 1%	14 2%	18 1%	20 1%	12 1%	12 1%	37 1%	39 1%	33 1%
Do not use/have access to internet	31 1%	5 1%	4 1%	6 1%	3 1%	4 1%	18 1%	21 1%	16 1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4284	806	1240	1191	849	786	2847	2838	2482
Weighted Base	4425	889	1375	1305	932	872	2876	2877	2481
Not computer literate/not good on the computer	19	4	6	4	3	2	9	10	11
Too complicated/don't understand it/confusing	78	15	20	17	12	11	49	42	38
Too much information (to read)	2%	2%	1%	1%	1%	1%	2%	1%	2%
Information on internet (no detail)	14	1	3	3	1	3	10	9	10
Easy to do	5	-	1	1	-	1	3	4	4
Don't understand jargon/language used	18	5	5	4	2	3	17	17	16
Limited tariffs available	13	1%	-	-	-	-	1%	1%	1%
Takes too long/too much time	17	-	1	1	1	1	10	12	8
Small print	1	1	1	1	1	1	-	-	1
Not interested/too lazy	8	1	-	-	-	-	8	7	6
They are all the same	9	3	5	3	5	4	5	3	3
Don't know how to do it	9	-	-	-	1%	-	7	5	7
Didn't know you could switch	-	-	-	-	-	-	-	-	-



Q.146 Why do you say that?  
Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4284	806	1240	1191	849	786	2847	2838	2482
Weighted Base	4425	889	1375	1305	932	872	2876	2877	2481
Someone else does it for me	11	-	3	3	3	3	10	10	11
No/lack of information	18	3	6	4	6	2	9	10	5
The amount of information they need	2	1	-	1	-	-	2	1	1
Not easy to compare like for like	9	2	2	3	1	2	3	2	2
Worked in the industry	1	1	1	1	-	-	1	-	-
Happy with current supplier	3	1	-	-	-	-	3	3	3
Can phone them	31	6	8	9	6	6	29	24	25
I have switched/done it before	3	-	-	-	-	-	3	3	3
Have never switched/done it	5	1	-	1	-	-	4	3	2
Difficult to check without internet	8	3	4	3	3	2	6	6	6
On (back of) bill/letter	5	-	4	3	4	3	3	4	3
On TV	11	4	3	3	3	2	8	10	8
In media/press/newspapers	5	1	2	1	2	-	2	2	2

Q.146 Why do you say that?  
Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4284	806	1240	1191	849	786	2847	2838	2482
Weighted Base	4425	889	1375	1305	932	872	2876	2877	2481
Too many matrices/calculations	9	3	2	4	2	2	3	5	5
Don't tell you cost of unit	1	-	-	-	-	-	1	1	1
Always changing prices	3	-	-	-	-	-	3	1	3
Introductory offers give illusions of savings	-	-	-	-	-	-	-	-	-
Unsure of what tariff we are on	-	-	-	-	-	-	-	-	-
Difficult because of my age/getting too old	7	2	3	3	3	2	5	6	5
Vision/hearing/learning difficulties/health problems	7	-	2	-	2	-	6	3	4
Never had any problems	6	-	4	4	4	4	4	4	3
Online availability	7	1	2	2	2	2	5	5	7
Other	271	83	104	99	70	57	170	160	134
	8%	9%af	8%	7%	8%	7%	6%	6%	5%
None	1	-	-	-	-	-	1	-	-
Refused	17	2	4	4	4	4	9	10	9

Q.146 Why do you say that?  
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)	
Total (a)									
Unweighted Base	4284	806	1240	1191	849	786	2847	2838	2482
Weighted Base	4425	889	1375	1325	932	872	2876	2877	2481
Don't know	165	10	25	21	16	17	121	112	111
#N/A/0/0/0/0/0/0/0/0		7%	2%	2%	2%	2%	4%	4%	4%



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

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

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2034	1782	167	85	378	1045	611	539	576	358	563	604	1190	426	1608	1350	347	303
Weighted Base	2188	1922	181	85*	414	1234	541	665	743	413	367	502	1440	377	1812	1522	374	260
Easier	(1) 582	521	36	25	144	315	123	169	210	119	84	127	393	86	496	402	98	73
	27%	27%	20%	29%	35%atg	26%	23%	25%	28%	29%	23%	25%	27%	23%	27%	26%	26%	28%
About the same as a year ago	(0) 1230	1077	106	48	221	722	287	385	426	220	200	261	839	217	1014	871	206	137
	56%	56%	59%	56%	53%	59%g	53%	58%	57%	53%	55%	52%	58%j	56%	56%	57%	55%	53%
Harder	(-1) 138	123	13	1	19	69	50	36	38	36	28	48	73	25	113	92	22	21
	6%	6%	7%	2%	5%	6%	9%aef	5%	5%	9%hi	8%	10%am	5%	7%	6%	6%	6%	8%
Refused	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	*	-	-	-	-	-	*	*	*	-	-
Don't know	237	200	25	11	30	127	79	75	69	39	54	66	135	48	188	156	48	30
	11%	10%	14%	13%	7%	10%	15%aef	11%	9%	9%	15%aj	13%am	9%	13%	10%	10%	13%	11%
Mean Score	0.228g	0.231	0.147	0.318c	0.328af	0.223g	0.158	0.226	0.256k	0.219	0.179	0.181	0.248l	0.184	0.236	0.227	0.232	0.223
Standard Deviation	0.563	0.566	0.548	0.510	0.564	0.546	0.593	0.544	0.550	0.605	0.574	0.609	0.546	0.553	0.565	0.557	0.561	0.599
Error Variance	-	-	0.002	0.004	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





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

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

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2034	4	181	1853	2030	1849	270	1760	1539	495	1609	126	288	1114	885	35
Weighted Base	2188	4**	187	2002	2184	1998	290	1894	1653	536	1799	127	265	1204	949	36*
Easier	582	2	38	544	580	542	78	502	437	145	480	35	77	339	239	4
(1)	27%	61%	20%	27%	27%	27%	27%	28%	28%	27%	27%	27%	26%	28%	25%	12%
About the same as a year ago	1230	*	117	1113	1230	1113	174	1056	916	314	1019	66	137	689	518	24
(0)	56%	10%	63%	56%	56%	56%	60%	56%	55%	59%	57%	52%	52%	57%	55%	67%
Harder	138	1	13	125	137	123	17	120	114	24	106	6	22	69	65	4
(-1)	6%	23%	7%	6%	6%	6%	6%	6%	7%	5%	6%	5%	6%	6%	7%	11%
Refused	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
Don't know	237	-	18	219	237	219	20	216	185	52	192	20	29	106	127	4
(1)	11%	-	10%	11%	11%	11%	7%	11%	11%	10%	11%	16%	11%	9%	13%	11%
Mean Score	0.228	0.326	0.145	0.235	0.227	0.235	0.225	0.228	0.220	0.259	0.233	0.267	0.236	0.246	0.211	0.016
Standard Deviation	0.563	1.032	0.534	0.566	0.563	0.565	0.551	0.565	0.572	0.537	0.558	0.560	0.605	0.558	0.571	0.512
Error Variance	-	0.266	0.002	-	-	-	0.001	-	-	0.001	-	0.003	0.001	-	-	0.009

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

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

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2034	1761	273	225	86	1883	143	8
Weighted Base	2188	1968	220	286	63*	2017	160	11**
Easier	(1) 582	535	47	98	18	536	39	7
		27%	21%	34%a	29%	27%	25%	64%
About the same as a year ago	(0) 1230	1132	98	151	34	1149	81	1
		58% <sup>c</sup>	45%	53%	53%	57%	51%	5%
Harder	(-1) 138	108	30	19	4	120	18	-
		6%	14%ab	7%	6%	6%	11%af	-
Refused	1	1	-	-	-	1	-	-
		-	-	-	-	-	-	-
Don't know	237	192	45	18	7	212	21	3
	11% <sup>d</sup>	70%	20% <sup>ab</sup>	6%	12%	11%	13%	31%
Mean Score	0.228 <sup>c</sup>	0.241 <sup>c</sup>	0.097	0.294	0.263	0.231	0.152	0.325
Standard Deviation	0.563	0.552	0.657	0.593	0.577	0.557	0.428	0.282
Error Variance	-	-	0.002	0.002	0.004	-	0.003	0.013

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

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

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

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2034	1132	879	733	1630	1301	404	766	1021	220	27
Weighted Base	2188	1252	914	787	1752	1401	437	868	1087	211	23**
Easier	(1) 582	403	170	231	475	351	107	263	267	51	1
	27%a	32%ac	19%	29%d	27%	25%	25%	30%h	25%	24%	6%
About the same	(0) 1230	709	514	443	995	788	235	499	623	98	10
as a year ago	56%j	57%	56%	56%	57%	56%	54%	58%j	57%j	46%	43%
Harder	(-1) 138	57	86	41	112	97	26	48	68	21	2
	6%k	5%	9%ab	5%	6%	7%	6%	6%	6%	10%h	7%
Refused	1	-	1	-	1	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	1%aH	-
Don't know	237	82	149	72	169	164	68	58	128	41	10
	11%bh	7%	16%ab	3%	10%	12%	16%ade	7%	12%h	19%aH	44%
Mean Score	0.228c	0.296ac	0.119	0.266f	0.229	0.206	0.220	0.265	0.208	0.177	-0.027
Standard Deviation	0.563	0.554	0.560	0.557	0.564	0.566	0.561	0.560	0.554	0.626	0.502
Error Variance	-	-	-	-	-	-	0.001	-	-	0.002	0.017

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



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

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

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base	2034	236	213	112	95	172	168	170	42	125	181	171	88	122	155	4
Weighted Base	2188	246	231	130*	102*	195	179	175	44*	137	183	179	70*	130	183	4**
Easier	(1) 582 27%in	63 25%u	70 30%ukn	49 37%abfij kno	32 31%ukn	47 24%u	55 31%ukn	64 36%abfik kno	4 8%	33 24%u	36 20%	39 22%	23 33%ukn	21 16%	46 25%u	2 46%
About the same as a year ago	(0) 1230 56%ud	146 59%ud	124 53%ud	49 38%	53 52%	117 60%ud	93 52%ud	96 55%ud	34 76%acodeg nj	72 53%ud	110 60%ud	101 56%ud	41 59%ud	84 65%dg	109 59%ud	2 54%
Harder	(-1) 138 6%	9 4%	11 5%	15 12%abcehm	1 1%	16 8%e	13 7%	5 3%	3 6%	11 8%e	14 8%e	18 10%boeh	1 2%	9 7%	12 6%	-
Refused	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Don't know	237 11%h	29 12%h	27 11%	17 13%h	15 15%h	16 8%	18 10%	10 5%	4 10%	21 15%h	22 12%h	22 12%h	4 6%	16 12%	17 9%	-
Mean Score	0.228in	0.247m	0.293kl	0.294in	0.351fik n	0.172	0.265im	0.354aft jkn	0.022	0.190	0.137	0.135	0.327kl	0.100	0.205	0.460
Standard Deviation	0.563	0.519	0.558	0.695	0.514	0.566	0.595	0.543	0.401	0.585	0.544	0.589	0.519	0.503	0.554	0.577
Error Variance	-	0.001	0.002	0.005	0.003	0.002	0.002	0.002	0.004	0.003	0.002	0.002	0.004	0.002	0.002	0.083

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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

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

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2034	942	1415	1359	987	899	1325	1335	1125
Weighted Base	2188	1030	1558	1502	1077	992	1410	1433	1178
Easier	(1) 582	278	441	443	286	290	419	425	358
	27%	27%	28%	29%	27%	29%	30%	30%	30% <sup>a</sup>
About the same as a year ago	(0) 1230	581	893	860	613	565	760	784	642
	56%	56%	57%	57%	57%	57%	55%	55%	55%
Harder	(-1) 138	66	94	81	72	63	72	67	61
	6%	6%	6%	5%	7%	6%	5%	5%	5%
Refused	1	-	-	1	1	1	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	237	105	129	116	104	72	139	147	117
	11% <sup>c,d</sup>	10% <sup>d</sup>	8%	8%	10%	7%	10%	10%	10%
Mean Score	0.228	0.229	0.244	0.261	0.220	0.247	0.273 <sup>a</sup>	0.278 <sup>a</sup>	0.280 <sup>a</sup>
Standard Deviation	0.963	0.966	0.962	0.957	0.957	0.969	0.958	0.952	0.952
Error Variance	-	-	-	-	-	-	-	-	-

Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	672	597	49	28	148	325	199	161	195	136	180	207	390	133	539	442	114	103
Weighted Base	720	644	50*	27**	163	384	173	204	248	155	113	175	467	111	609	494	120*	94*
More (comparison) websites	113	102	6	4	43	54	16	27	53	19	14	24	75	17	96	72	28	12
Internet/online information	138	123	8	7	39	70	29	36	47	38	17	31	93	13	125	93	28	18
Clearer/more transparent information	76	71	4	1	13	42	21	28	29	10	7	12	59	16	60	55	10	10
Clearer/easier to understand bills	11	11	-	-	-	11	-	3	2	4	1	3	5	3	8	5	2	3
Too much information	14	14	-	-	2	12	-	5	3	3	2	4	7	2	11	8	3	2
More information available	101	87	6	8	13	65	24	36	28	19	18	23	66	13	88	73	14	14
Standardised/reduced amount of tariffs	24	22	2	-	4	15	5	13	7	2	2	5	19	2	22	18	1	4
Government/legislation/Ofgem involvement	35	31	3	1	5	20	10	12	13	5	5	5	28	5	30	26	8	-
Too many tariffs	19	16	3	-	-	11	2	8	4	2	4	3	11	6	12	5	2	2
Supplies have been made to make things easier	19	18	-	1	1	13	5	8	7	2	2	1	17	3	16	12	4	-
Too much choice/competition	23	21	3	-	6	8	9	2	12	6	3	6	17	3	21	16	3	4
Not so much choice/competition	4	4	-	-	4	2	5	1	5	4	3	3	4	3	3	3	3	4
More choice/competition	30	23	5	2	10	14	5	3	9	10	7	10	17	5	25	17	7	5
	4%	4%	10%b	6%	6%	4%	3%	2%	4%	6%h	6%h	6%	4%	4%	4%	4%	6%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	672	597	49	28	148	325	199	161	195	136	180	207	390	133	539	442	114	103
Weighted Base	720	644	50*	27**	163	384	173	204	248	155	113	175	467	111	609	494	120*	94*
Too complicated/difficult to understand	42 6%	38 6%	4 8%	-	5 3%	23 6%	15 9%	13 6%	15 6%	6 4%	8 7%	10 6%	27 6%	8 7%	34 6%	29 6%	8 6%	5 6%
Jargon/language used	2	2	-	-	-	1	1	-	-	2	-	1	1	1	1	2	-	-
News/media advertising/coverage/pub licity	43 6%	42 7%	-	2%	7 4%	20 5%	16 9%	10 5%	16 6%	12 8%	4 4%	7 4%	33 7%	5 4%	38 6%	33 7%	4 3%	5 5%
Personal experience	7	5	3	-	2	5	-	-	4	2	2	1	6	-	7	7	-	-
Prices have increased	4 1%	3 1%	1 6%ab	-	1 1%	2 1%	1 1%	-	2 1%	1 1%	1 1%	3 2%	-	2 2%	2 1%	-	-	4 4%
Have read/studied more	2	1	1	-	1	1	-	1	-	1	-	-	2	-	2	-	-	-
Quicker/easier to do	4 1%	4 1%	-	-	2 1%	2 1%	-	-	1 1%	2 1%	1 1%	2 1%	2 1%	-	4 1%	2 1%	2 2%	-
You can ring them will talk to you over the phone	7 1%	6 1%	-	1 6%	2 1%	1 1%	4 2%	1 1%	4 2%	1 1%	1 1%	2 1%	5 1%	2 2%	5 1%	4 1%	-	3 3%
Impossible to compare (with different tariffs)	2	2	-	-	1	1	-	-	-	1	1	-	2	-	2	2	-	-
It is they have made things easier (general mentions)	44 6%	37 6%	3 6%	4 15%	12 7%	25 7%	7 4%	15 7%	13 5%	5 3%	11 10%	11 6%	29 6%	11 10%	33 5%	29 6%	10 8%	4 5%
Cheaper prices reduced/better deals	8 1%	8 1%	-	-	4 2%	4 1%	1 1%	1	1	4 2%	2 2%	3 2%	3 1%	-	8 1%	4 1%	3 3%	1 1%
Mistrust/dishonest/inflating charges	16 2%	15 2%	1	-	2 1%	9 2%	6 3%	4 2%	4 2%	6 4%	3 2%	7 4%	9 2%	8 5%	11 2%	9 2%	3 3%	2 3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/fg - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owne'd Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	672	597	49	28	148	325	199	161	195	136	180	207	390	133	539	442	114	103
Weighted Base	720	644	50*	27**	163	384	173	204	248	155	113	175	467	111	609	494	120*	94*
Companies fined/prosecuted/received too many complaints (before action)	4 1%	4 1%	-	-	-	4 1%	-	1 *	-	1 1%	2 1%	1 *	3 1%	1 1%	3 1%	2 *	2 2%	-
Advancing technology	3 *	3 1%	-	-	1 1%	2 1%	-	-	2 1%	-	2 1%	1 1%	2 *	2 1%	2 *	2 *	1 1%	-
Not comparing like for like/inconsistency of information	12 2%	10 2%	1 2%	1 2%	1 1%	5 1%	5 3%	2 1%	2 1%	5 3%	2 1%	3 2%	7 2%	2 2%	10 2%	9 2%	-	3 3%
It just is how I feel	9 1%	9 1%	-	-	3 2%	2 1%	3 2%	2 1%	5 2%	-	1 *	-	4 1%	1 1%	7 1%	4 1%	2 1%	2 2%
I am more knowledgeable/know more about it now	8 1%	6 1%	2 4%	-	3 2%	4 1%	1 1%	1 *	2 1%	5 3%	-	1 *	6 1%	-	8 1%	7 1%	-	1 1%
People know more/are better informed	6 1%	6 1%	-	-	-	4 1%	2 1%	2 1%	3 1%	-	1 1%	-	5 1%	-	6 1%	4 1%	-	-
No internet access/ability/knowledge	4 1%	3 *	1 3%	-	* *	1 *	2 2%	2 1%	-	-	2 2%	3 2%	1 *	-	4 1%	3 1%	-	1 1%
Not enough information	6 1%	5 1%	2 3%	-	-	6 2%	1 *	3 2%	-	1 1%	2 2%	3 2%	3 1%	1 1%	5 1%	2 *	3 3%	1 1%
Too many/constant changes to charges/tariffs/information	5 1%	5 1%	-	-	1 *	2 *	3 2%	1 *	1 *	3 2%	2 *	2 1%	3 1%	1 1%	4 1%	2 *	2 2%	2 2%
Consistent/uniform wording/information	6 1%	6 1%	-	-	2 1%	2 1%	2 1%	4 2%	1 *	1 1%	-	3 2%	3 1%	1 1%	5 1%	6 1%	-	-
Other	29 4%	29 4%	1 2%	-	6 4%	15 4%	8 4%	10 5%	6 3%	5 3%	7 7%	9 5%	17 4%	8 7%	21 3%	21 4%	2 2%	5 6%
DK	16 2%	11 2%	5 10%ab	-	4 1%	9 2%	5 3%	7 4%	1 *	5 3%	2 2%	6 4%	5 1%	3 3%	12 2%	15 3%	-	1 1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	672	597	49	26	148	325	199	161	195	136	180	207	390	133	539	442	114	103
Weighted Base	720	644	50*	27**	163	384	173	204	248	155	113	175	467	111	609	494	120*	94*
Nothing	3	3	-	-	1	2	1	-	1	2	1	2	2	1	2	1	1	2
	*	*	-	-	*	*	1%	-	*	1%	7%	1%	*	7%	*	*	*	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	672	3	52	620	669	617	85	584	515	157	528	38	110	386	277	9
Weighted Base	720	3**	51*	669	716	665	85*	621	550	170	587	41*	99*	408	304	8**
More (comparison) websites	113	-	6	106	113	106	17	95	77	36	82	12	20	59	54	-
Internet/online information	16%	-	12%	16%	16%	16%	16%	15%	14%	21%	14%	20%	20%	14%	16%	-
Clearer/more transparent information	138	-	7	131	138	131	16	121	112	25	117	6	16	77	58	2
19%	-	13%	20%	19%	20%	20%	17%	20%	20%	15%	20%	16%	16%	19%	19%	20%
Clearer/easier to understand bills	76	-	7	69	76	69	10	65	61	15	63	3	10	44	30	1
11%	-	14%	10%	11%	10%	10%	11%	11%	11%	9%	11%	6%	10%	11%	10%	10%
Too much information	14	-	1	10	11	10	2	9	8	2	7	1	2	5	6	-
2%	-	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	3%	2%	1%	2%	-
More information available	101	1	8	93	100	92	7	94	85	17	84	5	14	59	42	1
14%	35%	16%	14%	14%	14%	14%	7%	15%	15%	10%	14%	12%	14%	14%	14%	7%
Standardised/reduced amount of tariffs	24	-	-	24	24	24	2	22	17	7	21	1	3	17	8	-
3%	-	-	4%	3%	4%	4%	2%	4%	3%	4%	4%	3%	3%	4%	2%	-
Government/legislation/Ofgem involvement	35	-	2	34	35	34	7	28	27	9	31	2	4	22	14	-
5%	-	3%	5%	5%	5%	5%	7%	5%	5%	5%	5%	5%	5%	4%	4%	-
Too many tariffs	19	-	1	18	19	18	3	16	15	3	17	2	-	13	6	-
3%	-	2%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	-	3%	2%	-
Supplies have been made to make things easier	19	-	3	16	19	16	3	16	17	2	16	3	-	10	9	-
2%	-	2%	2%	2%	2%	2%	3%	3%	3%	1%	3%	7%	-	2%	3%	-
Too much choice/competition	23	-	1	22	23	22	1	23	17	6	17	5	2	14	10	-
3%	-	3%	3%	3%	3%	3%	1%	4%	3%	4%	3%	11%	2%	3%	3%	-
Not so much choice/competition	4	-	-	4	4	4	-	4	3	1	3	-	3	1	-	-
1%	-	-	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	1%	-	-
More choice/competition	30	-	2	28	30	28	5	25	24	6	22	2	6	18	11	-
4%	-	3%	4%	4%	4%	4%	5%	4%	4%	3%	4%	4%	6%	4%	4%	-
Too complicated/difficult to understand	42	-	3	39	42	39	6	36	35	7	34	3	5	25	17	1
6%	-	5%	6%	6%	6%	6%	7%	6%	6%	4%	6%	7%	5%	6%	5%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	672	3	52	620	669	617	85	584	515	157	528	38	110	386	277	9
Weighted Base	720	3**	51*	669	716	665	95*	621	550	170	587	41*	99*	408	304	8**
Jargon/language used	2	-	-	2	2	2	1	1	2	-	2	-	-	2	-	-
News/media advertising/coverage/publicity	43	-	7	36	43	36	5	38	33	10	35	4	4	25	18	-
Personal experience	7	-	-	7	7	7	1	6	4	4	7	-	-	6	2	-
Prices have increased	7%	-	-	7%	7%	7%	1%	7%	1%	2%	1%	7%	-	1%	7%	-
Have read/studied more	4	-	-	4	4	4	-	4	2	2	-	-	4	-	4	-
Quicker/faster to do	2	-	1	1	2	1	1	1	1	1	2	-	-	1	1	-
You can ring/they will talk to you over the phone	4	-	2%	-	-	-	-	-	-	1%	-	-	-	-	-	-
Impossible to compare (with different tariffs)	7	-	-	7	7	7	1	6	7	-	6	1	1	6	1	-
It is/they have made things easier (general mentions)	2	-	-	2	2	2	-	2	2	-	2	-	-	1	1	-
Cheaper/prices reduced/better deals	44	-	4	40	44	40	7	37	35	9	40	-	5	31	13	-
Mistrust/dishonest/hiding charges	8	1	-	8	7	7	1	6	4	4	7	-	-	5	3	-
Companies fined/prosecuted/received too many complaints (before action)	1%	33%	-	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/b/c/d/e/f - a/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	672	3	52	620	669	617	85	584	515	157	528	38	110	386	277	9
Weighted Base	720	3**	51*	669	716	665	95*	621	550	170	587	41*	99*	408	304	8**
Advancing technology	3	-	-	3	3	3	2	1	3	1	3	-	1	1	2	-
Not comparing like for like/inconsistency of information	12	-	2	9	12	9	4	7	8	4	8	1	2	8	3	-
It just is/how I feel	2%	-	5%	1%	2%	1%	5%h	1%	1%	2%	1%	3%	2%	2%	1%	-
I am more knowledgeable/know more about it now	8	-	1	7	8	7	-	8	6	2	8	1	-	2	6	-
People know more/are better informed	1%	-	2%	1%	1%	1%	-	1%	1%	1%	1%	3%	-	-	2%	-
No internet access/ability/knowledge	8	-	1	7	8	7	1	7	6	2	7	-	1	8	2	-
Not enough information	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	-	1%	21%
Too many/constant changes/tariffs/information	6	-	1	6	6	6	3	3	6	-	5	-	1	2	3	1
Consistent/uniform wording/information	1%	-	1%	1%	1%	1%	3%h	1%	1%	1%	1%	-	-	1%	-	-
Other	29	1	2	27	28	28	3	25	18	10	22	2	4	18	10	1
DK	4%	32%	3%	4%	4%	4%	3%	4%	3%	6%	4%	5%	5%	4%	3%	13%
Nothing	16	-	2	13	16	13	1	14	13	3	14	-	2	9	6	-
	2%	-	4%	2%	2%	2%	1%	2%	2%	2%	2%	-	2%	2%	2%	-
	3	-	3	3	3	3	1	2	2	1	3	2	1	1	2	-
	-	-	-	-	-	-	1%	-	-	1%	-	4%ab	1%	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	672	581	91	88	33	618	49	5
Weighted Base	720	643	77*	117*	22*	655	58*	7**
More (comparison) websites	113	109	4	26	4	97	16	-
Internet/online information	138	127	11	22	20%	131	7	-
Clearer/more transparent information	19%	20%	14%	20%	25%	20%	12%	-
Clearer/easier to understand bills	76	68	7	3	2	66	8	1
Too much information	11% <sup>d</sup>	7%	10%	3%	8%	10%	14%	21%
More information available	11	11	-	2	-	11	-	-
Standardised/reduced amount of tariffs	2%	2%	-	1%	-	2%	-	-
Government/legislation/Ofgem involvement	14	13	1	3	1	12	1	-
Too many tariffs	2%	2%	1%	2%	3%	2%	2%	-
Supplies have been made to make things easier	101	92	9	12	3	94	3	4
Too much choice/competition	14%	14%	12%	10%	11%	14%	6%	55%
Not so much choice/competition	24	24	1	5	1	23	-	2
More choice/competition	3%	4%	1%	4%	3%	3%	-	24%
Too complicated/difficult to understand	35	35	-	7	-	34	2	-
	5%	5%	1%	6%	-	5%	3%	-
	19	16	2	-	1	19	-	-
	3%	3%	3%	-	3% <sup>d</sup>	3%	-	-
	19	17	2	3	-	17	-	1
	3%	3%	2%	2%	-	3%	-	21%
	23	21	3	2	1	19	4	-
	3%	3%	4%	2%	4%	3%	7%	-
	4	4	-	1	-	3	1	-
	1%	1%	-	1%	-	-	2%	-
	30	27	2	10	1	28	2	-
	4%	4%	3%	8%	4%	4%	3%	-
	42	35	7	3	1	37	5	-
	6%	5%	9%	3%	3%	6%	8%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	672	581	91	88	33	618	49	5
Weighted Base	720	643	77*	117*	22*	655	58*	7**
Jargon/language used	2	2	-	-	-	1	1	-
News/media advertising/coverage/publicity	43	35	8	7	-	39	4	-
Personal experience	7	7	-	1	-	6	1	-
Prices have increased	4	1	3	2	-	4	-	-
Have read/studied more	2	2	-	1	-	2	-	-
Quicker/faster to do	4	4	-	1	1	4	-	-
You can ring/they will talk to you over the phone	7	3	4	7	-	7	-	-
Impossible to compare (with different tariffs)	2	2	-	-	1	1	1	-
It is they have made things easier (general mentions)	44	39	5	6	4	42	2	-
Cheaper/prices reduced/better deals	8	7	1	3	1	6	2	-
Mistrust/dishonest/hiding charges	16	13	3	3	-	15	2	-
Companies fined/prosecuted/received too many complaints (before action)	4	4	-	1	-	4	-	-
Advancing technology	3	3	-	-	-	3	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	672	581	91	88	33	618	49	5
Weighted Base	720	643	77**	117*	22*	655	58*	7**
Not comparing like for like/inconsistency of information	12 2%	9 1%	2 3%	1 1%	-	11 2%	1 2%	-
It just is/how I feel	8 1%	6 1%	2 2%	3 3%	-	8 1%	-	-
I am more knowledgeable/know more about it now	8 1%	9 1%	-	2 2%	-	8 1%	-	-
People know more/are better informed	6 1%	6 1%	-	-	-	2 *	3 6%af	-
No internet access/ability/knowledge	4 1%	2 *	2 3%ab	-	2%	4 1%	-	-
Not enough information	6 1%	6 1%	1 1%	2 1%	-	6 1%	-	-
Too many/constant changes to charges/tariffs/information	5 1%	5 1%	-	2 2%	-	5 1%	-	-
Consistent/uniform wording/information	6 1%	5 1%	1 1%	2 1%	-	6 1%	-	-
Other	29 4%	23 4%	5 7%	3 2%	2 8%	26 4%	3 5%	-
DK	16 2%	9 1%	6 8%ab	1 1%	-	16 2%	-	-
Nothing	3 *	2 *	1 1%	-	1 3%	3 *	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	672	419	244	253	546	419	126	274	325	69	4
Weighted Base	720	460	250	272	586	448	134	311	335	71*	3**
More (comparison) websites	113	66	44	51	92	62	21	51	53	9	-
Internet/online information	138	90	47	57	108	81	30	59	64	13	1
Clearer/more transparent information	76	56	20	24	66	52	10	38	32	6	-
Clearer/easier to understand bills	11	7	4	1	9	10	1	5	6	-	-
Too much information	14	6	8	2	10	11	4	4	7	2	1
More information available	101	75	27	36	93	66	19	42	50	9	-
Standardised/reduced amount of tariffs	24	19	6	9	20	16	4	7	7	2	-
Government/legislation/Ofgem involvement	35	22	12	14	32	22	4	19	13	3	-
Too many tariffs	19	4	15	3	18	15	1	6	11	1	-
Supplies have been made to make things easier	19	11	9	1	17	17	2	10	8	1	-
Too much choice/competition	23	11	12	10	21	14	3	6	11	6	-
Not so much choice/competition	4	2	2	1	3	3	2	-	2	1	-
More choice/competition	30	22	9	10	21	20	9	10	19	-	-
Too complicated/difficult to understand	42	17	25	9	34	33	8	16	21	4	1

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	672	419	244	253	546	419	126	274	325	69	4
Weighted Base	720	460	250	272	586	448	134	311	335	71*	3**
Jargon/language used	2	2	-	-	1	2	1	-	2	-	-
News/media advertising/coverage/publicity	43	23	20	16	35	27	8	19	20	4	-
Personal experience	7	6	1	3	7	4	-	5	2	-	-
Prices have increased	7%	7%	-	7%	7%	7%	-	2%	7%	-	-
Have read/studied more	4	1	3	1	4	3	-	1	3	-	-
Quicker/faster to do	7%	-	7%	-	7%	7%	-	-	7%	-	-
You can ring/they will talk to you over the phone	2	2	-	1	1	1	1	1	1	-	-
Impossible to compare (with different tariffs)	4	-	3	-	1	4	3	-	2	2	-
It is they have made things easier (general mentions)	7%	1	7%	-	7%	7%	2%	7%	7%	1	-
It is they have made things easier (general mentions)	2	1	1	-	1	2	1	-	2	-	-
Mistrust/dishonest/hiding charges	44	40	4	21	36	23	19	19	22	3	-
Cheaper/prices reduced/better deals	6%	9%	2%	8%	6%	5%	6%	6%	7%	4%	-
Companies fined/prosecuted/received too many complaints (before action)	8	6	-	4	6	4	-	2	4	1	-
Advancing technology	7%	7%	-	7%	7%	7%	7%	7%	7%	2%	-
	16	5	11	3	14	13	3	7	9	-	-
	2%	7%	4%	7%	2%	2%	2%	2%	2%	-	-
	4	4	-	2	4	2	-	3	1	-	-
	7%	7%	-	7%	7%	7%	-	7%	-	-	-
	3	3	-	2	2	2	2	2	1	-	-
	-	7%	-	7%	-	-	7%	7%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	672	419	244	253	546	419	126	274	325	69	4
Weighted Base	720	460	250	272	586	448	134	311	335	71*	3**
Not comparing like for like/inconsistency of information	12 2%	7 2%	4 1%	3 1%	9 2%	8 2%	2 2%	7 2%	4 1%	1 1%	-
It just is how I feel	9 1%	7 1%	1 -	3 1%	8 1%	4 1%	-	2 1%	5 2%	-	-
I am more knowledgeable/know more about it now	8 1%	6 1%	2 1%	2 1%	6 1%	6 1%	2 2%	2 1%	3 1%	2 3%	-
People know more/are better informed	6 1%	6 1%	-	4 2%	6 1%	2 -	-	4 1%	-	-	-
No internet access/ability/knowledge	4 1%	3 1%	1 1%	1 -	2 -	3 1%	2 2%	1 -	2 1%	1 1%	-
Not enough information	6 1%	4 1%	3 1%	-	5 1%	6 1%	1 1%	2 1%	4 1%	1 1%	-
Too many/constant changes to charges/tariffs/information	5 1%	5 1%	1 -	2 1%	5 1%	4 1%	-	1 -	4 1%	-	-
Consistent/uniform wording/information	6 1%	3 1%	3 1%	4 1%	6 1%	2 1%	-	3 1%	3 1%	-	-
Other	29 4%	15 3%	12 5%	14 5%	24 4%	15 3%	5 4%	20 6%	8 2%	1 2%	-
DK	16 2%	6 1%	9 4%	6 2%	11 2%	10 2%	5 4%	8 2%	5 1%	3 4%	-
Nothing	3 -	-	3 1%	2 1%	3 1%	2 -	-	3 1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	672	70	73	53	30	55	63	67	8	41	54	55	23	31	48	1
Weighted Base	720	71*	81*	64*	33**	63*	68*	69*	6**	44*	50*	57*	24**	30**	58*	2**
More (comparison) websites	113	12	20	12	7	6	8	11	-	6	7	8	4	1	12	-
Internet/online information	138	17%	25%	19%	20%	9%	12%	16%	-	13%	14%	13%	18%	2%	21%	-
Clearer/more transparent information	138	20	14	10	8	16	8	21	-	8	5	13	8	1	7	2
Clearer/easier to understand bills	138	19%	27%	18%	18%	18%	26%	12%	-	19%	9%	23%	26%	4%	12%	100%
Too much information	76	8	9	6	3	6	13	6	-	4	4	6	1	3	6	-
More information available	111	11%	12%	10%	9%	10%	19%	9%	-	10%	9%	11%	4%	9%	10%	-
Standardised/reduced amount of tariffs	11	1	3	1	-	1	-	1	-	-	1	1	-	2	-	-
Government/legislation/Ofgem involvement	2%	2%	3%	1%	-	1%	-	2%	-	-	2%	-	-	5%	-	-
Too many tariffs	14	1	1	4	1	2	1	2	-	2	-	-	-	1	-	-
Supplies have been made to make things easier	2%	1%	1%	7%	3%	3%	2%	4%	-	-	-	-	-	2%	-	-
Too much choice/competition	101	9	13	10	10	7	7	7	1	5	12	3	8	1	5	-
Not so much choice/competition	14%	12%	17%	15%	32%	12%	14%	10%	23%	11%	24%	5%	32%	3%	9%	-
More choice/competition	24	1	1	-	1	5	6	2	-	2	1	1	-	3	1	-
Too complicated/difficult to understand	3%	2%	1%	-	3%	6%	8%	3%	-	5%	2%	1%	-	11%	2%	-
Too complicated/difficult to understand	35	6	3	2	-	1	3	1	-	3	2	1	1	5	6	-
Too complicated/difficult to understand	5%	8%	4%	4%	-	2%	4%	1%	-	8%	4%	1%	6%	17%	11%	-
Too complicated/difficult to understand	19	2	3	-	-	3	2	-	-	3	3	2	-	2	1	-
Too complicated/difficult to understand	3%	3%	4%	-	1%	4%	3%	-	-	6%	-	5%	-	6%	2%	-
Too complicated/difficult to understand	19	2	1	-	2	2	-	-	-	2	1	5	1	4	4	-
Too complicated/difficult to understand	3%	3%	2%	1%	6%	-	3%	-	-	2%	8%	4%	1%	7%	-	-
Too complicated/difficult to understand	23	6	-	1	-	2	1	1	2	2	3	1	-	3	-	-
Too complicated/difficult to understand	3%	6%	-	2%	1%	2%	3%	2%	15%	4%	3%	6%	-	5%	5%	-
Too complicated/difficult to understand	4	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-
Too complicated/difficult to understand	1%	2%	-	2%	-	-	2%	-	-	1%	-	-	-	-	-	-
Too complicated/difficult to understand	30	2	2	1	3	6	2	2	1	4	2	1	2	2	2	-
Too complicated/difficult to understand	4%	3%	2%	4%	3%	4%	8%	3%	11%	10%	4%	2%	2%	5%	3%	-
Too complicated/difficult to understand	42	2	5	5	4	5	1	1	-	4	3	7	-	5	4	-
Too complicated/difficult to understand	6%	3%	6%	8%	-	8%	2%	1%	7%	8%	6%	12%	-	18%	6%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 672	70	73	53	30	55	63	67	8	41	54	55	23	31	48	1
Weighted Base 720	71*	81*	64*	33**	63*	68*	69*	6**	44*	50*	57*	24**	30**	58*	2**
Jargon/language used	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
News/media advertising/coverage/pub licity	43 6%	4 6%	6 7%	2 3%	4 6%	3 4%	4 6%	-	-	7 15%adj	6 11%	-	1 3%	7 11%	-
Personal experience	7	-	-	-	-	-	2	-	3	-	-	-	-	2	-
Prices have increased	1% 4 1%	- - -	- - -	- - -	- - -	- - -	3% - -	- - -	7%abc 1 1%	1% - -	- - -	- - -	- - -	3% 1 5%a	- - -
Have read/studied more	2	-	-	1	-	-	-	-	1	-	-	-	-	-	-
Quicker/faster to do	4 1%	- -	- -	- -	1 1%	- -	2 2%	- -	- -	1 2%	- -	- -	- -	- -	- -
You can ring/they will talk to you over the phone	7 1%	1 2%	-	-	1 4%	2 3%	1 1%	1 2%	-	-	-	1 6%	-	-	-
Impossible to compare (with different tariffs)	2	-	-	-	2 4%a	-	-	-	-	-	-	-	-	-	-
It is/they have made things easier (general mentions)	44 6%	4 6%	4 5%	3 5%	3 10%	8 12%o	5 7%	2 3%	1 15%	2 4%	1 2%	6 11%o	4 15%	1 5%	-
Cheaper/prices reduced/better deals	8 1%	3 4%	-	-	1 3%	2 3%	-	1 1%	-	-	1 2%	-	-	1 2%	-
Mistrust/dishonest/hidin g charges	16 2%	2 3%	1 1%	4 6%	-	1 2%	1 1%	-	1 2%	1 2%	3 4%	-	-	2 4%	-
Companies fined/prosecuted/receive d too many complaints (before action)	4 1%	1 1%	-	-	1 3%	-	-	2 3%a	-	-	-	-	-	-	-
Advancing technology	3	-	2 3%a	-	-	-	-	1 1%	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 672	70	73	53	30	55	63	67	8	41	54	55	23	31	48	1
Weighted Base 720	71*	81*	64*	33**	63*	68*	69*	6**	44*	50*	57*	24**	30**	58*	2**
Not comparing like for like/inconsistency of information	12 2%	1 1%	1 1%	-	1 1%	-	-	-	1 2%	3 7% <sup>agh</sup>	1 2%	1 2%	2 6%	-	-
It just is/how I feel	8 1%	2 2%	1 1%	-	2 5%	-	-	-	-	-	1 2%	-	-	2 4%	-
I am more knowledgeable/know more about it now	8 1%	-	-	-	-	-	3 5% <sup>a</sup>	-	2 5%	-	1 2%	-	-	1 2%	-
People know more/are better informed	6 1%	-	-	3 5% <sup>a</sup>	-	-	-	1 1%	-	-	1 1%	-	1 3%	-	-
No internet access/ability/knowledge	4 1%	-	-	-	1 2%	-	-	1 9%	1 2%	1 2%	-	-	-	-	-
Not enough information	6 1%	-	-	-	-	2 2%	-	1 9%	1 3%	1 3%	2 3%	-	1 3%	-	-
Too many/constant changes/tariffs/information	5 1%	2 2%	1 1%	-	-	-	-	-	-	-	3 3%	-	1 3%	-	-
Consistent/uniform wording/information	6 1%	-	3 3%	-	-	1 2%	-	-	-	-	1 2%	-	1 4%	-	-
Other	29 4%	1 2%	4 5%	2 3%	4 6%	2 2%	5 7%	1 2%	1 2%	4 6%	3 6%	-	3 11%	1 1%	-
DK	16 2%	-	-	-	1 3%	1 1%	4 6%	2 3%	1 19%	4 8% <sup>abcd</sup>	1 2%	-	2 8%	-	-
Nothing	3 *	-	3 3% <sup>a</sup>	-	-	-	-	1 1%	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	672	317	493	482	333	324	464	462	399
Weighted Base	720	344	535	524	350	353	491	491	419
More (comparison) websites	113	48	88	86	45	63	81	81	59
Internet/online information	138	70	100	100	68	60	114	108	99
Clearer/more transparent information	76	35	56	57	42	38	51	60	41
Clearer/easier to understand bills	11	7	8	8	8	4	10	10	5
Too much information	14	5	9	6	4	4	6	3	5
More information available	101	51	75	82	51	49	78	77	60
Standardised/reduced amount of tariffs	24	16	19	21	12	11	14	15	13
Government/legislation/Ofgem involvement	35	20	24	24	15	14	23	22	16
Too many tariffs	19	10	12	14	12	10	11	8	8
Supplies have been made to make things easier	19	13	11	14	10	5	10	14	9
Too much choice/competition	23	8	17	14	10	11	19	14	16
Not so much choice/competition	4	*	2	3	2	2	4	4	4
More choice/competition	30	11	25	27	17	23	20	21	19
	4%	3%	5%	5%	5%	6%	4%	4%	4%



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	672	317	493	482	333	324	464	462	399
Weighted Base	720	344	535	524	359	353	491	491	419
Too complicated/difficult to understand	42 6%	22 6%	33 6%	29 6%	28 8%	22 6%	23 5%	19 4%	13 3%
Jargon/language used	2	1	1	1	1	1	1	1	2
News/media advertising/coverage/publicity	43 6%	16 5%	30 6%	31 6%	20 6%	21 6%	25 5%	28 6%	23 5%
Personal experience	7 1%	3 1%	7 1%	6 1%	4 1%	2 1%	2 *	2 *	2 1%
Prices have increased	4 1%	1 *	4 1%	3 *	3 1%	3 1%	-	2 *	-
Have read/studied more	2 *	1 *	2 *	2 *	1 *	1 *	-	1 *	-
Quicker/faster to do	4 1%	2 *	2 *	1 *	2 1%	1 *	3 1%	3 1%	3 1%
You can ring they will talk to you over the phone	7 1%	3 1%	4 1%	6 1%	4 1%	3 1%	7 1%	6 1%	6 1%
Impossible to compare (with different tariffs)	2	1	2	2	2	2	1	1	1
It is they have made things easier (general mentions)	44 6%	23 7%	33 6%	32 6%	22 6%	23 7%	30 6%	31 6%	29 7%
Cheaper/prices reduced/better deals	8 1%	5 1%	7 1%	4 1%	4 1%	3 1%	8 2%	7 1%	8 2%

Q.75 Why do you say that?  
 Base: All who think it is easier or harder to compare compared to a year ago

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	672	317	493	482	333	324	464	462	399
Weighted Base	720	344	535	524	359	353	491	491	419
Mistrust/dishonest/hiding charges	16 2%	7 2%	11 2%	10 2%	10 3%	8 2%	3 1%	2 *	1 *
Companies fined/prosecuted/received too many complaints (before action)	4 1%	3 1%	4 1%	3 *	2 1%	1 *	3 1%	3 1%	2 *
Advancing technology	3 *	3 1%	3 1%	3 1%	2 *	1 *	3 1%	3 1%	3 1%
Not comparing like for like/inconsistency of information	12 2%	5 1%	9 2%	9 2%	8 2%	5 1%	9 2%	7 2%	7 2%
It just is/how I feel	8 1%	6 2%	6 1%	6 1%	4 1%	3 1%	6 1%	4 1%	5 1%
I am more knowledgeable/know more about it now	6 1%	3 1%	3 1%	3 1%	3 1%	3 1%	6 1%	7 1%	6 1%
People know more/are better informed	6 1%	3 1%	4 1%	3 1%	2 1%	1 *	3 1%	2 *	2 *
No internet accessibility/knowledge	4 1%	1 *	3 1%	2 *	2 1%	2 1%	3 1%	4 1%	3 1%
Not enough information	6 1%	4 1%	6 1%	4 1%	6 2%	4 1%	3 1%	2 *	2 1%
Too many/constant changes to charges/tariffs/information	5 1%	3 1%	5 1%	5 1%	3 1%	3 1%	4 1%	5 1%	4 1%
Consistent/uniform wording/information	6 1%	2 1%	6 1%	6 1%	2 1%	4 1%	4 1%	4 1%	3 1%





Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	672	317	493	482	333	324	464	462	399
Weighted Base	720	344	535	524	359	353	491	491	419
Other	29	18	22	24	11	16	14	18	14
	4%	5%	4%	5%	3%	5%	3%	4%	3%
DK	16	3	13	11	9	9	12	13	13
	2%	1%	2%	2%	2%	2%	2%	3%	3%
Nothing	3	3	2	1	-	1	3	2	2
	*	7%	*	*	-	*	1%	*	*

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	554	467	62	25	160	273	121	133	191	111	119	177	333	112	442	313	139	95
9%g	9%	9%	11%	8%	14%atg	9%	7%	10%	10%k	9%	8%	9%	10%	10%	9%	9%	12%apq	9%
No	5279	4512	481	286	959	2791	1529	1194	1670	1095	1320	1688	2921	950	4329	3279	980	932
89%ac	89%	87%	91%	91%	84%	90%e	91%e	89%	88%	89%	90%	89%	89%	86%	89%	89%q	86%	89%q
Refused	4	4	1	-	-	1	3	1	1	-	2	2	-	-	4	3	-	1
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	97	87	7	3	19	43	35	11	28	30	29	32	24	18	79	48	25	21
2%um	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%h	2%h	2%um	1%	2%	2%	1%	2%	2%



Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	554	3	66	488	551	486	82	469	445	109	390	55	118	240	304	10
	9%	26%	11%	8%	9%	9%	12%ah	9%	9%	12%aj	9%	9%	11%	11%ao	8%	15%
No	5279	7	536	4744	5272	4737	575	4697	4469	810	3765	537	918	1979	3242	59
	89%j	63%	88%	89%	89%	89%	87%	89%	90%kj	85%	89%km	89%	87%	88%	89%	85%
Refused	4	-	-	4	4	4	-	4	2	3	3	-	-	1	3	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	0%	0%	0%
Don't know	97	1	7	89	96	88	6	90	71	26	59	11	18	23	74	-
	2%	11%	1%	2%	2%	2%	1%	2%	1%	3%al	1%	2%	2%	1%	2%an	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	554	479	75	86	24	499	53	1
	9%	10%	6%	19%	7%	9%	10%	5%
No	5279	4116	1163	489	208	4772	486	21
	89%	89%	90%	85%	89%	89%	87%	95%
Refused	4	1	3	-	-	4	-	-
	-	-	-	-	-	-	-	-
Don't know	97	45	51	4	2	76	21	-
	2%	1%	4%	1%	1%	1%	4%	-

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	554	234	307	148	362	406	172	266	235	48	5
	9% <sup>(gh)</sup>	10%	9%	19% <sup>(aefg)</sup>	11% <sup>(aifg)</sup>	8%	7%	30% <sup>(aijk)</sup>	14% <sup>(aijk)</sup>	2% <sup>(k)</sup>	-
No	5279	2075	3105	635	2963	4644	2316	618	1453	2091	1117
	89% <sup>(dh)</sup>	89%	90%	81%	88% <sup>(d)</sup>	90% <sup>(de)</sup>	90% <sup>(de)</sup>	70%	86% <sup>(h)</sup>	97% <sup>(ia<sup>h</sup>nk)</sup>	94% <sup>(ahj)</sup>
Refused	4	-	1	-	1	4	3	-	-	1	3
	*	-	*	-	*	*	*	-	-	*	* <sup>(j)</sup>
Don't know	97	19	52	5	27	92	70	1	9	25	62
	2% <sup>(adeh)</sup>	1%	1% <sup>(b)</sup>	1%	1%	2% <sup>(de)</sup>	3% <sup>(adef)</sup>	*	1%	1% <sup>(h)</sup>	5% <sup>(ahj)</sup>

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Yes	554	58	51	41	30	53	31	50	15	48	45	41	17	26	48	1
	9%	10%	9%	9%	10%	10%	8%	9%	10%	12%	9%	8%	7%	8%	12%	7%
No	5279	531	503	419	267	465	389	476	135	345	420	467	206	299	367	10
	89%	88%	90%	88%	89%	89%	92%	90%	89%	87%	88%	91%	91%	89%	88%	81%
Refused	4	1	-	-	-	-	-	1	-	1	2	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	97	15	4	18	3	4	4	3	2	6	13	3	3	14	4	1
	2%	2%	1%	4%	1%	1%	1%	1%	1%	1%	3%	1%	1%	4%	1%	8%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes	554	177	253	220	155	144	235	246	208
	9%	17% <sup>a</sup>	16% <sup>a</sup>	15% <sup>a</sup>	14% <sup>a</sup>	14% <sup>a</sup>	6%	6%	6%
No	5279	846	1297	1274	915	842	3581	3571	3096
	89% <sup>b</sup>	82%	82%	85%	85%	82%	83% <sup>a</sup>	83% <sup>a</sup>	82% <sup>a</sup>
Refused	4	-	1	1	1	1	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	97	7	7	6	6	4	46	42	40
	2% <sup>b</sup>	7%	-	-	1%	-	1%	1%	1%

Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	535	452	56	27	149	241	145	110	143	94	188	219	272	137	398	281	133	111
Weighted Base	554	467	62*	25**	160	273	121	133	191	111*	119	177	333	112	442	313	139	95*
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	2	2	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	2
British Gas	131	118	8	5	43	67	20	29	37	31	34	58	64	30	101	63	43	22
Co-operative Energy	24%	25%k	12%	21%	27%	25%	17%	22%	19%	28%	28%	32%am	19%	26%	23%	20%	31%p	23%
EDF	5	5	-	-	-	3	2	1	3	-	1	-	4	-	4	-	5	-
Daligas	1%	1%	-	-	-	1%	1%	1%	2%	-	1%	-	1%	-	1%	2%	-	-
E.ON	65	56	3	6	19	32	14	9	24	14	18	20	38	16	48	32	14	19
Ebico	12%	12%	5%	22%	12%	12%	12%	7%	13%	12%	15%h	11%	12%	15%	11%	10%	10%	20%ap
Economy Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	6	4	2	1	4	2	-	2	-	1	3	4	2	1	5	2	-	4
EDF	1%	1%	3%	2%	3%	1%	-	1%	-	1%	3%j	2%	1%	1%	1%	1%	-	5%apq
EDF	3	3	-	-	1	1	1	-	3	-	-	-	3	2	1	-	3	-
EDF	-	1%	-	-	1%	-	1%	-	1%	-	-	-	1%	-	-	-	2%p	-
EDF	47	46	1	-	12	28	7	6	25	6	10	14	28	11	36	23	17	6
Extra Energy	8%	10%k	1%	-	7%	10%	6%	5%	13%h	6%	6%	8%	8%	10%	6%	7%	12%	6%
First Utility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Flow Energy	13	11	1	1	2	9	1	3	3	6	2	4	9	-	18	9	1	2
Gnenergy	2%	2%	2%	4%	2%	3%	1%	2%	2%	5%	2%	2%	3%	-	3%	3%	1%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owne'd Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	535	452	56	27	149	241	145	110	143	94	188	219	272	137	398	281	133	111
Weighted Base	554	467	62*	25**	160	273	121	133	191	111*	119	177	333	112	442	313	139	96*
Good Energy	1	1	-	-	-	-	1	1	-	-	-	-	1	1	-	1	-	-
Green Energy	-	-	-	-	-	-	7%	7%	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	2	2	-	-	2	-	-	-	2	-	-	-	2	-	2	-	2	-
Lorimer Power (Epower supply)	-	-	-	-	7%	-	-	-	7%	-	-	-	-	-	-	-	7%	-
Marks & Spencer Energy	2	2	-	-	-	-	2	1	1	-	-	-	2	1	1	1	-	-
Npower	86	80	5	1	21	40	25	27	27	15	17	24	54	14	72	64	11	10
	16%	17%	6%	5%	13%	15%	21%	20%	14%	14%	14%	14%	16%	13%	16%	21%qr	8%	10%
Ovo	3	1	-	2	2	-	1	-	-	2	1	2	1	1	2	2	-	1
	7%	-	-	8%	7%	-	7%	-	-	2%	7%	7%	-	7%	7%	7%	-	7%
Sainsbury's Energy	6	-	-	-	2	5	-	-	5	-	1	-	6	-	5	5	1	-
	1%	1%	-	-	1%	2%	-	-	3%	-	7%	-	2%	-	7%	2%	1%	-
Scottish Hydro	5	-	5	-	1	4	-	1	-	4	-	-	3	-	5	4	1	-
	1%	-	8%ab	-	1%	7%	-	7%	-	3%ak	-	-	7%	-	7%	7%	7%	-
Scottish Power	106	74	28	4	29	47	30	36	32	20	18	25	74	19	87	64	26	15
	19%	16%	45%ab	18%	18%	17%	25%	27%ak	17%	18%	15%	14%	22%j	17%	20%	21%	19%	16%
Southern Electric	18	15	3	-	7	7	4	5	9	1	3	5	13	3	15	11	3	4
	3%	3%	5%	-	4%	3%	3%	4%	5%	1%	2%	3%	4%	3%	3%	4%	2%	4%
Spark Energy	2	1	-	-	-	1%	-	1	-	1	-	-	1%	-	1	1	1%	-
	2	1	2%	-	-	1%	-	1%	-	1%	-	-	1%	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	535	452	56	27	149	241	145	110	143	94	188	219	272	137	398	281	133	111
Weighted Base	554	467	62*	25**	160	273	121	133	191	111**	119	177	333	112	442	313	139	90*
SSE (Scottish and Southern Energy)	21	18	3	-	3	12	7	4	9	7	1	8	12	5	17	13	5	2
Swalec	5	-	-	5	1	5	-	2	1	2	2	3	2	1	4	1	2	1
Utility Warehouse	5	5	-	-	-	3	2	3	1	-	2	1	3	2	3	4	1	-
Utilita	8	8	-	-	7	1	-	-	3	2	4	4	3	2	7	-	3	5
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5	3	2	-	1	-	4	2	2	-	1	2	1	1	4	4	1	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	6	-	-	1	5	-	-	4	-	1	2	3	2	4	3	2	1
	1%	1%	-	-	1%	2%	-	-	2%	-	1%	1%	1%	2%	1%	1%	2%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	535	2	64	471	533	469	76	467	433	102	351	54	135	220	305	10
Weighted Base	554	3**	66*	488	551	486	82*	469	445	109*	390	55*	118	240	304	10**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	2	-	-	2	2	2	-	2	2	-	-	-	-	-	2	-
British Gas	131	-	9	122	131	122	21	110	119	12	89	18	31	38	89	4
	24% <sup>n</sup>	-	14%	25%	24%	25%	25%	24%	27% <sup>j</sup>	71%	23%	32%	30%	16%	29% <sup>n</sup>	44%
Co-operative Energy	5	-	-	4	5	4	-	4	1	3	5	-	-	3	1	-
	1%	-	1%	1%	1%	1%	-	1%	-	3% <sup>j</sup>	1%	-	-	1%	-	-
Dalgas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	65	2	10	54	63	53	14	49	57	8	42	8	16	26	39	-
	12%	59%	16%	11%	11%	11%	17%	11%	13%	7%	11%	14%	14%	11%	13%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	6	-	-	6	6	6	1	6	1	6	-	-	5	1	5	-
	1%	-	-	1%	1%	1%	1%	1%	-	5% <sup>kai</sup>	-	-	4% <sup>kak</sup>	1%	2%	-
Ecotricity	3	-	-	3	3	3	-	3	-	3	1	1	2	-	3	-
	-	-	-	1%	-	1%	-	1%	-	2% <sup>j</sup>	-	2%	2%	-	1%	-
EDF	47	-	10	37	47	37	10	37	42	5	31	6	8	21	26	-
	8%	-	15%	8%	8%	8%	12%	8%	9%	5%	8%	11%	7%	9%	8%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	13	-	1	12	13	12	-	13	3	10	11	2	-	11	2	-
	2%	-	1%	3%	2%	3%	-	3%	1%	9% <sup>kai</sup>	3%	4% <sup>km</sup>	-	5% <sup>ko</sup>	1%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	535	2	64	471	533	469	76	467	433	102	351	54	135	220	305	10
Weighted Base	554	3**	66*	488	551	486	82*	469	445	109*	390	55*	118	240	304	10**
Good Energy	1	-	-	1	1	1	-	1	-	1%	-	2%k	-	1	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	2	-	2	-	2	-	-	2	-	2	2	-	-	-	2	-
Lotimer Power (Epower supply)	-	-	2%ladef	-	-	-	-	-	-	1%j	-	-	-	-	-	1%
Marks & Spencer Energy	2	-	-	2	2	2	-	2	1	1	2	-	-	2	-	-
Npower	86	1	7	79	85	78	7	78	73	13	69	6	11	52	35	-
Ovo	16%	41%	71%	76%	75%	76%	9%	77%	76%	72%	18%um	71%	9%	22%no	71%	-
Sainsbury's Energy	3	-	-	3	3	3	1	2	-	3	1	-	2	1	3	-
Scottish Hydro	7%	-	1	4	5	4	1	4	5	-	5	-	-	2	3	-
Scottish Power	106	-	17	90	106	90	18	88	95	11	81	5	23	53	51	2
Southern Electric	19%	-	25%	16%	19%	16%	22%	19%	21%j	10%	21%	9%	20%	22%	17%	19%
Spark Energy	2	-	1	2	2	2	-	2	3	5	2	-	-	1	1	-
	-	-	2%	-	-	-	-	1%	-	1%	1%	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	535	2	64	471	533	469	76	457	433	102	351	54	135	220	305	10
Weighted Base	554	3**	66*	488	551	486	82*	469	445	109*	390	55*	118	240	304	10**
SSE (Scottish and Southern Energy)	21	-	-	21	21	21	1	20	18	3	18	5	2	4	16	1
Swalec	5	-	1	4	5	4	1	4	5	-	1	-	3	-	5	-
Utility Warehouse	5	-	2%	1%	1%	1%	2%	1%	1%	-	1	-	3%	-	2%	-
Utilita	8	-	1	8	8	8	2	6	2	7	2	-	5	1	7	-
Zog Energy	1%	-	1%	2%	2%	2%	2%	1%	*	6%	-	-	4%	*	2%	-
Other	5	-	-	5	5	5	-	5	2	3	3	1	1	3	2	-
Refused	1%	-	-	1%	1%	1%	-	1%	*	3%	1%	2%	1%	1%	1%	-
Don't know	6	-	1	4	6	4	-	6	3	2	5	-	1	5	1	-
	7%	-	2%	1%	1%	1%	-	1%	1%	2%	1%	-	1%	2%	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	535	442	93	65	36	486	48	1
Weighted Base	554	479	75*	86*	24*	499	53*	1**
Axis Telecom	-	-	-	-	-	-	-	-
Better Energy	2	2	-	-	-	2	-	-
British Gas	131	107	24	28	5	109	21	1
	24%	22%	32%	33%	22%	32%	38%af	100%
Co-operative Energy	5	4	-	-	-	3	1	-
	1%	1%	1%	-	-	1%	3%	-
Daligas	-	-	-	-	-	-	-	-
E.ON	65	56	9	7	4	55	10	-
	12%	12%	12%	9%	15%	11%	16%	-
Ebico	-	-	-	-	-	-	-	-
Economy Energy	6	6	-	2	2	5	1	-
	1%	1%	-	2%	8%a	1%	2%	-
Ecotricity	3	3	-	-	-	3	-	-
	-	1%	-	-	-	1%	-	-
EDF	47	40	7	8	2	44	3	-
	8%	8%	9%	9%	7%	9%	5%	-
Extra Energy	-	-	-	-	-	-	-	-
First Utility	19	13	-	3	-	19	-	-
	2%	3%	-	3%	-	3%	-	-
Flow Energy	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	535	442	93	65	36	486	48	1
Weighted Base	554	479	75*	86*	24*	499	53*	1**
Good Energy	1	1	-	-	-	1	-	-
Green Energy	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-
LoCo2 Energy	2	2	-	-	-	-	2	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	3%af	-
Marks & Spencer Energy	2	1	1	-	-	2	-	-
Npower	86	71	15	4	2	82	4	-
Ovo	16% <sup>d</sup>	15%	20%	5%	7%	16%	8%	-
Sainsbury s Energy	3	3	-	1	1	3	1	-
Scottish Hydro	1%	1%	-	1%	2%	1%	1%	-
Scottish Power	6	6	-	2	-	5	2	-
Southern Electric	1%	1%	-	2%	-	1%	3%	-
Spark Energy	5	5	-	1	-	5	-	-
SSE (Scottish and Southern Energy)	1%	1%	-	1%	-	1%	-	-
	106	96	10	19	5	100	6	-
	19%	20%	14%	22%	21%	20%	12%	-
	18	15	3	5	-	16	2	-
	3%	3%	4%	6%	-	3%	4%	-
	2	2	-	-	-	2	-	-
	-	1%	-	-	-	-	-	-
	21	19	2	-	-	21	-	-
	4%	4%	3%	-	-	4%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	535	442	93	65	36	488	48	1
Weighted Base	554	479	75*	88*	24*	499	53*	1**
Swalec	5	4	1	-	1	5	-	-
	1%	1%	1%	-	2%	1%	-	-
Utility Warehouse	5	5	-	-	1	5	1	-
	1%	1%	-	-	3%	1%	1%	-
Utilita	8	8	1	5	1	8	-	-
	1%	2%	1%	6%a	6%	2%	-	-
Zog Energy	-	-	-	-	-	-	-	-
Other	5	4	1	-	1	5	-	-
	1%	1%	1%	-	3%	1%	-	-
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	6	5	1	1	1	6	-	-
	1%	1%	1%	1%	3%	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	535	215	307	137	358	398	177	238	235	56	6
Weighted Base	554	234	307	148	382	406	172	266	235	48*	5**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
Better Energy	2	-	2	2	2	-	-	-	2	-	-
British Gas	131	47	76	7%	7%	78	102	53	73	15	4
	24%h	20%	25%	20%	20%	25%	31%de	15%	31%ah	31%h	81%
Co-operative Energy	5	4	1	1	5	4	-	4	*	-	-
	1%	2%	*	1%	1%	1%	-	2%	*	-	-
Dalgas	-	-	-	-	-	-	-	-	-	-	-
E.ON	65	22	41	13	40	52	25	30	29	6	*
	12%	9%	13%	9%	10%	13%	14%	11%	12%	12%	9%
Ebico	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	6	4	3	3	5	3	1	4	1	1	-
	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	-
Ecotricity	3	-	3	-	3	3	-	1	2	-	-
	*	-	1%	-	1%	1%	-	*	1%	-	-
EDF	47	23	23	11	29	36	18	27	15	5	-
	8%	10%	8%	7%	7%	9%	11%	10%	6%	10%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-
First Utility	13	9	4	4	12	9	1	8	5	-	-
	2%	4%	1%	3%	3%	2%	1%	3%	2%	-	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	535	215	307	137	358	398	177	238	235	56	6
Weighted Base	554	234	307	148	382	406	172	266	235	48*	5**
Good Energy	1	-	1	-	1	1	-	-	1	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-	-	-	-
LoCo2 Energy	2	-	-	-	2	2	-	-	2	-	-
Lotimer Power (Epower supply)	-	-	-	-	-	-	-	-	1%	-	-
Marks & Spencer Energy	2	-	2	1	2	1	-	1	1	-	-
Npower	86	42	43	28	69	60	18	58	24	5	-
Ovo	3	-	3	2	18%	15%	1	22%	10%	1	-
Sainsbury's Energy	6	3	3	3	5	3	1%	2	5	-	-
Scottish Hydro	5	3	2	2	5	5	3	3	1	1	-
Scottish Power	106	46	60	32	79	74	28	57	42	7	-
Southern Electric	18	12	6	6	15	12	3	9	6	3	10%
Spark Energy	2	1	1	1	1	1	1	1	1	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	535	215	307	137	358	398	177	238	235	56	6
Weighted Base	554	234	307	148	382	406	172	266	235	48*	5**
SSE (Scottish and Southern Energy)	21	6	16	4	16	17	6	9	11	1	-
Swalec	4%	2%	5%	3%	4%	4%	3%	3%	5%	3%	-
Utility Warehouse	5	1	4	-	2	5	3	2	2	1	-
Utilita	7%	1%	7%	-	7%	7%	2%	7%	7%	7%	-
Zog Energy	5	3	2	3	5	2	-	5	-	-	-
Other	7%	7%	1%	2%	7%	7%	-	2%	-	-	-
Refused	8	3	5	4	6	5	2	3	3	2	-
Don't know	7%	7%	2%	2%	2%	7%	7%	7%	7%	7%	5%
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	5	3	2	1	2	4	3	2	3	-	-
	7%	7%	7%	7%	7%	7%	2%	7%	7%	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	6	2	3	1	1	5	5	3	2	1	-
	7%	7%	7%	7%	*	7%	3%	7%	7%	2%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

Total (a)	PES SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	535	55	49	39	30	50	32	53	13	43	47	41	17	26	38	2
Weighted Base	554	58*	51*	41*	30**	53*	31**	50*	15**	48*	45*	41*	17**	28**	48*	11*
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	131	10	13	20	10	11	6	12	1	6	13	9	3	2	15	-
	24%	17%	25%	49% <sup>a</sup> <sub>both</sub>	35%	22%	20%	24%	16%	13%	29%	21%	16%	6%	31%	-
Co-operative Energy	5	1	-	-	-	-	-	2	-	-	2	-	-	-	-	-
	1%	2%	-	-	-	-	-	4%	-	-	4%	-	-	-	-	-
Dalglas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	65	15	9	5	1	6	-	11	1	3	4	1	4	2	4	-
	12%	26% <sup>a</sup> <sub>ajkto</sub>	17% <sub>l</sub>	11%	5%	12%	1%	21% <sub>l</sub>	4%	6%	8%	1%	25%	7%	8%	-
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	6	-	1	-	1	1	-	1	2	-	-	-	-	-	1	-
	1%	-	3%	-	2%	1%	-	2%	12%	-	-	-	-	-	2%	-
Ecotricity	3	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	2%	4% <sup>a</sup>	-	-	-	-
EDF	47	7	3	6	-	-	1	4	-	1	8	6	-	8	1	-
	8% <sub>l</sub>	13% <sub>l</sub>	6%	16% <sub>l</sub>	-	-	4%	9% <sub>l</sub>	-	1%	18% <sub>l</sub> <sup>o</sup>	14% <sub>l</sub>	-	32%	3%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Utility	13	1	1	-	-	3	-	-	-	1	1	1	1	2	1	-
	2%	2%	2%	-	-	6%	-	1%	-	2%	3%	3%	6%	6%	3%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 535	55	49	39	30	50	32	53	13	43	47	41	17	26	38	2	
Weighted Base 554	58*	51*	41*	30**	53*	31**	50*	15**	48*	45*	41*	17**	28**	48*	11*	
Good Energy	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	
Green Energy	-	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	
Green Star Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Isupply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
LoCo2 Energy	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
Lorimer Power (Epower supply)	*	-	-	-	-	-	-	-	-	4%a	-	-	-	-	-	
Marks & Spencer Energy	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
Npower	86	8	13	-	3	15	6	6	1	4	5	7	1	4	14	
Ovo	16% <sup>d</sup>	14% <sup>d</sup>	25% <sup>d</sup>	-	11%	28% <sup>adk</sup>	20%	11% <sup>d</sup>	7%	9%	11%	16% <sup>d</sup>	7%	14%	28% <sup>d</sup>	
Sainsbury's Energy	3	-	1	-	1	-	-	1	-	-	-	1	-	-	-	
Scottish Hydro	1%	-	1%	-	4%	-	-	2%	-	-	-	6%	-	-	-	
Scottish Power	6	-	-	2	-	-	3	1	-	-	-	-	-	-	-	
Southern Electric	7%	-	-	4%	-	-	11%	3%	-	-	-	-	-	-	-	
Spark Energy	5	-	-	-	-	-	-	-	1	4	-	-	-	-	-	
	1%	-	-	-	-	-	-	-	7%	8% <sup>ab</sup>	-	-	-	-	-	
	106	10	6	2	9	11	9	8	1	27	5	3	2	6	7	
	19% <sup>d</sup>	78%	73%	4%	31%	21% <sup>d</sup>	28%	15%	7%	57% <sup>abcbdf</sup>	12%	7%	10%	23%	15%	
	18	1	-	2	2	3	-	3	-	1	5	-	-	1	-	
	3%	2%	-	6%	5%	5%	-	23%	-	2%	12% <sup>achjo</sup>	-	-	3%	-	
	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	
	*	-	-	-	-	-	-	-	2%	-	3% <sup>a</sup>	-	-	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?  
 Base: All who made complaint in past 12 months to current or previous supplier

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 535	55	49	39	30	50	32	53	13	43	47	41	17	28	38	2	
Weighted Base 554	58*	51*	41*	30**	53*	31**	50*	15**	48*	45*	41*	17**	28**	48*	11**	
SSE (Scottish and Southern Energy)	21	4	4	-	2	1	1	-	3	-	4	-	-	3	-	
Swalec	4%	4%	9%	-	7%	2%	3%	-	24%	-	2%	9%	-	5%	-	
Utility Warehouse	5	-	-	-	-	-	-	-	-	-	-	5	-	-	-	
Utilita	7%	-	-	-	-	-	-	-	-	-	-	31%	-	-	-	
Zog Energy	5	1	-	2	-	-	1	1	-	-	1	-	-	-	1	
Other	1%	1%	-	4%	-	-	2%	7%	-	-	-	2%	-	-	65%	
Refused	8	-	1	-	-	1	2	-	-	-	2	-	-	3	-	
Don't know	7%	-	2%	-	-	5%	4%	-	-	-	4%	-	-	5%	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5	-	-	-	-	-	1	1	1	-	1	-	1	-	-	
	7%	-	-	-	-	-	2%	8%	2%	-	2%	-	3%	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	
	6	-	-	-	-	1	1	-	-	1	1	-	2	-	-	
	7%	-	-	-	-	3%	2%	-	-	3%	2%	-	6%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	535	189	222	191	196	130	253	243	207
Weighted Base	554	177	253	220	155	144	235	246	208
Axis Telecom	-	-	-	-	-	-	-	-	-
Better Energy	2	-	-	-	-	-	2	2	2
British Gas	131	21	42	36	27	31	7%	1%	1%
Co-operative Energy	24%bc	4	17%	4	17%	22%b	23%	21%	23%
Daligas	5	3%	2%	2%	2%	1%	7%	1%	1%
E.ON	65	18	31	22	23	15	27	27	21
Ebico	12%	10%	10%	10%	15%	11%	11%	11%	10%
Economy Energy	6	1	-	-	-	-	-	-	-
Ecotricity	1%	-	1%	1%	1	3	5	4	3
EDF	3	1	-	-	-	-	1	1	2
Extra Energy	47	18	22	17	15	8	25	23	15
Flow Energy	8%	10%	8%	8%	10%	5%	11%	8%	7%
First Utility	13	5	9	6	6	2	9	8	4
	2%	3%	3%	3%	4%	2%	7%	3%	2%
	-	-	-	-	-	-	-	-	-

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	535	189	222	191	196	130	233	243	207
Weighted Base	554	177	253	220	155	144	235	246	208
Gnergy	-	-	-	-	-	-	-	-	-
Good Energy	1	-	-	-	-	-	1	1	1
Green Energy	-	-	-	-	-	-	-	-	-
Green Star Energy	-	-	-	-	-	-	-	-	-
Isupply	-	-	-	-	-	-	-	-	-
LoCo2 Energy	2	-	-	-	-	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	2	2	1	1	-	1	1	1	1
Npower	86	40	48	42	27	25	36	40	34
Ovo	16%	22%	19%	19%	16%	17%	15%	16%	16%
Sainsbury s Energy	3	-	2	-	1	-	-	-	2
Scottish Hydro	1%	-	1%	-	1%	-	-	-	1%
Scottish Power	6	-	2	2	2	2	2	-	-
	1%	-	1%	1%	-	1%	1%	-	-
	5	2	3	3	3	1	3	4	1
	1%	1%	1%	1%	2%	1%	1%	2%	1%
	106	45	52	52	29	30	41	49	43
	19%	25%	21%	24%	19%	21%	17%	20%	21%



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	535	189	222	191	196	130	253	243	207
Weighted Base	554	177	253	220	155	144	235	246	208
Southern Electric	18	5	7	7	3	7	14	10	11
	3%	3%	3%	3%	2%	5%	6%	4%	5%
Spark Energy	2	-	2	2	1	2	-	-	-
	-	-	1%	1%	1%	2%	-	-	-
SSE (Scottish and Southern Energy)	21	7	11	10	8	7	10	12	10
	4%	4%	4%	5%	5%	5%	4%	5%	5%
Swalec	5	1	1	1	1	1	1	-	1
	1%	-	1%	1%	1%	1%	-	-	-
Utility Warehouse	5	3	5	4	2	2	2	3	1
	1%	2%	2%	2%	2%	1%	1%	1%	-
Utilita	9	2	4	3	1	1	4	2	3
	1%	1%	1%	1%	1%	1%	2%	1%	1%
Zog Energy	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	5	2	3	1	2	1	3	4	2
	1%	1%	1%	-	1%	1%	1%	1%	1%
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	6	1	3	3	2	3	1	1	2
	1%	1%	1%	1%	1%	2%	-	-	1%

Q.89 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 made complaint in past 12 months to current or previous supplier

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			Rent local author- ity (r)
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)		
Unweighted Base	535	452	58	27	149	241	145	110	143	94	188	219	272	137	398	281	133	111	
Weighted Base	554	467	62*	25**	160	273	121	133	191	111*	119	177	353	112	442	313	139	95*	
Very satisfied	(2) 69	61	7	1	20	38	12	8	25	19	17	25	37	14	55	42	18	8	
Quite satisfied	(1) 117	121	12*	5*	12*	14*	10*	6*	13*	17%h	14%h	14%	17%	13%	12%	13%	13%	9%	
Neither satisfied nor dissatisfied	(0) 55	58	11	9	28	52	36	38	32	24	25	41	64	22	95	61	32	22	
Quite dissatisfied	(-1) 73	63	8	1	30	29	14	15	30	11	10	15	55	7	60	42	19	11	
Very dissatisfied	(-2) 234	195	27	12	62	120	52	62	71	44	57	79	135	56	178	132	56	42	
	42%	42%	43%	47%	38%	44%	43%	47%	37%	40%	48%	44%	47%	50%	40%	42%	47%	44%	
<b>SUMMARY CODES</b>																			
SATISFIED	188	157	19	10	48	90	48	44	58	43	42	68	101	37	149	103	50	30	
DISSATISFIED	347	344	30*	41*	30*	33*	40*	33*	29*	39*	36*	37*	30*	33*	34*	33*	36*	32*	
Refused	507	550	56%	51%	57%	55%	54%	58%	56%	50%	57%	53%	57%	58%	55%	56%	54%	56%	
Don't know	7	7	-	-	1	6	-	1	3	2	-	4	3	2	5	-	-	-	
Mean Score	-0.521	-0.514	-0.577	-0.523	-0.540	-0.530	-0.477	-0.557	-0.518	-0.339	-0.545	-0.472	-0.567	-0.523	-0.496	-0.520	-0.456	-0.602	
Standard Deviation	1.515	1.523	1.482	1.514	1.460	1.548	1.526	1.453	1.462	1.597	1.590	1.580	1.458	1.576	1.501	1.528	1.525	1.468	
Error Variance	0.004	0.005	0.039	0.085	0.014	0.010	0.016	0.019	0.015	0.028	0.014	0.012	0.008	0.018	0.006	0.008	0.017	0.020	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.89 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 made complaint in past 12 months to current or previous supplier

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	535	2	64	471	533	469	76	457	433	102	351	54	135	220	305	10
Weighted Base	554	3**	66*	488	551	486	82*	469	445	109*	390	55*	118	240	304	10**
Very satisfied	(2) 69	-	6	63	69	63	9	60	65	5	40	11	20	32	36	1
	13%	-	9%	13%	13%	13%	11%	13%	15%	4%	10%	20%	17%	13%	12%	12%
Quite satisfied	(1) 117	-	10	106	117	106	15	102	100	17	67	14	21	49	64	4
	21%	-	16%	22%	21%	22%	18%	22%	22%	15%	22%	28%	18%	21%	21%	37%
Neither satisfied nor dissatisfied	(0) 55	-	12	42	55	42	16	39	44	11	44	7	10	24	29	1
	10%	-	19%adef	9%	10%	9%	19%ah	8%	10%	10%	11%	13%	8%	10%	9%	15%
Quite dissatisfied	(-1) 73	2	8	65	71	63	12	59	63	10	53	6	12	29	42	2
	13%	59%	12%	13%	13%	13%	15%	13%	14%	9%	14%	10%	11%	12%	14%	16%
Very dissatisfied	(-2) 234	1	29	205	233	204	30	203	169	65	159	17	54	103	129	1
	42%	41%	44%	42%	42%	42%	36%	43%	38%	60%ai	41%	32%	46%	43%	43%	15%
<b>SUMMARY CODES</b>																
SATISFIED	186	-	16	169	186	169	24	162	165	21	127	25	42	81	100	5
	34%	-	25%	35%	34%	35%	29%	35%	37%j	19%	33%	45%	35%	34%	33%	50%
DISSATISFIED	307	3	37	270	304	267	42	262	232	75	212	23	66	132	171	3
	55%	100%	56%	55%	55%	55%	51%	56%	52%	69%ai	54%	42%	58%	55%	58%	31%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	-	-	7	7	7	-	6	4	3	7	-	-	2	5	-
	1%	-	-	1%	1%	1%	1%	1%	1%	2%	2%	-	-	1%	2%	5%
Mean Score	-0.521j	-1.408	-0.659	-0.503	-0.517	-0.498	-0.478	-0.524	-0.388j	-1.071	-0.533	-0.080	-0.495	-0.513	-0.551	0.169
Standard Deviation	1.515	0.617	1.419	1.528	1.517	1.531	1.423	1.535	1.532	1.315	1.472	1.564	1.609	1.533	1.565	1.361
Error Variance	0.004	0.191	0.031	0.005	0.004	0.005	0.027	0.005	0.005	0.017	0.006	0.045	0.019	0.011	0.008	0.206

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.89 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 made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	535	442	93	65	36	486	48	1
Weighted Base	554	479	75*	86*	24*	499	53*	1**
Very satisfied	69 (2)	56 13%	13 14%	10 12%	4 16%	63 13%	7 12%	-
Quite satisfied	117 (1)	93 21%	23 31%ab	18 21%	4 16%	105 21%	12 22%	-
Neither satisfied not dissatisfied	55 (0)	49 10%	5 7%	11 13%	3 11%	48 10%	6 12%	-
Quite satisfied	73 (-1)	71 13%c	1 15%c	14 17%	4 15%	69 14%	3 6%	-
Very dissatisfied	234 (-2)	203 42%	31 41%	31 36%	10 40%	207 42%	25 46%	1 100%
<b>SUMMARY CODES</b>								
SATISFIED	186	149	37	28	8	168	18	-
	34%	31%	49%ab	33%	34%	34%	34%	-
DISSATISFIED	307	275	32	45	14	277	29	1
	55%c	57%c	42%	53%	55%	55%	54%	100%
Refused	-	-	-	-	-	-	-	-
Don't know	7	6	1	1	-	7	-	-
	1%	1%	1%	1%	-	1%	-	-
Mean Score	-0.521	-0.577	-0.166b	-0.450	-0.449	-0.515	-0.554	-2.000
Standard Deviation	1.515	1.487	1.651	1.473	1.578	1.512	1.556	-
Error Variance	0.004	0.005	0.030	0.034	0.069	0.005	0.050	-

Q.89 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 made complaint in past 12 months to current or previous supplier

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	535	215	307	137	358	398	177	238	235	56	6
Weighted Base	554	234	307	148	382	406	172	266	235	48*	5**
Very satisfied	(2) 69	33	35	5	42	64	28	25	38	7	-
	13% <sub>d</sub>	14%	11%	3%	11% <sub>d</sub>	16% <sub>d</sub>	16% <sub>d</sub>	9%	16% <sub>h</sub>	14%	-
Quite satisfied	(1) 117	44	69	20	69	96	47	51	50	13	3
	21%	19%	22%	14%	18%	24% <sub>d</sub>	27% <sub>d</sub> e	19%	21%	27%	63%
Neither satisfied nor dissatisfied	(0) 55	21	31	19	41	36	14	27	23	4	-
	10%	9%	10%	13%	11%	9%	8%	10%	10%	9%	-
Quite dissatisfied	(-1) 73	38	35	22	56	50	17	40	30	3	-
	13%	16%	11%	15%	15%	12%	10%	15%	13%	6%	-
Very dissatisfied	(-2) 234	95	134	81	172	153	62	150	92	21	2
	42%	41%	44%	55% <sub>a</sub> f <sub>g</sub>	45%	38%	36%	45%	39%	38%	37%
<b>SUMMARY CODES</b>											
SATISFIED	186	77	104	25	111	161	75	75	88	20	3
	34% <sub>d</sub>	33%	34%	17%	29% <sub>d</sub>	40% <sub>d</sub> e	44% <sub>d</sub> e	28%	37%	42%	63%
DISSATISFIED	307	133	169	104	228	203	79	160	121	24	2
	55% <sub>g</sub>	57%	55%	70% <sub>a</sub> e <sub>f</sub> g	60% <sub>f</sub> g	50%	46%	60%	52%	49%	37%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	3	4	-	3	7	-	4	3	-	-
	1%	1%	1%	-	1%	2%	-	2%	1%	-	-
Mean Score	-0.521 <sub>d</sub>	-0.515	-0.541	-1.048	-0.650 <sub>d</sub>	-0.327 <sub>d</sub> e	-0.230 <sub>d</sub> e	-0.685	-0.377 <sub>h</sub>	-0.370	-0.103
Standard Deviation	1.515	1.522	1.510	1.542	1.470	1.561	1.579	1.445	1.563	1.600	1.622
Error Variance	0.004	0.011	0.008	0.011	0.006	0.006	0.014	0.009	0.011	0.046	0.438

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.89 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 made complaint in past 12 months to current or previous supplier

	Total (g)	PES SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	535	95	49	39	30	50	32	53	13	43	47	41	17	26	38	2
Weighted Base	554	58*	51*	41*	30**	53*	31**	50*	15**	48*	45*	41*	17**	28**	48*	1**
Very satisfied	69	7	5	10	5	2	6	6	-	7	9	7	1	2	3	-
(2)	13%	12%	9%	23% <i>d</i>	16%	3%	20%	12%	-	15%	19% <i>d</i>	17% <i>d</i>	7%	6%	7%	-
Quite satisfied	117	14	7	14	7	12	5	12	5	6	8	6	5	6	9	-
(1)	21%	23%	14%	34% <i>cd</i>	23%	22%	17%	24%	35%	13%	19%	16%	31%	24%	18%	-
Neither satisfied nor dissatisfied	55	5	6	1	1	5	3	4	2	7	8	6	1	3	5	-
(0)	10%	9%	11%	4%	4%	9%	6%	7%	12%	15%	17%	15%	3%	11%	9%	-
Quite satisfied	73	9	10	2	7	5	1	7	4	4	6	6	-	2	8	1
(-1)	13%	15%	20%	6%	22%	10%	3%	14%	25%	9%	14%	16%	-	7%	16%	65%
Very dissatisfied	234	23	23	12	10	30	14	21	4	23	14	14	10	12	24	-
(-2)	42%	40%	44%	31%	32%	56% <i>cd</i>	47%	43%	27%	48%	31%	33%	59%	45%	50%	35%
<b>SUMMARY CODES</b>																
SATISFIED	186	20	12	23	12	13	11	18	5	13	17	14	6	8	12	-
(34%)	34%	35%	23%	57% <i>acd</i>	41%	25%	37%	36%	35%	28%	38%	33%	38%	31%	25%	-
DISSATISFIED	307	32	33	15	16	35	15	28	8	27	20	20	10	14	32	1
(56% <i>d</i> )	56% <i>d</i>	56%	64% <i>d</i>	38%	55%	68% <i>d</i>	50%	56%	53%	57%	45%	49%	59%	52%	66% <i>d</i>	100%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	1	1	1	-	-	1	-	-	-	-	1	-	2	-	-
(1%)	1%	1%	2%	3%	-	-	4%	-	-	-	-	3%	-	6%	-	-
<b>Mean Score</b>	<b>-0.521</b>	<b>-0.492</b>	<b>-0.787</b>	<b>0.137<sup>ac</sup></b>	<b>-0.279</b>	<b>-0.935</b>	<b>-0.423</b>	<b>-0.509</b>	<b>-0.447</b>	<b>-0.617</b>	<b>-0.188<sup>f</sup></b>	<b>-0.332</b>	<b>-0.718</b>	<b>-0.647</b>	<b>-0.832</b>	<b>-1.349</b>
<b>Standard Deviation</b>	<b>1.515</b>	<b>1.511</b>	<b>1.389</b>	<b>1.638</b>	<b>1.570</b>	<b>1.367</b>	<b>1.714</b>	<b>1.536</b>	<b>1.271</b>	<b>1.552</b>	<b>1.535</b>	<b>1.536</b>	<b>1.605</b>	<b>1.488</b>	<b>1.397</b>	<b>-</b>
<b>Error Variance</b>	<b>0.004</b>	<b>0.042</b>	<b>0.040</b>	<b>0.071</b>	<b>0.082</b>	<b>0.037</b>	<b>0.095</b>	<b>0.045</b>	<b>0.124</b>	<b>0.056</b>	<b>0.050</b>	<b>0.059</b>	<b>0.152</b>	<b>0.089</b>	<b>0.051</b>	<b>-</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 made complaint in past 12 months to current or previous supplier

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	535	159	222	191	136	130	233	243	207
Weighted Base	554	177	253	220	155	144	235	246	208
Very satisfied	(2) 69	23	24	24	23	8	50	48	38
	13% <i>d</i>	13% <i>d</i>	9%	11%	15% <i>d</i>	5%	21% <i>a</i>	19% <i>a</i>	18%
Quite satisfied	(1) 117	30	40	46	28	30	64	63	48
	21%	17%	16%	21%	18%	21%	27%	26%	23%
Neither satisfied nor dissatisfied	(0) 55	20	29	23	13	18	22	19	19
	10%	11%	11%	11%	9%	13%	9%	8%	9%
Quite dissatisfied	(-1) 73	28	43	32	25	17	23	27	26
	13%	16%	17%	16%	16%	12%	10%	11%	12%
Very dissatisfied	(-2) 234	75	113	91	63	68	74	85	75
	42% <i>g</i>	42%	45%	41%	40%	47%	31%	35%	36%
<b>SUMMARY CODES</b>									
SATISFIED	186	53	64	70	51	38	113	111	86
	34% <i>c</i>	30%	25%	32%	33%	26%	48% <i>a</i>	45% <i>a</i>	42%
DISSATISFIED	307	102	157	123	87	85	96	112	100
	56% <i>h</i>	58%	62%	56%	58%	59%	41%	46%	48%
Refused	-	-	-	-	-	-	-	-	-
Don't know	7	1	4	4	4	3	4	3	2
	1%	1%	2%	2%	3%	2%	2%	1%	1%
Mean Score	-0.521	-0.573	-0.732	-0.556	-0.508	-0.767	-0.030 <i>a</i>	-0.159 <i>a</i>	-0.246 <i>a</i>
Standard Deviation	1.515	1.485	1.416	1.480	1.537	1.384	1.586	1.599	1.581
Error Variance	0.004	0.014	0.009	0.012	0.018	0.015	0.011	0.011	0.012

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 haven't made a complaint in past 12 months to current or previous supplier.

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5399	4844	475	280	949	2493	1957	961	1326	972	2140	2187	2463	1208	4191	3114	988	1196
Weighted Base	5380	4802	489	289	978	2635	1567	1206	1698	1125	1351	1719	2945	989	4411	3330	1005	555
Yes	204	162	27	15	34	127	42	51	66	35	51	69	112	47	156	102	57	41
4%g	4%	4%	5%b	5%	4%	4%g	3%	4%	4%	3%	4%	4%	4%	5%o	4%	3%	6%ap	4%
No	5083	4362	454	268	926	2660	1498	1141	1604	1070	1289	1622	2810	906	4178	3181	924	892
94%e	95%	93%	93%	93%	96%	94%	96%j	95%	94%	95%	94%	94%	95%	93%	95%	96%ap	92%	93%
Refused	4	3	1	-	-	1	3	1	1	-	2	2	-	-	3	3	-	1
Don't know	89	75	7	6	16	47	24	13	27	20	29	27	23	15	74	45	24	21
2%h	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%h	2%h	1%	2%	2%	1%	2%p	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





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 haven't made a complaint in past 12 months to current or previous supplier.

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5399	9	560	4839	5390	4830	579	4811	4589	810	3816	592	1081	1932	3407	80
Weighted Base	5380	8**	543	4837	5372	4829	581	4792	4542	838	3826	548	937	2002	3319	59*
Yes	204	1	26	178	203	177	28	175	176	28	138	20	52	86	116	2
	4%	10%	5%	4%	4%	4%	5%	4%	4%	3%	4%	4%	6%ak	4%	3%	4%
No	5083	7	506	4577	5076	4570	548	4529	4298	785	3631	518	868	1888	3139	57
	94%lm	90%	93%	95%	94%	95%	94%	95%	95%	94%	95%lm	94%	93%	94%	95%	96%
Refused	4	-	-	4	4	4	-	4	2	2	3	-	-	1	3	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	0%	0%	-
Don't know	89	-	11	79	89	79	6	84	66	23	54	11	16	28	62	-
	2%	-	2%	2%	2%	2%	1%	2%	1%	3%ai	1%	2%	2%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 haven't made a complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5389	3815	1584	391	288	4906	476	17
Weighted Base	5380	4163	1217	453	210	4853	507	21**
Yes	204	169	34	24	6	174	28	1
	4%	4% <sup>c</sup>	3%	5%	3%	4%	6% <sup>d</sup>	6%
No	5083	3940	1143	468	200	4602	462	19
	94% <sup>g</sup>	95%	94%	95%	95% <sup>g</sup>	95% <sup>g</sup>	91%	94%
Refused	4	1	3	-	-	4	-	-
	-	-	0% <sup>b</sup>	-	-	-	-	-
Don't know	89	52	37	1	4	72	17	-
	2% <sup>d</sup>	1%	3% <sup>ab</sup>	0%	2% <sup>d</sup>	1%	3% <sup>af</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 haven't made a complaint in past 12 months to current or previous supplier

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5399	1986	3263	596	2902	4803	2497	543	1368	2161	1327
Weighted Base	5380	2094	3158	640	2991	4740	2389	619	1482	2117	1183
Yes	204	70	128	30	130	174	74	37	68	73	26
	4%	3%	4%	5%	4%	4%	3%	6%	5%	3%	2%
No	5083	2001	2987	604	2828	4479	2255	579	1380	2023	1101
	94%	96%	95%	94%	95%	94%	94%	94%	94%	96%	93%
Refused	4	-	1	-	1	4	3	-	-	1	3
	*	-	*	-	*	*	*	-	-	*	*
Don't know	89	22	42	6	32	83	57	2	14	20	53
	2%	1%	1%	1%	1%	2%	2%	*	1%	1%	4%

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 haven't made a complaint in past 12 months to current or previous supplier

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5389	553	509	415	288	483	378	521	142	333	451	470	205	334	346	11
Weighted Base 5380	547	508	437	271	469	373	479	137	352	435	470	209	313	370	11**
Yes 204 4%g	13 2%	15 3%	12 3%	14 5%bgn	19 4%g	6 2%	18 4%	3 2%	23 7%abbdal n	29 7%abbdal n	13 3%	11 5%bgn	5 2%	22 6%bcdgjn	-
No 5083 94%jk	522 95%jk	489 96%jek	408 93%	251 83%	446 95%k	362 97%adek mo	458 96%jk	133 97%jk	321 97%	392 90%	455 97%adek mo	194 92%	298 95%k	346 92%	10 91%
Refused 4	1	-	-	-	-	-	1	-	1	2	-	-	-	-	-
Don't know 89 2%	11 2%hi	4 1%	17 4%adgh o	6 2%j	5 1%	5 1%	3 1%	1 1%	6 2%	12 3%chlo	2 *	4 2%	10 3%adho	2 1%	1 9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 haven't made a complaint in past 12 months to current or previous supplier

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5399	783	1193	1168	851	769	3729	3696	3258
Weighted Base	5380	853	1305	1281	922	848	3628	3613	3136
Yes	204	41	60	59	42	39	76	75	50
	4%	5%	5%	5%	5%	5%	2%	2%	2%
No	5083	803	1234	1214	873	803	3518	3564	3055
	94%	94%	95%	95%	95%	95%	97% <sup>a</sup>	97% <sup>a</sup>	97% <sup>a</sup>
Refused	4	-	1	1	1	1	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	88	9	9	7	6	6	34	33	30
	2%	1%	1%	1%	1%	1%	1%	1%	1%

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 gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes - I contacted my current or previous energy supplier	533	451	48	33	101	308	123	172	198	75	88	124	365	100	432	366	95	59
	9% <sup>qkz</sup>	9%	9%	11%	9%	10% <sup>ig</sup>	7%	13% <sup>ajk</sup>	10% <sup>jk</sup>	6%	6%	7%	11% <sup>al</sup>	9%	9%	10% <sup>ur</sup>	8% <sup>ur</sup>	6%
Yes - I contacted another energy supplier	98	79	11	8	13	61	24	27	38	24	11	21	63	20	78	63	22	11
	2% <sup>k</sup>	2%	2%	2%	1%	2%	1%	2% <sup>k</sup>	2% <sup>k</sup>	2% <sup>k</sup>	1%	1%	2% <sup>u</sup>	2%	2%	2%	2%	1%
Yes - my current or previous energy supplier contacted me	228	187	29	12	43	127	57	74	70	40	43	61	141	57	171	156	33	36
	4%	4%	5%	4%	4%	4%	3%	6% <sup>ajk</sup>	4%	3%	3%	3%	4%	5% <sup>lao</sup>	4%	4%	3%	3%
Yes - another energy supplier contacted me	129	113	16	1	24	73	32	33	44	29	22	38	89	25	104	78	24	23
	2% <sup>ld</sup>	2% <sup>ld</sup>	3% <sup>ld</sup>	*	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%
<b>SUMMARY CODE</b>																		
YES	911	767	95	49	170	519	222	284	317	153	157	228	599	182	730	611	164	118
	15% <sup>kap</sup>	15%	17%	16%	15%	17% <sup>g</sup>	13%	21% <sup>ajk</sup>	17% <sup>k</sup>	12%	11%	12%	18% <sup>al</sup>	17%	15%	17% <sup>ur</sup>	14% <sup>ur</sup>	11%
No	4944	4229	452	283	944	2558	1442	1048	1545	1062	1289	1648	2660	889	4056	2993	955	916
	83% <sup>hm</sup>	83%	82%	84%	83%	82%	85% <sup>af</sup>	78%	82% <sup>h</sup>	88% <sup>ah</sup>	88% <sup>ah</sup>	87% <sup>am</sup>	81%	82%	84%	84%	84%	87% <sup>apq</sup>
Refused	7	6	1	-	3	1	3	1	4	-	2	2	-	-	7	6	-	1
	*	*	*	-	1	*	*	*	*	-	*	*	-	-	*	*	-	*
Don't know	71	67	2	2	20	30	21	5	23	21	23	19	19	9	62	33	23	14
	1% <sup>hm</sup>	1%	*	1%	2% <sup>ld</sup>	1%	1%	*	1% <sup>h</sup>	2% <sup>h</sup>	2% <sup>h</sup>	1%	1%	1%	1%	1%	2% <sup>ap</sup>	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



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 gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5288	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes - I contacted my current or previous energy supplier	533	1	60	473	532	472	64	468	457	76	427	41	67	263	243	7
	9%mo	8%	10%	8%	9%	8%	10%	8%	8%	8%	10%lm	7%	6%	13%ao	7%	10%
Yes - I contacted another energy supplier	98	-	12	86	98	86	18	80	65	33	76	8	19	41	56	1
	2%	-	2%	2%	2%	2%	3%h	2%	1%	3%ai	2%	1%	2%	2%	2%	1%
Yes - my current or previous energy supplier contacted me	229	-	29	199	228	199	31	197	180	48	162	26	44	102	121	5
	4%	-	5%	4%	4%	4%	5%	4%	4%	5%j	4%	4%	4%	5%o	3%	7%
Yes - another energy supplier contacted me	129	1	9	120	128	119	18	110	98	31	91	14	28	47	77	5
	2%	11%	1%	2%	2%	2%	3%	2%	2%	3%j	2%	2%	3%	2%	2%	8%ano
<b>SUMMARY CODE</b>																
YES	911	2	101	810	910	808	116	794	744	167	700	85	136	443	455	13
	15%mo	18%	17%	15%	15%	15%	18%	15%	15%	18%j	17%lm	14%	13%	20%ao	13%	19%
No	4844	9	500	4444	4936	4436	544	4392	4186	758	3467	509	905	1775	3115	54
	80%ip	81%	82%	82%	82%	82%	82%	82%	84%j	82%	84%	84%	86%ak	79%	88%an	76%
Refused	7	-	-	7	7	7	2	5	5	2	6	-	-	3	3	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%ano
Don't know	71	-	7	64	71	64	2	70	51	20	43	8	14	22	49	-
	1%g	-	1%	1%	1%	1%	-	1%g	1%	2%ai	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Column Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes - I contacted my current or previous energy supplier	533	469	63	59	15	492	38	3
	9% <i>c</i>	10% <i>c</i>	5%	10%	6%	9%	7%	14%
Yes - I contacted another energy supplier	98	91	7	8	2	90	8	-
	2% <i>c</i>	2% <i>c</i>	1%	1%	1%	2%	1%	-
Yes - my current or previous energy supplier contacted me	228	196	32	21	6	214	14	-
	4% <i>c</i>	4% <i>c</i>	2%	4%	3%	4%	2%	-
Yes - another energy supplier contacted me	129	107	23	14	3	114	15	-
	2%	2%	2%	3%	1%	2%	3%	-
<b>SUMMARY CODE</b>								
YES	911	797	114	97	24	838	70	3
	15% <i>c</i> e	17% <i>c</i> a	9%	17% <i>a</i> e	10%	16%	13%	14%
No	4944	3804	1140	477	209	4450	477	18
	83%	82%	88% <i>a</i> b	83%	89% <i>a</i> d	83%	85%	81%
Refused	7	4	3	-	-	7	-	-
	1% <i>b</i>	1%	2% <i>a</i> b	1%	1%	1%	2% <i>d</i>	5%
Don't know	71	38	35	4	2	57	13	1
	1% <i>b</i>	1%	3% <i>a</i> b	1%	1%	1%	2% <i>d</i>	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing





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 gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes - I contacted my current or previous energy supplier	533 9% <sup>cgk</sup>	262 12% <sup>ac</sup>	237 7%	117 15% <sup>aefg</sup>	394 12% <sup>aefg</sup>	416 8% <sup>g</sup>	139 5%	306 35% <sup>ajk</sup>	190 11% <sup>ajk</sup>	37 2% <sup>k</sup>	-
Yes - I contacted another energy supplier	98 2% <sup>ghk</sup>	51 2% <sup>c</sup>	46 1%	47 6% <sup>aefg</sup>	77 2% <sup>aefg</sup>	51 1%	21 1%	68 8% <sup>ajk</sup>	21 1% <sup>jk</sup>	10 %	-
Yes - my current or previous energy supplier contacted me	229 4% <sup>ghk</sup>	112 5% <sup>c</sup>	111 3%	42 5% <sup>fg</sup>	164 5% <sup>aefg</sup>	186 4% <sup>g</sup>	64 2%	92 7% <sup>ajk</sup>	92 5% <sup>ajk</sup>	61 3% <sup>k</sup>	13 1%
Yes - another energy supplier contacted me	129 2%	61 3%	65 2%	38 5% <sup>aefg</sup>	88 3% <sup>g</sup>	91 2%	41 2%	32 4% <sup>ajk</sup>	47 3% <sup>jk</sup>	34 2%	15 1%
<b>SUMMARY CODE</b>											
YES	911 15% <sup>cdgk</sup>	473 20% <sup>ac</sup>	429 12%	214 27% <sup>aefg</sup>	658 19% <sup>aefg</sup>	697 14% <sup>g</sup>	254 10%	426 48% <sup>ajk</sup>	323 19% <sup>ajk</sup>	134 6% <sup>k</sup>	28 2%
No	4944 83% <sup>abdefh</sup>	1836 79%	3001 87% <sup>ab</sup>	568 22%	2692 80% <sup>d</sup>	4376 85% <sup>ade</sup>	2252 8% <sup>adef</sup>	457 52%	1363 80% <sup>h</sup>	2017 90% <sup>ah</sup>	1107 80% <sup>ah</sup>
Refused	7 .	3 .	1 .	2 .	3 .	5 .	4 .	1 .	3 .	1 .	3 .
Don't know	71 1% <sup>eh</sup>	16 1%	33 1%	3 .	21 .	68 1% <sup>e</sup>	50 2% <sup>adef</sup>	2 .	8 .	13 1%	49 4% <sup>ah</sup>



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 gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 5934	608	558	454	298	510	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes - I contacted my current or previous energy supplier	533 9%h	47 8%u	59 11%hi	32 7%	31 10%hi	68 13%abdtin	36 9%u	30 6%	4 3%	44 11%dhi	58 12%abdtin	46 9%u	17 8%	24 7%	35 8%u	1 9%
Yes - I contacted another energy supplier	98 2%	10 2%	16 3%defgh	4 1%	2 1%	4 1%	2 1%	4 1%	2 1%	10 2%g	12 3%defgh	11 2%g	3 3%defgh	7 1%	13 3%defgh	-
Yes - my current or previous energy supplier contacted me	228 4%	24 4%	16 3%	12 3%	8 3%	24 5%g	8 2%	18 3%	11 7%cdegn	18 4%	27 6%cdgn	27 5%cdg	11 5%	8 2%	13 3%	2 16%
Yes - another energy supplier contacted me	129 2%	21 4%adefgm	13 2%	6 1%	2 1%	6 1%	3 1%	28 5%adefg ikimno	2 1%	14 3%defgm	9 2%	10 2%	1 1%	5 1%	7 2%	3 23%
<b>SUMMARY CODE</b>																
YES	911 15%idn	99 16%dn	99 18%dn	48 10%	39 13%	99 19%adegh in	47 12%	71 13%	18 12%	78 20%adegh in	99 21%adegh in	87 17%idgn	33 15%	36 11%	65 16%ud	4 32%
No	4844 82%k	492 81%	464 83%k	416 87%bjk	259 86%jk	419 80%	354 88%abfjk l	455 86%bjk	134 88%jk	318 80%	373 78%	421 82%	190 84%	292 86%jk	351 84%k	7 61%
Refused	7 *	3 *	2 *	-	-	-	-	1 *	-	1 *	2 *	-	-	-	-	-
Don't know	71 1%	12 2%hl	4 1%	14 3%adahi lp	3 1%	4 1%	3 1%	3 1%	3 *	2 1%	6 1%	2 1%	2 1%	12 3%adahi lp	2 *	1 8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes - I contacted my current or previous energy supplier	533 9%	214 21%acef	259 17%a	266 18%af	174 16%a	141 14%a	353 9%	360 9%	294 9%
Yes - I contacted another energy supplier	98 2%	37 4%ae	56 4%ae	49 3%ae	19 2%	36 4%ae	54 1%	60 2%	45 1%
Yes - my current or previous energy supplier contacted me	228 4%	66 6%a	80 5%a	92 6%a	56 5%	61 6%a	135 4%	142 4%	119 4%
Yes - another energy supplier contacted me	129 2%	28 3%	65 4%a	52 3%a	35 3%	38 4%a	75 2%	75 2%	63 2%
<b>SUMMARY CODE</b>									
YES	911 15%	321 31%acef	420 27%a	421 28%a	269 25%a	246 25%a	575 15%	592 15%	484 14%
No	4944 83%bceef	701 68%	1128 72%b	1070 71%	801 74%b	738 74%b	3259 84%	3240 84%	2838 85%
Refused	7 0%	2 0%	4 0%	4 0%	3 0%	4 0%	4 0%	4 0%	4 0%
Don't know	71 1%cddegh	7 1%	5 0%	6 0%	4 0%	3 0%	25 1%	24 1%	19 1%

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	852	722	85	45	165	435	252	229	248	130	245	275	494	208	644	541	158	135
Weighted Base	911	767	95*	49*	170	519	222	284	317	153	157	228	599	182	730	611	164	118
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	208	174	18	16	44	112	52	55	77	32	44	62	127	41	167	138	40	29
Co-operative Energy	23%	23%	19%	33%	26%	22%	24%	19%	24%	21%	28%h	27%	21%	23%	23%	23%	24%	24%
	7	7	-	-	1	1	4	1	4	3	1	3	4	1	6	5	-	1
	1%	1%	-	-	1%	1%	2%j	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	1%
Daligas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	132	115	10	8	26	67	38	40	44	25	22	30	93	30	102	82	28	21
	14%	13%	11%	13%	16%	13%	17%	14%	14%	16%	14%	13%	16%	16%	14%	13%	17%	19%
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
Ecotricity	2	1	1	-	1	1	-	1	1	-	-	-	2	1	1	1	1	-
	-	-	1%	-	1%	-	-	-	-	-	-	-	-	1%	-	-	1%	-
EDF	110	107	3	-	16	63	29	35	45	18	12	23	75	19	91	74	16	17
	12%cd	14%cd	3%	-	10%	12%	13%	12%	14%k	12%	9%	10%	13%	10%	12%	12%	10%	14%
Extra Energy	6	3	2	2	2	5	-	2	3	2	-	-	6	1	5	6	-	-
	1%	-	2%	3%b	1%	1%	-	1%	1%	1%	-	-	1%	1%	1%	1%	-	-
First Utility	33	29	4	-	3	22	8	15	12	2	4	6	25	6	28	25	5	3
	4%	4%	4%	-	2%	4%	4%	5%	4%	1%	3%	3%	4%	3%	4%	4%	3%	2%
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	852	722	85	45	165	435	252	229	248	130	245	275	494	208	644	541	158	135
Weighted Base	911	767	96*	49*	170	519	222	284	317	153	157	228	599	182	730	611	164	118
Energy	1	-	1	-	-	1	-	-	-	-	1	1	-	1	-	-	1	-
Good Energy	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	2	1	1	-	1	1	-	-	-	-	2	-	-	-	-	1	-	-
Isupply	4	4	-	-	3	1	-	1	3	-	-	-	4	-	4	3	1	-
LoCo2 Energy	-	1%	-	-	2% <sup>d</sup>	-	-	-	1%	-	-	-	1%	-	1%	-	1%	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	5	5	-	-	-	3	2	3	2	-	-	1	3	3	2	4	-	-
Npower	85	76	9	1	17	52	16	27	24	15	19	24	50	18	67	58	16	7
Ovo	15	14	1	1	2	11	2	8	4	2	1	4	12	3	12	14	1	1
Sainsbury's Energy	18	17	1	-	1	13	4	7	6	3	2	4	12	2	16	16	1	1
Scottish Gas	2	2	-	-	1	2	-	2	-	-	1	2	2	-	2	2	-	1
Scottish Hydro	6	-	6	-	-	4	1	-	-	4	2	3	1	3	3	3	1	1
Scottish Power	118	86	24	8	24	69	26	46	32	18	22	20	88	18	100	84	19	12
	12%	11%	25% <sup>ab</sup>	16%	14%	13%	12%	16%	10%	12%	14%	9%	15% <sup>u</sup>	10%	14%	14%	12%	10%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	852	722	85	45	165	435	252	229	248	130	245	275	494	208	644	541	158	135
Weighted Base	911	767	95*	49*	170	519	222	284	317	153	157	228	599	182	730	611	164	118
Southern Electric	21	21	-	-	5	10	6	2	9	7	3	7	12	10	12	6	6	10
	2%	3%	-	-	3%	2%	2%	1%	3%	5%h	2%	3%	2%	5%ao	2%	1%	4%p	8%ap
Spark Energy	5	5	-	-	1	2	1	1	-	4	-	2	3	3	2	2	3	-
	1%	1%	-	-	1%	-	1%	1	-	2%ai	-	1%	-	1%	-	2%	-	-
SSE (Scottish and Southern Energy)	49	43	6	-	6	29	15	12	21	7	9	10	33	9	41	31	12	6
	5%	6%	6%	-	3%	6%	7%	4%	7%	4%	6%	5%	5%	5%	6%	5%	7%	5%
Swalec	11	-	-	11	-	8	3	8	2	1	-	-	8	3	8	11	-	-
	1%b	-	-	23%abc	-	2%	1%	3%	1%	1%	-	-	1%	2%	1%	2%	-	-
Utility Warehouse	21	18	1	3	3	14	4	5	12	4	1	7	14	3	18	18	3	-
	2%	2%	1%	5%	2%	3%	2%	2%	4%k	2%	-	3%	2%	2%	2%	3%	2%	-
Utilita	10	8	2	-	4	6	-	4	2	5	-	5	5	3	7	1	4	5
	1%	1%	2%	-	3%g	1%	-	1%	1%	3%ah	-	2%	1%	2%	1%	-	3%p	4%ap
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	9	-	1	3	6	1	1	7	-	2	6	8	4	6	7	2	1
	1%	1%	-	2%	2%	1%	1%	1	2%	-	1%	3%im	-	2%	1%	1%	1%	1%
Refused	2	2	-	-	-	1	-	1	-	-	-	-	1	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	24	19	4	1	5	12	7	10	4	4	6	8	14	-	24	17	9	9
	3%n	2%	4%	2%	3%	2%	3%	3%	1%	3%	4%	3%	2%	-	3%n	3%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	852	3	98	754	849	751	105	744	703	149	634	77	151	408	430	14
Weighted Base	911	2**	101*	810	910	808	116*	794	744	167	700	85*	138	443	455	13**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
British Gas	208	-	9	199	208	199	23	185	200	8	153	24	35	78	123	7
	23% <sup>ijp</sup>	-	8%	25% <sup>ic</sup>	23% <sup>ic</sup>	25% <sup>ic</sup>	20%	23%	27% <sup>ij</sup>	5%	22%	28%	28%	18%	27% <sup>in</sup>	54%
Co-operative Energy	7	-	1	6	7	6	1	6	2	5	7	-	-	5	2	-
	1%	-	1%	1%	1%	1%	1%	1%	3% <sup>ai</sup>	1%	-	-	-	1%	1%	-
Dalgas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E.ON	132	-	24	107	131	107	18	114	123	9	95	14	25	63	67	1
	14% <sup>ij</sup>	24%	24% <sup>ladef</sup>	13%	14%	13%	15%	14%	17% <sup>ij</sup>	5%	14%	18%	19%	14%	15%	7%
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	2	-	-	2	2	2	-	2	1	1	1	1	1	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EDF	110	-	11	99	109	98	17	92	105	4	91	10	10	72	36	1
	12% <sup>ij</sup>	20%	11%	12%	12%	12%	15%	12%	14% <sup>ij</sup>	3%	13%	12%	7%	18% <sup>io</sup>	8%	11%
Extra Energy	6	-	-	6	6	6	-	6	-	-	6	-	-	6	-	-
	1% <sup>i</sup>	-	-	1%	1%	1%	-	1%	-	-	1%	-	-	1% <sup>io</sup>	-	-
First Utility	33	1	1	32	32	31	2	30	5	28	31	1	1	27	6	-
	4% <sup>io</sup>	58%	1%	4%	4%	4%	2%	4%	1%	17% <sup>lai</sup>	4% <sup>um</sup>	1%	-	6% <sup>io</sup>	1%	-
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gnergy	1	-	-	1	1	1	-	1	-	1	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	852	3	98	754	849	751	105	744	703	149	634	77	151	408	430	14
Weighted Base	911	2**	101*	810	910	808	116*	794	744	167	700	85*	138	443	455	13**
Good Energy	2	-	1	1	2	1	-	2	1	1	2	-	-	1	1	-
Green Energy	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-
Green Star Energy	2	-	-	2	2	2	1	1	-	2	2	-	-	2	-	-
Isupply	4	-	4	-	4	-	1%	-	-	1%	-	-	-	-	-	-
LoCo2 Energy	-	-	4%adef	-	-	-	-	3%ah	-	2%j	4	-	-	1	3	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	5	-	-	5	5	5	-	5	-	5	5	-	-	2	3	-
Npower	1%	-	-	1%	1%	1%	-	1%	-	3%ai	1%	-	-	-	1%	-
Ovo	85	-	12	73	85	73	14	71	80	5	65	7	10	44	40	1
Sainsbury's Energy	15	-	3	12	15	12	3	12	1	14	14	-	1	12	3	-
Scottish Gas	2%	-	3%	1%	2%	1%	3%	2%	-	9%ai	2%	-	1%	3%o	1%	-
Scottish Hydro	18	-	1	17	18	17	-	18	2	16	18	-	-	14	4	-
Scottish Power	2%	-	1%	2%	2%	2%	-	2%	-	9%ai	3%	-	-	3%o	1%	-
Southern Electric	2	-	-	2	2	2	-	2	-	2	2	-	-	1	2	-
	6	-	1	4	6	4	1	4	6	4	3	1	2	4	4	-
	118	-	1%	118	118	102	15	103	112	6	91	10	19	60	57	1
	13%	-	16%	13%	13%	13%	13%	13%	15%j	4%	13%	11%	14%	13%	13%	5%
	21	-	1	20	21	20	6	16	21	-	11	5	8	4	17	-
	2%	-	1%	2%	2%	2%	5%	2%	3%j	-	2%	5%k	6%k	1%	4%o	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Stand- ard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	852	3	98	754	849	751	105	744	703	149	634	77	151	408	430	14
Weighted Base	911	2**	101*	810	910	808	116*	794	744	167	700	85*	138	443	455	13**
Spark Energy	5	-	3	2	5	2	1	4	1	4	5	-	-	4	1	-
1%	-	-	3%ade	-	1%	-	1%	-	-	2%ai	1%	-	-	1%	-	-
SSE (Scottish and Southern Energy)	49	-	4	46	49	46	4	46	44	5	38	4	6	17	32	-
5%	-	-	4%	6%	5%	6%	3%	6%	6%	3%	5%	4%	4%	4%	7%	-
Swalec	11	-	3	9	11	9	-	11	11	-	11	-	-	8	4	-
1%	-	-	3%	1%	1%	1%	-	1%	2%	-	2%	-	-	2%	1%	-
Utility Warehouse	21	-	4	17	21	17	3	19	2	20	19	1	1	4	17	-
2%	-	-	4%	2%	2%	2%	2%	2%	-	12%ai	3%	2%	-	1%	4%n	-
Utilita	10	-	-	10	10	10	1	9	2	9	2	-	8	4	7	-
1%	-	-	-	1%	1%	1%	1%	1%	-	5%ai	-	1%	6%ak	1%	1%	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	-	1	9	10	9	1	10	6	4	5	3	3	1	8	1
1%	-	-	1%	1%	1%	1%	-	1%	1%	3%	1%	3%k	2%	-	2%	7%
Refused	2	-	-	2	2	2	-	2	-	2	2	-	-	-	1	-
-	-	-	-	-	-	-	-	-	-	1%j	-	-	-	-	-	-
Don't know	24	-	2	22	24	22	1	23	16	8	15	5	5	11	12	1
2%	-	-	2%	3%	3%	3%	1%	3%	2%	5%	2%	6%	4%	2%	3%	11%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	852	717	135	75	37	783	56	3
Weighted Base	811	797	114	97*	24*	838	70*	3**
Axis Telecom	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-
British Gas	208	175	33	25	5	190	18	1
Co-operative Energy	29%	22%	29%	26%	22%	29%	25%	19%
Daligas	7	7	-	3	-	7	-	-
E.ON	132	116	15	17	2	115	16	-
Ebico	14%	15%	13%	17%	10%	14%	23%	-
Economy Energy	-	-	-	-	-	-	-	-
Ecotricity	1	-	1% <sup>b</sup>	-	-	1	-	-
EDF	2	2	-	-	-	2	-	-
Extra Energy	110	96	13	14	3	102	8	-
First Utility	12%	12%	12%	15%	12%	12%	11%	-
Flow Energy	6	6	-	2	-	6	-	-
Gnergy	33	33	-	4	-	30	3	-
	4% <sup>c</sup>	4% <sup>c</sup>	-	5%	-	4%	4%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	852	717	135	75	37	793	56	3
Weighted Base	811	797	114	87*	24*	838	70*	3**
Good Energy	2	2	-	-	-	2	-	-
Green Energy	-	-	-	-	-	-	-	-
Green Star Energy	2	2	-	-	-	2	-	-
Isupply	4	4	-	-	-	3	1	-
LoCo2 Energy	-	-	-	-	-	-	2%	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-
Marks & Spencer Energy	5	4	1	-	-	5	-	-
Npower	85	70	15	8	2	81	4	-
Ovo	15	15	13%	6%	10%	10%	6%	-
Sainsbury s Energy	18	17	1	2	1	16	2	-
Scottish Gas	2	2	-	-	1	2	-	-
Scottish Hydro	6	3	3	-	-	6	-	-
Scottish Power	118	109	9	10	4	113	4	1
Southern Electric	21	17	5	-	1	19	2	-
	2%	2%	4%	-	3% <sup>d</sup>	2%	3%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	852	717	135	75	37	753	56	3
Weighted Base	811	797	114	97*	24*	838	70*	3**
Spark Energy	5	5	-	2	-	3	2	-
	1%	1%	-	2%	-	-	3% <sup>af</sup>	-
SSE (Scottish and Southern Energy)	49	41	8	2	-	47	2	-
	5%	5%	7%	3%	2%	6%	3%	-
Swalec	11	11	1	-	-	10	-	2
	1%	1%	1%	-	-	1%	-	58%
Utility Warehouse	21	20	1	4	-	20	2	-
	2%	2%	1%	4%	-	2%	2%	-
Utilta	10	9	1	-	2	9	2	-
	1%	1%	1%	-	9% <sup>ad</sup>	1%	2%	-
Zog Energy	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Other	10	9	1	2	1	9	1	-
	1%	1%	1%	2%	4%	1%	2%	-
Refused	2	1	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
Don't know	24	17	7	3	1	23	1	-
	3%	2%	6% <sup>ab</sup>	3%	3%	3%	1%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.83 Which supplier did you have contact with most recently?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	852	431	411	199	605	653	247	378	312	132	30
Weighted Base	911	473	429	214	658	697	254	426	323	134	28**
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-	-	-
British Gas	208	96	109	35	124	173	84	64	95	43	7
	23%h	20%	25%	16%	19%	25%de	33%def	15%	29%iah	32%iah	24%
Co-operative Energy	7	7	-	2	6	6	1	5	2	-	-
	1%	1% <sup>c</sup>	*	1%	1%	1%	1%	1%	1%	-	-
Dalgas	-	-	-	-	-	-	-	-	-	-	-
E.ON	132	72	58	23	95	109	37	63	47	17	5
	14%	15%	13%	11%	14%	16%	14%	15%	14%	13%	17%
Ebico	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	1	-	1	-	1	1	-	-	1	-	-
	*	-	*	-	*	*	-	-	*	-	-
Ecotricity	2	1	1	1	2	1	-	1	1	-	-
	*	*	*	1%	*	*	-	*	*	-	-
EDF	110	68	40	29	85	81	25	70	27	12	1
	12%	14% <sup>c</sup>	9%	14%	13%	12%	10%	16% <sup>h</sup>	8%	9%	5%
Extra Energy	6	5	2	6	6	-	-	6	-	-	-
	1% <sup>h</sup>	1%	*	3% <sup>ahg</sup>	1% <sup>h</sup>	-	-	2% <sup>h</sup>	-	-	-
First Utility	33	20	13	18	30	15	3	23	8	1	1
	4%	4%	3%	9% <sup>aahg</sup>	5% <sup>hg</sup>	2%	1%	5% <sup>h</sup>	3%	*	4%
Flow Energy	-	-	-	-	-	-	-	-	-	-	-
Gnergy	1	-	1	1	1	-	-	-	-	1	-
	*	-	*	*	*	-	-	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	852	431	411	199	605	653	247	378	312	132	30
Weighted Base	911	473	429	214	658	697	254	426	323	134	28**
Good Energy	2	2	-	1	1	1	1	1	1	-	-
Green Energy	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	2	2	-	2	2	-	-	2	-	-	-
Isupply	4	1	3	2	3	2	1	3	1	-	-
LoCo2 Energy	-	-	1%	1%	-	-	1%	1%	-	-	-
Lotimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	5	2	3	1	5	4	-	3	2	-	-
Npower	85	41	43	11	61	74	23	39	28	16	2
Ovo	15	11	4	5%	9%	11%	9%	9%	9%	12%	7%
Sainsbury's Energy	18	12	6	3%	2%	1%	-	2%	1%	1%	-
Scottish Gas	2	2	1	-	-	2	-	-	-	2	-
Scottish Hydro	6	2	3	-	3	6	3	2	2	2	-
Scottish Power	118	54	62	24	93	94	25	58	43	17	-
Southern Electric	21	10	12	3	14	18	8	8	7	5	2
	2%	2%	3%	2%	2%	3%	3%	2%	2%	3%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	852	431	411	199	605	653	247	378	312	132	30
Weighted Base	911	473	429	214	658	697	254	426	323	134	28**
Spark Energy	5	4	1	4	4	1	1	1	4	-	-
	1%	1%	-	2% <sup>f</sup>	1%	-	1%	-	1%	-	-
SSE (Scottish and Southern Energy)	49	21	28	9	36	40	13	26	20	4	-
	5%	4%	6%	4%	5%	6%	5%	6%	6%	3%	-
Swalec	11	6	6	-	8	11	4	4	5	3	-
	1%	1%	1%	-	1%	2%	2%	1%	2%	2%	-
Utility Warehouse	21	10	11	8	20	13	1	13	6	1	1
	2%	2%	3%	4% <sup>g</sup>	3% <sup>g</sup>	2%	-	3%	2%	1%	5%
Utilita	10	10	-	8	9	3	2	5	5	1	-
	1%	2% <sup>c</sup>	-	4% <sup>f,g</sup>	1%	-	1%	1%	1%	1%	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Other	10	6	4	4	6	6	4	6	2	2	1
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%
Refused	2	-	1	-	2	2	-	-	2	-	-
	-	-	-	-	-	-	-	-	1%	-	-
Don't know	24	8	15	3	10	21	14	4	7	7	7
	2%	2%	4%	1%	1%	3%	6% <sup>d,e</sup>	1%	2%	5% <sup>h</sup>	24%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 911	92 96*	86 89*	43 48*	34 39**	87 96*	42 47*	89 71*	16 18**	89 78*	100 99*	85 87*	30 33**	33 36**	59 65*	4 4**	
Axis Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Better Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
British Gas	208 23%	20 20%	16 18%	15 31%	14 37%	24 25%	10 22%	4 24%	14 18%	27 28%	17 19%	8 24%	12 34%	11 17%	-	
Co-operative Energy	7	2	-	1	1	-	-	-	-	1	2	-	-	-	-	
Dalgas	7%	2%	-	3%	3%	-	-	-	-	1%	2%	-	-	-	-	
E.ON	132 14%	26 28%adkj	25 28%adkj	3 7%	2 5%	14 15%	8 17%	15 21%kl	4 22%	6 8%	8 9%	5 8%	6 17%	4 11%	5 8%	
Ebico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Economy Energy	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
Electricity	2	-	-	-	-	-	-	1%a	-	-	-	-	-	-	-	
EDF	110 12%	15 15%j	4 5%	12 24%adcf	2 6%	8 8%	7 16%j	9 12%	-	3 4%	26 26%adchj	10 12%	-	4 10%	9 14%	
Extra Energy	6	-	-	-	3	-	-	-	-	2	-	-	2	-	-	
First Utility	33	4	5	1	4	3	3	1	3	2	5	3	9	1	-	
Flow Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Gnergy	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.83 Which supplier did you have contact with most recently?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 911	92 99*	86 89*	43 48*	34 38**	87 96*	42 47*	89 71*	16 18**	89 78*	100 99*	85 87*	30 33**	33 36**	59 65*	4 4**	
Good Energy	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
Green Energy	-	-	-	-	-	-	-	-	-	2ka	-	-	-	-	-	
Green Star Energy	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Isupply	4	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	
LoCo2 Energy	-	-	2%	-	-	-	-	-	-	1	1	-	-	-	-	
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-	1%	2%	-	-	-	-	
Marks & Spencer Energy	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
Npower	85 9%	5 5%	14 16%bd	1	-	18 18%abdkl	3 6%	10 14%ud	3 15%	6 6%	6 7%	2 6%	-	12 18%bdk	-	
Ovo	15 2%	2 2%	6%af	-	-	-	-	2 3%	-	15 15%	2 2%	2 2%	3%	2%	-	
Sainsbury s Energy	18 2%	-	2 2%	3 6%bf	-	-	1 2%	4 5%bf	-	1 1%	3 3%	1 2%	-	2 4%	-	
Scottish Gas	2	-	-	-	-	-	-	-	2	1	-	-	-	-	-	
Scottish Hydro	6 1%	-	-	-	-	-	-	-	10%	1	-	-	-	-	-	
Scottish Power	118 13%e	10 11%	4 5%	4 6%	11 29%	17 17%ck	6 13%	10 14%	1 5%	23 23%abodhk lo	6 6%	10 11%	1 3%	3 9%	8 12%	
Southern Electric	21 2%	3 3%	1 1%	1 2%	-	2 2%	2 3%	-	-	1	8 9%chjo	-	3 9%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 82	92	86	43	34	67	42	69	16	69	100	85	30	33	59	4
Weighted Base 911	99*	89*	48*	39**	99*	47*	71*	18**	78*	99*	87*	33**	36**	65*	4**
Spark Energy	5	-	-	-	-	-	-	-	-	1	3	-	-	1	-
SSE (Scottish and Southern Energy)	49	6	3	-	3	4	2	-	2	8	10	-	2	6	1
Swalec	11	6%	4%	-	7%	4%	4%	-	9%	8%h	11%dh	-	5%	8%h	15%
Utility Warehouse	21	-	-	-	-	-	-	-	-	-	-	11	-	-	-
Utilita	10	2%	1%	4	2	2	2	-	1	-	1	2	2	4	-
Zog Energy	1%	2%	1%	9%adnk	4%	-	5%k	-	1%	-	2%	6%	5%	6%k	-
Other	10	-	1	-	-	2	-	-	2	-	1	-	-	3	-
Refused	2	1%	1%	-	-	2%	-	2%	3%	-	1%	-	-	4%	-
Don't know	24	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	4%	4%	6%	3%	2%	-	3%	5%	1%	1%	-	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	852	283	376	380	243	227	556	560	470
Weighted Base	911	321	400	421	269	246	575	562	464
Axis Telecom	-	-	-	-	-	-	-	-	-
Better Energy	-	-	-	-	-	-	-	-	-
British Gas	208	49	59	62	47	37	134	139	115
Co-operative Energy	7	3	5	5	4	3	4	2	4
Daligas	-	-	-	-	-	-	-	-	-
E.ON	132	54	54	66	41	33	90	90	74
Ebico	-	-	-	-	-	-	-	-	-
Economy Energy	1	-	-	-	-	-	1	1	1
Ecotricity	2	-	1	1	-	1	-	-	-
EDF	110	59	61	71	39	31	60	65	54
Extra Energy	6	4	6	6	-	-	4	5	5
First Utility	33	15	25	18	10	13	15	18	16
Flow Energy	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	852	283	376	380	243	227	556	560	470
Weighted Base	911	321	420	421	280	246	675	562	484
Energy	1	-	-	-	-	-	1	1	1
Good Energy	2	1	2	2	1	1	2	2	1
Green Energy	-	-	-	-	-	-	-	-	-
Green Star Energy	2	-	2	2	-	2	2	2	2
Isupply	4	1	4	1	2	-	-	1	-
LoCo2 Energy	-	-	1%	-	1%	-	-	-	-
Lorimer Power (Epower supply)	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	5	4	3	4	2	1	4	4	4
Npower	85	29	38	39	29	23	57	56	47
Ovo	15	4	9	9	3	11	14	15	11
Sainsbury's Energy	18	7	12	10	1	9	11	13	8
Scottish Gas	2	2%	3%	2%	1%	3%e	2%	2%	2%
Scottish Hydro	6	2	2	2	2	1	4	4	3
	1%	-	-	1%	1%	-	1%	1%	1%

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	852	283	376	380	243	227	556	560	470
Weighted Base	911	321	400	421	280	246	675	562	484
Scottish Power	118	54	61	56	43	27	66	71	52
	13%	17%	15%	13%	16%	11%	12%	12%	11%
Southern Electric	21	2	9	7	6	4	17	16	14
	2%	7%	2%	2%	2%	2%	3%	3%	3%
Spark Energy	5	1	4	4	1	4	1	-	1
	1%	1%	1%	1%	1%	2%	-	-	-
SSE (Scottish and Southern Energy)	49	17	22	21	17	16	29	27	24
	5%	5%	5%	5%	6%	6%	5%	5%	5%
Swalec	11	2	5	1	5	-	10	11	8
	1%	7%	1%	-	2% <sup>ab</sup>	-	2%	2%	2%
Utility Warehouse	21	7	12	10	6	6	19	17	13
	2%	2%	3%	2%	2%	2%	3%	3%	3%
Utilita	10	2	7	6	1	6	8	8	7
	1%	7%	2%	1%	-	2%	1%	1%	2%
Zog Energy	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	10	3	6	4	3	3	3	3	3
	1%	7%	1%	1%	1%	1%	1%	1%	1%
Refused	2	-	-	-	-	-	-	2	-
	-	-	-	-	-	-	-	-	-
Don't know	24	1	9	9	6	9	13	15	13
	3% <sup>b</sup>	1%	2%	2%	2%	3% <sup>b</sup>	2%	3%	3%

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	852	722	85	45	165	435	252	229	248	130	245	275	494	208	644	541	158	135
Weighted Base	911	767	95*	49*	170	519	222	284	317	153	157	228	599	182	730	611	164	118
Very satisfied	(2) 337	278	34	26	63	192	82	104	118	54	61	88	219	77	259	230	58	41
Quite satisfied	(1) 339	295	27	17	63	184	92	107	120	49	63	86	222	67	273	224	62	48
Neither satisfied nor dissatisfied	(0) 90	77	10	3	18	52	20	28	29	21	11	21	61	17	74	62	19	7
Quite satisfied	(-1) 64	55	7	2	11	41	11	13	28	12	10	15	45	7	57	41	14	9
Very dissatisfied	(-2) 77	57	18	2	15	46	16	28	20	16	11	17	49	14	62	51	12	12
		8%	7%	19%abd	3%	9%	9%	7%	10%	6%	11%	7%	8%	8%	9%	8%	7%	10%
<b>SUMMARY CODES</b>																		
SATISFIED	676	573	60	43	195	376	174	212	238	103	124	174	441	144	532	453	120	89
	74%c	75%c	63% c	37% c	74% c	72% c	70% c	74% c	73% c	67% c	79% c	73% c	74% c	72% c	73% c	74% c	72% c	75% c
DISSATISFIED	140	112	25	3	26	87	27	41	49	29	21	32	94	21	119	92	25	21
	16%	15%	28%abd	6%	15%	17%	12%	15%	15%	19%	13%	14%	16%	11%	16%	15%	15%	16%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	5	-	-	-	4	1	3	1	-	1	1	4	-	4	4	-	-
	1%	1%	-	-	-	1%	-	1%	-	-	1%	1%	1%	-	1%	1%	-	-
<b>Mean Score</b>	<b>0.878c</b>	<b>0.894c</b>	<b>0.537</b>	<b>1.293ab</b>	<b>0.867</b>	<b>0.844</b>	<b>0.967</b>	<b>0.875</b>	<b>0.906</b>	<b>0.728</b>	<b>0.975</b>	<b>0.944</b>	<b>0.868</b>	<b>1.029</b>	<b>0.841</b>	<b>0.890</b>	<b>0.856</b>	<b>0.818</b>
<b>Standard Deviation</b>	<b>1.224</b>	<b>1.191</b>	<b>1.499</b>	<b>0.962</b>	<b>1.234</b>	<b>1.254</b>	<b>1.143</b>	<b>1.246</b>	<b>1.184</b>	<b>1.313</b>	<b>1.169</b>	<b>1.188</b>	<b>1.223</b>	<b>1.170</b>	<b>1.197</b>	<b>1.223</b>	<b>1.197</b>	<b>1.274</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.026</b>	<b>0.021</b>	<b>0.009</b>	<b>0.004</b>	<b>0.005</b>	<b>0.007</b>	<b>0.006</b>	<b>0.013</b>	<b>0.006</b>	<b>0.005</b>	<b>0.003</b>	<b>0.007</b>	<b>0.002</b>	<b>0.003</b>	<b>0.009</b>	<b>0.012</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	852	3	98	754	849	751	105	744	703	149	634	77	151	408	430	14
Weighted Base	911	2**	101*	810	910	808	116*	794	744	167	700	85*	136	443	455	13**
Very satisfied	(2) 337	2	36	301	335	299	39	297	270	67	269	22	51	184	147	6
	37%	80%	35%	37%	37%	37%	33%	37%	38%	46%	38%	26%	38%	41%	32%	47%
Quite satisfied	(1) 339	*	32	307	339	307	40	299	292	47	282	32	44	169	167	3
	37%	20%	32%	38%	37%	38%	35%	38%	39%	28%	37%	37%	33%	38%	37%	23%
Neither satisfied nor dissatisfied	(0) 90	-	17	73	90	73	19	72	69	22	68	11	15	37	52	1
	10%	-	17%	9%	10%	9%	16%	9%	9%	13%	10%	13%	11%	8%	12%	5%
Quite satisfied	(-1) 64	-	9	55	64	55	8	56	51	12	43	11	9	21	41	2
	7%	-	8%	7%	7%	7%	6%	7%	7%	7%	6%	12%	7%	5%	9%	12%
Very dissatisfied	(-2) 77	-	8	69	77	69	11	66	58	19	53	9	16	31	44	2
	9%	-	7%	8%	8%	8%	9%	8%	8%	11%	8%	11%	12%	7%	10%	13%
<b>SUMMARY CODES</b>																
SATISFIED	676	2	68	608	674	606	79	595	563	114	531	54	95	353	314	9
	74%	100%	67%	75%	74%	75%	68%	75%	78%	68%	78%	63%	70%	80%	69%	70%
DISSATISFIED	140	-	16	124	140	124	18	122	109	31	96	20	25	52	65	3
	15%	-	16%	15%	15%	15%	16%	15%	14%	23%	14%	23%	18%	12%	19%	25%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	-	-	5	5	5	-	5	4	1	5	-	-	1	4	-
	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	-
<b>Mean Score</b>	<b>0.8781</b>	<b>1.800</b>	<b>0.794</b>	<b>0.889</b>	<b>0.876</b>	<b>0.887</b>	<b>0.766</b>	<b>0.893</b>	<b>0.899</b>	<b>0.787</b>	<b>0.9361</b>	<b>0.554</b>	<b>0.780</b>	<b>1.0276</b>	<b>0.736</b>	<b>0.786</b>
<b>Standard Deviation</b>	<b>1.224</b>	<b>-</b>	<b>1.227</b>	<b>1.224</b>	<b>1.224</b>	<b>1.224</b>	<b>1.240</b>	<b>1.222</b>	<b>1.196</b>	<b>1.341</b>	<b>1.191</b>	<b>1.297</b>	<b>1.332</b>	<b>1.149</b>	<b>1.271</b>	<b>1.513</b>
<b>Error Variance</b>	<b>0.002</b>	<b>-</b>	<b>0.015</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.015</b>	<b>0.002</b>	<b>0.002</b>	<b>0.012</b>	<b>0.002</b>	<b>0.022</b>	<b>0.012</b>	<b>0.003</b>	<b>0.004</b>	<b>0.163</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	852	717	135	75	37	793	56	3
Weighted Base	811	797	114	97*	24*	838	70**	3**
Very satisfied	(2) 337	288	49	36	10	318	17	2
		37%	43%	38%	44%	38%g	24%	56%
Quite satisfied	(1) 339	302	38	38	10	303	35	1
		37%	33%	40%	43%	36%	49%	42%
Neither satisfied nor dissatisfied	(0) 90	79	11	8	-	85	6	-
		10%h	10%	8%	-	10%	8%	-
Quite dissatisfied	(-1) 64	59	5	7	3	58	5	-
		7%	4%	7%	11%	7%	8%	-
Very dissatisfied	(-2) 77	67	10	8	-	71	6	-
		8%	9%	8%	-	8%	8%	-
<b>SUMMARY CODES</b>								
SATISFIED	678	589	87	75	21	622	51	3
	74%	74%	76%	77%	87%	74%	73%	100%
DISSATISFIED	140	125	15	14	3	129	11	-
	15%	16%	13%	15%	11%	15%	16%	-
Refused	-	-	-	-	-	-	-	-
Don't know	5	4	1	-	-	3	2	-
	1%	-	1%	-	2%	-	3%af	-
Mean Score	0.878	0.863	0.886	0.925	1.222	0.886	0.754	1.576
Standard Deviation	1.224	1.223	1.230	1.203	0.843	1.230	1.161	0.605
Error Variance	0.002	0.002	0.011	0.019	0.025	0.002	0.025	0.122

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columna Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	852	431	411	199	605	653	247	378	312	132	30
Weighted Base	911	473	429	214	658	697	254	426	323	134	28**
Very satisfied	(2) 337	197	137	80	296	257	100	166	113	49	8
	37%	42% <sup>c</sup>	32%	37%	38%	37%	40%	39%	35%	37%	30%
Quite satisfied	(1) 339	180	157	86	262	253	78	158	132	44	6
	37%	38%	37%	40%	40% <sup>g</sup>	36%	31%	37%	41%	33%	21%
Neither satisfied nor dissatisfied	(0) 90	40	47	22	62	68	29	40	26	16	9
	10%	9%	11%	10%	9%	10%	11%	9%	8%	12%	32%
Quite satisfied	(-1) 64	22	42	12	44	52	20	25	24	11	3
	7%	5%	10% <sup>b</sup>	6%	7%	7%	8%	6%	8%	8%	9%
Very dissatisfied	(-2) 77	33	42	15	52	62	24	36	27	12	2
	9%	7%	10%	7%	8%	9%	9%	8%	8%	9%	6%
<b>SUMMARY CODES</b>											
SATISFIED	676	377	294	166	498	511	178	324	245	93	14
	74%	80% <sup>ac</sup>	69%	77%	76%	73%	70%	76%	78%	69%	51%
DISSATISFIED	140	55	84	26	96	114	44	61	51	23	4
	15%	12%	20% <sup>b</sup>	12%	15%	16%	17%	14%	16%	17%	16%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	1	4	-	2	5	3	2	1	2	1
	1%	-	1%	-	1%	1%	1%	1%	1%	1%	2%
<b>Mean Score</b>	<b>0.878<sup>c</sup></b>	<b>1.030<sup>ac</sup></b>	<b>0.720</b>	<b>0.953</b>	<b>0.892</b>	<b>0.856</b>	<b>0.842</b>	<b>0.925</b>	<b>0.869</b>	<b>0.810</b>	<b>0.603</b>
<b>Standard Deviation</b>	<b>1.224</b>	<b>1.147</b>	<b>1.281</b>	<b>1.146</b>	<b>1.197</b>	<b>1.247</b>	<b>1.293</b>	<b>1.216</b>	<b>1.215</b>	<b>1.274</b>	<b>1.210</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.003</b>	<b>0.004</b>	<b>0.007</b>	<b>0.002</b>	<b>0.002</b>	<b>0.007</b>	<b>0.004</b>	<b>0.005</b>	<b>0.012</b>	<b>0.050</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	852	92	86	43	34	87	42	89	16	89	100	85	30	33	59	4
Weighted Base	911	99*	89*	48*	39**	99*	47*	71*	18**	78*	99*	87*	33**	36**	65*	4**
Very satisfied	(2) 337	31	35	17	21	40	21	20	12	22	29	35	18	14	23	-
Quite satisfied	(1) 339	37%	37%	36%	54%	41%	44%	28%	68%	28%	29%	40%	54%	39%	35%	-
Neither satisfied nor dissatisfied	(0) 90	12	9	8	1	5	2	14	-	10	13	8	2	4	3	-
Quite dissatisfied	(-1) 64	8	4	3	1	2	2	10	3	5	11	5	1	1	8	3
Very dissatisfied	(-2) 77	8	5	1	2	15	1	7	*	17	5	5	2	4	4	*
	8%	8%	6%	1%	6%	15%dkg	2%	7%	3%	22%labcdok lp	5%	6%	5%	7%	12%	
<b>SUMMARY CODES</b>																
SATISFIED	676	71	70	37	34	75	40	41	15	46	70	69	29	27	52	1
	74%hj	72%	79%hj	77%	88%	76%hj	86%hj	58%	83%	59%	71%	79%hj	86%	74%	79%hj	15%
DISSATISFIED	140	15	9	3	4	16	4	16	3	22	16	10	2	5	11	3
	15%	15%	10%	7%	9%	17%	8%	23%cd	17%	28%acdgl	16%	12%	7%	13%	17%	8%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	2%	1%	3%	-	-	-	-	-	1%	-	-
Mean Score	0.878hj	0.810	1.024hj	1.051hj	1.265	0.867j	1.237hjk	0.530	1.283	0.369	0.782	1.016hj	1.283	0.922	0.909j	-0.822
Standard Deviation	1.224	1.191	1.096	0.936	1.094	1.382	0.942	1.297	1.219	1.511	1.127	1.042	1.270	1.183	0.965	
Error Variance	0.002	0.016	0.014	0.020	0.035	0.022	0.022	0.024	0.093	0.093	0.013	0.015	0.036	0.069	0.024	0.233

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/j/k/l/m/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?  
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	852	283	376	380	243	227	556	560	470
Weighted Base	911	321	400	421	280	246	675	562	484
Very satisfied	(2) 337	127	145	160	93	86	283	279	239
	37%	40%	34%	38%	35%	35%	49% <sup>a</sup>	47% <sup>a</sup>	50% <sup>a</sup>
Quite satisfied	(1) 339	121	157	158	96	92	298	223	168
	37%	38%	37%	38%	37%	38%	38%	38%	35%
Neither satisfied nor dissatisfied	(0) 90	35	48	43	30	25	33	38	30
	10% <sup>gh</sup>	11%	11%	11%	11%	6%	6%	6%	6%
Quite dissatisfied	(-1) 64	12	10	26	22	22	23	19	23
	7% <sup>gh</sup>	4%	7%	6%	6% <sup>b</sup>	9% <sup>b</sup>	4%	3%	5%
Very dissatisfied	(-2) 77	24	39	31	26	20	26	32	24
	8% <sup>gh</sup>	7%	9%	7%	10%	8%	5%	5%	5%
<b>SUMMARY CODES</b>									
SATISFIED	676	249	301	316	189	178	482	503	407
	74%	77%	72%	79%	79%	72%	85% <sup>a</sup>	85% <sup>a</sup>	84% <sup>a</sup>
DISSATISFIED	140	36	69	57	48	42	49	51	47
	15% <sup>gh</sup>	11%	16%	13%	18% <sup>b</sup>	17%	9%	9%	10%
Refused	-	-	-	-	-	-	-	-	-
Don't know	5	2	3	3	3	1	1	1	1
	1%	1%	1%	1%	1%	1%	-	-	-
<b>Mean Score</b>	0.876	0.905	0.811	0.835	0.763	0.825	1.210 <sup>a</sup>	1.181 <sup>a</sup>	1.181 <sup>a</sup>
<b>Standard Deviation</b>	1.224	1.155	1.245	1.162	1.274	1.231	1.037	1.060	1.076
<b>Error Variance</b>	0.002	0.003	0.004	0.004	0.007	0.007	0.002	0.002	0.002

An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	3484	3001	315	169	608	1883	994	895	1147	715	728	992	2094	594	2890	2341	558	532
	59%	59%	57%	54%	53%	61%	59%	67%	61%	58%	50%	52%	64%	55%	60%	64%	49%	51%
No	2042	1735	193	115	471	1012	559	376	604	437	625	784	979	411	1632	1063	496	439
	34%	34%	35%	36%	41%	33%	33%	28%	32%	35%	43%	41%	30%	38%	34%	29%	43%	42%
Refused	9	9	1	-	2	6	2	3	3	-	3	1	6	-	9	4	4	1
	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	*	*	*
Don't know	398	325	43	31	58	207	134	65	135	85	114	120	199	75	323	235	84	77
	7%	6%	6%	10%	5%	7%	8%	5%	7%	7%	8%	6%	6%	7%	7%	6%	7%	7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r



An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	3484	5	354	3130	3479	3125	419	3060	3027	457	2660	307	518	1519	1913	52
	59% <sup>(i)</sup>	44%	56%	59%	59%	59%	63% <sup>(ah)</sup>	58%	61% <sup>(aj)</sup>	46%	63% <sup>(alm)</sup>	51%	49%	68% <sup>(ao)</sup>	53%	75% <sup>(ap)</sup>
No	2042	4	216	1826	2038	1822	221	1817	1634	408	1257	262	475	611	1418	13
	34% <sup>(kmp)</sup>	40%	35%	34%	34%	34%	33%	35%	33%	43% <sup>(kai)</sup>	30%	43% <sup>(kak)</sup>	45% <sup>(kam)</sup>	27%	39% <sup>(kmp)</sup>	19%
Refused	9	-	2	7	9	7	-	9	8	1	8	-	-	3	6	-
	0.15%	-	0.3%	0.1%	0.1%	0.1%	-	0.1%	0.1%	0.1%	0.2%	-	-	0.1%	0.1%	-
Don't know	368	2	36	362	397	361	23	374	317	82	291	34	61	108	286	4
	7% <sup>(gn)</sup>	16%	6%	7%	7%	7%	3%	7% <sup>(gu)</sup>	6%	9% <sup>(gu)</sup>	7%	6%	6%	5%	8% <sup>(lan)</sup>	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
Yes	3484	2836	648	334	107	3213	251	20
No	59%cab	61%cab	50%	58%cd	46%	60%g	45%	92%
Refused	204d	153d	50d	21d	117	176d	20d	-
	34%	33%	39%cab	38%	50%abd	32%	46%af	-
	9	7	2	-	1	7	3	-
	-	-	-	-	-	-	-	-
Don't know	398	268	133	25	16	350	47	2
	7%	6%	10%ab	4%	4%	7%	8%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	2484	1577	1860	406	2146	3076	1338	645	1190	1346	299
	59%	68%	54%	52%	64%	60%	52%	73%	70%	62%	25%
No	2042	667	1324	338	1031	1704	1012	212	432	703	694
	34%	29%	38%	43%	31%	33%	40%	24%	25%	32%	58%
Refused	9	1	6	-	4	9	5	-	1	3	6
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	398	84	274	41	192	357	206	23	74	113	189
	7%	4%	8%	6%	6%	7%	8%	3%	4%	5%	16%

An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Yes 3484 59% <sup>hlm</sup>	355 59% <sup>hi</sup>	375 67% <sup>abdef hiklm</sup>	271 57% <sup>hi</sup>	173 58% <sup>hi</sup>	314 60% <sup>hlm</sup>	266 65% <sup>abdefh km</sup>	257 49%	67 44%	248 62% <sup>hlm</sup>	283 59% <sup>hi</sup>	305 60% <sup>hi</sup>	120 53%	179 53%	263 63% <sup>hlm</sup>	8 66%
No 2042 34% <sup>co</sup>	205 34%	163 29%	149 31%	104 35%	179 34%	119 30%	241 46% <sup>abde ghkno</sup>	71 47% <sup>abde ghkno</sup>	122 31%	164 34%	170 33%	87 39% <sup>co</sup>	124 36% <sup>co</sup>	139 33%	3 26%
Refused 9	2	-	2	-	2	-	1	-	1	2	1	-	-	-	-
Don't know 398 7% <sup>co</sup>	44 7% <sup>co</sup>	21 4%	55 12% <sup>abcfgh klo</sup>	23 8% <sup>co</sup>	27 5%	18 4%	30 6%	14 9% <sup>co</sup>	28 7% <sup>co</sup>	52 7%	35 7% <sup>co</sup>	18 8% <sup>co</sup>	37 11% <sup>adghk o</sup>	16 4%	1 8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





An annual summary or review Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3853	3859	3345
Yes	3484	757	1078	1075	607	670	2372	2405	2021
	59%	74% <sup>acdf</sup>	69% <sup>ac</sup>	72% <sup>ac</sup>	59% <sup>acdf</sup>	68% <sup>ac</sup>	61% <sup>ac</sup>	62% <sup>ac</sup>	60%
No	2042	224	416	371	232	283	1236	1223	1113
	34% <sup>bceefgh</sup>	22%	27% <sup>bce</sup>	25%	22%	29% <sup>bce</sup>	32%	31%	32%
Refused	9	-	2	2	2	2	5	4	3
	-	-	-	-	-	-	-	-	-
Don't know	398	49	63	54	37	36	250	227	207
	7% <sup>bceef</sup>	5%	4%	4%	3%	4%	6%	6%	6%

At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	4118 69%ca qf	3561 70%cb	343 62%cc	215 68%cd	694 61%ce	2151 69%cf	1274 75%cg	1070 80%ch	1349 71%ci	848 69%cj	851 58%ck	1195 63%cl	2446 75%cm	742 69%cn	3376 70%co	2802 77%cp	691 60%cq	564 54%cr
No	1598 27%ch mp	1334 26%cb	180 33%cb	83 26%cd	397 35%ce	852 27%cf	349 21%cg	230 17%ch	472 25%ci	338 27%cj	558 38%ck	640 34%cl	737 22%cm	299 28%cn	1299 27%co	721 20%cp	409 36%cq	434 41%cr
Refused	8 *	7 *	1 *	- *	2 *	3 *	4 *	3 *	3 *	- *	2 *	1 *	3 *	1 *	6 *	5 *	2 *	1 *
Don't know	210 4%	167 3%	27 5%	16 5%	46 4%	102 3%	82 4%	35 3%	68 4%	50 4%	59 4%	61 3%	93 3%	37 3%	172 4%	115 3%	42 4%	50 5%ap

At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	4118	8	397	3721	4111	3713	475	3636	3505	614	3242	465	408	1704	2361	54
	69% <sup>abcjmg</sup>	75%	65%	70% <sup>cd</sup>	69% <sup>ce</sup>	70% <sup>cf</sup>	72%	69%	70% <sup>ij</sup>	65%	77% <sup>klm</sup>	72% <sup>lm</sup>	38%	78% <sup>no</sup>	65%	78% <sup>op</sup>
No	1598	2	186	1412	1596	1410	171	1425	1315	283	827	123	608	472	1114	12
	27% <sup>hkn</sup>	15%	31% <sup>def</sup>	27%	27%	27%	26%	27%	26%	30% <sup>kl</sup>	20%	20%	58% <sup>klm</sup>	21%	31% <sup>klmp</sup>	17%
Refused	8	-	2	6	8	6	-	8	6	2	6	-	-	4	4	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	210	1	24	186	209	185	17	192	161	49	142	15	39	63	144	3
	4%	1%	4%	3%	4%	3%	2%	4%	3%	5% <sup>kl</sup>	3%	3%	4%	3%	4% <sup>lm</sup>	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	4118	3246	873	397	112	3764	335	20
No	69%ag	70%	68%	69%ae	49%	70%g	60%	91%
Refused	1588	1253	345	167	116	1397	200	1
Don't know	27%	27%	27%	29%	50%ad	26%	36%af	7%
Refused	8	4	3	-	-	7	1	-
Don't know	210	139	71	15	7	185	25	1
	4%	3%	6%ab	3%	3%	3%	4%	3%

At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	4118	1721	2396	506	2474	3813	1844	737	1321	1602	459
	69% <sup>da</sup>	74% <sup>ac</sup>	67%	64%	73% <sup>adfg</sup>	70% <sup>dg</sup>	64%	82% <sup>aihj</sup>	78% <sup>ajk</sup>	74% <sup>ak</sup>	39%
No	1598	560	988	266	805	1332	793	134	338	517	608
	27% <sup>bahj</sup>	24%	29% <sup>b</sup>	34% <sup>aef</sup>	24%	26%	31% <sup>aef</sup>	15%	20% <sup>ih</sup>	24% <sup>hi</sup>	51% <sup>ahj</sup>
Refused	8	2	4	-	5	8	3	-	1	1	6
	-	-	-	-	-	-	-	-	-	-	2% <sup>j</sup>
Don't know	210	46	137	16	90	194	120	13	37	45	114
	4% <sup>bdehi</sup>	2%	4% <sup>b</sup>	2%	3%	4% <sup>de</sup>	5% <sup>ade</sup>	2%	2%	2%	10% <sup>bhj</sup>

At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes 4118 69% <sup>cd</sup>	421 70% <sup>cd</sup>	414 74% <sup>acdjhj</sup>	291 61%	206 69%	378 72% <sup>cdhj</sup>	296 73% <sup>cdhj</sup>	348 66%	84 55%	259 65%	337 70% <sup>cd</sup>	354 69% <sup>cd</sup>	156 69%	230 68%	337 80% <sup>abcde fghiklm n</sup>	7 58%	
No 1898 27% <sup>o</sup>	158 26% <sup>o</sup>	135 24% <sup>o</sup>	156 33% <sup>abcfg klmno</sup>	86 29% <sup>o</sup>	131 25% <sup>o</sup>	98 24% <sup>o</sup>	174 33% <sup>abcfg klmno</sup>	61 40% <sup>abcdf gklmno</sup>	119 30% <sup>o</sup>	125 26% <sup>o</sup>	135 26% <sup>o</sup>	56 25%	85 25% <sup>o</sup>	74 18%	4 35%	
Refused 8	1	-	2	-	-	-	1	-	1	-	-	-	-	-	-	
Don't know 210 4% <sup>ch</sup>	25 4% <sup>ch</sup>	10 2%	28 6% <sup>acdahk e</sup>	8 3%	13 2%	8 2%	7 1%	7 5% <sup>h</sup>	20 5% <sup>cdgho</sup>	14 3%	22 4% <sup>ch</sup>	14 6% <sup>cdgho</sup>	25 7% <sup>abcdfg hko</sup>	8 2%	1 8%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



At least one bill or direct debit / repayment statement Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes	4118	822	1161	1151	839	723	2786	2783	2399
	69%	80% <sup>lacf</sup>	74% <sup>la</sup>	77% <sup>la</sup>	78% <sup>laf</sup>	73% <sup>la</sup>	72% <sup>la</sup>	72% <sup>la</sup>	72% <sup>la</sup>
No	1598	179	353	313	203	242	969	971	848
	27% <sup>bcoe</sup>	17%	25% <sup>bce</sup>	21% <sup>b</sup>	19%	24% <sup>bce</sup>	25%	25%	25%
Refused	8	-	3	3	3	3	3	3	3
	-	-	-	-	-	-	-	-	-
Don't know	210	29	41	34	33	24	105	102	94
	4% <sup>dq</sup>	3%	3%	2%	3%	2%	3%	3%	3%

A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	1692 28%ek	1462 29%	144 26%	85 27%	287 25%	950 31%eg	455 27%	420 31%k	574 30%k	350 28%k	347 24%	489 26%	1016 31%al	296 27%	1395 29%	1128 31%ap	280 25%	262 25%
No	3820 64%p	3272 65%	357 65%	192 61%	784 69%atg	1944 63%	1092 65%	837 63%	1160 62%	791 64%	1013 69%ahj	1284 68%am	2057 63%	711 66%	3109 64%	2262 62%	778 68%ap	709 68%ap
Refused	9 *	7 *	2 *	- *	3 *	4 *	2 *	1 *	2 *	3 *	4 *	2 *	4 *	1 *	8 *	4 *	3 *	3 *
Don't know	412 7%	328 6%	47 9%	38 12%ab	64 6%	209 7%	139 8%e	80 6%	134 7%	93 7%	106 7%	122 6%	202 6%	72 7%	341 7%	250 7%	82 7%	76 7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1882	4	167	1525	1686	1521	229	1449	1469	222	1251	181	260	708	956	28
	29% <sup>me</sup>	35%	27%	29%	28%	29%	36% <sup>ah</sup>	28%	29% <sup>ij</sup>	23%	30% <sup>m</sup>	30% <sup>m</sup>	25%	32% <sup>ao</sup>	26%	40% <sup>o</sup>
No	3820	6	401	3420	3814	3414	403	3411	3182	638	2669	379	724	1437	2348	35
	64% <sup>np</sup>	60%	66%	64%	64%	61%	61%	65%	64%	67%	63%	63%	69% <sup>laki</sup>	64% <sup>p</sup>	65% <sup>p</sup>	51%
Refused	9	-	2	8	9	8	-	9	7	2	6	-	3	3	7	-
	*	-	*	*	*	*	-	*	*	*	*	-	*	*	*	-
Don't know	412	*	39	373	412	373	21	391	327	85	290	42	67	95	311	6
	7% <sup>gn</sup>	4%	6%	7%	7%	7%	3%	7% <sup>g</sup>	7%	9% <sup>lai</sup>	7%	7%	6%	4%	9% <sup>lan</sup>	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	1692	1383	308	156	47	1508	172	11
No	3920	2959	961	319	179	3456	354	10
Refused	9	6	3	-	-	9	1	-
Don't know	412	293	120	24	9	379	33	-
		29%	9%ab	4%	4%	7%	6%	-
		30%bc	24%	27%e	20%	29%	31%	52%
		64%	67%	69%	76%ad	65%	63%	49%
		5	4	-	-	4	4	-
		7%de	9%ab	4%	4%	7%	6%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3280	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1662	727	908	196	1059	1484	662	330	567	641	145
	29% <sup>kl</sup>	31% <sup>ac</sup>	27%	25%	31% <sup>dg</sup>	29% <sup>dg</sup>	26%	38% <sup>aih</sup>	33% <sup>ajk</sup>	30% <sup>ik</sup>	12%
No	3820	1504	2239	554	2144	3266	1676	527	1052	1380	862
	64% <sup>lh</sup>	65%	65%	70% <sup>laefg</sup>	64%	63%	65%	60%	62%	64% <sup>lh</sup>	73% <sup>lahj</sup>
Refused	9	-	7	-	5	9	4	1	-	3	6
	0%	-	0%	-	0%	0%	0%	0%	-	0%	0%
Don't know	412	97	280	35	195	377	218	19	78	142	174
	7% <sup>bdem</sup>	4%	8% <sup>ib</sup>	5%	6%	7% <sup>ide</sup>	9% <sup>ade</sup>	2%	5% <sup>ih</sup>	7% <sup>ih</sup>	15% <sup>lahj</sup>

A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes 1692 29%	182 30%	188 34% <sup>adff</sup> no	130 27%	83 28%	140 27%	117 29%	158 30%	43 28%	102 25%	152 32%	136 27%	62 28%	87 28%	107 26%	4 31%	
No 3820 64% <sup>ka</sup>	373 62% <sup>ka</sup>	349 63%	307 64%	191 64%	352 67% <sup>ka</sup>	257 64%	347 65%	91 60%	266 67% <sup>ka</sup>	284 59%	348 68% <sup>ka</sup>	141 63%	215 63%	291 69% <sup>ka</sup>	7 61%	
Refused 9	-	-	2	-	-	-	1	-	2	-	-	-	2	-	-	
Don't know 412 7% <sup>ch</sup>	49 8% <sup>ch</sup>	22 4%	38 8% <sup>ch</sup>	26 9% <sup>ch</sup>	30 6%	29 7% <sup>ch</sup>	24 5%	18 12% <sup>chho</sup>	29 7% <sup>ch</sup>	41 8% <sup>cho</sup>	28 5%	22 10% <sup>chho</sup>	35 10% <sup>chho</sup>	20 5%	1 8%	

A price increase notification letter Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes	1692	383	528	521	398	334	1081	1145	933
	29%	37% <sup>a</sup>	34% <sup>a</sup>	35% <sup>a</sup>	37% <sup>a</sup>	34% <sup>a</sup>	28%	30%	28%
No	3820	608	970	924	639	615	2525	2462	2195
	64% <sup>b</sup>	59%	62%	62%	59%	62%	65%	64%	66%
Refused	9	-	2	2	2	2	5	3	4
Don't know	412	40	58	55	38	40	252	249	213
	7% <sup>c</sup>	4%	4%	4%	4%	4%	7%	6%	6%

A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	1117 19%ekz f	978 19%	88 16%	51 16%	162 14%	564 18%e	390 23%aef	316 24%aijk	375 20%k	212 17%	214 15%	308 16%	679 21%u	206 19%	911 19%	823 23%agr	139 12%	134 13%
No	4470 75%pp	3817 75%	413 75%	240 76%	909 80%atg	2375 76%g	1186 70%	972 73%	1392 74%	943 76%	1162 79%ah	1482 78%am	2430 74%	819 76%	3650 75%	2624 72%	939 82%ap	832 79%ap
Refused	13	11	2	-	3	6	5	1	7	1	4	3	3	1	12	7	3	4
Don't know	334 6%h	263 5%	48 9%ab	24 8%	65 6%	163 5%	107 6%	50 4%	116 8%h	80 6%h	89 6%h	103 5%	165 5%	54 5%	281 6%	189 5%	63 5%	80 8%ap

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5288	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1117	2	78	1036	1115	1037	132	983	960	156	962	69	81	817	273	27
		19%clmg	16%	19%c	19%c	20%c	20%	19%	19%	17%	23%alm	11%lm	8%	36%ao	8%	39%ao
No	4470	8	497	3972	4462	3965	513	3950	3753	716	3007	505	918	1336	3093	41
		75%kmp	73%	82%adef	75%	75%	77%	75%	75%	76%	71%	84%kak	87%kak	60%	85%kmp	59%
Refused	13	-	2	11	13	11	-	13	9	4	9	2	1	6	7	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	334	1	31	303	333	302	18	315	284	71	238	27	54	84	249	2
		6%gn	11%	5%	6%	6%	3%	6%g	5%	7%ai	6%	5%	5%	4%	7%an	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	1117	917	200	100	21	1032	76	9
	19% <sup>abcde</sup>	20% <sup>bc</sup>	15%	17% <sup>de</sup>	9%	19% <sup>g</sup>	14%	41%
No	4470	3494	976	465	207	4013	445	12
	75%	75%	75%	80%	88% <sup>ade</sup>	75%	79% <sup>f</sup>	57%
Refused	13	8	6	-	1	12	1	-
	-	-	-	-	-	-	-	-
Don't know	334	223	111	19	5	295	38	1
	6% <sup>de</sup>	5%	8% <sup>ab</sup>	3%	2%	6%	7%	3%



A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1117	634	469	187	751	930	365	362	410	292	53
	19% <sup>cg</sup>	27% <sup>ac</sup>	13%	24% <sup>dg</sup>	22% <sup>ag</sup>	18%	14%	41% <sup>ahj</sup>	24% <sup>ajk</sup>	13% <sup>ak</sup>	4%
No	4470	1623	2759	571	2459	3898	2011	499	1222	1783	966
	75% <sup>bch</sup>	70%	80% <sup>ab</sup>	73%	73%	76% <sup>ef</sup>	79% <sup>adef</sup>	56%	72% <sup>ih</sup>	82% <sup>ai</sup>	81% <sup>ahi</sup>
Refused	13	1	8	-	8	13	6	1	-	5	7
	-	-	-	-	-	-	-	-	-	-	1% <sup>al</sup>
Don't know	334	70	230	29	156	305	178	22	65	86	162
	6% <sup>bcdh</sup>	3%	7% <sup>b</sup>	4%	5%	6% <sup>de</sup>	7% <sup>ade</sup>	3%	4%	4%	14% <sup>ahj</sup>



A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes 1117 19%	102 17%	113 20% <sup>de</sup>	72 15%	43 14%	119 23% <sup>abdefi</sup>	81 20%	111 21% <sup>de</sup>	26 17%	62 16%	100 21% <sup>de</sup>	85 17%	42 19%	64 19%	95 23% <sup>abde</sup>	3 22%	
No 4470 75%	465 77% <sup>un</sup>	428 77%	359 75%	246 82% <sup>adhi</sup> kmo	383 73%	305 76%	392 74%	108 72%	305 76%	350 73%	403 79% <sup>kn</sup>	164 73%	240 71%	312 78%	8 65%	
Refused 13 -	2 -	-	4 1% <sup>ac</sup>	-	-	-	2 -	1 1%	1 -	2 -	-	-	-	-	1 8%	
Don't know 354 6% <sup>co</sup>	35 6% <sup>co</sup>	18 3%	43 9% <sup>acefgh</sup> lo	11 4%	20 4%	17 4%	24 5%	17 11% <sup>abefg</sup> hlo	31 8% <sup>efgo</sup>	28 6% <sup>o</sup>	24 5%	19 9% <sup>acefgh</sup> lo	36 11% <sup>abefg</sup> hlo	12 3%	1 5%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



A letter informing you your fixed term tariff is coming to an end Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	1117	440	494	525	345	279	773	792	661
	19%	43% <sup>a</sup>	32% <sup>a</sup>	35% <sup>a</sup>	32% <sup>a</sup>	28% <sup>a</sup>	20%	21%	20%
No	4470	546	1011	926	694	677	2870	2853	2500
	75% <sup>b</sup>	57% <sup>b</sup>	69% <sup>b</sup>	67% <sup>b</sup>	64% <sup>b</sup>	69% <sup>b</sup>	74%	74%	72%
Refused	13	1	3	3	3	3	8	7	7
	-	-	-	-	-	-	-	-	-
Don't know	354	42	50	47	34	32	212	207	177
	6% <sup>c</sup>	4%	3%	3%	3%	3%	5%	5%	5%

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
 Base: All who recall receiving an annual summary

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	3367	2909	300	158	559	1609	1199	720	887	608	1152	1230	1734	717	2650	2132	541	636
Weighted Base	3484	3001	315	169	608	1883	994	895	1147	715	728	992	2094	594	2890	2341	558	532
Read it in detail	1395	1226	111	58	175	741	479	397	494	271	233	353	865	255	1140	1020	178	171
40%ekg	41%	35%	35%	29%	29%	39%	48%	44%	43%	38%	32%	36%	41%	43%	39%	44%	32%	32%
Glanced over it or skim read it	1704	1457	176	71	348	942	415	431	546	339	389	503	1024	271	1433	1097	300	285
49%ig	49%	56%	56%	42%	57%	50%	42%	48%	48%	47%	53%	51%	49%	46%	50%	47%	54%	54%
Only saw what it was, but did not read it	359	293	27	38	82	184	93	65	101	96	96	123	198	61	297	211	71	72
19%h	10%	9%	23%	13%	13%	10%	9%	7%	9%	13%	13%	12%	9%	10%	10%	9%	13%	13%
Refused	2	2	-	-	-	1	1	1	1	-	-	-	-	1	1	2	-	-
1%h	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	24	23	-	1	3	15	6	-	6	8	10	12	7	5	19	11	9	4
1%h	1%	-	-	-	-	1%	1%	-	1%	1%	1%	1%	-	1%	1%	-	2%	1%



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
 Base: All who recall receiving an annual summary

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	3367	5	348	3019	3362	3014	398	2964	2945	422	2447	310	589	1445	1871	51
Weighted Base	3484	5**	354	3130	3479	3125	419	3060	3027	457	2660	307	518	1519	1913	52*
Read it in detail	1385	-	153	1241	1395	1241	185	1210	1202	193	1144	108	145	728	646	21
40%mo	-	-	43%	42%	40%	40%	44%	40%	42%	43%alm	35%sm	28%	48%ao	34%	40%	-
Glanced over it or skim read it	1704	5	144	1561	1700	1556	187	1513	1487	218	1275	153	280	669	1011	24
49%kn	-	100%	41%	50%c	49%c	50%c	45%	49%	49%	48%	48%	50%	54%ak	44%	53%an	47%
Only saw what it was, but did not read it	359	-	50	308	359	308	41	318	319	39	227	44	86	110	241	7
10%kn	-	-	14%adef	10%	10%	10%	10%	10%	11%	9%	9%	14%ak	17%ak	7%	13%an	14%
Refused	2	-	1	1	2	1	1	1	1	1	1	-	-	2	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	24	-	6	18	24	18	5	19	19	6	13	2	8	10	15	-
1%	-	2%df	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%k	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
 Base: All who recall receiving an annual summary

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3367	2544	823	261	145	3115	236	16
Weighted Base	3484	2856	648	334	107	3213	251	20**
Read it in detail	1395	1148	247	109	21	1309	78	8
Glanced over it or skim read it	40%deg	40%	36%	33%de	20%	41%g	31%	39%
Only saw what it was, but did not read it	1704	1413	291	177	73	1574	121	9
Refused	49%	50%c	45%	53%	68%ad	49%	46%	46%
Don't know	359	258	101	48	11	308	48	3
	10%	9%	16%ab	14%a	17%	10%	19%af	15%
	2	1	1	-	-	2	-	-
	*	*	*	-	-	*	-	-
	24	16	8	1	2	20	4	-
	7%	7%	7%	*	2%id	7%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
 Base: All who recall receiving an annual summary

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3387	1456	1857	387	2025	3000	1342	567	1111	1359	330
Weighted Base	3484	1577	1860	408	2146	3076	1338	649	1190	1346	299
Read it in detail	1365	802	577	172	959	1223	485	413	563	380	19
	40% <sup>cgk</sup>	51% <sup>ac</sup>	31%	42%	42% <sup>g</sup>	40% <sup>g</sup>	36%	64% <sup>aijk</sup>	49% <sup>ajk</sup>	28% <sup>ix</sup>	6%
Glanced over it or skim read it	1704	674	1008	191	1032	1514	672	215	538	842	110
	49% <sup>bzhk</sup>	43%	54% <sup>ab</sup>	47%	48%	49%	50%	33%	45% <sup>uk</sup>	63% <sup>iahk</sup>	37%
Only saw what it was, but did not read it	359	93	261	37	191	321	167	17	66	114	161
	10% <sup>ah</sup>	6%	14% <sup>ab</sup>	9%	9%	10%	13% <sup>ae</sup>	3%	6% <sup>h</sup>	8% <sup>hi</sup>	54% <sup>ahj</sup>
Refused	2	.	2	.	2	.	.	1	1	.	.
	.	.	.	.	.	.	.	.	.	.	.
Don't know	24	7	11	8	12	16	13	3	2	10	9
	1%	.	1%	2% <sup>aaf</sup>	1%	1%	1%	.	.	1%	3% <sup>ahj</sup>



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
 Base: All who recall receiving an annual summary

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3367	342	366	252	160	233	261	268	66	234	288	234	116	185	234	8
Weighted Base 3484	355	375	271	173	314	266	257	67*	248	283	305	120	179	263	8**
Read it in detail 1395 40%	145 41%	148 39%	108 40%	62 36%	129 41%	126 47% <sup>a</sup>	90 35%	27 40%	84 34%	132 47% <sup>a</sup>	115 38%	44 37%	66 37%	115 44% <sup>j</sup>	5 58%
Glanced over it or skim read it 1704 49%	171 48%	187 50%	132 49%	76 44%	155 49%	121 45%	132 51%	38 57%	138 56% <sup>g</sup>	125 44%	152 50%	56 46%	93 52%	126 48%	3 42%
Only saw what it was, but did not read it 359 10%	32 9%	38 10%	29 11%	35 20% <sup>a</sup>	28 8%	19 7%	35 14% <sup>k</sup>	2 3%	25 10%	21 8%	37 12% <sup>j</sup>	19 16% <sup>h</sup>	20 11%	18 7%	-
Refused 2	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
Don't know 24 1%	7 2% <sup>g</sup>	2 1%	2 1%	-	3 1%	-	1	-	-	4 1%	1	1	-	4 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?  
Base: All who recall receiving an annual summary

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3367	683	960	957	721	597	2355	2368	2024
Weighted Base	3484	757	1078	1075	807	670	2372	2405	2021
Read it in detail	1395	415	576	582	449	355	988	1005	835
40%		55% <sup>a</sup>	53% <sup>a</sup>	54% <sup>a</sup>	56% <sup>a</sup>	53% <sup>a</sup>	42%	42%	41%
Glanced over it or skim read it	1704	311	438	443	310	276	1137	1153	970
49% <sup>b/c/d/e/f</sup>		47%	41%	41%	38%	41%	48%	48%	48%
Only saw what it was, but did not read it	359	30	56	42	43	32	229	231	198
10% <sup>b/c/d/e/f</sup>		4%	5%	4%	5%	5%	10%	10%	10%
Refused	2	-	1	2	1	2	1	1	1
*		-	-	-	-	-	-	-	-
Don't know	24	1	7	6	4	6	18	15	16
1%		-	1%	1%	-	1% <sup>b</sup>	1%	1%	1%

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local author- ity (r)
Unweighted Base	2981	2586	273	122	480	1424	1077	669	801	520	991	1061	1562	628	2353	1926	469	535
Weighted Base	3099	2682	287	129	523	1683	893	828	1039	610	622	856	1899	526	2573	2118	478	457
Very clearly	(2) 636	561	44	31	99	349	187	174	208	132	122	163	399	108	528	431	92	104
	21%	21% <sup>c</sup>	15%	24%	19%	21%	21%	21%	20%	22%	20%	19%	21%	20%	21%	20%	19%	23%
Quite clearly	(1) 1706	1479	156	70	316	886	502	475	595	312	324	453	1057	282	1424	1184	265	227
	57% <sup>a</sup>	55%	54%	54%	61% <sup>d</sup>	53%	56%	57% <sup>k</sup>	57% <sup>k</sup>	51%	52%	52%	56%	53%	55%	56% <sup>r</sup>	55%	50%
Neither clearly nor unclearly	(0) 401	344	48	9	61	234	105	100	121	85	95	127	235	60	341	263	65	67
	13%	13%	17% <sup>d</sup>	7%	12%	14%	12%	12%	12%	14%	15% <sup>l</sup>	15%	12%	11%	13%	12%	14%	15%
Quite unclearly	(-1) 278	228	34	16	37	167	74	61	92	65	60	84	158	55	223	184	44	49
	9%	9%	12%	13%	7%	10%	8%	7%	9%	11%	10%	10%	8%	10%	9%	9%	9%	11%
Very unclearly	(-2) 79	70	6	3	7	46	25	19	23	17	20	29	40	22	56	55	12	10
	3%	3%	2%	2%	1%	3%	3%	2%	2%	3%	3%	3%	2%	4% <sup>ao</sup>	2%	3%	3%	2%
<b>SUMMARY CODES</b>																		
CLEAR	2341	2041	200	101	417	1235	689	649	803	443	447	616	1456	389	1952	1615	356	331
	78% <sup>cd</sup>	78% <sup>c</sup>	70%	78%	80% <sup>d</sup>	72%	77% <sup>d</sup>	78% <sup>jk</sup>	77% <sup>kl</sup>	72%	72%	72%	77% <sup>l</sup>	74%	76%	76%	75%	73%
UNCLEAR	357	296	40	19	45	214	99	80	115	82	80	113	198	77	280	239	57	58
	12%	11%	14%	15%	9%	13% <sup>ae</sup>	11%	10%	11%	13%	13% <sup>h</sup>	13% <sup>lm</sup>	10%	15% <sup>ao</sup>	11%	11%	12%	13%
Mean Score	0.820 <sup>d</sup>	0.833 <sup>c</sup>	0.689	0.844	0.887	0.787	0.843	0.873 <sup>k</sup>	0.840	0.781	0.754	0.743	0.858	0.754	0.833	0.827	0.794	0.805
Standard Deviation	0.944	0.940	0.942	1.002	0.941	0.973	0.942	0.904	0.919	0.991	0.984	0.986	0.916	1.000	0.925	0.939	0.944	0.977
Error Variance	-	-	0.003	0.008	0.001	0.001	0.001	0.001	0.001	0.002	0.001	0.001	0.001	0.002	-	-	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2981	5	293	2688	2976	2683	352	2624	2604	377	2221	262	482	1327	1811	43
Weighted Base	3099	5**	297	2802	3095	2798	372	2723	2689	411	2419	261	425	1397	1657	45*
Very clearly	(2) 636	-	74	562	636	562	75	560	543	93	485	55	96	323	306	7
	21%	-	25%	20%	21%	20%	20%	21%	20%	23%	20%	21%	23%	23%o	18%	16%
Quite clearly	(1) 1706	3	153	1553	1702	1550	209	1494	1471	235	1342	148	216	772	906	28
	55%	72%	51%	55%	55%	55%	56%	55%	55%	57%	55%	57%	51%	55%	62%	62%
Neither clearly nor unclearly	(0) 401	1	41	359	399	358	50	349	353	48	314	35	56	158	238	5
	13%	28%	14%	13%	13%	14%	14%	13%	13%	12%	13%	13%	13%	11%	14%un	11%
Quite unclearly	(-1) 278	-	22	256	278	256	31	247	255	24	218	17	45	115	160	4
	9%ij	-	7%	9%	9%	9%	8%	9%	9%ij	6%	9%	6%	11%	8%	10%	8%
Very unclearly	(-2) 79	-	7	71	79	71	7	72	68	11	60	6	9	29	48	1
	3%	-	3%	3%	3%	3%	2%	3%	3%	3%	2%	2%	2%	2%	3%	2%
<b>SUMMARY CODES</b>																
CLEAR	2341	3	226	2115	2338	2112	284	2054	2013	328	1827	203	314	1095	1211	35
	76%	72%	76%	75%	76%	75%	76%	75%	75%	80%ij	76%	78%	74%	78%o	73%	78%
UNCLEAR	357	-	29	328	357	328	38	320	322	35	279	23	54	144	208	5
	12%	-	10%	12%	12%	12%	10%	12%	12%	8%	11%	9%	13%	10%	13%	11%
<b>Mean Score</b>	<b>0.820</b>	<b>0.724</b>	<b>0.885</b>	<b>0.813</b>	<b>0.820</b>	<b>0.813</b>	<b>0.847</b>	<b>0.816</b>	<b>0.806</b>	<b>0.814</b>	<b>0.816</b>	<b>0.823</b>	<b>0.822</b>	<b>0.890ao</b>	<b>0.761</b>	<b>0.811</b>
<b>Standard Deviation</b>	<b>0.944</b>	<b>0.505</b>	<b>0.948</b>	<b>0.943</b>	<b>0.944</b>	<b>0.944</b>	<b>0.901</b>	<b>0.950</b>	<b>0.950</b>	<b>0.899</b>	<b>0.938</b>	<b>0.892</b>	<b>0.975</b>	<b>0.923</b>	<b>0.959</b>	<b>0.891</b>
<b>Error Variance</b>	-	<b>0.051</b>	<b>0.003</b>	-	-	-	<b>0.002</b>	-	-	<b>0.002</b>	-	<b>0.003</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.018</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2981	2289	692	223	127	2782	185	14
Weighted Base	3069	2561	538	286	94	2883	199	17**
Very clearly	(2) 636	539	97	54	18	593	41	2
Quite clearly	(1) 1706	1411	294	171	49	1596	101	9
Neither clearly nor unclearly	(0) 401	327	74	27	15	366	31	3
Quite unclearly	(-1) 279	225	53	28	10	258	18	2
Very unclearly	(-2) 79	58	20	7	2	70	8	2
		2%	4% <sup>b</sup>	2%	2%	2%	4%	10%
<b>SUMMARY CODES</b>								
CLEAR	2341	1951	391	225	67	2189	142	11
UNCLEAR	728	728	73	79	71%	76%	71%	61%
	357	284	73	34	12	328	26	3
	12%	17%	14%	12%	13%	11%	13%	20%
Mean Score	0.820c	0.839c	0.731	0.831	0.747	0.827	0.751	0.400
Standard Deviation	0.844	0.932	0.991	0.927	0.967	0.937	1.009	1.140
Error Variance	-	-	0.001	0.004	0.007	-	0.006	0.093

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2981	1959	1579	328	1830	2653	1151	549	1048	1236	148
Weighted Base	3099	1476	1585	363	1941	2737	1158	628	1121	1222	129
Very clearly	(2) 638	387	231	78	390	558	246	160	225	223	18
	21% <sub>c</sub>	27% <sub>ac</sub>	15%	21%	20%	20%	21%	26% <sub>ajk</sub>	21%	18%	14%
Quite clearly	(1) 1706	825	866	204	1071	1501	635	347	627	664	68
	56%	56%	55%	56%	55%	55%	55%	55%	56%	54%	53%
Neither clearly nor unclearly	(0) 401	139	254	41	257	360	144	63	120	192	25
	13% <sub>b</sub>	9%	16% <sub>ab</sub>	11%	13%	12%	12%	10%	11%	16% <sub>ab</sub>	19% <sub>ah</sub>
Quite unclearly	(-1) 278	94	181	33	174	245	104	49	95	119	15
	9% <sub>b</sub>	6%	11% <sub>ab</sub>	9%	9%	9%	9%	8%	8%	10%	12%
Very unclearly	(-2) 79	22	54	6	50	73	29	8	43	24	3
	3% <sub>b</sub>	1%	3% <sub>b</sub>	2%	3%	3%	3%	1%	4% <sub>ah</sub>	2%	2%
<b>SUMMARY CODES</b>											
CLEAR	2341	1222	1097	282	1461	2059	881	507	862	886	86
	76% <sub>ck</sub>	83% <sub>ac</sub>	69%	78%	75%	75%	76%	81% <sub>ajk</sub>	77% <sub>ijk</sub>	73%	67%
UNCLEAR	357	115	255	40	224	318	133	58	138	143	18
	12% <sub>b</sub>	8%	15% <sub>ab</sub>	11%	12%	12%	12%	9%	12%	12%	14%
<b>Mean Score</b>	<b>0.820</b> <sub>ck</sub>	<b>1.004</b> <sub>ac</sub>	<b>0.655</b>	<b>0.866</b>	<b>0.812</b>	<b>0.814</b>	<b>0.833</b>	<b>0.857</b> <sub>ajk</sub>	<b>0.817</b>	<b>0.770</b>	<b>0.643</b>
<b>Standard Deviation</b>	<b>0.944</b>	<b>0.865</b>	<b>0.975</b>	<b>0.912</b>	<b>0.942</b>	<b>0.948</b>	<b>0.947</b>	<b>0.888</b>	<b>0.886</b>	<b>0.925</b>	<b>0.936</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.003</b>	-	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.006</b>



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	PES - SEGMENTS														Yorkshire (g)	NA (p)
		Eastern (b)	EMEB (c)	London (d)	Manweb (e)	Midlands (f)	Northern (h)	Norweb (i)	Scottish Hydro (j)	Scottish Power (k)	Seaboard (l)	Southern (m)	SWALEC (n)	SWEB (o)			
Unweighted Base	2981	304	325	223	126	282	242	225	63	210	261	257	97	164	214	8	
Weighted Base	3099	316	334	240	138	284	247	221	65*	222	257	267	100*	159	241	8**	
Very clearly	(2) 636	63	74	47	27	85	54	33	6	38	61	50	28	27	41	1	
	21% <sub>hi</sub>	20%	22% <sub>hi</sub>	20%	20%	30% <sub>abbcde</sub>	22% <sub>hi</sub>	15%	9%	17%	24% <sub>hi</sub>	19%	28% <sub>hijp</sub>	17%	17%	8%	
Quite clearly	(1) 1708	193	192	121	92	107	135	128	41	115	135	162	47	85	150	3	
	55% <sub>hi</sub>	61% <sub>adfmj</sub>	57% <sub>hi</sub>	50% <sub>hi</sub>	67% <sub>adfa</sub>	38% <sub>km</sub>	55% <sub>hi</sub>	58% <sub>hi</sub>	64% <sub>hi</sub>	51% <sub>hi</sub>	52% <sub>hi</sub>	61% <sub>dfm</sub>	47%	54% <sub>hi</sub>	62% <sub>dfjkm</sub>	34%	
Neither clearly nor unclearly	(0) 401	39	33	32	11	44	23	34	7	41	38	40	7	25	25	2	
	13%	12%	10%	13%	8%	15%	10%	15%	10%	18% <sub>acegm</sub>	15%	15%	7%	16% <sub>ie</sub>	11%	28%	
Quite unclearly	(-1) 278	15	29	28	8	31	23	25	8	25	19	9	15	20	19	2	
	9% <sub>bl</sub>	5%	9% <sub>il</sub>	12% <sub>bl</sub>	6%	11% <sub>bl</sub>	9% <sub>il</sub>	11% <sub>bl</sub>	13% <sub>bl</sub>	11% <sub>bl</sub>	8%	4%	15% <sub>bekl</sub>	12% <sub>bl</sub>	8%	30%	
Very unclearly	(-2) 79	6	7	12	-	17	11	1	3	3	3	6	3	2	5	-	
	3%	2%	2%	5% <sub>abekln</sub>	-	6% <sub>abcehij</sub>	5% <sub>ahk</sub>	-	4% <sub>ah</sub>	2%	1%	2%	3%	1%	2%	-	
<b>SUMMARY CODES</b>																	
CLEAR	2341	256	266	168	119	192	189	162	47	163	196	212	75	112	191	3	
	78% <sub>ij</sub>	81% <sub>adhi</sub>	80% <sub>dfjn</sub>	70%	88% <sub>adfh</sub>	68%	77% <sub>il</sub>	73%	73%	69%	76% <sub>il</sub>	79% <sub>adij</sub>	75%	71%	79% <sub>adij</sub>	42%	
UNCLEAR	357	21	35	40	8	48	35	26	11	29	23	16	18	21	24	2	
	12% <sub>abl</sub>	7%	11%	17% <sub>abekl</sub>	6%	17% <sub>abcek</sub>	14% <sub>bel</sub>	12% <sub>il</sub>	17% <sub>abel</sub>	13% <sub>bl</sub>	9%	6%	18% <sub>bekl</sub>	13% <sub>bl</sub>	10%	30%	
<b>Mean Score</b>	0.820 <sub>d</sub>	0.926 <sub>ghi</sub>	0.893 <sub>dij</sub>	0.677	1.001 <sub>adff</sub>	0.750	0.799	0.762	0.600	0.715	0.903 <sub>dij</sub>	0.895 <sub>dij</sub>	0.814	0.731	0.840	0.208	
<b>Standard Deviation</b>	0.944	0.820	0.913	1.075	0.719	1.170	1.031	0.854	0.972	0.933	0.891	0.826	1.098	0.920	0.878	1.022	
<b>Error Variance</b>	-	0.002	0.003	0.005	0.004	0.005	0.004	0.003	0.015	0.004	0.003	0.003	0.012	0.005	0.004	0.131	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2981	654	901	912	676	562	2096	2116	1800
Weighted Base	3099	726	1014	1025	758	631	2125	2159	1906
Very clearly (2)	636	172	236	242	175	146	521	525	450
	21%	24%	23%	24%	23%	23%	25%a	24%a	25%a
Quite clearly (1)	1708	408	575	583	435	361	1219	1276	1038
	58%	56%	57%	57%	57%	57%	57%	59%a	56%
Neither clearly nor unclearly (0)	401	79	108	105	79	62	216	200	177
	13% <sup>g</sup> <sub>h</sub>	11%	11%	10%	10%	10%	10%	9%	10%
Quite unclearly (-1)	278	54	73	71	51	44	142	137	117
	9% <sup>g</sup> <sub>h</sub>	7%	7%	7%	7%	7%	7%	6%	6%
Very unclearly (-2)	79	12	22	23	18	17	27	20	23
	3% <sup>g</sup> <sub>h</sub>	2%	2%	2%	2%	3%	1%	1%	1%
<b>SUMMARY CODES</b>									
CLEAR	2941	591	812	820	610	508	1740	1801	1488
	73%	80%a	80%a	81%a	80%a	80%a	82%a	83%a	82%a
UNCLEAR	357	67	95	94	69	61	169	158	140
	12% <sup>g</sup> <sub>h</sub>	9%	9%	9%	9%	10%	8%	7%	8%
<b>Mean Score</b>	<b>0.820</b>	<b>0.829a</b>	<b>0.819a</b>	<b>0.826a</b>	<b>0.826a</b>	<b>0.812a</b>	<b>0.872a</b>	<b>0.895a</b>	<b>0.863a</b>
<b>Standard Deviation</b>	<b>0.344</b>	<b>0.391</b>	<b>0.393</b>	<b>0.394</b>	<b>0.391</b>	<b>0.392</b>	<b>0.393</b>	<b>0.382</b>	<b>0.366</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	-	-	-



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Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2981	2586	273	122	480	1424	1077	669	801	520	991	1061	1562	628	2353	1926	469	535
Weighted Base	3099	2682	287	129	523	1683	893	828	1039	610	622	856	1889	526	2573	2118	478	457
Yes	1049	913	96	41	155	617	276	304	382	202	162	238	686	162	887	767	140	123
	34% <sup>klr</sup>	34%	33%	31%	30%	37% <sup>leg</sup>	31%	37% <sup>kl</sup>	37% <sup>kl</sup>	33% <sup>kl</sup>	26%	28%	36% <sup>u</sup>	31%	34%	36% <sup>gr</sup>	29%	27%
No	2031	1751	191	89	365	1055	610	524	649	403	454	609	1195	360	1670	1340	335	328
	66%	65%	66%	69%	70% <sup>d</sup>	63%	68% <sup>d</sup>	63%	63%	66%	73% <sup>ahj</sup>	71% <sup>am</sup>	63%	66%	65%	63%	70% <sup>p</sup>	72% <sup>ap</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	19	1	-	3	10	7	1	8	6	6	9	8	4	16	11	3	6
	1%	1%	-	-	1%	1%	1%	-	1%	1% <sup>h</sup>	1% <sup>h</sup>	1%	-	1%	1%	-	1%	1% <sup>p</sup>





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 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2981	5	293	2888	2976	2883	352	2624	2604	377	2221	262	482	1327	1611	43
Weighted Base	3099	5**	297	2802	3095	2798	372	2723	2689	411	2419	261	425	1397	1657	45*
Yes	1049	-	104	944	1049	944	133	916	872	177	895	60	101	560	474	14
	34%ms	-	35%	34%	34%	34%	38%	34%	32%	43%ai	37%alm	23%	24%	40%ao	29%	32%
No	2031	4	191	1840	2026	1836	236	1791	1797	233	1508	200	320	829	1171	30
	66%kn	90%	64%	66%	65%	66%	63%	66%	67%hj	57%	62%	77%lak	75%lak	59%	71%lan	68%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	-	2	18	20	17	3	16	19	1	16	1	4	8	12	-
	1%	10%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2981	2289	692	223	127	2782	185	14
Weighted Base	3099	2561	538	286	94	2883	199	17**
Yes	1049	933	116	109	21	969	71	8
	34%ce	39%bc	22%	38%de	22%	34%	36%	46%
No	2031	1812	418	177	72	1894	127	9
	68%	62%	78%ab	62%	77%ad	66%	64%	54%
Refused	-	-	-	-	-	-	-	-
Don't know	20	16	4	-	1	20	-	-
	7%	7%	7%	-	1%df	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2981	1359	1579	328	1830	2653	1151	549	1048	1236	148
Weighted Base	3099	1476	1585	363	1941	2737	1158	628	1121	1222	129
Yes	1049	668	366	197	751	852	298	386	445	205	13
	34% <sup>ca</sup>	45% <sup>cb</sup>	23%	54% <sup>cd</sup>	39% <sup>ce</sup>	31% <sup>cf</sup>	26%	61% <sup>ch</sup>	40% <sup>ci</sup>	17% <sup>cj</sup>	10%
No	2031	798	1210	165	1180	1865	851	240	671	1006	114
	66% <sup>da</sup>	54%	76% <sup>db</sup>	46%	61% <sup>de</sup>	68% <sup>df</sup>	73% <sup>dg</sup>	38%	60% <sup>dh</sup>	82% <sup>di</sup>	88% <sup>dj</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	9	10	*	11	20	9	2	5	10	3
	1%	1%	1%	*	1%	1%	1%	*	*	1%	2% <sup>dk</sup>

I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	REGIONS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2981	304	325	223	126	282	242	225	63	210	261	257	97	164	214	8	
Weighted Base 3099	316	334	240	138	284	247	221	65*	222	257	267	100*	159	241	8**	
Yes 1049	121	116	94	37	102	89	59	20	76	91	69	34	45	93	4	
No 2031	183 <sup>hij</sup>	209 <sup>hij</sup>	146 <sup>hij</sup>	89 <sup>hij</sup>	182 <sup>hij</sup>	153 <sup>hij</sup>	162	43	144	165	188	63	119	147	4	
Refused 20	4	2	4	-	2	1	1	-	1	-	-	2	1	2	-	
Don't know 1%	1%	1%	2%	-	1%	-	-	-	-	-	-	2%	1%	1%	-	
								73%abdfg		64%	66%	74%abdcf	65%	71%bd	61%	48%
								o			gko					

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2981	654	901	912	676	562	2096	2116	1800
Weighted Base	3099	726	1014	1025	758	631	2125	2159	1906
Yes	1049	394	569	582	412	337	697	708	566
	34%	54% <sup>a</sup>	56% <sup>a</sup>	57% <sup>a</sup>	54% <sup>a</sup>	54% <sup>a</sup>	33%	33%	31%
No	2031	327	440	439	342	291	1419	1434	1226
	68% <sup>b</sup>	45%	42%	43%	45%	46%	67%	66%	69%
Refused	-	-	-	-	-	-	-	-	-
Don't know	20	5	5	4	4	2	10	17	15
	1%	1%	-	-	1%	-	-	1%	1%

I looked into switching tariffs with my current supplier 0.88 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2981	2586	273	122	480	1424	1077	669	801	520	991	1061	1562	628	2353	1926	469	535
Weighted Base	3099	2682	287	129	523	1683	893	828	1039	610	622	856	1889	526	2573	2118	478	457
Yes	515	456	38	21	82	290	143	171	200	85	59	104	346	80	435	412	56	39
	17%kg	17%	13%	16%	16%	17%	16%	21%ajk	19%jk	14%k	10%	12%	18%l	15%	17%	19%lqr	12%	9%
No	2570	2215	247	108	438	1388	747	657	837	520	557	749	1535	445	2125	1700	418	413
	83%hp	83%	86%	84%	84%	82%	84%	79%	81%	85%hi	90%ahl	87%am	81%	86%	80%	80%	88%ap	91%ap
Refused	2	1	1	-	1	1	-	-	-	1	1	-	1	-	2	1	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	10	2	-	2	6	4	1	2	4	5	3	7	2	10	5	2	4
	-	-	1%	-	-	-	-	-	-	1%	1%h	-	-	-	-	-	-	1%p



I looked into switching tariffs with my current supplier Q.99 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2981	5	293	2688	2976	2683	352	2624	2604	377	2221	262	482	1327	1611	43
Weighted Base	3099	5**	297	2802	3095	2798	372	2723	2689	411	2419	261	425	1397	1657	45*
Yes	515	-	42	473	515	473	71	444	421	94	468	26	26	337	170	8
	17% <sub>nm</sub>	-	14%	17%	17%	17%	19%	16%	16%	23% <sub>ai</sub>	19% <sub>alm</sub>	10%	6%	24% <sub>ao</sub>	10%	18%
No	2570	4	252	2319	2566	2315	301	2265	2258	313	1939	235	397	1055	1478	37
	83% <sub>kn</sub>	90%	85%	83%	83%	81%	83%	84% <sub>kj</sub>	78%	80%	90% <sub>ka</sub>	93% <sub>ka</sub>	78%	89% <sub>ka</sub>	82%	82%
Refused	2	-	-	2	2	-	-	1	1	2	-	-	1	1	-	-
	*	-	-	*	*	-	-	*	*	*	-	-	*	*	-	-
Don't know	12	-	4	8	11	7	-	11	8	4	10	-	2	4	7	-
	*	10%	1% <sub>ladf</sub>	*	*	*	-	*	*	1%	*	-	*	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.99 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2981	2289	692	223	127	2782	195	14
Weighted Base	3099	2561	538	286	94	2883	199	17**
Yes	515	472	43	45	5	477	32	6
	17% <sup>ce</sup>	18% <sup>bc</sup>	6%	16% <sup>de</sup>	5%	17%	16%	34%
No	2570	2079	492	240	89	2392	167	11
	83%	81%	91% <sup>ab</sup>	84%	95% <sup>ad</sup>	83%	84%	66%
Refused	2	-	2	-	-	2	-	-
	-	-	* <sup>ab</sup>	-	-	-	-	-
Don't know	12	11	1	1	-	12	-	-
	-	-	-	-	-	-	-	-



I looked into switching tariffs with my current supplier 0.88 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2981	1959	1579	328	1830	2653	1151	549	1048	1236	148
Weighted Base	3099	1476	1585	363	1941	2737	1158	628	1121	1222	129
Yes	515	350	160	116	397	398	119	265	207	42	2
	17% <sup>ca</sup>	24% <sup>cb</sup>	10%	32% <sup>cd</sup>	20% <sup>ce</sup>	15% <sup>cf</sup>	10%	42% <sup>ch</sup>	18% <sup>ci</sup>	3%	2%
No	2570	1120	1418	243	1537	2328	1033	361	908	1176	125
	83% <sup>ca</sup>	76%	89% <sup>cb</sup>	67%	79% <sup>cd</sup>	85% <sup>ce</sup>	89% <sup>cf</sup>	57%	81% <sup>ch</sup>	96% <sup>ci</sup>	98% <sup>ck</sup>
Refused	2	1	1	2	2	-	-	-	2	-	-
	*	*	*	1% <sup>cd</sup>	*	*	*	*	*	*	*
Don't know	12	5	6	2	5	10	6	3	4	4	1
	*	*	*	7%	*	*	7%	*	*	*	7%



I looked into switching tariffs with my current supplier 0.88 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														Yorkshire (g)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2981	304	325	223	126	282	242	225	63	210	261	257	97	164	214	8	
Weighted Base 3099	316	334	240	138	284	247	221	65*	222	257	267	100*	159	241	8**	
Yes 515 17%	68 22%aaehj n	56 17%	41 17%	15 11%	52 18%	46 19%	30 14%	8 12%	30 14%	58 23%aaehj n	38 14%	16 16%	18 11%	37 15%	2 22%	
No 2570 83%bkc	245 78%	276 83%	197 82%	123 89%bkc	231 81%	200 81%	191 86%bkc	57 88%	190 85%bkc	198 77%	229 86%bkc	83 82%	139 88%bkc	204 85%	6 78%	
Refused 2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	
Don't know 12	2	2	-	-	1	1	-	-	2	-	-	2	2	-	-	
	1%	1%	-	-	*	*	-	-	1%	-	-	2%	1%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.99 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2981	654	901	912	676	562	2096	2116	1800
Weighted Base	3099	726	1014	1025	758	631	2125	2159	1906
Yes	515	284	348	374	252	182	311	335	255
	17%	39% <sup>aef</sup>	34% <sup>aef</sup>	37% <sup>aef</sup>	33% <sup>a</sup>	29% <sup>a</sup>	15%	16%	14%
No	2570	437	661	645	505	445	1804	1812	1542
	83% <sup>bceef</sup>	60%	65%	63%	67% <sup>b</sup>	71% <sup>bcd</sup>	85%	84%	85% <sup>a</sup>
Refused	2	1	1	1	1	1	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	12	4	3	4	2	3	7	9	7
	-	7%	-	-	-	-	-	-	-

I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2981	2586	273	122	480	1424	1077	669	801	520	991	1061	1562	628	2353	1926	469	535
Weighted Base	3099	2682	287	129	523	1683	893	828	1039	610	622	856	1889	526	2573	2118	478	457
Yes	434	370	45	19	75	263	96	143	162	76	53	89	285	55	379	333	56	43
	14% <sup>kl</sup>	14%	16%	15%	14%	16% <sup>lg</sup>	11%	17% <sup>ajk</sup>	16% <sup>k</sup>	12% <sup>kl</sup>	8%	10%	15% <sup>l</sup>	10%	15% <sup>n</sup>	16% <sup>qr</sup>	12%	9%
No	2650	2298	241	110	445	1412	793	682	872	531	564	762	1598	469	2181	1777	418	410
	85% <sup>h</sup>	86%	84%	85%	85%	84%	89% <sup>ae</sup>	82%	84%	87% <sup>h</sup>	91% <sup>ah</sup>	89% <sup>am</sup>	85%	89% <sup>ao</sup>	85%	84%	87%	90% <sup>ap</sup>
Refused	2	1	1	-	2	-	-	-	-	1	1	1	-	-	2	-	2	-
	*	*	*	-	1	-	-	-	-	*	*	*	-	-	*	-	* <sup>p</sup>	-
Don't know	13	13	-	-	2	8	4	3	4	1	4	4	7	3	10	7	2	3
	-	-	-	-	-	-	-	-	-	-	7%	1%	-	-	-	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2981	5	293	2688	2976	2683	352	2624	2604	377	2221	262	482	1327	1611	43
Weighted Base	3099	5**	297	2802	3095	2798	372	2723	2689	411	2419	261	425	1397	1657	45*
Yes	434	-	37	397	434	397	49	386	325	109	367	23	42	246	181	7
	14%im	-	13%	14%	14%	14%	13%	14%	12%	27%aj	15%im	9%	10%	18%ao	11%	16%
No	2650	4	254	2395	2646	2391	320	2326	2351	298	2041	236	381	1145	1467	37
	89%jn	90%	86%	85%	85%	85%	86%	85%	87%aj	73%	84%	90%ak	90%ak	82%	89%an	84%
Refused	2	-	1	1	2	1	-	2	-	-	1	-	1	1	-	-
	*	-	*	*	*	*	-	*	-	-	-	-	-	-	-	-
Don't know	13	-	5	8	12	8	4	9	10	3	10	2	1	6	7	-
	*	10%	2%adef	*	*	*	1%	*	*	1%	*	*	*	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2981	2289	692	223	127	2782	195	14
Weighted Base	3099	2561	538	286	94	2883	199	17**
Yes	434	406	29	48	7	395	34	5
	14%ce	16%bc	5%	17%de	7%	14%	17%	28%
No	2650	2144	506	238	86	2474	163	12
	85%	84%	94%ab	83%	92%ad	86%	82%	72%
Refused	2	1	1	-	-	2	-	-
	-	-	-	-	-	-	-	-
Don't know	13	11	2	-	1	11	2	-
	-	-	-	-	1%	1	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2981	1959	1579	328	1830	2653	1151	549	1048	1236	148
Weighted Base	3099	1476	1585	363	1941	2737	1158	628	1121	1222	129
Yes	434	285	145	151	341	284	93	214	172	45	3
	14% <sup>cl</sup> g	19% <sup>ac</sup>	9%	42% <sup>aefg</sup>	18% <sup>aifg</sup>	10% <sup>g</sup>	8%	34% <sup>aikj</sup>	15% <sup>jk</sup>	4%	2%
No	2650	1183	1434	209	1590	2441	1059	406	945	1174	124
	89% <sup>bdeh</sup>	60%	90% <sup>ab</sup>	58%	82% <sup>id</sup>	89% <sup>ade</sup>	91% <sup>adef</sup>	65%	84% <sup>h</sup>	96% <sup>ai</sup>	96% <sup>ah</sup>
Refused	2	1	1	1	1	1	1	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	1%
Don't know	13	7	5	2	8	11	5	7	3	2	1
	-	-	-	7%	-	-	-	1% <sup>aij</sup>	-	-	7%

I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	REGIONS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 2981	304	325	223	126	262	242	225	63	210	261	257	97	164	214	8	
Weighted Base 3099	316	334	240	138	284	247	221	65*	222	257	267	100*	159	241	8**	
Yes	434 14% <sup>un</sup>	64 20% <sup>aa</sup> 15% <sup>un</sup>	50 15% <sup>un</sup>	41 17% <sup>un</sup>	13 7%	42 15% <sup>un</sup>	32 13% <sup>un</sup>	25 71%	7 71%	38 17% <sup>un</sup>	39 15% <sup>un</sup>	26 70%	16 16% <sup>un</sup>	10 6%	29 72%	- 6%
No	2650 85% <sup>b</sup>	248 78%	284 85%	195 82%	124 90% <sup>bd</sup>	240 84%	213 86% <sup>b</sup>	195 88% <sup>b</sup>	58 89%	184 83%	217 85%	241 90% <sup>bdj</sup>	84 84%	147 93% <sup>abodff</sup> 93% <sup>un</sup>	212 88% <sup>b</sup>	8 94%
Refused	2	-	-	1	-	-	-	-	1	-	-	-	-	-	-	
Don't know	13	-	-	1% <sup>aa</sup>	-	-	-	-	-	-	-	-	-	-	-	
	-	4 7%	1	2	-	2 7%	2	1	-	-	-	-	2 7%	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I looked into switching to a different supplier Q.98 Did you take any of the following actions as a result of receiving the annual summary?  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2981	654	901	912	676	562	2096	2116	1800
Weighted Base	3099	726	1014	1025	758	631	2125	2159	1906
Yes	434	188	321	297	189	190	244	252	185
14% <sup>gh</sup>		26% <sup>a</sup>	32% <sup>abce</sup>	29% <sup>a</sup>	25% <sup>a</sup>	30% <sup>a</sup>	11%	12%	10%
No	2650	530	683	719	563	436	1874	1895	1613
89% <sup>bcdef</sup>		72% <sup>c</sup>	67%	70%	74% <sup>c</sup>	69%	88% <sup>a</sup>	88% <sup>a</sup>	89% <sup>a</sup>
Refused	2	1	1	1	-	1	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	13	7	8	8	7	4	6	10	5
	-	1%	1%	1%	1%	1%	-	-	-

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	2981	2586	273	122	480	1424	1077	669	801	520	991	1061	1562	628	2353	1926	469	535
Weighted Base	3099	2682	287	129	523	1683	893	828	1039	610	622	856	1889	526	2573	2118	478	457
Yes	484	416	44	25	76	298	110	156	175	89	63	111	320	68	416	361	68	52
	16% <sup>gk</sup>	15%	15%	19%	14%	18% <sup>g</sup>	12%	19% <sup>k</sup>	17% <sup>k</sup>	15% <sup>k</sup>	10%	13%	17% <sup>l</sup>	13%	17% <sup>l</sup>	17% <sup>r</sup>	14%	11%
No	2596	2250	241	105	445	1375	776	669	861	512	554	739	1559	456	2140	1746	406	401
	84%	84%	84%	81%	86%	82%	87% <sup>af</sup>	81%	83%	84%	89% <sup>ah</sup>	88% <sup>am</sup>	83%	87%	82%	82%	85%	88% <sup>ap</sup>
Refused	2	2	-	-	1	-	1	-	-	2	-	-	1	-	2	1	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	15	2	-	2	9	6	4	3	6	4	6	9	2	15	10	3	4
	1%	1%	1%	-	-	1%	1%	-	-	1%	1%	1%	-	-	1%	-	1%	1%



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2981	5	293	2888	2976	2883	352	2824	2604	377	2221	262	482	1327	1611	43
Weighted Base	3099	5**	297	2802	3095	2798	372	2723	2689	411	2419	261	425	1397	1657	45*
Yes	484	-	43	440	484	440	61	422	402	82	400	33	50	236	243	4
	16%	-	15%	16%	16%	16%	16%	16%	15%	20%ai	17%am	13%	12%	17%	15%	10%
No	2596	4	250	2346	2592	2342	311	2281	2270	326	2002	227	372	1150	1406	40
	84%aj	90%	84%	84%	84%	84%	84%	84%	84%aj	79%	83%	67%	88%ak	82%	85%	90%
Refused	2	-	-	2	2	2	-	2	1	1	2	-	-	1	1	-
	*	-	-	*	*	*	-	*	*	*	-	-	-	*	*	-
Don't know	17	*	4	13	16	13	-	16	15	2	14	1	2	10	7	-
	1%	10%	1%	*	1%	*	-	1%	1%	1%	1%	*	1%	1%	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2981	2289	692	223	127	2782	185	14
Weighted Base	3099	2561	538	286	94	2883	199	17**
Yes	484	440	44	46	8	438	38	8
	16%ce	17%bc	6%	16%	6%	15%	19%	47%
No	2586	2106	491	238	86	2426	161	9
	84%	82%	91%ab	83%	92%ad	84%	81%	53%
Refused	2	1	1	-	-	2	-	-
	-	-	-	-	-	-	-	-
Don't know	17	14	2	1	-	17	-	-
	7%	7%	-	1	-	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2981	1959	1579	328	1830	2653	1151	549	1048	1236	148
Weighted Base	3099	1476	1585	363	1941	2737	1158	628	1121	1222	129
Yes	484	275	205	94	346	400	138	157	221	100	6
	16% <sup>ca</sup>	19% <sup>cb</sup>	13%	23% <sup>cd</sup>	18% <sup>ce</sup>	15% <sup>cf</sup>	12%	25% <sup>ch</sup>	20% <sup>ci</sup>	8%	5%
No	2596	1192	1371	274	1585	2323	1011	466	891	1119	120
	84% <sup>ca</sup>	81%	87% <sup>cb</sup>	75%	82% <sup>cd</sup>	85% <sup>ce</sup>	87% <sup>cf</sup>	74%	80% <sup>ch</sup>	92% <sup>ci</sup>	93% <sup>ck</sup>
Refused	2	1	1	2	2	-	-	1	1	-	-
	*	*	*	1% <sup>cd</sup>	*	*	*	*	*	*	*
Don't know	17	9	7	2	8	14	9	3	8	3	3
	1%	1%	*	1%	*	1%	1%	1%	1%	*	2% <sup>ck</sup>

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

Total (a)	PES - SEGMENTS														Yorkshire (g)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2981	304	325	223	126	262	242	225	63	210	261	257	97	164	214	8	
Weighted Base 3099	316	334	240	138	284	247	221	65*	222	257	267	100*	159	241	8**	
Yes 484	72	63	42	19	34	33	29	7	36	36	38	19	17	37	2	
76%	23% <sup>a</sup> <sub>h</sub>	19% <sup>m</sup>	7%	7%	12%	13%	13%	11%	16%	14%	14%	19%	10%	15%	30%	
No 2596	240	271	197	118	247	213	192	57	184	220	229	80	140	202	6	
84% <sub>b</sub>	76%	81%	82%	86% <sub>b</sub>	87% <sub>b</sub>	86% <sub>b</sub>	87% <sub>b</sub>	88%	83%	86% <sub>b</sub>	86% <sub>b</sub>	80%	88% <sub>b</sub>	84% <sub>b</sub>	70%	
Refused 2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
1	-	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know 17	4	1	-	-	3	1	1	-	2	-	-	2	2	1	-	
1%	1%	*	-	-	1%	*	*	1%	1%	-	-	2%	1%	1%	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.98 Did you take any of the following actions as a result of ...?  
 Base: All received annual summary AND read it in detail/skimmed

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2981	654	901	912	676	562	2096	2116	1800
Weighted Base	3099	726	1014	1025	758	631	2125	2159	1906
Yes	484	168	259	251	187	166	270	282	206
	16% <sup>gh</sup>	23% <sup>ia</sup>	28% <sup>ia</sup>	24% <sup>ia</sup>	28% <sup>ia</sup>	28% <sup>ia</sup>	13%	13%	11%
No	2596	550	746	765	568	457	1842	1862	1588
	84% <sup>bcdef</sup>	79%	72%	75%	72%	72%	87% <sup>na</sup>	86% <sup>na</sup>	88% <sup>na</sup>
Refused	2	2	2	2	-	2	2	2	2
	-	-	-	-	-	-	-	-	-
Don't know	17	6	6	7	4	5	11	13	9
	1%	1%	1%	1%	-	1%	1%	1%	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary? - Summary Table  
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out 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	2981	2981	2981	2981
Weighted Base	3099	3099	3099	3099
Yes	1049 34%	515 17%	434 14%	484 16%
No	2031 66%	2570 85%	2650 86%	2596 84%
Refused	-	2	2	2
Don't know	20 1%	12 *	13 *	17 1%



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 recall receiving an energy bill

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	4002	3469	326	207	640	1823	1539	856	1050	725	1371	1486	2021	901	3101	2581	663	688
Weighted Base	4118	3561	343	215	694	2151	1274	1070	1349	848	951	1195	2448	742	3376	2802	691	554
Read it in detail	1671	1464	135	71	229	825	617	469	581	335	286	452	1015	324	1346	1205	244	195
41% <sup>klqr</sup>		41% <sup>sd</sup>	39%	33%	33%	38% <sup>se</sup>	48% <sup>aeef</sup>	44% <sup>ka</sup>	43% <sup>ka</sup>	39% <sup>ka</sup>	34%	38%	42% <sup>u</sup>	44%	40%	43% <sup>qr</sup>	35%	34%
Glanced over it or skim read it	1891	1637	169	86	356	1046	488	480	611	427	427	567	1134	316	1575	1345	345	274
45% <sup>fg</sup>		46%	49%	40%	52% <sup>ag</sup>	49% <sup>ag</sup>	38%	45%	46%	44%	50% <sup>ahj</sup>	47%	46%	43%	47% <sup>u</sup>	44%	50% <sup>ap</sup>	48%
Only saw what it was, but did not read it	506	413	38	55	101	251	153	117	141	124	124	154	282	95	411	327	92	81
12%	12%	11%	26% <sup>abc</sup>	15%	12%	12%	11%	10%	10%	15% <sup>hi</sup>	15% <sup>ah</sup>	13%	12%	13%	12%	12%	13%	14%
Refused	3	3	-	-	1	1	1	1	1	1	-	-	-	1	2	2	1	-
*	*	-	-	-	*	*	*	*	*	*	-	-	-	*	*	*	*	-
Don't know	47	44	1	2	5	28	14	4	15	14	14	22	15	6	41	23	9	15
1%	1%	*	1%	1%	1%	1%	1%	-	1%	2% <sup>h</sup>	2% <sup>h</sup>	2% <sup>lm</sup>	1%	1%	1%	1%	3% <sup>ap</sup>	

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 recall receiving an energy bill

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	4002	8	393	3909	3994	3801	462	3532	3437	565	3021	491	484	1815	2332	85
Weighted Base	4118	8**	397	3721	4111	3713	475	3636	3505	614	3242	465	408	1704	2361	54*
Read it in detail	1071	2	164	1507	1668	1505	220	1438	1410	261	1374	189	108	856	789	25
	41%mo	27%	41%	46%	41%	41%	48%ah	40%	42%	42%u	41%u	28%	50%ao	33%	47%	
Glanced over it or skim read it	1891	6	165	1727	1886	1721	183	1703	1614	278	1484	199	205	688	1180	24
	46%gn	73%	42%	46%	46%	46%	39%	47%g	46%	45%	46%	43%	50%u	40%	50%an	45%
Only saw what it was, but did not read it	506	-	63	443	506	443	53	453	436	70	352	72	84	142	360	4
	12%cn	-	16%df	12%	12%	12%	11%	12%	11%	11%	15%k	21%ak	8%	15%an	8%	
Refused	3	-	1	2	3	2	1	2	2	1	2	-	2	1	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	47	-	5	43	47	43	8	39	43	4	30	5	12	16	31	-
	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an energy bill

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	4002	2890	1112	309	155	3698	300	16
Weighted Base	4118	3246	873	397	112	3764	305	20**
Read it in detail	1671	1328	343	155	27	1540	123	8
	41%	41%	39%	39%	24%	41%	37%	43%
Glanced over it or skim read it	1891	1527	365	185	66	1726	155	10
	46%	47%	42%	47%	59%	46%	46%	50%
Only saw what it was, but did not read it	506	358	148	52	14	449	55	1
	12%	11%	17%	13%	13%	12%	16%	7%
Refused	3	1	2	-	-	3	-	-
	*	*	*b	-	-	*	-	-
Don't know	47	32	15	4	4	45	2	-
	1%	1%	2%	1%	4%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an energy bill

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	4002	1584	2347	453	2340	3549	1662	644	1232	1619	507
Weighted Base	4118	1721	2336	506	2474	3613	1644	737	1321	1602	459
Read it in detail	1071	888	764	219	1068	1452	603	479	676	483	33
	41% <sup>cgk</sup>	52% <sup>ac</sup>	33%	43% <sup>kg</sup>	43% <sup>lg</sup>	40% <sup>g</sup>	37%	65% <sup>aijk</sup>	51% <sup>ajk</sup>	30% <sup>ik</sup>	7%
Glanced over it or skim read it	1891	696	1172	236	1136	1656	755	231	569	945	146
	46% <sup>bhk</sup>	40%	50% <sup>ab</sup>	47%	46%	46%	46%	31%	43% <sup>ik</sup>	59% <sup>iahk</sup>	32%
Only saw what it was, but did not read it	506	119	373	45	244	461	262	21	66	161	257
	12% <sup>bdem</sup>	7%	16% <sup>ab</sup>	9%	10%	13% <sup>de</sup>	16% <sup>adef</sup>	3%	5% <sup>h</sup>	10% <sup>hi</sup>	50% <sup>ahij</sup>
Refused	3	.	3	1	3	2	.	1	2	.	.
	.	.	.	.	.	.	.	.	.	.	.
Don't know	47	16	23	5	22	42	25	4	8	12	23
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	5% <sup>ahij</sup>



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 recall receiving an energy bill

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4032 4118	411 421	403 414	267 291	200 206	358 378	292 296	359 348	80 84*	246 259	344 337	343 354	153 156	237 230	301 337	8 7**	
Read it in detail 1671 41%h	172 41%h	168 41%	108 37%	72 35%	149 39%	139 47%iadehm	116 33%	34 41%	101 39%	168 50%labode hijm	138 39%	55 35%	93 40%	154 46%ehm	4 52%	
Glanced over it or skim read it 1891 46%k	187 44%	199 48%k	147 51%k	88 43%	178 47%	134 45%	168 48%k	42 50%	127 49%k	135 40%	160 45%	71 46%	103 45%	149 44%	3 48%	
Only saw what it was, but did not read it 508 12%g	55 13%g	40 10%	30 10%	44 21%abodf gjkno	47 12%g	20 7%	61 17%adogko	7 9%	30 12%	30 9%	49 14%g	29 19%adogk	31 14%g	33 10%	-	
Refused 3 *	-	-	1 *	-	1 *	-	-	-	-	1 *	-	-	-	-	-	
Don't know 47 1%	7 2%	7 2%	5 2%	2 1%	3 1%	3 1%	3 1%	1 1%	1 1%	4 1%	7 2%	-	3 1%	1 -	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

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 recall receiving an energy bill

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	4002	741	1029	1022	753	644	2773	2754	2409
Weighted Base	4118	922	1161	1151	939	723	2796	2763	2399
Read it in detail	1671	459	614	623	473	376	1160	1168	992
	41%	50% <sup>a</sup>	53% <sup>a</sup>	54% <sup>a</sup>	50% <sup>a</sup>	52% <sup>a</sup>	42%	42%	41%
Glanced over it or skim read it	1891	310	466	457	312	295	1259	1256	1076
	46% <sup>b</sup>	36%	46%	40%	33%	41%	45%	45%	45%
Only saw what it was, but did not read it	506	48	68	59	46	41	339	329	299
	12% <sup>b</sup>	6%	6%	5%	5%	6%	12%	12%	12%
Refused	3	1	2	3	1	3	2	2	2
	*	*	*	*	*	1%	*	*	*
Don't know	47	5	10	8	7	7	27	26	27
	1%	1%	1%	1%	1%	1%	1%	1%	1%

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 recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	3443	3004	285	154	539	1574	1330	760	926	608	1149	1258	1774	772	2671	2254	571	557
Weighted Base	3562	3101	303	157	586	1871	1105	948	1192	709	713	1019	2149	640	2922	2450	589	468
Very clearly	(2) 782	692	53	37	128	402	251	216	275	152	139	205	481	128	654	545	111	114
Quite clearly	(1) 1995	1755	162	78	346	1022	626	543	687	379	385	548	1234	344	1650	1390	341	243
Neither clearly nor unclearly	(0) 414	340	54	20	68	247	99	96	127	92	98	137	235	68	346	263	82	65
Quite unclearly	(-1) 268	228	23	17	35	152	82	66	75	63	63	90	146	71	198	190	39	31
Very unclearly	(-2) 89	74	10	5	7	43	39	25	21	20	22	32	48	27	62	62	14	13
<b>SUMMARY CODES</b>																		
CLEAR	2777	2447	214	115	474	1425	878	759	963	531	524	754	1715	472	2305	1955	452	358
UNCLEAR	357	302	34	22	41	195	121	92	97	83	86	122	194	97	260	251	52	44
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	13	1	-	3	4	8	1	5	3	5	6	6	3	12	11	2	1
<b>Mean Score</b>	<b>0.877ck</b>	<b>0.895c</b>	<b>0.738</b>	<b>0.798</b>	<b>0.951f</b>	<b>0.851</b>	<b>0.883</b>	<b>0.905k</b>	<b>0.944jk</b>	<b>0.821</b>	<b>0.784</b>	<b>0.794</b>	<b>0.912i</b>	<b>0.746</b>	<b>0.906n</b>	<b>0.884</b>	<b>0.847</b>	<b>0.888</b>
<b>Standard Deviation</b>	<b>0.922</b>	<b>0.913</b>	<b>0.951</b>	<b>1.020</b>	<b>0.821</b>	<b>0.928</b>	<b>0.961</b>	<b>0.919</b>	<b>0.867</b>	<b>0.962</b>	<b>0.965</b>	<b>0.969</b>	<b>0.895</b>	<b>1.032</b>	<b>0.894</b>	<b>0.926</b>	<b>0.884</b>	<b>0.946</b>
<b>Error Variance</b>	-	-	<b>0.003</b>	<b>0.007</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	-	<b>0.001</b>	-	-	<b>0.001</b>	<b>0.002</b>



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 recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	9443	8	322	3121	3435	3113	399	3036	2946	497	2859	409	354	1459	1934	50
Weighted Base	3562	8**	329	3233	3554	3226	413	3141	3024	538	2858	388	312	1544	1969	50*
Very clearly	(2) 782	3	85	697	779	695	195	674	648	134	631	78	70	407	370	4
		22%ap	26%	22%	22%	22%	25%	21%	21%	25%	22%	20%	23%	26%ap	19%	9%
Quite clearly	(1) 1995	3	176	1819	1992	1816	228	1764	1693	302	1608	226	162	839	1123	32
		56%	41%	53%	56%	56%	55%	56%	56%	56%	56%	58%	52%	54%	57%	65%
Neither clearly nor unclearly	(0) 414	1	41	373	413	373	48	365	357	57	321	46	51	131	274	9
		12%an	10%	12%	12%	12%	12%	12%	12%	11%	11%	12%	10%ak	8%	14%an	18%an
Quite unclearly	(-1) 268	1	19	249	268	248	24	243	239	29	222	22	21	125	141	2
		8%	7%	8%	8%	8%	6%	8%	8%	5%	8%	6%	7%	8%	7%	4%
Very unclearly	(-2) 89	-	8	81	89	81	6	83	74	15	66	14	7	34	53	2
		2%	-	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	2%	2%
<b>SUMMARY CODES</b>																
CLEAR	2777	6	260	2516	2771	2510	333	2438	2341	436	2238	303	232	1246	1494	37
		78%	79%	78%	78%	78%	81%	78%	77%	81%	78%	78%	74%	81%ao	78%	74%
UNCLEAR	357	1	27	330	357	309	31	306	313	44	268	36	28	160	194	4
		10%	7%	8%	10%	10%	7%	10%	10%	8%	10%	9%	9%	10%	10%	8%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	1	-	14	14	13	1	12	13	1	11	3	2	7	7	-
		7%	-	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%
<b>Mean Score</b>	<b>0.877</b>	<b>1.130</b>	<b>0.844</b>	<b>0.871</b>	<b>0.877</b>	<b>0.870</b>	<b>0.973h</b>	<b>0.864</b>	<b>0.864</b>	<b>0.862</b>	<b>0.883</b>	<b>0.858</b>	<b>0.863</b>	<b>0.849ao</b>	<b>0.825</b>	<b>0.724</b>
<b>Standard Deviation</b>	<b>0.922</b>	<b>0.942</b>	<b>0.912</b>	<b>0.923</b>	<b>0.922</b>	<b>0.923</b>	<b>0.865</b>	<b>0.929</b>	<b>0.925</b>	<b>0.904</b>	<b>0.917</b>	<b>0.930</b>	<b>0.916</b>	<b>0.936</b>	<b>0.910</b>	<b>0.822</b>
<b>Error Variance</b>	<b>*</b>	<b>0.127</b>	<b>0.093</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.002</b>	<b>*</b>	<b>*</b>	<b>0.002</b>	<b>*</b>	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>*</b>	<b>0.014</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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 recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3443	2542	901	284	127	3183	245	15
Weighted Base	3562	2855	707	341	93	3266	278	18**
Very clearly	(2) 782	643	138	76	19	721	58	3
Quite clearly	(1) 1985	1592	403	226	48	1832	152	11
Neither clearly nor unclearly	(0) 414	341	73	32	17	370	40	3
Quite unclearly	(-1) 268	209	60	22	5	245	22	2
Very unclearly	(-2) 89	60	29	5	2	84	5	-
<b>SUMMARY CODES</b>								
CLEAR	2777	2235	541	282	68	2553	210	13
UNCLEAR	357	289	88	27	7	328	27	2
Refused	10%	9%	12% <sup>ab</sup>	8%	8%	10%	10%	9%
Don't know	14	10	5	-	1	14	-	-
Mean Score	0.877 <sup>c</sup>	0.896 <sup>e</sup>	0.801	0.859	0.845	0.880	0.848	0.767
Standard Deviation	0.922	0.905	0.984	0.839	0.897	0.924	0.905	0.831
Error Variance	-	-	0.001	0.003	0.006	-	0.003	0.046

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an energy bill AND read it in detail/skipped it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3443	1454	1942	407	2080	3036	1363	622	1163	1448	210
Weighted Base	3582	1585	1936	455	2204	3107	1358	710	1244	1428	179
Very clearly	(2) 782	458	316	114	495	668	287	207	278	274	23
		22%ck	16%	8%	22%	21%	21%	29%aijk	22%k	19%k	13%
Quite clearly	(1) 1995	880	1096	243	1221	1752	774	366	709	815	105
		56%h	57%	53%	55%	56%	57%	51%	57%h	57%h	58%
Neither clearly nor unclearly	(0) 414	142	266	55	258	359	156	66	117	206	23
		12%b	9%	14%iab	12%	12%	11%	9%	9%	15%iah	13%
Quite unclearly	(-1) 268	81	182	31	166	237	102	49	100	100	19
		8%b	9%iab	7%	8%	8%	7%	7%	8%	7%	11%
Very unclearly	(-2) 89	21	67	11	54	78	35	21	35	26	7
		2%b	3%b	2%	2%	3%	3%	3%	3%	2%	4%
<b>SUMMARY CODES</b>											
CLEAR	2777	1338	1412	357	1716	2420	1061	573	987	1090	127
		78%ck	84%ac	78%	78%	78%	78%	81%jk	79%k	76%	71%
UNCLEAR	357	102	249	42	221	315	136	70	136	126	26
		10%b	6%	13%iab	8%	10%	10%	10%	11%	9%	14%j
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	14	3	9	1	9	13	5	1	4	5	4
		-	-	-	-	-	-	-	-	-	2%ahj
<b>Mean Score</b>	<b>0.877ek</b>	<b>1.057ac</b>	<b>0.733</b>	<b>0.921</b>	<b>0.882</b>	<b>0.871</b>	<b>0.870</b>	<b>0.971ajk</b>	<b>0.882k</b>	<b>0.852k</b>	<b>0.670</b>
<b>Standard Deviation</b>	<b>0.922</b>	<b>0.839</b>	<b>0.960</b>	<b>0.924</b>	<b>0.925</b>	<b>0.922</b>	<b>0.918</b>	<b>0.964</b>	<b>0.940</b>	<b>0.874</b>	<b>0.963</b>
<b>Error Variance</b>	-	-	-	<b>0.002</b>	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.005</b>



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 recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	2443	351	356	235	153	308	289	288	70	215	307	230	124	200	289	8	
Weighted Base	3562	359	367	255	160	327	273	285	76*	228	302	298	108	196	303	71*	
Very clearly	(2) 782	90 22%h	79 21%	54 21%	36 23%	100 30%adthi 30%	63 23%	47 16%	9 12%	44 19%	69 23%	61 20%	27 21%	37 19%	65 22%	1	
Quite clearly	(1) 1995	208 59%h	223 61%h	134 52%	89 55%h	143 44%	151 55%h	168 59%h	45 59%h	117 51%	182 61%h	182 61%h	84 61%h	113 58%h	185 61%h	5 73%	
Neither clearly nor unclearly	(0) 414	35 12%	33 9%	39 15%clfg	24 15%g	30 9%	23 8%	38 13%	10 13%	44 19%	31 10%	31 10%	14 11%	24 11%	26 9%	1 11%	
Quite unclearly	(-1) 268	18 5%	29 8%	20 8%	8 5%	28 9%	25 9%	27 10%bl	10 14%bej	13 6%	19 6%	14 5%	16 13%abejkl	17 9%	24 8%	-	
Very unclearly	(-2) 89	5 2%	3 1%	8 3%c	3 2%	24 7%abcehk 1%	10 4%cko	4 1%	1 1%	9 4%cko	2 1%	8 3%	5 4%cko	3 2%	2 1%	-	
<b>SUMMARY CODES</b>																	
CLEAR	2777	299 83%adthi 78%h	301 82%dfjm	188 74%	125 78%	243 74%	215 79%	214 75%	54 71%	160 70%	236 78%	243 82%dfjm	91 72%	150 77%	251 83%dfhj m	6 82%	
UNCLEAR	357	23 10%b	32 9%	28 11%	10 7%	52 16%abcekl 1%	35 13%bkl	31 11%	11 15%bkl	22 10%	21 7%	21 7%	21 17%abcekl lo	21 11%	21 9%	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	14	2 1%	-	-	-	1 1%	-	1 1%	1 1%	1 1%	4 1%	2 1%	-	1 1%	-	-	
<b>Mean Score</b>	<b>0.877</b>	<b>1.012</b> adff	<b>0.939</b> dfjm	<b>0.807</b>	<b>0.925</b>	<b>0.821</b>	<b>0.852</b>	<b>0.796</b>	<b>0.671</b>	<b>0.760</b>	<b>0.943</b> dfjm	<b>0.930</b> h	<b>0.727</b>	<b>0.838</b>	<b>0.949</b> dfjm	<b>0.849</b>	
<b>Standard Deviation</b>	<b>0.922</b>	<b>0.826</b> ghjmmn	<b>0.835</b>	<b>0.968</b>	<b>0.856</b>	<b>1.171</b>	<b>1.000</b>	<b>0.879</b>	<b>0.912</b>	<b>0.964</b>	<b>0.834</b>	<b>0.853</b>	<b>1.068</b>	<b>0.896</b>	<b>0.829</b>	<b>0.720</b>	
<b>Error Variance</b>	-	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.005</b>	<b>0.004</b>	<b>0.004</b>	<b>0.003</b>	<b>0.012</b>	<b>0.004</b>	<b>0.002</b>	<b>0.003</b>	<b>0.009</b>	<b>0.004</b>	<b>0.003</b>	<b>0.065</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3443	694	956	955	703	595	2395	2388	2073
Weighted Base	3562	769	1081	1080	795	671	2418	2425	2071
Very clearly	(2) 782	207	278	285	200	162	650	650	579
	22%	27% <sup>a</sup>	28% <sup>a</sup>	26% <sup>a</sup>	25%	24%	27% <sup>a</sup>	27% <sup>a</sup>	28% <sup>a</sup>
Quite clearly	(1) 1995	415	593	598	444	381	1397	1441	1185
	59%	54%	55%	52%	57%	58%	58% <sup>a</sup>	59% <sup>a</sup>	57%
Neither clearly nor unclearly	(0) 414	74	104	96	68	61	203	186	165
	12% <sup>b</sup>	10%	10%	9%	9%	8%	8%	8%	8%
Quite unclearly	(-1) 268	53	74	72	52	46	126	114	107
	8% <sup>b</sup>	7%	7%	7%	7%	7%	5%	5%	5%
Very unclearly	(-2) 89	19	26	26	17	19	36	26	31
	2% <sup>b</sup>	2%	2%	2%	2%	3%	1%	1%	1%
<b>SUMMARY CODES</b>									
CLEAR	2777	622	872	883	644	543	2047	2091	1764
	79%	81%	82% <sup>a</sup>	82% <sup>a</sup>	81%	85% <sup>a</sup>	85% <sup>a</sup>	85% <sup>a</sup>	85% <sup>a</sup>
UNCLEAR	357	71	100	98	69	64	161	140	138
	10% <sup>b</sup>	9%	9%	9%	10%	7%	6%	6%	7%
Refused	-	-	-	-	-	-	-	-	-
Don't know	14	-	5	3	4	3	7	7	4
	-	-	-	-	1%	-	-	-	-
<b>Mean Score</b>	0.877	0.803 <sup>a</sup>	0.853 <sup>a</sup>	0.869 <sup>a</sup>	0.866 <sup>a</sup>	0.821	1.037 <sup>a</sup>	1.066 <sup>a</sup>	1.003 <sup>a</sup>
<b>Standard Deviation</b>	0.922	0.927	0.919	0.916	0.900	0.924	0.833	0.791	0.836
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct

...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	3443	3004	285	154	539	1574	1330	760	928	608	1149	1258	1774	772	2871	2254	571	557
Weighted Base	3562	3101	303	157	586	1871	1105	948	1192	709	713	1019	2149	640	2922	2450	589	488
Yes	905	785	86	33	162	485	258	258	327	182	137	228	562	157	748	659	136	96
	25% <sup>ka</sup>	25%	28%	21%	28%	28%	23%	27% <sup>ka</sup>	27% <sup>ka</sup>	28% <sup>ka</sup>	19%	22%	28% <sup>aj</sup>	25%	28%	27% <sup>ka</sup>	23%	21%
No	2646	2304	217	124	420	1384	842	690	856	526	574	788	1582	483	2163	1784	450	371
	74%	74%	72%	79%	72%	74%	76%	73%	72%	74%	80% <sup>ahj</sup>	77% <sup>am</sup>	74%	75%	74%	73%	76%	79% <sup>ap</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	11	-	-	4	2	5	-	8	1	2	3	6	11	7	3	1	
	-	-	-	-	1% <sup>f</sup>	-	-	-	1% <sup>h</sup>	-	2	-	-	-	-	-	1%	



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct ...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	3443	8	322	3121	3435	3113	399	3036	2946	497	2659	409	354	1459	1934	50
Weighted Base	3562	8**	329	3233	3554	3226	413	3141	3024	538	2858	388	312	1544	1969	50*
Yes	905	1	93	812	903	811	122	781	751	154	770	67	69	482	400	12
	25% <sub>id</sub>	14%	28%	25%	25%	25%	30%	25%	25%	29%	27% <sub>id</sub>	17%	22%	32% <sub>iao</sub>	20%	25%
No	2846	7	236	2410	2639	2403	291	2349	2264	382	2079	321	242	1043	1566	37
	74% <sub>in</sub>	86%	72%	75%	74%	75%	70%	75%	75%	71%	73%	63% <sub>hak</sub>	78%	68%	80% <sub>lan</sub>	75%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	-	-	11	11	11	-	11	9	3	10	-	1	9	3	-
	*	-	-	*	*	*	-	*	*	*	*	-	*	1% <sub>id</sub>	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct ...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3443	2542	901	264	127	3183	245	15
Weighted Base	3562	2855	707	341	93	3266	278	18**
Yes	905	780	125	95	17	825	74	6
	26%	27%	14%	28%	14%	25%	27%	31%
No	2446	2066	580	244	76	2432	201	13
	74%	72%	82%ab	72%	81%	74%	73%	69%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	11	9	3	1	1	9	2	-
	-	-	-	-	1%	-	1%	-

I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct ...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3443	1454	1942	407	2080	3036	1363	622	1163	1448	210
Weighted Base	3562	1585	1936	455	2204	3107	1358	710	1244	1428	179
Yes	905	541	357	158	648	746	256	339	367	163	16
	25%ajk	34%ac	18%	35%aefg	29%afg	24%g	19%	48%aijk	29%ajk	13%	9%
No	2646	1038	1574	296	1548	2351	1098	371	874	1239	162
	74%hadem	66%	81%cab	65%	70%cd	76%de	81%adef	52%	70%h	87%ahi	90%ahi
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	5	5	1	8	10	4	-	3	7	1
	-	-	-	-	-	-	-	-	-	-	1%b





I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct ...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (g)	PSS SEGMENTS														
		Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seeboard (g)	Southern (g)	SWALEC (g)	SWEB (g)	Yorkshire (g)	NA (g)
Unweighted Base	9443	351	356	235	153	308	269	288	70	215	307	290	124	200	269	8
Weighted Base	3562	359	367	255	160	327	273	285	76*	228	302	298	126	196	303	7**
Yes	905	104	109	86	27	72	75	54	16	70	73	62	28	44	83	3
	25%h	29%h	30%h	34%h	17%	22%	27%h	19%	21%	31%h	24%	21%	21%	22%	28%h	45%
No	2646	249	257	168	133	254	199	230	60	168	228	235	100	162	219	4
	74%h	69%	70%	66%	83%h	78%h	72%	81%h	79%	69%	75%h	79%h	79%h	78%h	72%	55%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	6	1	1	-	-	-	-	-	-	2	-	-	-	1	-
	*	2%h	*	*	-	*	-	-	-	-	1%	-	-	-	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.102 Did you take any of the following actions as a result of receiving the bill or direct

...?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3443	694	956	955	703	595	2395	2388	2073
Weighted Base	3562	769	1081	1080	785	671	2418	2425	2071
Yes	905	340	464	482	336	280	574	575	473
	25%	44% <sup>a</sup>	49% <sup>a</sup>	45% <sup>a</sup>	43% <sup>a</sup>	42% <sup>a</sup>	24%	24%	23%
No	2646	428	614	596	448	389	1637	1843	1592
	74% <sup>b</sup>	56%	57%	55%	57%	58%	76%	76%	77% <sup>a</sup>
Refused	-	-	-	-	-	-	-	-	-
Don't know	11	-	2	2	1	2	7	7	6
	-	-	-	-	-	-	-	-	-

I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	3443	3004	285	154	539	1574	1330	760	926	608	1149	1258	1774	772	2671	2254	571	557
Weighted Base	3562	3101	303	157	586	1871	1105	948	1192	709	713	1019	2149	640	2922	2450	589	468
Yes	441	381	40	19	77	244	119	138	166	85	52	101	284	60	381	328	60	46
	12% <sup>kl</sup>	12%	13%	12%	13%	13%	11%	15% <sup>kl</sup>	14% <sup>kl</sup>	12% <sup>kl</sup>	7%	10%	13% <sup>l</sup>	9%	13% <sup>l</sup>	13% <sup>l</sup>	10%	10%
No	3111	2710	263	138	504	1622	984	809	1021	623	658	915	1860	580	2531	2116	527	420
	87%	87%	87%	87%	86%	87%	89%	85%	86%	88%	92% <sup>ahn</sup>	90% <sup>am</sup>	87%	91% <sup>ao</sup>	87%	88%	89%	90%
Refused	1	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	10	9	-	1	5	3	1	1	4	1	3	2	5	1	9	5	3	2
	-	-	-	-	1% <sup>g</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-



I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	9443	8	322	3121	3435	3113	399	3036	2946	497	2659	409	354	1459	1934	50
Weighted Base	3562	8**	329	3233	3554	3226	413	3141	3024	538	2858	388	312	1544	1969	50*
Yes	441	1	41	400	440	399	54	386	362	78	386	32	36	274	160	7
	12%a	14%	12%	12%	12%	12%	13%	12%	12%	15%	13%j	8%	11%	18%ao	8%	14%
No	3111	7	286	2825	3104	2818	358	2745	2654	456	2463	355	276	1262	1805	43
	87%a	86%	87%	87%	87%	87%	87%	87%	88%	85%	86%	92%ak	88%	82%an	92%an	86%
Refused	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
	-	-	-	*	*	*	-	*	*	-	*	-	-	*	-	-
Don't know	10	-	2	7	10	7	1	9	6	4	8	1	1	6	3	-
	*	-	1%	*	*	*	*	*	*	1%	*	-	-	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3443	2542	891	284	127	3183	245	15
Weighted Base	3562	2855	707	341	93	3266	278	18**
Yes	441	398	43	50	5	400	39	2
	12%ce	14%ce	6%	15%ce	6%	12%	14%	9%
No	3111	2447	663	291	88	2855	229	17
	87%	86%	94%ab	85%	94%ad	87%	86%	91%
Refused	1	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-
Don't know	10	8	1	-	-	9	1	-
	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3443	1454	1942	407	2080	3038	1363	622	1163	1448	210
Weighted Base	3582	1585	1936	455	2204	3107	1358	710	1244	1428	179
Yes	441	202	145	100	334	341	107	231	155	51	3
	12%cpk	16%ac	7%	22%aefg	15%atg	11%g	8%	32%aijk	12%jk	4%	2%
No	3111	1288	1786	352	1866	2758	1245	477	1088	1373	173
	87%bdsh	81%	92%iab	77%	85%id	89%ide	92%adef	67%	87%ih	96%iahi	97%iahi
Refused	1	-	1	-	-	1	1	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	1%ahj
Don't know	10	5	4	3	4	7	6	3	1	4	2
	-	-	-	7%	-	-	-	-	-	-	1%

I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 3443	351	356	235	153	308	289	288	70	215	307	230	124	200	289	8	
Weighted Base 9562	359	367	255	160	327	273	285	76*	228	302	298	128	196	303	7**	
Yes	441	49	49	29	14	38	41	33	5	35	43	28	16	18	39	3
12%	74%	73%	72%	9%	72%	75%	72%	7%	75%	74%	9%	73%	9%	73%	38%	
No	3111	309	318	224	146	289	233	252	70	193	257	288	109	175	264	4
87%	86%	87%	88%	91%	88%	85%	88%	83%	85%	85%	90%	89%	89%	87%	62%	
Refused	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
1	-	-	-	-	-	-	-	-	-	1a	-	-	-	-	-	
Don't know	10	1	-	2	-	-	-	-	-	1	1	1	3	-	-	
1%	-	-	1%	-	-	-	-	-	-	1	-	1%	1%ad	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3443	694	956	955	703	595	2395	2388	2073
Weighted Base	3562	769	1081	1080	795	671	2418	2425	2071
Yes	441	231	283	301	198	156	250	257	200
	12%g	30%af	28%aa	28%aa	25%aa	23%aa	10%	11%	10%
No	3111	536	795	779	587	512	2161	2160	1867
	87%bcdef	72%af	74%aa	72%aa	75%ab	70%ab	89%aa	89%aa	90%aa
Refused	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	10	1	3	3	-	3	7	8	5
	-	-	-	-	-	-	-	-	-



I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	3443	3004	285	154	539	1574	1330	760	926	608	1149	1258	1774	772	2671	2254	571	557
Weighted Base	3562	3101	303	157	586	1871	1105	948	1192	709	713	1019	2149	640	2922	2450	589	468
Yes	379	325	36	18	75	213	90	121	152	66	40	78	244	54	325	269	57	47
	11% <sup>kg</sup>	10%	12%	11%	13% <sup>g</sup>	11% <sup>g</sup>	8%	13% <sup>ka</sup>	13% <sup>k</sup>	9% <sup>ka</sup>	6%	8%	11% <sup>u</sup>	8%	11% <sup>n</sup>	11%	10%	10%
No	3175	2768	268	140	510	1655	1010	827	1034	643	671	941	1901	586	2589	2176	531	420
	89%	89%	88%	89%	87%	88%	91% <sup>aeef</sup>	87%	87%	91% <sup>u</sup>	94% <sup>ahh</sup>	92% <sup>am</sup>	88%	92% <sup>oo</sup>	89%	89%	90%	90%
Refused	1	1	-	-	-	-	1	-	-	-	1	1	-	1	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	7	-	-	1	2	4	-	6	-	2	-	4	-	7	5	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skipped it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	9443	8	322	3121	3435	3113	399	3036	2946	497	2659	409	354	1459	1934	50
Weighted Base	3562	8**	329	3233	3554	3226	413	3141	3024	538	2858	388	312	1544	1969	50*
Yes	379	1	29	350	378	349	44	334	291	68	312	37	34	214	158	7
	11%	16%	9%	11%	11%	11%	11%	11%	10%	16%	11%	9%	11%	14%	8%	13%
No	3175	7	300	2875	3169	2869	369	2800	2726	449	2538	352	278	1327	1805	43
	89%	84%	91%	89%	89%	89%	89%	89%	90%	63%	89%	91%	89%	86%	92%	87%
Refused	1	-	-	1	1	1	-	1	1	-	1	-	1	-	1	-
	0%	-	-	0%	0%	0%	-	0%	0%	-	0%	-	0%	-	0%	-
Don't know	7	-	-	7	7	7	-	7	6	1	7	-	-	3	5	-
	0%	-	-	0%	0%	0%	-	0%	0%	0%	0%	-	-	0%	0%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skipped it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3443	1454	1942	407	2080	3038	1363	622	1163	1448	210
Weighted Base	3582	1585	1936	455	2204	3107	1358	710	1244	1428	179
Yes	379	242	134	110	285	269	94	183	145	47	4
	11% <sup>cl</sup>	15% <sup>ac</sup>	7%	24% <sup>aefg</sup>	13% <sup>aifg</sup>	9%	7%	26% <sup>aijk</sup>	12% <sup>ijk</sup>	3%	2%
No	3175	1339	1798	344	1915	2832	1261	527	1097	1378	174
	89% <sup>bdeh</sup>	84%	93% <sup>iab</sup>	76%	87% <sup>id</sup>	91% <sup>ide</sup>	93% <sup>ide</sup>	74%	88% <sup>ih</sup>	96% <sup>iah</sup>	97% <sup>iah</sup>
Refused	1	1	-	-	1	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	3	4	1	4	6	3	1	2	3	1
	-	-	-	-	-	-	-	-	-	-	1%



I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skipped it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2443	351	356	235	153	308	289	288	70	215	307	230	124	200	289	8
Weighted Base 9562	359	367	255	160	327	273	285	76*	228	302	298	128	196	303	7**
Yes 379	52	47	32	14	33	28	22	5	30	32	20	15	13	33	1
No 3175	14%ab	13%ab	13%ab	9%	10%	10%	8%	7%	13%ab	11%	7%	12%	7%	11%	19%
Refused 1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 7	-	-	-	-	-	-	-	-	-	-	-	-	3	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	2%ad	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching to a different supplier Q.102 Did you take any of the following actions as a result of receiving the bill or direct debit/prepayment statement?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3443	694	956	955	703	595	2395	2388	2073
Weighted Base	3562	769	1081	1080	785	671	2418	2425	2071
Yes	379	156	255	239	162	154	187	190	144
11% <sup>gh</sup>		20% <sup>a</sup>	24% <sup>a</sup>	22% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>	8%	8%	7%
No	3175	611	823	838	622	514	2228	2231	1924
89% <sup>bcdef</sup>		80%	79%	79%	79%	77%	92% <sup>a</sup>	92% <sup>a</sup>	93% <sup>a</sup>
Refused	1	-	-	-	-	-	1	-	-
Don't know	7	1	2	2	1	2	3	3	3

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	3443	3004	285	154	539	1574	1330	760	926	608	1149	1258	1774	772	2671	2254	571	557
Weighted Base	3562	3101	303	157	586	1871	1105	948	1192	709	713	1019	2149	640	2922	2450	589	468
Yes	437	372	42	22	73	260	104	141	166	77	52	82	304	60	377	315	67	50
	12% <sup>kl</sup>	12%	14%	14%	12%	14% <sup>g</sup>	9%	15% <sup>jk</sup>	14% <sup>k</sup>	11% <sup>kl</sup>	7%	8%	14% <sup>l</sup>	9%	13% <sup>n</sup>	13%	11%	11%
No	3114	2717	261	135	510	1605	999	805	1022	631	656	933	1841	581	2533	2127	520	416
	87%	88%	86%	86%	87%	88%	90% <sup>ae</sup>	85%	88%	89% <sup>ah</sup>	92% <sup>ah</sup>	92% <sup>am</sup>	88%	91% <sup>ao</sup>	87%	87%	88%	89%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	11	-	-	4	6	2	2	4	1	5	3	4	-	11	8	2	2
	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	-



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electr- city only (n)	Any gas (n)	Any electr- city (n)	Gas and electr- city (n)	Yes (n)	No (n)	Any big Six supplier (n)	No big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	9443	8	322	3121	3435	3113	399	3036	2946	497	2859	409	354	1459	1934	50
Weighted Base	3562	8**	329	3233	3554	3226	413	3141	3024	538	2858	388	312	1544	1969	50*
Yes	437	2	45	392	434	389	66	368	371	65	365	43	36	224	206	4
	12%	30%	14%	12%	12%	12%	16%ah	12%	12%	12%	12%	11%	12%	15%ao	11%	8%
No	3114	5	284	2830	3109	2825	347	2762	2642	472	2483	344	273	1312	1757	45
	87%n	63%	86%	88%	87%	88%	84%	88%g	87%	88%	87%	89%	88%	85%	89%n	82%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	1	-	11	11	11	-	11	10	1	10	1	1	8	4	-
	-	7%	-	*	*	*	-	*	*	*	*	*	*	7%	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3443	2542	901	264	127	3183	245	15
Weighted Base	3562	2855	707	341	93	3266	278	18**
Yes	437	391	46	53	5	393	42	2
	12%ce	14%ce	6%	16%ce	5%	12%	15%	9%
No	3114	2454	660	286	88	2903	234	17
	87%	86%	93%ab	84%	94%ad	88%	84%	91%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	11	9	2	1	1	10	2	-
	-	-	-	-	1%	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3443	1454	1942	407	2080	3038	1363	622	1163	1448	210
Weighted Base	3562	1585	1936	455	2204	3107	1358	710	1244	1428	179
Yes	437	237	196	80	368	358	129	172	167	87	10
	12% <sup>ca</sup>	15% <sup>cb</sup>	10%	18% <sup>cd</sup>	14% <sup>ce</sup>	11%	9%	24% <sup>ch</sup>	13% <sup>ci</sup>	6%	5%
No	3114	1340	1738	372	1888	2742	1225	534	1077	1336	168
	87% <sup>ca</sup>	85%	90% <sup>cb</sup>	82%	86%	88% <sup>cd</sup>	90% <sup>ce</sup>	75%	87% <sup>ch</sup>	94% <sup>ci</sup>	94% <sup>ck</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	8	2	3	8	8	3	5	-	5	2
	-	-	-	1%	-	-	-	1% <sup>h</sup>	-	-	1%

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of..?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3443	351	356	235	153	308	289	288	70	215	307	230	124	200	289	8
Weighted Base 9562	359	367	255	160	327	273	285	76*	228	302	298	128	196	303	7**
Yes 437	60	46	37	15	34	28	34	10	32	41	29	19	11	38	3
12% <sup>un</sup>	17% <sup>algin</sup>	13% <sup>un</sup>	15% <sup>un</sup>	9%	7%	10%	12% <sup>un</sup>	13%	14% <sup>un</sup>	13% <sup>un</sup>	10%	15% <sup>un</sup>	5%	13% <sup>un</sup>	45%
No 3114	297	320	217	145	291	246	249	66	195	260	269	107	183	265	4
87% <sup>b</sup>	83%	87%	85%	91% <sup>b</sup>	89% <sup>b</sup>	90% <sup>b</sup>	87%	87%	86%	86%	90% <sup>b</sup>	85%	94% <sup>labodh</sup>	87%	55%
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 11	3	1	1	-	1	-	2	-	-	2	-	-	2	-	-
-	1%	*	*	-	*	-	1%	-	-	1%	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.102 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3443	694	956	955	703	595	2395	2388	2073
Weighted Base	3562	769	1081	1080	795	671	2418	2425	2071
Yes	437	165	227	227	161	138	221	223	164
12% <sup>gh</sup>	3114	21% <sup>a</sup>	21% <sup>a</sup>	21% <sup>a</sup>	21% <sup>a</sup>	21% <sup>a</sup>	9%	9%	8%
No	3114	601	849	848	622	530	2192	2185	1900
87% <sup>bcdef</sup>	-	79%	79%	79%	79%	79%	81% <sup>a</sup>	81% <sup>a</sup>	82% <sup>a</sup>
Refused	-	-	-	-	-	-	-	-	-
Don't know	11	3	5	5	2	3	5	6	6
	-	-	-	-	-	-	-	-	-

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement? - Summary Table  
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out 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	3443	3443	3443	3443
Weighted Base	3562	3562	3562	3562
Yes	905 25%	441 12%	379 11%	437 12%
No	2646 74%	3111 87%	3175 89%	3114 87%
Refused	-	1	1	-
Don't know	11	10	7	11

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1627	1405	139	83	262	819	546	336	441	296	554	598	833	357	1270	1021	269	312
Weighted Base	1692	1462	144	85*	287	950	455	420	574	350	347	489	1016	296	1395	1128	280	262
Read it in detail	703	612	58	33	111	362	230	197	254	135	116	175	449	122	582	491	104	100
42% <sup>kl</sup>	42%	42%	40%	39%	39%	38%	51% <sup>ae</sup>	47% <sup>ijk</sup>	44% <sup>kl</sup>	39%	33%	30%	44% <sup>u</sup>	41%	42%	44%	37%	38%
Glanced over it or skim read it	763	660	65	38	129	468	167	185	257	146	175	228	456	131	632	502	134	120
45% <sup>fg</sup>	45%	45%	45%	45%	45% <sup>fg</sup>	49% <sup>g</sup>	37%	44%	45%	42%	50% <sup>aj</sup>	47%	45%	44%	45%	44%	48%	40%
Only saw what it was, but did not read it	182	154	15	14	44	95	43	25	51	56	50	72	95	36	147	107	37	34
11% <sup>hn</sup>	11%	11%	10%	16%	15% <sup>atg</sup>	10%	9%	6%	9%	16% <sup>lah</sup>	15% <sup>ah</sup>	15% <sup>am</sup>	9%	12%	17%	10%	13%	13%
Refused	2	2	-	-	1	1	-	1	-	1	-	-	-	2	1	1	-	-
*	*	*	-	-	*	*	-	*	-	*	-	-	-	*	*	*	-	-
Don't know	41	34	6	-	2	24	15	12	12	12	5	14	15	8	23	27	3	8
2%	2%	4%	-	1%	3%	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	1%	3%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1627	3	166	1461	1624	1458	231	1393	1419	208	1147	183	288	668	934	25
Weighted Base	1692	4**	167	1525	1688	1521	239	1449	1469	222	1251	181	260	708	956	28**
Read it in detail	703	1	72	631	703	631	108	595	586	117	567	63	76	342	351	9
	42%mo	14%	43%	41%	42%	41%	45%	41%	40%	52%ai	45%im	35%	29%	48%ao	37%	34%
Glanced over it or skim read it	763	3	74	689	760	686	100	660	680	84	540	87	137	290	457	16
	45%	86%	44%	45%	45%	45%	42%	46%	46%ij	38%	43%	48%	52%ak	41%	48%an	60%
Only saw what it was, but did not read it	182	-	18	164	182	164	27	156	165	17	110	25	46	57	123	2
	11%	-	11%	11%	11%	11%	11%	11%	11%	8%	9%	14%k	18%k	8%	13%n	6%
Refused	2	-	-	2	2	2	-	2	1	1	1	-	-	1	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	41	-	2	38	41	38	5	36	36	4	33	6	2	17	24	-
	2%	-	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1627	1245	382	118	86	1404	154	9
Weighted Base	1692	1383	308	156	47*	1508	172	11**
Read it in detail	703	580	123	63	13	633	65	5
	42%	42%	40%	40%	29%	42%	38%	43%
Glanced over it or skim read it	763	640	123	69	29	688	77	6
	45%	46%	40%	44%	63% <sup>abd</sup>	45%	45%	57%
Only saw what it was, but did not read it	182	132	50	22	3	156	27	-
	11%	10%	16% <sup>ab</sup>	14%	8%	10%	15%	-
Refused	2	1	1	-	-	2	-	-
	*	*	*	-	-	*	-	-
Don't know	41	30	10	2	1	37	3	-
	2%	2%	3%	1%	1%	2%	2%	-



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1627	671	929	178	965	1449	662	298	521	642	166
Weighted Base	1692	727	938	198	1029	1494	662	339	567	641	145
Read it in detail	703	362	317	96	455	617	248	209	286	201	7
	42% <sup>ca</sup>	53% <sup>cb</sup>	34%	43%	44% <sup>cg</sup>	41%	37%	62% <sup>ah</sup>	50% <sup>ai</sup>	31% <sup>aj</sup>	5%
Glanced over it or skim read it	763	287	467	85	465	678	298	109	236	363	56
	45% <sup>cb</sup>	40%	50% <sup>cb</sup>	43%	45%	45%	45%	32%	42% <sup>ch</sup>	57% <sup>ca</sup>	39%
Only saw what it was, but did not read it	182	42	132	17	82	165	100	12	33	66	71
	11% <sup>db</sup>	6%	14% <sup>db</sup>	9%	8%	11% <sup>de</sup>	15% <sup>de</sup>	4%	6%	10% <sup>di</sup>	43% <sup>dh</sup>
Refused	2	-	2	1	2	1	-	1	1	-	-
	-	-	-	1%	-	-	-	-	-	-	-
Don't know	41	16	19	8	25	33	16	8	11	11	11
	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	8% <sup>dh</sup>



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1627	178	171	119	80	133	114	163	44	35	152	138	59	82	35	4	
Weighted Base 1662	182	188	130	83*	140	117*	158	43*	102*	152	136	62*	87*	107*	4**	
Read it in detail 703	83	83	61	31	58	48	60	24	34	68	44	28	34	45	2	
Glanced over it or skim read it 763	42% <sup>u</sup>	45% <sup>u</sup>	44% <sup>u</sup>	47% <sup>u</sup>	37%	41%	38%	56% <sup>u</sup> <sup>j</sup>	34%	45% <sup>u</sup>	32%	45%	39%	42%	63%	
Only saw what it was, but did not read it 182	8%	8%	9%	18% <sup>abck</sup>	16	12	27	3	12	12	20	7	11	7	-	
Refused 2	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	
Don't know 41	5	8	1	1	5	1	2	-	6	5	5	-	2	-	-	
	2%	3%	4%	1%	3%	1%	1%	-	6% <sup>adgho</sup>	3%	4%	-	2%	-	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?  
 Base: All who recall receiving a price increase notification letter

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1627	346	478	469	361	303	1075	1122	840
Weighted Base	1692	393	528	521	398	334	1081	1145	933
Read it in detail	703	207	302	301	236	196	478	514	416
	42%	54% <sup>a</sup>	57% <sup>a</sup>	58% <sup>a</sup>	59% <sup>a</sup>	58% <sup>a</sup>	44%	45%	45%
Glanced over it or skim read it	763	140	185	179	136	111	464	486	397
	45% <sup>bcd</sup>	37%	35%	34%	34%	32%	43%	42%	43%
Only saw what it was, but did not read it	182	25	28	27	19	18	115	121	102
	11% <sup>bcdef</sup>	7%	5%	5%	5%	5%	11%	11%	11%
Refused	2	1	2	2	1	2	2	1	1
	*	*	*	*	*	1%	*	*	*
Don't know	41	10	11	11	6	8	21	22	17
	2%	3%	2%	2%	2%	2%	2%	2%	2%

Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1399	1213	118	68	217	708	474	305	389	239	466	490	742	299	1100	865	226	299
Weighted Base	1468	1272	123	71*	240	830	397	382	511	281	292	403	908	253	1214	992	239	220
Very clearly	(2) 302	270	19	13	56	168	79	71	111	60	60	80	192	51	251	188	52	59
Quite clearly	(1) 803	898	64	41	134	437	231	228	289	133	153	217	491	132	671	564	134	98
Neither clearly nor unclearly	(0) 205	176	22	7	24	136	45	44	75	44	42	60	126	32	173	137	27	38
Quite unclearly	(-1) 110	89	14	6	21	63	27	25	30	26	19	33	66	22	88	76	15	17
Very unclearly	(-2) 31	27	1	3	4	16	11	9	3	6	13	11	18	14	17	16	8	6
<b>SUMMARY CODES</b>																		
CLEAR	1105	969	82	54	190	605	310	299	400	193	213	297	683	183	922	752	186	157
UNCLEAR	141	116	15	10	24	79	38	34	33	42	33	44	84	35	106	92	23	22
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	12	3	1	2	10	4	5	4	3	4	2	12	3	13	11	2	3
<b>Mean Score</b>	0.851	0.870	0.708	0.758	0.913	0.826	0.864	0.867	0.926jk	0.737	0.790	0.802	0.864	0.737	0.874n	0.846	0.878	0.863
<b>Standard Deviation</b>	0.309	0.301	0.308	1.018	0.305	0.308	0.310	0.377	0.305	1.006	1.003	0.342	0.305	1.004	0.373	0.376	0.340	0.366
<b>Error Variance</b>	0.001	0.001	0.007	0.015	0.004	0.001	0.002	0.003	0.002	0.004	0.002	0.002	0.001	0.004	0.001	0.001	0.004	0.004

Fieldwork : 20/02/15-22/03/15  
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1399	3	146	1253	1396	1250	200	1196	1214	185	1009	151	234	594	782	23
Weighted Base	1466	4**	146	1320	1463	1317	208	1255	1266	200	1107	150	213	632	808	26**
Very clearly	(2) 302	-	36	266	302	266	55	247	252	50	211	30	59	144	154	3
	21%	-	24%	20%	21%	20%	26%h	20%	20%	25%	19%	20%	28%ak	23%	19%	13%
Quite clearly	(1) 803	4	76	727	799	723	99	700	697	106	626	88	96	351	436	16
	59%am	100%	52%	55%	55%	55%	48%	56%g	55%	53%	57%am	58%am	45%	55%	54%	63%
Neither clearly nor unclearly	(0) 205	-	19	186	205	186	33	172	180	25	156	19	30	71	130	3
	14%	-	13%	14%	14%	14%	16%	14%	14%	13%	14%	12%	14%	11%	16%an	13%
Quite unclearly	(-1) 110	-	9	100	110	100	18	92	98	12	84	6	19	48	59	3
	7%	-	6%	8%	8%	8%	9%	7%	8%	6%	8%	4%	9%	8%	7%	11%
Very unclearly	(-2) 31	-	5	27	31	27	3	29	28	3	20	6	5	13	18	-
	2%	-	3%	2%	2%	2%	1%	2%	2%	2%	2%	4%	3%	2%	2%	-
<b>SUMMARY CODES</b>																
CLEAR	1105	4	111	993	1101	990	153	948	949	156	837	118	155	495	590	20
	75%	100%	76%	75%	75%	75%	74%	76%	75%	76%	76%	78%	73%	78%ao	73%	77%
UNCLEAR	141	-	14	127	141	127	21	120	126	15	104	12	24	60	78	3
	10%	-	10%	10%	10%	10%	10%	10%	10%	8%	9%	8%	11%	10%	10%	11%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	-	1	14	16	14	-	16	12	4	11	2	3	6	9	-
	1%	-	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	2%	1%	1%	-
<b>Mean Score</b>	<b>0.851</b>	<b>1.000</b>	<b>0.886</b>	<b>0.847</b>	<b>0.850</b>	<b>0.846</b>	<b>0.888</b>	<b>0.844</b>	<b>0.835</b>	<b>0.951</b>	<b>0.843</b>	<b>0.875</b>	<b>0.880</b>	<b>0.903</b>	<b>0.812</b>	<b>0.792</b>
<b>Standard Deviation</b>	<b>0.908</b>	<b>0.000</b>	<b>0.960</b>	<b>0.902</b>	<b>0.909</b>	<b>0.904</b>	<b>0.940</b>	<b>0.904</b>	<b>0.911</b>	<b>0.883</b>	<b>0.882</b>	<b>0.917</b>	<b>1.004</b>	<b>0.908</b>	<b>0.910</b>	<b>0.820</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.000</b>	<b>0.006</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.006</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.029</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1389	1087	302	98	59	1208	122	9
Weighted Base	1466	1220	246	132*	42*	1313	142	11**
Very clearly	(2) 302	260	42	28	8	264	36	1
Quite clearly	(1) 803	271%	137	21%	20%	20%	26%	13%
Neither clearly nor unclearly	(0) 205	66%	137	7%	19	731	85	8
Quite unclearly	(-1) 110	55%	56%	56%	45%	56%g	46%	67%
Very unclearly	(-2) 31	17%	32	21	8	177	25	2
		14%	13%	16%	19%	14%	18%	20%
		87	23	8	4	99	11	-
		7%	9%	6%	8%	8%	8%	-
		23	9	1	2	28	4	-
		2%	4%	1%	4%	2%	3%	-
<b>SUMMARY CODES</b>								
CLEAR	1105	925	179	101	27	995	101	9
UNCLEAR	141	75%	32	77%	65%	76%	71%	80%
Refused	10%	9%	13%	7%	13%	10%	10%	-
Don't know	16	-	-	-	-	-	-	-
	7%	13	3	-	2	15	1	-
		7%	4%	-	4% <sup>d</sup>	7%	7%	-
Mean Score	0.851	0.873e	0.745	0.904	0.699	0.851	0.844	0.928
Standard Deviation	0.908	0.894	0.971	0.823	1.045	0.902	0.982	0.600
Error Variance	0.001	0.001	0.003	0.007	0.019	0.001	0.008	0.040

Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1399	616	766	153	859	1248	540	279	479	569	72
Weighted Base	1468	669	784	171	920	1295	546	318	522	564	63*
Very clearly	(2) 302	189	111	40	183	262	119	76	122	95	9
	21% <i>c</i>	28% <i>ac</i>	14%	23%	20%	20%	22%	24% <i>j</i>	23% <i>i</i>	17%	14%
Quite clearly	(1) 803	352	442	95	503	708	300	176	274	323	29
	55%	53%	56%	55%	55%	55%	55%	55%	53%	57%	47%
Neither clearly nor unclearly	(0) 205	74	130	27	132	178	73	34	66	89	18
	14%	11%	17% <i>b</i>	16%	14%	14%	13%	11%	12%	16%	25% <i>ah</i>
Quite unclearly	(-1) 110	42	68	9	80	101	30	27	36	41	5
	7%	6%	9%	5%	9% <i>g</i>	8%	6%	8%	7%	7%	9%
Very unclearly	(-2) 31	10	20	1	14	30	17	3	16	8	4
	2%	2%	3%	1%	2%	2%	3%	1%	3%	1%	6% <i>h</i>
<b>SUMMARY CODES</b>											
CLEAR	1105	541	553	134	686	970	419	252	396	418	38
	75% <i>ck</i>	81% <i>ac</i>	71%	79%	75%	75%	77%	79% <i>kk</i>	76% <i>ik</i>	74% <i>ka</i>	60%
UNCLEAR	141	52	86	10	94	131	47	30	52	50	9
	10%	6%	11% <i>b</i>	6%	10%	10%	9%	9%	10%	9%	14%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	2	14	-	8	16	7	1	7	7	-
	1%	*	2% <i>b</i>	-	1%	1%	1%	-	1%	1%	-
<b>Mean Score</b>	<b>0.851</b> <i>ak</i>	<b>1.000</b> <i>ac</i>	<b>0.721</b>	<b>0.952</b>	<b>0.834</b>	<b>0.837</b>	<b>0.879</b>	<b>0.934</b> <i>k</i>	<b>0.873</b> <i>k</i>	<b>0.818</b> <i>k</i>	<b>0.543</b>
<b>Standard Deviation</b>	<b>0.908</b>	<b>0.888</b>	<b>0.908</b>	<b>0.813</b>	<b>0.898</b>	<b>0.919</b>	<b>0.924</b>	<b>0.880</b>	<b>0.956</b>	<b>0.855</b>	<b>1.028</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.003</b>	<b>0.002</b>	<b>0.001</b>	<b>0.015</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1389	158	150	107	82	112	102	130	39	79	132	113	52	71	88	4
Weighted Base	1466	163	165	117*	67*	120*	104*	129	40*	83*	134	111	55*	75*	100*	4**
Very clearly	(2) 302	39	33	26	18	38	15	26	9	10	33	22	9	12	12	1
	21%	24%jo	20%	22%	26%jo	32%kacqin	15%	20%	23%	12%	24%jo	20%	16%	16%	12%	17%
Quite clearly	(1) 803	84	93	63	37	45	65	66	21	42	67	68	31	53	67	1
	55%ul	51%ul	56%ul	54%ul	55%ul	37%	62%ul	51%	54%	51%	50%	61%ul	56%ul	71%labcdff	67%labhfi	32%
Neither clearly nor unclearly	(0) 205	26	26	16	6	13	11	20	5	17	23	19	6	5	12	-
	14%	16%	16%	14%	9%	11%	11%	15%	12%	21%un	17%	17%	10%	7%	12%	-
Quite unclearly	(-1) 110	9	11	8	5	12	7	15	4	10	10	3	6	1	7	2
	7%	6%	7%	7%	6%	10%in	6%	12%in	10%	12%in	7%	10%in	2%	10%in	2%	51%
Very unclearly	(-2) 31	3	2	2	1	11	5	2	-	1	1	-	3	-	1	-
	2%	2%	1%	1%	1%	9%labcddeh jkno	5%kl	2%	-	1%	-	-	5%ul	-	1%	-
<b>SUMMARY CODES</b>																
CLEAR	1105	123	126	89	55	83	80	91	30	52	99	90	40	65	79	2
	75%ij	75%	78%ij	76%	81%ij	69%	77%	71%	77%	63%	74%	81%ij	72%	88%labhfi	79%ij	49%
UNCLEAR	141	12	13	9	6	24	12	18	4	11	10	3	8	1	8	2
	10%in	7%	8%	8%	9%	20%labcdk lno	11%in	14%in	10%	14%in	8%	2%	15%in	2%	8%	51%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	2	-	2	-	-	-	-	1	2	2	-	1	3	-	-
	1%	2%	-	2%	1%	-	2%	-	1%	3%	2%	-	2%	4%ch	-	-
<b>Mean Score</b>	<b>0.851</b>	<b>0.920</b>	<b>0.870</b>	<b>0.910</b>	<b>0.987</b>	<b>0.718</b>	<b>0.767</b>	<b>0.750</b>	<b>0.918</b>	<b>0.606</b>	<b>0.917</b>	<b>0.981</b>	<b>0.696</b>	<b>1.065</b> gh	<b>0.820</b>	<b>0.157</b>
<b>Standard Deviation</b>	<b>0.368</b>	<b>0.682</b>	<b>0.653</b>	<b>0.671</b>	<b>0.682</b>	<b>1.273</b>	<b>0.651</b>	<b>0.670</b>	<b>0.674</b>	<b>0.912</b>	<b>0.667</b>	<b>0.678</b>	<b>1.035</b>	<b>0.553</b>	<b>0.784</b>	<b>1.418</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.005</b>	<b>0.005</b>	<b>0.007</b>	<b>0.013</b>	<b>0.014</b>	<b>0.009</b>	<b>0.007</b>	<b>0.020</b>	<b>0.011</b>	<b>0.006</b>	<b>0.004</b>	<b>0.021</b>	<b>0.004</b>	<b>0.007</b>	<b>0.503</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?  
 Base: All All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1399	313	440	431	337	277	926	971	810
Weighted Base	1466	346	487	480	372	307	942	1001	813
Very clearly	(2) 302	80	123	128	94	83	251	262	231
	21%	23%	25%	27% <sup>a</sup>	25%	27% <sup>a</sup>	27% <sup>a</sup>	26% <sup>a</sup>	28% <sup>a</sup>
Quite clearly	(1) 803	198	256	259	193	165	542	575	458
	55%	57%	53%	54%	52%	54%	58%	57%	56%
Neither clearly nor unclearly	(0) 205	40	55	46	39	30	86	93	72
	14% <sup>dgh</sup>	11%	11%	10%	11%	7%	9%	9%	9%
Quite unclearly	(-1) 110	21	38	35	31	21	47	52	37
	7% <sup>gh</sup>	6%	8%	7%	8%	7%	5%	5%	5%
Very unclearly	(-2) 31	7	9	10	8	6	8	8	7
	2% <sup>gh</sup>	2%	2%	2%	2%	1%	1%	1%	1%
<b>SUMMARY CODES</b>									
CLEAR	1105	276	375	386	287	248	793	837	685
	72%	80%	78%	81% <sup>a</sup>	77%	81%	84% <sup>a</sup>	84% <sup>a</sup>	85% <sup>a</sup>
UNCLEAR	141	28	47	45	39	27	54	59	44
	10% <sup>dgh</sup>	8%	10%	9%	11%	9%	6%	6%	5%
Refused	-	-	-	-	-	-	-	-	-
Don't know	16	1	6	2	1	1	9	12	8
	1%	-	1%	1%	2%	-	1%	1%	1%
<b>Mean Score</b>	0.851	0.826	0.825	0.824	0.814	0.809 <sup>a</sup>	1.052 <sup>a</sup>	1.043 <sup>a</sup>	1.005 <sup>a</sup>
<b>Standard Deviation</b>	0.908	0.873	0.858	0.850	0.849	0.904	0.796	0.788	0.795
<b>Error Variance</b>	0.001	0.002	0.002	0.002	0.003	0.003	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	1389	1213	118	68	217	708	474	305	389	239	466	430	742	299	1100	895	226	259
Weighted Base	1466	1272	123	71*	240	830	397	382	511	281	292	400	906	253	1214	992	239	220
Yes	437	359	54	25	74	247	116	118	164	79	75	101	275	70	367	327	57	51
	30%	28%	44%ab	34%	31%	30%	29%	31%	32%	28%	26%	25%	30%	29%	30%	33%cr	24%	29%
No	1026	910	89	47	165	581	280	264	346	200	216	300	629	183	844	665	181	168
	70%e	72%e	56%	66%	69%	70%	71%	69%	68%	71%	74%u	75%	69%	72%	67%	67%	76%p	77%ap
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	3	-	-	1	1	1	-	1	1	-	2	1	-	3	1	1	1

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1399	3	146	1253	1396	1250	200	1196	1214	185	1009	151	234	594	782	23
Weighted Base	1466	4**	146	1320	1463	1317	208	1255	1266	200	1107	150	213	632	808	26**
Yes	437	2	42	395	436	393	64	371	361	76	360	32	47	234	196	7
	30%ms	42%	29%	30%	30%	30%	31%	30%	28%	38%ai	33%im	21%	22%	37%ao	24%	26%
No	1026	2	104	922	1024	920	142	882	904	123	745	118	166	397	611	19
	70%jn	58%	71%	70%	70%	70%	69%	70%	71%j	61%	67%	79%lak	78%lak	63%	78%lan	74%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	-	-	3	3	3	1	2	2	1	2	-	2	1	-	
	*	-	-	*	*	*	*	*	*	*	*	-	*	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1399	1097	302	98	59	1268	122	9
Weighted Base	1466	1220	246	132*	42*	1313	142	11**
Yes	437	390	47	37	13	397	39	1
	30%	32%	19%	29%	30%	30%	29%	6%
No	1026	827	199	94	30	914	102	11
	70%	68%	81%ab	72%	70%	70%	72%	94%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	3	3	-	-	-	2	1	-
	-	-	-	-	-	*	1%	-

I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1399	616	766	153	859	1246	540	279	479	569	72
Weighted Base	1466	669	784	171	920	1295	546	318	522	564	63*
Yes	437	272	163	79	313	358	124	186	184	59	7
	30% <sup>ca</sup>	41% <sup>ac</sup>	21% <sup>g</sup>	48% <sup>ae</sup>	34% <sup>fg</sup>	28% <sup>ig</sup>	23% <sup>h</sup>	59% <sup>ai</sup>	35% <sup>aj</sup>	10% <sup>k</sup>	12% <sup>l</sup>
No	1026	396	619	91	605	935	421	130	337	503	56
	70% <sup>cb</sup>	59% <sup>ad</sup>	79% <sup>cb</sup>	53% <sup>df</sup>	66% <sup>fd</sup>	72% <sup>de</sup>	77% <sup>adef</sup>	41% <sup>h</sup>	65% <sup>hi</sup>	89% <sup>aji</sup>	88% <sup>aki</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	1	2	1	2	2	1	1	-	2	-
	-	-	-	1%	-	-	-	-	-	-	-

I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	158	150	107	62	112	102	130	39	79	132	113	52	71	88	4	
Weighted Base	1466	163	165	117*	67*	120*	104*	129	40*	83*	134	111	55*	75*	100*	4**
Yes	437	49	56	35	13	33	27	28	14	40	37	35	19	16	33	2
	30%	30%	34%h	30%	20%	27%	26%	22%	35%	44%abdefghkin	28%	32%	35%	22%	33%	63%
No	1026	112	109	82	54	87	77	100	26	44	97	78	36	69	67	1
	70%	69%j	68%	70%j	80%j	73%j	74%j	78%j	65%	52%	72%j	68%j	65%	78%j	67%	37%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.106 Did you take any of the following actions as a result of receiving the price increase notice?

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1299	313	440	431	337	277	926	971	810
Weighted Base	1466	346	487	480	372	307	942	1001	813
Yes	437	182	277	273	209	174	271	289	220
	30%	52% <sup>a</sup>	57% <sup>a</sup>	57% <sup>a</sup>	56% <sup>a</sup>	57% <sup>a</sup>	29%	29%	27%
No	1026	164	209	206	163	131	670	711	592
	70% <sup>b,c,d,e,f</sup>	47%	43%	43%	44%	43%	71%	71%	73%
Refused	-	-	-	-	-	-	-	-	-
Don't know	3	1	1	1	1	1	1	1	1
	-	-	-	-	-	-	-	-	-

I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1399	1213	118	68	217	708	474	305	389	239	466	490	742	299	1100	865	226	259
Weighted Base	1468	1272	123	71*	240	830	397	382	511	281	292	403	906	253	1214	992	239	220
Yes	260	225	27	9	46	142	73	89	93	41	37	48	176	37	223	203	25	31
	18%kl	18%	22%	13%	19%	17%	16%	23%ljk	18%k	14%	13%	12%	19%l	15%	18%	20%kr	11%	14%
No	1200	1041	96	62	192	685	323	293	414	239	254	353	725	216	985	789	210	188
	82%h	82%	79%	87%	80%	83%	81%	77%	81%	85%h	87%ah	88%am	80%	86%	81%	79%	88%ap	85%
Refused	2	2	-	-	2	-	-	-	2	-	-	-	2	-	2	-	-	2
	-	-	-	-	1%l	-	-	-	-	-	-	-	-	-	-	-	-	1%p
Don't know	4	4	-	-	-	3	1	-	2	2	1	2	3	-	4	1	3	-
	*	*	-	-	-	*	*	-	*	1%	*	*	*	-	*	*	1%ap	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1399	3	146	1253	1396	1250	200	1196	1214	185	1009	151	234	594	782	23
Weighted Base	1466	4**	146	1320	1463	1317	208	1255	1266	200	1107	150	213	632	808	26**
Yes	260	2	22	239	259	237	34	225	211	49	227	18	17	172	83	5
	18%mo	42%	15%	16%	16%	16%	16%	16%	17%	25%ai	21%lm	12%	6%	27%ao	10%	20%
No	1200	2	124	1076	1198	1074	172	1026	1050	150	877	130	195	458	722	21
	82%jn	58%	85%	82%	82%	83%	82%	83%	83%ij	75%	79%	67%	92%ak	72%	89%kn	80%
Refused	2	-	-	2	2	-	-	2	2	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4	-	1	4	4	4	2	2	3	1	1	3	1	2	2	-
	-	-	-	-	-	-	1%	-	-	-	-	2%ak	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1389	1087	302	98	59	1208	122	9
Weighted Base	1466	1220	246	132*	42*	1313	142	11**
Yes	260	244	17	25	6	236	24	1
	18%	20%	7%	19%	15%	18%	17%	5%
No	1200	972	228	107	36	1072	117	11
	82%	80%	93%ab	81%	85%	82%	83%	95%
Refused	2	2	-	-	-	2	-	-
	*	*	-	-	-	*	-	-
Don't know	4	3	2	-	-	4	1	-
	*	*	1%	-	-	*	1	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1399	616	786	153	859	1248	540	279	479	569	72
Weighted Base	1468	669	784	171	920	1295	546	318	522	564	63*
Yes	360	179	82	95	198	195	63	147	94	19	1
	18% <sup>cg</sup>	27% <sup>ac</sup>	10%	38% <sup>aefg</sup>	21% <sup>aafg</sup>	15%	12%	46% <sup>aijk</sup>	18% <sup>jk</sup>	3%	1%
No	1200	486	702	105	720	1095	480	170	424	545	61
	82% <sup>bdh</sup>	73%	90% <sup>iab</sup>	61%	78% <sup>id</sup>	85% <sup>ide</sup>	88% <sup>ade</sup>	54%	81% <sup>h</sup>	97% <sup>iahi</sup>	96% <sup>lahi</sup>
Refused	2	2	-	-	2	2	-	-	2	-	-
	*	*	-	-	*	*	-	-	*	-	-
Don't know	4	3	-	1	1	3	3	1	2	-	2
	*	*	-	7%	*	*	1%	*	*	-	2% <sup>klj</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1399	158	150	107	82	112	102	130	39	79	132	113	52	71	88	4
Weighted Base 1466	163	165	117*	87*	120*	104*	129	40*	83*	134	111	55*	75*	100*	4**
Yes 260 18%	27 17%	29 18%	23 20%	10 15%	23 19%	13 13%	25 19%	2 5%	25 29%ababk mm	23 17%	19 17%	7 13%	10 14%	24 24%	-
No 1200 82%	134 82%	134 81%	93 80%	57 85%	96 81%	91 87%	104 81%	38 95%jo	59 71%	111 82%	91 82%	48 87%	64 86%	76 78%	4 100%
Refused 2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 4	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	1%	-	-	-	-	-	-	-	-	1%	2%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I looked into switching tariffs with my current supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1399	313	440	431	337	277	926	971	810
Weighted Base	1466	346	487	480	372	307	942	1001	813
Yes	260	150	183	188	128	105	135	167	109
	18%g	43%ae	38%a	39%a	34%a	34%a	14%	17%	13%
No	1200	195	301	288	242	199	801	830	700
	82%bcde	56%	62%	60%	65%b	65%b	85%	83%	86%a
Refused	2	-	-	-	-	-	2	-	-
	-	-	-	-	-	-	-	-	-
Don't know	4	1	3	3	2	3	4	4	4
	-	-	7%	7%	-	7%	-	-	-

I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1399	1213	118	68	217	708	474	305	389	239	466	490	742	299	1100	885	226	259
Weighted Base	1468	1272	123	71*	240	830	397	382	511	281	292	403	906	253	1214	992	239	220
Yes	235	201	23	11	43	138	55	69	95	39	33	44	158	32	203	174	35	23
	16% <sup>kl</sup>	16%	19%	15%	18%	19%	14%	18% <sup>ka</sup>	19% <sup>kb</sup>	14%	11%	17%	17%	13%	18% <sup>lc</sup>	18% <sup>ld</sup>	15%	10%
No	1225	1065	100	61	195	689	341	314	413	241	258	358	743	220	1005	816	200	197
	84%	84%	81%	85%	81%	83%	86%	82%	81%	86%	88% <sup>am</sup>	89% <sup>an</sup>	82%	87%	83%	82%	84%	90% <sup>ap</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	6	-	-	2	3	1	-	3	2	1	2	4	-	6	3	3	-
	*	*	-	-	1%	*	*	-	1%	1%	*	*	*	-	*	-	1% <sup>aq</sup>	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1399	3	146	1253	1396	1250	200	1196	1214	185	1009	151	234	594	782	23
Weighted Base	1466	4**	146	1320	1463	1317	208	1255	1266	200	1107	150	213	632	808	26**
Yes	225	2	19	216	234	214	28	206	186	49	199	14	23	139	95	1
	16%	42%	13%	16%	16%	16%	13%	16%	15%	24%	18%	9%	11%	22%	12%	6%
No	1225	2	126	1099	1223	1097	178	1045	1077	149	905	134	189	489	712	24
	84%	58%	86%	83%	84%	83%	86%	83%	85%	74%	82%	89%	89%	77%	88%	94%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	-	1	5	6	5	2	4	3	3	3	3	1	4	2	-
	-	-	-	-	-	-	1%	-	-	1%	-	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1389	1087	302	98	59	1208	122	9
Weighted Base	1466	1220	246	132*	42*	1313	142	11**
Yes	235	224	11	21	5	213	21	1
No	1225	992	233	111	37	1096	119	11
Refused	-	-	-	-	-	-	-	-
Don't know	6	4	2	-	-	4	2	-
			3%				2% <sup>U</sup>	
		18% <sup>c</sup>	5%	16%	12%	16%	15%	5%
		81%	95% <sup>ab</sup>	84%	88%	83%	83%	95%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1399	616	786	153	859	1248	540	279	479	569	72
Weighted Base	1468	669	784	171	920	1295	546	318	522	564	63*
Yes	235	150	86	75	183	181	52	122	88	24	1
	18%afg	22%ac	11%	44%aefg	20%aefg	12%	10%	38%aih	17%ij	4%	2%
No	1225	516	697	96	736	1130	489	195	430	540	60
	84%bdgh	77%	89%iab	56%	80%id	87%lade	90%ade	61%	82%ih	96%iahi	95%lahi
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	3	2	1	1	5	5	1	3	-	2
	-	-	-	1%	-	-	1%	-	1%	-	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1399	158	150	107	82	112	102	130	39	79	132	113	52	71	88	4
Weighted Base 1466	163	165	117*	87*	120*	104*	129	40*	83*	134	111	55*	75*	100*	4**
Yes 235 16%	25 15%	28 17%	15 13%	7 7%	26 22%gn	11 11%	24 19%	3 8%	20 24%gn	19 14%	15 14%	11 20%	7 10%	21 21%	2 63%
No 1225 84%	136 83%	136 83%	100 86%	60 89%	93 78%	93 89%j	105 81%	36 92%	63 76%	115 88%	94 85%	44 80%	67 90%j	79 79%	1 37%
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 6 *	2 1%	-	1%	-	-	-	-	-	-	1 *	2 2%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
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I looked into switching to a different supplier Q.106 Did you take any of the following actions as a result of receiving the price increase notice?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1399	313	440	431	337	277	926	971	810
Weighted Base	1466	346	487	480	372	307	942	1001	813
Yes	235	105	176	161	113	108	110	131	82
	16%g	30%a	36%a	34%a	30%a	35%a	12%	13%	10%
No	1225	240	308	310	257	196	828	866	728
	84%bconf	69%	69%	65%	69%	64%	88%a	87%	90%a
Refused	-	-	-	-	-	-	-	-	-
Don't know	6	1	3	3	2	3	4	4	4
	-	-	7%	7%	-	1%	-	-	-

I thought about switching tariffs either with this supplier or a different supplier but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1399	1213	118	68	217	708	474	305	389	239	466	490	742	299	1100	885	226	259
Weighted Base	1468	1272	123	71*	240	830	397	382	511	281	292	403	908	253	1214	992	239	220
Yes	263	221	27	15	47	150	66	72	102	48	41	56	176	32	230	186	38	36
	18%	17%	22%	21%	20%	18%	17%	19%	20%	17%	14%	14%	19%	13%	19%	19%	16%	16%
No	1199	1047	96	56	191	678	330	310	408	232	250	346	726	220	979	803	199	184
	82%	82%	79%	79%	80%	82%	83%	81%	80%	82%	86%	86%	80%	87%	81%	81%	84%	84%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	5	-	-	2	2	1	-	2	2	1	1	4	-	5	4	1	-
	*	*	-	-	1%	*	*	-	1%	*	*	*	*	-	*	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



I thought about switching tariffs either with this supplier or a different supplier but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1399	3	146	1253	1396	1250	200	1196	1214	185	1009	151	234	594	782	23
Weighted Base	1466	4**	146	1320	1463	1317	208	1255	1266	200	1107	150	213	632	808	26**
Yes	263	2	27	235	261	234	41	220	217	46	215	22	29	136	124	2
	18%	42%	16%	16%	16%	18%	20%	16%	17%	23%	19%	15%	14%	22%o	15%	9%
No	1199	2	119	1080	1197	1078	166	1031	1048	151	889	127	184	493	683	23
	82%	58%	81%	82%	82%	80%	82%	83%ij	75%	80%	85%	86%k	78%	84%un	91%	91%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	-	-	5	5	5	-	5	1	4	4	1	-	3	1	-
	-	-	-	*	*	*	-	*	2%ai	-	*	1%	-	1%	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1389	1087	302	98	59	1208	122	9
Weighted Base	1466	1220	246	132*	42*	1313	142	11**
Yes	263	242	21	23	9	234	27	2
	18% <sup>c</sup>	20% <sup>c</sup>	6%	18%	20%	18%	19%	15%
No	1199	975	224	108	34	1076	114	10
	82%	80%	91% <sup>ab</sup>	82%	80%	82%	80%	85%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	6	4	1	-	-	3	2	-
	-	-	-	-	-	-	1%	-

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1399	616	786	153	859	1248	540	279	479	569	72
Weighted Base	1468	669	784	171	920	1295	546	318	522	564	63*
Yes	263	150	111	49	186	214	77	107	111	40	5
	18% <sup>ca</sup>	22% <sup>cb</sup>	14%	29% <sup>cd</sup>	20% <sup>ce</sup>	17%	14%	34% <sup>ch</sup>	21% <sup>ci</sup>	7%	7%
No	1199	519	670	120	732	1079	467	208	409	524	58
	82% <sup>ca</sup>	77%	85% <sup>cb</sup>	70%	80% <sup>cd</sup>	83% <sup>ce</sup>	85% <sup>de</sup>	66%	78% <sup>hi</sup>	93% <sup>ia</sup>	91% <sup>ka</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	1	3	2	2	3	3	2	2	-	1
	-	-	-	1% <sup>d</sup>	-	-	-	7%	-	-	1% <sup>k</sup>

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1399	158	150	107	82	112	102	130	39	79	132	113	52	71	88	4
Weighted Base 1466	163	165	117*	87*	120*	104*	129	40*	83*	134	111	55*	75*	100*	4**
Yes 263	34	31	21	15	17	16	17	6	21	20	17	13	7	26	2
18%	21% <sup>un</sup>	19%	18%	22%	14%	15%	13%	15%	25% <sup>un</sup>	15%	15%	23% <sup>un</sup>	9%	26% <sup>un</sup>	63%
No 1199	127	134	94	62	102	88	112	34	62	114	94	42	67	74	1
82%	78%	81%	80%	78%	86%	85%	87% <sup>jo</sup>	85%	75%	85%	85%	77%	89% <sup>jo</sup>	74%	37%
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 6	2	-	2	-	-	-	-	-	-	-	-	-	1	-	-
0.4%	1%	-	1%	-	-	-	-	-	-	-	-	-	2%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.106 Did you take any of the following actions as a result of...?  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1399	313	440	431	337	277	926	971	810
Weighted Base	1466	346	487	480	372	307	942	1001	813
Yes	263	103	153	142	115	91	132	150	99
18%g		30%a	32%a	30%a	31%a	30%a	14%	15%	12%
No	1199	241	331	335	257	210	807	848	711
82%hceef		70%	68%	70%	69%	70%	86%a	65%	67%a
Refused	-	-	-	-	-	-	-	-	-
Don't know	5	2	2	2	-	2	3	3	3
	-	7%	-	-	-	1%	-	-	-

Q.106 Did you take any of the following action as a result of receiving the price increase notice? - Summary Table  
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out 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	1399	1399	1399	1399
Weighted Base	1466	1466	1466	1466
Yes	437 30%	260 18%	235 16%	263 18%
No	1026 70%	1200 82%	1225 84%	1199 82%
Refused	-	2	-	-
Don't know	3	4	6	5

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 recall receiving an end of fixed term letter

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1091	959	83	49	140	488	463	260	303	185	343	370	582	241	850	778	134	158
Weighted Base	1117	978	88*	51*	162	564	390	316	375	212	214	308	679	206	911	823	139	134
Read it in detail	588	523	42	23	69	281	238	180	207	101	100	144	378	111	477	444	74	61
	53%e	53%	48%	46%	42%	50%	61%aef	57%k	55%k	48%	47%	47%	56%u	54%	52%	54%	54%	45%
Glanced over it or skim read it	411	359	36	16	76	228	108	106	144	75	84	127	239	71	340	295	49	59
	37%g	37%	40%	32%	47%ag	40%g	28%	34%	38%	36%	39%	41%	35%	34%	37%	36%	35%	44%
Only saw what it was, but did not read it	83	69	5	9	15	39	29	19	16	24	23	27	46	12	71	60	10	11
	7%	7%	5%	17%abc	9%	7%	7%	6%	4%	11%ah	9%	7%	6%	8%	7%	7%	8%	
Refused	4	3	1	-	1	1	1	1	1	1	-	-	2	1	3	3	1	-
	*	*	1%	-	1%	*	*	*	*	1%	*	*	*	*	*	*	1%	-
Don't know	30	24	4	2	1	16	14	7	7	10	6	10	14	10	20	21	4	4
	3%	2%	5%	5%	1%	3%	4%	2%	2%	5%	3%	3%	2%	5%o	2%	3%	3%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



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 recall receiving an end of fixed term letter

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1091	2	83	1008	1089	1006	133	956	946	145	907	80	83	789	275	27
Weighted Base	1117	2**	78*	1038	1115	1037	132	983	960	156	962	69*	81*	817	273	27**
Read it in detail	588	1	39	549	587	548	78	509	497	91	518	42	23	459	120	10
53%mo		73%	50%	53%	53%	53%	59%	52%	56%	54%mo	61%mo	29%	56%o	44%	37%	
Glanced over it or skim read it	411	-	34	378	411	378	43	368	356	55	348	17	46	294	104	13
37%		-	43%	36%	37%	36%	33%	37%	37%	35%	36%	25%	56%aki	36%	38%	48%
Only saw what it was, but did not read it	83	-	1	82	83	82	6	77	75	8	68	5	9	45	34	3
7%o		-	1%	8%o	7%o	8%o	5%	6%	6%	5%	7%	6%	11%	6%	13%an	12%
Refused	4	-	1	3	4	3	1	3	4	-	4	-	-	3	1	-
-		-	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-
Don't know	30	-	4	27	30	26	4	26	28	3	24	4	3	15	14	1
3%		27%	5%	3%	3%	3%	3%	3%	3%	2%	3%	6%	4%	2%	5%u	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an end of fixed term letter

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1081	840	251	76	28	1011	73	7
Weighted Base	1117	917	200	100*	21**	1032	76*	9**
Read it in detail	588	493	96	45	10	545	38	5
Glanced over it or skim read it	53%	54%	48%	45%	46%	53%	50%	53%
Only saw what it was, but did not read it	411	348	66	49	8	384	23	4
Refused	37%	38%	33%	49%a	38%	37%	30%	47%
Don't know	83	59	24	5	2	69	14	-
	7%	6%	12%ab	5%	7%	7%	18%af	-
	4	1	3	-	-	4	-	-
	*	*	1%b	-	-	-	-	-
	30	19	12	1	2	29	1	-
	3%	2%	6%ab	1%	8%	3%	2%	-

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 recall receiving an end of fixed term letter

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1091	688	484	168	715	923	376	326	398	304	63
Weighted Base	1117	634	468	187	751	930	365	362	410	292	53*
Read it in detail	588	363	221	112	410	476	178	253	224	104	7
	53% <sup>a</sup>	57% <sup>b</sup>	47% <sup>c</sup>	60% <sup>d</sup>	55% <sup>e</sup>	51% <sup>f</sup>	49% <sup>g</sup>	70% <sup>h</sup>	55% <sup>i</sup>	36% <sup>j</sup>	13% <sup>k</sup>
Glanced over it or skim read it	411	224	184	66	279	345	133	96	148	154	14
	37% <sup>h</sup>	35% <sup>i</sup>	39% <sup>j</sup>	35% <sup>k</sup>	37% <sup>l</sup>	37% <sup>m</sup>	36% <sup>n</sup>	26% <sup>o</sup>	36% <sup>p</sup>	53% <sup>q</sup>	27% <sup>r</sup>
Only saw what it was, but did not read it	83	29	52	5	46	78	37	4	26	28	25
	7% <sup>s</sup>	5% <sup>t</sup>	11% <sup>u</sup>	3% <sup>v</sup>	6% <sup>w</sup>	8% <sup>x</sup>	10% <sup>y</sup>	1% <sup>z</sup>	6% <sup>aa</sup>	9% <sup>ab</sup>	48% <sup>ac</sup>
Refused	4	1	3	1	4	3	1	1	2	1	1
	0% <sup>ad</sup>	0% <sup>ae</sup>	1% <sup>af</sup>	1% <sup>ag</sup>	1% <sup>ah</sup>	0% <sup>ai</sup>	0% <sup>aj</sup>	0% <sup>ak</sup>	1% <sup>al</sup>	0% <sup>am</sup>	0% <sup>an</sup>
Don't know	30	17	8	2	14	28	17	8	10	6	6
	3% <sup>ao</sup>	3% <sup>ap</sup>	2% <sup>aq</sup>	1% <sup>ar</sup>	2% <sup>as</sup>	3% <sup>at</sup>	5% <sup>au</sup>	2% <sup>av</sup>	2% <sup>aw</sup>	2% <sup>ax</sup>	12% <sup>ay</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



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 recall receiving an end of fixed term letter

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1081	103	109	66	39	110	83	115	24	59	103	82	42	60	83	3	
Weighted Base 1117	102*	113*	72*	43*	119*	81*	111*	26**	62*	100*	85*	42*	64*	95*	3**	
Read it in detail 588	59	64	49	20	62	46	45	12	30	52	46	21	31	48	2	
Glanced over it or skim read it 411	59%h	58%h	57%h	68%aehjo	46%	53%	56%	41%	47%	49%	52%	54%	50%	51%	66%	
Only saw what it was, but did not read it 83	3	7	4	7	9	3	17	1	4	8	7	4	3	6	-	
Refused 4	2%	6%	5%	16%bq	8%	3%	15%labqg	4%	6%	8%	9%	10%	5%	7%	-	
Don't know 30	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	
	4	-	-	-	1%	-	-	-	2%	-	-	-	-	-	-	
	2	6	-	-	4	1	1	1	3	4	1	2	1	4	-	
	3%	2%	6%	-	3%	1%	1%	6%	4%	4%	1%	6%	2%	4%	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

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 recall receiving an end of fixed term letter

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1091	410	459	484	326	259	779	797	670
Weighted Base	1117	440	494	505	345	279	773	792	661
Read it in detail	588	275	296	327	208	169	418	423	345
53%		63% <sup>a</sup>	60% <sup>a</sup>	62% <sup>a</sup>	60% <sup>a</sup>	60% <sup>a</sup>	54%	53%	52%
Glanced over it or skim read it	411	138	162	164	107	91	283	291	247
37% <sup>d</sup>		31%	33%	31%	31%	32%	37%	37%	37%
Only saw what it was, but did not read it	83	19	22	18	19	7	57	58	53
7% <sup>b,c,d</sup>		4%	4%	3%	5%	3%	7%	7%	8%
Refused	4	3	3	4	2	2	3	4	4
*		1%	1%	1%	*	*	1%	1%	1%
Don't know	30	6	11	13	10	10	12	16	12
3%		1%	2%	2%	3%	3%	2%	2%	2%



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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	967	854	74	39	124	436	407	236	284	155	292	321	527	211	756	692	119	138
Weighted Base	999	882	78*	39*	145	509	346	288	351	176	184	271	617	182	817	739	123	119
Very clearly	(2) 258	232	17	8	30	134	94	80	86	40	52	57	173	50	209	191	30	33
Quite clearly	(1) 554	487	47	19	91	266	197	157	200	101	96	158	337	100	454	409	75	62
Neither clearly nor unclearly	(0) 111	97	7	7	18	63	30	33	38	17	22	34	63	17	94	82	10	13
Quite unclearly	(-1) 57	48	4	4	5	32	19	11	25	11	10	14	34	11	45	45	5	7
Very unclearly	(-2) 16	14	2	-	-	13	3	6	1	5	4	8	8	4	12	9	3	4
		2%	3%	-	-	3%	1%	2%	-	3%	2%	3%	1%	2%	1%	3%	3%	3%
<b>SUMMARY CODES</b>																		
CLEAR	812	720	65	28	122	400	291	237	286	141	148	215	511	149	663	600	105	95
UNCLEAR	73	62	6	4	5	45	22	16	28	17	14	21	42	15	58	54	8	11
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	3	-	-	-	-	3	1	1	1	1	1	1	1	2	3	-	-
Mean Score	0.985	0.997	0.945	0.803	1.016	0.934	1.048	1.029	0.982	0.912	0.992	0.900	1.031	0.988	0.984	0.990	1.005	0.937
Standard Deviation	0.063	0.059	0.093	0.309	0.095	0.034	0.015	0.052	0.021	0.024	0.003	0.087	0.047	0.009	0.054	0.051	0.050	0.070
Error Variance	0.001	0.001	0.011	0.021	0.004	0.002	0.002	0.003	0.002	0.006	0.003	0.002	0.001	0.004	0.001	0.001	0.006	0.007

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	987	1	75	892	966	891	121	845	832	135	809	69	80	720	225	22
Weighted Base	999	1**	73*	927	998	926	121	877	854	146	866	60*	69*	753	224	22**
Very clearly	(2) 258	-	21	238	258	238	39	219	216	42	227	12	15	193	62	3
	26%	-	28%	26%	26%	26%	33%	25%	25%	29%	26%	21%	21%	26%	28%	15%
Quite clearly	(1) 554	1	41	513	553	512	63	490	470	84	482	36	35	432	107	15
	55%	100%	56%	55%	55%	55%	52%	56%	55%	57%	56%	61%	51%	57% <sup>uo</sup>	48%	67%
Neither clearly nor unclearly	(0) 111	-	7	104	111	104	11	100	99	12	94	8	11	77	31	2
	11%	-	9%	11%	11%	11%	9%	11%	12%	8%	11%	13%	15%	10%	14%	10%
Quite unclearly	(-1) 57	-	4	53	57	53	6	51	52	5	47	3	7	38	18	1
	6%	-	5%	6%	6%	6%	5%	6%	6%	3%	5%	5%	10%	5%	8%	3%
Very unclearly	(-2) 16	-	1	16	16	16	1	15	14	3	13	-	2	11	5	1
	2%	-	1%	2%	2%	2%	1%	2%	2%	2%	1%	-	3%	1%	2%	5%
<b>SUMMARY CODES</b>																
CLEAR	812	1	61	751	811	750	102	709	686	126	709	49	50	625	169	19
	81%	100%	85%	81%	81%	81%	85%	81%	80%	87%	82%	81%	72%	83% <sup>uo</sup>	78%	82%
UNCLEAR	73	-	4	69	73	69	8	65	66	7	60	3	9	49	22	2
	7%	-	6%	7%	7%	7%	6%	7%	6%	5%	7%	6%	12%	6%	10%	7%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	-	-	3	3	3	-	3	-	-	3	-	-	2	1	-
	0.3%	-	-	0.3%	0.3%	0.3%	-	0.3%	-	-	0.3%	-	-	0.2%	0.1%	-
<b>Mean Score</b>	<b>0.985</b>	<b>1.000</b>	<b>1.063</b>	<b>0.979</b>	<b>0.985</b>	<b>0.979</b>	<b>1.097</b>	<b>0.969</b>	<b>0.968</b>	<b>1.087</b>	<b>1.001</b>	<b>0.956</b>	<b>0.786</b>	<b>1.010</b>	<b>0.915</b>	<b>0.859</b>
<b>Standard Deviation</b>	<b>0.863</b>	<b>0.817</b>	<b>0.867</b>	<b>0.864</b>	<b>0.868</b>	<b>0.868</b>	<b>0.848</b>	<b>0.865</b>	<b>0.870</b>	<b>0.818</b>	<b>0.852</b>	<b>0.781</b>	<b>0.981</b>	<b>0.832</b>	<b>0.960</b>	<b>0.893</b>
<b>Error Variance</b>	<b>0.001</b>	<b>-</b>	<b>0.009</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.006</b>	<b>0.001</b>	<b>0.001</b>	<b>0.005</b>	<b>0.001</b>	<b>0.009</b>	<b>0.012</b>	<b>0.001</b>	<b>0.004</b>	<b>0.036</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	967	766	201	71	24	904	56	7
Weighted Base	999	858	161	94*	18**	929	62*	9**
Very clearly	(2) 258	219	39	21	5	237	20	2
Quite clearly	(1) 554	461	93	59	10	521	27	6
Neither clearly nor unclearly	(0) 111	98	13	8	3	101	9	1
Quite unclearly	(-1) 57	45	12	5	1	51	6	-
Very unclearly	(-2) 16	11	5	-	-	16	-	-
		2%	3%	-	-	2%	-	-
<b>SUMMARY CODES</b>								
CLEAR	812	680	132	80	15	758	47	7
UNCLEAR	73	56	17	5	1	67	6	-
Refused	-	-	-	-	-	-	-	-
Don't know	3	3	-	-	-	3	-	-
Mean Score	0.985	0.996	0.929	1.019	1.048	0.984	0.999	1.020
Standard Deviation	0.863	0.848	0.939	0.738	0.745	0.862	0.916	0.632
Error Variance	0.001	0.001	0.004	0.008	0.023	0.001	0.015	0.057

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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	987	542	415	161	654	808	313	315	361	266	25
Weighted Base	999	587	405	178	689	821	311	349	372	258	21**
Very clearly	(2) 258	187	67	49	167	209	91	105	85	63	5
	26% <sup>c</sup>	32% <sup>ac</sup>	17%	28%	24%	25%	29%	30% <sup>u</sup>	23%	24%	22%
Quite clearly	(1) 554	315	237	102	392	452	162	183	224	134	13
	55%	54%	58%	57%	57%	55%	52%	53%	60%	52%	60%
Neither clearly nor unclearly	(0) 111	54	56	18	73	95	38	34	33	41	2
	11%	9%	14% <sup>b</sup>	9%	11%	12%	12%	10%	9%	16% <sup>an</sup>	10%
Quite unclearly	(-1) 57	22	34	9	43	47	14	17	23	14	2
	6%	4%	9% <sup>b</sup>	5%	6%	6%	5%	5%	6%	6%	9%
Very unclearly	(-2) 16	7	10	2	12	14	4	8	5	4	-
	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	-
<b>SUMMARY CODES</b>											
CLEAR	812	502	304	151	560	661	253	289	309	197	17
	81% <sup>c</sup>	86% <sup>ac</sup>	73%	85%	81%	80%	81%	83%	83%	76%	81%
UNCLEAR	73	29	44	11	55	62	18	25	28	18	2
	7%	5%	11% <sup>ab</sup>	6%	6%	6%	6%	7%	6%	7%	8%
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	1	1	-	1	3	-	1	1	1	-
	-	-	-	-	-	-	1%	-	-	-	-
<b>Mean Score</b>	<b>0.985<sup>c</sup></b>	<b>1.117<sup>ac</sup></b>	<b>0.767</b>	<b>1.050</b>	<b>0.959</b>	<b>0.971</b>	<b>1.043</b>	<b>1.039</b>	<b>0.976</b>	<b>0.929</b>	<b>0.946</b>
<b>Standard Deviation</b>	<b>0.863</b>	<b>0.809</b>	<b>0.904</b>	<b>0.817</b>	<b>0.872</b>	<b>0.873</b>	<b>0.843</b>	<b>0.896</b>	<b>0.829</b>	<b>0.871</b>	<b>0.830</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.003</b>	<b>0.002</b>	<b>0.003</b>	<b>0.028</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	967	97	95	61	32	95	79	95	21	53	91	83	36	54	72	3
Weighted Base	999	98*	99*	67*	36**	104*	78*	93*	23**	55*	88*	77*	30*	59*	65*	3**
Very clearly	(2) 258	25	25	21	10	36	18	19	3	14	19	20	9	20	18	-
Quite clearly	(1) 554	26%	26%	32%	28%	35%h	23%	21%	15%	26%	22%	26%	24%	34%	21%	-
Neither clearly nor unclearly	(0) 111	57	54	34	15	47	41	49	15	33	57	48	19	27	54	3
Quite unclearly	(-1) 57	55%	58%	51%	43%	45%	53%	53%	63%	60%	65%h	62%f	54%	45%	63%f	100%
Very unclearly	(-2) 16	14	12	7	6	8	9	11	2	5	10	7	4	8	8	-
		11%	14%	12%	11%	8%	11%	11%	8%	9%	11%	9%	12%	14%	9%	-
		1	5	4	3	7	6	12	2	2	1	1	3	4	5	-
		6%	1%	5%	6%	8%	7%	8%bk	9%	3%	1%	2%	10%bk	7%b	6%	-
		1	2	-	-	5	4	1	1	1	1	-	-	-	-	-
		2%	1%	2%	-	5%a	5%	1%	5%	2%	1%	-	-	-	-	-
<b>SUMMARY CODES</b>																
CLEAR	812	82	80	56	26	84	59	69	18	47	76	68	28	47	72	3
UNCLEAR	73	81%	84%	80%	83%	71%	80%	76%	74%	78%	85%	88%h	78%	79%	84%	100%
Refused	-	2	7	4	3	12	10	13	3	3	2	1	3	4	5	-
Don't know	3	7%	2%	7%	6%	8%	11%bbd	13%bbd	15%bbki	14%	6%	2%	10%	7%	6%	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1	1	-	1	-	-	-	-	-	1	-	-	-	-	-
		-	1%	-	3%	-	-	-	-	-	-	2%	-	-	-	-
Mean Score	0.985	1.068h	0.981	1.090	0.949	0.992	0.817	0.792	0.746	1.029	1.048	1.140gh	0.826	1.053	0.893	1.000
Standard Deviation	0.863	0.719	0.877	0.817	0.899	1.069	1.033	0.962	1.001	0.839	0.689	0.639	0.878	0.881	0.746	0.000
Error Variance	0.001	0.005	0.008	0.011	0.026	0.012	0.014	0.010	0.048	0.013	0.005	0.005	0.021	0.014	0.008	0.000

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	967	385	424	451	296	240	701	711	598
Weighted Base	999	413	458	491	315	259	701	714	591
Very clearly	(2) 258	115	118	125	75	65	205	205	182
		28%	28%	28%	24%	25%	29%	29%	31% <sup>a</sup>
Quite clearly	(1) 554	234	259	280	182	144	406	424	338
		57%	57%	59%	59%	58%	58%	59%	57%
Neither clearly nor unclearly	(0) 111	36	47	46	34	29	59	56	46
		11% <sup>h</sup>	9%	9%	11%	11%	8%	8%	8%
Quite unclearly	(-1) 57	18	27	25	18	20	21	21	18
		6% <sup>g</sup>	4%	5%	6%	6%	3%	3%	3%
Very unclearly	(-2) 16	9	4	6	4	-	6	5	4
		2% <sup>f</sup>	1%	1%	1%	-	1%	1%	1%
<b>SUMMARY CODES</b>									
CLEAR	812	348	377	411	257	209	612	629	521
		84%	82%	84%	82%	81%	87% <sup>a</sup>	88% <sup>a</sup>	88% <sup>a</sup>
UNCLEAR	73	27	31	31	22	20	27	26	22
		7% <sup>g</sup>	7%	6%	7%	8%	4%	4%	4%
Refused	-	-	-	-	-	-	-	-	-
Don't know	3	1	2	2	1	1	3	3	2
		-	1%	-	1%	-	-	-	-
Mean Score	0.885	1.040	1.066	1.022	0.979	0.892	1.124 <sup>a</sup>	1.131 <sup>a</sup>	1.149 <sup>a</sup>
Standard Deviation	0.863	0.859	0.829	0.818	0.838	0.826	0.749	0.726	0.741
Error Variance	0.001	0.002	0.002	0.001	0.002	0.003	0.001	0.001	0.001



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	967	854	74	39	124	438	407	226	284	155	292	321	307	211	756	892	119	138
Weighted Base	999	882	78*	39*	145	509	346	288	351	176	184	271	617	182	817	739	123	119
Yes	428	380	34	13	52	228	147	144	164	61	57	89	288	81	345	345	39	36
	43% <sup>h</sup>	43%	44%	32%	36%	45%	42%	50% <sup>h</sup>	47% <sup>k</sup>	35%	37%	33%	47% <sup>l</sup>	44%	42%	47% <sup>q</sup>	32%	31%
No	567	496	44	27	92	280	195	144	184	112	126	181	326	101	465	391	82	82
	57%	56%	56%	68%	63%	55%	56%	50%	52%	55%	64% <sup>h</sup>	67% <sup>l</sup>	53%	56%	57%	53%	67% <sup>q</sup>	69% <sup>q</sup>
Refused	1	1	-	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	5	-	-	1	1	3	-	2	3	-	-	2	-	5	2	2	1
	1%	1%	-	-	1%	1%	1%	-	1%	2% <sup>h</sup>	-	-	1%	-	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/o - a/p/q/r  
 \* small base



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	967	1	75	892	966	891	121	845	832	135	809	69	80	720	225	22
Weighted Base	999	1**	73*	927	998	926	121	877	854	146	866	60*	69*	753	224	22**
Yes	428	1	30	396	425	395	54	371	345	82	391	16	21	363	55	9
	43% <sup>1</sup>	100%	41%	43%	43%	43%	45%	42%	40%	56% <sup>1</sup>	45% <sup>1</sup>	26%	31%	48% <sup>1</sup>	24%	38%
No	567	-	41	526	567	526	66	501	505	62	471	43	48	386	167	14
	57% <sup>1</sup>	-	56%	57%	57%	57%	55%	57%	59% <sup>1</sup>	43%	54%	72% <sup>1</sup>	69% <sup>1</sup>	51%	75% <sup>1</sup>	62%
Refused	1	-	-	1	1	1	-	1	-	1	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	-	2	4	5	4	1	4	4	1	3	1	-	4	1	-
	1%	-	2% <sup>1</sup>	-	1%	-	1%	1%	1%	1%	-	2%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	957	766	201	71	24	904	56	7
Weighted Base	999	838	161	94*	18**	929	62*	9**
Yes	426	390	46	39	4	399	23	5
	43%	45% <sup>c</sup>	29%	42%	22%	43%	38%	59%
No	567	453	114	55	14	525	38	4
	57%	54%	71% <sup>ab</sup>	58%	79%	56%	62%	47%
Refused	1	1	-	-	-	1	-	-
	*	*	-	-	-	*	-	-
Don't know	5	4	1	-	-	5	-	-
	1%	1%	1%	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columna Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	967	542	415	161	654	806	313	315	361	266	25
Weighted Base	999	587	405	178	689	821	311	349	372	258	21**
Yes	428	284	141	112	332	314	94	221	164	39	2
	43%cg	48%ac	35%	63%aefg	48%atfg	38%ig	30%	63%aij	44%j	15%	12%
No	567	298	262	65	352	501	215	126	207	215	19
	57%bdeh	51%	65%ab	37%	51%cd	61%de	69%adef	36%	56%h	84%afh	88%
Refused	1	1	-	-	1	1	-	-	1	-	-
	.	.	.	.	.	.	.	.	.	.	.
Don't know	5	3	2	1	3	4	2	2	-	4	-
	1%	1%	1%	1%	.	1%	1%	1%	.	1%	.

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	97	95	61	32	95	79	95	21	53	91	83	36	54	72	3
Weighted Base	98*	99*	67*	38**	104*	78*	93*	23**	55*	88*	77*	38*	59*	85*	3**
Yes	42b	54	53	24	9	43	30	27	7	27	41	30	13	30	2
	43%h	55%adh	54%ah	38%	30%	41%	38%	29%	30%	49%h	47%h	39%	35%	51%h	41%
No	567	43	45	41	27	61	47	66	28	28	46	23	28	50	*
	57%bc	44%	45%	62%b	74%	59%	60%	71%abbcjk	51%	52%	60%b	65%	48%	59%	17%
Refused	1	-	1	-	-	-	-	n	-	-	-	-	-	-	-
	-	-	1%a	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	1	-	1	-	-	1	-	-	1	-	-	1	-	-
	1%	1%	-	2%	-	-	1%	-	-	1%	-	-	2%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I checked what I'm currently paying for my energy or found out about the tariff that I'm on Q.110 Did you take any of the following actions as a result of receiving the end of fixed term?

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	967	385	424	451	296	240	701	711	598
Weighted Base	999	413	458	491	315	259	701	714	591
Yes	426	258	269	300	171	138	283	286	224
	43%	62% <sup>aef</sup>	59% <sup>a</sup>	61% <sup>a</sup>	54% <sup>a</sup>	53% <sup>a</sup>	40%	40%	38%
No	567	153	187	189	143	120	413	422	361
	57% <sup>bcddef</sup>	37%	41%	38%	45% <sup>b</sup>	46% <sup>b</sup>	59%	59%	61%
Refused	1	-	-	-	-	-	1	1	1
	0%	-	-	-	-	-	0%	0%	0%
Don't know	5	2	2	1	1	3	5	5	4
	1%	-	-	-	-	-	1%	1%	1%

I looked into switching tariffs with my current supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	967	854	74	39	124	436	407	236	284	155	292	321	527	211	756	692	119	138
Weighted Base	999	882	78*	39*	145	509	346	288	351	176	184	271	617	182	817	739	123	119
Yes	340 34% <sup>klm</sup>	304 34%	24 31%	12 30%	43 29%	185 36%	112 32%	129 45% <sup>ajk</sup>	128 37% <sup>jk</sup>	47 26%	36 19%	64 24%	242 39% <sup>u</sup>	46 25%	294 36% <sup>ln</sup>	283 38% <sup>qr</sup>	27 22%	25 21%
No	656 66% <sup>h</sup>	576 65%	52 67%	28 70%	102 71%	322 63%	232 67%	159 55%	220 63%	129 73% <sup>hi</sup>	148 80% <sup>ah</sup>	205 76% <sup>am</sup>	373 60%	136 74% <sup>ao</sup>	520 64%	452 61%	96 78% <sup>ap</sup>	95 79% <sup>ap</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 -	2 -	2 2% <sup>b</sup>	-	-	2 -	2 1%	-	3 1%	1 1%	-	2 1%	2 -	1 1%	3 -	4 1%	3 -	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



I looked into switching tariffs with my current supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	987	1	75	892	966	891	121	845	832	135	809	69	80	720	225	22
Weighted Base	999	1**	73*	927	998	926	121	877	854	146	866	60*	69*	753	224	22**
Yes	340	1	22	318	338	317	39	300	275	65	315	14	12	292	41	7
	34%mo	100%	30%	34%	34%	34%	32%	34%	32%	44%ai	36%im	23%	17%	39%o	18%	30%
No	656	-	50	605	656	605	82	574	575	81	547	46	58	457	183	16
	66%j	-	69%	65%	66%	65%	67%	65%	67%ij	56%	63%	77%k	83%k	61%	82%an	70%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4	-	1%	4	4	4	1	3	4	-	4	-	-	4	-	-
	*	-	*	*	*	*	1%	*	*	-	*	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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I looked into switching tariffs with my current supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	987	766	201	71	24	904	56	7
Weighted Base	999	858	161	94*	18**	929	62*	9**
Yes	340	315	25	32	3	318	18	4
No	658	519	136	39%	15%	34%	29%	42%
Refused	-	-	-	61	15	607	44	5
Don't know	4	4	-	65%	65%	65%	71%	58%
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	4	4	-	-	-	4	-	-
	-	-	-	-	-	-	-	-

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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	987	542	415	161	654	808	313	315	361	266	25
Weighted Base	999	587	405	178	689	821	311	349	372	258	21**
Yes	340	233	103	93	289	247	71	199	123	17	-
- 34% (cg)		40% (ac)	26%	52% (aefg)	39% (fg)	30% (g)	23%	57% (ahi)	33% (i)	7%	-
No	656	349	301	86	416	570	240	149	246	240	21
- 66% (bdgh)		60%	74% (ab)	48%	60% (d)	69% (de)	77% (adef)	43%	66% (h)	93% (ahi)	100%
Refused	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4	4	-	-	4	4	-	1	3	-	-
-	7%	-	-	-	7%	7%	-	7%	7%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing





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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 967 999	97 98*	95 99*	61 67*	32 36**	95 104*	79 78*	95 93*	21 23**	53 55*	91 88*	83 77*	36 36*	54 59*	72 65*	3 3**
Yes	340 34%h	44 45%aagh	39 39%h	8 21%	34 33%	20 25%	19 21%	4 18%	20 37%	33 38%h	30 39%h	10 27%	27 46%gh	29 34%	2 66%
No	659 66%	54 55%	60 61%	28 79%	68 66%	57 74%bn	74 79%abckl	17 75%	35 63%	55 62%	48 60%	26 73%	32 54%	59 68%	1 34%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 *	-	-	-	1 1%	1 1%	-	2 7%	-	-	1 1%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	967	385	424	451	296	240	701	711	598
Weighted Base	999	413	458	491	315	259	701	714	591
Yes	340	232	235	263	148	114	219	234	175
	34%	56% <sup>aef</sup>	51% <sup>a</sup>	54% <sup>af</sup>	47% <sup>a</sup>	44% <sup>a</sup>	31%	33%	30%
No	656	180	220	225	164	144	481	478	414
	68% <sup>bceef</sup>	44%	49%	46%	52% <sup>b</sup>	59% <sup>bd</sup>	69%	67%	70%
Refused	-	-	-	-	-	-	-	-	-
Don't know	4	1	3	3	3	2	1	2	2
	-	-	7%	7%	7%	7%	-	-	-

I looked into switching to a different supplier Q.110 Did you take any of the following actions as a result of receiving the end of fixed term letter?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	967	854	74	39	124	436	407	236	284	155	292	321	527	211	756	692	119	138
Weighted Base	999	882	78*	39*	145	509	346	288	351	176	184	271	617	182	817	739	123	119
Yes	242	214	22	6	37	140	65	95	99	28	20	35	184	38	204	199	23	18
24%ajk	1	24%	28%	14%	26%	28%g	19%	33%ajk	28%jk	16%	11%	13%	30%al	21%	25%	27%r	18%	15%
No	752	663	56	34	108	368	277	193	250	146	164	234	432	144	609	536	100	100
75%hm	1	75%	72%	86%	74%	72%	80%l	67%	71%	83%hi	89%ah	80%am	70%	79%	75%	73%	81%	84%ap
Refused	1	1	-	-	-	-	1	-	1	-	-	-	-	-	1	-	-	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	4	4	-	-	-	1	3	-	1	3	-	2	1	1	3	-	1	1
-	-	-	-	-	-	-	1%	-	-	2%h	-	1%	-	1%	-	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



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	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	957	1	75	892	966	891	121	845	832	135	809	69	80	720	225	22
Weighted Base	999	1**	73*	927	998	926	121	877	854	146	866	60*	69*	753	224	22**
Yes	242	1	12	230	240	226	26	213	178	64	226	6	13	211	27	4
	24%	100%	16%	25%	24%	25%	23%	24%	21%	44%	26%	10%	16%	28%	12%	16%
No	752	-	60	692	752	692	92	660	672	80	636	54	56	538	196	19
	75%	-	83%	75%	75%	75%	76%	75%	79%	55%	73%	90%	61%	71%	87%	84%
Refused	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
	*	-	-	*	*	*	-	*	-	1%	-	-	-	-	1%	-
Don't know	4	-	-	4	4	4	1	3	3	1	3	-	-	4	-	-
	*	-	1%	*	*	*	1%	*	*	1%	*	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	987	766	201	71	24	904	56	7
Weighted Base	999	858	161	94*	19**	929	62*	9**
Yes	242	237	5	31	2	224	16	2
No	752	598	156	63	16	700	46	7
Refused	1	1	-	-	-	1	-	-
Don't know	4	4	-	-	-	4	-	-
	*	1%	-	-	-	*	-	-

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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	987	542	415	161	654	808	313	315	361	266	25
Weighted Base	999	587	405	178	689	821	311	349	372	258	21**
Yes	342	182	80	107	204	135	38	165	67	10	-
	24% <i>cfj</i>	31% <i>ac</i>	12%	60% <i>aefg</i>	30% <i>aifg</i>	16%	12%	47% <i>aij</i>	18% <i>j</i>	4%	-
No	752	399	345	71	481	682	272	182	303	246	21
	75% <i>bdeh</i>	68%	85% <i>iab</i>	40%	70% <i>id</i>	83% <i>ade</i>	87% <i>ade</i>	52%	81% <i>iah</i>	95% <i>iah</i>	100%
Refused	1	1	-	-	1	1	-	-	1	-	-
	*	*	-	-	*	*	-	-	*	-	-
Don't know	4	4	-	1	3	3	1	2	1	1	-
	*	1%	-	1%	*	*	*	1%	*	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
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Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 967	97	95	61	32	95	79	95	21	53	91	83	36	54	72	3
Weighted Base 999	98*	99*	67*	36**	104*	78*	93*	23**	55*	88*	77*	36*	59*	65*	3**
Yes 242	28	31	17	7	25	19	14	2	20	17	19	6	15	20	-
24%	29% <sup>uh</sup>	31% <sup>uh</sup>	25%	20%	24%	25%	15%	8%	37% <sup>uhkm</sup>	19%	25%	16%	25%	24%	17%
No 752	69	67	50	29	78	58	78	21	34	70	67	30	44	65	2
75%	70%	67%	75%	80%	75%	74%	85% <sup>boj</sup>	92%	63%	79% <sup>j</sup>	74%	84% <sup>j</sup>	75%	78%	63%
Refused 1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	1% <sup>ua</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 4	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-
-	1%	-	-	-	1%	1%	-	-	-	1%	1%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
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	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	967	385	424	451	296	240	701	711	598
Weighted Base	999	413	458	491	315	259	701	714	591
Yes	242 24%g	147 35%a	202 44%abe	195 40%a	108 34%a	111 43%a	138 20%	143 20%	102 17%
No	752 75%bcdef	265 64%c	253 59%	293 60%	206 65%c	148 57%	560 80%a	566 79%	484 82%a
Refused	1	-	-	-	-	-	1	1	1
Don't know	4	2	2	2	1	1	2	4 1%	3 1%



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	967	854	74	39	124	436	407	236	284	155	292	321	527	211	756	692	119	138
Weighted Base	999	882	78*	39*	145	509	346	288	351	176	184	271	617	182	817	739	123	119
Yes	255	221	20	13	36	137	82	80	109	42	24	50	178	42	213	204	25	26
	26%k	25%	26%	34%	25%	27%	24%	28%k	31%k	24%k	13%	18%	29%l	23%	26%	29%	20%	22%
No	738	654	58	26	107	372	259	208	239	131	159	218	438	138	599	530	98	92
	74%	74%	74%	66%	74%	73%	75%	72%	68%	74%	67%kh	81%am	71%	70%	72%	72%	80%	77%
Refused	2	2	-	-	-	-	2	-	1	1	-	-	1	-	2	2	-	-
	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-
Don't know	4	4	-	-	1	-	3	-	2	2	-	2	-	2	2	3	-	1
	*	1%	-	-	1%	-	1%l	-	1%	1%	-	1%am	-	1%	*	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	957	1	75	892	966	891	121	845	832	135	809	69	80	720	225	22
Weighted Base	999	1**	73*	927	998	926	121	877	854	146	866	60*	69*	753	224	22**
Yes	255	1	11	244	254	243	36	217	205	51	226	10	11	213	36	4
	29%	100%	16%	26%	25%	26%	30%	25%	24%	35%	27%	17%	15%	28%	17%	18%
No	738	-	61	677	738	677	84	654	646	92	624	49	59	535	184	18
	74%	-	84%	73%	74%	73%	69%	75%	76%	63%	72%	63%	65%	71%	82%	62%
Refused	2	-	-	2	2	2	-	2	-	2	2	-	-	1	1	-
	*	-	-	*	*	*	-	*	-	1%	*	-	-	*	1%	-
Don't know	4	-	-	4	4	4	1	4	4	1	4	-	-	4	-	-
	*	-	1%	*	*	*	1%	*	*	1%	1%	-	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	967	766	201	71	24	904	56	7
Weighted Base	999	858	161	94*	18**	929	62*	9**
Yes	255	228	27	25	3	239	14	2
No	739	604	134	68	15	665	46	7
Refused	2	2	-	-	-	2	-	-
Don't know	4	4	-	1	-	3	1	-
	*	1%	-	1%	-	*	2%	-

I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	987	642	415	161	654	808	313	315	361	266	25
Weighted Base	999	587	405	178	689	821	311	349	372	258	21**
Yes	255	168	87	72	209	184	46	134	99	21	1
	29% <sup>(a)</sup>	29% <sup>(b)</sup>	22% <sup>(c)</sup>	40% <sup>(aefg)</sup>	30% <sup>(aefg)</sup>	22% <sup>(g)</sup>	15% <sup>(a)</sup>	38% <sup>(aai)</sup>	27% <sup>(i)</sup>	8% <sup>(j)</sup>	7% <sup>(k)</sup>
No	738	412	318	105	473	633	265	212	270	236	20
	74% <sup>(adeh)</sup>	70% <sup>(b)</sup>	78% <sup>(b)</sup>	59% <sup>(d)</sup>	69% <sup>(d)</sup>	77% <sup>(de)</sup>	85% <sup>(ade)</sup>	61% <sup>(h)</sup>	73% <sup>(h)</sup>	92% <sup>(aji)</sup>	93% <sup>(k)</sup>
Refused	2	2	-	1	2	1	-	1	1	-	-
	*	*	-	1%	*	*	-	*	*	-	-
Don't know	4	4	-	1	4	3	*	2	2	*	-
	*	1%	-	1%	1%	*	*	1%	1%	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 967	97	95	61	32	95	79	95	21	53	91	83	36	54	72	3
Weighted Base 999	98*	99*	67*	36**	104*	78*	93*	23**	55*	88*	77*	36*	59*	65*	3**
Yes	255	23	20	7	20	14	18	4	17	21	18	12	17	23	2
26%	40%acdfh k	23%	30%	19%	19%	18%	20%	16%	31%	24%	24%	35%	29%	27%	63%
No	738	57	47	29	83	63	75	20	38	66	58	23	42	62	-
74%b	58%	76%b	70%	81%	80%b	81%b	80%b	84%	69%	75%b	76%b	65%	71%	73%	17%
Refused	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-
1	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4	1	-	-	1	1	-	-	-	1	-	-	-	-	-
-	1%	-	-	-	1%	1%	-	-	-	1%	1%	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing



I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking Q.110 Did you take any of the following actions as a result of ...?  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	967	385	424	451	296	240	701	711	598
Weighted Base	999	413	458	491	315	259	701	714	591
Yes	255	139	175	177	111	92	157	164	127
	26%	34% <sup>a</sup>	38% <sup>a</sup>	36% <sup>a</sup>	35% <sup>a</sup>	36% <sup>a</sup>	22%	23%	22%
No	738	273	280	311	202	165	540	540	459
	74% <sup>b</sup>	66%	67%	63%	64%	64%	77%	79%	79%
Refused	2	1	1	1	.	1	2	2	2
	.	.	.	.	.	.	.	.	.
Don't know	4	1	2	2	1	1	2	3	3
	.	.	7%	.	.	.	.	.	7%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - Summary Table  
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out 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	967	967	967	967
Weighted Base	999	999	999	999
Yes	426 43%	340 34%	242 24%	255 26%
No	567 57%	656 66%	752 75%	738 74%
Refused	1	-	1	2
Don't know	5 1%	4	4	4

Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	5934	5086	531	307	1066	2734	2102	1071	1449	1066	2028	2406	2735	1345	4589	3385	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	1080	1080	3643	1143	1050	
Yes	2010	1734	173	103	295	1104	612	579	712	374	345	500	1298	360	1650	1449	301	227
	34% <sup>ajk</sup>	34%	31%	33%	26%	36%	36%	43% <sup>ajk</sup>	38% <sup>ajk</sup>	30%	23%	26%	40% <sup>al</sup>	33%	34%	40% <sup>apq</sup>	26% <sup>r</sup>	22%
No	3597	3066	338	193	781	1850	967	698	1066	789	1045	1303	1836	669	2928	2002	783	751
	61% <sup>ghm</sup>	60%	61%	61%	69% <sup>iatg</sup>	60%	57%	52%	56% <sup>un</sup>	64% <sup>uh</sup>	71% <sup>uah</sup>	69% <sup>am</sup>	56%	62%	55%	68% <sup>ap</sup>	72% <sup>ap</sup>	
Refused	12	11	1	-	3	7	2	4	3	2	3	1	5	-	11	5	5	2
Don't know	315	258	39	18	60	148	107	58	108	71	77	94	139	51	264	187	54	70
	5%	5%	7%	6%	5%	5%	6%	4%	6%	6%	5%	5%	4%	5%	5%	5%	5%	7%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	2010	3	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27
	34%mo	31%	31%	34%	34%	34%	39%lah	33%	34%	32%	38%lam	39%lam	18%	44%lao	28%	40%lo
No	3597	5	389	3208	3592	3203	380	3212	3018	579	2383	349	807	1163	2399	36
	61%lan	49%	64%	60%	61%	60%	57%	61%	61%	61%	57%	58%	77%lakl	52%	66%larp	52%
Refused	12	.	2	10	12	10	1	10	2	.	10	1	.	4	8	.
	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
Don't know	315	2	28	287	312	285	21	281	253	61	229	21	53	95	213	6
	5%g	20%	5%	5%	5%	5%	3%	6%g	5%	6%	5%	4%	5%	4%	6%a	9%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	2010	1735	275	174	48	1886	117	8
	34%ac	37%ac	21%	30%ae	20%	35%g	21%	35%
No	3597	2695	902	379	181	3173	410	14
	61%ab	58%	70%ab	66%a	77%ad	59%	73%af	65%
Refused	12	7	4	-	-	11	1	-
	*	*	*	*	*	*	*	*
Don't know	315	204	111	25	6	282	32	-
	5%e	4%	9%ab	4%	2%	5%	6%	-

Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	2010	1006	980	330	1377	1680	633	529	776	587	118
	34% <sup>cgk</sup>	43% <sup>ac</sup>	28%	42% <sup>afg</sup>	41% <sup>afg</sup>	33% <sup>g</sup>	25%	60% <sup>aijk</sup>	46% <sup>aijk</sup>	27% <sup>ik</sup>	10%
No	3597	1232	2288	427	1831	3170	1767	333	850	1481	934
	61% <sup>abem</sup>	53%	66% <sup>ab</sup>	54%	54%	62% <sup>de</sup>	69% <sup>adef</sup>	38%	50% <sup>h</sup>	68% <sup>ahj</sup>	79% <sup>ahj</sup>
Refused	12	1	8	1	7	10	4	2	3	2	5
	·	·	·	·	·	·	·	·	·	·	·
Don't know	315	89	188	28	158	286	156	21	68	95	131
	5% <sup>ab</sup>	4%	5% <sup>ab</sup>	4%	5%	6% <sup>d</sup>	6% <sup>de</sup>	2%	4% <sup>h</sup>	4% <sup>h</sup>	11% <sup>ahj</sup>



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	PSS SEGMENTS														
		Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seeboard (g)	Southern (g)	SWALEC (m)	SWEB (g)	Yorkshire (g)	NA (g)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes	2010	201	229	123	107	193	159	112	33	140	190	173	77	90	178	4
	34% <sup>h</sup>	33% <sup>h</sup>	41% <sup>abch</sup> in	26%	36% <sup>h</sup>	37% <sup>h</sup>	40% <sup>h</sup>	21%	22%	35% <sup>h</sup>	40% <sup>abch</sup> n	34% <sup>h</sup>	34% <sup>h</sup>	26%	43% <sup>abch</sup> jn	30%
No	3597	354	307	318	180	308	223	399	103	235	267	322	135	206	231	8
	61% <sup>ogio</sup>	58%	55%	67% <sup>abclg</sup> jko	60%	59%	55%	73% <sup>abode</sup> fgklmno	68% <sup>abogko</sup>	59%	56%	62% <sup>ogko</sup>	60%	61%	55%	63%
Refused	12	4	-	4	-	-	-	1	-	1	3	-	-	1	-	-
	*	1%	-	1% <sup>a</sup>	-	-	-	*	-	*	1%	-	-	*	-	-
Don't know	315	46	23	34	13	21	21	17	15	23	20	15	13	43	9	1
	5% <sup>ho</sup>	8% <sup>achkl</sup> e	4%	7% <sup>hio</sup>	4%	4%	5% <sup>o</sup>	3%	10% <sup>acefhk</sup> lo	6% <sup>o</sup>	4%	3%	6% <sup>o</sup>	13% <sup>abodef</sup> ghkmo	2%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	2010	579	809	830	574	516	1400	1442	1175
	34%	56% <sup>a</sup>	52% <sup>a</sup>	55% <sup>a</sup>	53% <sup>a</sup>	52% <sup>a</sup>	38% <sup>a</sup>	37% <sup>a</sup>	35%
No	3597	406	682	615	451	427	2267	2226	1986
	61% <sup>b,c,d,e,f,h</sup>	39%	44% <sup>b</sup>	41%	42%	43%	59%	58%	59%
Refused	12	4	6	7	4	7	7	7	7
	*	*	*	*	*	1% <sup>a</sup>	*	*	*
Don't know	315	41	82	50	48	41	190	184	177
	5% <sup>c,d</sup>	4%	4%	3%	4%	4%	5%	5%	5%

Q.169 And where did you see this?  
 Base: All who recall seeing a savings note/reminder on correspondence

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1901	1647	154	100	268	920	713	471	553	323	554	609	1080	413	1488	1328	272	268
Weighted Base	2010	1734	173	103*	295	1104	612	579	712	374	345	500	1298	380	1650	1449	301	227
Annual summary	505	441	46	18	89	286	130	141	193	77	94	118	335	77	428	367	64	63
		25%	27%	18%	30%g	26%g	21%	24%	27%j	21%	27%k	24%	26%	21%	25%	25%	21%	28%
Bill	698	609	58	31	90	360	248	203	243	143	109	170	451	130	568	533	91	66
	35%	33%	33%	30%	30%	33%	40%aef	35%	34%	33%	38%	31%	34%	36%	34%	37%r	30%	29%
Price increase letter	142	124	8	10	23	80	38	35	56	19	31	43	86	27	114	88	29	23
	7%	7%	5%	7%	8%	7%	6%	8%	8%	5%	9%	9%	7%	8%	7%	8%	10%	10%p
End of fixed term letter	117	101	9	7	13	55	49	43	31	18	15	31	74	30	87	95	12	9
	6%	6%	5%	7%	4%	5%	8%j	7%	6%	5%	4%	6%	6%	6%	5%	7%	4%	4%
Internet/online (rms)	148	136	6	6	25	93	30	40	55	37	17	36	102	22	126	101	35	10
	7%g	8%	4%	6%	8%	8%g	5%	7%	8%	10%k	5%	7%	8%	6%	8%	7%	12%ap	5%
Letter/separate letter	130	102	18	10	17	75	38	36	42	28	24	37	79	29	101	89	17	23
	6%	6%	11%b	10%	6%	7%	6%	6%	6%	7%	7%	6%	6%	6%	6%	6%	6%	10%ap
Email from supplier	13	12	1	-	2	3	7	8	1	1	2	1	11	3	10	13	-	-
	1%	1%	1%	-	1%	-	1%l	1%l	-	-	1%	-	1%	1%	1%	1%	-	-
Email	153	128	13	12	36	86	29	45	68	18	22	27	113	21	132	102	32	18
	8%g	7%	7%	12%	13%afg	8%g	5%	6%	10%j	5%	6%	5%	9%j	6%	8%	7%	11%	6%
Text message	8	8	-	-	3	5	-	-	6	1	1	2	6	-	8	3	4	1
	-	-	-	-	1%g	-	-	-	1%	-	-	-	-	-	-	-	1%p	-
By phone	44	37	5	3	2	31	11	16	6	13	9	11	25	8	38	33	6	4
	2%h	2%	3%	3%	1%	3%	2%	3%h	1%	4%j	3%h	2%	2%	2%	2%	2%	2%	2%
Leaflet	17	14	2	-	3	9	5	2	7	2	5	6	9	4	13	12	1	2
	1%	1%	1%	-	1%	1%	1%	-	1%	1%	2%h	1%	1%	1%	1%	1%	-	1%
On TV	31	25	2	4	4	22	5	6	11	6	8	8	20	11	19	19	6	4
	2%	1%	1%	4%	1%	2%	1%	1%	2%	1%	1%	2%	2%	3%ap	1%	1%	2%	2%
Supplier website	10	10	-	-	1	5	4	5	4	2	2	2	6	1	9	7	1	2
	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	-	-	1%
Letter from supplier	5	5	-	-	2	2	1	3	-	1	1	2	3	-	4	3	2	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1901	1847	154	100	288	920	713	471	553	323	554	609	1080	413	1488	1328	272	268
Weighted Base	2010	1734	173	103*	295	1104	612	579	712	374	345	500	1298	380	1650	1449	301	227
Online account	10	10	-	-	1	5	4	4	2	2	2	3	7	2	8	6	4	-
	-	1%	-	-	-	-	1%	1%	-	1%	1%	1%	1%	-	-	-	1%	-
Verbally/face to face	6	4	2	-	-	4	2	2	-	2	1	2	4	1	5	3	-	1
	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Statement	6	6	-	-	2	2	2	1	3	-	2	3	3	2	4	3	2	1
	-	-	-	-	1%	-	-	-	-	-	1%	-	-	1%	-	-	1%	1%
When signing up	11	11	-	-	2	9	-	3	6	2	-	-	10	-	10	9	1	-
	1%	1%	-	-	1%	1%g	-	1%	1%	-	-	-	1%	-	1%	1%	-	-
Informed by speaking to supplier/customer service adviser	5	3	1	1	-	4	1	1	1	1	1	2	2	2	3	3	1	1
	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	57	54	3	-	9	30	19	13	18	12	14	18	29	14	44	39	9	8
	3%	3%	2%	-	3%	3%	3%	2%	3%	3%	4%	4%	2%	4%	3%	3%	3%	3%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	151	125	21	5	9	82	59	43	60	24	23	34	97	26	125	116	17	13
	8%e	7%	12%b	5%	3%	7%e	10%e	7%	8%	6%	7%	7%	7%	7%	8%	8%	6%	6%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1901	3	182	1719	1898	1716	244	1654	1624	277	1454	231	215	914	958	29
Weighted Base	2010	3**	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27**
Annual summary	505	2	45	460	503	458	60	443	442	63	401	37	70	242	253	10
	25% <i>ij</i>	65%	24%	25%	25%	25%	23%	25%	26%	21%	25% <i>ij</i>	16%	30% <i>klm</i>	25%	25%	37%
Bill	698	2	73	625	696	623	86	610	600	97	569	107	32	336	353	9
	35% <i>km</i>	48%	38%	34%	35%	34%	33%	35%	35%	32%	36% <i>km</i>	46% <i>klm</i>	16%	34%	35%	31%
Price increase letter	142	-	15	127	142	127	22	119	129	13	92	22	29	53	88	1
	7%	-	8%	7%	7%	7%	8%	7%	8%	4%	6%	10% <i>kl</i>	14% <i>kl</i>	5%	9% <i>n</i>	2%
End of fixed term letter	117	-	6	111	117	111	15	102	98	19	105	8	4	101	11	4
	6% <i>no</i>	-	3%	6%	6%	6%	6%	6%	6%	6%	7% <i>m</i>	3%	2%	10% <i>no</i>	1%	15%
Internet/online (nms)	148	-	7	141	148	141	21	127	120	28	118	19	9	73	74	-
	7%	-	4%	6%	7%	6%	8%	7%	7%	8%	7%	8%	5%	7%	7%	1%
Letter/separate letter	130	1	13	117	129	116	15	114	114	16	81	29	21	40	87	2
	6% <i>n</i>	35%	7%	6%	6%	6%	6%	7%	7%	5%	5%	12% <i>kl</i>	11% <i>kl</i>	4%	9% <i>n</i>	9%
Email from supplier	13	-	3	10	13	10	1	12	11	2	13	-	-	9	3	-
	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	-	-
Email	153	-	10	143	153	143	23	130	124	29	130	13	11	92	60	-
	8%	-	5%	6%	6%	6%	9%	7%	7%	9%	8%	6%	6%	9% <i>no</i>	6%	2%
Text message	8	-	-	8	8	8	-	8	7	1	6	-	2	3	5	-
	1	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
By phone	44	-	3	41	44	41	3	41	37	7	35	5	3	22	21	2
	2%	-	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	7%
Leaflet	17	-	16	17	17	16	2	14	13	4	11	2	6	3	13	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3% <i>kl</i>	-	1% <i>n</i>	-
On TV	31	-	3	28	31	28	5	26	26	5	17	2	8	14	17	-
	2%	-	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%	4% <i>kl</i>	1%	2%	-
Supplier website	10	-	1	9	10	9	2	8	6	4	10	-	6	6	5	-
	1%	-	1%	-	1%	-	1%	-	-	1% <i>ij</i>	-	-	-	1%	-	-
Letter from supplier	5	-	5	5	5	5	-	5	5	-	3	-	2	3	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1901	3	182	1719	1898	1716	244	1654	1624	277	1454	231	215	914	958	29
Weighted Base	2010	3**	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27**
Online account	10	-	2	8	10	8	1	9	10	-	8	2	-	6	4	-
	-	-	1%	-	1%	-	-	1%	1%	-	1%	1%	-	1%	-	-
Verbally/face to face	6	-	-	6	6	6	-	6	4	2	3	-	2	4	2	-
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Statement	6	-	-	6	6	6	2	4	5	-	4	-	1	2	4	-
	-	-	-	-	-	-	1%	-	-	1	-	-	-	-	-	-
When signing up	11	-	-	11	11	11	3	8	7	3	10	-	-	6	4	-
	1%	-	-	1%	1%	1%	-	-	-	1%	-	-	-	1%	-	-
Informed by speaking to supplier/customer service adviser	5	-	-	5	5	5	1	3	5	-	5	-	-	3	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	57	-	9	48	57	48	9	48	45	13	42	6	9	36	22	-
	3%	-	5%	3%	3%	3%	4%	3%	3%	4%	3%	3%	4%	4%	2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	151	-	19	132	151	132	16	135	121	29	130	14	10	73	76	1
	8%	-	10%	7%	8%	7%	6%	8%	7%	10%	8%	6%	5%	7%	8%	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1981	1557	344	134	68	1797	98	6
Weighted Base	2010	1735	275	174	48*	1886	117*	8**
Annual summary	505	449	56	42	15	486	16	3
Bill	25%g	26%g	20%g	24%	32%	26%g	13%	42%
Price increase letter	698	565	132	70	11	652	43	3
End of fixed term letter	35%a	33%	48%ab	41%a	22%	35%	37%	39%
Internet/online (rms)	142	121	21	12	5	123	18	1
Letter/separate letter	7%	7%	6%	7%	11%	7%	15%af	10%
Email from supplier	117	101	16	9	1	113	4	-
Text message	6%	6%	6%	5%	3%	6%	3%	-
Supplier website	148	146	3	11	2	142	5	1
Letter from supplier	7%h	8%h	1%	6%	4%	8%	4%	19%
On TV	130	100	30	10	2	118	12	-
Supplier website	6%	6%	11%ab	6%	5%	6%	10%	-
Leaflet	13	13	-	-	1	13	-	-
Letter from supplier	7%	7%	-	-	2%cd	7%	-	-
Text message	153	151	2	21	5	144	9	-
Supplier website	8%h	9%h	1%	12%	11%	8%	7%	-
Leaflet	8	8	-	1	1	8	-	-
Supplier website	-	-	-	1%	1%	-	-	-
By phone	44	35	9	1	2	40	4	-
Leaflet	2%	2%	3%	1%	4%	2%	3%	-
Supplier website	17	14	2	-	2	17	-	-
Leaflet	7%	7%	1%	-	4%ad	7%	-	-
Supplier website	31	26	5	2	1	25	6	-
On TV	2%	1%	2%	1%	1%	1%	5%af	-
Supplier website	10	10	-	1	-	10	-	-
Letter from supplier	7%	7%	-	1%	-	7%	-	-
Supplier website	5	4	-	1	-	5	-	-
Letter from supplier	-	-	-	1	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1981	1557	344	134	88	1797	98	6
Weighted Base	2010	1735	275	174	48*	1886	117*	8**
Online account	10	9	1	2	-	8	2	-
	-	1%	-	1%	-	-	2%	-
Verbally/face to face	6	4	2	-	-	4	1	-
	-	-	1%	-	-	-	1%	-
Statement	6	3	2	-	1	6	-	-
	-	-	1%	-	1%	-	-	-
When signing up	11	11	-	-	-	11	-	-
	1%	1%	-	-	-	1%	-	-
Informed by speaking to supplier/customer service adviser	5	5	-	1	-	5	-	-
	-	-	-	1%	-	-	-	-
Other	57	51	6	6	3	53	4	-
	3%	3%	2%	3%	6%	3%	3%	-
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	151	123	28	6	2	141	10	2
	8%	7%	10%	3%	4%	7%	9%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.169 And where did you see this?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1901	919	958	293	1296	1608	605	472	718	581	130
Weighted Base	2010	1006	980	330	1377	1680	633	529	776	587	118
Annual summary	505	285	212	66	347	439	158	198	207	152	8
	25%k	28%k	22%k	20%	25%	26%k	25%	17%	27%k	26%k	7%
Bill	698	347	339	92	468	606	229	174	273	225	26
	35%dk	35%	33%	28%	34%	36%k	36%k	33%k	35%k	38%k	22%
Price increase letter	142	75	66	21	94	120	48	36	56	48	1
	7%k	7%	7%	6%	7%	7%	8%	7%k	7%k	8%k	1%
End of fixed term letter	117	69	47	20	93	97	24	53	50	13	2
	6%kj	7%	5%	6%	7%g	6%	4%	10%kaj	6%k	2%	1%
Internet/online (nms)	148	91	55	40	98	108	51	40	56	37	15
	7%	9%k	6%	12%aef	7%	6%	8%	8%	7%	6%	13%aj
Letter/separate letter	130	49	79	17	73	113	57	16	39	46	29
	6%h	5%	8%b	5%	5%	7%	9%e	3%	5%	8%hi	24%ahj
Email from supplier	13	8	4	-	13	13	-	4	9	1	-
	1%	1%	-	-	1%g	1%g	-	1%	1%	-	-
Email	153	84	69	35	114	118	39	63	49	35	6
	8%	8%	7%	11%fg	8%	7%	6%	12%kaj	6%	6%	5%
Text message	8	2	6	3	6	5	2	6	2	-	-
	-	-	1%	1%	-	-	-	1%j	-	-	-
By phone	44	13	32	7	31	37	13	17	11	11	5
	2%	1%	3%b	2%	2%	2%	2%	3%	1%	2%	4%k
Leaflet	17	6	10	2	13	14	4	4	6	5	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
On TV	31	13	17	10	22	21	9	5	12	7	7
	2%	1%	2%	3%l	2%	1%	1%	1%	2%	1%	6%ahj
Supplier website	10	6	4	4	9	6	1	3	5	2	-
	1%	1%	-	1%g	1%	-	-	1%	1%	-	-
Letter from supplier	5	3	1	2	3	3	2	3	-	1	1
	-	-	-	-	-	-	-	-	-	-	1%



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1901	919	956	293	1296	1608	605	472	718	581	130
Weighted Base	2010	1006	980	330	1377	1680	633	529	776	587	118
Online account	10	5	5	2	6	8	4	1	6	2	1
	-	1%	-	1%	-	-	1%	-	1%	-	-
Verbally/face to face	6	2	4	4	6	2	-	3	1	2	-
	-	-	-	1%ajg	-	-	-	1%	-	-	-
Statement	6	3	2	1	3	5	2	1	3	2	-
	-	-	-	-	-	-	-	-	-	-	-
When signing up	11	5	4	5	9	6	1	3	7	-	-
	1%	1%	-	1%ajg	1%	-	-	1%	1%	-	-
Informed by speaking to supplier/customer service adviser	5	3	2	3	5	2	-	2	3	-	-
	-	-	-	1%ajg	-	-	-	-	-	-	-
Other	57	24	32	15	45	42	12	10	25	16	2
	3%	2%	3%	5%ajg	3%	3%	2%	2%	3%	3%	2%
Refused	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	151	76	73	19	100	132	51	29	56	45	18
	8%	6%	7%	6%	7%	8%	8%	6%	7%	8%	15%ahj

Q.169 And where did you see this?  
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 1901	198	217	108	102	174	154	113	32	122	189	173	74	90	151	4	
Weighted Base 2010	201	229	123*	107*	193	159	112*	33**	140	190	173	77*	90*	178	41**	
Annual summary	505	55	59	35	23	59	51	21	13	33	33	41	15	22	43	2
Bill	22%k	27%k	26%k	28%k	21%k	31%hk	32%hk	78%	39%	24%	17%	24%	19%	25%	24%	63%
Price increase letter	68	63	74	33	36	78	53	43	15	43	72	57	23	33	72	3
End of fixed term letter	117	12	16	6	3	15	9	5	3	5	14	8	6	5	-	-
Internet/online (rms)	148	18	16	10	6	20	7	10	-	6	13	15	4	6	16	-
Letter/separate letter	130	13	18	7	7	10	8	3	7	15	13	8	7	7	8	-
Email from supplier	13	1	2	-	-	2	3	-	-	1	1	2	-	-	1	-
Email	153	20	22	6	10	16	9	-	13	12	15	5	7	11	-	-
Text message	8	-	-	-	1	1	3	-	-	1	1	-	-	-	-	-
By phone	44	3	4	3	3	4	4	3	1	4	4	2	1	3	1	1
Leaflet	17	2	3	1	2	1	2	1	2	1	2	-	-	-	-	-
On TV	31	1	1	3	3	2	2	1	1	3	2	3	-	4	-	-
Supplier website	10	1	2	-	-	1	4	-	-	1	1	-	-	1	-	-
Letter from supplier	5	1	1	-	-	1	1	-	-	-	-	-	-	2	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*small base; \*\* very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1901	198	217	108	102	174	154	113	32	122	189	173	74	90	151	4
Weighted Base 2010	201	229	123*	107*	193	159	112*	33**	140	190	173	77*	90*	178	4**
Online account	10	3	2	-	1	-	-	-	-	2	-	-	1	1	-
	*	1%	1%	-	1%	-	-	-	-	1%	-	-	2%	*	-
Verbally/face to face	6	1	-	1	-	1	-	-	2	-	-	-	-	1	-
	*	*	-	1%	-	1%	-	-	1%	-	-	-	-	*	-
Statement	6	1	1	-	1	-	-	2	-	1	-	-	-	1	-
	*	*	-	-	1%	-	-	1%	-	*	-	-	-	*	-
When signing up	11	2	3	1	-	2	-	-	-	1	1	-	-	-	-
	1%	1%	1%	-	-	1%	-	-	-	1%	1%	-	-	-	-
Informed by speaking to supplier/customer service adviser	5	-	1	-	-	-	-	-	1	-	1	1	-	-	-
	*	-	*	-	-	-	-	-	1%	-	1%	1%	-	-	-
Other	57	8	8	7	2	4	1	5	3	6	7	-	3	4	-
	3%	4%	3%	6%	2%	2%	1%	4%	2%	3%	4%	-	3%	2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	151	12	12	11	9	13	11	7	18	17	13	3	9	12	-
	8%	6%	5%	9%	5%	7%	7%	6%	9%	8%	8%	3%	10%	7%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1901	529	734	751	526	462	1343	1380	1196
Weighted Base	2010	579	699	630	574	516	1400	1442	1175
Annual summary	505	155	226	230	171	141	386	390	305
Bill	698	188	264	267	197	173	496	520	426
Price increase letter	142	34	69	68	53	50	96	104	88
End of fixed term letter	117	72	9%af	75	52	24	87	91	64
Internet/online (nms)	148	34	65	63	32	48	90	101	86
Letter/separate letter	130	24	33	35	24	27	91	92	83
Email from supplier	13	10	5	9	5	1	13	12	8
Email	153	61	85	88	60	48	108	102	87
Text message	8	6	1	6	-	-	6	5	4
By phone	44	12	15	13	10	5	28	25	18
Leaflet	17	4	8	7	7	6	10	12	10
On TV	31	6	10	9	4	6	17	19	14
Supplier website	10	3	6	2	3	2	7	4	4
	1%	-	1%	-	-	-	-	-	-



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1901	529	734	751	526	462	1343	1380	1196
Weighted Base	2010	579	699	630	574	516	1400	1442	1175
Letter from supplier	5	3	3	3	1	2	3	3	2
	*	1%	*	*	*	*	*	*	*
Online account	10	3	3	3	2	-	7	8	7
	*	1%	*	*	*	*	1%	1%	1%
Verbally/face to face	6	3	2	2	-	1	4	3	2
	*	*	*	*	*	*	*	*	*
Statement	6	2	2	2	2	2	4	4	4
	*	*	*	*	*	*	*	*	*
When signing up	11	3	6	5	1	3	5	7	5
	*	*	1%	1%	*	1%	*	*	*
Informed by speaking to supplier/customer service adviser	5	2	2	1	-	-	3	3	3
	*	*	*	*	*	*	*	*	*
Other	57	18	20	20	12	11	35	31	26
	3%	3%	3%	2%	2%	2%	3%	2%	2%
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	151	35	44	52	31	33	99	106	89
	8%	6%	5%	6%	5%	6%	7%	7%	6%

Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1901	1647	154	100	268	920	713	471	553	323	554	609	1080	413	1488	1328	272	268
Weighted Base	2010	1734	173	103*	295	1104	612	579	712	374	345	500	1298	360	1650	1449	301	227
To a great extent	257	229	18	10	42	134	80	98	90	36	33	52	183	41	216	201	30	21
	13%	13%	10%	10%	14%	12%	13%	17% <sup>ajk</sup>	13%	10%	10%	10%	14% <sup>u</sup>	11%	13%	14% <sup>r</sup>	10%	9%
Somewhat	509	440	45	24	85	297	127	137	206	93	73	109	340	84	425	378	80	42
	25% <sup>qy</sup>	25%	26%	23%	29% <sup>ig</sup>	27% <sup>ag</sup>	21%	24%	29% <sup>ak</sup>	25%	21%	22%	26%	22%	26%	26% <sup>r</sup>	26% <sup>r</sup>	18%
Very little	278	248	17	14	38	161	79	81	105	48	44	63	186	33	245	202	46	26
	14% <sup>n</sup>	14%	10%	13%	13%	15%	13%	14%	15%	13%	13%	13%	14%	9%	15% <sup>n</sup>	14%	15%	12%
Not at all	943	797	91	55	127	498	318	257	306	192	188	267	578	194	749	657	136	133
	47%	46%	53%	53%	43%	45%	50% <sup>aaf</sup>	44%	43%	51% <sup>uj</sup>	55% <sup>ah</sup>	53% <sup>am</sup>	45%	54% <sup>ao</sup>	45%	45%	45%	59% <sup>apq</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	23	20	3	-	2	13	8	6	5	5	7	8	12	8	15	10	8	5
	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	2%	2%	1%	2% <sup>o</sup>	1%	1%	3% <sup>o</sup>	2% <sup>o</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base

Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1901	3	182	1719	1898	1716	244	1654	1624	277	1454	231	215	914	958	29
Weighted Base	2010	3**	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27**
To a great extent	257	-	25	232	257	232	36	221	206	50	220	12	18	168	85	4
	13% <sub>ab</sub>	-	13%	13%	13%	13%	14%	13%	12%	17%	14% <sub>kl</sub>	5%	9%	17% <sub>ao</sub>	9%	13%
Somewhat	509	3	44	465	506	463	72	435	421	88	432	47	34	273	227	9
	26% <sub>ac</sub>	84%	23%	26%	25%	26%	28%	25%	25%	29%	27% <sub>lm</sub>	20%	18%	28% <sub>no</sub>	23%	32%
Very little	278	1	24	254	277	254	32	245	249	32	224	34	22	126	148	3
	14%	16%	13%	14%	14%	14%	12%	14%	14%	10%	14%	15%	11%	13%	15%	13%
Not at all	943	-	93	850	943	850	119	824	811	132	691	138	117	406	526	12
	47% <sub>ad</sub>	-	49%	47%	47%	47%	46%	47%	48%	43%	43%	59% <sub>ak</sub>	60% <sub>ak</sub>	41%	52% <sub>an</sub>	43%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	23	-	5	19	23	19	2	22	21	2	18	2	3	7	16	-
	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1981	1557	344	134	88	1797	98	6
Weighted Base	2010	1735	275	174	48*	1886	117*	8**
To a great extent	257	243	14	33	5	244	11	1
	13% <i>c</i>	14% <i>c</i>	5%	19% <i>a</i>	11%	13%	9%	19%
Somewhat	539	487	42	41	12	470	34	5
	25% <i>c</i>	27% <i>c</i>	15%	24%	24%	25%	29%	61%
Very little	278	241	37	27	6	250	28	-
	14%	14%	14%	15%	12%	13%	24% <i>a</i> f	-
Not at all	943	770	173	73	24	902	40	1
	47% <i>g</i>	44%	63% <i>a</i> b	42%	50%	48% <i>g</i>	34%	19%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	23	15	8	-	1	20	4	-
	1%	1%	3% <i>a</i> b	-	3% <i>d</i>	1%	3%	-

Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1901	919	958	293	1296	1608	605	472	718	581	130
Weighted Base	2010	1006	980	330	1377	1680	633	529	776	587	118
To a great extent	257	164	89	65	203	195	54	139	103	13	1
	13%ajk	16%ac	9%	20%alq	15%ag	11%	8%	26%ajk	13%jk	2%	1%
Somewhat	509	324	179	83	360	428	174	174	224	95	15
	25%ajk	32%ac	18%	25%	26%	25%	24%	33%ajk	29%jk	16%	13%
Very little	278	126	150	35	188	243	90	53	107	104	14
	14%h	12%	15%	11%	14%	14%	14%	10%	14%	18%iah	12%
Not at all	943	382	548	146	615	797	329	158	337	368	80
	47%bh	38%	56%ab	44%	45%	47%	52%ade	30%	43%h	63%iah	68%ahi
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	23	9	14	2	12	22	12	4	5	7	8
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	7%ahj

Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PES SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1901	198	217	108	102	174	154	113	32	122	189	173	74	90	151	4	
Weighted Base 2010	201	229	123*	107*	193	159	112*	33**	140	190	173	77*	90*	178	4**	
To a great extent	257 13%	32 16% <sup>iein</sup>	34 15% <sup>ien</sup>	24 19% <sup>ehjn</sup>	7 6%	36 19% <sup>aeihl</sup>	20 13%	10 9%	6 7%	12 9%	26 14%	14 8%	10 13%	5 6%	20 11%	-
Somewhat	509 25% <sup>ie</sup>	65 32% <sup>iaeil</sup>	63 27% <sup>ie</sup>	14 32% <sup>ief</sup>	39 20%	38 24% <sup>ie</sup>	35 31% <sup>ie</sup>	5 14%	40 29% <sup>ie</sup>	49 26% <sup>ie</sup>	38 22%	39 25% <sup>ie</sup>	23 25% <sup>ie</sup>	19 22%	2 63%	2
Very little	278 14%	21 10%	30 13%	25 20% <sup>bjg</sup>	12 12%	27 14%	14 9%	26 24% <sup>abceg</sup>	8 7%	11 8%	28 15%	21 12%	14 19% <sup>ij</sup>	17 19% <sup>ij</sup>	26 15%	-
Not at all	943 47% <sup>gh</sup>	79 39%	95 41% <sup>ud</sup>	36 29%	74 69% <sup>abodf</sup> ghjkmno	91 47% <sup>ud</sup>	86 54% <sup>both</sup>	38 35%	17 50%	74 53% <sup>both</sup>	84 44% <sup>ud</sup>	98 57% <sup>abodh</sup>	33 43%	44 49% <sup>ud</sup>	32 51% <sup>both</sup>	1
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	23 1%	4 2%	8 3% <sup>af</sup>	-	-	-	1 1%	2 1%	1 2%	2 2%	3 2%	1 1%	-	1 1%	1 *	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who recall seeing a savings note/reminder on correspondence

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1901	529	734	751	528	462	1343	1380	1196
Weighted Base	2010	578	809	830	574	518	1400	1442	1175
To a great extent	257	157	182	197	127	94	184	192	147
	13%	27% <sup>a</sup>	23% <sup>a</sup>	24% <sup>a</sup>	22% <sup>a</sup>	18% <sup>a</sup>	13%	13%	13%
Somewhat	509	183	277	280	206	178	335	354	275
	25%	32% <sup>a</sup>	34% <sup>a</sup>	35% <sup>a</sup>	36% <sup>a</sup>	34% <sup>a</sup>	24%	25%	23%
Very little	278	57	86	81	61	57	182	182	148
	14% <sup>b</sup> <sub>c</sub>	10%	11%	10%	11%	11%	13%	13%	13%
Not at all	943	178	256	255	172	181	682	693	866
	47% <sup>b</sup> <sub>c</sub>	31%	32%	31%	30%	35%	49%	48%	50%
Refused	-	-	-	-	-	-	-	-	-
Don't know	23	4	7	8	6	6	18	20	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%

Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1901	1647	154	100	268	920	713	471	553	323	554	609	1080	413	1488	1328	272	268
Weighted Base	2010	1734	173	103*	295	1104	612	579	712	374	345	500	1298	380	1650	1449	301	227
To a great extent	188	160	14	13	24	111	52	76	59	31	22	35	134	26	161	152	17	16
	9%k	9%	8%	13%	8%	10%	9%	13%lajk	8%	8%	6%	7%	10%l	7%	10%	11%q	5%	7%
Somewhat	427	378	37	12	84	252	91	114	186	71	56	75	303	72	356	314	74	32
	21%dsr	22%sd	21%	12%	29%ag	23%ig	15%	20%	26%ahjk	19%	16%	15%	23%l	20%	22%	22%r	25%r	14%
Very little	274	245	17	12	43	157	73	81	108	41	44	65	185	34	239	204	45	21
	14%sn	14%	10%	12%	15%	14%	12%	14%	15%	11%	13%	13%	14%	10%	14%sn	14%r	15%	9%
Not at all	1098	932	102	64	142	569	388	301	355	227	216	317	662	219	879	769	157	154
	55%	54%	59%	63%	48%	52%	63%aef	52%	50%	61%hi	63%ah	63%am	51%	61%ao	53%	53%	52%	68%apq
Refused	1	1	-	-	-	-	1	-	-	-	1	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	-	-	-	*	-	-	*	*	*	-	-
Don't know	23	18	3	1	2	14	7	7	4	4	7	7	12	9	14	10	8	5
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%l	1%	1%	2%ao	1%	1%	3%ap	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1901	3	182	1719	1898	1716	244	1654	1624	277	1454	231	215	914	958	29
Weighted Base	2010	3**	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27**
To a great extent	188	-	17	170	188	170	27	160	141	47	174	8	8	139	49	-
	9%ms	-	9%	9%	9%	9%	10%	9%	8%	15%ai	11%im	4%	4%	14%ao	5%	-
Somewhat	427	3	38	389	425	386	55	370	358	69	371	39	29	228	190	10
	21%km	84%	20%	21%	21%	21%	21%	21%	21%	23%	23%im	17%	15%	23%io	19%	36%
Very little	274	1	22	252	273	251	35	238	245	28	214	30	24	128	142	4
	14%	16%	12%	14%	14%	14%	14%	14%	14%	9%	13%	13%	13%	14%	14%	13%
Not at all	1098	-	106	993	1098	993	139	959	941	158	820	151	130	479	606	14
	55%kn	-	56%	55%	55%	55%	54%	55%	55%	52%	51%	65%ak	67%ak	49%	60%an	52%
Refused	1	-	-	1	1	1	-	1	-	-	1	-	-	1	-	-
	0%	-	-	0%	0%	0%	-	0%	-	-	0%	-	-	0%	-	-
Don't know	23	-	7	16	23	16	3	19	19	3	15	4	3	6	16	-
	1%	-	4%ldet	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1981	1557	344	134	68	1797	98	6
Weighted Base	2010	1735	275	174	48*	1886	117*	8**
To a great extent	188	178	10	19	5	175	9	3
	9%	10%	4%	11%	11%	9%	8%	39%
Somewhat	427	405	22	49	5	388	38	2
	21% <sup>ca</sup>	23%	8%	28% <sup>ca</sup>	11%	21%	33% <sup>ca,f</sup>	20%
Very little	274	248	26	22	9	261	13	-
	14%	14%	9%	13%	19%	14%	11%	-
Not at all	1098	887	211	83	27	1043	52	3
	55%	51%	77% <sup>ab</sup>	48%	57%	55% <sup>g</sup>	45%	42%
Refused	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-
Don't know	23	17	6	-	1	18	4	-
	1%	1%	2%	-	3% <sup>d</sup>	1%	4% <sup>af</sup>	-

Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1901	919	958	293	1296	1608	605	472	718	581	130
Weighted Base	2010	1006	980	330	1377	1680	633	529	776	587	118
To a great extent	188	130	56	56	152	132	35	121	62	4	2
	9%ajk	13%ac	6%	17%aefg	11%ig	8%	6%	23%aijk	8%jk	1%	2%
Somewhat	427	275	149	76	317	351	111	154	188	70	15
	21%ajk	27%ac	15%	23%ig	23%ig	21%	17%	29%aijk	24%jk	12%	12%
Very little	274	144	129	34	192	240	81	60	115	89	10
	14%	14%	13%	10%	14%	14%	13%	11%	15%	15%	9%
Not at all	1098	446	634	162	702	938	396	191	407	416	85
	55%abh	44%	65%ab	49%	51%	56%de	63%adef	36%	52%h	71%ahi	72%ahi
Refused	1	1	-	-	-	1	1	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	23	9	13	2	14	20	9	2	5	8	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	6%ahj

Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1901	198	217	108	102	174	154	113	32	122	189	173	74	90	151	4
Weighted Base 2010	201	229	123*	107*	193	159	112*	33**	140	190	173	77*	90*	178	4**
To a great extent	188	20	19	14	6	26	18	9	4	10	17	12	13	4	15
Somehow	3%	10%	8%	7%	8%	13%	7%	8%	12%	7%	9%	7%	17%	4%	9%
427	56	52	49	9	36	30	28	3	34	40	29	12	18	30	2
21%	28%	23%	40%	8%	19%	19%	25%	9%	24%	21%	17%	15%	21%	17%	50%
Very little	274	22	36	20	13	30	14	21	3	14	25	23	10	17	27
14%	11%	16%	16%	12%	15%	8%	18%	9%	10%	13%	13%	13%	19%	15%	-
Not at all	1098	98	115	40	80	102	98	53	22	79	105	107	41	51	106
55%	49%	50%	33%	74%	53%	62%	47%	67%	57%	55%	62%	53%	56%	59%	37%
Refused	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Don't know	23	6	7	-	-	-	-	1	1	2	9	1	1	-	-
1%	3%	3%	-	-	-	-	-	1%	2%	2%	5%	1%	2%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1901	529	734	751	528	462	1343	1380	1196
Weighted Base	2010	578	809	830	574	518	1400	1442	1175
To a great extent	188	124	148	157	96	78	127	135	97
	9%	21% <sup>a</sup>	18% <sup>a</sup>	19% <sup>a</sup>	17% <sup>a</sup>	15% <sup>a</sup>	9%	9%	8%
Somewhat	427	163	249	251	189	151	268	283	227
	21%	29% <sup>a</sup>	31% <sup>a</sup>	30% <sup>a</sup>	33% <sup>a</sup>	29% <sup>a</sup>	19%	20%	19%
Very little	274	64	107	102	78	70	179	188	141
	14%	11%	13%	12%	14%	14%	13%	13%	12%
Not at all	1098	224	286	312	205	212	816	815	694
	58% <sup>b</sup>	39%	37%	38%	39%	41%	58%	57%	59% <sup>a</sup>
Refused	1	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	23	3	8	8	5	6	17	20	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%

Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1901	1647	154	100	268	920	713	471	553	323	554	609	1080	413	1488	1328	272	268
Weighted Base	2010	1734	173	103*	295	1104	612	579	712	374	345	500	1298	380	1650	1449	301	227
To a great extent	185	162	16	7	20	108	57	72	63	28	21	41	128	28	156	155	13	14
	9%kq	9%	9%	7%	7%	10%	8%	12%ajk	9%	8%	6%	8%	10%	8%	9%	11%qr	4%	6%
Somewhat	318	281	22	15	63	194	61	92	119	61	46	56	223	48	270	225	64	22
	16%pr	16%	13%	14%	21%ag	18%ag	10%	16%	17%	16%	13%	11%	17%	12%	16%	16%r	21%apq	10%
Very little	253	225	14	14	39	143	72	75	104	34	40	54	180	28	226	196	39	17
	13%nr	13%	8%	14%	13%	13%	12%	13%	15%	9%	12%	11%	14%	8%	14%r	14%r	13%	8%
Not at all	1228	1044	118	67	171	645	413	331	420	244	234	341	752	248	980	856	176	171
	61%	60%	68%	65%	58%	58%	67%aaf	57%	59%	65%ah	68%ah	68%am	58%	69%ao	59%	59%	59%	75%apq
Refused	1	1	-	-	-	-	1	-	-	1	-	1	-	1	1	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	25	22	3	-	2	14	8	8	6	6	5	6	15	8	17	14	8	3
	1%	1%	2%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	3%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base

Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1901	3	182	1719	1898	1716	244	1654	1624	277	1454	231	215	914	958	29
Weighted Base	2010	3**	190	1820	2007	1817	260	1747	1705	305	1594	232	194	980	1003	27**
To a great extent	185	-	12	173	185	173	28	157	140	44	166	10	12	131	51	3
	9%a	-	6%	10%	9%	10%	11%	9%	8%	15%ai	10%j	4%	6%	13%ao	5%	9%
Somewhat	318	3	30	288	315	285	39	276	269	49	267	32	19	173	140	5
	16%am	84%	16%	16%	16%	16%	15%	16%	16%	17%am	14%	10%	18%ao	14%	78%	
Very little	253	1	22	231	253	231	26	226	220	53	210	29	17	131	117	5
	13%	16%	12%	12%	12%	12%	10%	12%	12%	11%	12%	9%	12%	12%	12%	19%
Not at all	1228	-	122	1106	1228	1106	164	1065	1054	175	928	160	144	535	679	15
	61%an	-	64%	61%	61%	61%	63%	61%	62%	57%	58%	69%ak	74%ak	55%	68%an	53%
Refused	1	-	-	1	1	1	-	1	-	1	-	-	-	1	-	-
	0%	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	25	-	4	21	25	21	3	22	22	2	21	1	3	10	15	-
	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1981	1557	344	134	68	1797	98	6
Weighted Base	2010	1735	275	174	48*	1886	117*	8**
To a great extent	185	174	10	20	4	172	11	1
	9%	10%	4%	11%	8%	9%	9%	19%
Somewhat	318	300	18	34	4	288	28	2
	16%	17%	7%	20%	8%	15%	24%af	20%
Very little	253	234	20	23	7	237	16	-
	13%	13%	7%	13%	14%	13%	14%	-
Not at all	1229	1009	219	96	32	1166	58	5
	61%g	58%	80%ab	55%	66%	62%g	50%	61%
Refused	1	-	1	-	-	1	-	-
	-	-	7b	-	-	-	-	-
Don't know	25	18	7	1	1	22	3	-
	1%	1%	3%b	1%	3%	1%	3%	-



Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING			SEGMENTS (2014 SURVEY EQUIVALENT)				
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1901	919	958	293	1296	1608	605	472	718	581	130
Weighted Base	2010	1006	980	330	1377	1680	633	529	776	587	118
To a great extent	185 9% <sup>afg</sup>	118 12% <sup>c</sup>	67 7%	64 19% <sup>aefg</sup>	161 12% <sup>aafg</sup>	121 7% <sup>g</sup>	24 4%	112 21% <sup>aikj</sup>	64 8% <sup>jk</sup>	8 1%	-
Somewhat	318 16% <sup>aj</sup>	200 20% <sup>ac</sup>	116 12%	61 18%	225 16%	257 15%	92 15%	111 21% <sup>akj</sup>	141 18% <sup>j</sup>	54 9%	12 11%
Very little	253 13% <sup>gk</sup>	126 12%	126 13%	35 11%	194 14% <sup>g</sup>	218 13% <sup>g</sup>	60 9%	68 13% <sup>k</sup>	103 13% <sup>k</sup>	75 13% <sup>k</sup>	7 6%
Not at all	1228 61% <sup>bdgh</sup>	551 55%	657 67% <sup>ab</sup>	169 51%	784 57%	1059 63% <sup>de</sup>	444 70% <sup>def</sup>	234 44%	460 59% <sup>h</sup>	442 75% <sup>ahi</sup>	92 78% <sup>ahi</sup>
Refused	1	1	-	-	-	1	1	-	-	1	-
Don't know	25 1%	11 1%	14 1%	1 *	13 1%	24 1%	12 2%	3 1%	8 1%	7 1%	7 6% <sup>ahj</sup>

Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 1901	198	217	108	102	174	154	113	32	122	189	173	74	90	151	4	
Weighted Base 2010	201	229	123*	107*	193	159	112*	33**	140	190	173	77*	90*	178	4**	
To a great extent	185	17	24	13	5	21	18	10	2	14	17	13	7	6	18	-
Somewhat	318	43	37	37	9	26	21	27	2	21	26	22	11	11	24	2
Very little	253	22	25	20	14	28	11	20	3	11	31	19	14	18	17	-
Not at all	1228	115	134	53	79	116	109	53	26	92	113	82	44	55	118	1
Refused	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Don't know	25	4	8	-	-	2	1	2	1	3	1	-	-	1	-	-
	1%	2%	4%a	-	-	1%	1%	1%	2%	2%	1%	1%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who recall seeing a savings note/reminder on correspondence

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1901	529	734	751	526	462	1343	1380	1196
Weighted Base	2010	579	809	830	574	516	1400	1442	1175
To a great extent	185	119	135	144	79	66	121	129	90
	9%	21% <sup>aef</sup>	17% <sup>ac</sup>	17% <sup>af</sup>	14% <sup>ac</sup>	13% <sup>ac</sup>	9%	9%	8%
Somewhat	318	128	175	184	127	105	187	206	148
	16% <sup>a</sup>	22% <sup>ac</sup>	22% <sup>ac</sup>	22% <sup>ac</sup>	22% <sup>ac</sup>	20% <sup>ac</sup>	13%	14%	13%
Very little	253	73	109	103	82	62	165	166	135
	13%	13%	13%	12%	14%	12%	12%	12%	11%
Not at all	1228	257	382	390	276	277	908	920	785
	61% <sup>bcd</sup>	44%	47%	47%	49%	54% <sup>bcd</sup>	63% <sup>a</sup>	64%	67% <sup>ac</sup>
Refused	1	-	-	-	-	-	1	1	-
	-	-	-	-	-	-	-	-	-
Don't know	25	3	8	9	7	7	18	19	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%

Q.170 And to what extent, if at all, did this encourage you to...? - Summary Table  
 Base: All who recall seeing a savings note/reminder on correspondence

	Check your current tariff	Compare your current tariff against other tariffs from your supplier or another supplier	Switch your tariff and/or supplier
	1901 2010	1901 2010	1901 2010
Unweighted Base			
Weighted Base			
To a great extent	257 13%	188 9%	185 9%
Somewhat	509 26%	427 21%	318 16%
Very little	278 14%	274 14%	253 13%
Not at all	943 47%	1099 55%	1229 61%
Refused	-	1	1
	-	-	-
Don't know	23 1%	23 1%	25 1%

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	5934	5086	531	307	1066	2734	2102	1071	1469	1066	2028	2406	2705	1345	4589	3385	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	2028	1896	5278	1080	4854	3643	1143	1050
Yes	1052	920	85	46	177	582	292	311	366	196	179	277	669	183	869	739	153	142
	18% <sup>hktq</sup>	18%	15%	15%	16%	19%	17%	22% <sup>hijk</sup>	19%	18%	12%	15%	20% <sup>hkl</sup>	17%	18%	20% <sup>hkp</sup>	13%	14%
No	4429	3775	414	237	886	2310	1230	930	1383	937	1777	1469	2402	810	3616	2614	921	815
	75% <sup>hnp</sup>	74%	75%	75%	78% <sup>hntg</sup>	74%	73%	69%	73% <sup>h</sup>	74%	76% <sup>h</sup>	77% <sup>hnm</sup>	73%	72%	72%	72%	81% <sup>hnp</sup>	78% <sup>hnp</sup>
Refused	10	10	1	-	4	4	2	3	3	1	3	1	2	-	10	5	4	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	448	364	51	31	71	212	184	95	138	102	111	150	205	87	359	285	86	91
	8% <sup>hm</sup>	7%	9%	10%	6%	7%	10% <sup>hmf</sup>	7%	7%	8%	6%	8% <sup>hm</sup>	6%	6%	7%	8% <sup>hm</sup>	6%	6% <sup>hm</sup>



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1052	2	112	940	1050	938	119	931	881	171	837	97	114	570	461	21
	18%mo	15%	18%	18%	18%	18%	18%	18%	18%	18%	20%aim	16%sm	11%	25%ao	13%	30%ao
No	4426	7	438	3988	4419	3981	506	3913	3734	692	3045	463	871	1513	2866	47
	75%kn	65%	72%	75%	75%	74%	76%	74%	75%	73%	72%	77%k	63%kl	67%	79%kmp	68%
Refused	10	.	3	7	10	7	2	9	8	2	7	.	1	6	5	.
	.	.	1%df	.	.	.	.	.	.	.	.	.	.	.	.	.
Don't know	446	2	55	391	444	389	36	408	364	82	327	43	68	154	291	1
	8%	20%	9%	7%	7%	7%	5%	8%g	7%	9%	8%	7%	6%	7%	8%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5382	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	1052	890	162	99	26	998	47	7
	18% <sup>abc</sup>	19% <sup>bc</sup>	13% <sup>c</sup>	17% <sup>de</sup>	11% <sup>e</sup>	18% <sup>fg</sup>	9% <sup>g</sup>	21% <sup>h</sup>
No	4426	3443	983	453	198	3936	476	15
	75% <sup>abc</sup>	74% <sup>bc</sup>	78% <sup>c</sup>	78% <sup>de</sup>	84% <sup>de</sup>	74% <sup>fg</sup>	85% <sup>gh</sup>	67% <sup>h</sup>
Refused	10	7	4	-	-	10	1	-
	*	*	*	*	*	*	*	*
Don't know	446	302	144	26	11	409	36	1
	8% <sup>d</sup>	7% <sup>d</sup>	11% <sup>ab</sup>	4% <sup>d</sup>	5% <sup>d</sup>	8% <sup>d</sup>	6% <sup>d</sup>	3% <sup>d</sup>

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1052	627	407	193	721	859	330	328	413	269	42
	18% <sup>cgk</sup>	27% <sup>ac</sup>	12%	25% <sup>aifg</sup>	21% <sup>aifg</sup>	17% <sup>ig</sup>	13%	37% <sup>aijk</sup>	24% <sup>aijk</sup>	12% <sup>ak</sup>	4%
No	4428	1548	2793	554	2422	3872	2004	504	1187	1759	978
	75% <sup>bdem</sup>	66%	81% <sup>cab</sup>	70%	72%	75% <sup>de</sup>	78% <sup>adef</sup>	57%	70% <sup>ih</sup>	81% <sup>cahi</sup>	82% <sup>cahi</sup>
Refused	10	1	7	1	6	9	5	1	1	2	6
	·	·	·	·	·	·	·	·	·	·	1% <sup>aj</sup>
Don't know	446	152	258	39	224	407	222	51	96	135	164
	8% <sup>ad</sup>	7%	7%	5%	7%	8% <sup>de</sup>	9% <sup>de</sup>	6%	6%	6%	14% <sup>ahj</sup>





Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (g)	PSS SEGMENTS															
	Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seaboard (g)	Southern (g)	SWALEC (m)	SWEB (g)	Yorkshire (g)	NA (g)	
Unweighted Base	5934	598	558	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes	1052	103	110	55	59	125	86	57	16	70	92	84	30	64	99	3
	18%h	17%h	20%h	11%	20%h	24%abdh	21%h	11%	10%	17%h	19%h	16%h	13%	19%h	24%abdh	24%
No	4426	450	418	371	222	362	280	447	122	291	352	409	172	219	303	7
	75%lgn	74%un	75%un	78%lgn	74%un	69%	69%	84%abode	81%lgn	73%un	73%un	80%abfij	76%un	64%	72%un	56%
Refused	10	1	-	4	-	-	-	1	-	1	5	-	-	-	-	-
	*	*	-	1%a	-	-	-	*	-	*	1%adf	-	-	-	-	-
Don't know	448	51	31	48	19	35	38	24	14	37	31	18	24	56	17	2
	8%ho	8%ho	6%	10%cho	6%	7%j	9%cho	5%	9%ho	9%cho	7%j	4%	10%cho	17%abodef	4%	18%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3982	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	1052	358	474	502	322	299	749	777	640
	18%	35% <sup>a</sup>	30% <sup>a</sup>	33% <sup>a</sup>	30% <sup>a</sup>	30% <sup>a</sup>	19%	20% <sup>a</sup>	19%
No	4426	602	977	893	671	620	2833	2761	2455
	75% <sup>b</sup>	58%	63%	59%	62%	73%	73%	72%	73%
Refused	10	1	4	4	3	4	4	5	3
	*	*	*	*	*	*	*	*	*
Don't know	446	68	103	103	81	68	277	287	247
	8%	7%	7%	7%	7%	7%	7%	7%	7%

Q.172 And where did you see this?  
 Base: All who are aware of TCR

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1002	881	80	41	158	502	342	248	291	169	294	338	560	213	789	670	147	167
Weighted Base	1052	920	85*	46*	177	562	292	311	366	196	179	277	669	183	869	739	153	142
Annual summary	208	185	20	4	42	106	59	57	71	40	40	61	126	38	170	149	22	33
Bill	318	290	19	9	48	174	96	96	111	64	47	91	199	43	274	241	42	32
Price increase letter	47	45	2	-	11	31	5	9	13	13	11	13	30	5	42	22	13	10
End of fixed term letter	40	34	2	4	4	28	10	14	15	6	5	8	24	8	32	34	3	3
On my energy supplier(s) website	133	121	9	4	22	80	32	51	46	21	15	32	94	21	113	103	18	10
On another energy supplier website	28	24	3	-	10	14	3	10	12	2	4	9	19	4	24	22	4	2
On another website	37	29	5	3	3	28	6	5	21	4	7	7	27	6	31	28	4	5
Via email	80	66	7	7	15	51	15	29	29	15	8	14	60	10	70	67	6	7
Via a leaflet or letter sent directly to you	189	167	17	9	35	104	53	52	64	38	39	64	105	44	149	105	40	40
Somewhere else (e.g. a newspaper article or advertisement)	65	52	5	8	5	40	20	18	23	12	12	14	41	18	47	49	6	7
Friends or family	2	2	-	-	1	-	1	-	-	-	2	1	1	1	1	-	1	1
On the phone	4	4	-	-	2	2	1	1	3	-	1	-	4	-	4	4	-	1
Online	5	4	1	-	-	3	2	1	2	1	1	-	4	2	3	5	-	-
	-	-	1%	-	-	1%	1%	-	-	1%	1%	-	1%	1%	-	1%	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.172 And where did you see this?  
 Base: All who are aware of TCR

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1002	881	80	41	158	502	342	248	291	169	294	338	560	213	789	670	147	167
Weighted Base	1062	920	85*	46*	177	562	292	311	366	196	179	277	669	183	869	739	153	142
Online account	7	6	-	-	-	4	3	5	1	-	1	-	6	-	6	7	-	-
	1%	1%	1%	-	-	1%	1%	1%	-	-	1%	-	1%	-	1%	1%	-	-
Other	11	7	1	4	5	5	2	1	4	2	4	9	7	5	6	6	2	3
	1%	1%	1%	8%ab	3%	1%	1%	1	1%	1%	2%h	1%	1%	3%e	1%	1%	2%	2%
None	2	2	-	-	-	2	-	2	-	-	-	-	2	-	2	-	-	-
	4	4	-	-	-	4	-	1%	-	-	-	-	4	-	4	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	35	30	5	-	7	10	18	10	16	6	4	8	21	7	28	22	6	7
	3%	3%	6%	-	4%	2%	6%af	3%	4%	3%	2%	3%	3%	4%	3%	3%	4%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - p/q/r  
 \* small base



Q.172 And where did you see this?  
Base: All who are aware of TCR

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1002	1	105	897	1001	896	117	884	849	153	762	98	130	523	461	18
Weighted Base	1052	2**	112*	940	1050	938	119	931	881	171	837	97*	114	570	461	21**
Annual summary	208	-	25	183	208	203	16	192	175	33	162	18	66	104	97	6
Bill	20%	-	22%	19%	20%	20%	13%	21%	20%	19%	19%	18%	23%	18%	21%	31%
Price increase letter	318	2	33	284	316	283	40	276	272	46	258	46	12	175	139	4
End of fixed term letter	30%um	100%	30%	30%	30%	30%	34%	30%	31%	27%	31%um	47%akm	71%	31%	30%	18%
On my energy supplier(s) website	47	2	5	42	41	40	2	44	43	4	29	5	19	20	22	4
On another energy supplier website	4%	100%	4%	4%	4%	4%	2%	5%	3%	2%	3%	6%	8%	4%	5%	21%
Via email	40	-	3	37	40	37	5	35	38	2	39	1	1	34	4	2
Friends or family	4%a	-	3%	4%	4%	4%	4%	4%	4%	1%	5%um	1%	-	6%o	1%	9%
On the phone	133	-	14	119	133	119	11	123	97	36	119	4	10	52	42	-
Online	13%u	-	13%	13%	13%	13%	9%	13%	11%	21%ai	14%u	5%	9%	16%o	9%	-
Someplace else (e.g. a newspaper article or advertisement)	28	-	1	26	28	26	2	25	16	12	23	-	3	20	8	-
Via a leaflet or letter sent directly to you	3%	-	1%	3%	3%	3%	2%	3%	2%	7%ai	3%	-	3%	3%	2%	-
Someplace else (e.g. a newspaper article or advertisement)	37	-	4	34	37	34	7	31	27	10	29	3	6	20	16	1
Friends or family	4%	-	3%	4%	4%	4%	6%	3%	3%	6%	3%	3%	6%	4%	4%	3%
On the phone	80	-	4	76	80	76	10	70	65	15	73	2	5	58	22	-
Online	8%u	-	3%	8%	8%	8%	8%	8%	7%	9%	9%u	2%	5%	10%o	5%	-
Someplace else (e.g. a newspaper article or advertisement)	192	-	26	166	192	166	29	164	167	25	136	17	41	77	111	4
Friends or family	13%u	-	23%	18%	18%	18%	24%	18%	19%	15%	16%	16%	38%akd	13%	24%an	20%
On the phone	65	-	6	60	65	60	4	62	61	4	52	8	6	34	31	-
Online	6%	-	5%	6%	6%	6%	3%	7%	7%j	2%	6%	8%	5%	6%	7%	-
Someplace else (e.g. a newspaper article or advertisement)	2	-	2	2	2	2	1	1	1	1	1	-	1	1	1	-
Friends or family	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-
On the phone	4	-	4	4	4	4	-	4	3	1	4	-	-	4	1	-
Online	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-
Someplace else (e.g. a newspaper article or advertisement)	5	-	1	4	5	4	2	3	4	1	5	-	1	2	2	1
Friends or family	-	-	1%	4	-	4	1%	-	4	1	1%	-	1%	2	-	5%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.172 And where did you see this?  
 Base: All who are aware of TCR

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1002	1	105	897	1001	896	117	884	849	153	762	98	130	523	461	18
Weighted Base	1052	2**	112*	940	1050	938	119	931	881	171	837	97*	114	570	461	21**
Online account	7	-	3	4	7	4	1	5	3	3	7	-	-	7	-	-
Other	11	-	1	11	11	11	1	10	8	4	6	1	4	2	8	1
None	2	-	-	2	2	2	-	2	-	-	2	-	-	2	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	35	-	8	27	35	27	6	29	28	8	28	1	4	20	15	1
	2%	-	7%df	3%	3%	3%	5%	3%	3%	5%	3%	1%	4%	3%	3%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.172 And where did you see this?  
Base: All who are aware of TCR

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1032	890	202	75	37	955	42	5
Weighted Base	1052	890	162	99*	26*	998	47*	7**
Annual summary	208	169	39	27	5	200	8	1
Bill	20%	79%	24%	27%	19%	20%	16%	9%
Price increase letter	318	264	53	30	4	299	16	2
End of fixed term letter	30%a	30%	33%	30%	15%	30%	35%	25%
On my energy supplier(s) website	47	39	8	3	2	43	4	1
On another energy supplier website	4%	4%	5%	3%	9%	4%	8%	9%
On another website	40	36	4	2	1	40	-	-
Via email	4%	4%	2%	2%	2%	4%	-	-
Via a leaflet or letter sent directly to you	133	129	4	13	2	127	3	3
Somewhere else (e.g. a newspaper article or advertisement)	13%c	15%c	2%	13%	7%	13%	7%	45%
Friends or family	28	26	2	4	1	27	1	-
On the phone	3%	3%	1%	4%	3%	3%	2%	-
Online	37	36	1	1	2	36	1	-
Online account	4%c	4%c	1%	1%	7% <sup>d</sup>	4%	3%	-
Online	80	80	-	12	1	77	1	2
Online account	8%c	9%c	-	16%	2%	8%	3%	25%
Online	192	148	44	15	7	182	10	1
Online account	18%	17%	27% <sup>ab</sup>	15%	29%	18%	21%	9%
Online	65	49	16	5	2	63	2	-
Online account	6%	6%	10% <sup>b</sup>	5%	6%	6%	5%	-
Online	2	1	1	-	1	1	1	-
Online account	*	*	*	-	6% <sup>ad</sup>	*	1%	-
Online	4	4	-	-	-	4	1	-
Online account	*	1%	-	-	-	*	1%	-
Online	5	5	-	-	-	5	-	-
Online account	*	1%	-	-	-	*	-	-
Online	7	6	-	-	-	5	2	-
Online account	1%	1%	-	-	-	*	4% <sup>af</sup>	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.172 And where did you see this?  
Base: All who are aware of TCR

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1032	800	202	75	37	955	42	5
Weighted Base	1052	890	162	99*	26*	998	47*	7**
Other	11	11	-	1	1	11	-	-
	1%	1%	-	1%	4%	1%	-	-
None	2	2	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	35	28	9	2	-	30	4	1
	3%	3%	6%	2%	-	3%	8%	22%



Q.172 And where did you see this?  
Base: All who are aware of TCR

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1002	572	414	167	677	835	325	287	385	283	47
Weighted Base	1052	627	407	193	721	859	330	328	413	269	42*
Annual summary	268	133	72	25	142	183	66	59	78	68	3
	20%k	21%	18%	12%	20%	21% <sup>d</sup>	20%	18%	19% <sup>k</sup>	25% <sup>k</sup>	6%
Bill	318	191	123	46	211	272	107	88	125	98	6
	30% <sup>k</sup>	30%	30%	24%	29%	32%	32%	27%	30% <sup>k</sup>	37% <sup>h,k</sup>	15%
Price increase letter	47	32	15	8	28	39	21	16	13	18	-
	4%	5%	4%	4%	4%	5%	6%	5%	3%	7% <sup>i</sup>	-
End of fixed term letter	40	28	13	6	31	34	10	20	13	6	1
	4%	4%	3%	3%	4%	4%	3%	6% <sup>j</sup>	3%	2%	1%
On my energy supplier(s) website	133	96	37	43	107	91	27	64	56	10	3
	13% <sup>g</sup>	15% <sup>c</sup>	9%	22% <sup>a,a,f,g</sup>	15% <sup>g</sup>	11%	8%	20% <sup>a</sup>	14% <sup>j</sup>	4%	7%
On another energy supplier website	28	20	8	17	22	10	6	16	4	5	2
	3% <sup>f</sup>	3%	2%	9% <sup>a,a,f,g</sup>	3% <sup>f</sup>	1%	2%	5% <sup>i</sup>	1%	2%	5% <sup>i</sup>
On another website	37	30	6	14	27	23	11	15	18	3	2
	4% <sup>c</sup>	5% <sup>c</sup>	1%	7% <sup>a,a,f</sup>	4%	3%	3%	5% <sup>j</sup>	4% <sup>j</sup>	1%	4%
Via email	80	60	18	26	69	54	11	42	29	8	1
	8% <sup>c,g</sup>	10% <sup>c</sup>	5%	13% <sup>a,a,f,g</sup>	10% <sup>g</sup>	6%	3%	13% <sup>a,i,j</sup>	7% <sup>j</sup>	3%	3%
Via a leaflet or letter sent directly to you	192	97	88	27	121	168	71	54	76	47	16
	18%	15%	21% <sup>b</sup>	14%	17%	19%	21%	17%	18%	17%	37% <sup>a,h,i,j</sup>
Somewhere else (e.g. a newspaper article or advertisement)	65	28	33	10	44	55	21	12	23	23	7
	6%	4%	8% <sup>b</sup>	5%	6%	6%	6%	4%	6%	9% <sup>h</sup>	18% <sup>a,h,i</sup>
Friends or family	2	2	-	1	1	1	1	-	1	1	-
	-	-	-	-	-	-	-	-	-	-	-
On the phone	4	3	2	2	4	3	1	1	3	1	-
	-	-	-	1%	1%	-	-	-	1%	-	-
Online	5	5	-	4	4	5	1	2	2	-	-
	-	1%	-	-	1%	1%	-	1%	1%	-	-
Online account	7	2	5	2	5	5	2	2	5	-	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
\* small base

Q.172 And where did you see this?  
Base: All who are aware of TCR

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1002	572	414	167	677	835	325	287	385	283	47
Weighted Base	1052	627	407	193	721	859	330	328	413	269	42*
Other	11	4	8	4	7	8	4	2	4	5	-
1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	-
None	2	-	2	-	2	2	-	-	2	-	-
*	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
Don't know	35	21	13	6	25	29	10	8	16	9	2
3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	6%

Q.172 And where did you see this?  
Base: All who are aware of TCR

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1052	99 103*	110 110*	51 55*	50 59*	110 125*	82 86*	80 57*	16 16**	64 70*	88 92*	81 84*	29 30**	82 64*	87 99*	3 3**	
Annual summary	208 20%	24 24%e	20 18%	12 22%	5 8%	31 25%e	20 24%e	12 21%	4 23%	16 23%e	19 26%	13 16%	4 12%	15 23%	14 14%	-
Bill	318 30%	24 24%	36 33%	19 34%	25 43%b)	35 28%	24 28%	19 34%	4 23%	16 22%	36 39%b)	27 33%	27 14%	19 27%	26 28%	2 80%
Price increase letter	47 4%	5 5%	6 6%	5 9%j	2 3%	7 6%	3 4%	3 5%	2 10%	1 1%	2 2%	2 2%	-	7 11%ajko	2 2%	-
End of fixed term letter	40 4%	3 3%	5 4%	3 6%	2 4%	3 2%	1 2%	1 2%	2 -	2 3%	7 8%j	1 1%	4 13%	4 6%	3 4%	-
On my energy supplier(s) website	133 13%	18 17%j	12 11%	2 4%	4 7%	23 19%k	13 15%	6 10%	-	9 13%	7 8%	12 14%	5 16%	5 8%	17 17%j	-
On another energy supplier website	28 3%	4 4%	2 1%	4 7%j	-	5 4%	3 3%	2 -	-	3 5%	1 2%	2 -	4 -	2 3%	1 1%	-
On another website	37 4%	5 5%	2 2%	4 8%g	1 2%	2 2%	-	3 5%	1 1%	4 6%g	3 3%	4 4%	3 11%	2 3%	2 2%	-
Via email	80 8%	10 10%o	8 7%	3 6%	2 4%	13 10%o	5 6%	6 10%o	1 6%	6 9%o	5 6%	6 7%	6 19%	9 12%o	1 1%	-
Via a leaflet or letter sent directly to you	18%kn	19 19%kn	14 13%	6 27%kn	4 24%kn	15 12%	16 19%kn	7 13%	6 38%	11 15%	21 23%kn	19 22%kn	4 13%	4 7%	26 26%kn	-
Somewhere else (e.g. a newspaper article or advertisement)	65 6%	6 6%	3 3%	1 2%	8 14%kdk	3 10%k	12 15%	3 4%	5 9%	-	5 7%	6 7%	3 4%	3 4%	8 8%	-
Friends or family	2 -	1 1%	1 1%	-	-	1 1%	-	-	-	-	-	-	-	-	-	-
On the phone	4 -	-	-	-	-	-	2 2%	-	-	-	1 1%	-	-	1 1%	1 20%	-
Online	5 -	1 1%	1 1%	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	-
Online account	7 1%	1 1%	2 2%	-	-	-	2 3%	-	-	-	-	-	-	2 3%	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.172 And where did you see this?  
 Base: All who are aware of TCR

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1002	99	110	51	50	110	82	80	18	84	98	81	29	82	87	3
Weighted Base 1052	103*	110*	55*	58*	125*	86*	57*	16**	70*	92*	84*	30**	64*	99*	3**
Other	-	1	-	-	2	1	-	1	-	-	1	4	-	1	-
1%	-	1%	-	-	2%	1%	-	4%	-	-	1%	12%	-	1%	-
None	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	2%a	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	35	6	-	-	2	6	4	-	5	3	2	-	1	2	-
3%	5%	6%	-	-	1%	7%	6%	-	8%j	3%	2%	-	2%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.172 And where did you see this?  
Base: All who are aware of TCR

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1002	323	429	451	300	267	725	747	623
Weighted Base	1052	358	474	502	322	299	749	777	640
Annual summary	208	60	84	88	66	53	165	169	136
20%	20%	17%	18%	18%	20%	18%	22%	22%	21%
Bill	318	96	114	130	80	79	221	224	188
30%	30%	27%	24%	26%	23%	27%	29%	29%	29%
Price increase letter	47	15	25	24	18	19	35	36	29
4%	4%	4%	5%	5%	6%	6%	5%	5%	4%
End of fixed term letter	40	23	25	26	19	11	27	32	23
4%	4%	6%	5%	5%	6%	4%	4%	4%	4%
On my energy supplier(s) website	133	62	93	102	55	55	95	103	75
13%	17%	20% <sup>a</sup>	20% <sup>a</sup>	17%	18% <sup>a</sup>	13%	13%	13%	12%
On another energy supplier website	28	10	19	18	2	10	20	21	17
3%	3% <sup>a</sup>	4% <sup>a</sup>	3% <sup>a</sup>	3% <sup>a</sup>	1%	3%	3%	3%	3%
On another website	37	16	28	25	15	25	25	27	22
4%	4%	6%	5%	5%	6%	3%	3%	3%	4%
Via email	80	43	50	55	29	23	50	58	51
8%	12% <sup>a</sup>	11%	11%	9%	6%	7%	7%	6%	6%
Via a leaflet or letter sent directly to you	192	59	89	89	68	61	143	142	126
18%	17%	18%	18%	21%	20%	18%	18%	18%	20%
Somewhere else (e.g. a newspaper article or advertisement)	65	16	22	21	16	15	43	45	38
6%	4%	5%	4%	5%	5%	6%	6%	6%	6%
Friends or family	2	-	1	-	1	-	2	2	2
-	-	-	-	-	-	-	-	-	-
On the phone	4	1	1	2	1	1	3	3	3
-	-	-	-	-	-	-	-	-	-

Q.172 And where did you see this?  
Base: All who are aware of TCR

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1002	323	429	451	300	267	725	747	623
Weighted Base	1052	358	474	502	322	299	749	777	640
Online	5	2	3	4	3	2	2	2	2
	*	*	1%	1%	1%	1%	*	*	*
Online account	7	2	2	4	*	2	3	4	2
	1%	1%	*	1%	*	1%	*	1%	*
Other	11	2	4	4	2	2	8	6	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%
None	2	-	-	-	-	-	2	2	2
	-	-	-	-	-	-	*	*	*
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	35	12	13	15	7	6	27	27	22
	3%	3%	3%	3%	2%	2%	4%	3%	3%

Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1002	881	80	41	158	502	342	248	291	169	294	338	560	213	789	670	147	167
Weighted Base	1052	920	85*	46*	177	562	292	311	366	196	179	277	669	183	869	739	153	142
To a great extent	160	144	10	6	21	90	49	73	50	23	15	25	117	28	132	137	6	14
	15%kl	16%	12%	13%	12%	16%	17%	23%aijk	14%	12%	8%	9%	17%u	16%	15%	18%qr	4%	10%
Somewhat	247	219	23	8	40	139	68	64	97	43	43	58	158	42	206	182	27	36
	24%	24%	27%	12%	23%	24%	23%	21%	26%	22%	24%	21%	24%	22%	24%	25%	18%	25%
Very little	107	88	10	9	24	61	22	24	25	16	18	25	70	12	95	74	23	10
	10%	10%	12%	19%	13%	10%	8%	8%	13%	8%	10%	9%	10%	6%	11%	10%	15%	7%
Not at all	525	458	41	25	90	287	148	146	169	113	97	165	319	98	427	339	94	80
	50%	50%	49%	55%	51%	49%	51%	47%	46%	58%hi	54%	60%am	48%	53%	46%	46%	62%lap	56%op
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	10	1	1	3	5	4	4	3	-	6	4	6	3	9	7	3	2
	1%	1%	2%	1%	2%	1%	1%	1%	1%	-	3%aij	1%	1%	2%	1%	1%	2%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1002	1	105	897	1001	896	117	884	849	153	762	98	130	523	461	18
Weighted Base	1052	2**	112*	940	1050	938	119	931	881	171	837	97*	114	570	461	21**
To a great extent	160	-	20	140	160	140	22	138	121	39	143	8	10	113	44	3
	15%a	-	18%	15%	15%	15%	18%	15%	14%	23%ai	17%km	9%	8%	20%ao	9%	15%
Somewhat	247	2	221	246	219	219	36	209	204	44	207	20	19	155	86	6
	24%	100%	24%	24%	23%	23%	31%	23%	23%	26%	25%	20%	16%	27%io	19%	30%
Very little	107	-	14	93	107	93	9	98	96	11	90	10	15	45	60	2
	10%	-	12%	10%	10%	10%	8%	11%	8%	10%	10%	10%	8%	13%an	13%	7%
Not at all	525	-	49	476	525	476	51	474	448	77	399	56	71	252	263	10
	50%kn	-	43%	51%	50%	51%	43%	51%	51%	45%	48%	58%	62%kak	44%	57%kan	47%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	3	9	12	9	-	12	12	-	8	3	1	4	8	-
	1%	-	2%	1%	1%	1%	*	1%	1%	-	1%	3%	1%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1032	890	202	75	37	955	42	5
Weighted Base	1052	890	162	99*	26*	998	47*	7**
To a great extent	160	145	16	19	2	151	6	3
	15%	16% <sup>c</sup>	10%	19%	9%	15%	14%	47%
Somewhat	247	224	23	15	3	228	18	2
	24%	25% <sup>c</sup>	14%	16%	12%	23%	37% <sup>d</sup>	31%
Very little	107	95	12	17	2	102	5	-
	10%	11%	7%	17%	6%	10%	11%	-
Not at all	525	419	107	47	18	507	16	1
	50%	47%	66% <sup>ab</sup>	48%	70% <sup>ad</sup>	51%	34%	22%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	12	8	4	-	1	10	2	-
	1%	1%	2%	-	3%	1%	4%	-

Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1002	572	414	167	677	835	325	287	385	283	47
Weighted Base	1052	627	407	193	721	859	330	328	413	269	42*
To a great extent	163	107	52	46	127	113	33	88	63	7	1
	15% <sup>gk</sup>	17%	13%	25% <sup>alq</sup>	18% <sup>lg</sup>	13%	10%	27% <sup>aijk</sup>	15% <sup>jk</sup>	3%	2%
Somewhat	247	173	72	44	179	203	69	90	113	38	7
	24% <sup>kl</sup>	28% <sup>c</sup>	18%	23%	25%	24%	21%	28% <sup>lj</sup>	27% <sup>ij</sup>	14%	16%
Very little	107	65	42	15	68	92	39	21	47	32	7
	10%	10%	10%	8%	9%	11%	12%	6%	11% <sup>lh</sup>	12% <sup>lh</sup>	16% <sup>lh</sup>
Not at all	525	281	233	83	340	442	186	125	187	189	24
	50% <sup>kh</sup>	45%	57% <sup>iab</sup>	43%	47%	51%	56% <sup>de</sup>	38%	45%	70% <sup>iah</sup>	58% <sup>lh</sup>
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	2	8	3	8	9	4	2	4	3	3
	1%	*	2% <sup>b</sup>	2%	1%	1%	1%	1%	1%	1%	8% <sup>lahj</sup>

Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1002	99	110	51	50	110	82	80	16	64	98	81	29	82	87	3
Weighted Base 1052	103*	110*	55*	58*	125*	86*	57*	16**	70*	92*	84*	30**	84*	99*	3**
To a great extent 160 15%	19 18%	10 9%	11 20%	8 14%	26 21% <sup>bc</sup>	16 19%	9 16%	1 6%	9 13%	18 19% <sup>c</sup>	11 13%	4 13%	6 10%	12 12%	-
Somewhat 247 24% <sup>le</sup>	42 41% <sup>laefgj</sup>	31 28% <sup>ce</sup>	17 32% <sup>de</sup>	3 5%	21 17% <sup>ef</sup>	16 18% <sup>ef</sup>	20 34% <sup>efgh</sup>	5 34% <sup>efgh</sup>	17 25% <sup>ef</sup>	22 24% <sup>ef</sup>	20 24% <sup>ef</sup>	6 19%	11 17%	15 19%	2 80%
Very little 107 10%	7 6%	9 8%	11 21% <sup>labcf</sup>	7 11%	9 8%	5 5%	6 11%	2 12%	8 11%	7 8%	8 9%	7 24%	13 20% <sup>labcf</sup>	9 9%	-
Not at all 535 50% <sup>bd</sup>	32 31%	60 55% <sup>bcdh</sup>	15 27%	41 69% <sup>labdfj</sup>	67 54% <sup>bd</sup>	47 55% <sup>bcdh</sup>	21 37%	7 47%	34 49% <sup>bd</sup>	45 49% <sup>bd</sup>	46 55% <sup>bd</sup>	13 44%	34 53% <sup>bd</sup>	60 81% <sup>bcdh</sup>	1 20%
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 12 1%	4 3%	1 1%	-	-	-	2 2%	1 2%	-	1 2%	-	-	-	-	2 2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.173 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of TCR

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1002	323	429	451	300	267	725	747	623
Weighted Base	1052	358	474	502	322	299	749	777	640
To a great extent	160	101	109	130	67	70	110	114	91
15%	15%	28% <sup>a</sup>	23% <sup>a</sup>	26% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>	15%	15%	14%
Somewhat	247	106	140	149	103	83	172	174	153
24%	24%	30% <sup>a</sup>	30% <sup>a</sup>	30% <sup>a</sup>	32% <sup>a</sup>	29%	23%	22%	24%
Very little	107	21	45	39	31	30	74	77	59
10% <sup>b</sup>	10% <sup>b</sup>	6%	9%	8%	10%	10%	10%	10%	9%
Not at all	525	126	175	179	116	113	384	402	331
50% <sup>b,c,d,e,f</sup>	50% <sup>b,c,d,e,f</sup>	35%	37%	35%	36%	38%	51%	52%	52%
Refused	-	-	-	-	-	-	-	-	-
Don't know	12	4	5	6	4	3	9	8	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who are aware of TCR

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1002	881	80	41	158	502	342	248	291	169	294	338	560	213	789	670	147	167
Weighted Base	1052	920	85*	46*	177	562	292	311	366	196	179	277	699	183	869	739	153	142
To a great extent	134	121	7	6	19	82	33	57	44	19	13	18	105	24	109	111	7	13
	13% <sup>klq</sup>	13%	8%	12%	11%	14%	11%	18% <sup>ajk</sup>	12%	10%	7%	7%	16% <sup>u</sup>	13%	13%	15% <sup>q</sup>	5%	9%
Somewhat	214	193	16	4	32	130	52	59	63	42	30	43	141	31	183	156	29	26
	20%	21%	19%	9%	18%	22%	18%	19%	22%	21%	17%	16%	21%	17%	21%	21%	19%	19%
Very little	115	95	13	6	27	59	29	32	50	15	18	27	79	14	100	78	19	16
	11%	10%	16%	14%	15%	10%	10%	10%	14%	8%	10%	10%	12%	8%	11%	11%	13%	11%
Not at all	578	503	44	30	95	308	175	159	186	120	112	165	337	110	467	386	93	85
	55%	55%	52%	65%	53%	53%	60%	51%	51%	61% <sup>hi</sup>	63% <sup>ah</sup>	67% <sup>am</sup>	50%	60%	54%	52%	61%	60%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	8	4	-	4	4	4	4	3	-	6	4	7	4	8	7	3	2
	1%	1%	4% <sup>ab</sup>	-	2%	1%	1%	1%	1%	-	3% <sup>ai</sup>	1%	1%	2%	1%	1%	2%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who are aware of TCR

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1002	1	105	897	1001	896	117	884	849	153	762	98	130	523	461	18
Weighted Base	1052	2**	112*	940	1050	938	119	931	881	171	837	97*	114	570	461	21**
To a great extent	134	-	12	122	134	122	10	124	96	37	121	6	8	97	34	3
	13%a	-	11%	13%	13%	13%	8%	13%	11%	22%ai	14%am	7%	7%	17%ao	7%	15%
Somewhat	214	2	23	191	212	189	34	178	181	33	181	15	17	135	77	2
	20%	100%	21%	20%	20%	20%	28%ah	19%	21%	19%	22%	16%	15%	24%ao	17%	10%
Very little	115	-	11	104	115	104	14	100	105	10	96	10	15	52	69	3
	11%	-	10%	11%	11%	11%	12%	11%	12%aj	6%	10%	10%	9%	9%	13%	16%
Not at all	578	-	64	514	578	514	61	517	487	90	441	63	71	283	283	12
	55%	-	57%	55%	55%	55%	51%	56%	55%	53%	53%	65%ak	63%	50%	61%an	58%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	2	10	12	10	-	11	11	1	7	2	3	9	-	-
	1%	-	2%	1%	1%	1%	*	1%	1%	*	1%	2%	2%	1%	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of TCR

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1032	800	202	75	37	955	42	5
Weighted Base	1052	890	162	99*	26*	998	47*	7**
To a great extent	134	126	7	18	2	127	4	3
	13%	14%	5%	18%	6%	13%	8%	47%
Somewhat	214	198	16	14	2	193	19	2
	20%	22%	10%	14%	6%	19%	40%af	31%
Very little	115	102	12	13	3	107	7	-
	11%	11%	6%	13%	12%	11%	15%	-
Not at all	578	459	122	54	19	560	16	1
	55%	51%	75%ab	54%	73%a	56%	33%	22%
Refused	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	12	8	4	-	1	11	1	-
	1%	1%	2%	-	3%	1%	3%	-

Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of TCR

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1002	572	414	167	677	835	325	287	385	283	47
Weighted Base	1052	627	407	193	721	859	330	328	413	269	42*
To a great extent	134	94	38	46	109	88	25	80	47	5	1
	13%aj	15%k	9%	24%aefg	15%ig	10%	7%	25%aijk	11%j	2%	2%
Somewhat	214	156	56	43	163	171	51	85	90	33	6
	20%k	25%ac	14%	22%	23%ig	20%	15%	26%j	22%j	12%	15%
Very little	115	85	50	11	74	104	40	27	57	26	5
	11%id	10%	12%	5%	10%	12%id	12%id	8%	14%ih	10%	12%
Not at all	578	311	253	93	367	485	211	133	216	202	26
	55%h	50%	62%iab	48%	51%	56%ie	64%adef	41%	52%h	75%iah	62%h
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	1	10	1	8	10	4	2	3	3	4
	1%	*	2%b	1%	1%	1%	1%	1%	1%	1%	8%ahj



Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of TCR

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1002	99	110	51	50	110	82	80	16	64	98	81	29	82	87	3
Weighted Base 1052	103*	110*	55*	58*	125*	86*	57*	16**	70*	92*	84*	30**	64*	99*	3**
To a great extent 134 13%	11 11%	9 8%	9 17%	6 11%	21 17%	14 17%	7 13%	1 6%	6 9%	18 19%	9 11%	5 18%	4 7%	11 12%	-
Somewhat 214 20% <sup>leo</sup>	39 38% <sup>laeclg</sup>	24 22% <sup>leo</sup>	18 33% <sup>laeclg</sup>	4 7%	24 19%	11 13%	17 29% <sup>leqko</sup>	2 12%	14 21%	13 14%	21 25% <sup>leo</sup>	2 8%	12 18%	10 10%	2 80%
Very little 115 11%	13 12%	12 11%	7 13%	5 8%	10 8%	7 8%	4 6%	4 24%	10 14%	9 10%	6 7%	5 16%	13 20% <sup>lalght</sup>	11 11%	-
Not at all 578 55% <sup>bd</sup>	40 39%	64 58% <sup>bd</sup>	21 38%	44 74% <sup>labdlth</sup>	69 55% <sup>b</sup>	52 60% <sup>bd</sup>	28 49%	8 53%	36 52%	52 56% <sup>bd</sup>	48 57% <sup>bd</sup>	17 58%	35 54%	64 65% <sup>bd</sup>	1 20%
Refused -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 12 1%	1 1%	1 1%	-	-	-	-	2 2%	1 2%	3 4% <sup>a</sup>	1 1%	-	-	1 1%	2 2%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.173 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of TCR

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1002	323	429	451	300	267	725	747	623
Weighted Base	1052	358	474	502	322	299	749	777	640
To a great extent	134	83	100	116	57	60	91	94	75
	13%	23% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>	18% <sup>a</sup>	20% <sup>a</sup>	12%	12%	12%
Somewhat	214	93	126	135	89	77	139	148	125
	20%	26% <sup>a</sup>	27% <sup>a</sup>	27% <sup>a</sup>	28% <sup>a</sup>	29%	19%	19%	20%
Very little	115	32	52	45	46	31	84	83	64
	11%	9%	11%	9%	14% <sup>bd</sup>	10%	11%	11%	10%
Not at all	578	147	192	200	126	128	424	441	371
	55% <sup>bcd</sup>	41%	40%	40%	39%	42%	57%	57%	59%
Refused	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	12	3	4	6	4	3	11	10	6
	1%	1%	1%	1%	1%	1%	2%	1%	1%

Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1002	881	80	41	158	502	342	248	291	169	294	338	560	213	789	670	147	167
Weighted Base	1052	920	85*	46*	177	582	292	311	366	196	179	277	669	183	869	739	153	142
To a great extent	130 12%kl	116 13%	8 9%	6 13%	15 9%	79 14%	35 12%	57 18%aijk	42 11%	17 9%	14 8%	20 7%	95 14%l	24 13%	106 12%	106 14%qr	9 6%	11 7%
Somewhat	151 14%	136 15%	12 14%	3 7%	26 15%	89 15%	36 12%	42 14%	51 14%	35 18%	23 13%	31 11%	100 15%	20 11%	131 15%	113 15%	16 10%	21 15%
Very little	110 11%	91 10%	13 15%	7 14%	29 16%ag	61 10%	21 7%	32 10%	49 13%	13 7%	16 9%	21 8%	79 12%	11 6%	99 11%n	78 11%	19 12%	14 10%
Not at all	646 61%	564 61%	51 60%	31 66%	104 59%	348 60%	194 66%	174 56%	219 60%	130 66%h	124 69%ah	201 73%am	389 58%	123 67%	523 60%	431 58%	107 70%p	95 67%
Refused	2	2	-	-	-	2	-	-	2	-	-	2	-	-	2	2	-	-
Don't know	13 1%	11 1%	1 2%	-	3 2%	4 1%	6 2%	6 2%	3 1%	1 1%	3 2%	3 1%	6 1%	4 2%	9 1%	10 1%	2 1%	1 1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1002	1	105	897	1001	896	117	884	849	153	762	98	130	523	461	18
Weighted Base	1052	2**	112*	940	1050	938	119	931	881	171	837	97*	114	570	461	21**
To a great extent	130	-	14	116	130	116	18	112	92	38	117	6	8	94	32	3
	12%a	-	12%	12%	12%	12%	15%	12%	10%	22%aj	14%km	6%	7%	17%ao	7%	15%
Somewhat	151	2	16	135	149	134	20	129	126	25	128	12	9	96	53	2
	14%	100%	14%	14%	14%	14%	17%	14%	14%	14%	15%mn	13%	8%	17%oo	12%	8%
Very little	110	-	10	101	110	101	13	97	95	16	85	11	10	56	52	2
	11%	-	8%	11%	11%	11%	15%	10%	11%	9%	10%	11%	8%	10%	11%	8%
Not at all	646	-	72	574	646	574	68	578	555	91	495	68	85	316	316	14
	61%kn	-	64%	61%	62%	61%	57%	62%	63%lj	54%	59%	70%lk	75%lak	55%	69%lan	69%
Refused	2	-	-	2	2	2	-	2	-	-	2	-	-	2	-	-
	0%	-	-	0%	0%	0%	-	0%	-	-	0%	-	-	0%	-	-
Don't know	13	-	2	11	13	11	-	13	12	1	10	-	2	6	7	-
	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1032	890	202	75	37	955	42	5
Weighted Base	1052	890	162	99*	26*	998	47*	7**
To a great extent	130	124	6	13	2	121	6	3
	12% <sup>bc</sup>	14% <sup>bc</sup>	3%	13%	6%	12%	12%	47%
Somewhat	151	142	9	11	1	124	16	1
	14% <sup>ce</sup>	16% <sup>ce</sup>	6%	11%	2%	13%	34% <sup>af</sup>	9%
Very little	110	100	10	19	3	103	7	-
	11%	11%	6%	19% <sup>ia</sup>	10%	10%	16%	-
Not at all	646	513	133	56	20	626	17	3
	61% <sup>g</sup>	58%	82% <sup>ab</sup>	57%	78% <sup>ad</sup>	63% <sup>g</sup>	36%	44%
Refused	2	2	-	-	-	2	-	-
	-	-	-	-	-	-	-	-
Don't know	19	9	4	1	1	12	1	-
	2%	1%	2%	-	3%	1%	2%	-

Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1002	572	414	167	677	835	325	287	385	283	47
Weighted Base	1052	627	407	193	721	859	330	328	413	269	42*
To a great extent	130	91 12% <sup>d</sup>	39	51 28% <sup>aefg</sup>	110	79	20	74	50	4	2
Somewhat	151	103 14% <sup>e</sup>	44	27 14% <sup>e</sup>	113	124	37	62	61	24	4
Very little	110	85 17% <sup>f</sup>	46	19 10% <sup>f</sup>	75	91	36	34	45	26	5
Not at all	646	362 61% <sup>gh</sup>	272	92 48% <sup>gh</sup>	414	554	232	154	250	214	28
Refused	2	2	-	-	-	2	2	2	-	-	-
Don't know	13	4	7	4	9	9	4	2	6	2	3
	1%	7%	2%	2%	7%	7%	1%	7%	2%	7%	6% <sup>hij</sup>

Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1002	99	110	51	50	110	82	80	16	64	98	81	29	82	87	3
Weighted Base 1052	103*	110*	55*	58*	125*	86*	57*	16**	70*	92*	84*	30**	64*	99*	3**
To a great extent 130	14	10	8	5	18	12	6	2	6	18	11	6	3	11	-
72%	13%	9%	74%	8%	75%	74%	71%	11%	9%	20%acn	13%	20%	4%	71%	-
Somewhat 151	29	15	14	4	17	5	14	3	9	8	13	1	7	9	2
74%	28%acefg	74%	26%aejko	6%	13%	6%	24%aejko	19%	12%	9%	16%	5%	10%	10%	80%
Very little 110	12	11	9	7	8	7	6	3	10	4	7	5	13	8	-
71%	12	11%	17%k	71%	8%	9%	71%	17%	14%	5%	6%	17%	20%akf	8%	-
Not at all 648	46	74	24	43	80	59	30	8	43	60	53	17	41	68	1
61%bcd	45%	67%bcd	44%	72%bcdh	64%bcd	68%bcd	51%	53%	62%b	65%bcd	63%bcd	58%	63%b	69%bcdh	20%
Refused 2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	3%a	-	-
Don't know 13	3	-	-	1	1	3	1	-	1	-	-	-	-	2	-
7%	2%	-	-	2%	7%	3%	2%	-	2%	7%	-	-	-	2%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.173 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of TCR

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1002	323	429	451	300	267	725	747	623
Weighted Base	1052	358	474	502	322	299	749	777	640
To a great extent	130	83	94	109	49	50	82	91	69
	12%	23% <sup>a</sup>	20% <sup>a</sup>	22% <sup>a</sup>	15%	17%	11%	12%	11%
Somewhat	151	76	89	95	64	48	96	97	80
	14%	21% <sup>a</sup>	19% <sup>a</sup>	19% <sup>a</sup>	20% <sup>a</sup>	16%	13%	13%	12%
Very little	110	33	52	37	37	39	80	80	67
	11%	9%	11%	7%	12%	13%	11%	10%	11%
Not at all	646	180	232	239	166	158	483	499	418
	61% <sup>b</sup>	45%	46%	46%	52%	52%	64%	64%	65%
Refused	2	-	2	2	2	2	-	-	-
	-	-	-	-	1%	1%	-	-	-
Don't know	13	5	5	6	4	3	9	10	6
	1%	2%	1%	1%	1%	1%	1%	1%	1%



Q.173 And to what extent, if at all, did this encourage you to...? - Summary Table  
 Base: All who are aware of TCR

	Check your current tariff	Compare your current tariff against other tariffs from your supplier or another supplier	Switch your tariff and/or supplier
Unweighted Base	1002	1002	1002
Weighted Base	1052	1052	1052
To a great extent	160 15%	134 13%	130 12%
Somewhat	247 24%	214 20%	151 14%
Very little	107 10%	115 11%	110 11%
Not at all	525 50%	578 55%	646 61%
Refused	-	-	2
Don't know	12 1%	12 1%	13 1%

Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	1847	1592	172	83	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
31% <sup>ajk</sup>	31%	31%	31%	27%	24%	33% <sup>ae</sup>	33% <sup>ae</sup>	42% <sup>aijk</sup>	35% <sup>aijk</sup>	27% <sup>ik</sup>	20%	24%	37% <sup>al</sup>	30%	31%	37% <sup>apq</sup>	22%	20%
No	3683	3147	326	210	796	1880	1007	711	1095	816	1061	1319	1680	686	2997	2037	825	756
62% <sup>hmp</sup>	62%	59%	67% <sup>ic</sup>	70% <sup>iatg</sup>	60%	60%	60%	53%	58% <sup>ih</sup>	66% <sup>iahj</sup>	72% <sup>ahj</sup>	70% <sup>iam</sup>	57%	63%	62%	56%	72% <sup>iap</sup>	72% <sup>iap</sup>
Refused	10	9	1	-	3	5	2	2	3	1	3	1	3	-	9	5	3	2
Don't know	395	321	52	21	66	201	128	68	124	86	116	127	182	69	326	240	66	84
7%	6%	9% <sup>lab</sup>	7%	6%	6%	6%	6%	5%	7%	7%	8% <sup>h</sup>	7%	6%	6%	7%	7%	6%	8% <sup>ic</sup>

Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1847	-	171	1675	1847	1675	223	1614	1523	324	1514	160	187	917	893	37
	31%ms	-	28%	31%	31%	32%	35%h	31%	31%	34%j	38%alm	27%lm	16%	41%ao	25%	53%ao
No	3683	8	398	3285	3674	3277	402	3273	3126	557	2410	406	802	1205	2447	30
	62%kmp	80%	65%	62%	62%	62%	61%	62%	63%j	59%	57%	67%ak	76%aki	54%	68%kmp	44%
Refused	10	-	3	6	10	6	-	10	8	2	5	2	1	4	6	-
	-	-	1%df	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	395	2	36	359	392	357	28	364	330	64	287	35	65	115	277	2
	7%gn	20%	6%	7%	7%	7%	4%	7%g	7%	7%	7%	6%	6%	5%	8%ln	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
Yes	1847	1568	279	157	29	1765	68	13
	31% <sup>ceq</sup>	34% <sup>bac</sup>	22%	27% <sup>de</sup>	12%	33% <sup>ag</sup>	12%	61%
No	3683	2810	872	391	192	3228	446	8
	62%	61%	68% <sup>ab</sup>	68% <sup>a</sup>	82% <sup>ad</sup>	60%	80% <sup>af</sup>	37%
Refused	10	6	4	-	-	9	1	-
	-	-	-	-	-	-	-	-
Don't know	395	258	137	30	14	349	45	1
	7% <sup>b</sup>	8%	11% <sup>ab</sup>	5%	6%	7%	8%	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1847	919	911	300	1278	1547	569	512	704	532	99
	31% <sup>cg</sup>	39% <sup>ac</sup>	26%	38% <sup>afg</sup>	38% <sup>afg</sup>	30% <sup>g</sup>	22%	56% <sup>aihjk</sup>	41% <sup>ajk</sup>	25% <sup>jk</sup>	8%
No	3683	1299	2303	459	1908	3224	1775	351	919	1498	915
	62% <sup>bch</sup>	56%	66% <sup>ab</sup>	58%	57%	63% <sup>de</sup>	69% <sup>def</sup>	40%	54% <sup>h</sup>	69% <sup>iah</sup>	77% <sup>ahj</sup>
Refused	10	1	7	1	6	9	4	1	2	1	6
	*	*	*	*	*	*	*	*	*	*	* <sup>2j</sup>
Don't know	395	111	243	27	182	368	213	21	72	133	168
	7% <sup>bdeh</sup>	5%	7% <sup>b</sup>	3%	5% <sup>d</sup>	7% <sup>de</sup>	8% <sup>ade</sup>	2%	4% <sup>h</sup>	6% <sup>ih</sup>	14% <sup>ahj</sup>



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes 1847	182	185	101	94	174	184	98	38	134	167	148	62	110	163	6	
31% <sup>dh</sup>	30% <sup>dh</sup>	33% <sup>dh</sup>	21%	31% <sup>dh</sup>	33% <sup>dh</sup>	46% <sup>abdbde</sup> hijkln	79%	25%	34% <sup>dh</sup>	35% <sup>dh</sup>	29% <sup>dh</sup>	28% <sup>h</sup>	32% <sup>dh</sup>	39% <sup>abdbth</sup> im	49%	
No 3683	377	346	315	191	323	200	408	99	227	280	343	149	180	242	3	
62% <sup>gn</sup>	62% <sup>gn</sup>	62% <sup>gn</sup>	66% <sup>gkno</sup>	64% <sup>gn</sup>	62% <sup>gn</sup>	49%	77% <sup>abdbde</sup> fijklnm	66% <sup>gn</sup>	57%	58% <sup>g</sup>	67% <sup>gaqkn</sup> o	66% <sup>gn</sup>	53%	58% <sup>g</sup>	23%	
Refused 10	1	-	4	-	-	-	1	-	1	3	-	-	2	-	-	
-	-	-	1% <sup>na</sup>	-	-	-	-	-	1	1%	-	-	1%	-	-	
Don't know 395	45	28	58	15	25	20	22	15	38	30	20	14	48	14	3	
7% <sup>ho</sup>	7% <sup>ho</sup>	5%	12% <sup>abcbefg</sup> hikmo	5%	5%	5%	4%	10% <sup>chto</sup>	9% <sup>aceth</sup> lo	6%	4%	6%	14% <sup>abcbefg</sup> hikmo	3%	28%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes	1847	540	748	748	523	446	1235	1289	1039
	31%	52% <sup>lacf</sup>	48% <sup>la</sup>	50% <sup>laf</sup>	49% <sup>la</sup>	45% <sup>la</sup>	32%	33% <sup>lai</sup>	31%
No	3683	442	745	692	507	499	2388	2325	2090
	62% <sup>bccdf</sup>	43%	48% <sup>b</sup>	46%	47%	50% <sup>b</sup>	62%	60%	63%
Refused	10	1	5	5	3	5	4	3	3
	-	-	-	-	-	-	-	-	-
Don't know	395	47	60	57	44	41	238	242	212
	7% <sup>bccdf</sup>	5%	4%	4%	4%	4%	6%	6%	6%

Q.175 And where did you see this?  
Base: All who are aware of PP

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1723	1491	155	77	241	841	641	452	518	287	466	534	1004	371	1352	1225	229	240
Weighted Base	1647	1592	172	83*	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
Annual summary	546	476	49	22	80	315	151	166	203	88	89	130	357	92	454	393	72	70
Bill	588	517	50	21	80	316	192	177	211	103	98	152	374	97	491	458	67	55
Price increase letter	41	36	3	2	8	21	11	8	15	7	10	14	24	11	30	32	2	7
End of fixed term letter	49	44	2	3	5	27	18	17	14	11	7	10	35	10	39	35	5	8
On my energy supplier(s) website	203	175	17	11	36	118	49	76	76	33	18	39	152	29	173	160	31	11
On another energy supplier website	27	26	-	1	6	18	4	11	11	4	1	3	17	1	26	23	3	2
On another website	37	31	3	2	8	24	5	13	19	1	4	3	31	3	34	32	2	3
Via email	140	123	8	10	19	82	39	50	50	27	14	26	104	19	121	112	17	9
Via a leaflet or letter sent directly to you	294	233	43	18	50	150	94	71	104	60	60	80	180	57	237	196	48	42
Somewhere else (e.g. a newspaper article or advertisement)	26	26	-	-	7	14	5	2	10	11	3	12	11	6	21	15	8	3
Online account	6	5	2	-	3	2	1	3	3	-	1	1	6	1	6	4	1	1
Online	7	7	-	-	1	4	2	-	4	3	1	2	6	1	6	4	3	-
On the phone	16	14	1	-	1	9	5	2	4	6	4	7	8	6	10	9	3	3
	1%	1%	1%	-	-	1%	1%	-	1%	2%h	1%	2%	1%	2%	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
\* small base





Q.175 And where did you see this?  
Base: All who are aware of PP

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	1723	1491	155	77	241	841	641	452	518	287	466	534	1004	371	1352	1225	229	240
Weighted Base	1647	1592	172	83*	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
On an App	7	7	-	-	-	7	-	4	3	-	-	-	7	-	7	5	-	2
Other	21	19	2	1	4	12	5	7	4	7	3	7	14	5	16	15	2	4
None	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%
Refused	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	2	2	-
Don't know	39	34	5	1	7	17	15	13	10	11	6	8	27	9	31	25	7	6
	2%	2%	3%	1%	2%	2%	3%	2%	1%	3%	2%	2%	2%	3%	2%	2%	3%	3%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
\* small base



Q.175 And where did you see this?  
Base: All who are aware of PP

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1723	-	164	1559	1723	1559	216	1507	1434	289	1360	160	204	849	841	33
Weighted Base	1847	-	171	1675	1847	1675	233	1614	1523	324	1514	160	187	917	893	37**
Annual summary	548	-	53	493	546	493	87	460	471	75	430	49	76	258	279	9
30%j	-	-	31%	29%	30%	29%	29%	30%	31%j	23%	28%	30%	41%ak	28%	31%	25%
Bill	588	-	63	524	588	524	75	512	486	101	478	81	27	281	300	6
32%lm	-	-	37%	31%	32%	31%	32%	32%	32%lm	31%	32%lm	51%akm	15%	31%	34%	17%
Price increase letter	41	-	2	38	41	38	3	38	35	6	31	2	5	22	18	3
2%h	-	-	1%	2%	2%	2%	1%	2%	2%	2%	2%	1%	3%	2%	2%	7%
End of fixed term letter	49	-	3	46	49	46	6	43	47	2	46	1	3	43	4	2
3%kjo	-	-	2%	3%	3%	3%	3%	3%	3%j	1%	3%	1%	2%	5%lao	-	8%
On my energy supplier(s) website	203	-	11	192	203	192	15	187	155	48	192	7	7	135	60	8
11%mo	-	-	6%	5%	5%	5%	7%	12%g	10%	15%j	13%lm	5%	4%	15%lao	7%	21%
On another energy supplier website	27	-	1	26	27	26	4	24	21	6	26	1	-	16	11	-
1%h	-	-	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%	-	2%	1%	-
On another website	37	-	3	34	37	34	2	36	23	15	35	1	1	22	15	-
2%h	-	-	2%	2%	2%	2%	1%	2%	1%	5%ai	2%	1%	1%	2%	2%	-
Via email	140	-	7	133	140	133	19	121	102	38	134	2	4	87	53	-
8%im	-	-	4%	8%	8%	8%	8%	8%	7%	12%ai	9%im	1%	2%	10%o	6%	-
Via a leaflet or letter sent directly to you	294	-	32	262	294	262	36	259	263	31	207	28	61	108	178	10
16%ip	-	-	19%	16%	16%	16%	15%	16%	17%j	10%	14%	17%	33%akl	12%	20%an	27%
Somewhere else (e.g. a newspaper article or advertisement)	26	-	5	21	26	21	4	22	24	2	18	4	4	8	18	-
1%h	-	-	3%	1%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	-
Online account	6	-	1	5	6	5	1	5	4	2	6	-	-	5	-	2
-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	4%
Online	7	-	-	7	7	7	3	5	2	5	7	-	-	4	3	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On the phone	16	-	2	14	16	14	4	11	14	2	14	1	-	13	3	-
1%h	-	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%	-	-
On an App	7	-	-	7	7	7	-	-	7	-	7	-	-	3	4	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\*\* very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?  
 Base: All who are aware of PP

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any big Six supplier (i)	No big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1723	-	164	1559	1723	1559	216	1507	1434	289	1360	160	204	849	841	33
Weighted Base	1847	**	171	1675	1847	1675	233	1614	1523	324	1514	160	187	917	893	37**
Other	21	-	2	20	21	20	2	19	13	9	18	-	3	10	11	-
1%	-	-	1%	1%	1%	1%	1%	1%	1%	3%	1%	-	2%	1%	1%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	2	-	-	2	2	2	-	-	2	-	2	-	-	2	-	-
Don't know	39	-	4	36	39	36	7	33	28	11	32	*	6	15	24	1
	2%	-	2%	2%	2%	2%	3%	2%	2%	3%	2%	*	3%	2%	3%	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?  
Base: All who are aware of PP

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1723	1382	341	120	38	1656	57	10
Weighted Base	1847	1568	279	157	29*	1765	68*	13**
Annual summary	546	455	92	42	9	522	20	5
	30%	29%	33%	26%	31%	30%	29%	37%
Bill	588	477	111	53	7	563	21	3
	32%	30%	40% <sup>ab</sup>	34%	23%	32%	31%	22%
Price increase letter	41	31	9	3	2	36	5	-
	2%	2%	3%	2%	6%	2%	7% <sup>aaf</sup>	-
End of fixed term letter	49	39	10	3	1	49	-	-
	3%	3%	4%	2%	2%	3%	-	-
On my energy supplier(s) website	203	198	4	20	1	201	-	1
	11% <sup>ag</sup>	13% <sup>ac</sup>	2%	13%	5%	11% <sup>g</sup>	-	1%
On another energy supplier website	27	25	2	1	-	27	-	-
	1%	2%	1%	1%	-	2%	-	-
On another website	37	37	-	5	1	37	-	-
	2% <sup>c</sup>	2% <sup>c</sup>	-	3%	2%	2%	-	-
Via email	140	138	2	13	3	127	11	2
	8% <sup>c</sup>	9% <sup>c</sup>	1%	9%	9%	7%	16% <sup>aaf</sup>	13%
Via a leaflet or letter sent directly to you	294	230	64	22	7	278	14	2
	16%	15%	23% <sup>ab</sup>	14%	25%	16%	21%	17%
Somewhere else (e.g. a newspaper article or advertisement)	26	19	7	1	-	23	3	-
	1%	1%	2%	1%	-	1%	4%	-
Online account	6	6	-	1	1	4	2	-
	-	-	-	1%	2%	-	2% <sup>aaf</sup>	-
Online	7	7	-	3	-	7	-	-
	-	-	-	2% <sup>ab</sup>	-	-	-	-
On the phone	16	14	2	-	-	13	2	-
	1%	1%	1%	-	-	1%	4% <sup>aaf</sup>	-
On an App	7	7	-	-	-	7	-	-
	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Column Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.175 And where did you see this?  
 Base: All who are aware of PP

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1723	1382	341	120	38	1656	57	10
Weighted Base	1847	1568	279	157	29*	1765	68*	13**
Other	21	20	2	6	1	21	-	-
	1%	1%	1%	4%a	4%	1%	-	-
None	-	-	-	-	-	-	-	-
Refused	2	2	-	-	-	2	-	-
	*	*	-	-	-	*	-	-
Don't know	39	35	4	3	1	35	4	-
	2%	2%	2%	2%	5%	2%	6%af	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?  
 Base: All who are aware of PP

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1723	827	878	283	1182	1460	541	447	652	518	108
Weighted Base	1847	919	911	300	1278	1547	569	512	704	532	99*
Annual summary	548	274	266	60	363	488	163	195	225	175	11
	30%ik	30%	29%	20%	30%id	31%id	29%id	32%ik	32%ik	33%ik	12%
Bill	588	289	295	67	395	521	192	163	220	185	20
	32%ik	31%	32%	22%	31%id	34%id	34%id	32%ik	31%ik	35%ik	20%
Price increase letter	41	22	19	7	28	34	13	12	8	15	1
	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%
End of fixed term letter	49	32	17	5	40	44	9	16	25	7	1
	3%	4%k	2%	2%	3%	3%	2%	3%	4%j	1%	1%
On my energy supplier(s) website	203	127	76	58	155	145	48	79	88	31	5
	11%k	14%k	8%	19%afg	12%lg	9%	8%	18%ajk	12%j	6%	5%
On another energy supplier website	27	20	7	7	22	20	5	12	10	3	1
	1%	2%k	1%	2%	2%	1%	1%	2%j	1%	1%	2%
On another website	37	26	9	20	30	17	7	14	17	5	-
	2%	3%k	1%	7%afg	2%l	1%	1%	3%	2%	1%	-
Via email	140	78	60	36	111	104	29	54	57	22	7
	8%j	8%	7%	12%afg	9%g	7%	5%	11%j	8%j	4%	7%
Via a leaflet or letter sent directly to you	294	112	177	35	165	259	130	63	80	104	47
	16%ik	12%	19%ab	12%	13%	17%e	22%adef	12%	11%	20%ik	48%ahj
Somewhere else (e.g. a newspaper article or advertisement)	28	16	10	5	13	13	3	3	10	9	4
	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	4%h
Online account	6	2	4	2	5	4	1	3	3	-	-
	-	-	-	1%	-	-	-	1%	-	-	-
Online	7	7	-	3	7	4	1	4	4	-	-
	-	1%k	-	1%	1%	-	-	1%	-	-	-
On the phone	16	8	8	5	12	10	3	5	7	4	-
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-
On an App	7	5	2	2	6	5	1	4	2	1	-
	-	1%	-	1%	-	-	-	1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.175 And where did you see this?  
 Base: All who are aware of PP

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1723	827	896	283	1182	1460	541	447	652	518	108
Weighted Base	1847	919	911	300	1278	1547	569	512	704	532	99*
Other	21	11	10	11	20	10	2	11	4	6	-
None	7%	1%	1%	4%aefg	2%fg	1%	-	2%h	1%	1%	-
Refused	2	2	-	2	2	-	-	-	2	-	-
Don't know	39	16	23	9	26	31	14	9	12	14	5
	2%	2%	3%	3%	2%	2%	2%	2%	2%	3%	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.175 And where did you see this?  
Base: All who are aware of PP

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	1723	174	175	87	84	154	170	89	37	118	189	147	58	100	139	8
Weighted Base	1847	182	185	101*	94*	174	184	98*	38*	134	167	148	62*	110*	163	6**
Annual summary	546	58	54	37	29	53	66	22	9	39	44	42	17	22	50	3
Bill	30%	32%	29%	37% <sup>kn</sup>	31%	31%	36% <sup>kn</sup>	23%	24%	29%	28%	28%	28%	20%	31%	55%
Price increase letter	58	49	59	35	32	55	60	32	8	41	59	46	16	45	43	5
End of fixed term letter	32%	27%	32%	35%	34%	32%	33%	33%	22%	31%	35%	31%	28%	41% <sup>bo</sup>	27%	80%
On my energy supplier(s) website	41	2	3	3	-	8	8	2	2	1	2	3	2	1	4	-
On another energy supplier website	2%	1%	2%	3%	-	5%	5%	2%	4%	1%	1%	2%	3%	1%	2%	-
Via email	49	3	7	2	1	8	5	3	-	2	5	3	4	3	3	-
Via a leaflet or letter sent directly to you	2%	2%	4%	2%	1%	5%	3%	3%	-	1%	3%	5%	3%	2%	4%	-
Somewhere else (e.g. a newspaper article or advertisement)	203	22	17	4	7	32	22	9	6	10	17	14	10	8	24	-
Online account	11%	12%	9%	4%	8%	18% <sup>acdejl</sup>	12%	9%	17% <sup>ud</sup>	8%	10%	10%	16% <sup>ud</sup>	7%	15% <sup>ud</sup>	-
Online	27	2	6	2	-	2	3	1	-	-	1	5	3	2	-	-
On the phone	1%	1%	3% <sup>o</sup>	2%	-	1%	2%	1%	-	-	1%	3% <sup>o</sup>	4% <sup>jo</sup>	2%	-	-
Other	37	1	-	8	3	3	3	6	1	2	2	3	2	-	3	-
Other	2%	-	-	8% <sup>abclgl</sup>	3% <sup>c</sup>	2%	1%	6% <sup>abclgkn</sup>	2%	2%	1%	2%	4% <sup>c</sup>	-	2%	-
Other	140	21	19	5	6	10	11	8	-	8	12	12	6	9	13	-
Other	8%	12% <sup>l</sup>	10%	5%	6%	6%	6%	9%	-	6%	7%	8%	9%	8%	8%	-
Other	294	28	17	12	21	29	32	16	11	32	29	20	8	19	19	-
Other	16% <sup>c</sup>	15%	9%	12%	22% <sup>c</sup>	18% <sup>c</sup>	18% <sup>c</sup>	16%	29% <sup>acdllo</sup>	24% <sup>acdllo</sup>	18% <sup>c</sup>	14%	14%	18% <sup>c</sup>	12%	-
Other	26	3	2	2	3	4	2	2	-	-	1	4	-	3	-	-
Other	1%	2%	1%	2%	3%	2%	1%	2%	-	-	3%	-	-	2%	-	-
Other	6	-	2	-	-	-	-	1	2	-	-	-	2	-	-	-
Other	*	-	1%	-	-	-	-	1%	4% <sup>abclajk</sup>	-	-	-	2%	-	-	-
Other	7	2	2	-	-	1	-	-	-	-	-	2	-	-	-	-
Other	-	1%	1%	-	-	1%	-	-	-	-	-	1%	-	-	-	-
Other	16	2	4	2	2	2	1	1	1	1	2	1	2	1	1	-
Other	1%	1%	2%	2%	-	1%	1%	-	4% <sup>lko</sup>	-	-	1%	-	1%	-	10%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing





Q.175 And where did you see this?  
 Base: All who are aware of PP

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1223	174	175	87	84	154	170	89	37	118	189	147	58	106	139	8	
Weighted Base 1847	182	185	101*	94*	174	184	98*	38*	134	167	148	62*	110*	163	6**	
On an App 7	-	-	-	-	2	1	2	-	-	-	-	-	-	2	-	
Other 21	1	3	1	-	2	-	2	1	1	3	5	1	-	1	-	
None 1%	1%	1%	1%	-	1%	-	3%	2%	1%	2%	3%g	1%	-	1%	-	
Refused 2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know 39	13	3	1	1	5	2	3	1	4	1	1	1	1	4	-	
2%	7%abcdgkl n	1%	1%	1%	3%	1%	3%	3%	3%	-	1%	2%	1%	3%	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?  
Base: All who are aware of PP

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1723	491	656	661	458	391	1172	1209	866
Weighted Base	1847	540	748	748	523	446	1295	1289	1039
Annual summary	546	148	212	219	163	127	390	387	302
	30%	27%	28%	29%	31%	29%	32%	30%	29%
Bill	588	158	207	209	156	117	386	401	329
	32% <sup>a</sup>	29%	28%	28%	30%	30%	31%	31%	32%
Price increase letter	41	12	13	13	9	6	31	34	30
	2%	2%	2%	2%	2%	1%	2%	3%	3%
End of fixed term letter	43	26	21	23	17	5	35	39	27
	3%	5% <sup>a,f</sup>	3%	3%	3%	1%	3%	3%	3%
On my energy supplier(s) website	203	88	126	126	81	71	128	133	103
	11%	16% <sup>a</sup>	17% <sup>a</sup>	17% <sup>a</sup>	15% <sup>a</sup>	16% <sup>a</sup>	10%	10%	10%
On another energy supplier website	27	14	18	17	12	8	19	22	18
	1%	3%	2%	2%	2%	2%	2%	2%	2%
On another website	37	14	26	26	8	16	21	24	18
	2%	3%	4% <sup>a</sup>	4% <sup>a</sup>	2%	3%	2%	2%	2%
Via email	140	50	68	70	41	41	97	109	85
	8%	9%	9%	9%	8%	9%	8%	8%	8%
Via a leaflet or letter sent directly to you	294	58	94	89	69	63	186	205	171
	16% <sup>b,d</sup>	11%	13%	12%	13%	14%	15%	16%	16%
Somewhere else (e.g. a newspaper article or advertisement)	26	6	11	8	9	7	21	21	21
	1%	1%	1%	1%	2%	2%	2%	2%	2%
Online account	6	3	3	3	2	2	4	3	4
	0%	1%	0%	0%	0%	0%	0%	0%	0%
Online	7	2	7	6	4	4	6	6	6
	0%	0%	1%	1%	1%	1%	0%	0%	1%

Fieldwork : 20/02/15-22/03/15  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Q.175 And where did you see this?  
Base: All who are aware of PP

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1723	491	656	661	458	391	1172	1209	866
Weighted Base	1847	540	748	748	523	446	1295	1289	1039
On the phone	16	6	4	4	3	*	11	10	10
	1%	1%	1%	*	1%	*	1%	1%	1%
On an App	7	4	4	4	2	2	7	7	7
	*	1%	*	*	*	*	1%	1%	1%
Other	21	11	12	13	1	7	14	15	12
	1%	2%e	2%e	2%e	*	2%e	1%	1%	1%
None	*	*	*	*	*	*	*	*	*
Refused	2	*	2	2	2	2	2	2	2
	*	*	*	*	*	*	*	*	*
Don't know	39	12	14	13	8	9	24	23	17
	2%	2%	2%	2%	2%	2%	2%	2%	2%

Q.176 And to what extent, if at all, did this encourage you to check your current tariff?  
Base: All who are aware of PP

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1723	1491	155	77	241	841	641	452	518	287	466	534	1004	371	1352	1225	229	240
Weighted Base	1847	1592	172	83*	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
To a great extent	237	212	12	13	27	142	67	89	88	36	24	46	165	41	196	185	26	21
	13%k	13%k	7%	15%	10%	14%	12%	16%k	13%k	11%	8%	10%	14%	12%	13%	14%	10%	10%
Somewhat	403	353	38	12	66	241	94	117	167	68	51	81	287	49	353	304	54	38
	22%gn	22%	22%	14%	25%g	24%g	17%	21%	25%k	20%	18%	18%	24%j	15%	22%k	22%	22%	16%
Very little	203	163	31	8	39	119	44	54	77	40	31	49	135	26	177	152	29	21
	11%g	10%	18%ab	10%	14%g	12%g	8%	10%	12%	12%	11%	11%	17%	8%	12%	11%	12%	10%
Not at all	990	852	88	51	136	511	340	294	330	187	179	270	617	202	788	711	137	127
	54%	54%	51%	61%	51%	50%	62%aef	53%	49%	56%	62%ah	60%am	51%	62%ao	52%	52%	55%	61%p
Refused	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	11	2	-	1	6	6	3	4	3	4	3	7	8	6	6	3	2
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	2%ao	-	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
\* small base

Q.176 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of PP

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1723	-	184	1559	1723	1559	216	1507	1434	289	1360	160	204	849	841	33
Weighted Base	1847	-	171	1675	1847	1675	233	1614	1523	324	1514	160	187	917	893	37**
To a great extent	237	-	18	219	237	219	33	204	178	59	216	12	13	174	60	3
	13%mo	-	10%	13%	13%	13%	14%	13%	12%	18%ai	14%im	8%	7%	19%ao	7%	9%
Somewhat	403	-	41	362	403	362	57	345	327	76	343	28	24	217	179	6
	22%im	-	24%	22%	22%	22%	25%	21%	21%	23%im	18%	13%	24%	20%	16%	6
Very little	203	-	14	189	203	189	20	183	180	24	167	19	20	90	118	7
	11%	-	8%	11%	11%	11%	9%	11%	12%[	7%	11%	12%	11%	9%	13%an	20%
Not at all	990	-	98	892	990	892	121	869	830	160	778	100	127	438	532	21
	54%kn	-	57%	53%	54%	53%	52%	54%	54%	49%	51%	63%kak	68%kak	48%	60%kan	56%
Refused	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
	0%	-	-	0%	0%	0%	-	0%	0%	-	0%	-	-	0%	-	-
Don't know	13	-	13	13	13	13	2	12	8	5	9	1	3	8	6	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	2%u	1%	1%	2%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.176 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of PP

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1723	1382	341	120	38	1656	57	10
Weighted Base	1847	1568	279	157	29*	1765	68*	13**
To a great extent	237	219	18	21	2	228	6	3
	13% <i>c</i>	14% <i>c</i>	6%	13%	9%	12%	8%	24%
Somewhat	403	367	36	31	1	374	26	3
	22% <i>c</i> e	23% <i>c</i> e	13%	20% <i>e</i>	5%	21%	38% <i>a</i> f	23%
Very little	203	175	28	17	2	198	5	-
	11%	11%	10%	11%	5%	11%	7%	-
Not at all	990	796	194	88	23	962	31	7
	54%	51%	70% <i>a</i> b	56%	79% <i>a</i> d	54%	46%	54%
Refused	1	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-
Don't know	19	10	9	-	1	13	1	-
	1%	1%	3%	-	2%	1%	1%	-

Q.176 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of PP

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1723	827	878	283	1182	1460	541	447	652	518	108
Weighted Base	1847	919	911	300	1278	1547	569	512	704	532	99*
To a great extent	237	148	86	73	191	164	46	131	53	12	1
	13% <sup>ca</sup>	16% <sup>ca</sup>	9%	24% <sup>caefg</sup>	15% <sup>dg</sup>	11%	8%	28% <sup>caijk</sup>	13% <sup>jk</sup>	2%	1%
Somewhat	403	261	139	68	294	334	108	149	166	78	9
	22% <sup>cajk</sup>	28% <sup>ca</sup>	15%	23%	23%	22%	19%	29% <sup>caijk</sup>	24% <sup>jk</sup>	15%	9%
Very little	203	90	111	25	137	178	67	40	72	81	10
	11%	10%	12%	8%	11%	12%	12%	8%	10%	15% <sup>cahi</sup>	10%
Not at all	990	413	567	131	644	859	346	191	363	357	78
	54% <sup>ca</sup>	45%	62% <sup>cab</sup>	44%	50%	56% <sup>ca</sup>	61% <sup>ca</sup>	37%	52% <sup>ca</sup>	67% <sup>cahi</sup>	79% <sup>cahij</sup>
Refused	1	-	1	-	1	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	5	7	3	10	10	3	1	8	4	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k  
 \* small base



Q.176 And to what extent, if at all, did this encourage you to check your current tariff?  
 Base: All who are aware of PP

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1723 1847	174 182	175 185	87 101*	84 94*	154 174	170 184	89 98*	37 38*	118 134	169 167	147 148	58 62*	106 110*	139 163	8 6**
To a great extent 237 13% 13% 22% 11%	25 13% 58 22% 14	31 17% 44 24% 11	15 7% 33 24% 20	8 4% 9 10% 10	24 14% 32 18% 11	29 16% 30 16% 15	12 7% 27 28% 14	2 5% 10 28% 11	10 8% 28 21% 21	22 13% 39 23% 16% 10% 14%	21 14% 29 19% 13	13 20% 9 14% 5	7 6% 21 19% 18	19 12% 29 18% 17	- - 5 78% -
Somewhat 403 22% 11% 11%	58 22% 14	44 24% 11	33 24% 20	9 10% 7	32 18% 20	30 16% 11	27 28% 14	10 28% 14	28 21% 74	39 23% 80	29 19% 14%	9 14% 36	21 19% 57%	29 18% 64	5 78% -
Very little 203 11% 11% 11%	14 7% 84	11 6% 96	20 20% 33	10 11% 65	11 6% 105	11 6% 110	14 8% 46	14 36% 14	21 16% 74	24 14% 80	13 9% 85	5 7% 36	18 17% 57%	17 11% 64	- -
Not at all 990 54% 54% 54%	84 46% 54% 54%	96 52% 52% 52%	33 33% 69%	65 69% 69%	105 60% 60%	110 60% 60%	46 47% 46%	14 36% 14	74 55% 55%	80 48% 48%	85 57% 57%	36 59% 59%	64 58% 58%	66 59% 59%	1 22% -
Refused 1 -	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Don't know 13 1% 1% 1%	2 1% 2 1%	2 1% 2 1%	-	2 2% 2 1%	1 1% 1 1%	1 1% 1 1%	-	1 3% 1 3%	1 1% 1 1%	2 1% 2 1%	-	-	-	1 1% 1 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.17c And to what extent, if at all, did this encourage you to check your current tariff?  
Base: All who are aware of PP

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1723	491	656	661	458	391	1172	1209	886
Weighted Base	1847	540	748	748	523	446	1295	1289	1039
To a great extent	237	139	173	190	104	102	158	160	119
	13%	26% <sup>a</sup>	23% <sup>a</sup>	25% <sup>a</sup>	20% <sup>a</sup>	23% <sup>a</sup>	13%	12%	11%
Somewhat	403	149	225	217	163	125	243	270	210
	22%	29% <sup>a</sup>	30% <sup>a</sup>	29% <sup>a</sup>	31% <sup>a</sup>	29% <sup>a</sup>	20%	21%	20%
Very little	203	44	73	71	57	49	134	132	101
	11%	8%	10%	9%	11%	11%	11%	10%	10%
Not at all	960	203	272	267	197	169	693	715	601
	54% <sup>b</sup>	39%	38%	36%	38%	38%	56%	55%	58% <sup>a</sup>
Refused	1	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-
Don't know	13	5	4	3	3	1	7	11	9
	1%	1%	1%	-	1%	-	1%	1%	1%

Q.176 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who are aware of PP

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1723	1491	155	77	241	841	641	452	518	287	466	534	1004	371	1352	1225	229	240
Weighted Base	1847	1592	172	83*	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
To a great extent	215	190	14	12	30	128	58	85	75	37	18	37	157	30	184	170	21	19
	12%kl	12%	8%	14%	11%	12%	10%	15%lak	11%kl	11%kl	6%	8%	13%l	9%	12%	13%	9%	9%
Somewhat	333	291	30	12	52	206	75	88	150	56	38	62	235	42	291	246	48	33
	19%ig	19%	17%	14%	19%	20%ig	14%	16%	22%lakh	17%	13%	14%	19%l	13%	19%k	19%	19%	16%
Very little	210	174	25	11	39	127	44	64	88	33	25	47	148	29	181	158	33	17
	11%g	11%	14%	14%	14%g	12%g	8%	12%	13%kl	10%	9%	10%	12%	9%	12%	12%	13%	8%
Not at all	1076	926	101	49	152	556	368	316	352	204	205	300	664	218	858	779	143	138
	59%h	59%	59%	56%	56%	54%	67%aef	57%	53%	61%j	71%ahj	67%am	55%	67%ao	56%	57%	57%	66%ap
Refused	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	1	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	9	2	-	1	4	7	3	1	3	3	3	6	6	5	7	3	1
	1%	1%	1%	-	-	-	1%j	1%	-	1%	1%	1%	1%	2%ao	-	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



Q.176 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who are aware of PP

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1723	-	164	1559	1723	1559	216	1507	1434	289	1360	160	204	849	841	33
Weighted Base	1847	-	171	1675	1847	1675	233	1614	1523	324	1514	160	187	917	893	37**
To a great extent	215	-	16	199	215	199	30	185	148	67	196	10	12	160	50	4
	12%mo	-	9%	12%	12%	12%	13%	11%	10%	21%ai	13%im	6%	7%	17%ao	6%	11%
Somewhat	333	-	31	302	333	302	40	293	278	55	283	23	22	186	145	2
	18%km	-	18%	18%	18%	18%	17%	18%	18%	17%	19%km	15%	12%	20%no	16%	4%
Very little	210	-	20	190	210	190	25	185	181	29	174	20	17	90	118	5
	11%	-	12%	11%	11%	11%	11%	11%	12%	9%	11%	12%	9%	10%	12%	13%
Not at all	1076	-	105	971	1076	971	138	938	908	168	851	106	132	474	576	26
	58%kn	-	61%	58%	58%	58%	59%	58%	60%ij	52%	56%	66%kl	71%lm	64%kn	71%	71%
Refused	1	-	-	1	1	1	-	1	1	-	1	-	-	1	1	-
	0%	-	-	0%	0%	0%	-	0%	0%	-	0%	-	-	0%	0%	-
Don't know	12	-	1	11	12	11	1	11	6	6	8	1	3	7	5	-
	1%	-	1%	1%	1%	1%	1%	1%	0%	2%j	1%	0%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.17c And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of PP

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1723	1382	341	120	38	1656	57	10
Weighted Base	1847	1568	279	157	29*	1765	68*	13**
To a great extent	215	201	14	23	2	209	3	3
	12%	13%	5%	15%	9%	12%	4%	24%
Somewhat	333	308	27	27	1	306	25	2
	18%	20%	10%	17%	2%	17%	36%	17%
Very little	210	189	21	24	3	201	9	1
	11%	12%	6%	15%	10%	11%	13%	5%
Not at all	1076	862	213	84	22	1037	32	7
	58%	55%	76%	53%	77%	59%	46%	54%
Refused	1	1	-	-	-	1	1	-
	-	-	-	-	-	-	1%	-
Don't know	12	8	4	7	1	12	-	-
	1%	1%	1%	-	2%	1%	-	-

Q.176 And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of PP

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1723	827	878	283	1182	1460	541	447	652	518	106
Weighted Base	1847	919	911	300	1278	1547	569	512	704	532	99*
To a great extent	215	137	77	76	178	199	37	130	71	13	1
	12% <sup>a</sup> fg	15% <sup>a</sup> ac	8%	25% <sup>a</sup> efg	14% <sup>g</sup>	9%	6%	25% <sup>a</sup> ajk	10% <sup>jk</sup>	2%	1%
Somewhat	333	225	106	62	244	271	89	125	146	52	10
	19% <sup>c</sup>	24% <sup>a</sup> ac	12%	21%	19%	18%	16%	24% <sup>a</sup> ajk	21% <sup>jk</sup>	10%	10%
Very little	210	102	106	29	148	182	64	52	66	82	10
	11%	11%	12%	9%	11%	12%	11%	10%	9%	15% <sup>a</sup> ah	10%
Not at all	1076	449	616	131	700	945	376	203	414	382	77
	58% <sup>b</sup> cdh	49%	68% <sup>a</sup> ab	44%	55% <sup>d</sup>	61% <sup>d</sup> e	66% <sup>a</sup> de	40%	59% <sup>h</sup>	72% <sup>a</sup> hi	78% <sup>a</sup> hi
Refused	1	1	1	-	1	1	1	-	1	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	5	6	3	9	8	2	2	6	3	-
	1%	1%	1%	1%	1%	1%	-	-	1%	-	-

Q.17c And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
Base: All who are aware of PP

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1723	174	175	87	84	154	170	89	37	118	169	147	58	100	139	8
Weighted Base 1847	182	185	101*	94*	174	184	98*	38*	134	167	148	62*	110*	163	6**
To a great extent	215	25	16	10	7	27	26	10	2	11	22	20	12	5	22
Somewhat	125un	14%un	9%	10%	7%	15%un	14%un	10%	8%	13%un	13%un	19%un	5%	14%un	-
	333	44	46	30	8	23	27	24	3	27	26	30	9	16	15
	18%leo	24%elfjo	25%aefgj	30%aefgk	8%	13%	15%	25%elfio	8%	20%leo	15%	14%	15%	9%	78%
Very little	210	20	14	17	13	14	15	10	8	17	28	10	7	20	18
	11%	11%	7%	17%cl	14%	8%	8%	10%	22%clgj	12%	17%adgj	7%	10%	18%adgj	11%
Not at all	1078	91	110	44	65	109	115	55	23	78	90	87	35	68	105
	58%ud	50%	59%ud	43%	69%udk	63%ud	62%ud	56%	61%	58%ud	54%	58%ud	57%	62%ud	65%ud
Refused	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-
Don't know	12	2	-	2	1	1	-	-	1	2	1	-	-	2	-
	1%	1%	-	2%	1%	1%	-	-	3%cp	1%	1%	1%	-	1%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.17c And to what extent, if at all, did this encourage you to compare your current tariff against other tariffs from your supplier or another supplier?  
 Base: All who are aware of PP

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1723	491	656	661	458	391	1172	1209	886
Weighted Base	1847	540	748	748	523	446	1295	1289	1038
To a great extent	215	125	165	177	93	91	137	139	108
	12%	23% <sup>a</sup>	22% <sup>a</sup>	24% <sup>a</sup>	18% <sup>a</sup>	20% <sup>a</sup>	71%	71%	70%
Somewhat	333	133	197	187	146	115	203	222	164
	18%	25% <sup>a</sup>	28% <sup>a</sup>	25% <sup>a</sup>	29% <sup>a</sup>	29% <sup>a</sup>	18%	17%	16%
Very little	210	47	81	80	61	53	132	136	107
	11%	9%	11%	11%	12%	12%	11%	11%	10%
Not at all	1078	229	289	300	220	185	757	782	653
	58% <sup>b</sup>	42%	40%	40%	42%	47%	61%	61%	63% <sup>a</sup>
Refused	1	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-
Don't know	12	6	5	4	3	1	5	9	7
	1%	1%	1%	1%	1%	-	1%	1%	1%



Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of PP

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	1723	1491	155	77	241	841	641	452	518	287	466	534	1004	371	1352	1225	229	240
Weighted Base	1847	1592	172	83*	273	1022	552	557	667	333	289	449	1212	325	1521	1361	249	208
To a great extent	195	172	11	13	21	122	52	82	63	32	19	40	139	29	167	160	16	16
	11%k	11%	6%	16%c	8%	12%	9%	15%aijk	9%	9%	6%	9%	11%	9%	11%	12%q	6%	8%
Somewhat	272	236	29	7	52	162	58	77	110	52	32	51	189	34	238	206	37	24
	15%kn	15%	17%	8%	19%ig	19%	10%	14%	19%ka	16%	11%	11%	16%l	11%	15%k	15%	15%	11%
Very little	198	172	21	5	37	118	44	60	88	27	23	39	144	20	178	141	40	17
	11%kn	11%	12%	6%	13%g	12%	8%	11%	13%jk	8%	8%	9%	12%k	6%	12%k	10%	16%apq	8%
Not at all	1168	1000	109	58	160	614	390	333	403	220	213	317	730	238	929	844	155	150
	68%	68%	64%	70%	60%	60%	71%aef	60%	60%	60%	73%ahj	71%am	60%	73%ao	61%	62%	62%	72%apq
Refused	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	12	1	-	1	5	7	5	2	3	3	3	9	5	8	9	2	2
	1%	1%	1%	-	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base





Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of PP

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	1723	-	184	1559	1723	1559	216	1507	1434	289	1360	160	204	849	841	33
Weighted Base	1847	-**	171	1675	1847	1675	233	1614	1523	324	1514	160	187	917	893	37**
To a great extent	195	-	15	180	195	180	28	167	129	67	179	11	9	150	42	3
	11%mo	-	8%	11%	11%	11%	12%	10%	8%	21%ai	12%am	7%	5%	16%ao	5%	9%
Somewhat	272	-	27	245	272	245	31	241	51	221	232	19	18	155	115	2
	15%	-	15%	15%	15%	15%	13%	15%	15%	16%	15%	12%	10%	17%io	13%	4%
Very little	198	-	17	182	198	182	27	172	179	20	169	20	12	87	108	4
	11%j	-	10%	11%	11%	11%	12%	11%	12%j	8%	11%	12%	6%	9%	12%	11%
Not at all	1168	-	113	1055	1168	1055	147	1021	984	184	926	110	145	518	622	28
	63%kn	-	68%	63%	63%	63%	63%	63%	65%k	57%	61%	68%	78%k	56%	70%kn	78%
Refused	1	-	-	1	1	1	-	1	-	-	1	-	-	1	-	-
	0%	-	-	0%	0%	0%	-	0%	-	-	0%	-	-	0%	-	-
Don't know	13	-	13	13	13	13	13	13	10	3	9	1	2	7	6	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of PP

	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1723	1382	341	120	38	1656	57	10
Weighted Base	1847	1568	279	157	29*	1765	68*	13**
To a great extent	195	184	11	19	2	186	6	3
	11%	12%	4%	12%	9%	77%	9%	24%
Somewhat	272	259	16	18	1	254	15	2
	15%	16%	6%	11%	2%	14%	22%	17%
Very little	198	180	19	23	2	187	11	1
	11%	11%	7%	14%	8%	77%	15%	5%
Not at all	1168	938	229	97	23	1124	37	7
	63%	60%	82% <sup>ab</sup>	62%	79% <sup>ab</sup>	64%	53%	54%
Refused	1	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-
Don't know	13	9	4	-	1	13	-	-
	7%	7%	7%	-	2%	7%	-	-

Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
 Base: All who are aware of PP

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1723	827	878	283	1182	1460	541	447	652	518	108
Weighted Base	1847	919	911	300	1278	1547	569	512	704	532	99*
To a great extent	195	121	74	91	166	114	29	120	89	5	1
	11% <sup>(gh)</sup>	13% <sup>(c)</sup>	8%	27% <sup>(aefg)</sup>	13% <sup>(g)</sup>	7%	5%	24% <sup>(aijk)</sup>	10% <sup>(jk)</sup>	1%	1%
Somewhat	272	177	91	54	200	217	72	101	119	45	8
	15% <sup>(h)</sup>	19% <sup>(ac)</sup>	10%	18%	16%	14%	13%	20% <sup>(ajk)</sup>	17% <sup>(ijk)</sup>	8%	8%
Very little	198	105	92	28	139	170	59	53	70	69	7
	11%	11%	10%	9%	11%	11%	10%	10%	10%	13%	7%
Not at all	1168	510	647	136	762	1031	406	235	440	410	82
	62% <sup>(bdh)</sup>	55%	71% <sup>(ab)</sup>	45%	60% <sup>(d)</sup>	67% <sup>(de)</sup>	71% <sup>(ade)</sup>	46%	63% <sup>(h)</sup>	77% <sup>(ahi)</sup>	84% <sup>(ahi)</sup>
Refused	1	-	1	-	1	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	13	6	6	-	10	13	3	3	6	4	1
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%

Q.176 And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
Base: All who are aware of PP

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1723	174	175	87	84	154	170	89	37	118	169	147	58	100	139	8
Weighted Base 1847	182	185	101*	94*	174	184	98*	38*	134	167	148	62*	110*	163	6**
To a great extent 195	20	22	10	5	20	23	11	3	8	15	23	13	6	18	-
71%	11%	12%	9%	5%	12%	12%	11%	7%	6%	9%	16%	21%	5%	11%	-
Somewhat 272	45	22	27	9	20	20	24	5	24	27	17	5	9	13	5
15%	25%	12%	27%	10%	12%	11%	24%	14%	18%	16%	11%	7%	9%	8%	78%
Very little 198	18	16	15	14	12	14	10	3	19	22	12	3	21	20	-
11%	10%	9%	15%	15%	7%	8%	10%	7%	14%	13%	8%	4%	19%	12%	-
Not at all 1168	95	125	48	66	120	126	54	27	83	102	96	42	73	111	1
63%	52%	67%	48%	70%	69%	69%	55%	71%	62%	61%	64%	68%	67%	68%	22%
Refused 1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Don't know 13	4	1	1	1	1	1	-	-	1	2	-	-	-	1	-
1%	2%	-	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.17c And to what extent, if at all, did this encourage you to switch your tariff and/or supplier?  
Base: All who are aware of PP

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1723	491	656	661	458	391	1172	1209	866
Weighted Base	1847	540	748	748	523	446	1295	1289	1038
To a great extent	195	120	152	158	78	76	121	125	89
	11%	22% <sup>a</sup>	20% <sup>a</sup>	21% <sup>a</sup>	15% <sup>a</sup>	17% <sup>a</sup>	10%	10%	9%
Somewhat	272	115	164	157	116	87	153	171	133
	15%	21% <sup>a</sup>	22% <sup>a</sup>	21% <sup>a</sup>	23% <sup>a</sup>	20% <sup>a</sup>	12%	13%	13%
Very little	198	51	79	78	60	54	130	132	100
	11%	10%	11%	10%	11%	12%	11%	10%	10%
Not at all	1168	250	347	350	261	227	825	853	716
	68% <sup>b</sup>	46%	47%	47%	50%	51%	67%	66%	68% <sup>a</sup>
Refused	1	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-
Don't know	13	4	5	5	5	3	5	9	7
	1%	1%	1%	1%	1%	1%	-	1%	1%

Q.176 And to what extent, if at all, did this encourage you to...? - Summary Table  
 Base: All who are aware of PP

	Check your current tariff	Compare your current tariff against other tariffs from your supplier or another supplier	Switch your tariff and/or supplier
Unweighted Base	1723	1723	1723
Weighted Base	1847	1847	1847
To a great extent	237 13%	215 12%	195 11%
Somewhat	403 22%	333 18%	272 15%
Very little	203 11%	210 11%	198 11%
Not at all	990 54%	1076 58%	1168 63%
Refused	1 0%	1 0%	1 0%
Don't know	13 1%	12 1%	13 1%

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Landline phone calls	391 7%g	310 6%	34 6%	46 15%abc	85 7%g	232 7%g	74 4%	108 8%k	120 6%	81 7%	81 6%	109 6%	243 7%u	69 6%	321 7%	243 7%	79 7%	59 6%
Mobile phone network	397 7%gk	334 7%	38 7%	28 9%	126 11%atg	225 7%g	46 3%	107 8%k	138 7%k	74 6%	79 5%	111 6%	251 8%u	65 6%	332 7%	229 6%	99 9%apq	67 6%
Internet or broadband provider	474 8%gkl	388 8%	44 8%	42 13%abc	135 12%atg	267 9%g	72 4%	132 10%ak	152 8%	94 8%	96 7%	120 6%	319 10%al	77 7%	397 8%	265 7%	125 11%apq	77 7%
Cash ISA	141 2%akor	122 2%	9 2%	10 3%	7 1%	80 3%e	54 3%e	62 5%kjk	39 2%k	28 2%k	11 1%	19 1%	103 3%u	23 2%	118 2%	126 3%apq	10 1%	5 *
Balance transfer on a credit card	114 2%gklj	98 2%	10 2%	5 2%	30 3%g	74 2%g	10 1%	28 2%k	47 3%k	25 2%k	14 1%	12 1%	99 3%al	13 1%	101 2%u	82 2%r	21 2%	10 1%
Current account	185 3%	162 3%	13 3%	10 3%	52 5%atg	88 3%	45 3%	45 3%	64 3%	38 3%	38 3%	48 3%	120 4%u	32 3%	153 3%	117 3%	39 3%	29 3%
None	4615 78%clam q	3957 78%cl	435 79%cl	222 71%bc	832 73%	2363 76%	1420 84%laef	978 73%	1464 77%h	971 79%h	1202 82%ahj	1560 62%am	2444 75%	858 79%	3759 77%	2822 77%	855 75%	851 81%apq
Refused	55 1%	45 1%	8 1%	2 1%	6 1%	30 1%	18 1%	8 1%	17 1%	13 1%	18 1%	13 1%	23 1%	10 1%	45 1%	36 1%	11 1%	8 1%
Don't know	60 1%u	56 1%	3 1%	1 *	8 1%	31 1%	21 1%	8 1%	16 1%	8 1%	28 2%ahj	20 1%u	18 1%	14 1%	46 1%	29 1%	17 1%	14 1%

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11**	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Landline phone calls	391	2	49	341	386	339	47	341	305	85	274	26	86	148	240	3
	7%	22%	8%	6%	7%	6%	7%	6%	6%	9%	7%	4%	8%	7%	7%	5%
Mobile phone network	397	3	41	357	394	354	61	334	315	82	266	41	87	150	243	4
	7%	27%	7%	7%	7%	7%	9%	9%	6%	9%	6%	7%	8%	7%	7%	6%
Internet or broadband provider	474	2	60	414	472	412	59	413	363	111	335	44	102	178	263	3
	8%	22%	10%	8%	8%	8%	9%	8%	7%	12%	8%	7%	10%	8%	8%	5%
Cash ISA	141	-	10	131	141	131	16	125	104	36	131	7	3	76	58	6
	2%	-	2%	2%	2%	2%	2%	2%	2%	4%	3%	1%	-	3%	2%	9%
Balance transfer on a credit card	114	-	10	103	114	103	20	94	81	33	92	12	10	51	61	1
	-	-	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	1%	2%	2%	2%
Current account	185	-	18	168	185	168	33	152	140	45	142	14	36	82	102	2
	3%	-	3%	3%	3%	3%	5%	3%	3%	5%	3%	2%	3%	4%	3%	2%
None	4615	6	466	4148	4608	4142	500	4108	3960	655	3240	489	817	1712	2853	49
	78%	58%	77%	78%	78%	78%	78%	78%	79%	69%	77%	61%	78%	78%	79%	2%
Refused	55	-	6	50	55	50	5	51	41	14	46	3	6	22	32	1
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Don't know	60	-	6	54	60	53	3	57	44	16	40	4	12	17	43	-
	1%	4%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	1%	1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Landline phone calls	391	345	46	55	15	350	40	1
	7% <sup>c</sup>	7% <sup>c</sup>	4%	9% <sup>a</sup>	7%	7%	7%	3%
Mobile phone network	397	371	26	69	19	360	38	-
	7% <sup>c</sup>	8% <sup>ac</sup>	2%	12% <sup>a</sup>	8%	7%	7%	-
Internet or broadband provider	474	453	21	63	23	431	43	1
	8% <sup>c</sup>	10% <sup>ac</sup>	2%	11% <sup>a</sup>	10%	8%	8%	3%
Cash ISA	141	129	12	5	-	132	8	-
	2% <sup>ce</sup>	3% <sup>c</sup>	1%	1%	-	2%	1%	-
Balance transfer on a credit card	114	109	5	15	2	105	9	-
	2% <sup>c</sup>	2% <sup>c</sup>	*	3%	1%	2%	2%	-
Current account	185	160	25	22	10	165	20	-
	3% <sup>c</sup>	3% <sup>c</sup>	4%	4%	4%	2%	4%	-
None	4615	3490	1124	423	178	4161	432	21
	78% <sup>bd</sup>	75%	87% <sup>ab</sup>	73%	76%	78%	77%	97%
Refused	55	29	27	2	3	49	6	-
	1%	1%	2% <sup>ab</sup>	*	1%	1%	1%	-
Don't know	60	27	33	-	3	51	9	-
	1% <sup>bd</sup>	1%	3% <sup>ab</sup>	-	1% <sup>d</sup>	1%	2%	-

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Landline phone calls	391	175	205	112	299	278	92	93	133	117	47
	7%ajk	8%ic	6%k	14%aefg	9%aefg	5%g	4%k	11%aijk	8%ijk	5%k	4%k
Mobile phone network	397	184	206	94	261	303	137	89	141	116	52
	7%ajk	8%ic	6%k	12%aefg	8%ig	6%k	5%k	10%aijk	8%aijk	5%k	4%k
Internet or broadband provider	474	203	261	129	339	345	135	127	165	134	48
	8%ajk	6%k	8%k	16%aefg	10%aefg	7%g	5%k	14%aijk	10%aijk	6%ik	4%k
Cash ISA	141	77	62	28	109	113	31	51	52	30	8
	2%ajk	3%ac	2%k	4%fg	3%aefg	2%g	1%k	6%aijk	3%ijk	1%k	1%k
Balance transfer on a credit card	114	60	53	32	82	82	32	37	44	31	2
	2%ajk	3%ic	2%k	4%aefg	2%fg	2%k	1%k	4%aijk	3%ijk	1%k	*
Current account	185	68	113	27	110	159	75	37	60	56	32
	3%k	3%k	3%k	3%k	3%k	3%k	3%k	4%j	4%k	3%k	3%k
None	4615	1780	2744	519	2508	4095	2106	591	1249	1786	990
	78%ade	76%ic	79%ad	88%k	74%ad	80%ade	82%adef	67%k	74%ah	83%ahj	83%ahj
Refused	55	17	30	4	27	51	28	5	10	15	26
	1%k	1%k	1%k	*	1%k	1%k	1%k	1%k	1%k	1%k	2%ahj
Don't know	60	21	25	3	23	57	37	4	8	20	28
	1%k	1%k	1%k	*	1%k	1%k	1%ade	*	*	1%k	2%ahj



Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	399	419	12**
Landline phone calls	32 7%	34 6%	26 5%	35 12% <sup>ab</sup>	26 5%	29 7%	24 5%	6 4%	28 7%	31 7%	32 6%	29 13% <sup>abcd</sup>	22 7%	35 8% <sup>h</sup>	-
Mobile phone network	397 7%	40 7%	51 9% <sup>ag</sup>	30 8%	23 4%	33 8%	17 4%	35 9%	13 3%	25 7%	31 7%	21 9%	18 5%	23 5%	-
Internet or broadband provider	474 8%	35 6%	47 8%	34 7%	32 6%	39 10% <sup>bi</sup>	35 7%	5 4%	38 10% <sup>bi</sup>	40 8%	45 9%	23 10% <sup>bi</sup>	22 6%	43 10% <sup>bi</sup>	-
Cash ISA	141 2%	21 3% <sup>li</sup>	16 3% <sup>li</sup>	9 2%	12 4% <sup>li</sup>	5 1%	18 5% <sup>ad</sup>	12 2%	9 2%	12 2%	9 2%	5 2%	6 2%	9 2%	-
Balance transfer on a credit card	114 2%	14 2%	7 1%	8 1%	11 2%	3 1%	15 3%	3 2%	7 2%	12 2%	11 2%	2 1%	6 2%	10 2%	-
Current account	185 3%	19 3%	21 4%	7 4%	11 3%	16 4% <sup>d</sup>	12 2%	3 2%	10 2%	21 4% <sup>d</sup>	13 3%	9 4%	12 3%	14 3%	-
None	4615 78%	478 79%	425 79%	389 81% <sup>em</sup>	211 70%	422 81% <sup>em</sup>	307 70%	417 79%	125 82% <sup>em</sup>	310 77%	399 78%	401 72%	163 79%	267 79%	320 85%
Refused	55 1%	13 2% <sup>ahn</sup>	4 1%	4 1%	2 1%	4 1%	3 1%	3 1%	2 2%	6 1%	4 1%	4 1%	2 1%	1 1%	3 1%
Don't know	60 1%	4 1%	7 1%	5 1%	-	6 1%	6 1%	10 2% <sup>ek</sup>	1 1%	2 1%	3 1%	1 1%	8 2% <sup>abek</sup>	4 1%	1 2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?  
Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Landline phone calls	391	96	149	131	79	85	235	235	208
	7%	9% <sup>a</sup>	10% <sup>a</sup>	9% <sup>a</sup>	7%	9% <sup>a</sup>	6%	6%	6%
Mobile phone network	397	75	148	134	84	102	233	228	205
	7%	7%	10% <sup>a</sup>	9% <sup>a</sup>	8%	10% <sup>ab</sup>	6%	6%	6%
Internet or broadband provider	474	115	201	179	115	120	274	283	230
	8%	11% <sup>a</sup>	13% <sup>a</sup>	12% <sup>a</sup>	11% <sup>a</sup>	12% <sup>a</sup>	7%	7%	7%
Cash ISA	141	47	67	72	44	47	86	89	68
	2%	5% <sup>a</sup>	4% <sup>a</sup>	5% <sup>a</sup>	3% <sup>a</sup>	5% <sup>a</sup>	2%	2%	2%
Balance transfer on a credit card	114	33	51	51	30	36	63	70	52
	2%	3% <sup>a</sup>	3% <sup>a</sup>	3% <sup>a</sup>	3%	4% <sup>a</sup>	2%	2%	2%
Current account	185	38	62	62	46	40	106	110	96
	3%	4%	4%	4%	4%	4%	3%	3%	3%
None	4615	730	1084	1053	779	694	3085	3073	2883
	78% <sup>bcd</sup>	71%	70%	70%	72%	70%	80% <sup>a</sup>	80% <sup>a</sup>	80% <sup>a</sup>
Refused	55	6	12	10	11	7	31	29	28
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	60	4	9	8	7	5	31	30	26
	1%	*	1%	1%	1%	*	1%	1%	1%

It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 837	667	92	58	88	392	357	177	223	193	243	324	405	222	615	534	126	164
	14%emq	14%	17%	18%b	8%	13%e	21%aef	13%	12%	16%j	17%ah	17%am	72%	21%ao	13%	15%q	71%	16%iq
Tend to agree	(1) 1701	1448	164	89	294	879	528	355	534	349	463	627	885	355	1346	1018	326	322
	29%	29%	30%	28%	26%	28%	31%aef	26%	28%	28%	31%ah	33%am	27%	33%ao	28%	28%	29%	31%
Neither agree nor disagree	(0) 1065	934	88	43	253	543	269	194	350	224	297	352	546	159	907	598	256	195
	18%ig	18%	16%	14%	22%atg	17%	16%	14%	19%h	17%	18%ah	19%	17%	15%	19%o	16%	22%aqr	19%
Tend to disagree	(-1) 1275	1091	114	70	266	752	257	350	446	233	246	325	621	170	1105	837	225	188
	21%akn	22%	21%	22%	23%g	24%ag	15%	26%ajk	24%k	19%	17%	17%	25%al	16%	23%in	23%qr	20%	18%
Disagree strongly	(-2) 780	675	75	29	187	428	165	234	268	164	116	164	530	113	666	520	143	109
	13%akn	13%	14%	9%	16%atg	14%	10%	17%ajk	14%k	13%k	8%	9%	16%al	10%	14%o	14%r	12%	10%
<b>SUMMARY CODES</b>																		
AGREE	2537	2135	259	146	382	1270	885	532	758	543	705	951	1290	577	1960	1552	452	486
	43%emq	42%	46%	47%	34%	41%e	52%aef	40%	40%	44%	49%ahj	50%am	39%	53%ao	40%	43%	40%	46%apq
DISAGREE	2054	1766	189	99	453	1180	422	584	711	397	362	489	1351	283	1771	1357	368	297
	35%akn	35%	34%	32%	40%ag	38%ag	25%	44%ajk	38%ajk	32%k	25%	28%	41%al	26%	36%in	37%aqr	32%	28%
Refused	12	11	1	-	2	6	4	3	2	3	4	1	2	1	11	10	1	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	265	222	17	26	47	109	109	26	69	69	102	103	89	61	204	126	66	70
	4%hmq	4%	3%	8%abc	4%	4%	6%aef	2%	4%h	6%hi	7%ah	5%im	3%	6%io	4%	3%	6%ip	7%ap
Mean Score	0.095ef	0.079	0.156	0.264a	-0.155	0.018e	0.415a	-0.083	0.002	0.150h	0.344ah	0.347a	-0.059	0.396ao	0.030	0.059	0.062	0.248apq
Standard Deviation	1.288	1.283	1.326	1.301	1.226	1.281	1.307	1.337	1.271	1.307	1.205	1.225	1.306	1.296	1.278	1.315	1.228	1.256
Error Variance	-	-	0.003	0.006	0.001	0.001	0.001	0.002	0.001	0.002	0.001	0.001	0.001	0.001	-	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r



It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 837	1	86	750	836	750	94	742	748	88	543	119	155	237	582	18
		14%jn	8%	14%	14%	14%	14%	14%	15%jn	8%	13%	20%akm	15%	11%	16%an	26%ano
Tend to agree	(1) 1701	3	174	1527	1698	1523	204	1494	1490	211	1200	172	305	590	1091	19
		29%jn	30%	29%	29%	29%	31%	28%	30%jn	22%	28%	28%	29%	26%	30%un	28%
Neither agree nor disagree	(0) 1065	5	110	955	1060	951	100	960	912	153	703	125	217	351	703	11
		18%jn	40%	18%	18%	18%	15%	18%	18%	16%	17%	21%ak	21%ak	16%	19%un	17%
Tend to disagree	(-1) 1275	1	135	1140	1274	1139	151	1123	1029	246	990	87	200	569	694	13
		21%jo	5%	22%	21%	21%	23%	21%	21%	28%ai	23%alm	74%	19%j	25%ao	19%	18%
Disagree strongly	(-2) 780	1	66	713	778	712	91	687	580	200	618	64	109	436	338	6
		13%no	12%	13%	13%	13%	14%	13%	12%	21%ai	15%alm	11%	10%	18%ap	9%	8%
<b>SUMMARY CODES</b>																
AGREE	2537	4	260	2277	2533	2273	298	2236	2239	299	1749	290	460	827	1673	37
		43%jn	38%	43%	43%	43%	45%	42%	45%aj	32%	41%	48%ak	44%	37%	46%an	54%un
DISAGREE	2054	2	201	1853	2053	1851	242	1811	1608	446	1608	151	309	1005	1031	18
		35%jmo	17%	33%	33%	33%	38%	34%	32%	47%ai	38%alm	25%	29%	45%ap	28%	27%
Refused	12	-	-	12	12	12	-	12	10	2	-	-	-	4	8	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	265	-	37	228	265	228	23	242	217	48	147	37	68	55	206	2
		4%kn	6%	4%	4%	4%	3%	5%	4%	5%	3%	6%k	6%ak	2%	6%an	3%
<b>Mean Score</b>	<b>0.095kn</b>	<b>0.167</b>	<b>0.139</b>	<b>0.091</b>	<b>0.095</b>	<b>0.090</b>	<b>0.091</b>	<b>0.096</b>	<b>0.168aj</b>	<b>-0.288</b>	<b>0.018</b>	<b>0.342akm</b>	<b>0.200ak</b>	<b>-0.172</b>	<b>0.260an</b>	<b>0.460an</b>
<b>Standard Deviation</b>	<b>1.288</b>	<b>1.100</b>	<b>1.262</b>	<b>1.291</b>	<b>1.289</b>	<b>1.292</b>	<b>1.305</b>	<b>1.287</b>	<b>1.308</b>	<b>1.300</b>	<b>1.300</b>	<b>1.277</b>	<b>1.243</b>	<b>1.318</b>	<b>1.239</b>	<b>1.303</b>
<b>Error Variance</b>	<b>*</b>	<b>0.110</b>	<b>0.093</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.093</b>	<b>*</b>	<b>*</b>	<b>0.092</b>	<b>*</b>	<b>0.093</b>	<b>0.091</b>	<b>0.091</b>	<b>*</b>	<b>0.025</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 837	557	280	52	31	757	79	1
	14%bd	72%	22%ab	9%	13%	14%	14%	5%
Tend to agree	(1) 1701	1281	420	147	63	1519	179	3
	29%	28%	33%ab	25%	27%	28%	32%	12%
Neither agree nor disagree	(0) 1065	831	235	98	51	821	137	7
	18%	18%	18%	17%	22%	17%	25%af	30%
Tend to disagree	(-1) 1275	1130	155	172	45	1174	93	7
	21%cg	24%ac	12%	30%ae	19%	22%g	17%	33%
Disagree strongly	(-2) 780	715	64	91	24	733	46	1
	13%cg	15%ac	5%	16%e	10%	14%g	8%	7%
<b>SUMMARY CODES</b>								
AGREE	2537	1837	700	199	94	2276	258	4
	43%bd	40%	54%ab	34%	40%	43%	46%	17%
DISAGREE	2054	1835	219	263	69	1907	139	9
	35%cg	40%ac	17%	45%ae	30%	36%g	25%	39%
Refused	12	6	6	-	-	11	1	-
	-	-	-	-	-	-	-	-
Don't know	265	133	132	18	21	237	25	3
	4%b	3%	10%ab	3%	9%ad	4%	5%	14%
Mean Score	0.096bd	-0.035	0.604ab	-0.184	0.145d	0.077	0.284af	-0.281
Standard Deviation	1.288	1.289	1.153	1.249	1.233	1.300	1.167	1.016
Error Variance	-	-	0.001	0.004	0.005	-	0.003	0.069

It's too hard to work out whether I would save or not if I switched G.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 837	186	632	45	446	752	391	71	213	346	207
		14% <sup>bdeh</sup>	18% <sup>ab</sup>	6%	13% <sup>d</sup>	15% <sup>de</sup>	15% <sup>de</sup>	8%	13% <sup>h</sup>	16% <sup>ahi</sup>	17% <sup>ahj</sup>
Tend to agree	(1) 1701	526	1140	173	920	1527	781	181	439	712	368
		23% <sup>bdeh</sup>	33% <sup>ab</sup>	22%	27% <sup>d</sup>	30% <sup>de</sup>	30% <sup>de</sup>	21%	26% <sup>h</sup>	33% <sup>ahi</sup>	31% <sup>ahj</sup>
Neither agree nor disagree	(0) 1065	412	627	105	496	960	580	110	258	416	281
		19% <sup>bdeh</sup>	18%	13%	14%	19% <sup>de</sup>	23% <sup>def</sup>	12%	15%	19% <sup>hi</sup>	24% <sup>ahj</sup>
Tend to disagree	(-1) 1275	649	612	253	845	1022	429	246	489	404	136
		21% <sup>cdeh</sup>	28% <sup>ac</sup>	32% <sup>aefg</sup>	25% <sup>aefg</sup>	20% <sup>g</sup>	17%	28% <sup>ajk</sup>	29% <sup>ajk</sup>	19% <sup>k</sup>	11%
Disagree strongly	(-2) 780	513	258	201	585	578	195	266	269	193	52
		13% <sup>cdeh</sup>	22% <sup>ac</sup>	28% <sup>aefg</sup>	17% <sup>aefg</sup>	11% <sup>g</sup>	8%	30% <sup>ajk</sup>	16% <sup>ajk</sup>	9% <sup>k</sup>	4%
<b>SUMMARY CODES</b>											
AGREE	2537	712	1772	218	1366	2319	1172	253	652	1058	575
		43% <sup>bdeh</sup>	51% <sup>ab</sup>	28%	40% <sup>d</sup>	45% <sup>ade</sup>	46% <sup>ade</sup>	29%	38% <sup>h</sup>	49% <sup>ahi</sup>	48% <sup>ahj</sup>
DISAGREE	2054	1162	870	454	1430	1600	624	513	736	596	168
		35% <sup>cdeh</sup>	50% <sup>ac</sup>	25%	42% <sup>aefg</sup>	31% <sup>g</sup>	24%	58% <sup>ajk</sup>	45% <sup>ajk</sup>	28% <sup>k</sup>	16%
Refused	12	3	5	1	4	11	8	1	3	3	5
		-	-	-	-	-	-	-	-	-	-
Don't know	265	39	190	8	88	257	177	8	27	91	139
		4% <sup>bdeh</sup>	5% <sup>ab</sup>	1%	3% <sup>d</sup>	5% <sup>de</sup>	7% <sup>def</sup>	1%	4% <sup>h</sup>	5% <sup>hi</sup>	12% <sup>ahj</sup>
<b>Mean Score</b>	<b>0.092bdehi</b>	<b>-0.339</b>	<b>0.390ab</b>	<b>-0.505</b>	<b>-0.062d</b>	<b>0.191ade</b>	<b>0.312def</b>	<b>-0.519</b>	<b>-0.097h</b>	<b>0.297ahi</b>	<b>0.519ahj</b>
<b>Standard Deviation</b>	<b>1.288</b>	<b>1.274</b>	<b>1.214</b>	<b>1.250</b>	<b>1.338</b>	<b>1.269</b>	<b>1.183</b>	<b>1.328</b>	<b>1.305</b>	<b>1.222</b>	<b>1.097</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>





It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Agree strongly	(2) 837	72	76	60	55	87	53	67	24	69	77	63	32	42	62	-
	74%	12%	14%	12%	18% <sup>abdh</sup>	17% <sup>b</sup>	13%	13%	16%	17% <sup>b</sup>	16%	12%	14%	12%	15%	-
Tend to agree	(1) 1701	186	152	143	96	141	100	145	46	118	141	148	62	95	123	5
	29%	31%	27%	30%	32%	27%	25%	27%	31%	29%	29%	29%	27%	29%	29%	39%
Neither agree nor disagree	(0) 1065	126	91	113	37	61	70	126	31	57	76	100	34	78	60	4
	18% <sup>iel</sup>	21% <sup>ielko</sup>	16% <sup>f</sup>	24% <sup>iacerlg</sup>	12%	12%	17% <sup>f</sup>	24% <sup>iacerlg</sup>	20% <sup>iel</sup>	14%	16%	20% <sup>iel</sup>	15%	23% <sup>iacerlg</sup>	14%	33%
Tend to disagree	(-1) 1275	124	131	80	59	119	109	106	33	81	100	128	63	64	75	2
	21% <sup>id</sup>	20%	23% <sup>id</sup>	17%	20%	23% <sup>id</sup>	27% <sup>labdeh</sup>	20%	21%	20%	21%	25% <sup>idno</sup>	28% <sup>labdeh</sup>	19%	18%	15%
Disagree strongly	(-2) 780	71	81	50	41	91	58	69	16	59	57	52	14	31	88	-
	13% <sup>imn</sup>	12% <sup>um</sup>	15% <sup>imn</sup>	10%	14% <sup>um</sup>	17% <sup>labdkl</sup>	14% <sup>imn</sup>	13% <sup>um</sup>	11%	15% <sup>imn</sup>	12% <sup>um</sup>	10%	6%	9%	21% <sup>labdegl</sup>	14% <sup>imn</sup>
<b>SUMMARY CODES</b>																
AGREE	2537	258	228	203	151	228	153	212	70	186	218	211	93	137	185	5
	43%	43%	41%	42%	50% <sup>labcbgh</sup>	44%	38%	40%	46%	47% <sup>kg</sup>	45% <sup>kg</sup>	41%	41%	40%	44%	39%
DISAGREE	2054	195	213	130	100	211	167	175	49	141	157	180	78	96	163	2
	35% <sup>idn</sup>	32%	38% <sup>idn</sup>	27%	33%	40% <sup>labdbk</sup>	41% <sup>labdeh</sup>	33%	32%	35% <sup>id</sup>	33%	35% <sup>idn</sup>	34%	28%	39% <sup>labdn</sup>	15%
Refused	12	3	1	2	-	-	1	1	-	1	3	1	-	-	-	-
Don't know	265	23	26	29	13	23	13	15	2	14	27	19	20	29	10	2
	4%	4%	5%	6% <sup>hio</sup>	4%	4%	3%	3%	2%	4%	6% <sup>hio</sup>	4%	9% <sup>labcefg</sup>	8% <sup>labcefg</sup>	2%	13%
<b>Mean Score</b>	<b>0.095g</b>	<b>0.110</b>	<b>0.020</b>	<b>0.185g</b>	<b>0.222g</b>	<b>0.028</b>	<b>-0.048</b>	<b>0.067</b>	<b>0.191</b>	<b>0.143</b>	<b>0.173g</b>	<b>0.086</b>	<b>0.161</b>	<b>0.167g</b>	<b>-0.008</b>	<b>0.271</b>
<b>Standard Deviation</b>	<b>1.288</b>	<b>1.220</b>	<b>1.312</b>	<b>1.205</b>	<b>1.353</b>	<b>1.397</b>	<b>1.293</b>	<b>1.245</b>	<b>1.252</b>	<b>1.355</b>	<b>1.302</b>	<b>1.221</b>	<b>1.220</b>	<b>1.197</b>	<b>1.399</b>	<b>0.778</b>
<b>Error Variance</b>	<b>-</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.006</b>	<b>0.004</b>	<b>0.004</b>	<b>0.003</b>	<b>0.010</b>	<b>0.005</b>	<b>0.004</b>	<b>0.003</b>	<b>0.007</b>	<b>0.004</b>	<b>0.005</b>	<b>0.055</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



It's too hard to work out whether I would save or not if I switched Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly (2)	837	99	127	121	107	82	491	471	414
	14% <sup>bcdgfh</sup>	10%	8%	8%	10%	8%	13%	12%	12%
Tend to agree (1)	1701	239	330	307	242	198	1114	1095	954
	29% <sup>bcddef</sup>	23%	23%	20%	22%	20%	20%	20%	29%
Neither agree nor disagree (0)	1065	137	203	205	150	138	641	634	576
	18% <sup>bcddef</sup>	13%	13%	14%	14%	14%	17%	16%	17%
Tend to disagree (-1)	1275	299	476	467	320	308	888	915	781
	21%	29% <sup>ca</sup>	31% <sup>ca</sup>	31% <sup>ca</sup>	30% <sup>ca</sup>	31% <sup>ca</sup>	23%	24% <sup>ca</sup>	23%
Disagree strongly (-2)	780	244	399	382	238	247	561	583	475
	13%	24% <sup>ca</sup>	28% <sup>ca</sup>	25% <sup>ca</sup>	22% <sup>ca</sup>	25% <sup>ca</sup>	15%	15% <sup>ca</sup>	14%
<b>SUMMARY CODES</b>									
AGREE	2537	337	457	428	349	280	1605	1566	1368
	43% <sup>bcdgfh</sup>	33% <sup>cd</sup>	29%	28%	32%	28%	42%	41%	41%
DISAGREE	2054	543	875	849	558	555	1447	1498	1255
	35%	53% <sup>ca</sup>	57% <sup>cae</sup>	57% <sup>cae</sup>	52% <sup>ca</sup>	56% <sup>ca</sup>	37% <sup>ca</sup>	39% <sup>ca</sup>	38% <sup>ca</sup>
Refused	12	1	6	6	5	6	8	6	6
	*	*	*	*	*	1% <sup>a</sup>	*	*	*
Don't know	265	12	17	14	16	16	162	155	139
	4% <sup>bcddef</sup>	1%	1%	1%	1%	1%	4%	4%	4%
<b>Mean Score</b>	0.69 <sup>bcdgfh</sup>	-0.345	-0.449	-0.480	-0.322 <sup>cd</sup>	-0.492	0.624	-0.012	0.016
<b>Standard Deviation</b>	1.289	1.326	1.302	1.292	1.317	1.282	1.298	1.286	1.266
<b>Error Variance</b>	*	0.002	0.001	0.001	0.002	0.002	*	*	0.001



There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 551	469	60	22	73	289	189	98	146	147	160	207	257	130	421	342	95	107
	9%em	9%	11%	7%	6%	9%e	11%aef	7%	8%	12%ahj	11%ahj	11%am	8%	12%ao	9%	9%	8%	10%
Tend to agree	(1) 1806	1522	180	104	343	949	513	368	564	467	467	632	990	316	1489	1092	358	325
	30%	30%	33%	33%	30%	31%	30%	27%	30%	33%h	32%h	32%am	30%	29%	31%	30%	31%	31%
Neither agree nor disagree	(0) 1287	1116	115	56	272	667	347	275	408	265	340	415	691	219	1068	743	276	245
	22%	22%	21%	18%	24%g	21%	21%	21%	22%	21%	23%	22%	21%	20%	22%	20%	24%p	23%p
Tend to disagree	(-1) 1284	1108	108	68	277	701	306	337	472	225	251	350	796	215	1070	845	228	190
	22%abh	22%	20%	22%	24%g	23%g	18%	25%ajk	25%ajk	18%	17%	18%	24%al	20%	22%	23%qr	20%	18%
Disagree strongly	(-2) 572	489	56	27	91	332	148	180	181	107	104	125	385	96	476	390	83	90
	10%abz	10%	10%	9%	8%	11%eg	9%	13%ajk	10%k	9%	7%	7%	12%al	9%	10%	11%qr	7%	9%
<b>SUMMARY CODES</b>																		
AGREE	2357	1991	240	126	417	1238	702	466	710	554	627	839	1247	446	1910	1434	453	432
	40%h	39%	44%	40%	37%	40%	42%e	35%	38%	45%ahj	43%ahj	44%am	38%	41%	39%	39%	40%	41%
DISAGREE	1856	1597	164	95	368	1034	454	517	652	331	355	475	1161	311	1546	1235	311	280
	31%abh	32%	30%	30%	32%g	33%g	27%	39%ajk	35%ajk	27%	24%	25%	38%al	29%	32%n	34%qr	27%	27%
Refused	19	19	1	.	3	9	7	3	4	4	8	4	5	2	17	11	5	3
	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
Don't know	415	346	31	37	77	160	178	78	115	81	141	164	155	102	312	221	99	89
	7%im	7%	6%	12%abc	7%	5%	11%aef	6%	6%	7%	10%ahj	9%am	5%	9%ao	6%	6%	9%p	9%p
<b>Mean Score</b>	0.087hi	0.079	0.155	0.091	0.029	0.055	0.192a	-0.106	0.013h	0.228ah	0.248ah	0.258a	-0.020	0.174ao	0.068	0.044	0.148p	0.176ap
<b>Standard Deviation</b>	1.171	1.169	1.196	1.153	1.100	1.185	1.185	1.198	1.151	1.174	1.133	1.127	1.182	1.201	1.164	1.194	1.109	1.155
<b>Error Variance</b>	.	.	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	.	.	0.001	0.001



There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 551	1	58	493	550	492	50	500	492	59	339	84	108	188	358	5
		9% <sub>jk</sub>	8%	10%	9%	9%	8%	10%	10% <sub>ij</sub>	6%	8%	14% <sub>akm</sub>	10% <sub>kl</sub>	8%	10%	8%
Tend to agree	(1) 1806	2	176	1630	1804	1628	203	1600	1599	207	1270	202	331	635	1148	23
		30% <sub>ij</sub>	19%	29%	31%	30%	31%	30%	32% <sub>ij</sub>	22%	30%	33%	31%	28%	32% <sub>lm</sub>	33%
Neither agree nor disagree	(0) 1287	4	144	1144	1283	1140	157	1126	1115	172	885	143	249	418	854	15
		22% <sub>ij</sub>	35%	24%	21%	22%	24%	21%	22% <sub>ij</sub>	18%	21%	24%	24%	19%	24% <sub>lan</sub>	21%
Tend to disagree	(-1) 1284	3	114	1171	1281	1168	133	1148	1001	283	1001	89	182	578	689	18
		22% <sub>ij</sub>	28%	19%	22%	22%	20%	22%	20%	30% <sub>lai</sub>	24% <sub>alm</sub>	15%	17%	28% <sub>lao</sub>	19%	28%
Disagree strongly	(-2) 572	1	64	508	571	507	74	497	397	175	451	32	93	298	271	4
		10% <sub>kl</sub>	12%	11%	10%	10%	11%	9%	8%	18% <sub>kai</sub>	11% <sub>kl</sub>	5%	9% <sub>l</sub>	13% <sub>lao</sub>	7%	6%
<b>SUMMARY CODES</b>																
AGREE	2357	3	234	2123	2354	2120	253	2100	2091	266	1609	286	439	822	1506	28
		40% <sub>ij</sub>	27%	38%	40%	40%	38%	40%	42% <sub>laj</sub>	28%	38%	47% <sub>lakm</sub>	42% <sub>kl</sub>	37%	42% <sub>lm</sub>	41%
DISAGREE	1856	4	178	1679	1852	1674	207	1645	1399	458	1452	120	275	875	960	21
		31% <sub>ij</sub>	38%	28%	31%	32%	31%	30%	28% <sub>ij</sub>	48% <sub>lai</sub>	34% <sub>alm</sub>	20%	28% <sub>kl</sub>	38% <sub>lao</sub>	38%	31%
Refused	19	-	-	19	19	-	-	19	16	3	12	-	3	7	13	-
Don't know	415	-	52	362	415	362	45	369	366	49	259	53	86	119	291	5
		7% <sub>kl</sub>	8%	7%	7%	7%	7%	7% <sub>ij</sub>	7% <sub>ij</sub>	5%	6%	9% <sub>kl</sub>	8% <sub>kl</sub>	5%	8% <sub>lm</sub>	7%
<b>Mean Score</b>	<b>0.087<sub>jk</sub></b>	<b>-0.156</b>	<b>0.090</b>	<b>0.087</b>	<b>0.088</b>	<b>0.087</b>	<b>0.036</b>	<b>0.094</b>	<b>0.171<sub>ij</sub></b>	<b>-0.343</b>	<b>0.012</b>	<b>0.398<sub>akm</sub></b>	<b>0.186<sub>ak</sub></b>	<b>-0.077</b>	<b>0.191<sub>lan</sub></b>	<b>0.133</b>
<b>Standard Deviation</b>	<b>1.171</b>	<b>1.153</b>	<b>1.181</b>	<b>1.170</b>	<b>1.171</b>	<b>1.170</b>	<b>1.161</b>	<b>1.172</b>	<b>1.144</b>	<b>1.215</b>	<b>1.173</b>	<b>1.103</b>	<b>1.155</b>	<b>1.219</b>	<b>1.129</b>	<b>1.098</b>
<b>Error Variance</b>	<b>-</b>	<b>0.121</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>-</b>	<b>0.019</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 551	402	149	39	19	490	59	3
	9%	9%	12%ab	7%	8%	9%	10%	12%
Tend to agree	(1) 1806	1295	411	170	70	1642	159	5
	30%	30%	32%	29%	30%	31%	28%	25%
Neither agree nor disagree	(0) 1287	998	289	134	61	1135	147	5
	22%	22%	22%	20%	26%	21%	26%af	23%
Tend to disagree	(-1) 1284	1088	196	152	45	1166	111	7
	22%	23%ac	15%	26%ae	19%	22%	20%	32%
Disagree strongly	(-2) 572	512	60	57	17	532	40	-
	10%ac	11%ac	5%	10%	7%	10%	7%	-
<b>SUMMARY CODES</b>								
AGREE	2357	1797	560	209	89	2122	217	8
	40%	39%	43%ab	36%	38%	40%	39%	37%
DISAGREE	1856	1600	256	209	62	1698	151	7
	31%cd	34%ac	20%	36%ae	26%	32%g	27%	32%
Refused	19	11	9	-	2	17	3	-
	-	-	1%b	-	1%df	-	-	-
Don't know	415	236	178	27	21	370	43	2
	7%b	5%	14%ab	5%	9%df	7%	8%	8%
Mean Score	0.087bd	0.020	0.35ab	-0.022	0.139	0.079	0.164	0.181
Standard Deviation	1.171	1.182	1.087	1.133	1.101	1.176	1.125	1.084
Error Variance	-	-	0.001	0.003	0.004	-	0.003	0.073

There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 551	198	341	35	281	518	270	62	133	222	135
		9%h	10%	4%	8%d	10%de	11%de	7%	8%	10%hi	11%ahi
Tend to agree	(1) 1806	633	1138	154	971	1652	835	187	498	728	393
		30%bdeh	27%	20%	29%id	32%ide	33%ide	21%	29%hi	34%iahi	33%hi
Neither agree nor disagree	(0) 1287	478	780	129	634	1158	654	141	336	304	309
		22%bdah	21%	23%	19%	22%de	26%adef	16%	20%ih	23%hi	26%iahi
Tend to disagree	(-1) 1284	592	679	280	868	1005	416	264	470	417	133
		22%cdgh	25%ac	36%aefg	28%aifg	20%ig	16%	30%ajk	28%ajk	19%ik	11%
Disagree strongly	(-2) 572	342	223	171	449	401	124	205	200	134	33
		10%cdgh	15%ac	22%aefg	13%aifg	6%ig	5%	29%ajk	12%ajk	6%ik	3%
<b>SUMMARY CODES</b>											
AGREE	2357	831	1478	189	1252	2168	1105	249	631	949	528
		40%bdah	39%	43%iab	24%	37%id	42%ade	29%	37%hi	44%iahi	44%iahi
DISAGREE	1856	935	902	453	1317	1406	540	469	670	550	160
		31%cdgh	40%ac	28%	57%aefg	39%aifg	27%ig	21%	39%ajk	25%ik	14%
Refused	19	4	9	1	7	18	13	1	3	5	10
		-	-	-	-	-	-	-	-	-	-
Don't know	415	81	294	18	165	397	250	24	57	156	178
		7%bdah	3%	6%iab	2%	9%id	6%ide	4%	7%hi	7%hi	15%iahi
<b>Mean Score</b>	<b>0.087bdah</b>	<b>-0.111</b>	<b>0.220ab</b>	<b>-0.518</b>	<b>-0.072d</b>	<b>0.185ade</b>	<b>0.309adef</b>	<b>-0.423</b>	<b>-0.065h</b>	<b>0.243ahi</b>	<b>0.463ahj</b>
<b>Standard Deviation</b>	<b>1.171</b>	<b>1.224</b>	<b>1.114</b>	<b>1.170</b>	<b>1.217</b>	<b>1.141</b>	<b>1.065</b>	<b>1.262</b>	<b>1.184</b>	<b>1.105</b>	<b>0.992</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



There are no real differences between suppliers in the prices they charge Q.12? To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	579	152	399	480	511	225	309	419	12*
Agree strongly	(2) 551 9% <sup>c</sup>	43 7%	36 6%	42 9%	28 9%	63 12% <sup>bcd</sup>	32 8%	62 12% <sup>bcd</sup>	15 10%	45 11% <sup>bcd</sup>	47 10%	34 7%	16 7%	30 9%	57 14% <sup>abcd</sup>	-
Tend to agree	(1) 1808 30%	187 31%	151 27%	132 28%	100 33%	145 28%	109 27%	182 34% <sup>cd</sup>	58 38% <sup>cd</sup>	123 31%	144 30%	163 32%	76 34%	102 30%	144 36%	5 40%
Neither agree nor disagree	(0) 1287 22% <sup>fg</sup>	127 21%	129 23% <sup>fg</sup>	143 30% <sup>abcef</sup>	60 20%	91 17%	65 16%	118 22% <sup>fg</sup>	37 24% <sup>fg</sup>	77 19%	105 22% <sup>fg</sup>	126 25% <sup>fgm</sup>	58 17%	88 26% <sup>fgmo</sup>	60 19%	3 22%
Tend to disagree	(-1) 1284 22%	136 22%	144 26% <sup>adkn</sup>	93 19%	61 20%	123 24%	111 27% <sup>adehi</sup>	109 21%	26 17%	82 21%	95 20%	108 21%	55 24%	62 18%	76 18%	3 22%
Disagree strongly	(-2) 572 10% <sup>dh</sup>	63 10% <sup>dh</sup>	53 10%	29 6%	23 8%	64 12% <sup>dhi</sup>	59 15% <sup>acdehik</sup>	35 7%	12 8%	44 11% <sup>dh</sup>	43 9%	41 8%	19 8%	27 8%	59 14% <sup>acdehik</sup>	-
<b>SUMMARY CODES</b>																
AGREE	2357 40% <sup>c</sup>	229 38%	187 33%	174 36%	128 43% <sup>c</sup>	208 40% <sup>c</sup>	141 35%	244 48% <sup>aboda</sup>	73 48% <sup>bodg</sup>	168 42% <sup>c</sup>	191 40% <sup>c</sup>	197 38%	92 41%	132 38%	187 45% <sup>cdg</sup>	5 40%
DISAGREE	1856 31% <sup>hd</sup>	199 33% <sup>hdn</sup>	197 35% <sup>dehik</sup>	122 26%	84 28%	187 36% <sup>adehi</sup>	170 42% <sup>abode</sup>	144 27%	38 25%	126 32%	139 29%	150 29%	74 33%	89 26%	136 32% <sup>hd</sup>	3 22%
Refused	19 *	3 1%	3 *	4 1%	- *	- *	1 *	2 *	- *	1 *	4 1%	1 *	- *	- *	- *	- *
Don't know	415 7% <sup>hio</sup>	47 8% <sup>hio</sup>	43 8% <sup>hio</sup>	34 7%	27 9% <sup>hio</sup>	35 7%	25 6%	22 4%	4 3%	27 7%	41 9% <sup>hio</sup>	37 7% <sup>ho</sup>	22 10% <sup>hio</sup>	31 9% <sup>hio</sup>	16 4%	2 17%
<b>Mean Score</b>	<b>0.087og</b>	<b>0.019</b>	<b>-0.053</b>	<b>0.147cg</b>	<b>0.179cg</b>	<b>0.041g</b>	<b>-0.147</b>	<b>0.251abc</b>	<b>0.253bcg</b>	<b>0.118g</b>	<b>0.128cg</b>	<b>0.085g</b>	<b>0.076</b>	<b>0.153cg</b>	<b>0.122cg</b>	<b>0.211</b>
<b>Standard Deviation</b>	<b>1.171</b>	<b>1.160</b>	<b>1.127</b>	<b>1.070</b>	<b>1.147</b>	<b>1.265</b>	<b>1.240</b>	<b>1.132</b>	<b>1.115</b>	<b>1.226</b>	<b>1.169</b>	<b>1.098</b>	<b>1.155</b>	<b>1.117</b>	<b>1.288</b>	<b>0.879</b>
<b>Error Variance</b>	-	<b>0.002</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.003</b>	<b>0.004</b>	<b>0.002</b>	<b>0.008</b>	<b>0.004</b>	<b>0.003</b>	<b>0.003</b>	<b>0.007</b>	<b>0.004</b>	<b>0.005</b>	<b>0.077</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



There are no real differences between suppliers in the prices they charge Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly	(2) 551	80	108	101	87	64	328	324	279
		9%cdf	7%	7%	8%	6%	8%	8%	8%
Tend to agree	(1) 1806	264	378	364	298	246	1266	1197	1024
		30%bcdcf	24%	24%	29%	25%	31%	31%	31%
Neither agree nor disagree	(0) 1287	185	267	270	206	166	798	788	712
		22%bcdcf	18%	17%	19%	17%	21%	20%	21%
Tend to disagree	(-1) 1284	288	471	442	290	302	675	885	781
		22%a	30%a	29%a	27%a	30%a	23%	23%	23%
Disagree strongly	(-2) 572	173	296	278	167	187	391	401	317
		10%a	17%a	19%a	15%a	19%a	10%	10%	9%
<b>SUMMARY CODES</b>									
AGREE	2357	344	486	466	385	310	1534	1521	1303
		40%bcdcf	33%	31%	38%cd	31%	40%	39%	39%
DISAGREE	1856	461	767	720	457	488	1265	1286	1098
		31%a	45%a	48%a	42%a	49%a	33%	33%a	33%
Refused	19	1	6	6	5	6	12	9	9
		*	*	*	*	1%	*	*	*
Don't know	415	39	33	39	25	21	254	254	222
		7%bcdcf	4%cf	3%	2%	2%	7%	7%	7%
<b>Mean Score</b>	0.087bcdcf	-0.211	-0.369	-0.296	-0.148cdf	-0.312	0.087	0.044	0.064
<b>Standard Deviation</b>	1.171	1.240	1.235	1.229	1.229	1.230	1.173	1.178	1.158
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	-





Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 1041	846	116	79	153	511	377	210	280	244	306	378	542	225	815	636	168	218
	18%ek	17%	21%b	25%ab	13%	16%e	22%aef	16%	15%	20%hi	21%ah	20%am	17%	21%ao	17%	17%k	15%	21%apq
Tend to agree	(1) 1805	1513	186	106	359	940	506	389	575	388	452	642	960	345	1460	1072	393	313
	30%	30%	34%	34%	32%	30%	30%	29%	30%	31%	31%	34%am	39%	32%	29%	29%	34%ap	30%
Neither agree nor disagree	(0) 956	846	72	37	214	502	239	193	309	188	266	310	502	143	812	540	216	184
	16%gn	17%id	13%	12%	19%ag	16%	14%	14%	16%	15%	18%ah	16%	15%	13%	17%n	15%	19%ap	18%ip
Tend to disagree	(-1) 1157	1023	86	47	242	640	275	282	422	211	242	312	713	196	961	757	200	177
	19%ob	20%cd	16%	15%	21%ig	21%ig	16%	21%jk	22%ajk	17%	16%	16%	22%al	18%	20%	21%qr	17%	17%
Disagree strongly	(-2) 807	694	81	32	139	446	222	237	263	169	138	196	518	143	664	558	126	111
	14%hb	14%	15%	10%	12%	14%	13%	16%iajk	14%k	14%k	9%	10%	16%al	13%	14%	15%agr	11%	11%
<b>SUMMARY CODES</b>																		
AGREE	2845	2358	302	185	513	1450	882	599	855	633	758	1017	1501	570	2275	1707	561	531
	48%	47%	55%ab	59%ab	45%	47%	52%aef	45%	45%	51%hi	52%ah	54%am	46%	53%ao	47%	47%	49%	51%ip
DISAGREE	1984	1717	168	79	381	1086	497	519	685	381	379	508	1231	339	1626	1316	326	288
	33%ob	34%cd	30%	25%	33%ig	35%ig	29%	39%iajk	39%ajk	31%k	26%	27%	38%al	31%	30%	36%agr	28%	27%
Refused	14	14	1	-	3	6	5	3	1	4	7	2	3	1	13	10	1	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	155	134	8	13	27	63	64	25	39	31	60	59	41	27	127	70	39	43
	3%n	3%	1%	4%c	2%	2%	4%aef	2%	2%	2%	4%ahj	3%n	1%	3%	2%	3%	3%p	4%ap
<b>Mean Score</b>	<b>0.193hi</b>	<b>0.161</b>	<b>0.310b</b>	<b>0.510ab</b>	<b>0.131</b>	<b>0.141</b>	<b>0.334ae</b>	<b>0.041</b>	<b>0.101</b>	<b>0.272hi</b>	<b>0.389ah</b>	<b>0.376am</b>	<b>0.091</b>	<b>0.298ao</b>	<b>0.170</b>	<b>0.132</b>	<b>0.252p</b>	<b>0.350ap</b>
<b>Standard Deviation</b>	<b>1.326</b>	<b>1.320</b>	<b>1.365</b>	<b>1.313</b>	<b>1.258</b>	<b>1.327</b>	<b>1.361</b>	<b>1.370</b>	<b>1.305</b>	<b>1.343</b>	<b>1.268</b>	<b>1.274</b>	<b>1.349</b>	<b>1.351</b>	<b>1.319</b>	<b>1.355</b>	<b>1.242</b>	<b>1.295</b>
<b>Error Variance</b>	-	-	<b>0.004</b>	<b>0.006</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 1041	1	113	928	1040	927	104	936	954	86	685	152	194	316	707	18
	18% <sub>n</sub>	8%	18%	17%	18%	17%	16%	18%	19% <sub>a</sub>	9%	16%	25% <sub>akm</sub>	18%	14%	20% <sub>an</sub>	26% <sub>n</sub>
Tend to agree	(1) 1805	3	201	1603	1802	1600	207	1595	1597	207	1268	210	302	604	1179	22
	30% <sub>n</sub>	31%	33%	30%	30%	30%	31%	30%	32% <sub>j</sub>	22%	30%	35% <sub>akm</sub>	29%	27%	33% <sub>an</sub>	33%
Neither agree nor disagree	(0) 959	4	96	859	952	856	117	855	797	158	624	87	218	326	619	10
	16%	35%	16%	16%	16%	16%	16%	16%	17%	15%	15%	16%	21% <sub>akd</sub>	15%	17% <sub>n</sub>	15%
Tend to disagree	(-1) 1157	2	100	1057	1155	1055	141	1014	918	239	892	75	193	507	637	13
	19% <sub>ld</sub>	21%	16%	20%	19%	20%	21%	19%	18%	25% <sub>lai</sub>	21% <sub>lm</sub>	13%	18% <sub>j</sub>	23% <sub>lao</sub>	18%	19%
Disagree strongly	(-2) 807	-	77	730	807	730	85	722	581	226	645	52	110	446	355	6
	14% <sub>lmo</sub>	-	13%	14%	14%	14%	13%	14%	12%	24% <sub>lai</sub>	15% <sub>alm</sub>	9%	10%	20% <sub>larp</sub>	10%	8%
<b>SUMMARY CODES</b>																
AGREE	2845	4	314	2531	2841	2527	310	2531	2552	293	1952	362	497	920	1885	40
	48% <sub>n</sub>	38%	52%	46%	48%	48%	47%	48%	51% <sub>laj</sub>	31%	46%	60% <sub>akm</sub>	47%	41%	52% <sub>an</sub>	59% <sub>n</sub>
DISAGREE	1964	2	177	1787	1962	1785	226	1736	1498	466	1536	128	303	953	992	19
	33% <sub>lmo</sub>	21%	28%	34% <sub>c</sub>	33%	34% <sub>c</sub>	34%	33%	30%	49% <sub>lai</sub>	36% <sub>alm</sub>	21%	29% <sub>j</sub>	43% <sub>larp</sub>	27%	27%
Refused	14	-	-	14	14	-	-	14	12	3	10	-	1	6	9	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	155	1	21	134	154	133	9	145	127	27	94	16	37	37	117	-
	3% <sub>n</sub>	5%	3%	3%	3%	3%	1%	3%	3%	3%	2%	3%	4% <sub>k</sub>	2%	3% <sub>n</sub>	-
<b>Mean Score</b>	<b>0.193<sub>kn</sub></b>	<b>0.259</b>	<b>0.294</b>	<b>0.182</b>	<b>0.193</b>	<b>0.182</b>	<b>0.158</b>	<b>0.198</b>	<b>0.294<sub>aj</sub></b>	<b>-0.341</b>	<b>0.111</b>	<b>0.570<sub>akm</sub></b>	<b>0.273<sub>k</sub></b>	<b>-0.074</b>	<b>0.356<sub>an</sub></b>	<b>0.490<sub>n</sub></b>
<b>Standard Deviation</b>	<b>1.326</b>	<b>0.944</b>	<b>1.313</b>	<b>1.327</b>	<b>1.327</b>	<b>1.328</b>	<b>1.290</b>	<b>1.331</b>	<b>1.304</b>	<b>1.317</b>	<b>1.344</b>	<b>1.249</b>	<b>1.270</b>	<b>1.374</b>	<b>1.268</b>	<b>1.291</b>
<b>Error Variance</b>	<b>-</b>	<b>0.089</b>	<b>0.093</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.093</b>	<b>-</b>	<b>-</b>	<b>0.092</b>	<b>-</b>	<b>0.093</b>	<b>0.091</b>	<b>0.091</b>	<b>-</b>	<b>0.094</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 1041	726	314	74	45	959	80	1
	18%bd	16%	24%kab	13%	19%cd	18%	14%	5%
Tend to agree	(1) 1825	1286	418	163	68	1615	181	9
	31%	30%	32%	28%	29%	30%	32%	38%
Neither agree nor disagree	(0) 956	762	193	117	49	826	127	3
	16%	16%	15%	20%ia	21%ia	15%	23%af	14%
Tend to disagree	(-1) 1157	980	177	123	44	1047	106	4
	19%e	21%e	14%	21%	19%	20%	19%	19%
Disagree strongly	(-2) 807	710	97	91	21	758	44	5
	14%ceq	15%kac	8%	16%e	9%	14%g	8%	21%
<b>SUMMARY CODES</b>								
AGREE	2945	2113	732	237	112	2574	261	9
	48%bd	46%	57%kab	41%	48%	48%	47%	44%
DISAGREE	1964	1690	274	211	65	1805	150	9
	33%ceq	36%kac	21%	37%ie	28%	34%g	27%	40%
Refused	14	5	9	-	1	14	1	-
	-	-	1%ab	-	1%	-	-	-
Don't know	155	71	83	13	7	133	21	1
	3%b	2%	6%kab	3%	3%	2%	4%	3%
Mean Score	0.193bd	0.096	0.563ab	0.014	0.317d	0.186	0.274	-0.191
Standard Deviation	1.326	1.330	1.245	1.293	1.249	1.340	1.177	1.317
Error Variance	-	-	0.001	0.004	0.005	-	0.003	0.102

Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 1041	267	746	42	492	998	549	61	232	483	265
	18%bdehi	11%	22%iab	5%	15%id	19%ade	21%adef	7%	14%h	21%ahi	24%ahi
Tend to agree	(1) 1805	579	1198	158	937	1647	868	192	487	738	389
	30%bdehi	25%	35%iab	20%	28%id	32%ide	34%ade	22%	29%h	34%ahi	33%hi
Neither agree nor disagree	(0) 956	396	539	101	459	855	496	107	266	346	234
	16%bdehi	17%	16%	13%	14%	17%ide	19%adef	12%	16%h	16%hi	20%ahi
Tend to disagree	(-1) 1157	569	576	235	791	922	366	234	421	372	130
	19%bdehi	24%ac	17%	30%aefg	23%aifg	18%ig	14%	27%ajk	25%ajk	17%ik	11%
Disagree strongly	(-2) 807	486	309	247	647	560	160	286	276	196	49
	14%bdehi	21%ac	9%	31%aefg	19%aifg	11%ig	6%	32%ajk	16%ajk	9%ik	4%
<b>SUMMARY CODES</b>											
AGREE	2845	846	1944	200	1429	2645	1416	252	719	1201	674
	48%bdehi	36%	56%iab	25%	42%id	51%ade	55%adef	29%	42%h	55%ahi	57%ahi
DISAGREE	1964	1055	884	483	1438	1482	526	520	697	566	173
	33%bdehi	45%ac	26%	61%aefg	49%aifg	29%ig	21%	59%ajk	41%ajk	29%ik	15%
Refused	14	4	7	1	7	13	8	1	3	5	5
	-	-	-	-	-	-	-	-	-	-	-
Don't know	155	28	90	2	41	132	114	4	12	43	96
	3%bdehi	1%	3%b	-	1%id	2%ide	4%adef	-	1%	2%hi	8%ahi
<b>Mean Score</b>	<b>0.193bdehi</b>	<b>-0.186</b>	<b>0.444ab</b>	<b>-0.622</b>	<b>-0.049d</b>	<b>0.322ade</b>	<b>0.325adef</b>	<b>-0.560</b>	<b>-0.013h</b>	<b>0.425ahi</b>	<b>0.672ahij</b>
<b>Standard Deviation</b>	<b>1.326</b>	<b>1.333</b>	<b>1.258</b>	<b>1.374</b>	<b>1.374</b>	<b>1.290</b>	<b>1.180</b>	<b>1.322</b>	<b>1.323</b>	<b>1.261</b>	<b>1.120</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Agree strongly	(2) 1041 78%	91 75%	99 78%	66 74%	59 20% <sup>d</sup>	102 20% <sup>dh</sup>	64 78%	77 75%	32 21%	84 21% <sup>bdhi</sup>	91 19% <sup>d</sup>	79 75%	53 24% <sup>abbdth</sup>	61 78%	82 20% <sup>d</sup>	-
Tend to agree	(1) 1805 30% <sup>hho</sup>	185 31% <sup>ho</sup>	154 28%	152 32% <sup>hho</sup>	98 33% <sup>hho</sup>	161 31% <sup>ho</sup>	110 27%	136 26%	57 38% <sup>hho</sup>	129 32% <sup>hho</sup>	154 32% <sup>hho</sup>	186 36% <sup>aaogho</sup>	73 33% <sup>ho</sup>	103 30%	99 24%	6 48%
Neither agree nor disagree	(0) 958 16% <sup>he</sup>	109 18% <sup>he</sup>	80 74%	83 19% <sup>ceff</sup>	34 7%	72 14%	61 15%	119 22% <sup>acefg</sup>	20 13%	53 13%	72 15%	89 17% <sup>e</sup>	31 14%	54 16%	65 16%	4 33%
Tend to disagree	(-1) 1157 19% <sup>im</sup>	125 21% <sup>im</sup>	126 22% <sup>ikm</sup>	90 19%	67 22% <sup>ikm</sup>	92 18%	97 24% <sup>kljkm</sup>	107 20% <sup>km</sup>	25 16%	62 15%	76 16%	104 20% <sup>im</sup>	30 13%	75 22% <sup>ikm</sup>	82 20%	1 4%
Disagree strongly	(-2) 807 14% <sup>in</sup>	72 12%	89 16% <sup>din</sup>	54 7%	36 12%	83 16% <sup>in</sup>	64 16% <sup>in</sup>	79 15% <sup>in</sup>	16 11%	65 16% <sup>in</sup>	64 13%	47 9%	25 11%	31 9%	82 20% <sup>abdeik</sup>	-
<b>SUMMARY CODES</b>																
AGREE	2845 48% <sup>h</sup>	276 46%	253 45%	218 46%	158 53% <sup>gho</sup>	263 50% <sup>gh</sup>	174 43%	213 40%	89 59% <sup>abcbdg</sup>	213 53% <sup>bdgh</sup>	245 51% <sup>gho</sup>	265 52% <sup>abgho</sup>	127 56% <sup>abcbdg</sup>	164 48% <sup>h</sup>	182 43%	6 48%
DISAGREE	1964 33% <sup>m</sup>	197 32% <sup>m</sup>	215 38% <sup>abdj</sup>	144 30%	103 34% <sup>m</sup>	175 34% <sup>m</sup>	161 40% <sup>abdj</sup>	185 35% <sup>m</sup>	41 27%	127 32%	140 29%	151 30%	55 25%	105 31%	164 39% <sup>abdiik</sup>	1 6%
Refused	14 -	2 -	1 -	3 1%	-	-	1 -	2 -	-	1 -	3 1%	1 -	-	-	-	-
Don't know	155 3% <sup>l</sup>	21 4% <sup>l</sup>	10 2%	20 4% <sup>lghj</sup>	6 2%	11 2%	7 2%	10 2%	2 1%	6 2%	18 4% <sup>l</sup>	5 1%	13 6% <sup>laacelsh</sup>	17 5% <sup>ladshl</sup>	7 2%	2 13%
<b>Mean Score</b>	<b>0.193gho</b>	<b>0.169</b>	<b>0.086</b>	<b>0.190</b>	<b>0.266gh</b>	<b>0.210</b>	<b>0.033</b>	<b>0.052</b>	<b>0.420bgo</b>	<b>0.267gho</b>	<b>0.289cgh</b>	<b>0.290cgh</b>	<b>0.470abc</b>	<b>0.272gho</b>	<b>0.043</b>	<b>0.480</b>
<b>Standard Deviation</b>	<b>1.326</b>	<b>1.276</b>	<b>1.371</b>	<b>1.248</b>	<b>1.337</b>	<b>1.348</b>	<b>1.348</b>	<b>1.294</b>	<b>1.290</b>	<b>1.393</b>	<b>1.334</b>	<b>1.221</b>	<b>1.322</b>	<b>1.271</b>	<b>1.430</b>	<b>0.658</b>
<b>Error Variance</b>	-	<b>0.003</b>	<b>0.003</b>	<b>0.004</b>	<b>0.006</b>	<b>0.004</b>	<b>0.005</b>	<b>0.003</b>	<b>0.011</b>	<b>0.005</b>	<b>0.004</b>	<b>0.003</b>	<b>0.008</b>	<b>0.005</b>	<b>0.005</b>	<b>0.039</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Switching is a hassle that I've not got time for Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly	(2) 1041	112	112	121	94	73	697	685	609
		18%bcdcf	7%	8%	9%	7%	18%	18%	18%
Tend to agree	(1) 1805	237	353	340	270	238	1163	1138	981
		30%bcdcf	23%	25%	28%	24%	30%	29%	29%
Neither agree nor disagree	(0) 956	140	232	231	183	166	561	576	511
		16%g	14%	15%	17%	17%	15%	15%	15%
Tend to disagree	(-1) 1157	280	435	407	287	256	779	799	674
		19%	27%a	28%a	27%a	28%a	20%	21%	20%
Disagree strongly	(-2) 807	255	411	387	230	245	565	570	487
		14%	25%a	28%ae	21%a	25%a	15%	15%	15%
<b>SUMMARY CODES</b>									
<b>AGREE</b>	2845	348	485	461	363	311	1860	1824	1586
		48%bcdcf	30%	31%	34%	31%	48%	47%	49%
<b>DISAGREE</b>	1964	535	846	794	517	502	1344	1369	1161
		33%	52%a	53%ae	48%a	51%a	35%	35%a	35%
Refused	14	1	6	6	5	6	10	7	6
		-	-	-	-	-	-	-	-
Don't know	155	5	10	10	10	7	89	83	75
		2%bcdcf	1%	1%	1%	1%	2%	2%	2%
<b>Mean Score</b>	0.193bcdcf	-0.521c	-0.441	-0.463	-0.275cd	-0.371	0.172	0.151	0.169
<b>Standard Deviation</b>	1.326	1.355	1.293	1.307	1.251	1.292	1.381	1.391	1.359
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	0.001



I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 738	578	103	57	80	389	289	131	186	188	232	301	358	188	550	458	113	157
	12% <sup>hig</sup>	11%	19% <sup>ab</sup>	18% <sup>ab</sup>	7%	13% <sup>e</sup>	16% <sup>af</sup>	10%	10%	15% <sup>ah</sup>	16% <sup>ah</sup>	16% <sup>am</sup>	17%	17% <sup>ao</sup>	12% <sup>iq</sup>	10%	15% <sup>apq</sup>	
Tend to agree	(1) 1537	1290	144	103	277	753	508	303	480	325	430	605	761	311	1226	918	287	297
	26% <sup>him</sup>	25%	26%	33% <sup>ab</sup>	24%	24%	30% <sup>af</sup>	23%	25%	20%	29% <sup>ah</sup>	32% <sup>am</sup>	23%	29% <sup>ao</sup>	25%	25%	28% <sup>ip</sup>	
Neither agree nor disagree	(0) 985	854	92	39	225	514	346	199	332	180	274	305	515	159	826	553	223	192
	17% <sup>ig</sup>	17%	17%	12%	20% <sup>atg</sup>	17%	15%	15%	18% <sup>i</sup>	15%	19% <sup>ah</sup>	16%	16%	15%	17%	15%	19% <sup>ap</sup>	
Tend to disagree	(-1) 1385	1209	107	69	292	762	331	363	478	252	291	373	868	223	1162	885	265	214
	23% <sup>ah</sup>	24% <sup>ic</sup>	19%	22%	26% <sup>ig</sup>	25% <sup>ig</sup>	20%	27% <sup>ajk</sup>	25% <sup>ik</sup>	20%	20%	20%	28% <sup>al</sup>	27%	24% <sup>in</sup>	24% <sup>ir</sup>	20%	
Disagree strongly	(-2) 1100	966	96	38	237	611	252	319	366	234	181	245	717	157	943	736	210	139
	18% <sup>ad</sup>	19% <sup>id</sup>	17%	12%	21% <sup>ig</sup>	20% <sup>ig</sup>	15%	24% <sup>ajk</sup>	19% <sup>ak</sup>	19% <sup>ak</sup>	12%	13%	22% <sup>al</sup>	14%	19% <sup>in</sup>	20% <sup>ir</sup>	18% <sup>ir</sup>	
<b>SUMMARY CODES</b>																		
AGREE	2275	1868	247	159	356	1142	777	434	665	514	662	906	1119	499	1776	1376	400	454
	38% <sup>ahim</sup>	37%	45% <sup>ab</sup>	51% <sup>ab</sup>	31%	37% <sup>e</sup>	48% <sup>af</sup>	32%	35%	42% <sup>hi</sup>	45% <sup>ah</sup>	48% <sup>am</sup>	34%	46% <sup>ao</sup>	37%	38%	35%	43% <sup>apq</sup>
DISAGREE	2484	2174	203	107	529	1373	582	682	844	486	473	618	1585	379	2105	1621	475	353
	42% <sup>cdk</sup>	43% <sup>cd</sup>	37%	34%	46% <sup>ag</sup>	44% <sup>ig</sup>	34%	51% <sup>ajk</sup>	45% <sup>ik</sup>	39% <sup>ak</sup>	32%	33%	48% <sup>al</sup>	35%	43% <sup>in</sup>	44% <sup>ar</sup>	42% <sup>ir</sup>	34%
Refused	13	12	1	-	2	6	5	3	1	5	4	1	2	3	10	10	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	176	160	7	9	26	72	78	21	47	52	57	67	56	40	136	82	44	49
	3% <sup>hm</sup>	3% <sup>c</sup>	1%	3%	2%	2%	5% <sup>af</sup>	2%	2%	4% <sup>ah</sup>	4% <sup>ah</sup>	4% <sup>im</sup>	2%	4%	3%	4% <sup>ip</sup>	5% <sup>ap</sup>	
<b>Mean Score</b>	-0.099e	-0.142	0.095a	0.234a	-0.297	-0.150e	0.132a	-0.331	-0.195h	-0.015n	0.171ah	0.188a	-0.256	0.145a	-0.153	-0.147	-0.158	0.119apq
	him		b	b			ef				l	m		o				
<b>Standard Deviation</b>	1.334	1.323	1.388	1.324	1.251	1.341	1.343	1.329	1.297	1.387	1.288	1.302	1.333	1.350	1.324	1.353	1.287	1.288
<b>Error Variance</b>	-	-	0.004	0.006	0.001	0.001	0.001	0.002	0.001	0.002	0.001	0.001	0.001	0.001	-	0.001	0.002	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	738	1	84	654	737	653	76	661	672	66	460	117	136	222	496	19
(2)	12%kn	8%	14%	12%	12%	12%	11%	13%	13%j	2%	11%	19%akm	13%k	10%	14%n	27%ano
Tend to agree	1537	4	176	1361	1537	1360	167	1369	1372	166	1060	183	262	514	1005	18
(1)	26%jn	4%	29%	26%	26%	25%	25%	26%	28%j	17%	25%	30%akm	25%	23%	28%n	26%
Neither agree nor disagree	965	4	92	894	962	890	122	859	830	156	664	109	211	331	646	8
(0)	17%	35%	15%	17%	17%	18%	16%	16%	17%	16%	16%	16%	20%ak	15%	19%n	11%
Tend to disagree	1385	3	133	1252	1382	1249	164	1218	1102	283	1043	104	243	591	777	18
(-1)	23%lo	31%	22%	24%	23%	24%	25%	23%	22%	30%ai	25%j	17%	23%j	26%ao	21%	26%
Disagree strongly	1100	1	95	1004	1098	1003	117	981	858	241	870	75	159	539	554	7
(-2)	19%mo	12%	16%	16%	16%	16%	16%	16%	17%	25%ai	21%alm	12%	15%	24%ap	15%	10%
<b>SUMMARY CODES</b>																
AGREE	2275	1	261	2014	2274	2013	243	2031	2044	232	1520	300	400	736	1503	37
	38%kn	11%	43%adef	38%	38%	38%	37%	39%	41%aj	24%	36%	50%akm	38%	33%	41%an	53%an
DISAGREE	2484	5	228	2257	2480	2252	281	2199	1960	524	1913	179	402	1129	1301	24
	42%clmo	4%	37%	42%c	42%c	42%c	42%	38%	38%	55%ai	45%alm	30%	38%j	50%ap	37%	35%
Refused	13	-	-	13	13	13	-	13	11	2	10	-	-	6	7	-
Don't know	176	1	28	148	175	147	17	158	142	34	109	18	41	40	136	-
	3%n	1%	5%adef	3%	3%	3%	3%	3%	3%	4%	3%	3%	4%k	2%	4%n	-
<b>Mean Score</b>	<b>-0.099jk</b>	<b>-0.400</b>	<b>0.039ad</b>	<b>-0.115</b>	<b>-0.099</b>	<b>-0.114</b>	<b>-0.122</b>	<b>-0.096</b>	<b>-0.021aj</b>	<b>-0.514</b>	<b>-0.196</b>	<b>0.279ak</b>	<b>-0.023k</b>	<b>-0.324</b>	<b>0.033an</b>	<b>0.349an</b>
<b>Standard Deviation</b>	1.334	1.109	1.331	1.333	1.334	1.334	1.302	1.338	1.333	1.256	1.332	1.314	1.294	1.336	1.312	1.377
<b>Error Variance</b>	-	0.123	0.003	-	-	-	0.003	-	-	0.002	-	0.003	0.001	0.001	-	0.027

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 738	502	236	36	28	682	55	1
	12%bd	71%	18%ab	6%	12%cd	13%	10%	5%
Tend to agree	(1) 1537	1126	411	141	64	1383	149	6
	26%	24%	32%ab	24%	27%	26%	27%	27%
Neither agree nor disagree	(0) 965	779	206	101	39	866	117	2
	17%	17%	16%	17%	17%	16%	21%af	11%
Tend to disagree	(-1) 1385	1180	205	168	61	1248	129	8
	23%e	25%ac	16%	29%a	26%	23%	23%	36%
Disagree strongly	(-2) 1100	975	125	121	36	1013	83	4
	19%cg	21%ac	10%	21%	15%	19%g	15%	19%
<b>SUMMARY CODES</b>								
AGREE	2275	1629	646	177	92	2064	204	7
	38%bd	35%	50%ab	31%	39%cd	39%	36%	32%
DISAGREE	2484	2155	329	289	97	2260	212	12
	42%hc	46%ac	25%	50%ae	41%	42%	39%	55%
Refused	13	5	8	-	-	11	2	-
	-	1%ab	1%ab	-	-	-	-	-
Don't know	176	74	102	11	7	151	25	1
	3%b	2%	8%ab	2%	3%	3%	4%	3%
Mean Score	-0.096bd	-0.219	0.362ab	-0.347	-0.056d	-0.101	-0.068	-0.376
Standard Deviation	1.334	1.324	1.268	1.240	1.295	1.343	1.247	1.248
Error Variance	-	-	0.001	0.003	0.005	-	0.003	0.092

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 738 12%bdehi	189 8%	335 15%ab	39 5%	346 10%id	698 14%de	392 15%ade	75 8%	178 10%	307 14%hi	178 15%ahi
Tend to agree	(1) 1537 26%bdehi	484 21%	1015 29%ab	140 18%	785 23%id	1397 27%de	752 29%ade	182 21%	388 23%	600 28%hi	367 31%ahi
Neither agree nor disagree	(0) 985 17%deh	375 16%	588 17%	100 13%	477 14%	886 17%de	508 20%ade	104 12%	247 15%	376 17%hi	258 22%ahi
Tend to disagree	(-1) 1385 23%ceg	639 27%ac	729 21%	252 32%aefg	903 27%aifg	1132 22%ig	482 19%	242 27%ajk	487 29%ajk	468 22%k	189 16%
Disagree strongly	(-2) 1100 19%efg	599 26%ac	488 14%	252 32%aefg	804 24%aifg	848 16%ig	296 12%	276 31%ajk	382 22%ajk	355 16%k	87 7%
<b>SUMMARY CODES</b>											
AGREE	2275 38%bdehi	673 29%	1550 45%ab	180 23%	1131 34%id	2095 41%ade	1144 45%ade	257 29%	566 33%h	907 42%ahi	545 46%ahj
DISAGREE	2484 42%efg	1238 53%ac	1217 35%	504 64%aefg	1707 51%aifg	1980 38%ig	777 30%	518 59%ajk	969 51%ajk	823 38%k	275 23%
Refused	13 -	4 -	6 -	1 -	6 -	12 -	7 -	1 -	5 -	4 -	3 -
Don't know	178 3%bdehi	39 2%	104 3%b	2 -	52 2%id	174 3%de	124 5%ade	5 7%	11 1%	55 3%hi	106 9%ahj
<b>Mean Score</b>	<b>-0.099bdehi</b>	<b>-0.426</b>	<b>0.113ab</b>	<b>-0.686</b>	<b>-0.312d</b>	<b>-0.007ade</b>	<b>0.191adef</b>	<b>-0.525</b>	<b>-0.301h</b>	<b>0.017ahi</b>	<b>0.335ahj</b>
<b>Standard Deviation</b>	<b>1.334</b>	<b>1.299</b>	<b>1.314</b>	<b>1.242</b>	<b>1.342</b>	<b>1.325</b>	<b>1.267</b>	<b>1.344</b>	<b>1.327</b>	<b>1.329</b>	<b>1.177</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Agree strongly	(2) 738	55	62	46	49	77	45	60	27	76	59	42	39	31	70	1	
	12%bd	9%	71%	70%	16%bdin	15%bdin	71%	71%	18%bdoh	19%aboda	12%l	8%	17%abodoh	9%	17%abodoh	4%	
Tend to agree	(1) 1537	144	143	103	88	139	103	125	58	86	131	143	67	102	101	5	
	26%	24%	26%	22%	29%dj	27%	26%	24%	38%abodf	22%	27%	28%dj	30%dj	30%bdhj	24%	40%	
Neither agree nor disagree	(0) 965	113	99	97	36	57	51	120	25	67	75	89	29	69	55	3	
	17%kef	19%elgo	18%elg	20%elgmo	12%	71%	73%	23%aelg	17%	17%l	16%l	17%kef	13%	20%elgmo	13%	22%	
Tend to disagree	(-1) 1385	148	140	119	64	126	110	113	24	83	114	128	61	78	76	1	
	23%io	25%io	25%io	25%io	21%	24%io	27%hio	21%	16%	21%	24%	25%io	23%	27%io	18%	6%	
Disagree strongly	(-2) 1100	114	102	82	57	108	83	102	16	80	81	101	23	38	112	1	
	19%imn	19%imn	18%imn	17%imn	19%imn	21%imn	21%imn	19%imn	11%	20%imn	17%imn	20%imn	10%	11%	27%abodoh	8%	
<b>SUMMARY CODES</b>																	
AGREE	2275	198	205	149	137	216	147	185	85	163	190	185	106	133	171	5	
	38%bd	33%	37%	31%	46%aboda	41%bdh	37%	35%	55%abodf	41%bd	40%bd	38%	47%aboda	39%bd	41%bd	44%	
DISAGREE	2484	262	242	201	121	234	193	215	40	163	195	229	84	116	187	2	
	42%im	43%im	43%im	42%im	40%l	45%im	48%ahikim	41%l	27%	41%l	45%im	45%im	37%l	34%	45%im	14%	
Refused	13	2	1	4	-	-	1	1	-	1	3	1	-	-	-	-	
	*	*	*	1%a	*	*	*	*	*	*	1%	*	*	*	*	*	
Don't know	176	30	11	27	6	15	11	9	1	6	17	7	7	21	6	3	
	3%l	5%acehjl	2%	6%aceghj	2%	3%	3%	2%	1%	2%	4%l	1%	3%	6%acefgh	1%	20%	
Mean Score	-0.099	-0.215	-0.141	-0.199	0.025bd	-0.095	-0.216	-0.138	0.368ab	-0.010bl	-0.059	-0.204	0.177abc	0.033bd	-0.141	0.331	
				gl				klmo	cdelgh			dghkio	gl				
Standard Deviation	1.334	1.281	1.305	1.267	1.404	1.405	1.344	1.298	1.255	1.423	1.324	1.280	1.302	1.197	1.473	1.095	
Error Variance	-	0.003	0.003	0.004	0.007	0.004	0.005	0.003	0.010	0.005	0.004	0.003	0.008	0.004	0.006	0.109	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I worry that if I switch things will go wrong Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly	(2) 738	107	122	119	103	75	487	485	423
	12% <i>cddef</i>	10% <i>ef</i>	8%	8%	10%	8%	13%	13%	13%
Tend to agree	(1) 1537	230	306	293	241	194	1020	976	878
	26% <i>bcdef</i>	21%	20%	20%	22%	20%	20%	25%	26%
Neither agree nor disagree	(0) 985	140	203	210	142	142	574	580	509
	17% <i>bcdefg</i>	14%	13%	13%	13%	14%	15%	15%	15%
Tend to disagree	(-1) 1385	286	476	460	316	309	916	938	804
	23%	28% <i>a</i>	31% <i>a</i>	31% <i>a</i>	30% <i>a</i>	31% <i>a</i>	24%	24%	24%
Disagree strongly	(-2) 1100	267	435	406	256	280	753	778	640
	19%	28% <i>a</i>	28% <i>a</i>	27% <i>a</i>	24% <i>a</i>	26% <i>a</i>	19%	20%	19%
<b>SUMMARY CODES</b>									
AGREE	2275	327	427	412	345	269	1507	1461	1301
	38% <i>bcdef</i>	32% <i>cd</i>	27%	27%	32% <i>cd</i>	27%	39%	38%	39%
DISAGREE	2484	554	911	866	574	569	1669	1717	1443
	42%	54% <i>a</i>	58% <i>a</i>	58% <i>a</i>	53% <i>a</i>	57% <i>a</i>	43%	44% <i>a</i>	43%
Refused	13	3	8	8	7	6	7	5	5
	-	-	1%	1%	1% <i>a</i>	-	-	-	-
Don't know	176	6	9	7	5	5	106	96	86
	3% <i>bcdef</i>	1%	1%	-	1%	1%	3%	2%	3%
<b>Mean Score</b>	-0.09 <i>bcdef</i>	-0.37 <i>cd</i>	-0.517	-0.498	-0.36 <i>cd</i>	-0.496	-0.114	-0.146	-0.111
<b>Standard Deviation</b>	1.324	1.356	1.298	1.292	1.324	1.290	1.354	1.354	1.346
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 227	191	25	11	57	107	64	29	60	66	72	96	110	55	172	113	58	55
	4%h	4%	5%	4%	5%l	3%	4%	2%	3%	5%ahi	5%ah	5%am	3%	5%ao	4%	3%	5%ip	5%ap
Tend to agree	(1) 494	409	42	43	96	253	143	69	128	112	185	239	212	115	380	236	117	134
	8%hmp	8%	8%	14%abc	9%	8%	8%	5%	7%	9%hi	13%ahj	13%am	6%	11%ao	6%	6%	10%ap	13%ap
Neither agree nor disagree	(0) 717	635	55	28	154	360	203	102	211	176	228	257	333	140	578	381	173	151
	12%hmp	13%	10%	9%	14%	12%	12%	8%	11%h	14%hi	16%ah	14%am	10%	13%	10%	10%	15%ap	14%ap
Tend to disagree	(-1) 1706	1448	154	103	351	853	502	356	575	358	417	585	929	308	1398	1037	338	301
	29%	29%	26%	33%	31%l	27%	30%	27%	30%h	29%	28%	31%	28%	28%	29%	28%	30%	29%
Disagree strongly	(-2) 2583	2205	261	117	446	1452	685	758	861	485	480	638	1638	415	2168	1774	403	362
	44%deq	43%ld	47%ld	37%	39%	47%aeg	41%	57%ajk	46%k	39%k	33%	34%	50%al	38%	45%n	49%aqr	35%	35%
<b>SUMMARY CODES</b>																		
AGREE	722	600	67	54	154	360	207	98	167	179	258	335	322	170	552	349	175	188
	12%hmp	12%	12%	17%ab	14%	12%	12%	7%	10%h	14%ahi	18%ahj	18%am	10%	16%ao	11%	10%	15%ap	18%ap
DISAGREE	4289	3653	416	221	797	2305	1187	1114	1436	843	896	1223	2567	723	3566	2811	741	663
	72%hmp	72%	75%	70%	70%	74%aeg	70%	83%ajk	78%ajk	68%k	67%	64%	78%al	67%	73%n	77%aqr	65%	63%
Refused	14	14	1	-	5	6	3	3	3	2	6	2	3	1	13	8	4	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	191	168	12	12	27	76	88	22	52	36	81	79	52	46	145	94	50	45
	3%hm	3%	2%	4%	2%	2%	5%aef	2%	3%	3%h	6%ahj	4%am	2%	4%o	3%	3%	4%ip	4%ip
<b>Mean Score</b>	-1.034h	-1.037	-1.086	-0.900c	-0.934a	-1.067	-1.002f	-1.327	-1.118h	-0.905a	-0.757a	-0.788a	-1.171	-0.885a	-1.067	-1.164	-0.836a	-0.781ap
<b>Standard Deviation</b>	imp 1.130	1.125	1.147	1.174	1.164	1.116	1.130	0.979	1.069	1.190	1.209	1.205	1.074	1.204	1.111	1.066	1.188	1.220
<b>Error Variance</b>	-	-	0.003	0.005	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 227	-	34	194	227	194	33	194	193	34	135	16	67	76	146	6
		4%		6% <sup>df</sup>	4%	4%	5%	4%	4%	4%	3%	3%	6% <sup>akd</sup>	3%	4%	8% <sup>n</sup>
Tend to agree	(1) 494	1	62	432	494	431	58	435	436	58	302	66	112	166	321	7
		8% <sup>ijk</sup>	8%	10%	8%	8%	9%	8%	9% <sup>j</sup>	8%	7%	11% <sup>ak</sup>	11% <sup>ak</sup>	7%	9%	10%
Neither agree nor disagree	(0) 717	3	76	641	714	638	77	638	632	66	442	90	170	208	500	9
		12% <sup>klm</sup>	13%	12%	12%	12%	12%	12%	13% <sup>j</sup>	9%	10%	15% <sup>kl</sup>	15% <sup>kl</sup>	9%	14% <sup>an</sup>	13%
Tend to disagree	(-1) 1706	2	169	1536	1704	1534	192	1512	1471	235	1209	170	304	618	1073	15
		29% <sup>ij</sup>	29%	29%	29%	29%	29%	29%	29% <sup>ij</sup>	25%	29%	28%	29%	28%	30%	22%
Disagree strongly	(-2) 2583	4	246	2337	2579	2333	289	2290	2091	492	2003	232	365	1123	1428	33
		44% <sup>lmno</sup>	38%	44%	44%	44%	44%	44%	42%	52% <sup>kl</sup>	47% <sup>alm</sup>	38%	35%	50% <sup>ao</sup>	39%	47%
<b>SUMMARY CODES</b>																
AGREE	722	1	96	626	721	625	91	630	629	93	437	83	179	242	467	13
		12% <sup>kl</sup>	8%	16% <sup>adef</sup>	12%	12%	14%	12%	13% <sup>ij</sup>	10%	10%	14% <sup>kl</sup>	17% <sup>kl</sup>	11%	13% <sup>lm</sup>	18%
DISAGREE	4269	6	415	3874	4263	3868	481	3802	3562	727	3211	402	669	1740	2501	48
		72% <sup>klmno</sup>	68%	73% <sup>c</sup>	72% <sup>c</sup>	73% <sup>c</sup>	73%	72%	71%	77% <sup>kl</sup>	78% <sup>alm</sup>	67%	63%	78% <sup>ao</sup>	65%	69%
Refused	14	-	-	14	14	14	-	14	11	3	-	-	1	7	8	-
Don't know	191	1	21	171	191	170	14	177	152	39	116	28	36	45	146	-
		3% <sup>n</sup>	3%	3%	3%	3%	2%	3%	3%	4%	3%	5% <sup>kl</sup>	3%	2%	4% <sup>lm</sup>	-
<b>Mean Score</b>	-1.034 <sup>kl</sup>	-0.912	-0.904 <sup>ad</sup>	-1.049	-1.034	-1.049	-0.995	-1.039	-1.002 <sup>j</sup>	-1.206	-1.135	-0.931 <sup>ak</sup>	-0.775 <sup>ak</sup>	-1.162	-0.956 <sup>an</sup>	-0.898
<b>Standard Deviation</b>	1.130	1.070	1.218	1.119	1.131	1.176	1.129	1.125	1.134	1.093	1.129	1.228	1.094	1.142	1.330	
<b>Error Variance</b>	-	0.115	0.002	-	-	-	0.002	-	0.001	0.001	-	0.002	0.001	0.001	0.025	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 227	159	68	18	11	200	28	-
	4%	3%	5%ab	3%	5%	4%	5%	-
Tend to agree	(1) 494	348	146	41	27	412	79	4
	8%	7%	12%ab	7%	12%ad	8%	14%af	17%
Neither agree nor disagree	(0) 717	501	217	76	40	604	109	4
	12%	11%	17%ab	13%	17%aa	11%	19%af	20%
Tend to disagree	(-1) 1706	1325	381	163	63	1543	160	3
	29%	29%	29%	28%	27%	29%	29%	12%
Disagree strongly	(-2) 2583	2218	365	272	84	2418	157	9
	44%acg	48%ac	28%	47%ae	36%	45%g	28%	39%
<b>SUMMARY CODES</b>								
AGREE	722	505	217	60	38	612	106	4
	12%	11%	17%ab	10%	16%ad	11%	19%af	17%
DISAGREE	4289	3543	746	435	147	3961	317	11
	72%ceg	76%ac	58%	75%ee	62%	74%g	57%	51%
Refused	14	9	5	-	-	12	3	-
	-	-	-	-	-	-	-	-
Don't know	191	85	107	8	10	164	25	3
	3%bd	2%	8%ab	1%	4%d	3%	4%	12%
Mean Score	-1.03ab	-1.121	-0.705ab	-1.103	-0.808ad	-1.075	-0.839af	-0.843
Standard Deviation	1.130	1.097	1.196	1.087	1.201	1.115	1.196	1.220
Error Variance	-	-	0.001	0.003	0.005	-	0.003	0.099

I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 227	77	147	23	91	205	137	21	59	86	61
		4% <sup>ah</sup>	3%	3%	3%	4% <sup>ae</sup>	5% <sup>adef</sup>	2%	3%	4% <sup>ah</sup>	5% <sup>ahj</sup>
Tend to agree	(1) 494	152	325	48	199	447	296	36	93	204	162
		8% <sup>bdahj</sup>	7%	6%	6%	9% <sup>de</sup>	12% <sup>adef</sup>	4%	6%	9% <sup>hij</sup>	14% <sup>ahj</sup>
Neither agree nor disagree	(0) 717	244	450	52	268	665	450	36	153	265	264
		12% <sup>bdahj</sup>	10%	13% <sup>b</sup>	8%	13% <sup>de</sup>	18% <sup>adef</sup>	4%	9% <sup>h</sup>	12% <sup>hij</sup>	22% <sup>ahj</sup>
Tend to disagree	(-1) 1706	622	1062	207	956	1499	750	178	528	668	332
		29% <sup>kh</sup>	27%	28%	28%	29%	29%	20%	31% <sup>kh</sup>	31% <sup>kh</sup>	28% <sup>kh</sup>
Disagree strongly	(-2) 2583	1197	1348	450	1795	2133	788	607	846	882	248
		44% <sup>cdh</sup>	51% <sup>ac</sup>	38%	57% <sup>afg</sup>	41% <sup>fg</sup>	31%	69% <sup>aijk</sup>	50% <sup>ajk</sup>	41% <sup>ka</sup>	21%
<b>SUMMARY CODES</b>											
AGREE	722	229	473	70	289	652	433	56	152	290	223
		12% <sup>bdahj</sup>	10%	14% <sup>b</sup>	9%	13% <sup>de</sup>	17% <sup>adef</sup>	6%	9% <sup>h</sup>	13% <sup>hij</sup>	19% <sup>ahj</sup>
DISAGREE	4269	1819	2410	657	2750	3632	1589	785	1374	1550	580
		72% <sup>cdh</sup>	78% <sup>ac</sup>	70%	83% <sup>afg</sup>	71% <sup>fg</sup>	60%	89% <sup>aijk</sup>	81% <sup>ajk</sup>	72% <sup>ka</sup>	49%
Refused	14	6	5	1	6	13	8	3	3	5	4
		-	-	-	-	-	-	-	-	-	-
Don't know	191	30	126	6	60	185	132	5	15	56	116
		3% <sup>bdahj</sup>	1%	4% <sup>b</sup>	2%	4% <sup>de</sup>	5% <sup>adef</sup>	7%	7%	9% <sup>hij</sup>	10% <sup>ahj</sup>
<b>Mean Score</b>	-1.034 <sup>bdahj</sup>	-1.183	-0.941 <sup>ab</sup>	-1.301	-1.259	-0.992 <sup>de</sup>	-0.726 <sup>def</sup>	-1.499	-1.196 <sup>h</sup>	-0.977 <sup>hi</sup>	-0.509 <sup>ahj</sup>
<b>Standard Deviation</b>	1.130	1.078	1.151	1.029	1.022	1.140	1.198	0.927	1.047	1.141	1.168
<b>Error Variance</b>	-	0.001	-	0.001	-	-	0.001	0.001	0.001	0.001	0.001







I don't think I'd be able to switch even if I wanted to Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly	(2) 227	36 4%df	48 3%	38 3%	33 3%	23 2%	147 4%	149 4%	129 4%
Tend to agree	(1) 494	48 5%bcdef	75 5%	67 5%	50 5%	51 5%	331 8%	317 8%	296 8%
Neither agree nor disagree	(0) 717	63 12%bcdef	102 7%	100 7%	77 7%	76 8%	445 12%	434 11%	390 12%
Tend to disagree	(-1) 1706	262 29%bcdef	369 24%	354 24%	274 25%	236 24%	1150 30%	1146 30%	1068 30%
Disagree strongly	(-2) 2583	612 44%	945 59%a	927 62%a	627 58%a	591 60%a	1669 43%	1703 44%	1415 42%
<b>SUMMARY CODES</b>									
AGREE	722	89 12%bcdef	123 8%	104 7%	83 8%	74 7%	476 12%	466 12%	425 13%
DISAGREE	4289	874 72%a	1313 85%a	1282 85%a	901 84%a	827 83%a	2819 73%	2849 74%	2422 72%
Refused	14	3	7	6	6	6	10	6	8
Don't know	191	7	13	10	10	8	111	105	99
Mean Score	-1.03bcdef	-1.34b	-1.35b	-1.391	-1.331	-1.391	-1.032	-1.030	-1.014
Standard Deviation	1.130	1.024	1.014	0.973	1.012	0.991	1.124	1.124	1.132
Error Variance	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 501	429	42	30	84	292	126	112	151	112	126	159	297	107	394	299	90	104
	8%	8%	8%	9%	7%	9%	7%	8%	8%	9%	9%	8%	9%	10%	8%	8%	8%	10%
Tend to agree	(1) 1594	1348	154	92	326	809	457	337	513	339	406	566	854	282	1312	976	299	288
	27%	27%	28%	29%	29%	29%	27%	25%	27%	27%	26%	30%	26%	26%	27%	27%	26%	27%
Neither agree nor disagree	(0) 2052	1785	189	79	426	1056	570	490	673	395	495	617	1170	336	1716	1269	414	343
	35% <sup>dn</sup>	35% <sup>id</sup>	34% <sup>id</sup>	25%	37%	34%	34%	37% <sup>uj</sup>	36%	32%	34%	33%	36% <sup>u</sup>	31%	36% <sup>n</sup>	35%	36%	33%
Tend to disagree	(-1) 825	695	80	49	163	483	179	176	290	175	184	238	495	139	686	509	168	134
	14% <sup>g</sup>	14%	15%	16%	14% <sup>g</sup>	16% <sup>g</sup>	17%	13%	15% <sup>ak</sup>	14%	13%	13%	15% <sup>u</sup>	13%	14%	14%	15%	13%
Disagree strongly	(-2) 441	358	62	22	66	277	98	116	123	101	101	122	280	78	363	281	79	67
	7% <sup>g</sup>	7%	11% <sup>ab</sup>	7%	6%	9% <sup>aag</sup>	6%	9% <sup>u</sup>	7%	8%	7%	6%	8%	7%	8%	8%	7%	6%
<b>SUMMARY CODES</b>																		
AGREE	2095	1777	197	122	411	1101	583	449	664	451	532	725	1152	389	1706	1276	389	392
	35%	35%	36%	39%	36%	35%	35%	34%	36%	35%	36%	39% <sup>am</sup>	35%	36%	35%	34%	34%	37%
DISAGREE	1266	1053	142	71	229	760	277	292	413	276	284	359	755	217	1049	791	247	202
	21% <sup>g</sup>	21%	26% <sup>ab</sup>	23%	20% <sup>g</sup>	24% <sup>aag</sup>	16%	22%	22%	22%	19%	23% <sup>u</sup>	22%	20%	22% <sup>u</sup>	22%	22%	19%
Refused	16	15	1	-	2	8	5	5	1	2	8	2	2	1	14	9	4	2
	*	*	*	*	*	*	*	*	*	*	1% <sup>u</sup>	*	*	*	*	*	*	*
Don't know	505	439	23	43	69	183	252	103	139	112	151	193	200	137	368	299	89	111
	9% <sup>catm</sup>	9% <sup>c</sup>	4%	14% <sup>abc</sup>	6%	6%	15% <sup>aaf</sup>	8%	7%	9%	10% <sup>ah</sup>	10% <sup>am</sup>	6%	13% <sup>ao</sup>	8%	8%	8%	11% <sup>apq</sup>
Mean Score	0.164	0.172 <sup>b</sup>	0.067	0.212	0.187	0.122	0.233 <sup>af</sup>	0.124	0.159	0.165	0.208 <sup>h</sup>	0.237 <sup>am</sup>	0.141	0.214	0.154	0.151	0.145	0.242 <sup>apq</sup>
Standard Deviation	1.097	1.046	1.110	1.115	0.994	1.099	1.009	1.070	1.021	1.091	1.048	1.038	1.069	1.090	1.049	1.058	1.034	1.060
Error Variance	-	-	0.002	0.005	0.001	-	0.001	0.001	0.001	0.001	0.001	0.001	-	0.001	-	0.001	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 501	1	41	460	500	459	63	436	410	91	351	49	102	204	291	6
		8%	12%	7%	8%	8%	10%	8%	8%	10%	8%	8%	10%	8%	8%	8%
Tend to agree	(1) 1594	2	152	1443	1592	1441	178	1414	1299	295	1167	134	266	616	959	18
		27% <sup>u</sup>	19%	25%	27%	27%	27%	27%	26%	31% <sup>ai</sup>	28% <sup>u</sup>	22%	25%	27%	26%	27%
Neither agree nor disagree	(0) 2052	5	204	1849	2048	1844	225	1823	1744	309	1446	222	370	770	1265	17
		35%	46%	35%	35%	35%	34%	35%	34%	35%	34%	37%	35%	34%	35%	25%
Tend to disagree	(-1) 825	2	88	737	823	735	96	727	703	121	605	76	138	333	475	16
		14%	16%	14%	14%	14%	14%	14%	14%	13%	14%	13%	13%	15%	13%	24% <sup>lao</sup>
Disagree strongly	(-2) 441	1	52	390	441	389	50	391	379	62	319	44	80	171	266	4
		7%	8%	7%	7%	7%	7%	7%	8%	7%	8%	7%	8%	7%	7%	6%
<b>SUMMARY CODES</b>																
AGREE	2095	3	192	1903	2092	1900	241	1851	1709	387	1518	183	368	821	1250	24
		35% <sup>u</sup>	31%	32%	36%	35%	36%	35%	34%	41% <sup>ai</sup>	36% <sup>u</sup>	30%	35%	37%	35%	35%
DISAGREE	1269	2	140	1126	1263	1124	145	1119	1083	183	925	120	219	504	742	20
		21%	23%	21%	21%	21%	22%	21%	22%	19%	22%	20%	21%	22%	20%	30%
Refused	16	-	1	15	16	15	1	15	12	4	10	-	3	5	10	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	505	-	73	432	505	432	50	454	440	65	318	78	95	142	356	7
		9% <sup>u</sup>	12% <sup>adef</sup>	8%	8%	8%	8%	8%	9%	7%	8%	13% <sup>akm</sup>	9%	6%	10% <sup>an</sup>	10%
<b>Mean Score</b>	<b>0.164</b>	<b>0.115</b>	<b>0.078</b>	<b>0.174</b>	<b>0.164</b>	<b>0.174</b>	<b>0.179</b>	<b>0.162</b>	<b>0.145</b>	<b>0.265<sup>ai</sup></b>	<b>0.161</b>	<b>0.129</b>	<b>0.179</b>	<b>0.167</b>	<b>0.164</b>	<b>0.088</b>
<b>Standard Deviation</b>	<b>1.057</b>	<b>1.107</b>	<b>1.065</b>	<b>1.055</b>	<b>1.057</b>	<b>1.055</b>	<b>1.075</b>	<b>1.054</b>	<b>1.057</b>	<b>1.051</b>	<b>1.058</b>	<b>1.046</b>	<b>1.074</b>	<b>1.069</b>	<b>1.048</b>	<b>1.098</b>
<b>Error Variance</b>	-	<b>0.111</b>	<b>0.092</b>	-	-	-	<b>0.092</b>	-	-	<b>0.091</b>	-	<b>0.092</b>	<b>0.091</b>	<b>0.091</b>	-	<b>0.019</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 501	403	98	44	18	465	35	2
	8%	9%	6%	6%	8%	9%	6%	8%
Tend to agree	(1) 1594	1242	352	142	64	1427	161	6
	27%	27%	27%	24%	27%	27%	29%	26%
Neither agree nor disagree	(0) 2052	1659	393	222	87	1850	197	5
	35% <sup>nc</sup>	36% <sup>nc</sup>	30%	36%	37%	35%	35%	25%
Tend to disagree	(-1) 825	683	142	112	28	744	78	2
	14% <sup>nc</sup>	16% <sup>nc</sup>	11%	19% <sup>ae</sup>	12%	14%	14%	9%
Disagree strongly	(-2) 441	373	68	31	18	401	35	5
	7% <sup>nc</sup>	8% <sup>nc</sup>	5%	5%	8%	7%	6%	24%
<b>SUMMARY CODES</b>								
AGREE	2095	1645	450	186	82	1822	196	7
	35%	35%	35%	32%	35%	35%	35%	34%
DISAGREE	1268	1056	210	143	46	1145	113	7
	21% <sup>nc</sup>	23% <sup>nc</sup>	16%	25%	20%	21%	20%	33%
Refused	18	7	8	2	-	11	4	-
	-	-	1% <sup>ab</sup>	-	-	-	1% <sup>d</sup>	-
Don't know	505	274	230	26	20	453	50	2
	9% <sup>abd</sup>	6%	18% <sup>ab</sup>	2%	9% <sup>d</sup>	8%	9%	8%
Mean Score	0.164	0.142	0.237 <sup>ab</sup>	0.103	0.164	0.166	0.162	-0.168
Standard Deviation	1.057	1.065	1.018	0.998	1.039	1.061	1.000	1.355
Error Variance	-	-	0.001	0.002	0.004	-	0.002	0.115

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 501	238	258	79	312	422	189	120	145	167	69
	8%k	10%ac	7%	10%g	9%g	8%	7%	14%ajk	9%k	8%k	6%
Tend to agree	(1) 1594	658	912	248	931	1346	663	236	478	576	304
	27%	28%	26%	32%aefg	28%	26%	26%	27%	28%	27%	26%
Neither agree nor disagree	(0) 2052	799	1211	271	1136	1782	916	286	601	761	404
	35%	34%	35%	34%	34%	35%	36%	32%	35%	35%	34%
Tend to disagree	(-1) 825	329	477	113	511	712	314	120	240	317	147
	14%	14%	14%	14%	15%g	14%	12%	14%	14%	15%	12%
Disagree strongly	(-2) 441	189	240	52	277	399	164	82	139	151	71
	7%	8%	7%	7%	8%g	8%	6%	9%k	8%k	7%	6%
<b>SUMMARY CODES</b>											
AGREE	2095	898	1170	328	1243	1768	852	356	623	743	373
	35%k	39%ac	34%	42%aefg	37%g	34%	33%	40%ajk	37%k	34%	31%
DISAGREE	1266	518	717	165	788	1101	478	202	379	467	217
	21%gk	22%	21%	21%	22%afg	21%g	19%	23%k	22%k	22%k	18%
Refused	16	3	6	1	6	14	10	1	3	4	7
	-	-	-	-	-	-	-	-	-	-	1%aj
Don't know	505	111	361	23	200	482	305	39	91	190	186
	9%bdam	5%	10%ab	3%	6%cd	9%de	5%	4%	5%	9%hi	16%ahj
<b>Mean Score</b>	<b>0.164</b>	<b>0.194</b>	<b>0.152</b>	<b>0.250ef</b>	<b>0.155</b>	<b>0.150</b>	<b>0.178</b>	<b>0.228</b>	<b>0.157</b>	<b>0.148</b>	<b>0.155</b>
<b>Standard Deviation</b>	<b>1.057</b>	<b>1.087</b>	<b>1.034</b>	<b>1.049</b>	<b>1.064</b>	<b>1.057</b>	<b>1.016</b>	<b>1.152</b>	<b>1.064</b>	<b>1.037</b>	<b>0.996</b>
<b>Error Variance</b>	-	<b>0.001</b>	-	<b>0.002</b>	-	-	-	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Agree strongly	(2) 501	50	41	31	28	56	37	39	2	41	42	39	20	14	60	1
		8% <sub>n</sub>	7% <sub>n</sub>	7% <sub>n</sub>	9% <sub>n</sub>	11% <sub>dn</sub>	9% <sub>n</sub>	7% <sub>n</sub>	1%	10% <sub>n</sub>	9% <sub>n</sub>	8% <sub>n</sub>	9% <sub>n</sub>	4%	14% <sub>abcbcdh</sub>	7%
Tend to agree	(1) 1594	183	172	121	71	133	94	157	45	109	125	135	68	71	107	2
		27% <sub>n</sub>	30% <sub>gn</sub>	31% <sub>negn</sub>	24%	23%	23%	30% <sub>gn</sub>	27%	28%	26%	26%	21%	20%	20%	20%
Neither agree nor disagree	(0) 2052	205	196	164	98	133	154	196	59	129	156	185	63	159	151	4
		35% <sub>n</sub>	34% <sub>n</sub>	35% <sub>n</sub>	33% <sub>n</sub>	25%	38% <sub>fm</sub>	37% <sub>fm</sub>	39% <sub>fm</sub>	32% <sub>n</sub>	33% <sub>n</sub>	36% <sub>fm</sub>	28%	47% <sub>abcbde</sub>	36% <sub>n</sub>	34%
Tend to disagree	(-1) 825	75	85	63	38	93	58	62	34	46	71	77	37	49	36	1
		14% <sub>n</sub>	12%	15% <sub>n</sub>	13%	18% <sub>abhi</sub>	14% <sub>n</sub>	12%	23% <sub>abcbde</sub>	12%	15% <sub>n</sub>	17% <sub>n</sub>	14% <sub>n</sub>	9%	6%	6%
Disagree strongly	(-2) 441	42	27	33	32	52	21	42	8	53	39	26	12	11	43	1
		7% <sub>cn</sub>	7% <sub>n</sub>	7% <sub>n</sub>	11% <sub>cgjn</sub>	10% <sub>cgjn</sub>	5%	8% <sub>n</sub>	5%	13% <sub>abcbah</sub>	8% <sub>cn</sub>	5%	5%	3%	10% <sub>cgjn</sub>	8%
<b>SUMMARY CODES</b>																
AGREE	2095	233	213	152	100	188	131	197	47	150	167	174	88	85	167	3
		39% <sub>dn</sub>	38% <sub>n</sub>	32%	33% <sub>n</sub>	36% <sub>n</sub>	32% <sub>n</sub>	37% <sub>n</sub>	37%	38% <sub>n</sub>	35% <sub>n</sub>	34% <sub>n</sub>	39% <sub>n</sub>	28%	40% <sub>dn</sub>	27%
DISAGREE	1266	117	111	95	69	145	79	104	43	99	110	104	50	59	79	2
		19%	20%	20%	23%	28% <sub>abcbcdq</sub>	20%	20%	28% <sub>abcbah</sub>	25% <sub>n</sub>	23%	20%	17%	19%	14%	14%
Refused	16	1	1	6	-	2	1	1	-	1	3	1	-	-	-	-
		-	-	1% <sub>abho</sub>	-	-	-	-	-	1%	-	-	-	-	-	-
Don't know	505	50	38	60	33	54	38	32	3	20	43	48	25	36	22	3
		8% <sub>n</sub>	7% <sub>n</sub>	13% <sub>abchi</sub>	11% <sub>chijo</sub>	10% <sub>chijo</sub>	9% <sub>n</sub>	6%	2%	5%	9% <sub>n</sub>	9% <sub>n</sub>	11% <sub>hijo</sub>	11% <sub>chijo</sub>	5%	20%
Mean Score	0.164	0.224	0.221	0.135	0.101	0.102	0.188	0.183	-0.016	0.100	0.138	0.190	0.230	0.097	0.262	0.166
Standard Deviation	1.057	1.040	0.982	1.025	1.142	1.184	1.059	1.031	0.897	1.182	1.089	0.996	1.089	0.847	1.153	1.117
Error Variance	-	0.002	0.002	0.003	0.005	0.003	0.003	0.002	0.005	0.004	0.003	0.002	0.006	0.002	0.004	0.125

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Some energy suppliers are more trustworthy than others Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Agree strongly	(2) 501	112	177	164	126	109	396	381	346
	8%	11%a	11%a	11%a	12%a	11%a	10%a	10%a	10%a
Tend to agree	(1) 1594	284	439	420	289	289	1172	1178	1068
	27%	29%	28%	27%	27%	29%	30%a	31%a	32%a
Neither agree nor disagree	(0) 2052	338	540	516	375	348	1268	1278	1079
	35%u	33%	35%	34%	35%	35%	33%	33%	32%
Tend to disagree	(-1) 825	154	206	211	136	130	476	478	399
	14%gh	15%	13%	14%	13%	13%	12%	12%	12%
Disagree strongly	(-2) 441	93	125	118	94	71	205	208	160
	7%gh	9%	8%	8%	9%	7%	5%	5%	5%
<b>SUMMARY CODES</b>									
AGREE	2095	398	616	590	415	397	1568	1559	1413
	35%	38%	40%a	39%a	38%	40%a	41%a	40%a	42%a
DISAGREE	1266	247	331	329	230	201	681	687	559
	21%gh	24%	21%	22%	21%	20%	18%	18%	17%
Refused	16	1	6	6	5	6	10	6	6
	-	-	-	-	-	-	-	-	-
Don't know	505	48	66	60	53	38	336	329	287
	9%bcd	5%	4%	4%	5%	4%	9%	9%	9%
<b>Mean Score</b>	0.164	0.171	0.227	0.213	0.212	0.246a	0.306a	0.297a	0.241a
<b>Standard Deviation</b>	1.007	1.119	1.080	1.089	1.112	1.069	1.029	1.028	1.014
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-





Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty only (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Agree strongly	(2) 737	648	58	31	139	424	174	223	237	156	122	185	467	110	627	508	128	95
		12%ak	13%	11%	12%	14%g	10%	17%aijk	13%k	13%k	8%	10%	14%al	10%	13%n	14%agr	11%	9%
Tend to agree	(1) 2357	2035	202	120	482	1307	567	552	812	476	517	665	1431	377	1979	1518	430	372
		40%ak	40%	37%	42%g	42%g	34%	41%k	43%ajk	38%	35%	35%	44%al	35%	41%n	42%agr	38%	35%
Neither agree nor disagree	(0) 1538	1301	164	72	329	753	454	328	477	304	427	527	793	266	1270	901	336	274
		26%	26%	30%cd	23%	29%af	24%	25%	25%	25%	29%ahj	28%lm	24%	25%	28%	25%	29%ap	26%
Tend to disagree	(-1) 541	456	48	37	79	286	176	111	163	134	133	201	286	130	411	326	99	103
		9%e	9%	12%	9%	9%e	10%e	8%	9%	11%	9%	11%lm	9%	12%ao	8%	9%	9%	10%
Disagree strongly	(-2) 166	142	21	4	25	84	57	22	44	40	60	76	70	41	126	90	26	48
		3%h	3%	4%d	1%	2%	3%	2%	2%	3%h	4%ah	4%am	2%	4%o	3%	2%	2%	5%apq
<b>SUMMARY CODES</b>																		
AGREE	3094	2883	280	151	621	1731	741	775	1049	631	639	850	1898	488	2606	2026	558	467
		52%ace	53%bc	47%	57%g	56%ag	44%	58%ajk	56%ajk	51%k	43%	45%	58%al	45%	54%n	56%agr	49%	45%
DISAGREE	707	598	69	40	103	370	234	133	208	174	193	277	358	171	536	416	125	151
		12%ae	12%	13%	9%	12%e	14%ae	10%	11%	14%hi	13%h	15%am	11%	16%ao	11%	11%	11%	14%apq
Refused	23	22	1	-	5	8	10	4	5	4	10	6	6	3	20	13	6	4
		-	-	-	-	-	1%	-	-	-	7%	-	-	-	-	-	-	-
Don't know	574	466	58	51	79	246	249	99	150	122	202	237	225	153	421	287	118	153
		10%ahmp	9%	10%	7%	8%	13%aef	7%	8%	10%h	14%ahj	12%am	7%	14%ao	9%	8%	10%ap	15%apq
Mean Score	0.554jk	0.566c	0.464	0.527	0.600g	0.596g	0.437	0.683al	0.596k	0.516k	0.403	0.412	0.626al	0.418	0.583n	0.607aq	0.525r	0.408
Standard Deviation	1.09	0.956	0.968	0.922	0.891	0.957	0.989	0.929	0.925	0.995	0.965	0.993	0.929	1.014	0.940	0.948	0.921	1.004
Error Variance	-	-	0.002	0.003	0.001	-	0.001	0.001	0.001	0.001	0.001	-	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Agree strongly	(2) 737	2	67	671	735	668	101	634	571	166	595	36	100	401	326	8
		12%ms	22%	11%	13%	12%	15%h	12%	11%	18%ai	14%alm	6%	9%j	18%ao	9%	11%
Tend to agree	(1) 2357	7	206	2151	2350	2144	251	2099	1955	402	1798	202	361	1025	1300	32
		40%clmo	65%	34%	40%uc	40%uc	38%	40%	39%	42%	43%alm	34%	34%	46%ao	36%	46%
Neither agree nor disagree	(0) 1536	1	171	1365	1535	1364	178	1357	1344	192	1015	191	306	424	1100	12
		26%jn	13%	28%	30%	30%	27%	30%	27%j	30%	24%	32%ak	29%ak	15%	30%amp	17%
Tend to disagree	(-1) 541	-	68	473	541	473	77	464	472	69	352	75	104	186	347	7
		9%	11%	9%	9%	9%	12%h	9%	9%j	7%	8%	12%ak	10%	8%	10%	11%
Disagree strongly	(-2) 166	-	18	148	166	148	18	148	146	20	106	14	40	69	91	6
		3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%	4%k	3%	3%	9%ano
<b>SUMMARY CODES</b>																
AGREE	3094	9	273	2821	3085	2812	352	2733	2526	568	2393	241	460	1426	1628	40
		52%clmo	87%	45%	53%uc	52%uc	53%	52%	51%	60%ai	57%alm	40%	44%	64%ao	45%	58%
DISAGREE	707	-	96	621	707	621	95	612	618	89	426	89	144	255	436	13
		12%j	14%	12%	12%	12%	14%	12%	12%j	8%	11%	15%k	14%k	11%	12%	16%
Refused	23	-	2	20	23	20	1	22	19	4	14	3	3	8	15	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	574	-	77	497	574	497	37	537	480	94	356	60	141	129	441	4
		10%kln	-	13%adef	9%	10%	6%	10%g	10%	10%	8%	13%ak	13%ak	6%	12%an	6%
<b>Mean Score</b>	<b>0.554clm</b>	<b>1.091</b>	<b>0.445</b>	<b>0.566c</b>	<b>0.553c</b>	<b>0.565c</b>	<b>0.545</b>	<b>0.554</b>	<b>0.520</b>	<b>0.736al</b>	<b>0.627alm</b>	<b>0.339</b>	<b>0.412</b>	<b>0.714aop</b>	<b>0.451</b>	<b>0.437</b>
<b>Standard Deviation</b>	<b>0.955</b>	<b>0.619</b>	<b>0.979</b>	<b>0.952</b>	<b>0.956</b>	<b>0.955</b>	<b>0.985</b>	<b>0.951</b>	<b>0.954</b>	<b>0.945</b>	<b>0.943</b>	<b>0.906</b>	<b>0.978</b>	<b>0.980</b>	<b>0.920</b>	<b>1.134</b>
<b>Error Variance</b>	<b>-</b>	<b>0.035</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>-</b>	<b>0.020</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Agree strongly	(2) 737	652	85	78	24	671	63	4
	12% <sup>a</sup>	14% <sup>a,b,c</sup>	7% <sup>c</sup>	14% <sup>c</sup>	10% <sup>c</sup>	13% <sup>c</sup>	11% <sup>c</sup>	17% <sup>c</sup>
Tend to agree	(1) 2357	1992	365	276	87	2141	209	7
	40% <sup>a</sup>	43% <sup>a,b,c</sup>	28% <sup>c</sup>	47% <sup>a,b,c</sup>	37% <sup>c</sup>	40% <sup>c</sup>	37% <sup>c</sup>	31% <sup>c</sup>
Neither agree nor disagree	(0) 1538	1151	385	120	70	1380	153	3
	26% <sup>b,d</sup>	25% <sup>b</sup>	30% <sup>a,b</sup>	21% <sup>b</sup>	30% <sup>d</sup>	26% <sup>b</sup>	27% <sup>b</sup>	14% <sup>b</sup>
Tend to disagree	(-1) 541	398	143	55	26	486	51	4
	9% <sup>e</sup>	9% <sup>e</sup>	11% <sup>a,b</sup>	9% <sup>e</sup>	9% <sup>e</sup>	9% <sup>e</sup>	9% <sup>e</sup>	20% <sup>e</sup>
Disagree strongly	(-2) 166	114	52	11	11	147	18	1
	3% <sup>f</sup>	2% <sup>f</sup>	4% <sup>a,b</sup>	2% <sup>f</sup>	5% <sup>d</sup>	3% <sup>f</sup>	3% <sup>f</sup>	5% <sup>f</sup>
<b>SUMMARY CODES</b>								
AGREE	3094	2644	450	349	110	2812	272	10
	52% <sup>a</sup>	57% <sup>a,b,c</sup>	35% <sup>c</sup>	60% <sup>a,b,c</sup>	47% <sup>c</sup>	53% <sup>c</sup>	49% <sup>c</sup>	48% <sup>c</sup>
DISAGREE	707	512	195	66	31	633	69	6
	12% <sup>b</sup>	11% <sup>b</sup>	15% <sup>a,b</sup>	11% <sup>b</sup>	13% <sup>b</sup>	12% <sup>b</sup>	12% <sup>b</sup>	26% <sup>b</sup>
Refused	23	12	11	2	-	19	4	1
	-	-	1% <sup>a,b</sup>	-	-	-	1% <sup>a</sup>	3% <sup>a</sup>
Don't know	574	323	251	43	24	509	63	2
	10% <sup>b</sup>	7% <sup>b</sup>	19% <sup>a,b</sup>	4% <sup>b</sup>	10% <sup>b</sup>	10% <sup>b</sup>	11% <sup>b</sup>	10% <sup>b</sup>
Mean Score	0.554 <sup>c</sup>	0.629 <sup>a,b,c</sup>	0.278	0.656 <sup>a,b,c</sup>	0.429	0.560	0.503	0.392
Standard Deviation	0.955	0.939	0.974	0.921	0.983	0.954	0.962	1.233
Error Variance	-	-	0.001	0.002	0.003	-	0.002	0.101

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Agree strongly	(2) 737	398	331	173	521	564	217	237	258	183	59
	12%afg	17%ac	10%	22%aefg	15%afg	11%g	8%	27%ajk	15%ajk	8%k	5%
Tend to agree	(1) 2357	1030	1296	375	1481	1981	875	406	772	834	345
	40%afg	44%ac	37%	48%aefg	44%afg	38%g	34%	46%ajk	45%ajk	39%k	29%
Neither agree nor disagree	(0) 1538	487	1017	149	749	1396	787	114	387	657	377
	26%bdeh	21%	29%iab	16%	22%id	27%de	31%adef	12%	22%ih	30%iah	32%iah
Tend to disagree	(-1) 541	212	313	51	293	490	248	75	136	214	116
	9%id	9%	9%	7%	9%	10%id	10%id	9%	8%	10%	10%
Disagree strongly	(-2) 166	87	77	16	82	150	84	25	45	59	37
	3%	4%ac	2%	2%	2%	3%	3%	3%	3%	3%	3%
<b>SUMMARY CODES</b>											
AGREE	3094	1425	1627	549	2002	2545	1092	643	1030	1018	404
	52%cbfg	61%ac	47%	70%aefg	59%afg	49%g	43%	73%ajk	61%ajk	47%k	34%
DISAGREE	707	299	391	68	375	639	332	100	181	272	153
	12%id	13%	11%	8%	11%	12%id	13%de	11%	11%	13%	13%
Refused	23	10	8	1	11	22	12	3	6	7	7
	-	-	-	-	-	-	-	-	-	-	-
Don't know	574	107	422	30	237	544	337	24	92	211	247
	10%bdeh	5%	12%iab	4%	7%id	11%de	13%adef	3%	5%ih	10%ih	21%ahj
<b>Mean Score</b>	<b>0.554afgjk</b>	<b>0.649ac</b>	<b>0.491</b>	<b>0.643aefg</b>	<b>0.661afg</b>	<b>0.506g</b>	<b>0.403</b>	<b>0.679ajk</b>	<b>0.664ajk</b>	<b>0.447k</b>	<b>0.292</b>
<b>Standard Deviation</b>	<b>0.955</b>	<b>1.007</b>	<b>0.910</b>	<b>0.926</b>	<b>0.950</b>	<b>0.952</b>	<b>0.943</b>	<b>1.005</b>	<b>0.942</b>	<b>0.914</b>	<b>0.905</b>
<b>Error Variance</b>	-	-	-	<b>0.001</b>	-	-	-	<b>0.001</b>	<b>0.001</b>	-	<b>0.001</b>



Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Agree strongly	(2) 737 12%in	80 13%in	70 13%in	44 9%	34 11%	75 14%in	57 14%in	62 12%	9 6%	49 12%i	61 13%in	56 11%	26 12%	26 8%	86 20%abcde kn	2 15%
Tend to agree	(1) 2357 40%	259 43%den	243 43%dejn	173 36%	102 34%	200 38%	187 46%adei kn	222 42%en	56 37%	185 46%	181 38%	210 41%	93 41%	117 34%	163 39%	4 29%
Neither agree nor disagree	(0) 1538 26%ig	144 24%	130 23%	140 29%icfg	80 27%ig	99 19%	77 19%	156 30%icdg	50 33%icdg	113 28%ig	128 27%ig	153 30%icdg	54 24%	101 30%icfg	108 26%ig	2 16%
Tend to disagree	(-1) 541 9%o	46 8%	57 10%o	38 8%	35 12%o	74 14%abdbhj kio	31 8%	40 8%	16 11%o	31 8%	47 10%o	41 8%	20 9%	42 12%bgho	21 5%	1 8%
Disagree strongly	(-2) 166 3%	15 2%	11 2%	21 4%hin	8 3%	25 5%abchlin	10 3%	8 2%	4 3%	17 4%hin	15 3%	7 1%	4 2%	5 1%	17 4%h	-
<b>SUMMARY CODES</b>																
AGREE	3094 52%den	339 56%dejn	313 56%dejn	217 46%	136 45%	276 53%din	244 60%adeh ikn	284 54%dein	65 43%	195 49%	242 51%un	268 52%un	120 53%un	143 42%	249 59%adei kn	5 43%
DISAGREE	707 12%	60 10%	68 12%	59 12%	43 14%hlo	99 19%abbdq hkimo	41 10%	48 9%	20 13%	48 12%	63 13%	48 9%	24 11%	47 14%h	37 9%	1 8%
Refused	23 *	4 *	3 *	4 *	-	1 *	1 *	4 *	-	1 *	3 *	1 *	-	-	-	-
Don't know	574 10%o	57 9%	45 8%	57 12%ho	40 13%chlo	47 9%	42 10%o	37 7%	16 11%	42 10%o	43 9%	43 8%	28 12%ho	48 14%abchik lo	24 6%	4 32%
Mean Score	0.554din	0.633def in	0.593din	0.438	0.461	0.479	0.691ade eijn	0.593din	0.365	0.501	0.518	0.571din	0.601in	0.404	0.711ade eijn	0.763
Standard Deviation	0.955	0.926	0.935	0.970	0.987	1.095	0.931	0.871	0.888	0.986	0.982	0.865	0.909	0.902	0.999	0.952
Error Variance	-	0.002	0.002	0.002	0.004	0.003	0.002	0.001	0.006	0.003	0.002	0.002	0.004	0.003	0.003	0.101

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Changing tariff with your existing supplier is a good way to save money Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Agree strongly	(2) 737	264	336	355	203	199	495	515	416
	12%	26%acef	22%a	24%ae	19%a	20%a	13%	13%	12%
Tend to agree	(1) 2357	473	726	699	505	453	1574	1582	1365
	40%	46%a	47%a	47%a	43%a	46%a	41%	41%	41%
Neither agree nor disagree	(0) 1536	149	258	240	189	188	951	934	831
	26%bcdef	14%	17%	16%	18%	19%b	25%	24%	25%
Tend to disagree	(-1) 541	78	123	114	96	81	361	356	322
	9%	8%	8%	8%	9%	9%	9%	9%	10%
Disagree strongly	(-2) 166	21	48	41	34	33	111	110	96
	3%	2%	3%	3%	3%	3%	3%	3%	3%
<b>SUMMARY CODES</b>									
AGREE	3094	737	1062	1054	708	651	2068	2097	1781
	52%	72%acef	68%a	70%ae	68%a	66%a	54%	54%a	53%
DISAGREE	707	99	171	154	131	114	472	466	418
	12%b	10%	11%	10%	12%	11%	12%	12%	13%
Refused	23	5	7	7	6	5	15	10	12
	-	-	-	-	-	-	-	-	-
Don't know	574	40	60	47	43	33	356	352	302
	10%bcdef	4%	4%	3%	4%	3%	9%	9%	9%
<b>Mean Score</b>	0.554	0.69acef	0.791a	0.83ae	0.726a	0.737a	0.567	0.582	0.555
<b>Standard Deviation</b>	0.955	0.957	0.987	0.975	0.951	0.994	0.963	0.965	0.962
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Summary Table  
 Base: All who have gas and/or electricity supply 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 don't think I'd be able to switch even if I wanted to	Some energy suppliers are more trustworthy than others	Changing tariff with your existing supplier is a good way to save money
Unweighted Base		5934	5934	5934	5934	5934	5934	5934
Weighted Base		5934	5934	5934	5934	5934	5934	5934
Agree strongly	(2)	837	551	1041	738	227	501	737
		14%	9%	18%	12%	4%	8%	12%
Tend to agree	(1)	1701	1806	1805	1537	494	1594	2357
		29%	30%	30%	26%	8%	27%	40%
Neither agree nor disagree	(0)	1065	1287	956	985	717	2052	1536
		18%	22%	16%	17%	12%	35%	26%
Tend to disagree	(-1)	1275	1284	1157	1385	1706	825	541
		21%	22%	19%	23%	29%	14%	9%
Disagree strongly	(-2)	780	572	807	1100	2583	441	166
		13%	10%	14%	19%	44%	7%	3%
<b>SUMMARY CODES</b>								
AGREE		2537	2357	2845	2275	722	2095	3094
		43%	40%	48%	38%	12%	35%	52%
DISAGREE		2054	1856	1964	2484	4289	1266	707
		35%	31%	33%	42%	72%	21%	12%
Refused		12	19	14	13	14	16	23
		-	-	-	-	-	-	-
Don't know		265	415	155	176	191	505	574
		4%	7%	3%	3%	3%	9%	10%
Mean Score		0.095	0.087	0.193	-0.099	-1.034	0.164	0.554
Standard Deviation		1.288	1.171	1.326	1.334	1.130	1.057	0.955
Error Variance		-	-	-	-	-	-	-

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Tariff price	4480 75%cdsk ln	3897 77%cd	377 68%	206 66%	918 81%ag	2441 79%ag	1122 66%	1041 78%k	1455 77%k	932 75%k	1053	1370 72%	2567 78%al	738 68%	3742 77%ln	2783 76%r	899 79%ar	728 69%
Customer service	1896 32%	1593 31%	211 38%abd	93 29%	333 29%	1004 32%	559 33%e	401 30%	607 32%	428 35%h	460 31%	622 33%	1072 33%	356 33%	1540 32%	1180 32%	359 31%	329 31%
Having a greener tariff	223 4%klj	200 4%	18 3%	5 2%	38 3%g	160 5%ag	26 2%	78 6%klj	96 5%klj	33 2%k	17 1%	42 2%	163 5%al	28 3%	195 4%a	154 4%r	48 4%	19 2%
Having a fixed term tariff	251 4%	203 4%	35 6%ab	13 4%	47 4%	143 5%	62 4%	55 4%	88 5%k	61 5%k	48 3%	71 4%	154 5%	38 3%	214 4%	175 5%r	40 4%	35 3%
Having an online tariff	210 4%klj	184 4%	22 4%	5 1%	67 6%atg	115 4%g	28 2%	64 5%k	79 4%k	43 3%k	24 2%	32 2%	164 5%al	16 2%	194 4%a	142 4%r	48 4%	19 2%
The reputation of the supplier	759 13%ek	613 12%	110 20%abd	35 11%	106 10%	396 13%e	253 15%aef	189 14%k	261 14%k	150 12%	160 11%	233 13%	454 14%	145 13%	613 13%	475 13%	131 13%	138 13%
Getting a smart meter \ in home display	90 2%	80 2%	8 1%	2 1%	27 2%ag	45 1%	18 1%	16 1%	30 2%	21 2%	20 2%	34 2%	53 2%	20 2%	70 1%	43 1%	27 2%p	19 2%
Home energy related incentives (e.g. boiler maintenance, home insulation)	67 1%	43 1%	16 3%ab	8 3%ab	20 2%l	29 1%	18 1%	12 1%	30 2%	12 1%	14 1%	20 1%	43 1%	11 1%	56 1%	43 1%	17 1%	7 1%
Other incentives (e.g. Nectar points, wine)	101 2%qr	77 2%	12 2%	12 4%ab	28 2%g	63 2%g	10 1%	25 2%	41 2%k	18 1%	17 1%	23 1%	76 2%u	10 1%	91 2%a	69 2%r	20 2%	9 1%
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143 2%	118 2%	16 3%	10 3%	16 1%	82 3%e	45 3%e	42 3%	36 2%	36 3%	30 2%	42 2%	91 3%	28 3%	115 2%	101 3%q	17 1%	24 2%
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39 1%	34 1%	3 1%	1 *	11 1%	18 1%	9 1%	17 1%klj	13 1%	5 *	4 *	6 *	29 1%u	3 *	35 1%	26 1%	9 1%	2 *

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means. Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
A supplier I know	333	232	67	33	46	166	121	61	107	75	90	124	169	74	258	202	44	80
Reliability of service	5	5	-	-	2	1	2	1	2	1	1	3	2	1	4	2	1	1
Reliability of supply	12	10	-	3	3	5	5	4	7	-	2	3	8	3	9	8	3	2
Reliability	74	65	6	3	12	32	30	29	21	14	10	23	38	22	51	53	10	9
Honesty/trustworthy	20	18	2	1	-	8	12	7	4	3	6	8	11	7	13	14	1	6
Recommendation/word of mouth	10	8	2	-	2	7	2	2	5	-	3	4	6	2	8	6	2	2
Convenience	14	10	1	2	3	8	3	5	7	-	1	2	12	1	13	6	7	1
Efficiency	11	9	-	2	3	5	2	5	3	3	-	2	9	-	11	6	2	3
Clarity/simplicity (of pricing/information/bill)	40	35	3	2	6	20	14	11	15	8	7	15	22	11	29	29	6	5
Saving money	17	16	-	-	4	10	3	2	4	4	7	5	11	3	13	8	3	4
Cheap/cheaper/cheapest	9	9	-	-	2	6	1	-	3	4	2	1	6	3	6	4	2	3
Deal/good/better/best deal	11	11	1	-	1	4	6	2	2	5	2	6	4	8	7	1	3	3
Dual fuel (discount)	6	5	1	-	1	5	-	-	3	2	1	1	5	-	4	5	-	1

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent/ local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3543	1143	1050
Value/value for money	13	12	-	1	4	4	5	7	5	1	-	3	10	-	13	9	1	-
Money (no detail)	27	23	4	-	8	11	8	4	12	8	2	11	14	3	24	19	2	7
Discounts (for low incomes)	4	4	-	1	-	4	-	-	2	2	1	1	4	1	4	2	-	1
Transparency/transparency of charges	6	6	-	-	3	2	1	1	4	-	1	1	5	1	5	2	4	-
Stable prices/long term deals	6	5	-	1	-	1	4	1	3	2	-	2	4	2	4	6	-	-
Payment options	21	21	-	-	3	15	4	5	6	4	7	6	14	4	17	11	6	3
Standing charge/no standing charge	4	3	-	-	-	3	-	2	-	1	1	3	1	1	2	2	-	2
Service (no detail)	1	1	-	-	-	-	1	-	-	-	1	1	-	-	1	1	-	1
Ease of contact/being able to speak to someone/not being left on hold	13	10	1	2	-	8	5	6	3	4	1	3	9	4	10	11	1	1
British company/UK based call centre/English speaking	11	9	1	-	-	4	7	5	2	2	1	5	5	3	8	10	1	-
Freephone number/0800 number	4	4	-	-	1	2	-	-	2	1	1	2	1	2	1	4	-	-
Regular/frequency of meter readings	1	1	-	-	-	-	1	-	1	-	-	-	1	-	1	1	-	-
Regular/frequency of bills	7	7	1	-	-	2	5	3	2	1	1	4	2	2	6	5	2	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j - a/l/m - a/n/o - a/p/q/r



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3543	1143	1050
Pre-payment (meter)	5	3	1	1	1	4	-	-	3	-	2	2	1	-	5	1	2	2
Communication/keeping me informed	20	15	4	1	4	7	9	5	9	3	4	7	10	6	14	12	6	2
Ease/speed of switching	11	8	-	2	2	7	1	5	3	1	2	1	9	2	8	8	2	1
No problems/hassle free/easy	36	29	3	4	3	27	6	11	12	9	5	6	27	7	29	23	8	6
Contract not tied into (long) contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting the supply/permanent supply/don't get cut off	27	23	2	2	-	15	12	7	10	5	5	12	11	6	21	19	6	3
Someone else deals with this (partner/family etc)	5	4	1	-	1	-	4	2	3	-	-	1	4	1	4	-	-	-
Not my decision/not my choice (council/rented property etc)	5	5	-	-	3	1	1	2	2	1	-	2	3	-	5	-	5	-
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	17	-	-	2	10	6	4	2	4	7	10	7	5	10	11	2	3
No exit fee	6	6	1	-	2	3	1	2	3	1	1	1	5	-	6	5	1	-
Accurate billing	5	5	-	-	2	1	3	2	1	1	1	2	3	1	4	5	-	-
Company ethics	7	7	-	-	-	6	1	5	1	-	1	1	5	-	7	6	1	-

Fieldwork: 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Environmental/sources/aw areness	11	11	-	-	2	9	-	5	6	-	-	-	9	2	9	9	2	-
Source of the energy	6	5	1	-	2	4	-	2	1	2	1	-	4	1	4	2	3	1
Safe/secure	4	3	-	1	1	2	1	1	1	-	2	1	3	-	4	1	-	1
Consistency/needs to be more consistent	10	8	1	1	-	6	4	7	2	-	1	2	5	2	8	9	-	1
Online availability	9	7	3	-	3	6	1	2	4	2	2	2	8	-	9	8	1	1
Fairness	3	3	-	-	-	3	-	-	1	-	2	3	1	1	2	2	-	1
Other	50	31	10	9	10	26	14	22	8	12	9	13	37	17	34	34	6	10
Refused	43	40	3	1	10	14	18	8	11	14	10	10	11	7	36	33	4	6
None/nothing	16	14	3	-	3	9	5	2	4	6	5	6	5	5	12	7	4	6
Don't know	451	374	47	30	76	198	177	65	123	88	165	191	161	107	344	222	107	114
	8%hmp	7%	9%	9%	7%	6%	10%aef	5%	7%	8%h	11%ahj	10%am	5%	10%ao	7%	6%	9%ap	11%aq

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Tariff price	4480	8	434	4046	4472	4036	493	3979	3796	774	3304	362	763	1826	2603	46
	75%clmo	79%	71%	76%c	75%c	76%c	74%	76%	74%	82%ai	78%alm	63%	72%j	82%aop	72%	46
Customer service	1896	4	185	1711	1892	1706	213	1679	1615	281	1380	195	311	737	1132	27
	32%	43%	30%	32%	32%	32%	32%	32%	33%	30%	33%	32%	30%	33%	31%	39%
Having a greener tariff	223	2	24	200	222	198	31	191	163	60	179	25	24	90	132	2
	4%um	15%	4%	4%	4%	4%	3%	4%	3%	6%ai	4%um	4%um	4%	4%	4%	2%
Having a fixed term tariff	251	1	24	227	251	227	22	229	213	38	210	13	27	182	66	3
	4%lmo	5%	4%	4%	4%	4%	3%	4%	4%	4%	5%um	2%	3%	8%ao	2%	4%
Having an online tariff	210	2	20	190	209	189	30	179	161	49	188	10	15	120	89	1
	4%lmo	15%	3%	4%	4%	4%	5%	3%	3%	5%ai	4%alm	2%	1%	5%ao	2%	2%
The reputation of the supplier	759	2	72	687	757	685	76	680	653	105	543	79	125	237	511	11
	13%un	20%	13%	13%	13%	13%	12%	13%	13%	11%	13%	13%	12%	11%	14%un	16%
Getting a smart meter \ in home display	90	-	12	79	90	79	16	75	77	13	53	10	23	33	56	2
	2%	-	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%
Home energy related incentives (e.g. boiler maintenance, home insulation)	67	-	4	63	67	63	6	61	61	6	48	12	6	27	37	3
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%um	1%	1%	1%	4%o
Other incentives (e.g. Nectar points, wine)	101	-	8	93	101	93	14	87	74	27	76	12	12	50	49	1
	2%	-	1%	2%	2%	2%	2%	2%	1%	3%ai	2%	2%	1%	2%	1%	2%
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143	-	19	125	143	125	12	132	137	7	106	20	17	45	93	5
	2%j	-	3%	2%	2%	2%	2%	3%	3%j	1%	3%	3%um	2%	2%	3%	7%ano
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39	-	3	36	39	36	3	36	19	20	35	2	1	14	23	2
	1%um	-	1%	1%	1%	1%	1%	1%	1%	2%ai	1%um	1%	1%	1%	1%	2%
A supplier I know	333	-	43	290	333	290	35	297	305	28	220	39	68	101	228	4
	6%j	-	7%	5%	6%	5%	5%	6%	6%j	3%	5%	6%	6%	5%	6%un	5%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Reliability of service	5	-	-	5	5	5	1	4	5	-	3	-	2	2	3	-
Reliability of supply	12	-	-	12	12	12	2	10	12	-	6	4	2	4	9	-
Reliability	74	-	5	69	74	69	7	67	69	5	56	9	9	33	39	1
Honesty/trustworthy	20	-	1	19	20	19	6	14	16	4	18	-	5	10	9	1
Recommendation/word of mouth	10	-	3	7	10	7	4	6	5	5	6	2	2	5	5	-
Convenience	14	-	4	10	14	10	2	12	10	3	12	-	2	4	10	-
Efficiency	11	-	2	9	11	9	-	11	10	1	10	1	-	8	3	-
Clarity/simplicity (of pricing/information/bill)	40	-	3	37	40	37	13	27	33	8	32	4	4	15	25	-
Saving money	17	-	3	14	17	14	6	11	15	1	9	3	4	9	7	-
Cheap/cheaper/cheapest	9	-	-	9	9	9	1	8	7	2	-	-	-	2	7	-
Deal/good/better/best deal	11	-	-	11	11	11	1	10	10	1	9	-	1	5	6	-
Dual fuel (discount)	6	-	-	6	6	6	-	6	6	-	5	2	1	-	6	-
Value/value for money	13	-	2	11	13	11	1	12	9	4	13	-	-	7	6	-
Money (no detail)	27	-	9	18	27	18	5	23	23	4	20	4	7	7	18	2
			2%adef				1%					1%	1%		1%	2%an

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Discounts (for low incomes)	4	-	-	4	4	4	-	4	2	2	2	-	2	-	4	-
Transparency/transparency of charges	6	-	2	4	6	4	-	6	5	1	5	-	1	4	2	-
Stable prices/long term deals	6	-	-	6	6	6	-	6	6	-	5	1	-	3	3	-
Payment options	21	-	2	19	21	19	1	20	17	4	11	6	3	10	10	1
Standing charge/no standing charges	4	-	-	3	4	3	-	4	4	-	2	1%ak	2	-	4	-
Service (no detail)	1	-	-	1	1	1	-	1	-	1	1	-	-	-	1	-
Ease of contact/being able to speak to someone/not being left on hold	13	-	4	10	13	10	2	11	12	1	10	2	-	5	6	2
British company/UK based call centre/English speaking	11	-	1	10	11	10	1	10	7	4	10	1	-	6	4	1
Freephone number/0800 number	4	-	-	4	4	4	-	4	4	-	4	-	-	1	3	-
Regular/frequency of meter readings	1	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-
Regular/frequency of bills	7	-	3	4	7	4	2	5	6	1	5	1	-	4	3	-
Pre-payment (meter)	5	-	-	5	5	5	-	5	5	-	-	5	-	-	5	-
Communication/keeping me informed	20	-	2	18	20	18	4	16	18	2	16	-	3	10	10	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Ease/speed of switching	11	-	3	8	11	8	3	7	9	2	10	-	1	2	8	-
No problems/hassle free/easy	36	-	3	33	36	33	5	31	32	4	27	3	5	9	27	-
Contract not tied into (long) contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting the supply/permanent supply/don't get cut off	27	-	5	22	27	22	3	24	27	-	18	4	4	8	18	1
Someone else deals with this (partner/family etc)	5	-	-	5	5	5	-	5	3	2	5	-	-	1	4	-
Not my decision/not my choice (council/rented property etc)	5	-	1	4	5	4	1	4	5	-	2	-	1	3	2	-
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	-	5	13	18	13	4	14	18	-	9	3	5	6	11	-
No exit fee	6	-	1	5	6	5	-	6	5	1	6	-	-	4	2	-
Accurate billing	5	-	1	4	5	4	1	5	4	1	4	1	-	5	-	-
Company ethics	7	-	1	5	7	5	2	4	3	3	7	-	-	3	3	-
Environmental/sources/awareness	11	-	-	11	11	11	3	8	8	3	11	-	-	8	3	-
Source of the energy	6	-	1	5	6	5	2	4	5	1	6	-	-	1	5	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Safe/secure	4	-	-	4	4	4	1	4	4	-	1	1	2	1	4	-
Consistency/needs to be more consistent	10	-	2	8	10	8	2	8	10	-	7	3	1	3	7	-
Online availability	9	-	3	7	9	7	-	9	8	2	8	1	1	5	5	-
Fairness	3	-	1	2	3	2	-	3	3	-	1	2	1	1	2	1
Other	50	-	8	42	50	42	5	45	45	5	40	3	9	16	34	-
Refused	43	1	1	42	42	41	6	37	38	7	30	5	5	15	28	2
None/nothing	16	-	-	16	16	16	1	15	16	-	8	5	3	3	12	1
Don't know	451	-	51	400	451	400	39	412	384	66	260	63	111	101	348	2
	8% <sup>ns</sup>	-	8%	8%	8%	8%	6%	8%	8%	7%	6%	11% <sup>ak</sup>	10% <sup>ak</sup>	5%	10% <sup>an</sup>	2%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Tariff price	4480	3701	778	492	182	4012	451	17
Customer service	1896	1483	414	186	67	1681	212	4
Having a greener tariff	223	209	14	30	1	203	17	3
Having a fixed term tariff	251	213	38	28	8	227	25	16%
Having an online tariff	210	209	1	28	3	189	22	-
The reputation of the supplier	759	593	166	65	19	698	61	-
Getting a smart meter \ in home display	90	75	16	7	4	77	13	-
Home energy related incentives (e.g. boiler maintenance, home insulation)	67	52	14	7	2	62	4	-
Other incentives (e.g. Nectar points, wine)	101	92	9	15	5	88	13	-
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143	104	39	7	4	136	8	-
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39	35	3	6	-	36	2	-
A supplier I know	333	219	113	21	11	313	19	1

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Reliability of service	5	4	1	2	-	4	1	-
Reliability of supply	12	10	3	2	-	10	2	-
Reliability	7%	5%	1%	5%	2%	7%	1%	1%
Honesty/trustworthy	20	13	7	-	1	19	1	7%
Recommendation/word of mouth	10	10	-	-	-	10	-	-
Convenience	14	11	3	3	-	14	-	-
Efficiency	11	11	-	-	-	10	1	-
Clarity/simplicity (of pricing/information/bill)	40	34	6	2	1	38	2	-
Saving money	17	14	2	2	-	15	1	-
Cheap/cheaper/cheapest	9	8	1	3	-	9	-	-
Deal/good/better/best deal	11	5	7	7%	-	11	-	-
Dual fuel (discount)	6	6	-	2	1	4	2	-
Value/value for money	13	10	3	-	-	13	-	-
Money (no detail)	27	28	2	2	-	24	3	-
		1% <sup>c</sup>	-	-	-	-	7%	-

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Discounts (for low incomes)	4	4	1	2	-	4	-	-
Transparency/transparency of charges	6	4	2	-	-	5	1	-
Stable prices/long term deals	6	5	1	-	*	6	-	-
Payment options	21	18	3	3	-	20	1	-
Standing charge/no standing charge	4	3	*	1	-	4	*	-
Service (no detail)	1	1	-	-	-	1	-	-
Ease of contact/being able to speak to someone/not being left on hold	13	11	2	-	-	13	-	-
British company/UK based call centre/English speaking	11	9	2	-	-	11	-	-
Freephone number/0800 number	4	4	-	-	-	4	-	-
Regular/frequency of meter readings	1	-	1	-	-	1	-	-
Regular/frequency of bills	7	3	4	2	-	5	2	-
Pre-payment (meter)	5	4	1	-	-	5	-	-
Communication/keeping me informed	20	14	6	2	-	17	2	1
								7%

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	24	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Ease/speed of switching	11	8	2	4	1	11	-	-
No problems/hassle free/easy	36	35	1	7	1	36	-	-
Contract not tied into (long) contract	-	-	-	-	-	-	-	-
Getting the supply/permanent supply/don't get cut off	27	18	9	1	1	27	-	-
Someone else deals with this (partner/family etc)	5	4	1	1	-	5	-	-
Not my decision/not my choice (council/rented property etc)	5	4	1	1	-	5	-	-
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	8	9	-	-	18	-	-
No exit fee	6	6	-	-	1	6	-	-
Accurate billing	5	2	3	2	-	4	1	-
Company ethics	7	6	1	-	-	7	-	-
Environmental/sources/law areness	11	11	-	-	-	11	-	-
Source of the energy	6	6	-	3	-	6	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	204	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Safe/secure	4	4	-	-	1	4	-	-
	*	*	-	-	1%a	*	-	-
Consistency/needs to be more consistent	10	9	1	-	-	10	-	-
	*	*	*	-	-	*	-	-
Online availability	9	9	-	-	-	9	-	-
	*	*	-	-	-	*	-	-
Fairness	3	1	3	-	-	3	-	-
	*	*	*b	-	-	*	-	-
Other	50	43	7	5	4	46	4	1
	1%	1%	1%	1%	2%	1%	1%	4%
Refused	43	24	19	1	1	41	2	-
	7%	7%	1%ab	*	*	7%	*	-
None/nothing	16	10	6	-	1	15	1	-
	*	*	*	-	*	*	*	-
Don't know	451	249	202	26	26	404	45	2
	8%cd	5%	16%ab	4%	11%ad	8%	8%	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Tariff price	4480	1922	2475	712	2742	3708	1738	796	1386	1570	728
Customer service	1896	810	1056	261	1073	1635	823	310	555	731	300
Having a greener tariff	223	93	128	47	155	177	68	52	74	75	23
Having a fixed term tariff	251	136	110	51	181	201	71	71	78	78	24
Having an online tariff	210	115	93	48	134	164	76	49	90	51	21
The reputation of the supplier	759	261	488	71	442	688	316	87	222	312	137
Getting a smart meter \ in home display	90	40	48	16	48	74	42	16	27	29	18
Home energy related incentives (e.g. boiler maintenance, home insulation)	67	20	42	7	30	60	37	5	16	35	10
Other incentives (e.g. Nectar points, wine)	101	45	56	18	68	83	33	16	39	37	8
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143	45	98	6	75	138	68	13	44	58	29
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39	18	21	3	28	36	11	8	18	8	4
A supplier I know	333	103	223	20	149	313	184	20	74	141	98

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Reliability of service	5	-	5	-	3	5	2	-	2	1	2
Reliability of supply	12	4	9	-	5	12	7	1	4	6	2
Reliability	74	28	45	5	41	69	32	10	25	24	15
Honesty/trustworthy	20	5	15	2	18	18	2	7	4	7	2
Recommendation/word of mouth	10	2	8	3	7	7	3	1	3	4	2
Convenience	14	2	12	2	9	12	4	-	4	10	-
Efficiency	11	7	4	1	6	10	4	3	4	4	-
Clarity/simplicity (of pricing/information/bill)	40	20	20	3	28	37	13	13	12	13	2
Saving money	17	11	5	4	12	13	4	4	7	5	1
Cheap/cheaper/cheapest	9	-	9	-	7	9	2	2	3	1	2
Deal/good/better/best deal	11	1	10	2	6	9	5	1	4	4	3
Dual fuel (discount)	6	2	3	-	1	6	5	-	4	2	-
Value/value for money	13	3	10	4	10	9	3	2	8	3	-
Money (no detail)	27	14	12	3	20	24	8	6	11	8	3
	-	1%	-	-	1%	-	-	1%	1%	-	-





Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Discounts (for low incomes)	4	4	1	2	4	2	1	-	3	1	-
Transparency/transparency of charges	6	4	2	-	2	6	4	2	-	4	-
Stable prices/long term deals	6	5	1	-	3	6	4	-	1	3	1
Payment options	21	9	12	2	15	19	6	7	7	7	-
Standing charge/no standing charges	4	1	3	-	3	4	-	1%k	2	2	-
Service (no detail)	1	1	-	1	1	-	1	1	-	1	-
Ease of contact/being able to speak to someone/not being left on hold	13	3	9	-	10	13	4	2	9	1	1
British company/UK based call centre/English speaking	11	2	9	-	10	11	1	3	5	2	1
Freephone number/0800 number	4	1	2	1	2	3	1	2	1	1	-
Regular/frequency of meter readings	1	-	1	-	1	1	-	-	1	-	-
Regular/frequency of bills	7	3	4	1	4	7	3	1	3	3	-
Pre-payment (meter)	5	2	3	-	2	5	3	-	3	1	1
Communication/keeping me informed	20	10	10	1	11	19	9	8	5	3	3



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Ease/speed of switching	11	1	7	-	3	11	8	-	3	5	2
No problems/hassle free/easy	36	12	25	6	22	30	14	7	15	11	3
Contract not tied into (long) contract	-	-	-	-	-	-	-	-	-	-	-
Getting the supply permanent supply/don't get cut off	27	7	20	-	14	27	13	1	7	12	7
Someone else deals with this (partner/family etc)	5	1	4	-	2	5	3	1	-	3	1
Not my decision/not my choice (council/rented property etc)	5	1	4	-	-	5	5	2	-	2	1
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	2	16	-	3	18	15	-	3	6	9
No exit fee	6	6	-	-	4	6	2	2	1	1	2
Accurate billing	5	3	3	2	5	4	-	-	4	2	-
Company ethics	7	3	3	-	6	7	1	2	3	1	-
Environmental/sources/awareness	11	5	6	2	11	9	-	3	4	3	-
Source of the energy	6	2	4	-	2	6	3	-	1	5	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Safe/secure	4	2	2	-	2	4	2	1	-	2	1
Consistency/needs to be more consistent	10	-	9	-	4	10	6	1	-	8	1
Online availability	9	8	1	3	7	6	2	1	8	1	-
Fairness	3	2	2	-	1	3	3	-	1	1	2
Other	50	23	27	5	25	45	25	11	17	19	4
Refused	43	13	27	1%	1%	1%	1%	1%	1%	1%	1%
None/nothing	16	4	12	-	6	16	11	1	2	7	7
Don't know	451	104	309	17	151	434	300	9	63	164	214
	8%adeh	4%	9%ab	2%	4%cd	8%de	12%def	1%	4%h	8%ij	18%abj



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	399	419	12**	
Tariff price	4480 75%e	455 75%e	405 72%	378 79%ce	197 68%	387 74%e	328 81%acefi	406 77%e	108 71%	289 67%	373 78%e	415 81%abcef	163 72%	263 78%e	326 78%e	9 73%
Customer service	1898 32%	196 32%	163 29%	149 31%	90 30%	165 32%	121 30%	166 31%	60 40%cgk	150 38%aagko	142 30%	171 33%	69 31%	124 37%ck	123 29%	5 44%
Having a greener tariff	223 4%e	22 4%e	26 5%eho	30 6%aeghmo	3 1%	27 5%egho	9 2%	12 2%	3 2%	15 4%e	26 5%egho	5 9%egho	14 2%	8 4%e	9 2%	-
Having a fixed term tariff	251 4%e	27 5%e	21 4%	22 5%e	4 1%	17 3%	17 4%e	23 4%e	6 4%	29 7%aceffo	21 4%e	16 3%	11 5%e	21 6%el	15 4%	-
Having an online tariff	210 4%e	25 4%eg	17 3%e	18 4%e	2 1%	21 4%eg	7 5%egm	25 3%	5 3%e	16 4%e	12 2%	32 6%acegkm	3 1%	11 3%e	17 4%e	-
The reputation of the supplier	759 13%h	75 12%h	82 15%h	36 14%h	38 12%h	47 9%h	29 12%h	29 5%	77 22%abode	64 19%abefg	77 13%h	84 16%ahfo	25 11%h	41 12%h	45 11%h	4 32%
Getting a smart meter \ in home display	90 2%	5 1%	8 2%	14 3%abeg	2 1%	10 2%	3 1%	15 3%abeg	3 1%	6 2%	8 2%	10 2%	1 1%	3 1%	4 1%	-
Home energy related incentives (e.g. boiler maintenance, home insulation)	67 1%g	5 1%	1 -	4 1%	5 2%g	6 1%g	6 -	3 1%	3 0	5 3%aboghn	11 0	6 2%gpo	6 1%g	1 3%aaghno	2 -	-
Other incentives (e.g. Nectar points, wine)	101 2%g	10 2%g	5 1%	7 2%	3 1%	8 2%g	1 -	10 2%g	3 2%g	9 2%g	13 3%g	11 2%g	9 4%ag	6 2%g	6 1%	-
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143 2%h	21 3%ch	6 1%	9 2%	5 2%	18 3%ch	8 2%	5 1%	6 4%ch	16 2%	16 3%ch	15 3%ch	8 3%ch	10 2%	10 2%	1 9%
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39 1%	2 -	5 1%h	3 1%	-	1 -	3 1%	-	-	3 1%h	7 1%h	5 1%h	1 1%	6 2%abeth	2 -	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	399	419	12**
A supplier I know	333 6%h	26 5%h	31 6%h	28 9%adgk ln	28 5%h	15 4%h	7 1%	11 7%h	58 14%abdfg hklmno	22 5%h	19 4%h	15 7%h	14 4%h	24 6%h	1 9%
Reliability of service	5 -	-	-	-	-	-	-	-	-	1 -	1 -	-	1 -	2 1%a	-
Reliability of supply	12 -	3 1%	1 -	1 -	1 -	1 -	-	-	-	1 -	1 -	3 1%adho	1 -	-	-
Reliability	74 1%	10 2%adho	13 2%adho	1 -	3 1%	10 2%adho	2 -	2 -	6 1%ad	7 1%ad	11 2%adho	3 1%	5 2%ad	1 -	-
Honesty/trustworthy	20 -	3 1%	1 -	1 -	3 1%	2 -	1 -	1 -	2 -	3 1%	2 -	2 -	2 1%	-	-
Recommendation/word of mouth	10 -	-	2 -	-	1 -	1 -	1 -	2 -	1 -	3 1%	1 -	-	-	-	-
Convenience	14 -	-	2 -	-	5 1%abdl	-	1 -	-	1 -	2 -	-	2 1%b	-	1 -	-
Efficiency	11 -	1 -	1 -	3 1%	2 -	-	2 -	-	-	-	1 -	2 -	-	-	-
Clarity/simplicity (of pricing/information/bill)	40 7%	6 1%ad	10 2%adho	-	5 1%	3 1%	1 -	1 1%	2 1%	8 2%adho	3 1%	2 1%	1 -	-	-
Saving money	17 -	5 1%a	3 -	2 1%	1 -	1 -	1 -	-	-	-	1 -	-	1 -	2 -	-
Cheap/cheaper/cheapest	9 -	4 1%a	-	-	1 -	2 -	2 -	-	-	-	-	-	-	-	-
Deal/good/better/best deal	11 -	1 -	1 -	-	4 1%a	3 1%a	2 -	-	1 -	-	-	-	-	-	-
Dual fuel (discount)	6 -	-	3 1%a	-	2 -	-	-	1 -	-	-	-	-	-	-	-
Value/value for money	13 -	-	1 -	-	3 1%	1 1%	-	-	-	1 -	3 1%	1 -	1 -	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	510	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Money (no detail)	27	4	5	1	-	1	-	3	1	3	3	3	2	-	-	
Discounts (for low incomes)	4	1%	1%	-	1	2	-	1%	1%	1%	1%	-	1%	-	-	
Transparency/transparency of charges	6	2	-	-	-	3	-	1	-	-	-	-	-	-	-	
Stable prices/long term deals	6	2	-	-	-	1	1	-	-	-	-	1	-	-	-	
Payment options	21	1	4	-	3	6	1	1	-	1	1	-	1	1	-	
Standing charge/no standing charge	4	-	1%	-	1% <sup>ad</sup>	1% <sup>ad</sup>	-	-	-	2	-	-	-	-	-	
Service (no detail)	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	
Ease of contact/being able to speak to someone/not being left on hold	13	-	-	-	-	5	-	-	1	4	1	2	1	-	-	
British company/UK based call centre/English speaking	11	-	4	-	1	3	-	1	-	1	-	-	-	-	-	
Freephone number/0800 number	4	1	-	-	-	-	-	-	-	-	2	-	1	-	-	
Regular/frequency of meter readings	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
Regular/frequency of bills	7	1	1	-	1	1	1	-	1	-	-	-	-	2	-	
Pre-payment (meter)	5	-	1	-	1	-	2	-	1	-	-	-	-	-	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	510	410	574	155	376	498	511	222	300	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Communication/keeping me informed	20	2	3	-	1	2	3	1	1	4	-	1	-	2	-
Ease/speed of switching	11	-	3	1	2	1	1	-	-	1	2	-	-	-	-
No problems/hassle free/easy	36	1	4	-	5	5	2	3	-	3	4	3	1	1	3
Contract not tied into (long) contract	1%	-	1%	-	2% <sup>abd</sup>	1%	-	1%	-	1%	1%	1%	-	-	1%
Getting the supply/permanent supply/don't get cut off	27	2	4	-	1	7	3	2	-	2	1	1	3	1	-
Someone else deals with this (partner/family etc)	5	2	-	-	-	1	-	-	-	1	-	-	-	-	-
Not my decision/not my choice (council/rented property etc)	5	1	2	-	-	2	-	-	-	-	-	-	-	-	-
I am not changing/have never changed/happy with present company/have always had	18	1	4	-	-	3	-	-	-	4	2	-	2	1	-
No exit fee	6	1	-	-	-	3	-	-	-	1	-	-	-	2	-
Accurate billing	5	1	2	-	-	-	-	-	-	-	-	-	2	1	-
Company ethics	7	1	3	-	1	-	-	-	-	-	-	-	-	1	-
Environmental/sources/awareness	11	1	-	-	-	2	-	1	-	3	1	-	-	-	-
Source of the energy	6	-	-	-	-	1	2	-	1	1	1	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	488	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**	
Safe/secure	4	-	-	-	-	1	-	-	-	-	-	1	1	1	-	
Consistency/needs to be more consistent	10	-	3	-	1	-	-	1	-	3	1	-	-	2	-	
Online availability	9	4	-	-	2	-	1	-	3	-	1	-	-	-	-	
Fairness	3	1%a	-	-	-	-	-	-	1%a	-	-	-	1	1	-	
Other	50	3	5	2	7	4	4	2	3	8	3	2	3	1	4	
	1%	1%	1%	*	2%abckd n	1%	1%	*	2%	2%adhl	1%	*	2%	*	1%	
Refused	43	14	3	4	1	2	2	8	-	3	5	1	-	1	-	
	1%	2%acelgj mno	*	1%	*	1%	1%	2%lo	-	1%	1%	*	-	*	-	
None/nothing	16	-	1	1	1	1	-	-	2	2	-	-	2	5	-	
Don't know	451	44	33	48	33	43	32	39	14	33	31	28	18	31	22	
	8%	7%	6%	10%clo	11%cklo	8%	8%	7%	9%	8%	7%	5%	8%	9%	5%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Tariff price	4480	906	1374	1316	925	856	2830	2859	2433
75%g)		88%a	88%a	88%a	86%a	86%a	73%	74%	73%
Customer service	1896	328	487	482	338	306	1323	1314	1165
32%		32%	32%	32%	31%	31%	34%a	34%a	35%a
Having a greener tariff	223	53	72	69	44	47	131	129	113
4%		5%	5%	5%	4%	5%	3%	3%	3%
Having a fixed term tariff	251	78	89	89	56	52	177	162	153
4%		6%a	6%a	6%a	5%	5%	5%	4%	5%
Having an online tariff	210	70	95	82	59	55	139	149	118
4%		7%a	6%a	5%a	5%a	6%a	4%	4%	4%
The reputation of the supplier	759	109	167	156	123	101	549	540	469
15%cd)		11%	11%	10%	11%	10%	14%	14%	14%
Getting a smart meter \ in home display	90	9	23	23	12	18	50	55	48
2%		7%	1%	2%	7%	2%	1%	1%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	67	10	12	12	9	9	39	42	31
7%		7%	7%	7%	7%	7%	7%	7%	7%
Other incentives (e.g. Nectar points, wine)	101	18	39	33	26	25	72	63	57
2%		2%	3%	2%	2%	2%	2%	2%	2%
Preference for Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	143	18	15	22	13	15	87	100	90
2%cd)		2%	1%	7%	7%	2%	3%	3%	3%
Preference to avoid the Big 6 (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	39	7	18	14	14	10	19	18	19
7%		7%	7%	7%	7%a	7%	7%	7%	7%



Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
A supplier I know	333	39	42	46	32	23	251	249	216
Reliability of service	5	4%	3%	3%	3%	2%	6%	6%	6%
Reliability of supply	12	-	2	1	2	1	9	10	8
Reliability	74	12	15	16	12	6	51	53	43
Honesty/trustworthy	20	6	6	5	3	3	16	15	14
Recommendation/word of mouth	10	7%	-	-	-	-	-	-	-
Convenience	14	-	3	3	-	3	9	8	3
Efficiency	11	-	1	-	-	-	13	8	10
Clarity/simplicity (of pricing/information/bill)	40	3	4	3	3	2	6	6	5
Saving money	17	11	14	16	13	11	26	19	18
Cheap/cheaper/cheapest	9	7%	7%	7%	7%	7%	7%	-	7%
Deal/good/better/best deal	11	8	8	7	6	4	9	10	8
Dual fuel (discount)	6	7%	7%	7%	7%	7%	7%	7%	7%

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Value/value for money	13	4	3	5	-	3	10	8	7
Money (no detail)	27	7	11	14	8	9	21	20	13
Discounts (for low incomes)	4	-	2	2	2	2	2	4	2
Transparency/transparency of charges	6	1	3	2	3	1	3	1	3
Stable prices/long term deals	6	-	-	-	-	-	4	4	4
Payment options	21	5	9	10	6	7	13	13	11
Standing charge/no standing charge	4	2	1	1	1	1	-	2	-
Service (no detail)	1	1	-	-	-	-	1	1	1
Ease of contact/being able to speak to someone/not being left on hold	13	4	3	6	3	2	8	8	6
British company/UK based call centre/English speaking	11	5	3	5	3	-	8	10	7
Freephone number/0800 number	4	1	2	1	1	1	3	2	3
Regular/frequency of meter readings	1	1	-	-	-	-	-	-	-

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	967	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Regular/frequency of bills	7	1	1	2	1	2	3	4	3
Pre-payment (meter)	5	-	2	2	2	2	2	3	1
Communication/keeping me informed	20	8	6	5	6	2	15	15	12
Ease/speed of switching	11	-	-	-	-	-	8	4	2
No problems/hassele free/easy	36	11	9	8	5	2	23	24	21
Contract not tied into (long) contract	-	-	-	-	-	-	-	-	-
Getting the supply/permanent supply/don't get cut off	27	2	3	3	3	1	18	19	17
Someone else deals with this (partner/family etc)	5	1	2	1	2	1	3	3	2
Not my decision/not my choice (council/rented property etc)	5	-	-	-	-	-	3	2	2
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	-	1	1	1	1	12	9	10
No exit fee	6	3	2	3	2	2	6	6	4

Q.122 What factors matter most to you when choosing your energy supplier or tariff?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3853	3859	3345
Accurate billing	5	-	-	-	-	-	2	2	2
Company ethics	7	2	3	3	3	1	4	3	3
Environmental/sources/awareness	11	7 1%a	3	7	3	1	4	5	3
Source of the energy	6	1	2	4	2	2	4	4	4
Safe/secure	4	-	-	-	-	-	1	4	1
Consistency/needs to be more consistent	10	1	-	-	-	-	5	6	5
Online availability	9	2	8 1%a	8	4	6	5	6	3
Fairness	3	-	1	1	1	1	3	3	2
Other	50	14 1%	16 1%	15 1%	12 1%	12 1%	33 1%	33 1%	20 1%
Refused	43	4	13	12	7	12	30	27	25
None/nothing	16	-	1	1	1	1	11	1	9
Don't know	451	22 0%b/c/d/e/f	32 2%	33 2%	28 3%	28 3%	296 6%	282 7%	261 6%

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 gas supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne <sup>d</sup> Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	2293	1961	215	117	561	980	752	296	508	416	1073	1085	860	546	1747	1034	557	660
Weighted Base	2179	1838	221	120*	556	1055	568	371	645	479	983	840	1018	410	1789	1066	553	520
Very confident	(1) 211	188	11	12	63	95	53	33	59	39	82	90	93	52	160	98	40	70
	10%e	10%e	5%	10%	11%	9%	9%	9%	9%	8%	12%j	11%	9%	13%o	9%	9%	7%	13%apq
Fairly confident	(2) 675	577	62	35	163	314	198	99	203	156	216	290	295	124	551	337	151	176
	31%	31%	28%	29%	29%	30%	30%af	27%	31%	30%	32%	32%am	30%	30%	31%	32%	27%	34%iq
Neutral	(3) 633	541	68	24	181	301	151	112	187	148	186	230	320	91	541	299	186	125
	29%dr	29%dr	31%	20%	33%g	29%	27%	30%	29%	31%	27%	27%	31%	22%	31%o	28%	35%apq	24%
Not very confident	(-1) 336	271	39	26	86	271	66	66	112	74	84	119	179	64	272	166	89	74
	15%ka	15%ka	18%	22%	16%g	17%g	12%	18%ka	17%ka	15%	12%	14%	18%	16%	15%	16%	16%	14%
Not confident at all (-2)	170	127	31	12	36	101	33	41	41	33	55	60	84	42	128	81	46	38
	8%	7%	14%ab	10%	7%	10%g	6%	11%j	6%	7%	8%	7%	8%	10%o	7%	8%	8%	7%
<b>SUMMARY CODES</b>																		
<b>CONFIDENT</b>	886	765	73	47	226	409	251	132	261	195	298	380	388	175	711	434	191	246
	41%ca	42%ca	33%	39%	41%	39%	44%j	35%	41%	41%	44%h	45%am	38%	43%	40%	41%iq	35%	47%apq
<b>NOT CONFIDENT AT ALL</b>	506	397	70	38	124	283	99	107	154	107	139	179	262	105	401	249	136	112
	23%g	22%	32%ab	32%ab	22%g	27%ag	17%	29%ka	24%	22%	20%	26%j	26%j	26%	23%	23%	25%	22%
Refused	6	5	1	1	1	2	1	1	-	2	3	1	-	1	5	1	1	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	148	129	9	10	24	59	65	20	43	27	58	50	48	37	111	81	29	35
	7%am	7%	4%	8%	4%	6%	11%af	5%	7%	6%	8%	6%	5%	9%o	6%	8%	5%	7%
<b>Mean Score</b>	0.208ch	0.252c	-0.081	0.080	0.243	0.122	0.343af	0.046	0.208	0.209	0.299ah	0.294m	0.139	0.214	0.207	0.206	0.093	0.342apq
<b>Standard Deviation</b>	1.100	1.083	1.134	1.204	1.079	1.129	1.048	1.146	1.071	1.051	1.127	1.092	1.094	1.210	1.074	1.095	1.085	1.141
<b>Error Variance</b>	0.001	0.001	0.006	0.014	0.002	0.001	0.002	0.005	0.002	0.003	0.001	0.001	0.001	0.003	0.001	0.001	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/o - a/p/q/r  
 \* small base



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 gas supply but not as part of a dual fuel deal

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)	
Unweighted Base	2293	11	-	2293	2282	2282	164	218	1937	356	1206	328	711	493	1745	55	
Weighted Base	2179	11**	**	2179	2168	2168	165	2003	1832	347	1241	298	623	490	1635	54*	
Very confident	(1) 211	2	-	211	210	210	18	191	199	52	111	24	70	74	132	5	
		10%	-	10%	10%	10%	11%	10%	9%	15%ai	9%	8%	11%	15%ao	8%	9%	
Fairly confident	(2) 675	4	-	675	671	671	55	616	559	116	410	88	172	184	468	23	
		31%	-	31%	31%	31%	33%	31%	31%	33%am	29%	28%	37%ao	29%	43%ao		
Neutral	(3) 633	4	-	633	628	628	46	593	547	96	354	96	196	113	567	13	
		29%in	-	29%	29%	29%	28%	29%	30%	25%	30%	30%	23%	31%in	25%	25%	
Not very confident	(-1) 336	1	-	336	335	335	25	310	297	39	182	52	106	63	265	8	
		15%	-	15%	15%	15%	15%	15%	16%ij	71%	15%	17%	17%	13%	16%	15%	
Not confident at all (-2)	170	-	-	170	170	170	12	158	147	23	92	20	56	28	140	2	
		8%	-	8%	8%	8%	7%	8%	8%	7%	7%	7%	9%	8%	9%	5%	
<b>SUMMARY CODES</b>																	
CONFIDENT	886	5	-	886	881	881	73	807	718	168	521	112	242	258	600	28	
		41%co	-	41%	41%	41%	44%	40%	39%	48%ai	42%	37%	39%	53%ao	37%	52%co	
NOT CONFIDENT AT ALL	506	1	-	506	505	505	37	469	444	62	274	72	162	91	405	11	
		22%in	-	22%	22%	22%	22%	22%	24%ij	16%	22%	24%	20%	12%	25%in	20%	
Refused	6	-	-	6	6	6	-	6	4	2	3	-	1	1	5	-	
		-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	
Don't know	148	-	-	148	148	148	10	138	119	29	89	18	32	27	119	1	
		7%	-	7%	7%	7%	6%	7%	6%	8%	7%	6%	5%	6%	7%	3%	
<b>Mean Score</b>	<b>0.208o</b>	<b>0.611</b>	-	<b>0.208</b>	<b>0.206</b>	<b>0.206</b>	<b>0.274</b>	<b>0.200</b>	<b>0.168</b>	<b>0.427ai</b>	<b>0.231</b>	<b>0.153</b>	<b>0.160</b>	<b>0.464ao</b>	<b>0.124</b>	<b>0.375</b>	
<b>Standard Deviation</b>	<b>1.100</b>	<b>0.895</b>	-	<b>1.100</b>	<b>1.101</b>	<b>1.101</b>	<b>1.105</b>	<b>1.101</b>	<b>1.091</b>	<b>1.122</b>	<b>1.081</b>	<b>1.054</b>	<b>1.142</b>	<b>1.099</b>	<b>1.091</b>	<b>1.018</b>	
<b>Error Variance</b>	<b>0.001</b>	<b>0.073</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.008</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.004</b>	<b>0.002</b>	<b>0.003</b>	<b>0.001</b>	<b>0.020</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas supply but not as part of a dual fuel deal

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2293	1546	747	181	176	2012	273	8
Weighted Base	2179	1620	559	220	125	1893	278	7**
Very confident	(1) 211	154	57	24	18	196	15	-
Fairly confident	(2) 675	501	174	71	31	585	85	4
Neutral	(3) 633	467	165	58	45	542	89	2
Not very confident	(-1) 336	274	62	38	13	289	47	-
Not confident at all (-2)	170	143	28	17	11	153	16	1
	8% <sup>c</sup>	9% <sup>c</sup>	5%	8%	9%	8%	6%	16%
<b>SUMMARY CODES</b>								
CONFIDENT	888	655	231	96	48	781	101	4
NOT CONFIDENT AT ALL	41%	40%	41%	43%	39%	41%	36%	62%
Refused	506	418	90	55	24	442	63	1
	23% <sup>c</sup>	26% <sup>c</sup>	16%	25%	19%	23%	23%	16%
Don't know	148	78	70	11	8	123	25	-
	7% <sup>b</sup>	5%	13% <sup>ab</sup>	5%	6%	6%	9%	-
Mean Score	0.208	0.163	0.352 <sup>ab</sup>	0.239	0.268	0.217	0.146	0.289
Standard Deviation	1.100	1.118	1.030	1.128	1.131	1.113	1.003	1.175
Error Variance	0.001	0.001	0.002	0.007	0.008	0.001	0.004	0.173

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 gas supply but not as part of a dual fuel deal

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2293	625	1573	239	982	2054	1311	139	480	910	764
Weighted Base	2179	628	1475	238	963	1940	1216	150	487	878	663
Very confident	(1) 211 10%ck	100 16%ac	106 7%	40 17%aefg	109 11%g	171 8%	102 8%	31 20%ajk	84 13%ajk	74 8%	43 7%
Fairly confident	(2) 675 31%c	254 41%ac	405 27%	93 39%aefg	319 33%	582 30%	356 29%	54 36%	162 33%	273 31%	185 28%
Neutral	(3) 633 29%gh	189 27%	444 30%	90 21%	233 24%	583 30%de	400 33%de	26 17%	110 22%	275 31%hi	223 34%ahi
Not very confident	(-1) 336 15%b	62 10%	265 18%b	31 13%	154 16%	304 16%	181 15%	24 16%	85 17%	135 15%	91 14%
Not confident at all (-2)	170 8%ka	23 4%	142 10%b	14 6%	93 10%g	156 8%	77 6%	12 8%	50 10%k	73 8%k	35 5%
<b>SUMMARY CODES</b>											
CONFIDENT	886 41%ck	354 57%ac	511 35%	134 56%aefg	428 44%g	753 39%	458 38%	85 57%ajk	226 46%ajk	347 40%k	228 34%
NOT CONFIDENT AT ALL	506 23%ka	85 14%	407 28%ab	45 19%	248 25%gd	481 24%	258 21%	36 24%	135 28%ak	208 24%k	126 19%
Refused	6 -	-	5 -	1 -	2 -	5 -	4 -	1 -	2 -	2 -	1 -
Don't know	148 7%bh	18 3%	109 7%b	8 3%	51 5%	140 7%d	96 8%de	2 1%	15 3%	46 5%	85 13%ahj
<b>Mean Score</b>	<b>0.208c</b>	<b>0.570ac</b>	<b>0.050</b>	<b>0.503aefg</b>	<b>0.216</b>	<b>0.171</b>	<b>0.202</b>	<b>0.457ajk</b>	<b>0.223</b>	<b>0.167</b>	<b>0.191</b>
<b>Standard Deviation</b>	<b>1.100</b>	<b>1.003</b>	<b>1.103</b>	<b>1.117</b>	<b>1.170</b>	<b>1.093</b>	<b>1.040</b>	<b>1.224</b>	<b>1.202</b>	<b>1.083</b>	<b>0.993</b>
<b>Error Variance</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.011</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>



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 gas supply but not as part of a dual fuel deal

	Total (a)	REGIONS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	2293	229	195	200	138	187	128	257	69	146	209	201	82	128	119	5	
Weighted Base	2179	219	191	197	136	170	112	227	70*	151	196	196	82*	105	122	41**	
Very confident	(1) 211 10%	21 10%	23 12% <i>i</i>	20 10%	11 8%	29 17% <i>abehi</i> 16%	11 10%	21 9%	2 3%	9 6%	14 7%	23 12% <i>j</i>	7 9%	10 9%	8 7%	-	
Fairly confident	(2) 675 31% <i>j</i>	73 33% <i>j</i>	52 27%	62 31%	36 26%	46 27%	39 35% <i>j</i>	66 29%	28 41% <i>j</i>	34 22%	58 29%	28 30%	36 34%	34% <i>j</i>	46% <i>labode</i> 19% <i>j</i>	3 69%	
Neutral	(3) 633 29% <i>kg</i>	71 32% <i>go</i>	67 35% <i>gmo</i>	51 26%	37 28%	44 26%	20 18%	75 33% <i>gmo</i>	22 32% <i>g</i>	46 30% <i>g</i>	61 31% <i>g</i>	65 33% <i>gmo</i>	17 21%	33 31% <i>g</i>	25 20%	-	
Not very confident	(-1) 398 18%	25 11%	27 14%	28 14%	28 21% <i>bn</i>	21 12%	28 18%	37 16%	10 14%	29 19% <i>n</i>	32 16%	31 16%	18 22% <i>bn</i>	10 9%	19 15%	1 31%	
Not confident at all (-2)	170 8% <i>c</i>	13 6%	6 3%	18 9% <i>c</i>	14 10% <i>c</i>	18 11% <i>cl</i>	7 6%	13 6%	4 6%	27 18% <i>abdcg</i> 18% <i>mo</i>	19 10% <i>c</i>	10 5%	5 7%	6 5%	11 9% <i>c</i>	-	
<b>SUMMARY CODES</b>																	
CONFIDENT	886 41% <i>j</i>	94 43% <i>j</i>	75 39% <i>j</i>	82 42% <i>j</i>	47 35%	75 44% <i>j</i>	50 45% <i>j</i>	88 39%	31 44% <i>j</i>	43 28%	72 37%	81 41% <i>j</i>	35 43% <i>j</i>	46 43% <i>j</i>	65 53% <i>acethj</i>	3 69%	
NOT CONFIDENT AT ALL	508 23% <i>n</i>	38 17%	32 17%	45 23%	42 31% <i>bdn</i>	39 23%	28 25%	50 22%	14 20%	56 37% <i>abdcff</i> 17% <i>kn</i>	51 26% <i>bn</i>	41 21%	24 29% <i>bn</i>	15 15%	24% <i>n</i>	1 31%	
Refused	6	-	1	2	1	-	-	1	-	1	-	-	-	-	-	-	
Don't know	148 7%	17 8%	15 8%	17 9%	9 6%	11 7%	14 13% <i>ahjkl</i>	14 6%	3 4%	6 4%	12 6%	9 4%	6 8%	11 11% <i>jo</i>	3 3%	-	
Mean Score	0.208	0.320ek	0.347ek	0.22	0.014	0.298	0.270	0.217	0.209	-0.216	0.099	0.287e	0.177	0.365ek	0.290	0.388	
Standard Deviation	1.100	1.027	0.996	1.145	1.148	1.244	1.140	1.043	0.968	1.182	1.098	1.082	1.125	1.002	1.098	1.077	
Error Variance	0.001	0.005	0.006	0.007	0.010	0.009	0.012	0.005	0.014	0.010	0.006	0.006	0.017	0.009	0.010	0.232	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas supply but not as part of a dual fuel deal

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2293	191	352	311	245	238	1493	1464	1384
Weighted Base	2179	201	372	328	255	251	1374	1351	1219
Very confident (1)	211	34	69	70	46	53	179	182	173
	10%	17% <sup>a</sup>	19% <sup>a</sup>	21% <sup>a</sup>	18% <sup>a</sup>	21% <sup>a</sup>	13% <sup>a</sup>	13% <sup>a</sup>	14% <sup>a</sup>
Fairly confident (2)	675	68	145	121	90	92	516	524	489
	21%	34%	39% <sup>a</sup>	37% <sup>a</sup>	36%	37%	38% <sup>a</sup>	36% <sup>a</sup>	40% <sup>a</sup>
Neutral (3)	633	48	72	66	51	49	388	373	337
	29% <sup>b,c,d,e</sup>	24%	19%	20%	20%	20%	28%	28%	28%
Not very confident (-1)	358	26	57	43	43	34	148	143	111
	15% <sup>g,h</sup>	12%	15%	13%	17%	14%	11%	11%	9%
Not confident at all (-2)	170	19	22	20	18	15	59	57	36
	8% <sup>g,h</sup>	10%	6%	6%	7%	6%	4%	4%	3%
<b>SUMMARY CODES</b>									
<b>CONFIDENT</b>	886	102	214	191	139	145	695	706	663
	41%	51% <sup>a</sup>	58% <sup>a</sup>	58% <sup>a</sup>	54% <sup>a</sup>	52% <sup>a</sup>	51% <sup>a</sup>	52% <sup>a</sup>	54% <sup>a</sup>
<b>NOT CONFIDENT AT ALL</b>	506	45	79	62	61	50	206	199	148
	22% <sup>g,h</sup>	23%	21%	19%	24%	20%	15% <sup>g</sup>	15%	12%
Refused	6	1	3	3	1	3	5	4	4
	"	1%	1%	1%	1%	1% <sup>a</sup>	"	"	"
Don't know	148	3	3	5	3	4	60	69	67
	7% <sup>b,c,d,e,f</sup>	2%	1%	2%	1%	1%	6%	5%	6%
<b>Mean Score</b>	0.206	0.366	0.300 <sup>a</sup>	0.351 <sup>a</sup>	0.422 <sup>a</sup>	0.347 <sup>a</sup>	0.473 <sup>a</sup>	0.454 <sup>a</sup>	0.368 <sup>g</sup>
<b>Standard Deviation</b>	1.100	1.302	1.141	1.150	1.181	1.159	1.015	1.012	0.966
<b>Error Variance</b>	0.001	0.008	0.004	0.004	0.006	0.006	0.001	0.001	0.001



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 electricity supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	2906	2421	299	186	679	1245	982	422	646	519	1319	1362	1141	703	2203	1341	703	809
Weighted Base	2777	2288	300	188	678	1340	759	522	820	597	837	1060	1344	538	2238	1393	698	636
Very confident	(1) 304	268	17	19	81	132	91	55	82	65	101	121	142	71	233	155	59	82
		11%e			12%e	10%e	12%e	11%e	10%e	11%e	12%e	11%e	11%e	13%e	10%e	11%e	9%e	13%e
Fairly confident	(2) 895	735	97	63	307	425	263	157	271	191	276	362	428	180	461	202	217	217
		32%e			32%e	34%e	31%e	30%e	32%e	32%e	33%e	34%e	32%e	33%e	32%e	33%e	29%e	34%e
Neutral	(3) 760	646	76	38	205	367	187	140	225	170	224	286	376	126	634	355	229	160
		27%e			30%e	27%e	25%e	27%e	27%e	29%e	27%e	27%e	28%e	23%e	28%e	25%e	33%e	25%e
Not very confident	(-1) 411	320	55	36	104	216	91	88	134	87	102	143	226	74	338	217	108	81
		15%e			14%e	16%e	12%e	17%e	16%e	15%e	12%e	14%e	17%e	14%e	15%e	16%e	16%e	13%e
Not confident at all (-2)	222	167	39	17	45	130	47	57	60	40	65	80	116	47	175	111	54	53
		8%e			7%e	10%e	6%e	11%e	7%e	7%e	8%e	8%e	9%e	9%e	8%e	8%e	8%e	8%e
<b>SUMMARY CODES</b>																		
CONFIDENT	1199	1003	113	83	286	557	354	212	354	256	377	483	570	251	948	617	261	299
		43%e			43%e	42%e	47%e	41%e	43%e	43%e	45%e	46%e	42%e	47%e	42%e	44%e	37%e	47%e
NOT CONFIDENT AT ALL	634	487	94	53	149	346	138	145	194	128	167	223	342	121	513	328	162	134
		23%e			22%e	26%e	16%e	28%e	24%e	21%e	20%e	22%e	25%e	22%e	23%e	24%e	23%e	21%e
Refused	8	6	1	1	3	2	2	1	2	3	1	1	2	1	7	3	1	4
		*			*	*	*	*	*	*	*	*	*	*	*	*	*	1%e
Don't know	176	146	17	14	32	67	78	24	46	40	67	66	55	40	137	90	45	40
		6%e			5%e	5%e	10%e	5%e	6%e	7%e	8%e	6%e	4%e	6%e	6%e	6%e	6%e	6%e
Mean Score	0.249e	0.289e	-0.009	0.185	0.272	0.167	0.383e	0.131	0.235	0.277	0.321h	0.304e	0.197	0.312	0.235	0.255	0.161	0.327q
Standard Deviation	1.120	1.107	1.151	1.173	1.095	1.141	1.090	1.174	1.100	1.091	1.120	1.108	1.128	1.169	1.108	1.130	1.070	1.143
Error Variance	*	0.001	0.005	0.008	0.002	0.001	0.001	0.003	0.002	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.002	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



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 electricity supply but not as part of a dual fuel deal

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	2906	-	624	2282	2906	2282	387	2519	2470	436	1544	418	865	686	2105	65
Weighted Base	2777	**	608	2168	2777	2168	383	2394	2345	431	1599	385	748	693	2030	54*
Very confident (1)	304	-	82	222	304	222	45	259	240	64	177	35	86	125	173	6
	11% <sub>ao</sub>	-	13% <sub>df</sub>	10%	11%	10%	12%	11%	10%	15% <sub>ai</sub>	11%	8%	12%	18% <sub>ao</sub>	8%	11%
Fairly confident (2)	895	-	217	678	895	678	131	764	745	150	550	106	223	261	615	19
	32%	-	36%	31%	32%	31%	34%	32%	32%	35%	34% <sub>lm</sub>	28%	30%	38% <sub>ao</sub>	30%	36%
Neutral (3)	760	-	149	610	760	610	104	656	659	100	422	116	213	156	569	19
	27% <sub>in</sub>	-	25%	28%	27%	28%	27%	27%	28%	23%	28%	30%	28%	23%	25% <sub>in</sub>	16%
Not very confident (-1)	411	-	84	327	411	327	52	359	361	51	233	65	112	83	320	9
	15%	-	14%	15%	15%	15%	14%	15%	15%	12%	15%	7%	15%	12%	16% <sub>in</sub>	16%
Not confident at all (-2)	222	-	49	173	222	173	34	188	192	30	114	34	73	36	182	4
	8% <sub>in</sub>	-	8%	8%	8%	8%	9%	8%	8%	7%	7%	9%	10% <sub>lk</sub>	5%	9% <sub>in</sub>	8%
<b>SUMMARY CODES</b>																
CONFIDENT	1199	-	299	900	1199	900	176	1023	984	215	727	141	309	386	787	25
	43% <sub>ao</sub>	-	49% <sub>adef</sub>	42%	43%	42%	46%	43%	42%	50% <sub>ai</sub>	45% <sub>kl</sub>	37%	41%	56% <sub>ao</sub>	39%	47%
NOT CONFIDENT AT ALL	834	-	133	500	834	500	86	548	552	81	347	99	186	119	502	13
	29% <sub>in</sub>	-	22%	23%	29%	23%	23%	24% <sub>ij</sub>	24% <sub>ij</sub>	19%	22%	28%	25%	17%	25% <sub>in</sub>	24%
Refused	8	-	8	8	8	8	-	8	5	2	3	-	2	1	6	-
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%
Don't know	176	-	26	150	176	150	17	159	144	33	100	28	36	30	141	5
	6%	-	4%	7% <sub>uc</sub>	6%	7% <sub>uc</sub>	4%	7%	6%	8%	6%	7%	5%	4%	7% <sub>in</sub>	9%
<b>Mean Score</b>	<b>0.249</b> <sub>lo</sub>	-	<b>0.341</b> <sub>df</sub>	<b>0.223</b>	<b>0.249</b>	<b>0.223</b>	<b>0.274</b>	<b>0.245</b>	<b>0.218</b>	<b>0.422</b> <sub>ai</sub>	<b>0.296</b>	<b>0.119</b>	<b>0.193</b>	<b>0.539</b> <sub>ao</sub>	<b>0.147</b>	<b>0.288</b>
<b>Standard Deviation</b>	<b>1.120</b>	-	<b>1.142</b>	<b>1.112</b>	<b>1.120</b>	<b>1.112</b>	<b>1.137</b>	<b>1.117</b>	<b>1.114</b>	<b>1.136</b>	<b>1.102</b>	<b>1.114</b>	<b>1.157</b>	<b>1.098</b>	<b>1.109</b>	<b>1.174</b>
<b>Error Variance</b>	-	-	<b>0.002</b>	<b>0.001</b>	-	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.003</b>	<b>0.001</b>	<b>0.003</b>	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.028</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 electricity supply but not as part of a dual fuel deal

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	2906	1959	947	215	210	2582	315	9
Weighted Base	2777	2057	720	261	148	2441	308	8**
Very confident	(1) 304	222	82	30	18	283	21	-
	11%g	11%	11%	12%	12%	12%g	6%	-
Fairly confident	(2) 895	659	236	91	42	791	101	3
	32%	32%	32%	35%	27%	32%	31%	32%
Neutral	(3) 760	566	193	64	52	649	108	2
	27%	28%	27%	24%	35%ad	27%	33%j	27%
Not very confident	(-1) 411	338	75	40	16	362	48	2
	15%k	16%k	10%	17%	11%	15%	15%	21%
Not confident at all (-2)	222	180	42	22	13	199	22	1
	8%l	9%k	6%	8%	9%	8%	7%	14%
<b>SUMMARY CODES</b>								
CONFIDENT	1199	881	318	121	58	1074	123	3
	43%	43%	44%	46%	39%	44%g	37%	32%
NOT CONFIDENT AT ALL	634	516	118	61	29	561	70	3
	23%h	25%k	16%	24%	19%	23%	21%	35%
Refused	8	5	3	2	0	6	2	-
	-	-	1%	1%	-	-	-	-
Don't know	176	89	87	13	9	150	26	1
	6%b	4%	12%ab	5%	6%	6%	8%	7%
Mean Score	0.249	0.207	0.302ab	0.278	0.249	0.261	0.173	-0.175
Standard Deviation	1.120	1.133	1.068	1.143	1.118	1.132	1.023	1.137
Error Variance	-	0.001	0.001	0.006	0.006	0.001	0.004	0.162

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 electricity supply but not as part of a dual fuel deal

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	2906	842	1950	288	1226	2618	1680	214	623	1133	936
Weighted Base	2777	840	1840	294	1214	2483	1563	231	636	1092	818
Very confident	(1) 304 11%ck	145 17%ac	154 8%	51 17%aefg	154 13%ig	253 10%	149 10%	51 22%ajk	88 14%jk	114 10%k	52 6%
Fairly confident	(2) 895 32%ck	360 43%ac	512 26%	122 42%aefg	433 36%aefg	773 31%	462 30%	83 36%k	230 36%k	353 36%	229 28%
Neutral	(3) 760 27%bdam	199 24%	537 29%b	54 18%	272 22%	706 29%de	488 31%de	38 17%	129 20%	319 29%hi	273 33%ahi
Not very confident	(-1) 411 15%bd	75 9%	329 18%iab	42 14%	187 15%	369 14%	225 14%	39 17%	102 16%	157 14%	113 14%
Not confident at all (-2)	222 8%ka	40 5%	175 10%b	15 5%	113 9%ddg	207 8%	109 7%	18 8%	65 10%k	92 8%k	48 6%
<b>SUMMARY CODES</b>											
CONFIDENT	1199 43%ckg	505 60%ac	666 36%	174 59%aefg	588 48%aefg	1025 41%	611 39%	134 56%ajk	318 50%ajk	466 43%k	281 34%
NOT CONFIDENT AT ALL	634 23%b	115 14%	504 27%iab	57 20%	300 25%ig	576 23%	334 21%	57 25%	167 26%	249 23%	161 20%
Refused	8 -	2 -	5 -	1 -	2 -	6 -	5 -	1 -	2 -	4 -	1 -
Don't know	178 6%bdam	19 2%	129 7%b	7 2%	52 4%	169 7%de	124 8%de	1 -	19 3%h	54 5%h	102 12%ahj
<b>Mean Score</b>	<b>0.249c</b>	<b>0.605ac</b>	<b>0.082</b>	<b>0.534efg</b>	<b>0.284</b>	<b>0.214</b>	<b>0.222</b>	<b>0.479ajk</b>	<b>0.283</b>	<b>0.231</b>	<b>0.174</b>
<b>Standard Deviation</b>	<b>1.120</b>	<b>1.035</b>	<b>1.121</b>	<b>1.111</b>	<b>1.174</b>	<b>1.116</b>	<b>1.074</b>	<b>1.229</b>	<b>1.207</b>	<b>1.112</b>	<b>1.003</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.007</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>



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 electricity supply but not as part of a dual fuel deal

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	2906	306	251	239	163	254	143	278	116	183	250	280	129	168	139	7	
Weighted Base	2777	298	245	241	162	240	129	243	111*	189	235	271	127	142	140	5**	
Very confident	(1) 304 11%	39 13% <sup>hkn</sup>	27 11% <sup>j</sup>	30 13% <sup>j</sup>	16 10%	52 22% <sup>abbcde ghiklm</sup>	12 10%	23 10%	7 6%	10 5%	18 7%	33 12% <sup>j</sup>	13 10%	9 6%	15 11%	-	
Fairly confident	(2) 895 32%	95 32%	79 32%	70 29%	45 28%	64 27%	47 36%	77 32%	46 42% <sup>def</sup>	51 27%	72 31%	90 33%	48 38% <sup>l</sup>	48 34%	59 42% <sup>adeh</sup>	3 68%	
Neutral	(3) 760 27%	88 30% <sup>o</sup>	80 33% <sup>gmo</sup>	65 27%	42 26%	58 24%	27 21%	76 31% <sup>gmo</sup>	26 23%	50 26%	70 30% <sup>o</sup>	80 30% <sup>o</sup>	25 20% <sup>o</sup>	44 31% <sup>lmo</sup>	27 19%	1 11%	
Not very confident	(-1) 411 15%	36 12%	30 12%	35 15%	29 18%	20 7%	38 15%	38 16%	16 15%	16 15%	35 15%	43 16%	25 20% <sup>bf</sup>	16 11%	22 16%	1 23%	
Not confident at all (-2)	222 8%	20 7%	11 5%	17 7%	21 13% <sup>abch</sup>	25 10% <sup>ch</sup>	10 8%	13 5%	8 7%	30 16% <sup>abdgh</sup>	21 9%	18 6%	6 5%	11 8%	13 9%	-	
<b>SUMMARY CODES</b>																	
CONFIDENT	1199 43%	135 45% <sup>j</sup>	106 43% <sup>j</sup>	101 42%	61 38%	116 48% <sup>ajk</sup>	59 46% <sup>j</sup>	101 42%	53 48% <sup>j</sup>	60 32%	89 38%	123 45% <sup>j</sup>	61 48% <sup>j</sup>	57 42%	73 52% <sup>aejkn</sup>	3 68%	
NOT CONFIDENT AT ALL	634 23% <sup>c</sup>	55 19% <sup>c</sup>	42 17% <sup>c</sup>	53 22%	50 31% <sup>abcfh ll</sup>	51 21%	30 23%	51 21%	25 22%	69 37% <sup>abcf ghiklmo</sup>	56 24%	58 22%	31 25%	27 19%	35 25%	1 23%	
Refused	8 -	2 1%	1 -	2 1%	1 -	- -	- -	1 -	- -	1 -	1 -	- -	- -	- -	- -	- -	
Don't know	176 6%	17 6%	16 7%	21 9%	9 5%	15 6%	12 9%	14 6%	8 7%	9 5%	18 8%	10 7%	9 7%	14 10% <sup>o</sup>	5 3%	- -	
Mean Score	0.249 <sup>e</sup>	0.356 <sup>ek</sup>	0.348 <sup>ek</sup>	0.290	0.042	0.409 <sup>ek</sup>	0.277	0.265	0.261	-0.165	0.140	0.315 <sup>e</sup>	0.313	0.212	0.299	0.427	
Standard Deviation	1.120	1.094	1.016	1.132	1.204	1.265	1.129	1.039	1.067	1.172	1.094	1.085	1.044	1.155	0.945		
Error Variance	-	0.004	0.004	0.006	0.010	0.007	0.010	0.004	0.011	0.008	0.005	0.004	0.010	0.007	0.010	0.128	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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 electricity supply but not as part of a dual fuel deal

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	2906	253	472	432	330	318	1906	1869	1692
Weighted Base	2777	264	499	458	340	337	1768	1739	1557
Very confident (1)	304	51	97	101	64	71	258	262	248
Fairly confident (2)	895	93	202	173	126	129	710	711	665
Neutral (3)	760	65	89	88	64	57	451	430	391
Not very confident (-1)	411	28	75	58	54	51	178	175	129
Not confident at all (-2)	222	22	31	27	26	23	70	71	44
<b>SUMMARY CODES</b>									
CONFIDENT	1199	144	286	274	193	200	968	974	913
NOT CONFIDENT AT ALL	634	50	106	85	80	74	247	246	173
Refused	8	1	3	3	1	3	6	5	5
Don't know	176	5	3	7	2	3	96	84	75
<b>Mean Score</b>	0.249	0.477a	0.329a	0.357a	0.448a	0.328a	0.349a	0.337a	0.339aigh
<b>Standard Deviation</b>	1.120	1.168	1.190	1.181	1.190	1.185	1.011	1.018	0.959
<b>Error Variance</b>	-	0.008	0.003	0.003	0.004	0.005	0.001	0.001	0.001



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 receive a dual fuel discount

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	3017	2666	231	120	415	1485	1117	648	822	544	1003	1040	1589	641	2376	2049	414	496
Weighted Base	3147	2773	249	125	456	1763	928	815	1068	635	629	834	1927	542	2605	2246	441	411
Very confident	(1) 535	463	45	27	83	275	178	117	163	135	120	167	317	111	424	372	64	91
	17%	17%	18%	21%	18%	16%	19% <sub>d</sub>	14%	15%	21% <sub>ah</sub>	19% <sub>hi</sub>	20% <sub>am</sub>	16%	20% <sub>o</sub>	17%	15%	22% <sub>apq</sub>	
Fairly confident	(2) 1263	1121	102	40	156	713	392	324	439	242	259	332	790	210	1053	927	160	150
	40% <sub>ae</sub>	40%	41%	32%	35%	40% <sub>ae</sub>	42% <sub>ae</sub>	40%	41%	38%	41%	40%	41%	39%	40%	41%	36%	37%
Neutral	(3) 713	627	54	32	127	396	190	185	235	150	144	189	420	93	620	493	125	87
	23% <sub>af</sub>	23%	22%	26%	28% <sub>afg</sub>	22%	21%	23%	22%	24%	23%	23%	22%	17%	24% <sub>af</sub>	22%	28% <sub>apq</sub>	21%
Not very confident	(-1) 374	335	25	15	54	225	96	112	139	65	58	79	266	65	310	270	60	41
	12% <sub>ak</sub>	12%	10%	12%	12%	13%	10%	14% <sub>ak</sub>	13% <sub>ak</sub>	10%	9%	10%	14% <sub>k</sub>	12%	12%	14%	10%	10%
Not confident at all (-2)	178	154	17	7	24	111	43	55	69	30	25	43	105	43	135	131	20	25
	6% <sub>ak</sub>	6%	7%	6%	5%	6%	5%	7% <sub>ak</sub>	6% <sub>ak</sub>	5%	4%	5%	8% <sub>ao</sub>	5%	6%	5%	6%	6%
<b>SUMMARY CODES</b>																		
CONFIDENT	1798	1584	147	67	241	988	569	441	602	377	379	500	1107	321	1477	1299	224	242
	57% <sub>ae</sub>	57%	59%	53%	53%	55%	61% <sub>aeef</sub>	54%	56%	59%	60% <sub>eh</sub>	60%	57%	59%	58% <sub>ae</sub>	51%	59% <sub>ae</sub>	57%
NOT CONFIDENT AT ALL	552	489	41	22	78	337	138	167	208	95	82	122	371	108	445	401	80	66
	18% <sub>ak</sub>	18%	17%	18%	17%	19% <sub>ag</sub>	15%	20% <sub>ak</sub>	20% <sub>ak</sub>	15%	13%	12%	19% <sub>k</sub>	18%	17%	18%	16%	16%
Refused	7	7	-	-	1	4	2	3	1	1	2	-	2	1	6	7	-	-
	*	*	-	-	*	*	*	*	*	*	*	-	*	*	*	*	-	-
Don't know	76	66	6	4	10	38	28	20	22	13	22	23	27	18	58	46	12	16
	2% <sub>am</sub>	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	3% <sub>am</sub>	1%	3%	2%	3%	4% <sub>p</sub>	
<b>Mean Score</b>	<b>0.523</b>	<b>0.520</b>	<b>0.555</b>	<b>0.526</b>	<b>0.499</b>	<b>0.473</b>	<b>0.630ae</b>	<b>0.425</b>	<b>0.466</b>	<b>0.623hi</b>	<b>0.648ah</b>	<b>0.619am</b>	<b>0.500</b>	<b>0.539</b>	<b>0.520</b>	<b>0.519</b>	<b>0.439</b>	<b>0.614q</b>
<b>Standard Deviation</b>	<b>1.092</b>	<b>1.088</b>	<b>1.112</b>	<b>1.143</b>	<b>1.090</b>	<b>1.104</b>	<b>1.062</b>	<b>1.113</b>	<b>1.107</b>	<b>1.080</b>	<b>1.031</b>	<b>1.078</b>	<b>1.094</b>	<b>1.190</b>	<b>1.071</b>	<b>1.093</b>	<b>1.052</b>	<b>1.134</b>
<b>Error Variance</b>	<b>-</b>	<b>-</b>	<b>0.005</b>	<b>0.011</b>	<b>0.003</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>-</b>	<b>0.001</b>	<b>0.003</b>	<b>0.003</b>



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 receive a dual fuel discount

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE				
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)	
																	3017
Unweighted Base	3147	-	-	3147	3147	3147	-	-	-	-	-	-	-	-	-	-	-
Weighted Base	3147	-	-	3147	3147	3147	-	-	-	-	-	-	-	-	-	-	-
Very confident	(1) 535	-	-	535	535	535	45	490	410	125	439	31	60	319	213	3	
	17%	-	-	17%	17%	17%	16%	17%	16%	24%	17%	14%	20%	21%	13%	18%	
Fairly confident	(2) 1263	-	-	1263	1263	1263	125	1138	1029	234	1083	73	100	691	566	6	
	40%	-	-	40%	40%	40%	45%	40%	39%	48%	42%	34%	33%	45%	36%	40%	
Neutral	(3) 713	-	-	713	713	713	60	653	629	85	584	51	75	303	409	2	
	23%	-	-	23%	23%	23%	22%	23%	24%	16%	22%	24%	20%	20%	30%	14%	
Not very confident	(-1) 374	-	-	374	374	374	36	338	343	32	299	40	35	133	237	4	
	12%	-	-	12%	12%	12%	13%	12%	13%	6%	11%	18%	11%	9%	15%	28%	
Not confident at all (-2)	178	-	-	178	178	178	10	169	153	25	138	15	24	66	112	-	
	6%	-	-	6%	6%	6%	3%	6%	6%	5%	5%	7%	8%	4%	7%	-	
<b>SUMMARY CODES</b>																	
CONFIDENT	1798	-	-	1798	1798	1798	170	1628	1439	359	1522	104	160	1011	779	9	
	57%	-	-	57%	57%	57%	61%	57%	55%	70%	58%	48%	52%	66%	49%	58%	
NOT CONFIDENT AT ALL	552	-	-	552	552	552	46	507	496	57	437	55	59	199	349	4	
	18%	-	-	18%	18%	18%	16%	18%	15%	11%	17%	22%	16%	13%	22%	28%	
Refused	7	-	-	7	7	7	-	-	7	-	6	-	-	4	3	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	76	-	-	76	76	76	4	72	63	13	60	7	11	25	51	-	
	2%	-	-	2%	2%	2%	1%	3%	2%	3%	2%	3%	4%	2%	3%	-	
<b>Mean Score</b>	<b>0.523</b>	-	-	<b>0.523</b>	<b>0.523</b>	<b>0.523</b>	<b>0.577</b>	<b>0.518</b>	<b>0.468</b>	<b>0.804</b>	<b>0.545</b>	<b>0.303</b>	<b>0.466</b>	<b>0.705</b>	<b>0.345</b>	<b>0.481</b>	
<b>Standard Deviation</b>	<b>1.092</b>	-	-	<b>1.092</b>	<b>1.092</b>	<b>1.092</b>	<b>1.020</b>	<b>1.099</b>	<b>1.041</b>	<b>1.041</b>	<b>1.075</b>	<b>1.153</b>	<b>1.182</b>	<b>1.033</b>	<b>1.118</b>	<b>1.122</b>	
<b>Error Variance</b>	<b>*</b>	-	-	<b>*</b>	<b>*</b>	<b>*</b>	<b>0.004</b>	<b>*</b>	<b>*</b>	<b>0.002</b>	<b>*</b>	<b>0.006</b>	<b>0.004</b>	<b>0.001</b>	<b>0.001</b>	<b>0.004</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 receive a dual fuel discount

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	3017	2289	728	239	113	2803	205	9
Weighted Base	3147	2575	572	315	86	2906	228	14**
Very confident	(1) 535	418	117	52	21	506	23	6
Fairly confident	(2) 1263	1041	222	109	30	1166	74	3
Neutral	(3) 713	593	121	78	20	631	80	2
Not very confident	(-1) 374	327	47	47	6	347	27	-
Not confident at all (-2)	178	149	29	25	5	164	13	1
	6%	6%	5%	8%	6%	6%	6%	71%
<b>SUMMARY CODES</b>								
CONFIDENT	1799	1459	339	160	51	1622	97	10
NOT CONFIDENT AT ALL	552	476	76	72	11	511	40	1
Refused	7	4	3	-	-	6	1	-
Don't know	76	44	32	4	4	66	10	-
Mean Score	0.5234g	0.496	0.652ab	0.371	0.699d	0.537g	0.310	0.962
Standard Deviation	1.092	1.092	1.081	1.163	1.119	1.095	1.014	1.323
Error Variance	-	0.001	0.002	0.006	0.012	-	0.005	0.194

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 receive a dual fuel discount

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	3017	1355	1615	444	2030	2573	987	564	976	1083	394
Weighted Base	3147	1484	1620	493	2156	2654	991	650	1059	1071	367
Very confident	(1) 535 17% <sub>d</sub>	345 25% <sub>ac</sub>	181 11%	119 24% <sub>aefg</sub>	362 17%	416 16%	173 17%	146 23% <sub>aijk</sub>	198 19% <sub>j</sub>	138 13%	53 14%
Fairly confident	(2) 1263 40% <sub>cgh</sub>	681 49% <sub>ac</sub>	569 35%	246 50% <sub>aefg</sub>	917 43% <sub>fg</sub>	1017 38%	346 35%	306 47% <sub>aijk</sub>	440 42% <sub>ijk</sub>	392 37%	126 34%
Neutral	(3) 713 23% <sub>hden</sub>	295 19%	420 26% <sub>iab</sub>	75 15%	432 20% <sub>id</sub>	638 24% <sub>ide</sub>	282 28% <sub>def</sub>	97 15%	215 20% <sub>ih</sub>	290 27% <sub>ian</sub>	111 30% <sub>iah</sub>
Not very confident	(-1) 374 12% <sub>bd</sub>	97 7%	275 17% <sub>iab</sub>	34 7%	269 12% <sub>id</sub>	341 13% <sub>id</sub>	105 11% <sub>d</sub>	61 9%	123 12%	152 14% <sub>ih</sub>	39 11%
Not confident at all (-2)	178 6% <sub>bd</sub>	48 3%	129 8% <sub>iab</sub>	12 2%	126 6% <sub>id</sub>	166 6% <sub>id</sub>	52 5% <sub>d</sub>	32 5%	66 6%	64 6%	15 4%
<b>SUMMARY CODES</b>											
CONFIDENT	1798 57% <sub>cdegh</sub>	1026 69% <sub>ac</sub>	749 46%	365 74% <sub>aefg</sub>	1280 59% <sub>fg</sub>	1433 54%	519 52%	452 70% <sub>aijk</sub>	638 60% <sub>ijk</sub>	530 49%	178 48%
NOT CONFIDENT AT ALL	552 18% <sub>bd</sub>	145 10%	404 25% <sub>iab</sub>	46 9%	395 18% <sub>id</sub>	507 19% <sub>idg</sub>	157 16%	93 14%	189 18%	216 20% <sub>ijk</sub>	54 15%
Refused	7 -	3 -	2 -	1 -	3 -	6 -	4 -	- -	3 -	2 -	2 -
Don't know	76 2%	26 2%	45 3%	6 1%	47 2%	70 3%	29 3%	7 1%	14 1%	33 3% <sub>ih</sub>	22 6% <sub>iahj</sub>
<b>Mean Score</b>	<b>0.523efj</b>	<b>0.810ac</b>	<b>0.253</b>	<b>0.679efg</b>	<b>0.532f</b>	<b>0.456</b>	<b>0.503</b>	<b>0.736aijk</b>	<b>0.557f</b>	<b>0.374</b>	<b>0.471</b>
<b>Standard Deviation</b>	<b>1.092</b>	<b>0.979</b>	<b>1.123</b>	<b>0.940</b>	<b>1.099</b>	<b>1.105</b>	<b>1.076</b>	<b>1.070</b>	<b>1.116</b>	<b>1.080</b>	<b>1.023</b>
<b>Error Variance</b>	-	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	-	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.003</b>



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 receive a dual fuel discount

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	3017	297	306	213	135	259	267	286	39	182	248	231	82	181	245	6	
Weighted Base	3147	305	313	234	138	282	275	287	40*	208	244	241	97*	196	279	7**	
Very confident	(1) 535	37	52	34	25	72	49	55	5	40	45	29	20	23	48	-	
	17%b	12%	17%	15%	18%	25%abcbda	18%	19%bin	13%	19%bl	18%	12%	21%	12%	17%	-	
Fairly confident	(2) 1263	111	130	104	56	93	132	110	14	88	89	103	28	75	127	3	
	40%dm	36%	41%dm	45%dm	41%	33%	48%abfhk	39%	36%	42%dm	36%	43%fm	29%	38%	46%bfkm	45%	
Neutral	(3) 713	89	78	51	31	56	41	85	11	43	54	61	26	43	46	-	
	23%go	29%algo	25%go	22%	20%	20%	30%ualgo	28%	21%	22%g	25%go	22%	27%g	22%	17%	-	
Not very confident	(-1) 374	35	36	22	14	38	30	22	8	19	35	14	38	14	38	2	
	12%	11%	11%	9%	10%	14%h	11%	8%	15%	14%h	12%	14%	12%	19%abode	13%	28%	
Not confident at all (-2)	178	24	12	14	8	15	10	13	2	15	12	15	7	11	19	2	
	6%	8%	4%	6%	6%	5%	4%	5%	5%	7%	5%	6%	7%	6%	7%	30%	
<b>SUMMARY CODES</b>																	
CONFIDENT	1798	148	181	138	82	164	180	166	20	128	134	131	48	98	176	3	
	57%b	49%	58%b	59%b	59%	58%b	66%abkkl	58%b	48%	61%bn	55%	55%	49%	50%	63%bmn	45%	
NOT CONFIDENT AT ALL	552	58	48	36	23	53	40	35	8	33	47	21	44	21	54	4	
	18%h	19%h	15%	15%	18%	19%	15%	12%	19%	18%	19%h	18%	21%	25%acdgh	19%h	55%	
Refused	7	2	-	1	-	-	2	-	-	-	2	1	-	-	-	-	
	-	1%	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	
Don't know	76	8	6	7	4	9	11	1	2	4	8	4	3	6	3	-	
	2%h	2%h	2%	3%h	3%h	3%h	4%h	-	5%h	2%	3%h	2%	3%h	3%h	1%	-	
<b>Mean Score</b>	<b>0.523bn</b>	<b>0.350</b>	<b>0.565bn</b>	<b>0.543</b>	<b>0.564</b>	<b>0.617bn</b>	<b>0.684bkl</b>	<b>0.605bn</b>	<b>0.385</b>	<b>0.588bn</b>	<b>0.512</b>	<b>0.429</b>	<b>0.433</b>	<b>0.322</b>	<b>0.548</b>	<b>-0.364</b>	
<b>Standard Deviation</b>	1.092	1.096	1.027	1.060	1.100	1.170	1.029	1.029	1.066	1.121	1.112	1.058	1.187	1.105	1.125	1.384	
<b>Error Variance</b>	-	0.004	0.004	0.005	0.009	0.006	0.004	0.004	0.031	0.007	0.005	0.005	0.016	0.007	0.005	0.319	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 receive a dual fuel discount

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	3017	687	939	926	854	580	2050	2065	1768
Weighted Base	3147	763	1055	1043	734	653	2089	2117	1762
Very confident	(1) 535	181	236	244	141	150	456	461	433
		17%	24% <sup>a</sup>	22% <sup>a</sup>	19%	23% <sup>a</sup>	22% <sup>a</sup>	22% <sup>a</sup>	24% <sup>a</sup>
Fairly confident	(2) 1263	340	473	475	319	278	982	1009	869
		40%	45% <sup>a</sup>	46% <sup>a</sup>	43%	42%	47% <sup>a</sup>	48% <sup>a</sup>	49% <sup>a</sup>
Neutral	(3) 713	135	188	172	141	114	415	412	328
		23% <sup>bcd</sup>	18%	16%	19%	17%	20%	19%	18%
Not very confident	(-1) 374	61	95	92	81	70	153	157	99
		12% <sup>bcdghi</sup>	8%	9%	11%	11%	7% <sup>i</sup>	7% <sup>i</sup>	6%
Not confident at all (-2)	178	36	50	47	42	33	40	41	21
		6% <sup>ghi</sup>	5%	5%	6%	5%	2%	2%	1%
<b>SUMMARY CODES</b>									
<b>CONFIDENT</b>	1798	522	709	719	460	427	1438	1470	1302
		57%	69% <sup>ae</sup>	67% <sup>ae</sup>	63% <sup>ae</sup>	65% <sup>ae</sup>	69% <sup>a</sup>	69% <sup>a</sup>	73% <sup>a</sup>
<b>NOT CONFIDENT AT ALL</b>	552	98	144	139	123	103	193	198	120
		18% <sup>bcdghi</sup>	13%	12%	17%	16%	9% <sup>i</sup>	9% <sup>i</sup>	7%
Refused	7	-	4	4	4	4	4	3	3
		-	-	-	-	-	-	-	-
Don't know	76	9	10	9	7	5	39	35	29
		2% <sup>cddef</sup>	1%	1%	1%	1%	2%	2%	2%
<b>Mean Score</b>	0.823	0.754 <sup>ae</sup>	0.721 <sup>ae</sup>	0.753 <sup>ae</sup>	0.601	0.604 <sup>a</sup>	0.812 <sup>a</sup>	0.814 <sup>a</sup>	0.811 <sup>a</sup>
<b>Standard Deviation</b>	1.092	1.058	1.060	1.056	1.097	1.100	0.931	0.930	0.973
<b>Error Variance</b>	-	0.002	0.001	0.001	0.002	0.002	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Strongly agree	(2) 574	483	53	38	113	358	103	55	137	127	256	332	193	174	400	197	155	208
	10%ahm	10%	10%	12%	10%g	12%ag	6%	4%	7%h	10%hi	17%ahj	18%am	6%	16%ao	8%	5%	14%ap	20%apq
Tend to agree	(1) 1315	1132	117	66	273	723	319	173	374	277	491	629	549	327	988	604	322	349
	22%ahmo	22%	21%	21%	24%g	23%ag	19%	13%	20%h	22%hi	33%ahj	33%am	17%	30%ao	20%	17%	28%ap	33%apq
Neither agree nor disagree	(0) 1223	1048	117	58	250	661	312	275	448	248	252	346	701	154	1069	770	241	193
	21%akn	21%	21%	19%	22%g	21%ag	18%	21%k	24%ajk	20%k	17%	18%	21%l	14%	22%ln	21%	21%	18%
Tend to disagree	(-1) 1772	1521	147	104	349	853	570	486	613	369	305	401	1151	286	1487	1261	289	205
	30%akn	30%	27%	33%	31%g	27%	34%af	36%ajk	32%k	30%k	21%	21%	35%al	26%	31%ln	35%aqr	25%r	26%
Strongly disagree	(-2) 953	805	102	45	142	461	349	335	299	190	129	169	658	125	828	757	118	70
	16%akn	16%	19%	14%	13%g	15%	21%aef	25%ajk	16%k	15%k	9%	9%	20%al	12%	17%ln	21%aqr	10%r	7%
<b>SUMMARY CODES</b>																		
AGREE	1889	1616	170	104	386	1081	423	228	511	404	747	962	742	501	1388	801	477	557
	32%ghm	32%	31%	33%	34%g	35%ag	25%	17%	27%h	33%hi	51%ahj	51%am	23%	46%ao	29%	22%	42%ap	53%apq
DISAGREE	2725	2325	250	150	491	1314	919	820	911	559	434	569	1809	410	2314	2018	407	275
	46%kn	46%	45%	48%	43%g	42%	54%aef	61%ajk	48%k	45%k	30%	30%	55%al	38%	48%ln	55%aqr	36%r	29%
Refused	32	26	6	-	4	17	12	9	6	8	10	1	13	6	26	25	2	5
	1%l	1%	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	-	-
Don't know	64	54	8	2	6	34	23	7	14	17	27	18	14	9	55	30	15	19
	1%lm	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%ah	1%lm	-	1%	1%	1%	1%	2%lap
<b>Mean Score</b>	<b>-0.208g</b>	<b>-0.207</b>	<b>-0.241</b>	<b>-0.170</b>	<b>-0.120a</b>	<b>-0.110a</b>	<b>-0.449</b>	<b>-0.659</b>	<b>-0.301h</b>	<b>-0.181N</b>	<b>0.307ah</b>	<b>0.296a</b>	<b>-0.471</b>	<b>0.131a</b>	<b>-0.284</b>	<b>-0.495</b>	<b>0.095ap</b>	<b>0.409apq</b>
<b>Standard Deviation</b>	<b>1.238</b>	<b>1.234</b>	<b>1.262</b>	<b>1.263</b>	<b>1.201</b>	<b>1.236</b>	<b>1.196</b>	<b>1.114</b>	<b>1.170</b>	<b>1.245</b>	<b>1.240</b>	<b>1.237</b>	<b>1.161</b>	<b>1.297</b>	<b>1.212</b>	<b>1.156</b>	<b>1.228</b>	<b>1.208</b>
<b>Error Variance</b>	<b>-</b>	<b>-</b>	<b>0.003</b>	<b>0.005</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
		(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Strongly agree	(2) 574	3	78	496	572	494	80	462	497	77	295	58	208	161	405	8
		10%kn	25%	13%adef	9%	10%	9%	12%h	9%	10%	7%	10%k	20%aki	7%	11%an	11%
Tend to agree	(1) 1315	1	127	1188	1314	1187	127	1188	1102	213	814	129	342	449	856	10
		22%k	9%	21%	22%	22%	19%	23%	22%	22%	19%	21%	32%aki	20%	24%un	15%
Neither agree nor disagree	(0) 1223	1	124	1099	1222	1098	160	1062	1040	163	880	119	208	441	789	13
		21%	12%	20%	21%	21%	24%h	20%	21%	21%	21%	20%	30%	20%	21%	19%
Tend to disagree	(-1) 1772	6	182	1590	1767	1585	194	1572	1497	275	1369	209	189	728	1019	25
		30%im	54%	30%	30%	30%	29%	30%	30%	29%	32%am	35%am	18%	32%ao	28%	37%
Strongly disagree	(-2) 953	-	89	863	953	863	97	855	768	184	791	79	86	428	513	12
		16%mo	-	16%	16%	16%	15%	16%	15%	19%ai	19%alm	13%u	8%	19%ao	14%	17%
<b>SUMMARY CODES</b>																
AGREE	1889	4	206	1684	1886	1680	206	1680	1599	290	1109	187	550	610	1261	18
		32%kn	34%	32%	32%	32%	31%	32%	32%	31%	28%	31%k	52%aki	27%	35%an	28%
DISAGREE	2725	6	271	2453	2719	2448	281	2426	2265	460	2159	288	275	1156	1532	37
		46%mo	54%	46%	46%	46%	44%	46%	42%	49%	51%am	48%u	30%	52%ao	42%	54%
Refused	32	-	-	32	32	32	2	30	27	6	26	2	4	10	23	-
		1%	-	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	-	-
Don't know	64	-	8	57	64	57	3	61	55	10	42	7	17	26	36	-
		1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
<b>Mean Score</b>	<b>-0.208kn</b>	<b>0.059</b>	<b>-0.129</b>	<b>-0.217</b>	<b>-0.208</b>	<b>-0.218</b>	<b>-0.156</b>	<b>-0.215</b>	<b>-0.191j</b>	<b>-0.297</b>	<b>-0.373</b>	<b>-0.204k</b>	<b>0.384ak</b>	<b>-0.368</b>	<b>-0.106an</b>	<b>-0.335</b>
<b>Standard Deviation</b>	<b>1.238</b>	<b>1.346</b>	<b>1.271</b>	<b>1.234</b>	<b>1.238</b>	<b>1.234</b>	<b>1.242</b>	<b>1.237</b>	<b>1.235</b>	<b>1.249</b>	<b>1.198</b>	<b>1.205</b>	<b>1.228</b>	<b>1.211</b>	<b>1.244</b>	<b>1.258</b>
<b>Error Variance</b>	<b>-</b>	<b>0.165</b>	<b>0.003</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>-</b>	<b>0.023</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Strongly agree	(2) 574	433	141	51	41	495	76	3
	10%	9%	11%	9%	17% <sup>ad</sup>	9%	14% <sup>af</sup>	13%
Tend to agree	(1) 1315	984	331	139	86	1142	171	2
	22%	21%	26% <sup>ab</sup>	24%	36% <sup>ad</sup>	21%	31% <sup>af</sup>	10%
Neither agree nor disagree	(0) 1223	1002	221	144	42	1091	127	5
	21% <sup>bc</sup>	22% <sup>bc</sup>	17%	25% <sup>ae</sup>	18%	20%	23%	24%
Tend to disagree	(-1) 1772	1410	362	164	39	1645	118	9
	30% <sup>cd</sup>	30%	28%	28% <sup>ce</sup>	17%	31% <sup>g</sup>	21%	43%
Strongly disagree	(-2) 953	776	176	71	22	901	50	2
	16% <sup>cd</sup>	17% <sup>cd</sup>	14%	12%	9%	17% <sup>g</sup>	9%	8%
<b>SUMMARY CODES</b>								
AGREE	1889	1417	472	190	126	1637	248	5
	32%	31%	37% <sup>ab</sup>	33%	54% <sup>ad</sup>	31%	44% <sup>af</sup>	22%
DISAGREE	2725	2187	538	236	61	2546	168	11
	46% <sup>cd</sup>	47% <sup>cd</sup>	42%	41% <sup>ce</sup>	26%	48% <sup>g</sup>	30%	51%
Refused	32	17	16	2	1	32	1	-
	1%	1%	1% <sup>ab</sup>	1%	1%	1%	1%	-
Don't know	64	20	45	6	5	47	17	1
	1% <sup>b</sup>	1%	3% <sup>ab</sup>	1%	2%	1%	3% <sup>af</sup>	3%
Mean Score	-0.208	-0.242	-0.082 <sup>ab</sup>	-0.116	0.368 <sup>ad</sup>	-0.249	0.196 <sup>af</sup>	-0.243
Standard Deviation	1.238	1.230	1.260	1.176	1.225	1.235	1.196	1.180
Error Variance	-	-	0.001	0.003	0.005	-	0.003	0.082

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Strongly agree	(2) 574	178	365	76	362	498	272	62	145	226	141
	10%ab	8%	11%ab	10%	9%	10%	11%a	7%	9%	10%b	12%ahi
Tend to agree	(1) 1315	488	797	177	728	1138	587	164	345	496	310
	22%h	21%	23%	23%	22%	22%	23%	19%	20%	23%h	26%ahj
Neither agree nor disagree	(0) 1223	495	696	159	685	1064	538	198	354	423	248
	21%	21%	20%	20%	20%	21%	21%	22%	21%	20%	21%
Tend to disagree	(-1) 1772	718	1022	224	1021	1549	751	252	557	656	308
	30%k	31%	30%	28%	30%	30%	29%	29%	33%ahk	30%k	26%
Strongly disagree	(-2) 953	421	516	147	600	805	353	198	281	340	134
	16%ik	18%ac	15%	19%g	18%adg	16%g	14%	22%aijk	17%k	16%k	11%
<b>SUMMARY CODES</b>											
AGREE	1889	667	1182	253	1030	1638	860	227	490	722	451
	32%bzh	29%	34%ab	32%	31%	32%	34%ae	26%	29%	33%hi	38%ahj
DISAGREE	2725	1139	1536	371	1621	2354	1104	450	638	995	441
	46%ik	46%ac	44%	47%	48%ig	46%g	43%	51%aijk	46%k	48%k	37%
Refused	32	9	20	2	17	30	16	8	9	6	10
	7%	*	7%	*	*	7%	7%	1%j	7%	*	1%j
Don't know	64	19	26	2	21	62	43	2	6	19	37
	1%abh	7%	7%	*	7%	1%de	2%ade	*	*	1%i	3%ahj
<b>Mean Score</b>	<b>-0.208beh</b>	<b>-0.311</b>	<b>-0.142ab</b>	<b>-0.241</b>	<b>-0.266</b>	<b>-0.203e</b>	<b>-0.130def</b>	<b>-0.410</b>	<b>-0.288h</b>	<b>-0.181hi</b>	<b>0.014ahj</b>
<b>Standard Deviation</b>	<b>1.238</b>	<b>1.212</b>	<b>1.263</b>	<b>1.239</b>	<b>1.234</b>	<b>1.232</b>	<b>1.225</b>	<b>1.212</b>	<b>1.212</b>	<b>1.250</b>	<b>1.227</b>
<b>Error Variance</b>	<b>*</b>	<b>0.001</b>	<b>*</b>	<b>0.002</b>	<b>*</b>	<b>*</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Strongly agree	(2) 574	67	52	43	30	45	27	64	19	34	40	49	22	30	51	1	
Tend to agree	(1) 1315	11%g 22%	9% 20%	9% 20%	10% 23%	9% 24%	7% 19%	12%g 23%	12%g 22%	9% 21%	8% 21%	10% 22%	10% 23%	9% 24%	12%g 21%	10%	
Neither agree nor disagree	(0) 1223	11%g 21%	11%g 22%	11%g 24%e	11%g 7%	10% 20%	10% 19%	10% 21%	10% 21%	10% 21%	10% 22%	10% 21%	10% 22%	10% 20%	10% 20%	10% 45%	
Tend to disagree	(-1) 1772	30%do ko	35%adhj ko	30%wo 24%	35%dfjo 27%	35%adfhj 27%	35%adfhj 27%	29%wo 30%	26% 30%	26% 30%	26% 30%	26% 31%do	26% 31%do	26% 31%do	26% 31%do	26% 30%	
Strongly disagree	(-2) 953	16%bn 12%	17%bn 12%	12%un 12%un	15%un 15%un	19%bdn 19%bdn	7% 15%un	8% 15%un	19% 13%	8% 13%	8% 17%bn	8% 16%un	8% 16%un	8% 16%un	8% 23%abcbdeh 8%un	1% 5%	
<b>SUMMARY CODES</b>																	
AGREE	1889	189	166	177	99	170	102	186	52	118	142	163	74	110	140	2	
DISAGREE	2725	285	257	175	149	242	215	235	64	186	221	239	106	155	192	4	
Refused	32	3	3	2	-	5	3	2	1	5	3	1	-	1	2	-	
Don't know	64	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	-	-	-	-	
Mean Score	-0.208g	-0.170g	-0.241	-0.050ac	-0.215	-0.250	-0.405	-0.126g	-0.083g	-0.301	-0.258	-0.214g	-0.207	-0.122g	-0.241	-0.091	
Standard Deviation	1.238	1.214	1.227	1.193	1.241	1.262	1.184	1.276	1.245	1.265	1.223	1.236	1.247	1.132	1.349	1.033	
Error Variance	-	0.002	0.003	0.003	0.005	0.003	0.003	0.003	0.010	0.004	0.003	0.003	0.007	0.004	0.005	0.002	

Financially things are a bit of a struggle for me Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1559	987	899	3962	3939	3465
Weighted Base	5934	1000	1559	1502	1077	992	3963	3959	3345
Strongly agree	(2) 574	61	93	92	57	64	339	329	290
	10%bcd	6%	6%	6%	5%	6%	9%	9%	9%
Tend to agree	(1) 1315	209	314	290	204	200	848	835	742
	22%da	20%	20%	19%	19%	20%	22%	22%	22%
Neither agree nor disagree	(0) 1223	241	364	345	257	218	697	715	637
	21%gh	23%	23%a	23%	24%a	22%	18%	19%	19%
Tend to disagree	(-1) 1772	399	455	457	332	303	1239	1227	1047
	30%	29%	29%	30%	31%	31%	32%a	32%	31%
Strongly disagree	(-2) 953	210	313	307	211	192	690	704	586
	16%	20%a	20%a	20%a	20%a	19%a	18%a	18%a	18%
<b>SUMMARY CODES</b>									
AGREE	1889	270	407	373	261	267	1187	1164	1032
	32%bcd	28%	28%	25%	24%	27%	31%	30%	31%
DISAGREE	2725	509	768	764	543	495	1928	1931	1633
	46%	49%	49%a	51%a	50%a	50%a	50%a	50%a	49%a
Refused	32	7	12	13	11	7	19	20	14
	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	64	2	7	7	5	4	32	29	29
	1%bcd	0%	0%	0%	0%	0%	1%	1%	1%
Mean Score	-0.208bcdghij	-0.380	-0.378	-0.410	-0.412	-0.368	-0.387	-0.299	-0.372
Standard Deviation	1.239	1.190	1.187	1.160	1.196	1.243	1.240	1.237	1.237
Error Variance	-	0.002	0.001	0.001	0.001	0.002	-	-	-

I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Strongly agree	(2) 1610	1370	154	85	317	872	421	318	472	370	451	573	846	321	1289	918	328	337
	27%h	27%	28%	27%	28%	28%g	25%	24%	25%	30%hi	31%ah	30%am	26%	30%o	27%	25%	29%p	32%ap
Tend to agree	(1) 2627	2279	228	120	546	1367	715	566	876	527	658	839	1469	443	2184	1601	513	462
	44%in	45%id	41%	38%	48%ifg	44%	42%	42%	46%ih	43%	45%	44%	45%	47%	45%in	44%	45%	44%
Neither agree nor disagree	(0) 809	692	87	30	148	451	211	209	262	178	161	222	483	119	691	522	159	118
	14%kn	14%	16%k	9%	13%	15%	12%	16%k	14%k	14%k	11%	12%	15%k	11%	14%k	14%k	14%	11%
Tend to disagree	(-1) 614	512	46	55	93	283	238	189	195	105	125	179	359	133	491	436	90	85
	10%ak	10%	8%	18%abc	8%	9%	14%aef	14%ajk	10%	9%	8%	9%	11%	12%io	10%	12%aqr	8%	8%
Strongly disagree	(-2) 198	145	31	21	23	98	77	47	68	37	46	63	103	49	149	129	38	26
	3%e	3%	6%ab	7%ab	2%	3%	5%aef	4%	4%	3%	3%	3%	3%	5%ao	3%	4%	3%	2%
<b>SUMMARY CODES</b>																		
AGREE	4237	3650	382	205	863	2239	1135	884	1348	896	1108	1412	2315	764	3473	2518	840	799
	71%cdg	72%cd	69%	65%	70%afg	72%g	67%	66%	71%h	70%h	75%ah	74%am	71%	71%	72%	69%	74%p	76%ap
DISAGREE	812	658	77	76	116	380	315	236	263	142	171	242	463	182	630	564	128	111
	14%ek	13%	14%	24%abc	10%	12%	19%aef	16%ajk	14%k	11%	12%	13%	14%	17%ao	13%	15%aqr	11%	11%
Refused	11	11	1	-	1	5	5	4	-	6	1	1	1	3	8	9	1	1
	*	*	*	-	*	*	*	*	-	*	*	*	*	*	*	*	*	*
Don't know	65	59	3	3	10	33	22	5	17	13	29	20	16	13	52	29	14	22
	1%hm	1%	1%	1%	1%	1%	1%	*	1%	1%	2%ah	1%am	1%	1%	1%	1%	1%	2%ap
<b>Mean Score</b>	0.826dg	0.844d	0.782	0.620	0.923ag	0.858g	0.701	0.691	0.796h	0.894hi	0.932ah	0.895am	0.796	0.802	0.831	0.761	0.889p	0.973ap
<b>Standard Deviation</b>	1.052	1.029	1.118	1.246	0.961	1.032	1.132	1.091	1.045	1.028	1.027	1.047	1.045	1.135	1.032	1.071	1.021	0.999
<b>Error Variance</b>	-	-	0.002	0.005	0.001	-	0.001	0.001	0.001	0.001	-	-	-	0.001	-	-	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Strongly agree	(2) 1610	3	183	1427	1607	1424	208	1399	1326	282	1104	135	356	660	913	17
	27% <sup>a</sup>	30%	30%	27%	27%	27%	31% <sup>ah</sup>	27%	27%	30%	28%	22%	34% <sup>akl</sup>	30% <sup>ao</sup>	25%	25%
Tend to agree	(1) 2627	5	260	2377	2622	2372	296	2325	2183	444	1872	276	443	1030	1559	37
	44%	51%	41%	45%	44%	45%	45%	44%	44%	47%	44%	46%	42%	46% <sup>ao</sup>	43%	54%
Neither agree nor disagree	(0) 809	-	68	741	809	741	84	725	701	108	594	76	127	264	539	6
	14% <sup>am</sup>	4%	11%	14%	14%	14%	13%	14%	14%	11%	14%	12%	12%	15% <sup>an</sup>	8%	
Tend to disagree	(-1) 614	2	77	537	612	536	56	557	531	83	451	88	76	189	418	7
	10% <sup>am</sup>	15%	13%	10%	10%	10%	8%	11%	11%	9%	11% <sup>am</sup>	15% <sup>akm</sup>	7%	8%	12% <sup>an</sup>	10%
Strongly disagree	(-2) 198	-	28	170	198	170	15	183	182	15	148	19	36	51	145	1
	3% <sup>ap</sup>	-	5%	3%	3%	3%	2%	3%	4% <sup>aj</sup>	2%	4%	3%	3%	2%	4% <sup>un</sup>	2%
<b>SUMMARY CODES</b>																
AGREE	4237	9	433	3804	4229	3796	504	3724	3510	727	2976	410	799	1710	2472	54
	71% <sup>bo</sup>	81%	71%	71%	71%	71%	76% <sup>ah</sup>	71%	70%	77% <sup>ai</sup>	71%	69%	76% <sup>aki</sup>	76% <sup>ao</sup>	69%	79%
DISAGREE	812	2	104	707	810	706	71	739	713	98	598	107	112	240	563	9
	14% <sup>gm</sup>	15%	17% <sup>adef</sup>	13%	14%	13%	11%	14% <sup>g</sup>	14% <sup>gj</sup>	10%	14% <sup>gm</sup>	18% <sup>akm</sup>	11%	11%	16% <sup>an</sup>	12%
Refused	11	-	-	11	11	11	-	11	10	2	10	-	-	5	6	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	65	-	3	62	65	62	4	61	52	13	38	9	16	23	42	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
<b>Mean Score</b>	<b>0.826lo</b>	<b>0.955</b>	<b>0.801</b>	<b>0.829</b>	<b>0.826</b>	<b>0.829</b>	<b>0.951ah</b>	<b>0.810</b>	<b>0.800</b>	<b>0.960ai</b>	<b>0.800</b>	<b>0.706</b>	<b>0.970akl</b>	<b>0.848ao</b>	<b>0.749</b>	<b>0.911</b>
<b>Standard Deviation</b>	<b>1.052</b>	<b>1.023</b>	<b>1.137</b>	<b>1.041</b>	<b>1.052</b>	<b>1.041</b>	<b>0.994</b>	<b>1.058</b>	<b>1.066</b>	<b>0.960</b>	<b>1.058</b>	<b>1.073</b>	<b>1.036</b>	<b>0.987</b>	<b>1.085</b>	<b>0.960</b>
<b>Error Variance</b>	<b>-</b>	<b>0.095</b>	<b>0.092</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.092</b>	<b>-</b>	<b>-</b>	<b>0.091</b>	<b>-</b>	<b>0.092</b>	<b>0.091</b>	<b>-</b>	<b>-</b>	<b>0.013</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Strongly agree	(2) 1610	1275	336	178	81	1444	162	4
	27%	27%	26%	31%	34% <sup>a</sup>	27%	29%	20%
Tend to agree	(1) 2627	2100	527	258	108	2376	240	11
	44%	45%	41%	45%	45%	44%	43%	49%
Neither agree nor disagree	(0) 809	632	178	75	20	725	83	1
	14% <sup>e</sup>	14%	14%	13%	9%	14%	15%	7%
Tend to disagree	(-1) 614	471	143	52	13	576	42	2
	10% <sup>e,g</sup>	10%	11%	9%	5%	11% <sup>g</sup>	7%	11%
Strongly disagree	(-2) 198	144	54	13	7	179	16	3
	3%	3%	4%	2%	3%	3%	3%	12%
<b>SUMMARY CODES</b>								
AGREE	4297	3374	883	436	187	3820	402	15
	71% <sup>c</sup>	73% <sup>c</sup>	67%	75%	80% <sup>a</sup>	71%	72%	68%
DISAGREE	612	614	197	65	20	749	58	5
	14% <sup>e,g</sup>	13%	15%	11%	9%	14% <sup>g</sup>	10%	22%
Refused	11	3	8	-	-	10	2	-
	-	-	1% <sup>ab</sup>	-	-	-	-	-
Don't know	65	18	46	2	8	48	16	1
	1% <sup>b</sup>	-	4% <sup>ab</sup>	-	-	1%	3% <sup>af</sup>	3%
Mean Score	0.826	0.842 <sup>b</sup>	0.768	0.929	1.055 <sup>a</sup>	0.819	0.805	0.552
Standard Deviation	1.052	1.037	1.102	0.981	0.981	1.055	1.007	1.295
Error Variance	-	-	0.001	0.002	0.003	-	0.002	0.099

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Strongly agree	(2) 1610	749	832	270	974	1340	636	340	450	544	277
		27%ag	32%ac	34%aefg	29%ig	26%	25%	38%aijk	27%	25%	23%
Tend to agree	(1) 2827	1071	1489	381	1533	2246	1094	388	805	906	497
		44%	40%c	48%aefg	45%	44%	43%	44%	47%aijk	43%	42%
Neither agree nor disagree	(0) 809	285	306	68	405	743	404	79	213	300	198
		14%adh	12%	15%h	8%	12%id	14%de	9%	13%ih	15%ih	17%iah
Tend to disagree	(-1) 614	156	452	53	333	561	281	60	171	260	123
		10%bdi	7%	13%iab	7%	10%id	11%id	7%	10%ih	12%iah	10%ih
Strongly disagree	(-2) 198	49	148	14	102	184	96	16	46	80	56
		3%bde	4%ab	2%	3%	4%id	4%id	2%	3%	4%ih	5%iah
<b>SUMMARY CODES</b>											
AGREE	4237	1821	2320	651	2507	3586	1730	728	1255	1480	774
		71%agjk	78%ac	83%aefg	74%afg	70%	68%	82%aijk	74%ijk	74%ijk	68%
DISAGREE	812	205	600	67	435	745	377	75	217	340	179
		14%bdi	9%	13%iab	8%	10%id	14%id	9%	13%ih	16%iah	15%ih
Refused	11	4	6	1	7	10	4	1	4	5	2
		-	-	-	-	-	-	-	-	-	-
Don't know	65	14	33	2	19	63	46	1	8	21	34
		1%bdi	1%	-	1%	1%de	2%ade	-	-	1%ih	3%iahj
<b>Mean Score</b>	<b>0.826gjk</b>	<b>1.002ac</b>	<b>0.702</b>	<b>1.072aefg</b>	<b>0.880afg</b>	<b>0.788</b>	<b>0.754</b>	<b>1.107aijk</b>	<b>0.855jk</b>	<b>0.749</b>	<b>0.709</b>
<b>Standard Deviation</b>	<b>1.052</b>	<b>0.954</b>	<b>1.104</b>	<b>0.924</b>	<b>1.034</b>	<b>1.065</b>	<b>1.070</b>	<b>0.945</b>	<b>1.013</b>	<b>1.079</b>	<b>1.092</b>
<b>Error Variance</b>	-	-	-	<b>0.001</b>	-	-	-	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**
Strongly agree	(2) 1610 27% <sup>sdh</sup>	148 24% <sup>un</sup>	166 30% <sup>sdn</sup>	103 22% <sup>un</sup>	81 27% <sup>un</sup>	174 33% <sup>abdtk ln</sup>	125 31% <sup>bdhln</sup>	130 25% <sup>un</sup>	44 29% <sup>un</sup>	111 28% <sup>un</sup>	128 26% <sup>un</sup>	122 24% <sup>un</sup>	61 27% <sup>un</sup>	53 16%	164 39% <sup>abde ghjkm</sup>	3 27%
Tend to agree	(1) 2627 44% <sup>so</sup>	288 48% <sup>ujkmo</sup>	252 45%	223 47% <sup>so</sup>	130 43%	212 41%	184 46%	240 45% <sup>so</sup>	67 44%	196 40%	196 41%	233 45% <sup>so</sup>	88 39%	188 55% <sup>abde lnjkm o</sup>	6 38%	50%
Neither agree nor disagree	(0) 809 14% <sup>kef</sup>	90 15% <sup>kef</sup>	83 15% <sup>kef</sup>	97 20% <sup>abefg hkmno</sup>	27 9%	50 10%	43 11%	77 15% <sup>kef</sup>	21 14%	66 17% <sup>efgno</sup>	66 14% <sup>l</sup>	81 16% <sup>efgso</sup>	25 11%	37 11%	44 10%	2 17%
Tend to disagree	(-1) 614 10% <sup>icd</sup>	61 10% <sup>icd</sup>	37 7%	25 5%	41 14% <sup>cdj</sup>	62 12% <sup>cdj</sup>	38 9% <sup>ud</sup>	53 10% <sup>ud</sup>	16 11% <sup>ud</sup>	30 7%	68 14% <sup>aboda hjo</sup>	57 11% <sup>ud</sup>	38 17% <sup>aboda jpo</sup>	51 15% <sup>abodah jpo</sup>	36 9%	-
Strongly disagree	(-2) 198 3% <sup>un</sup>	11 2%	12 2%	15 3%	17 6% <sup>abcmno</sup>	20 4% <sup>bn</sup>	12 3%	20 4% <sup>un</sup>	3 2%	28 7% <sup>abodah klno</sup>	15 3%	17 3%	12 5% <sup>bcn</sup>	4 1%	10 3%	1 8%
<b>SUMMARY CODES</b>																
AGREE	4237 71%	435 72%	419 75% <sup>udjkm</sup>	325 68%	211 70%	386 74% <sup>ukm</sup>	309 77% <sup>ashdk lm</sup>	371 70%	111 73%	271 68%	322 67%	355 69%	148 66%	241 71%	324 77% <sup>adeh km</sup>	9 78%
DISAGREE	812 14% <sup>icd</sup>	72 12%	50 9%	39 8%	58 19% <sup>aboda ho</sup>	82 16% <sup>cd</sup>	50 12%	72 14% <sup>cd</sup>	20 13%	58 14% <sup>cd</sup>	83 17% <sup>aboda</sup>	74 15% <sup>cd</sup>	50 22% <sup>abodf ghjo</sup>	56 16% <sup>cd</sup>	46 11%	1 8%
Refused	11	2	1	3	-	-	-	1	-	1	3	-	-	-	1	-
Don't know	65 1%	6 1%	7 1%	13 3% <sup>atgl</sup>	4 1%	4 1%	2 1%	8 2% <sup>u</sup>	-	3 1%	5 1%	1 1%	2 1%	6 2% <sup>u</sup>	3 1%	-
Mean Score	0.826 <sup>mm</sup>	0.838 <sup>mm</sup>	0.950 <sup>ode</sup>	0.811	0.726	0.884 <sup>mm</sup>	0.925 <sup>ejk lm</sup>	0.786	0.668	0.749	0.743	0.756	0.658	0.700	1.040 <sup>abd</sup>	0.907
Standard Deviation	1.052	0.971	0.961	0.947	1.172	1.118	1.034	1.049	1.026	1.151	1.098	1.044	1.198	0.956	1.038	1.041
Error Variance	-	0.002	0.002	0.002	0.005	0.002	0.003	0.002	0.007	0.004	0.002	0.002	0.007	0.003	0.003	0.083

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I always like to look for ways that I can save money, even if it is only a little Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Strongly agree	(2) 1610	351	540	498	360	320	1066	1073	947
		27%	34% <sup>a</sup>	35% <sup>a</sup>	33% <sup>a</sup>	32% <sup>a</sup>	28%	28%	28%
Tend to agree	(1) 2627	450	721	693	494	476	1757	1746	1518
		44%	44%	46%	46%	45%	45%	45%	45%
Neither agree nor disagree	(0) 809	119	154	164	115	100	467	480	391
		14% <sup>code/g</sup>	12%	10%	11%	10%	12%	12%	12%
Tend to disagree	(-1) 614	81	107	114	80	76	398	390	341
		10% <sup>code/g</sup>	8%	7%	8%	8%	10%	10%	10%
Strongly disagree	(-2) 198	20	24	22	18	11	136	135	114
		2% <sup>code/g</sup>	2%	1%	2%	1%	4%	4%	3%
<b>SUMMARY CODES</b>									
AGREE	4237	801	1260	1191	854	796	2623	2619	2485
		71%	81% <sup>a</sup>	79% <sup>a</sup>	79% <sup>a</sup>	80% <sup>a</sup>	73%	73%	74% <sup>a</sup>
DISAGREE	812	102	132	136	98	87	534	526	455
		14% <sup>code/g</sup>	10%	9%	9%	9%	14%	14%	14%
Refused	11	3	7	7	6	5	6	5	5
		-	-	-	-	-	-	-	-
Don't know	65	4	5	4	5	3	33	29	28
		1% <sup>code/g</sup>	-	-	-	-	1%	1%	1%
<b>Mean Score</b>	0.826	1.007 <sup>a</sup>	1.063 <sup>a</sup>	1.027 <sup>a</sup>	1.020 <sup>a</sup>	1.030 <sup>a</sup>	0.842	0.845	0.809
<b>Standard Deviation</b>	1.002	0.979	0.950	0.939	0.945	0.914	1.053	1.053	1.052
<b>Error Variance</b>	-	0.001	0.001	0.001	0.001	0.001	-	-	-



I often make a decision on impulse Q.12? Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Strongly agree	(2) 521	410	74	37	124	293	105	84	156	112	168	193	277	115	406	274	106	134
	9%ig	8%	13%ab	12%b	11%ag	9%ig	6%	6%	8%	9%h	11%ahj	10%lm	8%	11%ao	8%	8%	9%	13%apq
Tend to agree	(1) 1268	1079	112	77	317	651	300	252	372	277	367	441	712	215	1054	686	294	269
	21%ag	21%	20%	25%	28%afg	21%ag	18%	19%	20%	22%h	25%ahj	23%	22%	20%	22%	19%	26%ap	26%ap
Neither agree nor disagree	(0) 713	624	65	24	161	397	155	149	235	143	187	213	393	102	611	417	161	118
	12%dg	12%d	12%	8%	14%g	13%g	9%	11%	12%	12%	13%	11%	12%	9%	13%n	11%	14%p	11%
Tend to disagree	(-1) 1893	1633	160	99	349	971	573	455	668	358	412	593	1072	358	1535	1219	339	310
	32%ak	32%	29%	32%	31%	31%	34%	34%ik	35%ajk	29%	28%	31%	33%	33%	32%	33%q	30%	30%
Strongly disagree	(-2) 1460	1252	135	73	177	754	529	391	445	305	299	435	811	278	1184	1010	226	195
	25%ekr	25%	25%	23%	16%	24%e	31%aef	29%iak	24%k	26%k	20%	23%	25%	26%	28%acr	20%	19%	19%
<b>SUMMARY CODES</b>																		
AGREE	1789	1489	186	114	440	944	405	337	528	390	535	634	989	329	1480	960	400	403
	30%ig	29%	34%b	36%ab	39%afg	30%g	24%	25%	28%h	32%h	36%ahj	33%am	30%	30%	29%	29%	36%ap	36%ap
DISAGREE	3353	2886	296	172	626	1725	1102	846	1113	683	711	1028	1883	634	2719	2229	565	505
	57%ekr	57%	54%	55%	46%	56%e	65%aef	63%ajk	59%k	55%k	54%	54%	57%l	59%	61%acr	54%acr	49%	48%
Refused	10	10	1	-	2	5	4	3	-	3	4	-	1	2	8	6	3	1
	*	*	*	-	*	*	*	*	-	*	*	-	*	*	*	*	*	*
Don't know	68	61	3	4	9	37	22	4	13	18	33	21	12	13	55	31	15	22
	1%hm	1%	1%	1%	1%	1%	1%	*	1%	1%h	2%ahj	1%lm	*	1%	1%	1%	2%ap	2%ap
<b>Mean Score</b>	-0.428g	-0.448	-0.312	-0.300	-0.123a	-0.405g	-0.675	-0.613	-0.466h	-0.416h	-0.214a	-0.339a	-0.438	-0.438	-0.425	-0.556	-0.253a	-0.160ap
	hp		b		ig						hj	m					p	
<b>Standard Deviation</b>	1.308	1.293	1.392	1.377	1.282	1.316	1.263	1.259	1.273	1.338	1.343	1.333	1.299	1.347	1.299	1.282	1.296	1.350
<b>Error Variance</b>	-	-	0.004	0.006	0.002	0.001	0.001	0.001	0.001	0.002	0.001	0.001	0.001	0.001	0.001	-	0.002	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



I often make a decision on impulse Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Strongly agree	(2) 521	2	61	460	519	458	67	452	455	66	326	46	143	172	343	6
		2%	10%	9%	9%	9%	10%	9%	9%	7%	8%	8%	14%aki	8%	9%n	9%
Tend to agree	(1) 1268	1	129	1140	1268	1139	130	1137	1056	213	852	125	280	406	843	19
		21%kn	8%	21%	21%	21%	20%	22%	21%	22%	20%	21%	27%aki	18%	23%an	27%
Neither agree nor disagree	(0) 713	-	64	650	713	649	66	626	588	125	487	90	136	253	457	3
		12%	4%	10%	10%	10%	10%	10%	10%	10%	12%	10%	10%	11%	10%	4%
Tend to disagree	(-1) 1893	6	203	1690	1887	1684	211	1676	1584	299	1407	181	278	738	1136	19
		32%km	61%	33%	32%	32%	32%	32%	32%	32%	33%km	30%	26%	33%	31%	27%
Strongly disagree	(-2) 1460	1	149	1311	1459	1310	164	1295	1230	231	1090	162	202	649	789	22
		25%mo	11%	24%	25%	25%	25%	25%	25%	24%	26%km	27%km	19%	29%ao	22%	32%
<b>SUMMARY CODES</b>																
AGREE	1789	3	190	1599	1787	1597	198	1589	1510	279	1180	171	422	578	1186	25
		30%kn	24%	31%	30%	30%	30%	30%	30%	29%	28%	28%	40%aki	26%	33%an	36%
DISAGREE	3853	8	352	3001	3346	2984	375	2970	2624	529	2467	343	490	1367	1925	41
		57%mo	71%	56%	56%	56%	57%	57%	57%	59%km	57%km	46%	62%ao	53%	59%	69%
Refused	10	-	-	10	10	10	-	-	9	2	7	-	-	-	7	-
Don't know	68	-	3	65	68	65	3	64	56	12	45	9	16	20	47	-
		1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
<b>Mean Score</b>	<b>-0.428kn</b>	<b>-0.408</b>	<b>-0.413</b>	<b>-0.429</b>	<b>-0.428</b>	<b>-0.429</b>	<b>-0.417</b>	<b>-0.429</b>	<b>-0.424</b>	<b>-0.444</b>	<b>-0.499</b>	<b>-0.485</b>	<b>-0.113ak</b>	<b>-0.580</b>	<b>-0.332an</b>	<b>-0.465</b>
<b>Standard Deviation</b>	<b>1.308</b>	<b>1.333</b>	<b>1.330</b>	<b>1.305</b>	<b>1.308</b>	<b>1.306</b>	<b>1.323</b>	<b>1.306</b>	<b>1.314</b>	<b>1.275</b>	<b>1.287</b>	<b>1.282</b>	<b>1.288</b>	<b>1.309</b>	<b>1.416</b>	
<b>Error Variance</b>	<b>-</b>	<b>0.161</b>	<b>0.003</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.003</b>	<b>-</b>	<b>0.002</b>	<b>0.002</b>	<b>-</b>	<b>0.003</b>	<b>0.002</b>	<b>-</b>	<b>0.029</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I often make a decision on impulse Q.12? Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Strongly agree	(2) 521 9%g	428 9%g	93 7%g	56 10%g	34 15%ad	490 9%g	30 5%g	1 7%g
Tend to agree	(1) 1268 21%g	1029 22%g	241 19%g	143 25%g	65 28%a	1143 21%g	122 22%g	3 13%g
Neither agree nor disagree	(0) 713 12%g	580 12%g	133 10%g	65 11%g	39 16%ad	597 11%g	114 20%af	3 13%g
Tend to disagree	(-1) 1883 32%g	1485 32%g	408 32%g	198 34%e	50 21%g	1709 32%g	179 32%g	4 20%g
Strongly disagree	(-2) 1460 25%adg	1097 24%g	363 28%ab	113 20%g	38 16%g	1358 25%g	93 17%g	10 45%g
<b>SUMMARY CODES</b>								
AGREE	1789 30%g	1455 31%g	334 26%g	199 34%g	99 42%ad	1833 31%g	152 27%g	4 20%g
DISAGREE	3353 57%g	2582 56%g	771 60%ab	311 54%e	89 39%g	3067 57%g	272 49%g	14 65%g
Refused	10 -	6 -	5 -	- -	1 1%g	9 -	1 -	- -
Don't know	68 1%b	19 -	49 4%ab	3 -	8 3%ad	47 1%g	21 4%af	1 3%g
Mean Score	-0.428e	-0.389e	-0.571	-0.298e	0.027ad	-0.435	-0.341	-0.893
Standard Deviation	1.308	1.309	1.294	1.298	1.341	1.321	1.166	1.347
Error Variance	-	-	0.001	0.004	0.006	-	0.003	0.107

I often make a decision on impulse Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Strongly agree	(2) 521	169	338	63	296	457	224	58	138	193	132
		9% <sub>b</sub>	7%	8%	9%	9%	9%	7%	8%	9%	11% <sub>ahj</sub>
Tend to agree	(1) 1268	443	802	191	709	1077	560	154	345	474	295
		21% <sub>bh</sub>	19%	24%	21%	21%	22%	17%	20%	22% <sub>h</sub>	25% <sub>ahj</sub>
Neither agree nor disagree	(0) 713	281	415	97	364	618	349	100	177	263	173
		12%	12%	12%	11%	12%	14% <sub>a</sub>	11%	10%	12%	15% <sub>ahj</sub>
Tend to disagree	(-1) 1893	780	1073	243	1086	1650	807	292	570	704	327
		32% <sub>k</sub>	33%	31%	32%	32%	31%	33% <sub>k</sub>	34% <sub>k</sub>	33% <sub>k</sub>	28%
Strongly disagree	(-2) 1460	633	802	189	891	1271	569	280	457	508	216
		25% <sub>gk</sub>	27% <sub>ac</sub>	24%	26% <sub>g</sub>	25% <sub>g</sub>	22%	32% <sub>aijk</sub>	27% <sub>jk</sub>	23% <sub>k</sub>	14%
<b>SUMMARY CODES</b>											
AGREE	1789	612	1141	254	1005	1535	784	212	483	667	427
		30% <sub>bh</sub>	29%	32%	30%	30%	31%	24%	29% <sub>h</sub>	31% <sub>h</sub>	36% <sub>ahj</sub>
DISAGREE	3853	1412	1876	432	1978	2921	1375	572	1027	1212	543
		57% <sub>cgj</sub>	51% <sub>ac</sub>	55%	59% <sub>g</sub>	57% <sub>g</sub>	54%	62% <sub>aijk</sub>	60% <sub>aijk</sub>	56% <sub>k</sub>	46%
Refused	10	3	4	1	4	9	6	1	3	3	3
		-	-	-	-	-	-	-	-	-	-
Don't know	68	20	29	2	22	66	46	-	7	20	41
		1% <sub>bh</sub>	1%	1%	1%	1% <sub>de</sub>	2% <sub>ade</sub>	-	1% <sub>h</sub>	1% <sub>h</sub>	3% <sub>ahj</sub>
<b>Mean Score</b>	<b>-0.428bh</b>	<b>-0.548</b>	<b>-0.348ab</b>	<b>-0.388</b>	<b>-0.468</b>	<b>-0.434</b>	<b>-0.373e</b>	<b>-0.659</b>	<b>-0.511h</b>	<b>-0.401hi</b>	<b>-0.175ahj</b>
<b>Standard Deviation</b>	<b>1.308</b>	<b>1.274</b>	<b>1.325</b>	<b>1.302</b>	<b>1.318</b>	<b>1.309</b>	<b>1.293</b>	<b>1.266</b>	<b>1.301</b>	<b>1.303</b>	<b>1.316</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>0.001</b>	<b>-</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



I often make a decision on impulse Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	REGIONS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	529	152	399	490	511	225	309	419	12**	
Strongly agree	(2) 521 9% <sup>ad</sup>	53 9%	36 6%	28 6%	31 10% <sup>dn</sup>	41 8%	31 8%	46 9%	14 10%	60 15% <sup>abdcdf</sup>	55 11% <sup>cdm</sup>	37 7%	18 8%	19 6%	51 12% <sup>acdfm</sup>	1 6%	
Tend to agree	(1) 1268 21%	130 21%	129 23% <sup>fj</sup>	90 19%	71 24%	93 18%	103 26% <sup>dfjke</sup>	125 24% <sup>fj</sup>	44 29% <sup>adfk</sup>	69 17%	95 20%	110 21%	52 23%	78 23%	79 19%	1 10%	
Neither agree nor disagree	(0) 713 12% <sup>ko</sup>	71 12%	67 12%	76 16% <sup>agmo</sup>	32 11%	64 12%	44 11%	72 14% <sup>ko</sup>	16 11%	48 12%	55 12%	73 14% <sup>ko</sup>	20 9%	29 11%	34 8%	4 29%	
Tend to disagree	(-1) 1893 32% <sup>hko</sup>	226 37% <sup>adehj</sup>	214 38% <sup>adehj</sup>	148 31% <sup>hko</sup>	90 30% <sup>ko</sup>	167 32% <sup>hko</sup>	133 33% <sup>hko</sup>	124 23%	46 31%	114 29%	157 33% <sup>hko</sup>	165 32% <sup>hko</sup>	77 34% <sup>hko</sup>	134 40% <sup>adehjn</sup>	95 23%	3 24%	
Strongly disagree	(-2) 1460 25% <sup>bcc</sup>	118 19%	107 19%	119 25% <sup>bcc</sup>	73 24%	154 29% <sup>abccol</sup>	91 22%	153 29% <sup>abccol</sup>	31 20%	104 26% <sup>bcn</sup>	107 22%	123 24%	54 24%	68 20%	157 38% <sup>abccde</sup>	3 23%	
<b>SUMMARY CODES</b>																	
AGREE	1789 30% <sup>df</sup>	183 30%	165 29%	117 25%	103 34% <sup>dff</sup>	134 26%	134 33% <sup>dff</sup>	171 32% <sup>dff</sup>	58 38% <sup>adfn</sup>	129 32% <sup>dff</sup>	149 31% <sup>fd</sup>	147 29%	71 31%	97 29%	130 31%	2 16%	
DISAGREE	3353 57%	343 57%	321 57%	267 56%	163 54%	321 62% <sup>lahi</sup>	224 55%	277 52%	77 51%	218 55%	264 56%	288 56%	131 58%	201 59%	252 60% <sup>h</sup>	6 47%	
Refused	10 -	2 -	1 -	3 1%	- -	- -	- -	1 -	- -	1 -	4 1% <sup>a</sup>	- -	- -	- -	- -	- -	
Don't know	68 1%	6 1%	6 1%	15 3% <sup>abctd</sup>	3 1%	3 1%	1 -	9 2%	- -	3 1%	7 1%	4 1%	4 2%	3 1%	3 1%	1 8%	
<b>Mean Score</b>	<b>-0.428<sup>f</sup></b>	<b>-0.378<sup>f</sup></b>	<b>-0.411<sup>f</sup></b>	<b>-0.524</b>	<b>-0.340<sup>f</sup></b>	<b>-0.580</b>	<b>-0.371<sup>f</sup></b>	<b>-0.409</b>	<b>-0.238<sup>df</sup></b>	<b>-0.341<sup>f</sup></b>	<b>-0.356<sup>f</sup></b>	<b>-0.446</b>	<b>-0.433</b>	<b>-0.447</b>	<b>-0.552</b>	<b>-0.521</b>	
<b>Standard Deviation</b>	<b>1.308</b>	<b>1.265</b>	<b>1.220</b>	<b>1.233</b>	<b>1.355</b>	<b>1.292</b>	<b>1.291</b>	<b>1.399</b>	<b>0</b>	<b>1.321</b>	<b>1.418</b>	<b>1.268</b>	<b>1.310</b>	<b>1.204</b>	<b>1.456</b>	<b>1.229</b>	
<b>Error Variance</b>	<b>-</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.006</b>	<b>0.003</b>	<b>0.004</b>	<b>0.003</b>	<b>0.011</b>	<b>0.005</b>	<b>0.004</b>	<b>0.003</b>	<b>0.008</b>	<b>0.004</b>	<b>0.006</b>	<b>0.126</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing





I often make a decision on impulse Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Strongly agree	(2) 521	80	102	101	68	72	326	313	286
		8%	7%	7%	6%	7%	8%	8%	9%
Tend to agree	(1) 1268	177	269	274	190	192	844	835	747
		21% <sup>bs</sup>	19%	18%	19%	22%	22%	22%	22%
Neither agree nor disagree	(0) 713	127	183	183	119	108	418	428	355
		12%	12%	12%	11%	11%	11%	11%	11%
Tend to disagree	(-1) 1893	338	509	478	368	325	1238	1238	1064
		32%	33%	32%	34%	32%	32%	32%	32%
Strongly disagree	(-2) 1460	305	456	455	324	285	1003	1013	861
		25% <sup>ka</sup>	29% <sup>ka</sup>	30% <sup>ka</sup>	30% <sup>ka</sup>	29% <sup>ka</sup>	26%	26%	26%
<b>SUMMARY CODES</b>									
AGREE	1789	257	400	375	258	264	1170	1148	1034
		30% <sup>bcd</sup>	28%	25%	24%	27%	30%	30%	31%
DISAGREE	3353	643	965	934	692	611	2239	2251	1925
		57% <sup>ka</sup>	62% <sup>ka</sup>	62% <sup>ka</sup>	64% <sup>ka</sup>	61% <sup>ka</sup>	58%	58%	56%
Refused	10	1	6	6	4	6	5	4	4
		-	-	-	-	1% <sup>a</sup>	-	-	-
Don't know	68	2	4	4	4	3	31	28	27
		1% <sup>bcd</sup>	-	-	-	-	1%	1%	1%
Mean Score	-0.428	-0.598	-0.594	-0.612	-0.648	-0.699	-0.466	-0.471	-0.442
Standard Deviation	1.209	1.283	1.289	1.274	1.255	1.288	1.314	1.306	1.316
Error Variance	-	0.002	0.001	0.001	0.002	0.002	-	-	0.001



Everything seems to be getting more complicated these days Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Strongly agree	(2) 1447	1207	157	82	159	704	584	274	396	331	446	590	659	387	1060	904	185	315
	24%ehm	24%	29%ab	26%	14%	23%e	35%af	20%	21%	27%hi	30%ahj	31%am	20%	36%ao	22%	25%q	17%	30%apq
Tend to agree	(1) 2000	1715	178	109	358	983	658	412	612	423	553	728	1031	401	1599	1221	370	378
	34%im	34%	32%	35%	31%	32%	39%aef	31%	32%	34%	38%aih	38%am	31%	37%ao	33%	34%	32%	36%
Neither agree nor disagree	(0) 940	816	93	32	212	562	166	243	320	176	202	230	580	116	825	563	227	140
	16%ajk	16%id	17%id	10%	19%ag	18%ag	10%	18%ik	17%ik	14%	14%	12%	18%al	17%	15%	19%	20%apr	13%
Tend to disagree	(-1) 1022	883	74	65	266	578	178	291	388	175	167	234	693	112	910	647	227	131
	17%ckl	17%ic	14%	21%ic	23%atg	19%ig	17%	22%ajk	21%ajk	14%uk	17%	12%	21%al	10%	19%in	18%ir	20%ir	12%
Strongly disagree	(-2) 455	385	47	22	133	247	75	110	157	111	75	100	299	52	402	273	109	65
	8%kln	8%	9%	7%	12%atg	8%ig	4%	8%uk	8%uk	9%uk	5%	5%	9%al	5%	40%kn	7%	10%lpr	6%
<b>SUMMARY CODES</b>																		
AGREE	3448	2922	323	191	517	1687	1242	685	1009	753	999	1317	1690	787	2659	2125	585	603
	58%afh	58%	60%	61%	45%	54%e	74%aef	51%	53%	61%hi	68%ahj	69%am	52%	73%ao	55%	58%iq	49%	66%apq
DISAGREE	1477	1288	122	87	399	825	262	402	546	286	243	334	992	164	1313	919	338	198
	25%akl	25%	22%	28%	35%atg	27%ig	15%	30%ajk	29%ajk	23%uk	17%	18%	30%al	15%	27%an	25%ir	29%lpr	19%
Refused	13	12	1	1	2	8	3	3	2	6	2	1	3	10	8	3	2	2
	0%im	0%	0%	0%	0%	0%	0%	0%	0%	1%j	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	58	51	3	4	8	25	25	6	14	14	24	15	15	10	48	27	12	18
	1%im	1%	1%	1%	1%	1%j	1%	1%	1%	2%ah	1%	1%	1%	1%	1%	1%	1%	2%ap
<b>Mean Score</b>	0.50ef	0.494	0.588	0.530	0.126	0.429e	0.303ae	0.336	0.374	0.565hi	0.780ah	0.783am	0.324	0.897ao	0.418	0.509q	0.279	0.725apq
<b>Standard Deviation</b>	1.248	1.244	1.269	1.278	1.255	1.249	1.129	1.254	1.256	1.276	1.156	1.169	1.264	1.149	1.252	1.250	1.237	1.204
<b>Error Variance</b>	*	*	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.002	0.001	0.001	0.001	0.001	*	*	0.001	0.001

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - ah/i/j/k - al/m - a/n/o - ap/q/r



Everything seems to be getting more complicated these days Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Strongly agree	(2) 1447	2	160	1286	1445	1284	171	1274	1284	162	979	175	277	516	911	20
	24%	17%	20%	24%	24%	24%	26%	24%	25%	18%	23%	26%	26%	23%	25%	29%
Tend to agree	(1) 2000	5	208	1791	1995	1786	220	1774	1689	310	1377	310	358	717	1263	20
	34%	46%	34%	34%	34%	34%	33%	34%	34%	33%	33%	36%	34%	32%	35%	29%
Neither agree nor disagree	(0) 943	3	98	842	938	839	112	826	782	158	691	99	169	351	580	10
	16%	23%	16%	16%	16%	16%	17%	16%	16%	17%	16%	14%	16%	16%	16%	15%
Tend to disagree	(-1) 1022	1	93	929	1021	928	110	911	825	197	782	87	155	424	585	13
	17%	12%	15%	17%	17%	17%	17%	17%	17%	21%	19%	14%	15%	19%	16%	19%
Strongly disagree	(-2) 455	-	43	411	455	411	46	408	370	84	339	30	88	211	240	4
	8%	-	7%	6%	6%	6%	7%	6%	7%	9%	8%	5%	8%	9%	7%	6%
<b>SUMMARY CODES</b>																
AGREE	3446	7	369	3077	3439	3071	391	3048	2953	493	2356	392	635	1233	2174	40
	58%	63%	61%	58%	58%	58%	59%	58%	59%	52%	56%	65%	60%	55%	60%	58%
DISAGREE	1477	1	137	1340	1476	1339	156	1319	1195	282	1121	116	240	635	824	18
	25%	12%	22%	25%	25%	25%	24%	25%	24%	30%	27%	19%	23%	28%	23%	25%
Refused	13	-	-	13	13	13	-	13	11	2	9	-	2	5	9	-
Don't know	58	-	4	53	58	53	3	55	44	13	40	8	12	20	36	2
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
<b>Mean Score</b>	<b>0.505</b>	<b>0.682</b>	<b>0.578</b>	<b>0.497</b>	<b>0.505</b>	<b>0.496</b>	<b>0.545</b>	<b>0.500</b>	<b>0.538</b>	<b>0.332</b>	<b>0.450</b>	<b>0.707</b>	<b>0.563</b>	<b>0.407</b>	<b>0.565</b>	<b>0.564</b>
<b>Standard Deviation</b>	<b>1.248</b>	<b>0.936</b>	<b>1.232</b>	<b>1.250</b>	<b>1.249</b>	<b>1.250</b>	<b>1.234</b>	<b>1.250</b>	<b>1.244</b>	<b>1.257</b>	<b>1.258</b>	<b>1.178</b>	<b>1.253</b>	<b>1.288</b>	<b>1.218</b>	<b>1.278</b>
<b>Error Variance</b>	-	<b>0.089</b>	<b>0.092</b>	-	-	-	<b>0.092</b>	-	-	<b>0.092</b>	-	<b>0.092</b>	<b>0.091</b>	<b>0.091</b>	-	<b>0.094</b>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Everything seems to be getting more complicated these days Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	224	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Strongly agree	(2) 1447	958	488	87	51	1333	111	3
Tend to agree	(1) 2000	1512	488	177	94	1788	208	4
Neither agree nor disagree	(0) 940	813	127	112	43	839	99	2
Tend to disagree	(-1) 1022	929	93	148	36	915	96	11
Strongly disagree	(-2) 455	411	43	54	23	423	30	1
<b>SUMMARY CODES</b>								
AGREE	3446	2470	976	264	135	3121	319	7
DISAGREE	1477	1341	136	199	54	1338	127	12
Refused	13	4	9	-	-	8	5	-
Don't know	58	13	44	2	4	47	10	1
<b>Mean Score</b>	0.5934	0.363	1.037ab	0.171	0.473d	0.608	0.301	-0.209
<b>Standard Deviation</b>	1.248	1.258	1.053	1.229	1.252	1.256	1.161	1.237
<b>Error Variance</b>	-	-	0.001	0.003	0.005	-	0.003	0.090

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 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Strongly agree	(2) 1447 24%bd	411 18%	968 29%ab	136 18%	822 24%d	1308 25%id	625 24%id	187 21%	366 22%	501 20%hi	331 28%ahj
Tend to agree	(1) 2000 34%	740 32%	1221 35%b	246 31%	1112 33%	1753 34%	888 35%	279 32%	538 32%	738 34%	445 37%ahj
Neither agree nor disagree	(0) 943 16%	413 18%c	502 14%	123 16%	529 16%	818 16%	412 17%	150 17%	274 16%	331 15%	186 16%
Tend to disagree	(-1) 1022 17%ck	496 21%ac	512 15%	194 25%aefg	606 18%l	829 16%	416 16%	166 19%k	370 22%ajk	355 16%k	132 11%
Strongly disagree	(-2) 455 8%ck	249 11%ac	198 6%	84 11%afg	283 9%g	371 7%	172 7%	101 11%ajk	137 8%k	160 7%k	57 5%
<b>SUMMARY CODES</b>											
AGREE	3446 58%bdh	1151 49%	2219 64%ab	385 49%	1934 57%id	3061 59%id	1513 59%id	466 53%	905 53%	1299 60%hi	776 65%ahj
DISAGREE	1477 25%ck	745 32%ac	710 20%	278 35%aefg	869 26%g	1199 23%	588 23%	287 30%ajk	507 30%ajk	515 24%k	169 14%
Refused	13 -	5 -	6 -	1 -	5 -	12 -	8 -	1 -	4 -	3 -	5 -
Don't know	58 1%gh	14 1%	28 1%	1 -	18 1%	57 1%de	40 2%ade	1 -	7 -	18 1%h	32 3%ahj
<b>Mean Score</b>	<b>0.502bhi</b>	<b>0.246</b>	<b>0.673ab</b>	<b>0.206</b>	<b>0.473d</b>	<b>0.551de</b>	<b>0.548de</b>	<b>0.323</b>	<b>0.372</b>	<b>0.553hi</b>	<b>0.750ahj</b>
<b>Standard Deviation</b>	<b>1.248</b>	<b>1.273</b>	<b>1.203</b>	<b>1.286</b>	<b>1.268</b>	<b>1.236</b>	<b>1.220</b>	<b>1.307</b>	<b>1.263</b>	<b>1.245</b>	<b>1.136</b>
<b>Error Variance</b>	<b>-</b>	<b>0.001</b>	<b>-</b>	<b>0.002</b>	<b>-</b>	<b>-</b>	<b>0.001</b>	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.001</b>



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 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS															
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base	5934	605	559	478	300	522	403	579	152	399	480	511	225	309	419	12**	
Strongly agree	(2) 1447	144	117	91	62	138	95	140	38	119	124	97	60	98	120	3	
Tend to agree	(1) 2000	24% 34%b	21% 33%	19% 34%b	21% 40%abfjo	26% 31%	23% 37%	26% 35%b	25% 39%bjo	30% 29%	26% 35%b	19% 38%abfjo	27% 33%	29% 35%	29% 39%	6%	46%
Neither agree nor disagree	(0) 940	100	104	91	36	83	60	69	25	68	75	83	28	54	63	1	
Tend to disagree	(-1) 1022	17% 22%acdhj	17% 22%acdhj	18% 22%acdhj	12% 19% kno	16% 16%	15% 16%	13% 15%	16% 16%	17% 16%	16% 17%	16% 20%jn	12% 20%jn	16% 14%	15% 16%	2%	18%
Strongly disagree	(-2) 455	8% 9%	8% 9%gik	7% 9%	8% 10%agkin	5% 10%agkin	8% 11%gikln	5% 9%gik	3% 4%	12% 11%gikln	5% 6%	6% 8%	5% 6%	6% 8%	4%	-	
<b>SUMMARY CODES</b>																	
AGREE	3448	315	303	255	181	301	248	325	98	295	291	293	135	215	243	9	
DISAGREE	1477	52% 183	54% 143	53% 117	60% 90	58% 135	61% 93	61% 128	64% 29	59% 92	61% 100	57% 134	60% 59	63% 66	58% 111	73% 2	
Refused	13	3	1	4	-	-	1	-	-	1	3	-	-	-	-	-	
Don't know	58	1% 4	1% 7	1% 2%aglo	1% 3	1% 4	1% 8	1% 1%	1% -	1% 3	1% 6	1% 1	1% 4	1% 4	1% 2	-	
<b>Mean Score</b>	<b>0.505b</b>	<b>0.384</b>	<b>0.414</b>	<b>0.426</b>	<b>0.474</b>	<b>0.481</b>	<b>0.572b</b>	<b>0.556b</b>	<b>0.670bcd</b>	<b>0.556</b>	<b>0.603bcd</b>	<b>0.438</b>	<b>0.557</b>	<b>0.60abc</b>	<b>0.497</b>	<b>0.823</b>	
<b>Standard Deviation</b>	<b>1.248</b>	<b>1.285</b>	<b>1.245</b>	<b>1.191</b>	<b>1.231</b>	<b>1.313</b>	<b>1.190</b>	<b>1.278</b>	<b>1.119</b>	<b>1.321</b>	<b>1.198</b>	<b>1.186</b>	<b>1.250</b>	<b>1.197</b>	<b>1.335</b>	<b>1.068</b>	
<b>Error Variance</b>	<b>-</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.003</b>	<b>0.008</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.007</b>	<b>0.004</b>	<b>0.005</b>	<b>0.008</b>	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Strongly agree	(2) 1447	216	292	267	212	177	901	890	776
		24% <sup>bcd</sup>	21%	19%	18%	16%	23%	23%	23%
Tend to agree	(1) 2000	330	485	473	338	306	1313	1264	1127
		34%	32%	32%	31%	31%	34%	33%	34%
Neither agree nor disagree	(0) 940	169	283	269	202	178	561	577	477
		16%	18% <sup>ca</sup>	18%	19% <sup>ca</sup>	16%	15%	15%	14%
Tend to disagree	(-1) 1022	211	338	333	217	229	717	754	629
		17%	20% <sup>ca</sup>	22% <sup>ca</sup>	20% <sup>ca</sup>	23% <sup>ca</sup>	19%	20% <sup>ca</sup>	19%
Strongly disagree	(-2) 455	100	148	147	98	92	328	338	300
		8%	10% <sup>ca</sup>	10% <sup>ca</sup>	9%	9%	8%	9%	9% <sup>ca</sup>
<b>SUMMARY CODES</b>									
AGREE	3446	546	777	740	549	483	2215	2154	1903
		58% <sup>bcd</sup>	50%	49%	51%	49%	57%	56%	57%
DISAGREE	1477	311	486	480	315	321	1046	1093	929
		25%	30% <sup>ca</sup>	32% <sup>ca</sup>	29% <sup>ca</sup>	32% <sup>ca</sup>	27% <sup>ca</sup>	28% <sup>ca</sup>	28% <sup>ca</sup>
Refused	13	3	7	7	5	5	5	4	4
		-	-	-	-	-	-	-	-
Don't know	58	1	5	5	5	4	37	32	32
		1% <sup>bcd</sup>	-	-	-	-	1%	1%	1%
<b>Mean Score</b>	<b>0.99</b> <sup>bcd</sup>	<b>0.93</b>	<b>0.98</b>	<b>0.98</b>	<b>0.99</b>	<b>0.92</b>	<b>0.86</b>	<b>0.82</b>	<b>0.89</b>
<b>Standard Deviation</b>	<b>1.249</b>	<b>1.282</b>	<b>1.281</b>	<b>1.281</b>	<b>1.256</b>	<b>1.237</b>	<b>1.299</b>	<b>1.279</b>	<b>1.281</b>
<b>Error Variance</b>	-	<b>0.002</b>	<b>0.001</b>	<b>0.001</b>	<b>0.002</b>	<b>0.002</b>	-	-	-



I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Strongly agree	(2) 2843	2428	280	156	437	1497	909	734	930	573	606	831	1638	544	2300	1890	461	438
	48%ekz	48%	47%	50%	38%	48%e	54%aef	55%aij	49%ik	46%kl	47%	44%	50%l	50%	47%	52%apq	40%	42%
Tend to agree	(1) 1991	1733	167	91	456	1011	523	392	637	422	540	696	1076	344	1647	1140	454	371
	34%gls	34%	30%	29%	40%iatg	33%	31%	29%	34%h	34%h	37%iah	37%iam	33%	32%	34%	31%	40%apq	35%ip
Neither agree nor disagree	(0) 324	282	46	15	78	168	78	41	90	78	114	120	146	57	287	164	78	77
	5%h	5%	8%iab	5%	7%ig	5%	5%	3%	5%h	6%h	8%iah	6%am	4%	5%	6%	5%	7%ip	7%ip
Tend to disagree	(-1) 433	366	41	26	101	251	80	105	142	91	94	135	268	58	374	263	88	76
	7%gn	7%	7%	8%	9%ig	8%ig	5%	8%	8%	7%	6%	7%	8%	5%	8%in	7%	8%	7%
Strongly disagree	(-2) 246	197	27	23	54	130	62	57	72	46	71	84	132	56	190	138	45	57
	4%	4%	5%	7%iab	5%	4%	4%	4%	4%	5%	4%	4%	4%	5%	4%	4%	4%	5%ip
<b>SUMMARY CODES</b>																		
AGREE	4835	4161	427	247	893	2509	1433	1126	1568	995	1146	1527	2715	888	3946	3030	914	809
	81%caz	82%ca	77%	79%	78%	81%	85%aef	84%aij	83%ik	81%	78%	81%	83%l	82%	81%	83%apq	80%	77%
DISAGREE	679	562	88	49	156	381	142	163	214	137	165	218	400	115	565	401	134	133
	11%g	11%	12%	16%iab	14%ag	12%ag	8%	12%	11%	11%	17%	12%	12%	11%	12%	11%	12%	13%
Refused	16	16	1	1	3	8	5	3	1	6	7	4	1	5	11	9	2	5
	im	im	im	im	im	im	im	im	im	im	im	im	im	im	im	im	im	im
Don't know	80	68	9	3	8	42	31	6	17	19	38	27	16	16	64	39	15	26
	1%am	1%	2%	1%	1%	1%	2%ae	im	1%	2%ah	3%iah	1%am	1%	1%	1%	1%	1%	2%ap
<b>Mean Score</b>	1.157ek	1.169	1.095	1.065	0.994	1.143e	1.293ae	1.234ak	1.181k	1.143	1.064	1.162	1.172i	1.191	1.149	1.216aq	1.063	1.038
<b>Standard Deviation</b>	0.093	0.077	0.144	0.244	0.119	0.111	0.022	0.111	0.079	0.078	0.101	0.092	0.100	0.108	0.089	0.078	0.073	0.142
<b>Error Variance</b>	0.001	0.001	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001





I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	846	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Strongly agree	(2) 2843	4	300	2544	2839	2540	341	2499	2401	443	2118	267	445	1214	1599	31
	48%mo	38%	49%	48%	48%	48%	51%	47%	48%	47%	50%alm	44%	42%	54%ao	44%	44%
Tend to agree	(1) 1991	1	195	1797	1990	1795	210	1780	1669	322	1383	215	357	691	1270	30
	34%un	11%	32%	34%	34%	34%	32%	34%	33%	34%	33%	36%	34%	31%	35%un	44%un
Neither agree nor disagree	(0) 324	-	22	301	323	301	27	296	278	46	202	41	75	88	234	1
	5%un	4%	4%	6%	5%	6%	4%	6%	6%	5%	7%ak	7%ak	4%	6%un	2%	
Tend to disagree	(-1) 433	5	47	385	428	381	49	379	353	80	294	50	91	128	305	-
	7%unp	48%	8%	7%	7%	7%	7%	7%	7%	8%	7%	8%	9%	8%	8%unp	1%
Strongly disagree	(-2) 246	-	39	207	246	207	31	216	208	38	161	25	60	88	153	6
	4%	-	6%adef	4%	4%	4%	5%	4%	4%	4%	4%	4%	6%ak	4%	4%	9%
<b>SUMMARY CODES</b>																
AGREE	4835	5	494	4340	4829	4335	551	4279	4070	765	3501	482	802	1905	2869	61
	81%mo	50%	81%	82%	82%	82%	83%	81%	82%	81%	83%un	80%	78%	85%ao	79%	88%
DISAGREE	679	5	96	593	674	598	79	595	562	118	455	75	151	215	457	7
	11%un	40%	14%uf	11%	11%	12%	12%	11%	11%	12%	11%	12%	14%ak	10%	13%un	10%
Refused	16	-	1	15	16	15	1	16	13	3	10	-	2	6	10	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	80	-	5	76	80	76	5	75	64	17	49	6	24	27	53	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%ak	1%	1%	1%
<b>Mean Score</b>	1.157mo	0.416	1.109	1.162	1.158	1.164	1.190	1.154	1.161	1.133	1.203lm	1.086	1.007	1.275ao	1.084	1.145
<b>Standard Deviation</b>	1.093	1.459	1.192	1.061	1.080	1.071	1.115	1.069	1.091	1.105	1.071	1.104	1.179	1.050	1.112	1.138
<b>Error Variance</b>	-	0.194	0.002	-	-	-	0.002	-	-	0.001	-	0.002	0.001	0.001	-	0.019

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	539c	524	18
Weighted Base	5934	4642	1292	578	235	535c	560	22**
Strongly agree	(2) 2843	2298	546	251	88	263z	203	9
Tend to agree	(1) 1991	1564	427	223	89	1768	212	11
Neither agree nor disagree	(0) 324	226	98	20	18	267	55	1
Tend to disagree	(-1) 433	353	80	52	16	381	51	1
Strongly disagree	(-2) 246	171	76	28	14	227	19	-
Refused	4%	4%	6%ab	5%	6%	4%	3%	-
<b>SUMMARY CODES</b>								
AGREE	4835	3862	972	474	178	4400	415	20
DISAGREE	679	524	155	81	30	608	70	1
Refused	16	7	9	1	1	15	2	-
Don't know	80	23	57	3	8	62	18	1
Mean Score	1.157ceg	1.186e	1.056	1.072	0.885	1.175g	0.978	1.396
Standard Deviation	1.093	1.074	1.157	1.130	1.143	1.094	1.085	0.710
Error Variance	-	-	0.001	0.003	0.004	-	0.002	0.030

I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
		Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Strongly agree	(2) 2843	1185	1607	403	1761	2441	1083	592	892	984	406
	48% <sup>gk</sup>	51% <sup>ac</sup>	46%	51% <sup>g</sup>	52% <sup>afg</sup>	47% <sup>g</sup>	42%	63% <sup>aijk</sup>	53% <sup>aijk</sup>	45% <sup>ik</sup>	34%
Tend to agree	(1) 1991	807	1142	252	1068	1739	924	221	555	796	420
	34% <sup>h</sup>	35%	32%	32%	36% <sup>ae</sup>	34%	36% <sup>ae</sup>	25%	33% <sup>h</sup>	37% <sup>iah</sup>	35% <sup>h</sup>
Neither agree nor disagree	(0) 324	108	206	25	131	299	192	24	61	119	119
	5% <sup>idah</sup>	5%	6% <sup>b</sup>	3%	4%	6% <sup>ide</sup>	7%	3%	4%	6% <sup>ih</sup>	10% <sup>iahj</sup>
Tend to disagree	(-1) 433	124	302	62	241	371	191	48	109	153	122
	7% <sup>b</sup>	5%	9% <sup>iab</sup>	8%	7%	7%	7%	5%	6%	7%	10% <sup>iahj</sup>
Strongly disagree	(-2) 248	75	159	41	137	205	110	25	65	86	70
	4%	3%	5% <sup>b</sup>	5%	4%	4%	4%	3%	4%	4%	6% <sup>iahj</sup>
<b>SUMMARY CODES</b>											
AGREE	4835	1992	2748	655	2828	4180	2006	782	1447	1779	826
	81% <sup>gk</sup>	86% <sup>ac</sup>	79%	83% <sup>g</sup>	84% <sup>afg</sup>	81% <sup>g</sup>	78%	88% <sup>aijk</sup>	85% <sup>aijk</sup>	82% <sup>ik</sup>	70%
DISAGREE	679	200	461	103	378	576	301	73	176	299	192
	11% <sup>ah</sup>	9%	13% <sup>iab</sup>	12%	11%	11%	12%	8%	10%	13% <sup>h</sup>	16% <sup>iahj</sup>
Refused	16	6	7	1	9	15	7	3	5	4	5
	-	-	-	-	-	-	-	-	-	-	-
Don't know	80	23	42	4	28	77	54	2	10	23	45
	1% <sup>ah</sup>	1%	1%	1%	1%	1% <sup>de</sup>	2% <sup>ade</sup>	0%	1%	1% <sup>h</sup>	4% <sup>iahj</sup>
<b>Mean Score</b>	1.157 <sup>gk</sup>	1.262 <sup>ac</sup>	1.094	1.167	1.221 <sup>afg</sup>	1.155 <sup>g</sup>	1.071	1.417 <sup>aijk</sup>	1.248 <sup>aijk</sup>	1.140 <sup>k</sup>	0.853
<b>Standard Deviation</b>	1.093	1.002	1.138	1.144	1.085	1.085	1.099	0.983	1.056	1.071	1.194
<b>Error Variance</b>	-	-	-	0.002	-	-	-	0.001	0.001	0.001	0.001



I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	488	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	398	419	12**
Strongly agree	(2) 2843 48% <sup>dhn</sup>	289 48% <sup>dhn</sup>	248 44%	193 40%	154 51% <sup>dhn</sup>	261 50% <sup>dhn</sup>	230 57% <sup>abccdf hjn</sup>	214 40%	79 52% <sup>dhn</sup>	181 45%	245 51% <sup>dhn</sup>	239 47% <sup>h</sup>	101 45%	137 40%	270 64% <sup>abccde hjkimn</sup>	2 20%
Tend to agree	(1) 1991 34% <sup>ko</sup>	201 33% <sup>ko</sup>	221 40% <sup>abca ko</sup>	183 38% <sup>fgio</sup>	100 33% <sup>ko</sup>	166 32% <sup>ko</sup>	121 30%	184 35% <sup>ko</sup>	41 27%	126 32%	153 32% <sup>ko</sup>	176 34% <sup>ko</sup>	74 33%	133 39% <sup>afai ko</sup>	105 25%	7 60%
Neither agree nor disagree	(0) 324 5% <sup>leo</sup>	36 6% <sup>leo</sup>	35 6% <sup>leo</sup>	34 7% <sup>lego</sup>	2 1%	30 6% <sup>leo</sup>	15 4% <sup>eo</sup>	34 6% <sup>leo</sup>	18 12% <sup>abbcfg hkn</sup>	29 7% <sup>lego</sup>	30 4% <sup>leo</sup>	30 6% <sup>leo</sup>	15 7% <sup>leo</sup>	18 5% <sup>leo</sup>	7 2%	1 9%
Tend to disagree	(-1) 433 7% <sup>lo</sup>	49 8% <sup>lo</sup>	35 6%	36 8%	23 8%	25 5%	23 6%	58 11% <sup>acdghko</sup>	9 6%	32 8% <sup>lo</sup>	33 7%	45 9% <sup>lo</sup>	16 7%	31 9% <sup>lo</sup>	17 4%	1 6%
Strongly disagree	(-2) 246 4% <sup>kg</sup>	22 4%	12 2%	17 4%	15 5% <sup>kg</sup>	38 7% <sup>abccdk j</sup>	7 2%	29 5% <sup>kg</sup>	4 2%	23 6% <sup>kg</sup>	17 4%	18 3%	16 7% <sup>kgj</sup>	15 5% <sup>kg</sup>	17 4%	-
<b>SUMMARY CODES</b>																
AGREE	4835 81% <sup>hij</sup>	490 81% <sup>h</sup>	469 84% <sup>dij</sup>	376 79%	254 85% <sup>hij</sup>	427 82% <sup>h</sup>	352 87% <sup>abctdh ijmn</sup>	397 75%	120 79%	307 77%	398 82% <sup>hij</sup>	415 81% <sup>h</sup>	175 78%	270 79%	375 90% <sup>abccdf hjkimn</sup>	10 80%
DISAGREE	679 11% <sup>kg</sup>	71 12% <sup>kg</sup>	47 8%	54 11%	39 13% <sup>kg</sup>	61 12% <sup>kg</sup>	30 7%	87 16% <sup>abccdfg iklo</sup>	13 8%	55 14% <sup>kg</sup>	50 11%	60 12% <sup>kg</sup>	32 14% <sup>kg</sup>	46 14% <sup>kg</sup>	34 8%	1 6%
Refused	16	2	2	3	-	-	3	1	-	1	3	-	-	1	-	-
Don't know	80	7	6	12	6	4	3	10	1	8	8	5	3	4	3	1
Mean Score	1.157h	1.149h	1.193hn	1.075	1.204h	1.140h	1.373abc dehiklm n	0.956	1.214h	1.049	1.228dhj mn	1.143h	1.030	1.034	1.428abc dehikl mn	0.983
Standard Deviation	1.093	1.088	0.965	1.066	1.129	1.168	0.935	1.194	1.032	1.183	1.064	1.070	1.206	1.117	1.006	0.790
Error Variance	-	0.002	0.002	0.003	0.004	0.003	0.002	0.003	0.007	0.004	0.002	0.002	0.007	0.004	0.003	0.002

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



I always check bank or building society statements when I get them, including online Q.127 Could you tell me the extent to which you agree or disagree with the following statements?  
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS				TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Strongly agree	(2) 2843 48%	588 57% <sup>a</sup>	897 58% <sup>a</sup>	868 58% <sup>a</sup>	623 58% <sup>a</sup>	556 56% <sup>a</sup>	1878 49%	1910 49%	1626 49%
Tend to agree	(1) 1991 34% <sup>b</sup>	296 29%	455 29%	433 29%	320 30%	306 31%	1337 35%	1319 34%	1178 35%
Neither agree nor disagree	(0) 324 5% <sup>c</sup>	40 4%	56 4%	56 4%	44 4%	33 3%	193 5%	196 5%	167 5%
Tend to disagree	(-1) 433 7% <sup>d</sup>	64 6%	82 5%	74 5%	47 4%	47 5%	255 7%	236 6%	197 6%
Strongly disagree	(-2) 246 4% <sup>e</sup>	35 3%	52 3%	53 4%	28 3%	34 3%	150 4%	156 4%	135 4%
<b>SUMMARY CODES</b>									
AGREE	4855 81%	883 86% <sup>a</sup>	1352 87% <sup>a</sup>	1301 87% <sup>a</sup>	943 88% <sup>a</sup>	862 87% <sup>a</sup>	3215 83% <sup>a</sup>	3229 84% <sup>a</sup>	2803 84% <sup>a</sup>
DISAGREE	679 11% <sup>c</sup>	99 10%	134 9%	127 9%	75 7%	81 8%	405 10%	392 10%	333 10%
Refused	16 0%	4 0%	9 1%	9 1%	7 1%	7 1% <sup>a</sup>	9 0%	8 0%	6 0%
Don't know	80 1% <sup>b</sup>	4 0%	7 0%	9 1%	7 1%	7 1%	40 1%	34 1%	35 1%
Mean Score	1.157	1.309 <sup>a</sup>	1.358 <sup>a</sup>	1.341 <sup>a</sup>	1.277 <sup>a</sup>	1.334 <sup>a</sup>	1.190	1.203	1.169
Standard Deviation	1.093	1.037	1.010	1.014	0.949	1.001	1.063	1.061	1.054
Error Variance	-	0.001	0.001	0.001	0.001	0.001	-	-	-



Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Summary Table  
 Base: All who have gas and/or electricity supply 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 often make a decision on impulse	Everything seems to be getting more complicated these days	I always check bank or building society statements when I get them, including online
Unweighted Base	5934	5934	5934	5934	5934
Weighted Base	5934	5934	5934	5934	5934
Strongly agree	(2) 574 10%	1610 27%	521 9%	1447 24%	2843 48%
Tend to agree	(1) 1315 22%	2627 44%	1268 21%	2000 34%	1991 34%
Neither agree nor disagree	(0) 1223 21%	809 14%	715 12%	940 16%	334 5%
Tend to disagree	(-1) 1772 30%	614 10%	1893 32%	1022 17%	433 7%
Strongly disagree	(-2) 953 16%	198 3%	1480 25%	455 8%	246 4%
<b>SUMMARY CODES</b>					
AGREE	1889 32%	4237 71%	1789 30%	3446 58%	4835 81%
DISAGREE	2725 46%	812 14%	3353 57%	1477 25%	679 11%
Refused	32 1%	11 -	10 -	13 -	16 -
Don't know	64 1%	65 1%	68 1%	58 1%	80 1%
Mean Score	-0.208	0.826	-0.428	0.905	1.157
Standard Deviation	1.238	1.052	1.308	1.248	1.093
Error Variance	-	-	-	-	-

Q.128 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Roughly every day	4144 70% nr	3555 70% nr	376 68% nr	214 68% nr	1050 92% nr	2493 80% nr	602 36% nr	1116 83% nr	1506 80% nr	777 63% nr	746 51% nr	970 51% nr	2733 83% nr	505 47% nr	3639 75% nr	2539 70% nr	933 82% nr	611 58% nr
At least once a week	497 8% nr	427 8% nr	43 8% nr	27 9% nr	46 4% nr	243 8% nr	208 12% nr	69 5% nr	131 7% nr	137 11% nr	161 11% nr	200 11% nr	225 7% nr	108 10% nr	389 8% nr	315 9% nr	73 6% nr	103 10% nr
At least once a month	88 1% nr	75 1% nr	7 1% nr	6 2% nr	10 1% nr	41 1% nr	37 2% nr	13 1% nr	13 1% nr	26 2% nr	36 2% nr	38 2% nr	39 1% nr	21 2% nr	68 1% nr	50 1% nr	12 1% nr	22 2% nr
Less than once per month	88 1% nr	73 1% nr	9 2% nr	6 2% nr	11 1% nr	33 1% nr	45 3% nr	12 1% nr	18 1% nr	22 2% nr	37 2% nr	48 3% nr	26 1% nr	29 3% nr	59 1% nr	53 1% nr	15 1% nr	19 2% nr
Never - but I do have access	194 3% nr	162 3% nr	19 3% nr	13 4% nr	3 2% nr	72 2% nr	119 7% nr	37 3% nr	39 2% nr	47 4% nr	70 5% nr	83 4% nr	76 2% nr	67 6% nr	126 3% nr	135 4% nr	18 2% nr	37 3% nr
Never - and I do not have access	866 15% moq	728 14% moq	91 17% moq	47 15% moq	13 1% moq	153 5% moq	660 39% moq	86 6% moq	176 9% moq	209 17% moq	394 27% moq	543 29% moq	168 5% moq	340 31% moq	526 11% moq	525 14% moq	79 7% moq	241 23% moq
<b>SUMMARY CODES</b>																		
USE	4818 81% nr	4130 81% nr	436 79% nr	253 79% nr	1117 98% nr	2810 90% nr	891 53% nr	1209 90% nr	1668 88% nr	961 78% nr	980 67% nr	1257 66% nr	3023 92% nr	663 61% nr	4155 86% nr	2557 81% nr	1033 90% nr	755 72% nr
HAVE ACCESS	5012 84% nr	4291 85% nr	455 85% nr	266 85% nr	1120 98% nr	2882 93% nr	1010 60% nr	1346 93% nr	1707 90% nr	1009 82% nr	1050 71% nr	1340 71% nr	3160 95% nr	730 68% nr	4282 88% nr	3092 85% nr	1051 92% nr	706 75% nr
Refused	9 - nr	9 - nr	1 - nr	- - nr	1 - nr	5 - nr	3 - nr	2 - nr	- - nr	2 - nr	5 1 nr	1 - nr	1 - nr	2 - nr	7 - nr	4 - nr	2 - nr	3 - nr
Don't know	47 1% nr	41 1% nr	4 1% nr	2 1% nr	3 - nr	28 1% nr	15 1% nr	4 - nr	6 - nr	16 1% nr	20 1% nr	12 1% nr	9 - nr	8 1% nr	39 1% nr	21 1% nr	12 1% nr	14 1% nr



Q.128 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Roughly every day	4144	6	393	3751	4136	3745	480	3658	3405	739	3079	337	705	1685	2414	45
	70%cb	61%	65%	70%cb	70%cb	70%cb	72%	70%	68%	78%ai	73%alm	56%	67%j	75%ao	67%	66%
At least once a week	497	3	54	443	494	440	56	439	428	69	355	42	94	175	319	3
	8%	30%	9%	8%	8%	8%	8%	8%	9%	7%	8%	7%	9%	8%	9%	4%
At least once a month	88	-	5	83	88	83	9	79	81	8	54	9	25	29	58	-
	1%	-	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%
Less than once per month	88	-	13	75	88	75	9	79	79	10	51	15	24	28	59	2
	1%	-	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%
Never - but I do have access	194	-	22	171	194	171	19	175	169	25	129	26	38	70	124	-
	3%	-	4%	3%	3%	3%	3%	3%	3%	3%	3%	4%	4%	3%	3%	-
Never - and I do not have access	866	1	118	748	865	747	87	778	777	89	509	168	155	238	610	18
	15%kn	9%	19%ladf	14%	15%	14%	13%	15%	16%ij	9%	12%	28%akm	15%k	11%	17%kan	26%kan
<b>SUMMARY CODES</b>																
USE	4818	10	465	4353	4809	4344	554	4255	3993	826	3540	403	847	1917	2851	50
	81%cb	91%	76%	82%cb	81%cb	82%cb	84%	81%	80%	87%ai	84%alm	67%	80%j	85%aop	79%	73%
HAVE ACCESS	5012	10	487	4525	5002	4515	573	4429	4162	850	3669	429	885	1987	2975	50
	84%cb	91%	80%	85%cb	84%cb	85%cb	86%	84%	83%	90%ai	87%alm	71%	84%j	89%aop	82%	73%
Refused	9	-	-	9	9	-	-	9	7	2	7	-	1	8	-	-
	*	-	-	*	*	-	-	*	*	*	*	-	*	*	-	-
Don't know	47	-	3	43	47	43	3	44	41	6	31	6	13	16	30	*
	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





Q.128 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			FAMILY		ETHNIC ORIGIN		
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Roughly every day	4144	4144	-	553	187	3704	423	17
At least once a week	497	89%ac	-	96%ae	80%a	69%	75%af	79%
At least once a month	88	11%ad	-	2%	8%af	4%	10%	5%
Less than once per month	88	-	88	2	2	78	9	1
Never - but I do have access	88	-	88	2	7	85	4	4%
Never - and I do not have access	194	-	194	2	6	176	18	-
	866	-	866	4	9	831	33	2
	15%bde	-	67%ab	1%	4%f	10%g	6%	10%
<b>SUMMARY CODES</b>								
USE	4818	4642	176	570	216	4305	494	19
HAVE ACCESS	5012	100%ac	14%	99%ae	92%a	80%	88%af	88%
Refused	9	-	-	-	-	9	1	-
Don't know	47	-	47	2	3	44	15	1
	1%b	-	2%ab	-	1%	1%	3%af	3%

Q.128 How often do you use the internet?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Roughly every day	4144	1838	2224	692	2542	3452	1602	776	1323	1415	628
At least once a week	497	180	310	49	267	448	231	51	134	202	111
At least once a month	88	35	53	4	48	84	40	7	20	43	19
Less than once per month	194	76	118	15	115	214	114	14	40	82	58
Never - but I do have access	15% <sup>bdah</sup>	8%	19% <sup>cab</sup>	4%	10% <sup>ed</sup>	16% <sup>afde</sup>	20% <sup>adef</sup>	3%	9% <sup>h</sup>	17% <sup>iahi</sup>	27% <sup>iahi</sup>
USE	4818	2079	2652	749	2902	4070	1917	841	1500	1694	784
HAVE ACCESS	5012	2123	2798	756	3004	4256	2008	855	1540	1776	841
Refused	9	2	3	1	3	8	6	-	-	1	5
Don't know	47	14	21	-	17	47	30	1	5	15	26
	1% <sup>dh</sup>	1%	1%	-	1%	1% <sup>de</sup>	1% <sup>de</sup>	-	-	1%	2% <sup>ahj</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q.128 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Roughly every day 70%uh	462 76%aefah	402 72%uh	348 73%lghm	209 70%uh	335 64%	265 66%	320 60%	99 65%	277 69%h	362 76%algh	390 76%algh	146 65%	240 71%h	280 67%	9 74%	
At least once a week 8%	41 7%	45 8%	45 9%	18 6%	48 9%	34 9%	62 12%abcei	19 13%bej	24 6%	34 7%	33 6%	22 10%	29 8%	43 10%j	-	
At least once a month 8%	5 1%	14 3%hd	3 1%	7 2%	6 1%	11 3%bd	13 2%bd	3 2%	4 1%	6 1%	5 1%	3 1%	2 1%	6 1%	-	
Less than once per month 1%	10 2%	4 1%	6 1%	7 2%	10 2%	7 2%	5 1%	2 1%	7 2%	6 1%	5 1%	4 2%	4 1%	9 2%	2 13%	
Never - but I do have access 3%k	20 3%k	7 1%	13 3%	13 4%k	24 5%k	14 3%k	20 4%k	3 2%	16 4%k	13 3%	18 4%k	10 4%k	8 2%	15 4%k	-	
Never - and I do not have access 15%bd	57 9%	81 14%b	50 11%	43 14%b	96 18%abdkl	69 17%bdkl	105 20%abckd	25 16%b	66 17%bdk	55 11%	61 12%	39 18%bdk	53 15%b	64 15%b	2 13%	
<b>SUMMARY CODES</b>																
<b>USE</b>	4818 81%uh	518 86%alghj	465 83%uh	403 84%lghjm	242 80%	399 76%	318 79%	400 76%	124 81%	312 78%	408 85%alghj	432 84%lghjm	174 77%	275 81%	338 81%	11 87%
<b>HAVE ACCESS</b>	5012 84%uh	539 89%adghj	472 84%uh	416 87%uh	255 85%	423 81%	332 82%	420 79%	127 84%	328 82%	421 88%lghjm	450 88%alghj	184 82%	283 83%	353 84%	11 87%
Refused	9	2	1	2	-	-	2	-	1	1	-	-	1	-	-	
Don't know	47 1%	8 1%j	5 1%	9 2%agf	3 1%	3 1%	1	5 1%j	-	4 1%j	-	-	2 1%	3 1%j	2 1%	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.128 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Roughly every day	4144	862	1329	1285	889	836	2559	2584	2180
At least once a week	497	65	98	87	77	64	341	339	306
At least once a month	88	9	15	15	12	8	62	58	55
Less than once per month	88	12	15	15	14	12	54	58	44
Never - but I do have access	194	23	25	21	21	13	137	130	127
Never - and I do not have access	866	54	67	68	57	51	679	663	608
<b>SUMMARY CODES</b>									
USE	4818	949	1457	1402	992	920	3017	3040	2585
HAVE ACCESS	5012	971	1482	1423	1012	933	3154	3170	2712
Refused	9	2	4	4	3	4	6	6	5
Don't know	47	2	5	6	5	4	24	20	19
	1%	-	-	-	-	-	1%	1%	1%

Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes - English only	4833	4110	482	241	863	2468	1501	1062	1559	1010	1203	1595	2634	932	3901	3092	784	872
	81%ek	81%	88%abd	77%	76%	79%e	89%aef	79%	82%h	82%	82%	84%am	80%	86%ao	80%	85%aq	89%	83%q
Yes - English first/main and speaks other languages	489	415	36	38	84	276	129	187	134	84	84	118	310	87	403	320	97	67
	8%akr	8%	7%	12%abc	7%	9%	8%	14%aijk	7%	7%	6%	6%	9%l	8%	8%	9%r	8%	6%
No - Another first/main language	424	383	25	17	141	254	29	56	123	109	136	129	235	38	386	138	207	74
	7%icqpr	8%ic	4%	5%	12%atg	8%ig	2%	4%	8%h	9%hi	9%ah	7%	7%	4%	8%in	4%	18%apr	7%p
Bilingual - consider both languages as main	164	140	5	18	47	95	21	30	69	25	46	52	94	22	142	83	47	31
	3%cg	3%c	1%	6%abc	4%ag	3%g	1%	2%	4%j	2%	3%	3%	3%	2%	3%	2%	4%ap	3%
Refused	2	2	-	-	1	-	1	-	-	2	-	-	-	-	2	1	1	-
	*	*	-	-	*	-	*	-	-	*	-	-	-	*	*	*	*	-
Don't know	22	19	3	-	1	14	6	3	5	6	8	3	4	2	20	9	6	6
	*	*	1%	-	*	*	*	*	*	*	1%	*	*	*	*	*	1%	1%

Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	846	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes - English only	4853	6	478	4354	4827	4349	545	4278	4073	760	3490	443	856	1885	2830	56
	81% <i></i>	56%	79%	82%	81%	82%	83%	81%	82%	80%	83% <i>U</i>	74%	81% <i>U</i>	84% <i>ao</i>	80%	81%
Yes - English first/main and speaks other languages	489	2	56	433	488	431	53	435	409	80	368	59	60	191	291	8
	8% <i>m</i>	15%	9%	8%	8%	8%	8%	8%	8%	8%	9% <i>m</i>	10% <i>m</i>	6%	9%	8%	11%
No - Another first/main language	424	2	51	372	422	371	37	385	347	77	241	71	102	108	312	4
	7% <i>kn</i>	78%	8%	7%	7%	7%	6%	7%	7%	8%	6%	12% <i>ak</i>	10% <i>ak</i>	5%	9% <i>an</i>	6%
Bilingual - consider both languages as main	164	1	21	143	163	142	23	140	138	25	96	28	31	52	110	1
	3%	11%	3%	3%	3%	3%	3%	3%	3%	3%	2%	5% <i>ak</i>	3%	2%	3%	1%
Refused	2	-	-	2	2	2	-	2	2	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	-	2	20	22	20	2	20	17	5	18	2	6	7	14	-
	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes - English only	4833	3719	1114	405	172	4662	162	9
81%deg		80%	86%ab	70%	73%	87%ag	29%	42%
Yes - English first/main and speaks other languages	489	412	77	56	15	385	96	8
8%e		9%e	6%	10%	6%	7%	17%af	38%
No - Another first/main language	424	371	53	90	34	215	207	3
7%cf		8%e	4%	16%a	14%a	4%	37%af	12%
Bilingual - consider both languages as main	164	140	24	28	13	73	89	2
3%fd		3%e	2%	5%a	5%a	1%	16%af	8%
Refused	2	-	2	-	-	2	-	-
0%		-	0%b	-	-	0%	-	-
Don't know	22	-	22	-	1	15	7	-
0%b		-	2%ab	-	1%	0%	1%af	-

Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes - English only	4853	1873	2879	627	2840	4208	1993	721	1417	1772	913
Yes - English first/main and speaks other languages	81% <sup>ka</sup>	80%	83% <sup>kb</sup>	80%	84% <sup>adfg</sup>	82% <sup>g</sup>	78%	82% <sup>ka</sup>	83% <sup>ka</sup>	82% <sup>ka</sup>	77%
Yes - English first/main language	489	221	249	74	308	415	182	92	151	173	74
Yes - English first/main language	8% <sup>ka</sup>	10% <sup>kc</sup>	7%	9% <sup>g</sup>	9% <sup>g</sup>	8%	7%	10% <sup>ka</sup>	9% <sup>ka</sup>	8%	6%
No - Another first/main language	424	167	227	53	141	371	283	31	91	155	147
No - Another first/main language	7% <sup>ke</sup>	7%	7%	7% <sup>ke</sup>	4%	7% <sup>ke</sup>	11% <sup>adef</sup>	3%	5%	7% <sup>kh</sup>	12% <sup>ahj</sup>
Bilingual - consider both languages as main	164	59	100	31	77	133	87	31	37	59	37
Bilingual - consider both languages as main	3%	3%	3%	4% <sup>ef</sup>	2%	3%	3% <sup>ke</sup>	4%	2%	3%	3%
Refused	2	-	1	1	1	1	1	-	1	-	1
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	8	9	-	7	22	15	-	-	6	15
Don't know	1%	-	-	-	-	-	1% <sup>ke</sup>	-	-	-	1% <sup>ahj</sup>



Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes - English only 4833	489	442	304	250	453	344	450	134	348	392	374	176	302	369	6	
	81% <sup>cd</sup>	79% <sup>cd</sup>	64% <sup>d</sup>	83% <sup>cd</sup>	87% <sup>abcbcd</sup> lm	85% <sup>cdlm</sup>	85% <sup>cdlm</sup>	89% <sup>abbd</sup> m	87% <sup>abcbcd</sup> lm	82% <sup>cd</sup>	73% <sup>cd</sup>	78% <sup>cd</sup>	89% <sup>abcbcd</sup> lm	88% <sup>abcbcd</sup> lm	47%	
Yes - English first/main and speaks other languages 489	48	62	44	25	39	46	25	5	31	47	54	26	20	11	6	
	8% <sup>hio</sup>	11% <sup>ahino</sup>	9% <sup>hio</sup>	8% <sup>hio</sup>	7% <sup>o</sup>	11% <sup>ahino</sup>	5%	3%	8% <sup>o</sup>	10% <sup>hio</sup>	11% <sup>hino</sup>	11% <sup>hino</sup>	6% <sup>o</sup>	3%	48%	
No - Another first/main language 424	45	42	92	15	16	9	41	10	14	29	72	10	10	19	1	
	7% <sup>lgn</sup>	7% <sup>lgn</sup>	19% <sup>labcbefg</sup> hjklnmo	5%	3%	2%	8% <sup>lgn</sup>	7% <sup>lgn</sup>	4%	6% <sup>lgn</sup>	14% <sup>labcbefg</sup> hjklnmo	4%	3%	5%	5%	
Bilingual - consider both languages as main 164	18	12	32	7	12	5	11	2	3	11	10	14	7	18	-	
	3% <sup>j</sup>	2%	7% <sup>labcbefg</sup> hjkln	2%	2%	1%	2%	1%	2%	2%	6% <sup>labcbfgh</sup> ijkn	2%	2%	4% <sup>klj</sup>	-	
Refused 2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know 22	5	1	4	3	3	-	1	-	3	-	-	-	1	2	-	
	1%	*	1%	1%	*	-	*	-	1%	-	-	-	*	*	-	

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3893	3859	3345
Yes - English only	4833	860	1286	1249	904	811	3214	3212	2788
Yes - English first/main and speaks other languages	489	105	145	148	95	100	291	282	243
No - Another first/main language	424	40	82	69	51	54	252	267	228
Bilingual - consider both languages as main	164	24	44	33	26	24	94	91	79
Refused	2	1	1	1	-	1	1	1	1
Don't know	22	-	-	1	-	1	10	6	6

Q.130 What is the highest level of education you have completed?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE		
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Post graduate degree (MA, MSc, PhD etc.)	458 8% qkn	395 8%	37 7%	25 8%	95 8%g	299 10%ag	63 4%	267 20%ajk	143 8%ik	30 2%k	19 1%	42 2%	366 11%al	39 4%	419 9%n	326 9%r	101 9%r	24 2%
Degree	983 17% kjo	842 17%	96 18%	45 14%	274 24%atg	547 18%ig	162 10%	410 31%ajk	405 21%ajk	89 7%k	78 5%	170 9%	699 21%al	106 10%	877 18%n	670 18%ar	232 20%ar	67 6%
Professional qualifications	598 10% dekl	532 11% d	48 9%	18 6%	68 6%	326 10%ae	204 12%ae	205 15%ajk	219 12%k	117 9%k	57 4%	107 6%	407 12%al	88 8%	510 11%n	431 12%agr	97 8%r	65 6%
HND/HNC	350 6% bgr	249 5%	73 13%ab	28 9%ab	65 6%g	224 7%ag	60 4%	76 6%k	154 8%ahk	75 6%k	44 3%	78 4%	236 7%al	50 5%	300 6%n	244 7%r	62 5%	42 4%
A Levels/AS Levels	626 11% ghkl	550 11%	50 9%	26 8%	201 18%atg	331 11%ig	95 6%	105 8%	280 15%ahk	125 10%k	116 8%	169 9%	388 12%l	89 8%	537 11%n	347 10%	179 16%apr	90 9%
GCSE/O Levels/CSE	1331 22% ghlm	1137 22%	112 20%	82 26%	252 22%g	761 24%ag	317 19%	149 11%	352 19%h	351 28%ahh	478 33%ahj	530 28%am	663 20%	245 23%	1086 22%	722 20%	253 22%	332 32%apq
ONC/OND/City & Guilds	296 5% hls	251 5%	27 5%	17 5%	37 3%	152 5%ae	107 6%ae	32 2%	87 5%h	106 9%ahhk	70 5%h	104 5%	155 5%	64 6%	232 5%	202 6%q	34 3%	49 5%q
GNVQ	170 3% gh	152 3%	9 2%	9 3%	62 5%atg	83 3%g	25 2%	16 1%	50 3%h	33 3%h	71 5%ahj	74 4%am	86 3%	39 4%	131 3%	80 2%	41 4%ap	46 4%ap
None	1003 17% lsth	860 17%	83 15%	60 19%	71 6%	340 11%ae	593 35%ae	70 5%	175 9%h	271 22%ahh	487 33%ahj	583 31%am	239 7%	328 30%ao	675 14%	554 15%q	121 11%	305 29%apq
Refused	38 1% m	33 1%	4 1%	1 *	6 *	16 1%	17 1%	3 *	9 *	11 1%h	15 1%h	6 *	8 *	8 1%	21 1%	8 1%	9 1%	
Don't know	82 1% hsm	68 1%	11 2%	3 1%	8 1%	29 1%	45 3%ae	5 *	13 1%	28 2%ahh	36 2%ahh	34 2%am	27 1%	24 2%ao	57 1%	46 1%	14 1%	20 2%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.130 What is the highest level of education you have completed?  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Post graduate degree (MA, MSc, PhD etc)	458	1	51	407	457	406	61	396	378	60	372	52	32	190	262	6
Degree	963	2	109	874	981	872	128	853	810	173	787	85	102	436	536	11
Professional qualifications	598	-	78	520	598	520	70	528	483	115	486	41	64	257	333	8
HND/HNC	350	2	31	319	348	317	42	306	293	57	274	25	53	135	207	8
A Levels/AS Levels	626	2	55	570	624	569	69	555	520	105	463	70	102	262	358	6
GCSE/O Levels/CSE	1331	1	133	1198	1330	1197	143	1187	1140	191	864	118	334	454	862	15
ON/O N/D/ City & Guilds	296	-	24	271	295	271	27	269	248	48	216	27	52	116	179	1
GNVQ	170	-	12	158	170	158	16	153	142	28	96	14	55	53	116	2
None	1003	3	103	900	1000	897	96	903	871	132	587	147	234	304	689	10
Refused	38	-	4	34	38	34	1	37	31	7	24	5	10	28	-	-
Don't know	82	-	7	75	82	75	-	72	70	12	49	17	16	25	54	3
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.130 What is the highest level of education you have completed?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Post graduate degree (MA, MSc, PhD etc.)	458	446	13	89	3	371	81	7
Degree	983	919	64	171	12	821	158	4
Professional qualifications	598	499	99	48	10	566	31	-
HND/HNC	350	320	30	50	8	319	28	3
A Levels/VAS Levels	626	571	54	67	25	565	60	-
GCSE/O Levels/CSE	1331	1031	300	122	11	1241	87	3
ONC/OND/City & Guilds	296	217	79	17	11	280	13	3
GNVQ	170	144	26	22	21	155	15	-
None	1003	441	562	23	45	930	72	1
Refused	38	16	22	2	1	26	11	1
Don't know	82	37	45	3	6	77	4	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing

Q.130 What is the highest level of education you have completed?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Post graduate degree (MA, MSc, PhD etc)	458	193	255	79	288	379	170	108	153	132	65
Degree	983	436	535	168	599	815	384	200	314	339	130
Professional qualifications	598	238	346	93	384	505	214	123	203	203	69
HND/HNC	350	152	191	51	226	299	124	68	118	117	47
A Levels/AS Levels	625	282	331	95	348	531	278	107	198	227	93
GCSE/O Levels/CSE	1131	537	769	143	729	1187	602	153	335	527	316
ON/O/ND/ City & Guilds	296	117	176	35	177	260	118	45	95	105	51
GNVQ	170	65	100	33	102	137	68	24	57	53	35
None	1003	269	694	86	473	918	530	51	208	403	341
Refused	38	16	17	.	14	38	25	3	7	13	15
Don't know	82	23	53	2	35	80	47	1	9	46	25
		1%	2%	.	1%	2%	2%	.	1%	2%	2%



Q.130 What is the highest level of education you have completed?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608 605	558 559	454 478	298 300	513 522	410 403	574 559	155 152	376 399	498 480	511 511	222 225	300 309	384 419	13 12**
Post graduate degree (MA, MSc, PhD etc.) 8%hn	42 7%	46 8%hn	64 13%abclg	32 11%ghn	30 6%	23 6%	22 4%	10 7%	27 7%	49 10%ghn	44 9%hn	18 8%h	15 5%	36 9%hn	-
Degree 17%fo	111 18%fo	81 14%	112 24%acefg	39 13%	68 13%	59 15%	71 13%	19 12%	77 19%elho	87 18%fo	115 22%acefg	40 18%	50 15%	52 12%	2 14%
Professional qualifications 10%sm	58 10%sm	78 13%acdehm	48 8%	38 8%	52 10%sm	24 10%sm	43 10%sm	10 7%	37 9%	65 14%acdeh	53 10%sm	11 5%	50 15%acdeg	48 12%sm	1 11%
HND/HNC 6%	27 4%	32 6%	18 4%	27 9%bghk	28 5%	16 4%	20 4%	25 16%abode	48 12%abodfg	22 5%	31 6%	12 5%	12 6%	21 5%	3 23%
A Levels/AS Levels 11%	72 12%	59 11%	59 12%	24 6%	53 10%	35 9%	57 11%	18 12%	32 8%	68 14%aeoj	65 13%ejo	21 9%	30 9%	35 8%	-
GCSE/O Levels/CSE 22%k	143 24%k	135 24%k	88 18%	72 24%k	134 26%kdl	99 25%kdl	130 25%kdl	32 21%	80 20%	75 16%	102 20%	61 27%kdl	93 27%kdl	84 20%	3 27%
ONC/OND/ City & Guilds 5%ln	20 3%	40 7%abdn	14 3%	15 5%	29 6%ln	29 7%bdn	32 6%bdn	7 4%	21 5%ln	23 5%ln	27 5%ln	13 6%ln	7 2%	19 5%	-
GNVQ 3%	13 2%	15 3%	11 2%	14 5%j	19 4%	19 5%bjkm	12 2%	2 2%	7 2%	10 2%	12 2%	3 1%	9 3%	21 5%abhjkl	1 9%
None 17%dl	85 14%	90 16%l	62 13%	49 16%	98 19%bdkl	80 20%bdkl	130 25%abode	26 17%	58 14%	67 14%	59 12%	43 19%dl	59 17%l	96 23%abodj	2 16%
Refused 1%	6 1%	3 1%	6 1%	3 1%	1 -	-	-	4 1%	3 1%	5 1%	1 -	1 -	1 -	3 1%	-
Don't know 1%	8 1%	10 2%	6 1%	3 1%	9 2%	5 1%	7 1%	2 1%	9 2%	8 2%	3 1%	3 1%	5 1%	4 1%	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.130 What is the highest level of education you have completed?

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Post graduate degree (MA, MSc, PhD etc.)	458 8%g	114 11%a	158 10%a	158 11%a	104 10%	91 9%	243 6%	256 7%	189 6%
Degree	983 17%a	214 21%a	329 21%a	310 21%a	210 20%a	201 20%a	584 15%	583 15%	465 14%
Professional qualifications	598 10%	141 14%a	201 13%a	204 14%a	133 12%a	131 13%a	371 10%	370 10%	313 9%
HND/HNC	350 6%	63 6%	114 7%	112 7%a	82 8%	69 7%	214 6%	206 5%	172 5%
A Levels/AS Levels	626 11%	130 13%	177 11%	168 11%	118 11%	113 11%	412 11%	426 11%	367 11%
GCSE/O Levels/CSE	1331 22%b,c	181 18%	300 19%	284 19%	227 21%	206 21%	895 23%	910 24%	833 25%a
ONC/OND/City & Guilds	296 5%	62 5%	78 5%	76 5%	55 5%	48 5%	194 5%	183 5%	153 5%
GNVQ	170 3%	22 2%	44 3%	42 3%	27 3%	33 3%	117 3%	117 3%	105 3%
None	1003 17%b,c,d	106 10%	145 9%	136 9%	109 10%	90 9%	751 19%a	732 19%a	678 20%a
Refused	38 1%	3 *	5 *	7 *	5 *	5 *	21 1%	18 *	16 *
Don't know	82 1%b,c,d	4 *	8 1%	6 *	6 1%	6 1%	60 2%	57 1%	53 2%



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? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	5934	5086	531	307	1066	2734	2102	1071	1449	1066	2028	2406	2705	1345	4589	3385	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	5278	1080	4854	3643	1143	1050
Yes, I do	1080	891	117	72	66	477	538	172	260	196	453	573	379	1080	-	572	161	314
	18% <sup>hah</sup>	18%	21%	23% <sup>lab</sup>	6%	15%	32% <sup>aef</sup>	13%	14%	16%	31% <sup>ahj</sup>	30% <sup>lam</sup>	12%	100% <sup>lao</sup>	-	16%	14%	30% <sup>lapq</sup>
Yes, my husband/wife/partner does	380	324	29	27	17	171	193	79	91	100	110	124	200	110	270	275	28	69
	6% <sup>keh</sup>	6%	5%	9%	1%	5%	11% <sup>aef</sup>	6%	5%	8% <sup>lai</sup>	7% <sup>ui</sup>	7%	6%	10% <sup>lao</sup>	6%	8% <sup>lq</sup>	2%	7% <sup>iq</sup>
No	4542	3918	403	221	1053	2472	1017	1103	1558	951	930	1231	2743	-	4542	2846	955	683
	77% <sup>dah</sup>	77% <sup>dcd</sup>	73%	70%	93% <sup>atg</sup>	80% <sup>ag</sup>	60%	82% <sup>ajk</sup>	82% <sup>ajk</sup>	77% <sup>ak</sup>	63%	65%	84% <sup>lal</sup>	-	94% <sup>lan</sup>	78% <sup>lr</sup>	84% <sup>lapr</sup>	65%
Refused	25	15	9	-	5	11	9	6	8	6	4	3	9	-	25	19	3	1
	0% <sup>n</sup>	-	2% <sup>ab</sup>	-	-	1%	1%	-	-	-	-	-	-	-	1% <sup>n</sup>	1%	-	-
Don't know	17	13	3	2	1	11	5	3	3	6	5	3	2	-	17	9	5	4
	0% <sup>m</sup>	-	1%	1%	-	-	-	-	-	-	-	-	-	-	0% <sup>n</sup>	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r



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? This includes problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes, I do	1080	-	129	951	1080	951	126	954	925	156	681	149	230	383	683	14
	18% <sup>a</sup>	4%	21%	18%	18%	18%	19%	18%	19%	16%	16%	25% <sup>a</sup> <sup>k</sup>	22% <sup>a</sup> <sup>k</sup>	17%	19%	20%
Yes, my husband/wife/partner does	380	-	39	341	380	341	38	342	318	62	278	40	52	166	206	9
	6%	-	6%	6%	6%	6%	6%	6%	6%	7%	7% <sup>u</sup> <sup>m</sup>	7%	5%	7% <sup>u</sup> <sup>o</sup>	6%	12% <sup>u</sup> <sup>o</sup>
No	4542	10	452	4090	4532	4079	511	4020	3801	740	3301	426	779	1729	2763	49
	77% <sup>u</sup>	96%	74%	77%	77%	77%	77%	76%	78%	78%	78% <sup>u</sup> <sup>m</sup>	71%	74%	77%	76%	72%
Refused	25	-	1	24	25	24	3	22	23	2	21	2	1	9	16	-
	*	-	*	*	*	*	*	*	*	*	1%	*	*	*	*	-
Don't know	17	-	1	16	17	16	1	16	14	3	12	2	6	7	11	-
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes, I do	1080	613	467	33	27	1034	46	1
	18% <sup>h</sup> deg	13%	30% <sup>ab</sup>	6%	11% <sup>d</sup>	19% <sup>g</sup>	9%	4%
Yes, my husband/wife/partner does	380	255	125	6	8	369	9	1
	6% <sup>deg</sup>	5%	10% <sup>ab</sup>	1%	3% <sup>d</sup>	7% <sup>g</sup>	2%	5%
No	4542	3821	721	540	201	4023	500	18
	77% <sup>c</sup>	82% <sup>ac</sup>	56%	93% <sup>ae</sup>	86% <sup>a</sup>	75%	89% <sup>af</sup>	84%
Refused	25	19	6	2	-	23	-	1
	-	-	-	-	-	-	-	7%
Don't know	17	1	16	-	-	12	6	-
	- <sup>b</sup>	-	1% <sup>ab</sup>	-	-	-	1% <sup>af</sup>	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing

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? This includes problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes, I do	1080	347	700	118	615	962	468	145	305	372	259
18% <sub>bd</sub>		15%	20% <sub>ab</sub>	15%	18%	19% <sub>fd</sub>	18%	16%	16%	17%	22% <sub>ahj</sub>
Yes, my husband/wife/partner does	380	133	238	49	254	331	126	61	119	129	71
6% <sub>kg</sub>		6%	7%	6%	8% <sub>kg</sub>	6% <sub>g</sub>	5%	7%	7%	6%	6%
No	4542	1860	2587	626	2546	3916	1996	689	1302	1685	866
77% <sub>ka</sub>		80% <sub>ac</sub>	75%	79% <sub>de</sub>	75%	76%	78% <sub>ie</sub>	78% <sub>ka</sub>	77% <sub>ki</sub>	78% <sub>ka</sub>	73%
Refused	25	13	10	3	19	22	6	6	8	6	6
		1%	*	*	1%	*	*	1%	*	*	*
Don't know	17	6	6	-	8	17	10	-	-	8	9
		*	*	-	*	*	*	-	*	1%	1% <sub>ab</sub>



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? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

Total (g)	PES - SEGMENTS															
	Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seaboard (g)	Southern (g)	SWALEC (m)	SWEB (g)	Yorkshire (g)	NA (g)	
Unweighted Base	5934	598	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes, I do	1080	82	98	49	82	109	94	92	34	83	88	63	41	70	94	1
	18% <sup>abd</sup>	14%	18% <sup>cd</sup>	10%	27% <sup>abcdh</sup>	21% <sup>bd</sup>	23% <sup>abcdh</sup>	17% <sup>d</sup>	22% <sup>bd</sup>	21% <sup>bd</sup>	18% <sup>bd</sup>	12%	18% <sup>d</sup>	21% <sup>bd</sup>	22% <sup>bd</sup>	9%
Yes, my husband/wife/partner does	380	36	42	6	15	35	45	32	6	23	31	16	24	24	44	2
	6% <sup>d</sup>	6% <sup>d</sup>	8% <sup>d</sup>	1%	5% <sup>d</sup>	7% <sup>d</sup>	11% <sup>abdefh</sup>	6% <sup>d</sup>	4%	6% <sup>d</sup>	6% <sup>d</sup>	3%	11% <sup>abdehi</sup>	7% <sup>d</sup>	10% <sup>abdeh</sup>	20%
No	4542	487	426	419	206	394	274	413	115	288	369	437	164	249	292	9
	77% <sup>lego</sup>	80% <sup>laegjm</sup>	76% <sup>lego</sup>	88% <sup>abcef</sup>	69% <sup>g</sup>	75% <sup>g</sup>	68% <sup>g</sup>	78% <sup>lego</sup>	76%	72%	77% <sup>lego</sup>	85% <sup>abcef</sup>	73% <sup>g</sup>	73% <sup>g</sup>	70%	76%
Refused	25	1	3	2	1	-	2	1	-	9	1	-	-	5	-	-
	-	-	-	-	-	-	-	-	-	2% <sup>abdef</sup>	2%	-	-	2% <sup>abfhi</sup>	-	-
Don't know	17	3	2	2	2	1	-	-	-	3	-	-	1	1	2	-
	-	1%	-	1%	1%	-	-	-	-	1%	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes, I do	1080	176	241	231	178	154	744	748	670
	18% <sup>d</sup>	17%	15%	15%	17%	15%	19%	19%	20% <sup>ia</sup>
Yes, my husband/wife/partner does	380	84	99	104	66	57	254	247	213
	6%	8%	6%	7%	6%	6%	7%	6%	6%
No	4542	788	1224	1187	843	733	2917	2923	2515
	77%	79%	79% <sup>ia</sup>	79%	78%	80% <sup>ia</sup>	76%	76%	75%
Refused	25	6	9	9	8	6	12	16	11
	-	1%	1%	1%	1%	1%	-	-	-
Don't know	17	-	-	-	-	-	8	5	6
	-	-	-	-	-	-	-	-	-

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? This includes caring for relatives with problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Disabled (n)	Not disabled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authority (r)
Unweighted Base	5934	5086	531	307	1066	2734	2102	1071	1449	1066	2028	2406	2735	1345	4589	3365	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	568	468	56	44	59	338	170	121	130	127	190	208	296	172	396	337	67	144
	10%leog	9%	10%	14%lab	5%	11%e	10%e	9%	7%	11%u	13%ahj	11%lm	9%	16%ao	8%	9%iq	6%	14%apq
No	5339	4581	487	269	1076	2753	1509	1212	1753	1100	1273	1684	2977	908	4430	3289	1070	902
	90%lkor	90%id	86%	86%	95%atg	89%	89%	91%k	93%ahjk	89%	87%	89%	91%u	84%	91%an	90%r	94%apqr	86%
Refused	13	7	7	-	1	9	4	3	4	5	2	1	5	-	13	9	3	1
	-	-	1%lab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	15	13	1	1	1	8	6	2	3	4	5	3	-	1	14	9	4	2
	0% <sup>m</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



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? This includes caring for relatives with problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	568	2	64	504	566	502	78	488	465	103	369	58	131	201	356	10
	10%	76%	10%	9%	10%	9%	12%	9%	9%	11%	9%	10%	12%ak	9%	10%	15%
No	5338	9	544	4794	5329	4785	582	4747	4498	840	3821	543	919	2030	3249	59
	90%am	84%	89%	90%	90%	90%	88%	90%	90%	89%	91%am	90%	87%	91%	90%	85%
Refused	13	-	-	13	13	13	2	11	12	2	12	-	1	6	7	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	15	-	1	14	15	14	1	14	12	3	13	1	3	5	10	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





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? This includes caring for relatives with problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	568	430	138	26	27	525	40	3
	10% <sup>d</sup>	9%	17%	5%	11% <sup>d</sup>	10%	7%	12%
No	5338	4202	1136	551	208	4806	514	18
	90% <sup>c</sup>	91% <sup>c</sup>	68%	95% <sup>a,e</sup>	89%	90%	92%	81%
Refused	13	10	3	1	-	12	-	1
	*	*	*	*	*	*	*	7%
Don't know	15	-	15	-	-	10	6	-
	* <sup>b</sup>	-	1% <sup>a,b</sup>	-	-	*	1% <sup>a,f</sup>	-

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? This includes caring for relatives with problems due to old age.  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	568	232	328	84	361	484	208	92	181	204	92
	10%g	10%	9%	11%g	11%g	9%	8%	70%	11%k	9%	8%
No	5338	2084	3126	702	2994	4635	2344	792	1510	1952	1083
	90%	90%	89%	89%	89%	90%	92%ae	90%	89%	90%	91%
Refused	13	7	6	1	12	12	1	1	6	3	3
	-	-	-	-	1%g	-	-	-	-	-	-
Don't know	15	5	5	-	6	15	9	-	-	6	9
	-	-	-	-	-	-	-	-	-	-	1%ahj



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? This includes caring for relatives with problems due to old age.  
Base: All who have gas and/or electricity supply and are responsible for it

Total (g)	PES SEGMENTS														
	Eastern (g)	EME (g)	London (g)	Manweb (g)	Midlands (g)	Northern (g)	Norweb (g)	Scottish Hydro (g)	Scottish Power (g)	Seaboard (g)	Southern (g)	SWALEC (m)	SWEB (g)	Yorkshire (g)	NA (g)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Yes 568 10%	52 9%	56 10%	32 7%	19 6%	52 10%	37 9%	55 10%	17 11%	39 10%	56 12%	38 7%	39 17%	32 9%	43 10%	- 4%
No 5338 90%	549 91%	499 89%	442 93%	280 93%	469 90%	366 91%	473 89%	135 89%	362 95%	424 88%	473 92%	185 82%	305 83%	374 95%	12 96%
Refused 13 -	1 -	1 -	1 -	- -	- -	- -	1 -	- -	7 2%	- -	1 -	- -	2 1%	- -	- -
Don't know 15 -	3 1%	2 -	2 1%	1 -	- -	- -	- -	- -	1 -	- -	- -	1 -	1 -	2 -	- -

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

\*\* very small base (under 30) ineligible for sig testing

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? This includes caring for relatives with problems due to old age.  
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	568	113	160	162	108	103	351	350	294
	10%	11%	10%	11%	10%	10%	9%	9%	9%
No	5338	914	1393	1336	965	886	3499	3489	3337
	90%	89%	89%	89%	90%	89%	91%	91%	91%
Refused	13	3	5	3	3	2	7	10	10
	-	-	-	-	-	-	-	-	-
Don't know	15	-	-	-	-	-	6	3	4
	-	-	-	-	-	-	-	-	-

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/a partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5056	531	307	1068	2734	2102	1071	1469	1066	2928	2406	2735	1345	4589	3365	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
A: Under £100 \ Under £400 \ Under £5,000	207	179	18	11	56	104	45	10	48	16	132	207	-	60	147	55	63	82
	3%hnp	4%	3%	3%	5%iatg	3%	3%	1%	3%hj	1%	9%iahj	11%am	-	6%iao	3%	2%	6%iap	8%iapq
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	556	474	63	20	119	234	203	19	90	92	355	556	-	209	348	171	128	245
	9%hjm	9%	11%id	6%	10%if	8%	12%iaf	1%	5%ih	7%ihj	24%iahj	29%iam	-	19%iao	7%	5%	11%ip	23%iapq
C: £200 - £300 \ £300 - £1,333 \ £10,000 - £15,999	702	596	60	46	145	284	273	64	177	250	702	-	194	507	344	152	193	193
	12%hkm	12%	11%	15%	13%if	9%	16%iaef	5%	9%ih	21%iahj	17%iah	37%iam	-	18%iao	10%	9%	13%ip	18%iapq
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	453	374	59	20	114	211	128	71	157	124	102	-	453	97	358	228	123	96
	8%hkn	7%	11%iab	6%	10%iatg	7%	8%	5%	8%ih	10%iahk	7%	-	14%ial	9%	7%	8%	11%iap	9%ip
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	416	361	33	22	86	212	119	83	145	125	63	-	416	63	354	253	95	60
	7%hkl	7%	6%	7%	8%	7%	7%	6%ik	8%ih	10%iahk	4%	-	13%ial	6%	7%	7%	8%ir	6%
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	543	468	50	25	126	331	87	170	207	116	50	-	543	63	481	366	103	66
	9%hkm	9%	9%	8%	11%ig	11%iaq	5%	13%iajk	11%iak	9%ik	3%	-	17%ial	6%	10%in	10%ir	9%ir	6%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	378	314	31	33	73	259	46	131	161	63	23	-	378	31	347	287	61	23
	6%hkn	6%	6%	11%abc	6%ig	8%iaq	3%	10%iajk	9%iajk	5%ik	2%	-	12%ial	3%	7%in	8%iaqr	5%ir	2%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	372	328	27	17	96	237	40	147	152	56	18	-	372	28	344	282	74	16
	6%hkn	6%	5%	5%	8%iaq	8%iaq	2%	11%iajk	8%iajk	4%ik	1%	-	11%ial	3%	7%in	8%iar	6%ir	2%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	259	226	20	13	50	182	27	128	96	26	9	-	259	23	236	227	24	6
	4%hkm	4%	4%	4%	4%ig	6%iaq	2%	10%iajk	5%ik	2%ik	1%	-	8%ial	2%	5%in	6%iaqr	2%ir	1%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	211	183	19	9	25	167	19	135	52	20	3	-	211	13	198	183	21	7
	4%hkn	4%	3%	3%	2%ig	5%iaq	1%	10%iajk	3%ik	2%ik	*	-	6%ial	1%	4%in	5%iaqr	2%ir	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



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 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Net dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Unweighted Base	5934	5096	531	307	1068	2734	2102	1071	1469	1066	2928	2406	2735	1345	4569	3365	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Nothing/no work or scheme	19	17	1	2	4	11	4	1	8	4	6	10	5	5	15	12	5	3
Refused	1396	1199	130	67	173	697	526	301	490	288	317	270	495	201	1195	1010	195	168
Don't know	421	350	41	30	70	180	171	80	105	95	142	151	145	95	326	225	100	91
	7% <sup>lkm</sup>	7%	7%	8%	6%	6%	10% <sup>laef</sup>	6%	6%	8% <sup>ij</sup>	10% <sup>kah</sup>	8% <sup>lm</sup>	4%	9% <sup>no</sup>	7%	6%	9% <sup>pq</sup>	9% <sup>r</sup>



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 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER						TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5308	5923	5315	663	5261	4986	948	4216	603	1054	2242	3653	69*
A: Under £100 \ Under £400 \ Under £5,000	207	-	21	186	207	186	20	187	177	30	86	23	92	51	150	6
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	556	1	77	480	555	479	55	500	487	70	254	77	192	147	405	5
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	702	-	70	632	702	632	77	624	608	94	428	67	190	239	456	7
D: £309 - £399 \ £1,334 - £1,649 \ £16,000 - £19,999	453	2	43	410	451	408	58	393	398	55	292	48	114	162	283	8
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	416	-	51	366	416	366	46	370	346	70	330	31	63	180	233	4
F: £490 - £679 \ £2,100 - £2,999 \ £25,000 - £34,999	543	1	56	487	542	486	88	454	457	87	433	49	67	227	313	3
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	378	1	42	336	377	335	54	323	296	82	330	16	40	159	215	4
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	372	2	30	342	371	341	38	333	297	75	318	27	27	166	206	1
I: £1,150 - £1,549 \ £5,000 - £6,949 \ £60,000 - £79,999	259	-	26	233	259	233	28	231	205	54	237	15	6	124	130	5
J: £1,550 or over \ £6,950 or over \ £80,000 or over	211	-	25	186	211	186	29	182	167	44	189	18	4	85	125	1
Nothing/no work or scheme	19	-	3	16	19	16	2	17	16	3	12	3	5	11	8	-
	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5308	5923	5315	663	5261	4986	948	4216	603	1054	2242	3653	69
Refused	1986	3	121	1275	1393	1272	129	1264	1184	212	1042	166	182	557	820	19
	24% <sup>gm</sup>	27%	20%	24% <sup>c</sup>	24%	24% <sup>c</sup>	19%	24% <sup>g</sup>	24%	22%	25% <sup>km</sup>	28% <sup>km</sup>	17%	25%	22%	27%
Don't know	421	1	44	376	420	375	39	381	349	72	264	65	73	137	278	5
	7%	11%	7%	7%	7%	7%	6%	7%	7%	8%	6%	11% <sup>akm</sup>	7%	6%	8% <sup>un</sup>	8%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
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Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
A: Under £100 \ Under £400 \ Under £5,000	207	133	74	4	23	185	22	-
		3% <sup>d</sup>	2%	7%	10% <sup>ad</sup>	3%	4%	-
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	556	317	239	25	53	486	69	1
		9% <sup>bd</sup>	7%	4%	22% <sup>ad</sup>	9%	12% <sup>af</sup>	4%
C: £200 - £398 \ £830 - £1,233 \ £10,000 - £15,999	702	492	210	51	52	631	68	2
		12%	11%	9%	22% <sup>ad</sup>	12%	12%	10%
D: £399 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	453	362	91	41	18	403	50	-
		8%	3%	7%	8%	8%	9%	-
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	416	362	55	44	12	373	43	-
		7% <sup>cd</sup>	8% <sup>cd</sup>	8%	5%	7%	8%	-
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	543	508	37	89	7	498	46	-
		9% <sup>ce</sup>	11% <sup>ac</sup>	15% <sup>ae</sup>	3%	9%	8%	-
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	378	364	14	46	5	354	21	3
		6% <sup>ce</sup>	8% <sup>ac</sup>	8% <sup>ae</sup>	2%	7% <sup>g</sup>	4%	15%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	372	361	11	59	4	338	33	1
		6% <sup>ce</sup>	8% <sup>ac</sup>	10% <sup>ae</sup>	2%	6%	6%	7%
I: £1,150 - £1,549 \ £5,000 - £8,649 \ £60,000 - £79,999	259	248	11	45	3	235	24	-
		4% <sup>ce</sup>	5% <sup>ac</sup>	8% <sup>ae</sup>	1%	4%	4%	-
J: £1,550 or over \ £8,650 or over \ £80,000 or over	211	206	5	41	1	198	9	3
		4% <sup>ce</sup>	4% <sup>ac</sup>	7% <sup>ae</sup>	*	4% <sup>g</sup>	2%	16%
Nothing no work or scheme	19	16	3	-	-	17	2	-
		*	*	-	-	*	*	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Refused	1396	1023	373	110	32	1258	128	10
	24%de	22%	29%ab	19%	14%	23%	23%	46%
Don't know	421	253	168	23	25	377	43	1
	7%ad	5%	13%ab	4%	11%ad	7%	8%	3%

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	FAMILIAR WITH TARIFFS			SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)			
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5001	2674	781	1603	2217	1333
Weighted Base	5934	2338	3465	787	3373	5147	2561	885	1687	2165	1187
A: Under £100 \ Under £400 \ Under £5,000	207	65	136	28	93	179	114	15	46	83	64
	3%h	3%	4%b	4%	3%	3%	4%aef	2%	3%	4%h	5%ahj
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	556	196	347	57	268	499	289	50	118	232	157
	9%ah	8%	10%	7%	8%	10%de	11%def	6%	7%	11%hi	13%ahj
C: £200 - £398 \ £830 - £1,333 \ £10,000 - £15,999	702	237	452	83	374	619	327	72	184	291	154
	12%h	10%	13%b	10%	11%	12%	13%	8%	11%	13%hi	13%h
D: £399 - £899 \ £1,334 - £1,849 \ £16,000 - £19,999	453	168	280	49	259	404	194	68	141	152	92
	8%	7%	8%	6%	8%	8%	8%	8%	8%	7%	8%
E: £990 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	416	170	240	57	245	360	172	70	150	125	69
	7%	7%	7%	7%	7%	7%	7%	8%j	9%ajk	8%	6%
F: £490 - £679 \ £2,100 - £2,999 \ £25,000 - £34,999	543	248	286	78	343	465	200	110	174	186	73
	9%h	11%c	8%	10%	10%g	9%	8%	12%ajk	10%k	9%k	8%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	378	181	188	78	284	300	94	86	145	110	37
	6%gh	8%ac	5%	10%afg	8%afg	6%g	4%	10%ajk	9%ajk	5%k	3%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	372	149	219	69	252	304	120	83	123	128	38
	6%gh	6%	6%	9%afg	7%afg	6%g	5%	9%ajk	7%k	6%k	3%
I: £1,150 - £1,549 \ £5,000 - £6,849 \ £60,000 - £79,999	259	108	150	59	191	201	68	67	98	69	24
	4%gh	5%	4%	7%afg	6%afg	4%g	3%	8%ajk	6%ajk	3%	2%
J: £1,550 or over \ £6,850 or over \ £80,000 or over	211	92	117	42	153	169	58	56	68	68	19
	4%gh	4%	3%	5%afg	5%afg	3%g	2%	8%ajk	4%k	3%k	2%
Nothing/no work or scheme	19	5	13	3	11	16	8	3	6	6	5
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



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Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5001	2674	781	1603	2217	1333
Weighted Base	5934	2338	3465	787	3373	5147	2561	685	1697	2165	1167
Refused	1996	596	758	152	706	1244	690	179	342	562	313
Don't know	421	110	279	33	195	387	226	27	98	153	143
	7% <sup>h</sup> dsh	5% <sup>c</sup>	8% <sup>b</sup>	4% <sup>d</sup>	6% <sup>e</sup>	8% <sup>f</sup>	9% <sup>g</sup>	3% <sup>h</sup>	6% <sup>i</sup>	7% <sup>j</sup>	12% <sup>k</sup>

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	Total (a)	PES - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Merweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5934	608	558	454	288	513	410	574	155	376	488	511	222	380	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
A: Under £100 \ Under £400 \ Under £5,000	207	13	18	25	17	18	13	21	4	14	16	14	7	11	18	1
	2%	2%	3%	5%b	6%bl	3%	3%	4%	3%	3%	3%	3%	3%	3%	4%	5%
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	556	32	51	47	27	57	49	53	25	37	37	39	11	45	44	1
	9%bm	5%	9%b	10%bm	9%	11%bm	12%bkm	10%bm	17%bbdeh	9%b	8%	8%	5%	13%bbklm	11%bm	10%
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	702	49	87	53	43	81	50	66	20	39	50	40	35	37	50	-
	12%bl	8%	15%labkl	71%	14%bl	16%labkl	12%bl	14%l	70%	70%	70%	8%	16%blj	71%	12%	-
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	453	52	45	34	18	36	28	45	10	48	37	32	13	19	34	1
	8%	9%	8%	7%	6%	7%	7%	8%	7%	12%adefgk	8%	6%	6%	6%	8%	9%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	416	41	44	21	26	27	29	43	4	30	36	36	16	24	37	3
	7%cl	7%	8%cl	4%	9%cl	5%	7%cl	8%cl	2%	8%cl	7%cl	7%cl	7%	7%cl	9%clf	22%
F: £490 - £579 \ £2,100 - £2,899 \ £25,000 - £34,999	543	57	56	45	27	53	34	46	13	37	35	46	20	33	40	-
	9%	9%	10%	9%	9%	10%	9%	9%	9%	9%	7%	9%	9%	10%	10%	-
G: £580 - £889 \ £2,900 - £3,749 \ £35,000 - £44,999	378	35	35	16	29	31	32	20	8	23	45	33	22	22	27	2
	6%dh	6%	6%	3%	10%labdh	8%dh	4%	5%	6%	9%labdh	6%cl	9%clh	7%cl	6%cl	6%cl	28%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	372	53	26	34	23	37	24	17	6	21	36	40	11	18	27	-
	6%h	9%lachi	5%	7%h	8%h	7%h	6%	3%	4%	5%	7%h	8%ch	5%	5%	6%h	-
I: £1,150 - £1,549 \ £5,000 - £6,949 \ £60,000 - £79,999	259	30	26	27	7	14	13	10	6	15	33	44	9	10	15	-
	4%h	5%h	5%h	6%hefh	2%	3%	3%	2%	4%	7%laefghn	9%labefg	11%mo	4%	3%	4%	-
J: £1,550 or over \ £6,950 or over \ £80,000 or over	211	32	23	14	6	10	10	11	3	15	28	27	6	11	14	-
	4%	5%aefgh	4%l	3%	2%	2%	2%	2%	2%	4%	6%ldefgh	5%efgh	3%	3%	3%	-
Nothing/no work or scheme	19	2	1	4	-	1	1	1	-	1	3	3	1	1	1	-
	-	-	-	1%	-	-	-	-	-	-	1%	1%	1%	1	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastem (b)	EWE (c)	London (d)	Merweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Refused 1396 24%	161 27% <sup>cccc</sup>	112 20%	125 26% <sup>cccc</sup>	58 19%	120 23%	94 23%	158 30% <sup>cccc</sup> kk	35 23%	95 24%	93 19%	114 22%	53 24%	81 24%	92 22%	4 34%
Don't know 421 7%	49 8%	35 6%	33 7%	20 7%	36 7%	27 7%	39 7%	18 12% <sup>cccc</sup> kk	24 6%	31 6%	40 8%	22 10% <sup>cccc</sup>	28 8%	20 5%	1 5%

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

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? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
A: Under £100 \ Under £400	207	18	37	31	19	21	147	138	134
		2%	2%	2%	2%	2%	4%	4%	4%
B: £100 - £199 \ £400 - £829	556	57	82	74	56	51	397	392	346
		6%	5%	5%	5%	5%	10%	10%	10%
C: £200 - £308 \ £830 - £1,323	702	80	151	144	108	107	507	489	445
		6%	10%	10%	10%	11%b	13%	13%	13%
D: £309 - £389 \ £1,334 - £1,649	453	90	111	97	86	60	302	292	259
		9%cd	7%	6%	6%	6%	8%	8%	8%
E: £390 - £489 \ £1,650 - £2,099	416	101	132	138	96	83	273	272	229
		10%a	8%	9%a	9%	8%	7%	7%	7%
F: £490 - £679 \ £2,100 - £2,899	543	122	179	170	125	99	348	363	320
		12%a	11%a	11%a	12%a	10%	9%	9%	10%
G: £680 - £869 \ £2,900 - £3,749	378	88	139	130	86	86	218	238	195
		9%a	9%a	9%a	9%	9%a	6%	6%	6%
H: £870 - £1,149 \ £3,750 - £4,999	372	89	136	131	88	86	218	212	164
		9%a	9%a	9%a	8%a	9%a	6%	5%	5%
I: £1,150 - £1,549 \ £5,000 - £6,649	259	69	92	104	56	63	139	145	116
		7%a	6%a	7%a	5%	6%a	4%	4%	3%
J: £6,650 - £79,999									

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



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? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
J: £1,550 or over \	211	50	83	81	50	51	117	114	81
£6,650 or over \	4%	5%	5% <sup>a</sup>	5% <sup>a</sup>	5%	5% <sup>a</sup>	3%	3%	2%
or over	19	2	4	3	2	3	13	13	12
Nothing/no work or scheme	-	-	-	-	-	-	-	-	-
Refused	1396	222	343	332	255	230	909	917	801
	24%	22%	22%	22%	24%	23%	24%	24%	24%
Don't know	421	42	69	67	50	52	274	275	244
	7%	4%	4%	4%	5%	5%	7%	7%	7%



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 answered "nothing/no work or scheme", refused or don't know their household income

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	1909	1640	166	103	239	785	885	319	479	333	778	559	557	387	1522	1238	302	330
Weighted Base	1838	1566	172	98*	247	888	701	381	603	387	464	432	645	300	1538	1247	299	262
Less than £16,000	432	368	45	18	57	158	217	28	104	93	206	432	-	111	321	230	75	112
	24% <sup>lhm</sup>	23%	27%	19%	23%	18%	31% <sup>afg</sup>	7%	17% <sup>h</sup>	24% <sup>hi</sup>	44% <sup>ahj</sup>	100% <sup>lam</sup>	-	37% <sup>ao</sup>	21%	18%	25% <sup>p</sup>	43% <sup>apq</sup>
£16,000 or more	645	536	74	34	89	385	171	196	242	141	67	-	645	62	583	486	94	60
	35% <sup>akn</sup>	34%	43% <sup>b</sup>	35%	36% <sup>g</sup>	43% <sup>ag</sup>	24%	51% <sup>aijk</sup>	40% <sup>k</sup>	36% <sup>k</sup>	14%	-	100% <sup>al</sup>	21%	38% <sup>n</sup>	39% <sup>apq</sup>	31% <sup>r</sup>	23%
Refused	632	553	44	34	80	297	255	137	224	120	150	-	-	96	536	465	96	65
	34% <sup>clm</sup>	35% <sup>c</sup>	26%	35%	32%	33%	36%	36%	37%	31%	32%	-	-	32%	37% <sup>r</sup>	37% <sup>r</sup>	32%	25%
Don't know	128	109	8	11	20	49	59	19	33	33	42	-	-	32	96	65	34	24
	7% <sup>no</sup>	7%	4%	11% <sup>e</sup>	8%	5%	8% <sup>d</sup>	5%	6%	9%	9% <sup>hi</sup>	-	-	11% <sup>ao</sup>	6%	5%	11% <sup>ap</sup>	9% <sup>p</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - a/l/m - a/n/o - a/p/q/r  
 \* small base



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 answered "nothing/no work or scheme", refused or don't know their household income

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (n)	Electri- city only (n)	Any gas (n)	Any electri- city (n)	Gas and electri- city (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Unweighted Base	1909	5	180	1729	1904	1724	181	1723	1613	296	1302	205	310	701	1183	25
Weighted Base	1836	4**	169	1667	1832	1663	170	1662	1549	287	1318	234	260	705	1107	24**
Less than £16,000	432	1	54	377	430	376	56	374	366	65	252	68	106	152	276	3
£16,000 or more	24%a	33%	32%adef	23%	23%	23%	33%ah	23%	24%	23%	79%	29%k	41%akl	22%	25%	14%
Refused	645	1	61	584	644	583	51	593	544	101	501	64	69	278	357	10
Don't know	35%im	29%	36%	35%	35%	35%	30%	36%	35%	35%	38%im	27%	28%	39%o	32%	40%
	632	2	43	589	630	587	56	575	544	89	481	83	79	232	390	10
	34%cm	38%	25%	35%c	34%c	35%c	33%	35%	35%	37%	30%cm	35%cm	27%	33%	35%	42%
	128	-	11	117	128	117	7	120	96	32	84	20	15	43	84	1
	7%	-	6%	7%	7%	7%	4%	7%	6%	11%ai	6%	9%	6%	6%	8%	4%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

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 answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	1869	1204	705	101	77	1733	107	9
Weighted Base	1836	1292	545	133*	56*	1652	174	11**
Less than £16,000	432	229	203	14	27	393	35	4
£16,000 or more	24% <sup>abd</sup> 445	78% 559	37% <sup>abc</sup> 43% <sup>ac</sup>	17% 72	46% <sup>ade</sup> 14	24% 585	20% 58	38% 2
Refused	632	446	185	41	13	563	64	5
Don't know	128	67	61	6	4	110	17	-
	7%	3%	11% <sup>abc</sup>	3%	6%	7%	10%	-

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 answered "nothing/no work or scheme", refused or don't know their household income

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	1909	680	1139	182	921	1727	888	189	433	756	531
Weighted Base	1836	712	1050	188	912	1648	924	208	447	721	460
Less than £16,000	432	158	281	36	181	394	251	33	75	186	138
£16,000 or more	24% <sup>ba</sup>	16%	27% <sup>cb</sup>	20%	20%	24% <sup>fe</sup>	27% <sup>ag</sup>	16%	17%	28% <sup>hj</sup>	30% <sup>ki</sup>
Refused	645	296	339	74	350	571	295	98	180	248	119
Don't know	35% <sup>ka</sup>	42% <sup>ac</sup>	32%	39%	38% <sup>ig</sup>	35%	32%	47% <sup>ahj</sup>	40% <sup>ak</sup>	34% <sup>kl</sup>	26%
	632	259	347	68	315	564	317	71	162	247	152
	34%	36%	33%	36%	35%	34%	34%	34%	36%	34%	33%
	128	28	83	9	66	119	62	7	30	40	51
	7% <sup>kb</sup>	4%	8% <sup>cb</sup>	5%	7%	7%	7%	3%	7%	6%	11% <sup>khj</sup>

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 answered "nothing/no work or scheme", refused or don't know their household income

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1899	221	147	157	82	159	129	230	52	114	139	174	80	115	105	5	
Weighted Base 1836	212	149	162	78*	157	121	197	53*	119*	126	158	77*	109*	113*	5**	
Less than £16,000 24%	42	38	32	20	41	21	69	18	27	27	28	14	36	18	-	
£16,000 or more 35%e	74	41	59	9	79	35	56	26	48	39	68	32	40	37	1	
Refused 34%fn	82	57	57	41	33	60	59	8	36	41	51	24	26	52	3	
Don't know 7%l	14	13	13	8	4	6	13	-	7	19	10	7	6	6	1	
	7%l	9%l	8%l	11%l	3%	5%	6%	1%	6%	15%abfghi fno	6%	8%	6%	5%	12%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 answered "nothing/no work or scheme", refused or don't know their household income

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	1909	249	387	374	287	261	1273	1283	1199
Weighted Base	1636	265	416	402	306	284	1196	1265	1057
Less than £16,000	432	38	54	56	37	38	304	314	284
£16,000 or more	645	14% 24% 111	13% 42% 185	14% 45% 178	12% 43% 133	13% 46% 130	25% 35% 420	26% 36% 430	27% 34% 364
Refused	632	104	157	150	121	102	387	395	339
Don't know	128	34% 13	38% 20	37% 18	40% 15	36% 14	33% 75	33% 67	32% 70
	2%	5%	5%	5%	5%	5%	6%	6%	7%

Q.135 Have you moved house in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes - once	645 11% <sup>ghm</sup>	537 11%	76 14% <sup>b</sup>	32 10%	324 28% <sup>atg</sup>	276 9%	46 3%	118 9%	271 14% <sup>ahjk</sup>	114 9%	143 10%	195 10%	390 72%	83 8%	563 12% <sup>n</sup>	223 6%	311 27% <sup>apq</sup>	99 9% <sup>p</sup>
Yes - more than once	34 1% <sup>g</sup>	26 1%	6 1%	2 1%	20 2% <sup>atg</sup>	13 g	1 -	14 1% <sup>j</sup>	6 -	3 -	11 1%	9 -	21 1%	3 -	31 1%	11 -	18 2% <sup>apq</sup>	5 -
No	5221 88% <sup>aceg</sup>	4476 88%	465 84%	280 89%	789 69%	2800 90% <sup>ae</sup>	1631 97% <sup>aef</sup>	1202 90% <sup>h</sup>	1603 85%	1114 90% <sup>ai</sup>	1301 89% <sup>l</sup>	1693 89% <sup>m</sup>	2863 87%	993 92% <sup>ao</sup>	4227 87%	3392 93% <sup>apq</sup>	802 70%	941 90% <sup>q</sup>
Refused	17 0% <sup>im</sup>	14 -	3 -	- -	4 -	10 -	3 -	- -	7 -	1 -	9 1% <sup>ah</sup>	- -	2 -	- -	17 n	6 -	8 1% <sup>ap</sup>	3 -
Don't know	17 0% <sup>im</sup>	16 -	1 -	- -	1 -	9 -	7 -	5 -	3 -	4 -	6 -	- -	1 -	2 -	15 -	11 -	4 -	2 -

Fieldwork: 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER				TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
		Gas only (b)	Electri- city only (c)	Any gas (d)	Any electri- city (e)	Gas and electri- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes - once	645	3	73	572	643	569	72	571	522	124	411	80	144	212	429	4
Yes - more than once	17%	26%	12%	17%	11%	11%	11%	11%	10%	13%	10%	13%	14%	8%	12%	6%
No	34	-	2	32	34	32	5	29	30	4	22	3	7	7	27	-
Refused	17	-	-	16	17	15	1	15	12	5	11	4	1	5	12	-
Don't know	17	-	-	17	17	17	1	16	12	5	13	2	4	5	12	-
										7%						

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	324	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes - once	645	594	51	109	40	569	74	2
Yes - more than once	115% 34	13%ac 30	4% 4	19%ca 6	17%ca 5	17% 30	13% 4	8% -
No	5221	4002	1219	460	188	4728	473	20
Refused	88%bd 17	86% 12	94%ab 5	80% 3	80% 1	88%g 12	84% 5	90% 1
Don't know	17	3	14	-	1	13	4	-
	%b	-	1%ab	-	1%	-	1% 1%af	-

Fieldwork : 20/02/15-22/03/15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h

\*\* very small base (under 30) ineligible for sig testing

Q.135 Have you moved house in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes - once	645	240	389	182	343	464	302	161	162	174	128
Yes - more than once	11% 34	10% 9	71% 24	23% <sup>aefg</sup> 8	10% 14	9% 26	12% <sup>h</sup> 20	18% <sup>aijk</sup> 4	11% <sup>h</sup> 5	8% 17	11% <sup>h</sup> 8
No	5281	2072	3034	597	3011	4624	2219	719	1508	1960	1033
Refused	17	2	10	1	5	16	12	-	1	6	10
Don't know	-	-	-	-	-	-	-	-	-	-	-
	88% <sup>ah</sup>	89% 8	89% 8	76% -	89% <sup>adg</sup> 9	90% <sup>adg</sup> 17	87% <sup>ad</sup> 8	87% -	89% <sup>ah</sup> -	91% <sup>aih</sup> 1	87% <sup>ah</sup> 1% <sup>ahj</sup> 9



Q.135 Have you moved house in the last 12 months?  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	REGIONS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	South Hydro (i)	South Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13	
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	309	419	12**	
Yes - once 645 11% <sup>u</sup>	61 70%	63 11% <sup>u</sup>	50 71%	43 14% <sup>mm</sup>	38 7%	38 9%	56 71%	15 70%	62 15% <sup>abfah</sup> mo	62 13% <sup>l</sup>	62 12% <sup>l</sup>	18 8%	36 71%	42 70%	1 9%	
Yes - more than once 34 7%	1 -	7 1% <sup>gh</sup>	6 1% <sup>bghn</sup>	4 1% <sup>g</sup>	3 7%	-	1 -	-	6 1% <sup>abghn</sup>	1 -	3 7%	-	-	2 -	-	
No 5221 88% <sup>q</sup>	532 88% <sup>q</sup>	485 87%	418 87% <sup>q</sup>	253 84%	480 92% <sup>abode</sup> kl	365 90% <sup>e</sup>	472 89% <sup>q</sup>	137 90% <sup>q</sup>	308 82%	414 86%	442 86%	258 92% <sup>qkj</sup>	303 89% <sup>q</sup>	374 89% <sup>q</sup>	10 83%	
Refused 17 -	6 1% <sup>ahk</sup>	1 -	1 -	-	-	1 -	-	-	3 7%	-	4 7%	-	1 -	-	1 8%	
Don't know 17 -	5 1% <sup>a</sup>	2 -	2 7%	-	2 -	-	-	-	1 -	2 -	-	-	-	2 -	-	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes - once	645	144	223	197	114	142	388	373	339
Yes - more than once	34	3	2	3	1	2	19	17	13
No	5221	883	1331	1301	960	846	3440	3456	2980
Refused	17	1	1	1	1	1	10	9	9
Don't know	17	-	-	-	-	-	6	4	4
	-	-	-	-	-	-	-	-	-

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 gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local authori- ty (r)
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yes	1927	1590	212	128	409	1104	414	469	581	390	488	612	1184	393	1534	1119	368	406
	32%g	31%	38%ab	40%ab	36%ag	36%ag	25%	35%h	37%	32%	33%	32%	36%al	36%ao	32%	31%	32%	39%apq
No	4007	3479	339	189	729	2004	1274	670	1309	846	982	1285	2094	687	3319	2525	775	643
	68%cd	69%cd	62%	60%	64%	64%	75%ae	65%	69%h	68%	67%	68%lm	64%	64%	68%ln	69%lr	68%lr	61%



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 gas and/or electricity supply and are responsible for it

	Total (n)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Yes	1927	1	195	1732	1926	1731	211	1715	1593	334	1332	149	435	736	1164	27
	32%	12%	32%	33%	33%	33%	32%	33%	32%	35%	32%	25%	41%	33%	32%	39%
No	4007	9	413	3593	3997	3584	452	3545	3393	613	2884	454	619	1506	2459	42
	68%	68%	68%	67%	67%	67%	68%	67%	68%	65%	68%	75%	59%	67%	68%	61%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h - a/i/j - a/k/l/m - a/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Unweighted Base	5934	4257	1677	456	224	5392	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Yes	1927	1629	298	223	95	1775	147	5
	32% <sup>cp</sup>	35% <sup>ac</sup>	23%	39% <sup>da</sup>	40% <sup>ea</sup>	33% <sup>g</sup>	26%	22%
No	4007	3013	994	355	140	3577	413	17
	68% <sup>bde</sup>	65%	77% <sup>ab</sup>	61%	60%	67%	74% <sup>af</sup>	76%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Unweighted Base	5934	2201	3570	733	3280	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Yes	1927	782	1114	323	1226	1605	702	375	602	843	308
	32% <sup>gk</sup>	34%	32%	41% <sup>aefg</sup>	36% <sup>aefg</sup>	31% <sup>g</sup>	27%	42% <sup>aikj</sup>	35% <sup>aikj</sup>	30% <sup>ik</sup>	28%
No	4007	1546	2351	465	2148	3542	1859	510	1095	1522	880
	68% <sup>cdh</sup>	66%	68%	59%	64% <sup>cd</sup>	69% <sup>cd</sup>	73% <sup>cd</sup>	58%	65% <sup>h</sup>	70% <sup>ah</sup>	74% <sup>ahj</sup>





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 gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5934	608	558	454	298	513	410	574	155	376	498	511	222	380	384	13
Weighted Base 5934	605	559	478	300	522	403	529	152	399	480	511	225	399	419	12**
Yes 1927 32% <sup>td</sup>	184 30% <sup>td</sup>	181 32% <sup>td</sup>	105 22%	103 34% <sup>td</sup>	176 34% <sup>td</sup>	158 39% <sup>tabcdk</sup>	183 35% <sup>tdin</sup>	71 47% <sup>tabdde</sup>	141 35% <sup>tdin</sup>	143 30% <sup>td</sup>	145 28% <sup>td</sup>	85 38% <sup>tdin</sup>	93 27%	159 38% <sup>tabdtkin</sup>	4%
No 4007 68% <sup>glo</sup>	421 70% <sup>glo</sup>	378 68% <sup>glo</sup>	373 78% <sup>tabcef</sup>	198 66% <sup>u</sup>	346 66% <sup>u</sup>	245 61%	346 65% <sup>u</sup>	81 53%	258 65% <sup>u</sup>	336 70% <sup>glo</sup>	366 72% <sup>glohim</sup>	141 62%	246 73% <sup>glohim</sup>	260 62%	12 96%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



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 gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Unweighted Base	5934	942	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Yes	1927	390	618	589	422	364	1192	1208	1005
	32% <sup>a</sup>	38% <sup>a</sup>	40% <sup>a</sup>	39% <sup>a</sup>	39% <sup>a</sup>	37% <sup>a</sup>	31%	31%	30%
No	4007	640	940	913	655	627	2671	2651	2340
	68% <sup>b</sup>	62%	60%	67%	61%	62%	69%	68%	70% <sup>a</sup>

Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5069	551	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
<b>NATION</b>																		
England	5069	5069	-	-	985	2649	1432	1139	1634	1042	1254	1616	2791	891	4178	3092	1012	883
	85%ad	100%aad	-	-	87%	85%	85%	85%	86%	84%	85%	85%	85%	82%	86%	89%aap	84%	84%
Scotland	551	-	551	-	105	285	161	141	161	114	135	186	313	117	434	324	84	126
	9%bd	-	100%abd	-	9%	9%	10%	11%	9%	9%	9%	10%	10%	9%	9%	7%	7%	12%apq
Wales	314	-	-	314	46	174	95	59	94	80	81	95	174	72	242	226	47	41
	5%bc	-	-	100%abc	4%	6%	6%	4%	5%	6%h	6%	5%	5%	7%o	5%	6%cp	4%	4%
<b>AGE</b>																		
16-34	1138	988	105	46	1138	-	-	149	439	229	321	379	659	66	1072	378	506	241
	19%lghm	19%ld	19%	15%	100%lgh	-	-	11%	23%ahj	19%h	22%ahj	20%	20%	6%	22%an	10%	44%ap	23%ap
35-64	3108	2649	285	174	-	3108	-	758	1008	656	686	780	1982	477	2631	1935	547	572
	52%legk	52%	55%	55%	-	100%leg	-	57%kak	53%k	53%k	47%	41%	60%kal	44%	54%kn	53%kq	48%	54%kq
65+	1688	1432	161	95	-	-	1688	432	442	351	463	738	637	538	1150	1330	90	237
	28%lem	28%	29%	30%	-	-	100%laef	32%lai	23%	28%l	32%lai	39%lam	19%	50%lao	24%	37%laqr	8%	23%lq
<b>SOCIAL GRADE</b>																		
AB	1339	1139	141	59	149	758	432	1339	-	-	-	122	1060	172	1167	1147	134	46
	23%lah	22%	26%ld	19%	13%	24%le	26%lae	100%lahk	-	-	-	6%	32%lal	16%	24%ln	31%laqr	12%lr	4%
C1	1889	1634	161	94	439	1008	442	-	1889	-	-	420	1212	260	1629	1241	433	188
	32%hjk	32%	29%	30%	39%lathg	32%lg	26%	-	100%lahjk	-	-	22%	37%lal	24%	34%ln	34%lar	38%lap	18%
C2	1236	1042	114	80	229	656	351	-	-	1236	-	412	671	196	1040	760	224	238
	21%hkn	21%	21%	26%	21%	21%	21%	-	-	100%hahk	-	20%	20%	18%	21%kn	21%	20%	22%
DE	1470	1254	135	81	321	686	463	-	-	-	1470	943	335	453	1017	495	353	578
	25%hjm	25%	25%	26%	28%laf	22%	27%laf	-	-	-	100%hahj	50%lam	10%	42%lao	21%	14%	31%lap	55%lapq

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
<b>INCOME</b>																		
Below £16,000p.a.	1896	1616	186	95	379	780	728	122	420	412	943	1896	-	573	1323	800	419	632
32%lm	32%	32%	34%	30%	33%l	25%	44%aef	9%	22%h	33%hi	64%ah	100%am	-	53%ao	27%	22%	37%ap	60%apq
Above £16,000p.a.	3278	2791	313	174	659	1962	637	1060	1212	671	335	-	3278	379	2899	2313	595	329
55%kn	55%	55%	57%	55%	58%g	64%aep	36%	79%ajk	64%ajk	54%uk	23%	-	100%al	36%	60%an	63%agr	52%ar	31%
<b>DISABILITY</b>																		
Dis-abled	1080	891	117	72	66	477	538	172	260	196	453	573	379	1080	-	572	161	314
18%efh	18%	18%	21%	23%ab	6%	15%e	32%aef	13%	14%	16%	31%ahj	30%am	12%	100%ao	-	16%	14%	30%apq
Not dis-abled	4854	4178	434	242	1072	2631	1150	1167	1629	1040	1017	1323	2899	-	4854	3071	982	736
82%dgf	82%	82%cl	79%	77%	94%atg	85%aag	68%	87%iak	86%iak	84%uk	69%	70%	88%al	-	100%an	84%ar	86%ar	70%
<b>TENURE</b>																		
Owmed/ Mortgage	3643	3092	324	228	378	1935	1330	1147	1241	760	495	800	2313	572	3071	3643	-	-
61%ekn	61%	59%	59%	72%abc	33%	62%e	79%aef	86%ajk	66%ajk	62%uk	34%	42%	71%al	53%	63%an	100%agr	-	-
Rent private	1143	1012	84	47	506	547	90	134	433	224	353	419	595	161	982	-	1143	-
19%icgn	19%	20%cd	15%	15%	44%atg	18%g	5%	10%	23%ahj	18%h	24%ah	22%am	78%	15%	20%an	-	100%apr	-
Rent local auth- ority	1050	883	126	41	241	572	237	46	188	238	578	632	329	314	736	-	-	1050
18%dbz	18%	17%	23%abd	13%	21%ag	18%g	14%	3%	10%h	19%hi	39%ahj	33%am	70%	29%ao	75%	-	-	100%apq
<b>TYPE OF CONSUMER</b>																		
Gas only	11	8	2	1	4	5	1	1	2	4	4	2	7	-	10	4	4	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Electri- city only	608	459	81	69	126	290	192	152	178	121	159	222	333	129	480	331	149	118
10%b	9%	15%ab	22%abc	13%	11%l	9%	11%l	11%	9%	10%	11%	12%	10%	12%o	70%	9%	13%ap	11%p

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owne'd/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5069	551	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Any gas	5326	4811	470	245	1012	2818	1496	1187	1713	1115	1311	1674	2945	951	4374	3312	994	931
	90%cds	91%acd	85%cd	79%	89%	91%fg	89%	89%	91%	90%	89%	88%	90%	88%	90%k	91%qcr	87%	89%
Any electri- city	5923	5061	549	313	1134	3103	1687	1338	1888	1232	1466	1894	3271	1080	4844	3639	1139	1047
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gas and electri- city	5315	4803	468	244	1007	2813	1495	1186	1711	1111	1307	1672	2938	951	4364	3308	990	929
	90%cds	91%acd	85%cd	79%	89%	91%fg	89%	89%	91%	90%	89%	88%	90%	88%	90%	91%qcr	87%	89%
<b>TIME OF USE METER</b>																		
Yes	663	611	39	12	144	346	172	155	227	140	142	208	392	126	537	400	132	117
	11%cd	12%cd	7%	4%	13%g	11%	10%	12%	12%k	11%	10%	11%	12%	12%	11%	11%	12%	11%
No	5261	4458	510	301	994	2757	1516	1183	1661	1093	1324	1688	2879	954	4307	3243	1007	930
	89%	89%	85%ab	96%ab	87%	89%	90%e	88%	88%	88%	90%l	89%	88%	88%	89%	89%	88%	89%
<b>SUPPLIER</b>																		
Any Big Six supplier	4988	4228	488	271	954	2584	1448	1090	1577	1045	1274	1637	2710	925	4062	3012	972	919
	84%h	83%	89%ab	96%	84%	83%	88%j	81%	83%	85%	87%ah	86%am	83%	86%	83%	83%	85%	86%ap
No Big Six supplier	948	842	63	44	184	523	240	248	313	191	195	259	568	156	792	632	171	131
	16%cd	17%c	11%	14%	16%	17%g	14%	19%ak	17%k	15%	13%	14%	17%u	14%	16%	17%r	15%	12%
<b>METHOD OF PAYMENT</b>																		
Direct Debit	4218	3632	373	211	676	2206	1335	1175	1494	860	688	1020	2631	681	3535	3106	659	395
	71%ek	72%	68%	67%	59%	71%e	79%aef	88%ajk	79%ajk	70%k	47%	54%	80%al	63%	73%u	85%acr	58%r	38%
Standard Credit	603	526	42	36	93	284	226	103	179	150	171	233	267	149	454	349	139	107
	10%hm	10%	8%	11%	8%	9%	13%aef	8%	9%	12%hi	12%hi	12%am	8%	14%ao	9%	10%	12%p	10%
PPM	1054	858	127	69	339	619	97	53	217	231	553	580	389	230	825	180	312	531
	18%ghm	17%	23%ab	22%b	30%atg	20%ag	6%	4%	11%h	19%hi	38%ahj	31%am	12%	21%ao	17%	5%	27%ap	51%apq
<b>TARIFF TYPE</b>																		
Fixed term	2242	1956	184	103	379	1145	718	624	764	454	400	589	1360	383	1859	1646	317	244
	38%ic	39%c	33%	33%	33%	37%	43%aef	47%ajk	46%k	37%k	27%	31%	42%al	35%	38%	45%acr	28%r	23%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
SVT	3823	3059	356	208	746	1934	942	701	1102	766	1054	1287	1862	683	2940	1957	818	787
Mixed	61%hmp	60%	60%	66%	66%ag	62%g	56%	52%	58%h	62%h	72%ahj	69%am	57%	63%	67%	54%	72%ap	75%ap
	69	55	11	3	12	29	28	14	23	16	16	21	36	14	55	41	9	18
	1%	1%	2%	1%	1%	1%	2%j	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
INTERNET USER																		
Regular	4642	3982	419	241	1096	2736	810	1184	1637	914	907	1171	2958	813	4028	2853	1008	714
	78%akj	79%	76%	77%	96%atg	88%ag	46%	88%ajk	87%ajk	74%k	62%	62%	90%al	57%	83%an	78%r	88%apr	68%
Not regular	1292	1087	132	73	42	372	878	154	252	322	563	726	320	467	825	790	137	336
	22%ahh	21%	24%	23%	4%	12%e	52%aef	12%	13%	26%ahi	38%ahj	38%am	10%	43%ao	17%	22%iq	12%	32%apq
	moq																	
FAMILY																		
Child under 5 AND ABC1C2	578	509	41	29	273	302	3	163	246	170	-	94	437	33	545	310	173	85
	10%gkn	10%	7%	9%	24%atg	10%g	*	12%ak	13%ak	14%ak	-	5%	13%al	3%	11%an	9%	15%apr	6%
Child under 5 AND DE	235	198	24	12	166	67	2	-	-	-	235	154	65	27	208	30	85	113
	4%lmp	4%	4%	4%	19%atg	2%g	*	-	-	-	16%ahj	8%am	2%	2%	4%n	7%	7%ap	11%apq
	mp																	
ETHNIC ORIGIN																		
White	5352	4512	532	307	970	2731	1651	1246	1683	1116	1207	1695	2983	1034	4318	3386	952	924
	90%lce	89%	97%ab	96%ab	85%	88%e	98%aef	93%ajk	89%	80%	89%	89%	91%	96%ao	89%	93%apr	83%	88%q
Non-white	560	539	17	4	164	361	35	85	198	118	160	194	284	46	514	244	184	125
	9%hcdh	11%cd	3%	1%	14%atg	12%ag	2%	6%	10%h	10%h	11%h	10%	9%	4%	11%n	7%	16%apr	12%ap
	mp																	
Refused	22	18	1	3	4	16	2	8	8	2	3	7	10	1	21	13	7	1
	*	*	*	1%	*	1%g	*	1%	*	*	*	*	*	*	*	*	1%r	*
FAMILIAR WITH TARIFFS																		
Familiar	2328	2095	155	79	449	1364	515	550	802	484	491	628	1414	347	1982	1510	407	368
	39%cdg	41%acd	28%	25%	39%g	44%aag	30%	41%k	42%ak	39%k	33%	33%	43%al	32%	41%n	41%qr	36%	35%
	img																	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owmed/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Not familiar	3465	2845	391	228	661	1685	1119	764	1051	727	922	1216	1819	700	2764	2072	690	651
	58%abm	56%	71%ab	73%ab	58%af	54%	66%aef	57%	56%	59%	63%ahj	64%am	55%	65%ao	57%	57%	60%	62%ap
<b>SWITCHING</b>																		
Switched in last 12 months	787	696	57	35	192	454	142	214	270	150	153	206	505	118	669	501	156	115
	13%akln	14%lc	10%	11%	17%ag	15%ig	8%	16%ajk	14%k	12%	10%	11%	15%al	11%	14%ln	14%r	14%	11%
Ever switched	3373	2916	288	169	490	1945	939	933	1083	667	691	916	2077	615	2759	2337	490	490
	57%aklo	58%lc	52%	54%	43%	63%aag	56%ie	70%ajk	57%k	54%uk	47%	48%	63%al	57%	64%aqr	57%	43%	47%
Not switched in last 12 months	5147	4373	494	279	947	2654	1546	1125	1620	1086	1316	1690	2773	962	4185	3142	987	935
	87%aklm	86%	90%lb	89%	83%	85%	92%aaf	84%	86%	88%h	90%ah	89%am	85%	89%ao	86%	86%	86%	89%ap
Never switched	2561	2153	282	145	648	1163	750	406	806	569	779	981	1200	466	2095	1307	653	559
	43%akmp	42%	48%lb	46%	57%aag	37%	44%lf	30%	43%h	46%h	53%ahj	52%am	37%	43%	38%	57%ap	53%ap	
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>																		
Switched On	885	772	77	35	145	531	209	321	317	154	92	169	637	145	740	667	125	78
	15%akj	15%	14%	11%	13%	17%aag	12%	24%ajk	17%k	12%k	6%	9%	19%al	13%	15%	18%aqr	11%r	7%
Tuned In	1897	1486	141	70	326	917	454	467	591	324	315	423	1082	305	1392	1151	301	216
	32%akl	29%ld	26%	22%	29%	31%k	27%	35%ajk	31%k	26%k	21%	22%	33%al	26%	29%	32%aqr	26%r	21%
On standby	2165	1834	213	118	408	1102	654	415	663	482	605	791	1087	372	1793	1280	430	423
	36%ahm	36%	39%	38%	36%	35%k	39%l	31%	35%h	39%hi	41%ah	42%am	33%	34%	37%	35%	38%	40%ap
Unplugged	1187	977	120	91	259	557	19%	136	319	276	457	512	472	259	929	545	287	333
	20%ahm	19%	22%	29%abc	23%l	18%	22%l	10%	17%h	22%hi	31%ahj	27%am	14%	24%ao	19%	15%	26%ap	
<b>PES - SEGMENTS</b>																		
Eastern	605	605	-	-	129	325	151	158	223	132	92	138	373	82	523	368	122	110
	10%cdn	12%acd	-	-	11%g	10%	9%	12%k	12%k	11%k	6%	7%	11%l	8%	11%l	10%	11%	10%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
EME	559	559	-	-	122	283	153	115	186	123	135	193	295	98	461	351	109	97
London	479	479	-	-	104	296	78	72	203	94	109	157	251	49	429	237	106	126
Manweb	300	202	-	98	58	161	82	63	97	50	90	107	144	82	219	182	66	50
Midlands	522	522	-	-	88	259	176	114	142	134	132	197	288	109	413	343	84	85
Northern	403	403	-	-	66	199	138	97	126	65	115	133	205	94	310	260	63	73
Norweb	529	529	-	-	124	256	149	87	105	126	210	208	249	92	437	315	96	108
Scottish Hydro	152	-	152	-	38	71	43	23	52	35	41	69	75	34	118	78	21	49
Scottish Power	399	-	399	-	67	214	118	117	109	79	94	118	238	83	316	247	63	77
Seaboard	480	480	-	-	82	256	142	140	173	82	84	131	289	88	392	301	128	48
Southern	511	511	-	-	96	288	128	122	190	102	67	121	328	63	448	315	129	52
SWALEC	225	10	-	216	31	120	74	47	58	68	53	67	128	41	184	170	29	28
SWEB	339	339	-	-	58	168	113	82	98	66	96	120	178	70	270	212	46	79

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r





Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis-abled (n)	Not dis-abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local auth- ority (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Yorkshire	419	419	-	-	74	204	141	101	123	77	117	130	230	94	325	256	77	68
NA	12	12	-	-	2	8	2	-	5	3	4	2	7	1	11	9	2	1
<b>CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS</b>																		
Changed tariff with existing supplier	1030	907	85	37	164	573	293	367	343	189	131	193	720	176	854	781	137	97
	17%da	18%da	16%	12%	14%	18%e	17%e	27%ajk	18%k	15%k	9%	10%	22%al	16%	18%	21%aqr	12%r	9%
Compared tariff with those from other suppliers	1558	1363	131	64	288	911	359	499	543	295	231	324	1058	241	1317	1113	258	165
	26%dk	27%da	24%	20%	25%g	29%ag	21%	37%ajk	29%k	23%k	16%	17%	32%al	22%	27%an	31%aqr	23%r	16%
Compared tariff with those from existing supplier	1502	1324	122	55	265	871	366	504	535	282	200	305	1059	231	1271	1120	220	138
	25%dk	26%da	22%	19%	23%	28%ag	22%	38%ajk	29%k	21%k	14%	16%	31%al	21%	26%an	31%aqr	19%r	13%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	941	94	43	176	627	275	347	368	200	163	219	721	178	899	771	175	117
	18%ekq	19%da	17%	14%	15%	20%ag	16%	26%ajk	19%k	16%k	11%	12%	22%al	16%	19%	21%aqr	15%r	11%
Compared tariff with those from existing supplier (2014 Survey equivalent)	992	867	86	38	186	585	219	299	372	175	145	217	658	154	838	707	166	102
	17%dk	17%da	16%	12%	16%g	19%ag	13%	22%ajk	20%k	14%k	10%	11%	20%al	14%	17%an	19%aqr	15%r	10%
<b>TRUST IN ENERGY SUPPLIER (COMPLETELY TEND TO TRUST)</b>																		
Treat you fairly in their dealings with you	3863	3294	382	208	711	1899	1253	804	1213	836	1011	1355	2037	744	3120	2356	720	725
	65%hm	65%	68%	66%	62%	61%	74%aaf	60%	64%h	69%h	69%ah	71%am	62%	69%ao	64%	65%	63%	69%apq
Provide clear and helpful information for you	3859	3314	340	205	721	1956	1231	801	1219	830	1009	1332	2066	748	3111	2372	702	719
	65%hm	65%	62%	65%	63%	61%	73%aaf	60%	65%h	67%h	69%ah	70%am	63%	69%ao	64%	65%q	61%	69%apq

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k - a/l/m - a/n/o - a/p/q/r



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION			AGE			SOCIAL GRADE				INCOME		DISABILITY		TENURE			
	Total (a)	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Below £16,000 p.a. (l)	Above £16,000 p.a. (m)	Dis- abled (n)	Not dis- abled (o)	Owned/ Mortgage (p)	Rent private (q)	Rent local author- ity (r)
Total	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Unweighted Base	5934	5096	531	307	1098	2734	2102	1071	1469	1066	2328	2406	2735	1345	4589	3395	1121	1307
Weighted Base	5934	5069	551	314	1138	3108	1688	1339	1889	1236	1470	1896	3278	1080	4854	3643	1143	1050
Charge you a fair price for your electricity	3345 56% <sup>ahm</sup>	2884 57%	289 52%	171 54%	634 56%	1617 52%	1093 65% <sup>aef</sup>	636 48%	1049 56% <sup>ih</sup>	738 60% <sup>hj</sup>	922 63% <sup>ah</sup>	1208 64% <sup>am</sup>	1727 53%	670 62% <sup>ao</sup>	2675 55%	2004 55%	619 54%	655 62% <sup>apq</sup>



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE		
		Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
<b>NATION</b>																
England	5069	8	459	4611	5061	4603	611	4450	4228	842	3632	526	858	1956	3059	55
Scotland	551	2	81	470	549	468	39	510	488	63	373	42	184	184	356	11
Wales	314	1	69	245	313	244	12	301	271	44	211	36	69	103	208	3
<b>AGE</b>																
15-34	1138	4	126	1012	1134	1007	144	989	954	184	676	93	339	379	746	12
35-64	3108	5	290	2818	3103	2813	348	2757	2584	523	2206	284	619	1145	1934	28
65+	1688	1	192	1496	1687	1485	172	1514	1448	240	1335	228	97	718	942	28
<b>SOCIAL GRADE</b>																
AB	1399	1	152	1197	1338	1186	155	1183	1090	248	1175	103	53	624	701	14
C1	1889	2	176	1713	1888	1711	227	1661	1577	313	1484	179	784	1102	23	23
C2	1236	4	121	1115	1232	1111	140	1093	1045	191	860	150	231	454	766	16
DE	1470	4	159	1311	1466	1307	142	1324	1274	195	688	171	553	400	1054	16
<b>INCOME</b>																
Below £16,000p.a.	1896	2	222	1674	1894	1672	208	1686	1637	259	1020	233	580	589	1287	21
Above £16,000p.a.	3278	7	353	2945	3271	2938	392	2879	2710	568	2631	267	389	1360	1862	36

Fieldwork : 20/02/15-22/03/15  
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 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
<b>DISABILITY</b>																
Dis-abled	1080	-	129	951	1080	951	128	954	925	156	681	149	230	383	683	14
	19%ka	4%	21%	18%	18%	18%	19%	18%	19%	16%	16%	25%ka	22%ka	7%	19%	20%
Not dis-abled	4854	10	480	4374	4844	4364	537	4307	4062	792	3535	454	825	1859	2940	55
	82%lm	96%	79%	82%	82%	82%	81%	82%	81%	84%	84%alm	75%	78%	83%	81%	80%
<b>TENURE</b>																
Owned/ Mortgage	3643	4	331	3312	3639	3308	400	3240	3012	632	3196	340	180	1646	1957	41
	61%cmo	37%	54%	62%c	61%c	62%c	60%	62%	60%	67%ai	74%alm	58%sm	17%	73%aop	54%	59%
Rent private	1143	4	149	994	1139	990	132	1007	972	171	659	139	312	317	818	9
	19%kn	41%	24%adef	19%	19%	19%	20%	19%	19%	16%	16%	23%ak	30%akd	14%	23%an	13%
Rent local auth-orty	1050	2	118	931	1047	929	117	930	919	131	395	107	531	244	787	18
	18%ku	22%	19%	17%	18%	17%	18%	18%	18%j	14%	9%	18%k	50%akd	11%	22%an	28%un
<b>TYPE OF CONSUMER</b>																
Gas only	11	11	-	11	-	-	-	-	8	2	9	1	1	9	2	-
	100%	100%	-	100%	-	-	-	-	80%	20%	100%	100%	100%	100%	100%	-
Electricity only	608	-	608	-	608	-	218	391	522	87	367	88	126	212	397	-
	10%dfhco	-	100%adef	-	100%adef	-	33%ah	7%	10%	9%	9%	15%ak	12%k	9%p	11%p	-
Any gas	5326	11	-	5326	5315	5315	445	4870	4465	861	3850	515	928	2031	3228	69
	90%cp	100%	-	100%ace	90%c	100%ace	67%	93%ag	90%	91%	91%alm	85%	88%	91%	89%	100%ano
Any electricity	5923	-	608	5315	5923	5315	663	5261	4978	945	4208	602	1053	2234	3621	69
	100%	-	100%	100%	100%ad	100%ad	100%	100%a	100%	100%	100%	100%	100%	100%	100%un	100%
Gas and electricity	5315	-	-	5315	5315	5315	445	4870	4456	869	3841	514	927	2022	3224	69
	90%cp	-	-	100%ace	90%c	100%ace	67%	93%ag	89%	91%	91%alm	85%	88%	90%	89%	100%ano
<b>TIME OF USE METER</b>																
Yes	663	-	218	445	663	445	663	-	568	95	465	90	115	259	396	7
	11%ah	-	36%adef	8%	11%ad	8%	100%ah	-	11%	10%	11%	12%	11%	12%	11%	11%
No	5261	-	391	4870	5261	4870	-	5261	4411	850	3742	522	938	1974	3225	62
	89%ca	-	64%	91%ace	89%c	92%ace	-	100%ag	88%	90%	89%	87%	89%	88%	89%	89%

Fieldwork : 20/02/15-22/03/15  
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Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (n)	Gas only (n)	Electricity only (n)	Any gas (n)	Any electricity (n)	Gas and electricity (n)	Yes (n)	No (n)	Any Big Six supplier (n)	No Big Six supplier (n)	Direct Debit (n)	Standard Credit (n)	PPM (n)	Fixed term (n)	SVT (n)	Mixed (n)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
<b>SUPPLIER</b>																
Any Big Six supplier	4986	8	522	4465	4978	4456	568	4411	4986	-	3465	560	937	1828	3090	68
No Big Six supplier	948	84% 16% 21%	87	801	945	859	95	850	-	948	751	43	117	414	533	1
<b>METHOD OF PAYMENT</b>																
Direct Debit	4216	9	367	3850	4208	3841	465	3742	3465	751	4216	34	101	1964	2195	58
Standard Credit	603	1	88	515	602	514	80	522	560	43	34	603	31	113	477	13
PPM	1054	1	126	928	1053	927	115	938	537	117	1011	31	1054	117	919	19
<b>TARIFF TYPE</b>																
Fixed term	2242	9	212	2031	2234	2022	259	1974	1828	414	1964	113	117	2242	-	-
SVT	3623	2	397	3226	3621	3224	396	3225	3090	533	2195	477	919	-	3623	-
Mixed	69	-	-	61%	61%	61%	60%	61%	62% 1%	56%	79% 1%	87% 2%	18	-	100% -	69
<b>INTERNET USER</b>																
Regular	4642	10	447	4195	4632	4185	536	4097	3833	809	3435	379	799	1860	2734	48
Not regular	1292	1	162	1131	1291	1190	127	1164	1153	139	782	224	256	382	889	20
<b>FAMILY</b>																
Child under 5 AND ABC1C2	578	2	43	535	576	533	76	500	457	121	432	47	105	224	347	7
Child under 5 AND DE	235	1	24	211	234	210	21	213	198	37	75	16	182	50	183	2

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Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
<b>ETHNIC ORIGIN</b>																
White	5352	6	553	4799	5346	4793	601	4745	4490	862	3865	510	930	2065	3221	65
Non-white	569	56%	91%	80%	80%	80%	91%	80%	90%	91%	92%aim	85%	88%u	92%ao	89%	85%
Refused	22	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>FAMILIAR WITH TARIFFS</b>																
Familiar	2328	4	218	2110	2324	2106	291	2033	1913	416	1791	169	357	1152	1151	25
Not familiar	3465	39%	36%	40%	39%	40%	44%ah	39%	38%	44%ai	42%aim	28%	34%u	51%aop	32%	37%
<b>SWITCHING</b>																
Switched in last 12 months	787	1	57	731	788	730	105	681	423	364	631	29	132	445	331	11
Ever switched	3373	4	255	3119	3370	3115	375	2995	2629	744	2660	222	484	1541	1802	30
Not switched in last 12 months	5147	9	552	4595	5137	4585	558	4579	4563	584	3586	574	922	1797	3292	58
Never switched	2561	87%	91%adef	86%	87%	86%	84%	87%	92%aj	62%	85%	95%akm	87%	80%	91%an	84%
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>																
Switched On	885	4	85	800	881	796	126	755	674	211	782	48	61	578	300	7
Tuned In	1697	3	151	1546	1694	1543	205	1490	1344	353	1350	114	236	789	878	30
	2931	25%	25%	2930	2931	2930	331%	28%	27%	37%ai	32%aim	19%	22%	35%aop	24%	44%ap

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Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electr- city only (c)	Any gas (d)	Any electr- city (e)	Gas and electr- city (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
							(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3823	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3823	69*
On standby	2165	2	216	1949	2163	1948	237	1926	1937	228	1472	279	398	662	1479	24
Unplugged	1187	2	157	1031	1185	1028	95	1090	1031	156	613	163	359	214	965	8
<b>PES - SEGMENTS</b>																
Eastern	605	4	81	524	601	521	117	484	507	98	462	57	74	237	365	3
EME	559	1	55	504	559	503	45	514	461	67	407	56	96	199	350	10
London	478	2	47	430	475	428	25	450	414	63	312	58	108	165	309	4
Manweb	300	-	26	274	300	274	15	285	247	53	183	35	90	93	202	5
Midlands	522	-	70	452	522	452	54	468	447	75	354	73	78	230	289	4
Northern	403	-	17	387	403	387	22	381	329	75	296	29	69	177	228	1
Norweb	529	-	16	513	529	513	28	501	435	94	334	50	131	202	322	6
Scottish Hydro	152	-	41	111	152	111	20	132	133	18	89	17	44	30	116	5
Scottish Power	399	2	40	359	397	358	19	378	355	44	284	25	83	154	239	6
Seaboard	489	-	39	440	480	440	97	383	408	72	366	54	59	186	282	12
Southern	511	-	75	437	511	437	57	455	417	94	403	57	171	338	2	

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	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
SWALEC	225	1	46	180	224	178	7	217	193	33	164	19	36	87	135	4
	4%g	72%	8%adef	3%	4%	3%	1%	4%g	4%	3%	4%	3%	3%	4%	4%	5%
SWEB	339	1	38	302	338	301	28	310	282	58	251	29	64	134	201	4
	5%	11%	6%	6%	6%	6%	4%	6%	6%	6%	6%	5%	6%	6%	6%	7%
Yorkshire	419	-	18	401	419	401	29	390	347	71	302	45	64	174	241	4
	7%cg	-	3%	8%c	7%c	8%c	4%	7%g	7%	8%	7%	7%	6%	8%	7%	6%
NA	12	-	1	11	12	11	1	12	10	2	9	1	1	5	7	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS</b>																
Changed tariff with existing supplier	1030	2	66	964	1028	961	114	914	853	177	912	55	61	688	323	19
	17%clmo	21%	11%	18%c	17%c	18%c	17%	17%	17%	19%	22%alm	9%lm	6%	31%ao	9%	28%ao
Compared tariff with those from other suppliers	1558	4	131	1427	1554	1423	213	1341	1168	390	1298	87	172	869	19	28%
	26%clmo	37%	22%	27%c	26%c	27%c	32%ah	25%	23%	41%ai	31%alm	74%	16%	39%ao	16%	28%
Compared tariff with those from existing supplier	1502	1	131	1371	1500	1369	209	1291	1155	346	1278	86	140	886	59	23
	25%lmo	12%	22%	26%c	25%	26%c	32%ah	25%	23%	37%ai	30%alm	14%	13%	39%ao	16%	33%o
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	3	88	989	1074	986	142	932	930	147	893	73	114	564	496	15
	18%clmo	26%	14%	19%c	18%c	19%c	21%h	16%	19%j	15%	21%alm	12%	11%	25%ao	14%	21%
Compared tariff with those from existing supplier (2014 Survey equivalent)	992	1	88	904	990	903	148	842	723	268	806	62	123	506	474	12
	17%lmo	12%	14%	17%	17%	17%	22%ah	16%	15%	28%ai	19%alm	10%	12%	23%ao	13%	17%
<b>TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)</b>																
Treat you fairly in their dealings with you	3863	6	400	3463	3858	3457	430	3428	3257	626	2742	407	684	1515	2299	49
	65%	54%	66%	65%	65%	65%	65%	65%	65%	66%	65%	66%	65%	66%o	65%	71%

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	TYPE OF CONSUMER					TIME OF USE METER		SUPPLIER		METHOD OF PAYMENT			TARIFF TYPE			
	Total (a)	Gas only (b)	Electricity only (c)	Any gas (d)	Any electricity (e)	Gas and electricity (f)	Yes (g)	No (h)	Any Big Six supplier (i)	No Big Six supplier (j)	Direct Debit (k)	Standard Credit (l)	PPM (m)	Fixed term (n)	SVT (o)	Mixed (p)
Total	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Unweighted Base	5934	11	624	5310	5923	5299	655	5268	5022	912	3967	646	1216	2152	3712	70
Weighted Base	5934	11**	608	5326	5923	5315	663	5261	4986	948	4216	603	1054	2242	3623	69*
Provide clear and helpful information for you	3859	3	391	3468	3856	3465	442	3414	3224	635	2734	409	684	1548	2260	51
Charge you a fair price for your electricity	3345	5	344	3001	3339	2996	383	2956	2793	552	2349	349	609	1315	1990	40
		56%	49%	56%	56%	56%	58%	56%	56%	58%	56%	58%	56%	59% <sup>no</sup>	55%	58%

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## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	5934	4642	1292	578	235	5352	590	22**
Unweighted Base	5934	4257	1677	456	324	5392	534	18
Weighted Base	5934	4642	1292	578	235	5352	590	22**
<b>NATION</b>								
England	5069	3982	1087	508	198	4513	539	18
	85%	86%	84%	88%	84%		90%af	81%
Scotland	551	419	132	41	24	532	17	1
	9%g	9%	10%	7%	10%	10%g	3%	7%
Wales	314	241	73	29	12	307	4	3
	5%g	5%	6%	5%	5%	6%g	1%	12%
<b>AGE</b>								
16-34	1138	1096	42	273	166	970	164	4
	19%e	24%ac	3%	47%a	71%ad	18%	29%af	17%
35-54	3108	2795	372	902	67	2791	361	16
	52%ce	59%ac	29%	52%e	29%	51%	64%af	76%
65+	1688	810	878	3	2	1651	35	2
	28%adef	17%	68%ab	1%	1%	31%ag	6%	7%
<b>SOCIAL GRADE</b>								
AB	1339	1184	154	163	-	1246	85	8
	23%ceg	26%ac	12%	28%ae	-	23%g	15%	37%
C1	1869	1637	293	346	-	1663	198	8
	32%ce	35%ac	20%	42%ae	-	31%	35%	38%
C2	1236	914	322	170	-	1116	119	2
	21%e	20%	25%ab	29%ae	-	21%	21%	10%
DE	1470	907	563	-	235	1307	160	3
	25%bd	20%	44%ab	-	100%ad	24%	29%	15%
<b>INCOME</b>								
Below £16,000p.a.	1896	1171	726	94	154	1605	194	7
	32%bd	25%	56%ab	16%	65%ad	32%	35%	32%
Above £16,000p.a.	3278	2958	320	437	65	2983	284	10
	55%ce	64%ac	25%	78%ae	28%	56%g	51%	46%

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 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	5934	4642	1292	578	235	5352	560	22**
Unweighted Base	5934	4257	1677	456	324	5322	524	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
<b>DISABILITY</b>								
Dis-abled	1080	613	467	33	27	1034	46	1
	18%bde	13%	36%kab	6%	11%cd	19%g	8%	4%
Not dis-abled	4854	4029	825	545	208	4318	514	21
	82%bc	87%aac	64%	94%ae	89%a	81%	92%af	96%
<b>TENURE</b>								
Owned/ Mortgage	3643	2853	790	310	30	3386	244	13
	61%hdg	61%	61%	54%ie	13%	63%g	44%	58%
Rent private	1143	1006	137	173	85	952	184	7
	19%h	22%ac	11%	30%ia	36%a	18%	33%af	31%
Rent local auth- ority	1050	714	336	85	113	924	125	1
	18%hb	15%	26%kab	15%	48%ad	17%	22%af	4%
<b>TYPE OF CONSUMER</b>								
Gas only	11	10	-	2	1	6	5	-
	-	-	-	-	-	-	1%af	-
Electri- city only	608	447	162	43	24	523	54	1
	10%	10%	13%kab	7%	10%	10%	10%	6%
Any gas	5326	4195	1131	535	211	4799	506	21
	90%bc	90%bc	87%	93%	90%	90%	90%	94%
Any electri- city	5923	4632	1291	576	234	5346	556	22
	100%g	100%	100%	100%	100%	100%g	99%	100%
Gas and electri- city	5315	4185	1130	533	210	4793	502	21
	90%bc	90%bc	87%	92%	90%	90%	90%	94%
<b>TIME OF USE METER</b>								
Yes	663	536	127	76	21	601	59	3
	11%	12%	10%	13%	9%	11%	11%	13%
No	5261	4097	1164	500	213	4745	496	19
	89%	88%	90%	86%	91%	89%	89%	87%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
 \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	5934	4642	1292	578	235	5352	560	22**
Unweighted Base	5934	4257	1677	456	324	5320	534	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
<b>SUPPLIER</b>								
Any Big Six supplier	4966	3833	1153	457	198	4490	474	22
	84% <sup>d</sup>	83%	89% <sup>ab</sup>	79%	84%	84%	85%	100%
No Big Six supplier	948	809	139	121	37	862	86	-
	16% <sup>e</sup>	17% <sup>c</sup>	11%	21% <sup>a</sup>	16%	16%	15%	-
<b>METHOD OF PAYMENT</b>								
Direct Debit	4216	3435	782	432	75	3865	334	18
	71% <sup>ce</sup>	74% <sup>ac</sup>	60%	75% <sup>ie</sup>	32%	72% <sup>ig</sup>	60%	82%
Standard Credit	603	379	224	47	16	510	91	2
	10% <sup>b</sup>	8%	17% <sup>ab</sup>	6%	7%	10%	16% <sup>af</sup>	10%
PPM	1054	799	256	105	132	930	124	1
	18%	17%	20% <sup>b</sup>	18%	56% <sup>ad</sup>	17%	22% <sup>af</sup>	3%
<b>TARIFF TYPE</b>								
Fixed term	2242	1860	382	224	50	2065	169	8
	38% <sup>ce</sup>	40% <sup>ac</sup>	30%	39% <sup>ie</sup>	21%	39% <sup>ig</sup>	30%	38%
SVT	3623	2794	869	347	183	3221	388	14
	61% <sup>b</sup>	59%	69% <sup>ab</sup>	60%	78% <sup>ad</sup>	60%	69% <sup>af</sup>	62%
Mixed	69	48	20	7	2	65	4	-
	1%	1%	2%	1%	1%	1%	1%	-
<b>INTERNET USER</b>								
Regular	4642	4642	-	565	207	4143	481	18
	78% <sup>c</sup>	100% <sup>ac</sup>	-	98% <sup>ae</sup>	88% <sup>ae</sup>	77%	86% <sup>af</sup>	84%
Not regular	1292	-	1292	13	28	1210	79	3
	22% <sup>b</sup>	-	100% <sup>ab</sup>	2%	12% <sup>d</sup>	23% <sup>ig</sup>	14%	16%
<b>FAMILY</b>								
Child under 5 AND ABC1C2	578	565	13	578	-	459	115	5
	10% <sup>af</sup>	12% <sup>ac</sup>	1%	100% <sup>ae</sup>	-	9%	21% <sup>af</sup>	21%
Child under 5 AND DE	235	207	28	235	235	191	43	1
	4% <sup>cd</sup>	4% <sup>c</sup>	2%	-	100% <sup>ad</sup>	4%	8% <sup>af</sup>	3%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	5934	4642	1292	578	235	5352	560	22**
Unweighted Base	5934	4257	1677	456	324	5392	534	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
<b>ETHNIC ORIGIN</b>								
White	5352	4143	1210	459	191	5352	-	-
90% <sup>daq</sup>		89%	94% <sup>lab</sup>	79%	81%	100% <sup>aq</sup>	-	-
Non-white	560	481	79	115	43	-	560	-
9% <sup>ad</sup>		10% <sup>ca</sup>	6%	20% <sup>la</sup>	18% <sup>aa</sup>	-	100% <sup>af</sup>	-
Refused	22	18	5	5	1	-	-	22
1%		-	-	1%	-	-	-	100%
<b>FAMILIAR WITH TARIFFS</b>								
Familiar	2328	2018	310	265	91	2070	247	11
39% <sup>ca</sup>		43% <sup>ac</sup>	24%	46% <sup>aa</sup>	39%	39%	44% <sup>af</sup>	52%
Not familiar	3465	2544	920	308	134	3166	290	9
58% <sup>adb</sup>		55%	71% <sup>ab</sup>	53%	57%	59% <sup>ag</sup>	52%	40%
<b>SWITCHING</b>								
Switched in last 12 months	787	741	46	133	33	706	79	2
13% <sup>ca</sup>		16% <sup>ac</sup>	4%	23% <sup>aa</sup>	14%	13%	14%	11%
Ever switched	3373	2809	564	369	108	3143	225	6
57% <sup>caq</sup>		61% <sup>ac</sup>	44%	64% <sup>aa</sup>	46%	59% <sup>ag</sup>	42%	27%
Not switched in last 12 months	5147	3900	1246	446	202	4646	481	19
87% <sup>abd</sup>		84%	96% <sup>ab</sup>	77%	86% <sup>ad</sup>	87%	86%	89%
Never switched	2561	1833	728	209	127	2209	335	16
43% <sup>abd</sup>		39%	56% <sup>ab</sup>	36%	54% <sup>ad</sup>	41%	60% <sup>af</sup>	73%
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>								
Switched On	885	629	55	119	13	808	51	7
15% <sup>caq</sup>		18% <sup>ac</sup>	4%	21% <sup>aa</sup>	5%	15% <sup>ag</sup>	9%	34%
Tuned In	1697	1457	240	182	56	1570	120	7
29% <sup>caq</sup>		31% <sup>ac</sup>	19%	32% <sup>aa</sup>	24%	29% <sup>ag</sup>	21%	30%
On standby	2165	1817	348	200	89	1909	221	5
36%		35%	42% <sup>ab</sup>	35%	39%	36%	39%	22%

Fieldwork : 20/02/15-22/03/15  
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Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER		FAMILY		ETHNIC ORIGIN			
	Total (a)	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	5934	4642	1292	578	235	5352	560	22**
Unweighted Base	5934	4257	1677	456	324	5392	534	18
Weighted Base	5934	4642	1292	578	235	5352	560	22**
Unplugged	1187	739	449	77	77	1017	168	3
20% <sup>ad</sup>		16%	35% <sup>ab</sup>	13%	33% <sup>ad</sup>	19%	30% <sup>af</sup>	14%
<b>PES - SEGMENTS</b>								
Eastern	605	503	102	72	12	531	70	4
10% <sup>ae</sup>		11% <sup>a</sup>	8%	12% <sup>ae</sup>	5%	10%	13%	20%
EME	559	447	112	60	25	508	51	-
9%		10%	9%	10%	11%	9%	9%	-
London	478	394	84	62	23	316	156	6
8% <sup>a</sup>		9% <sup>a</sup>	6%	11%	10%	6%	28% <sup>af</sup>	26%
Manweb	300	227	73	29	11	294	7	-
5% <sup>g</sup>		5%	6%	5%	5%	5% <sup>g</sup>	1%	-
Midlands	522	383	139	45	25	487	35	-
9%		9%	11% <sup>ab</sup>	8%	11%	9% <sup>g</sup>	6%	-
Northern	403	300	104	24	15	394	9	-
7% <sup>dg</sup>		6%	8% <sup>b</sup>	4%	7% <sup>g</sup>	7%	2%	-
Nonweb	529	382	147	45	29	466	61	3
9%		9%	11% <sup>ab</sup>	8%	12% <sup>id</sup>	9%	11%	12%
Scottish Hydro	152	118	34	16	6	144	8	-
3%		3%	3%	3%	3%	3%	1%	-
Scottish Power	399	301	98	24	18	389	9	1
7% <sup>dg</sup>		6%	8%	4%	8% <sup>d</sup>	7% <sup>g</sup>	2%	7%
Seeboard	480	396	83	51	11	432	45	3
8% <sup>ce</sup>		9% <sup>c</sup>	6%	9% <sup>ce</sup>	5%	8%	8%	12%
Southern	511	422	89	51	13	435	76	1
9% <sup>c</sup>		9% <sup>c</sup>	7%	9%	6%	8%	14% <sup>af</sup>	3%
SWALEC	225	168	57	22	9	220	2	3
4% <sup>a</sup>		4%	4%	4%	4% <sup>a</sup>	4%	1%	12%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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**Q. Breaks X Breaks**  
**Base: All who have gas and/or electricity supply and are responsible for it**

	Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN			
		Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)	
Total	5934	4642	1292	578	235	5352	560	22**	
Unweighted Base	5934	4257	1677	456	324	5392	534	18	
Weighted Base	5934	4642	1292	578	235	5352	560	22**	
SWEB	339	269	70	32	15	327	11	2	
	9%g	8%	5%	6%	7%	6%g	2%	0%	
Yorkshire	419	323	96	42	21	399	20	-	
	7%g	7%	7%	9%	7%g	7%g	4%	-	
NA	12	9	3	2	2	12	1	-	
	*	*	*	*	1%	*	*	-	
<b>CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS</b>									
Changed tariff with existing supplier	1030	927	103	111	19	967	59	4	
	17%ceg	20%ac	8%	19%e	8%	18%g	11%	17%	
Compared tariff with those from other suppliers	1558	1427	131	210	36	1444	103	11	
	26%ceg	31%ac	10%	36%ae	15%	27%g	18%	51%	
Compared tariff with those from existing supplier	1502	1372	130	199	30	1402	90	9	
	25%ceg	30%ac	10%	34%ae	13%	26%g	16%	43%	
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	965	112	127	23	1005	63	9	
	18%ceg	21%ac	9%	22%e	10%	19%g	11%	40%	
Compared tariff with those from existing supplier (2014 Survey equivalent)	992	899	92	145	21	915	70	6	
	17%ceg	19%ac	7%	25%ae	9%	17%g	13%	28%	
<b>TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)</b>									
Treat you fairly in their dealings with you	3863	2901	963	301	154	3536	323	14	
	65%bdg	62%	74%ab	57%	66%cd	66%g	59%	66%	
Provide clear and helpful information for you	3859	2923	936	320	161	3519	327	13	
	65%bdg	63%	72%ab	55%	68%cd	66%g	59%	61%	

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h  
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## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INTERNET USER		FAMILY		ETHNIC ORIGIN		
	Regular (b)	Not regular (c)	Child under 5 AND ABC1C2 (d)	Child under 5 AND DE (e)	White (f)	Non-white (g)	Refused (h)
Total	4642	1292	578	235	5352	560	22**
Unweighted Base	4257	1677	456	324	5392	534	18
Weighted Base	4642	1292	578	235	5352	560	22**
Charge you a fair price for your electricity	2496 54%	659 69%ab	273 47%	143 61%d	3055 57%g	278 50%	11 2%



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Total	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
<b>NATION</b>											
England	5069	2095	2845	696	2916	4373	2153	772	1486	1834	977
	85%ck	90%lac	82%	88%afg	86%ig	85%	84%	87%uk	88%ajk	85%	82%
Scotland	551	155	391	57	288	494	262	77	141	210	120
	9%ab	7%	11%aab	7%	9%	10%	10%de	9%	6%	10%	10%
Wales	314	79	228	35	169	279	145	35	70	118	91
	5%ab	3%	7%iab	4%	5%	5%	6%	4%	4%	5%	8%ahj
<b>AGE</b>											
15-34	1138	449	661	192	490	947	648	145	326	408	259
	19%e	19%	19%	24%aef	15%	18%e	25%aef	16%	19%	19%	22%ah
35-64	3108	1364	1885	454	1945	2654	1163	531	917	1102	557
	52%cpq	59%lac	49%	58%afg	58%afg	52%ig	45%	60%ajk	54%ik	51%ka	47%
65+	1688	515	1119	142	599	1546	750	209	454	654	372
	28%bdh	22%	32%iab	18%	28%id	30%ide	28%id	24%	27%	30%hi	31%hi
<b>SOCIAL GRADE</b>											
AB	1339	550	764	214	933	1125	406	321	467	415	136
	23%gk	24%	22%	27%afg	28%afg	22%ig	16%	36%ajk	28%ajk	19%ka	11%
C1	1889	802	1051	270	1083	1620	806	317	591	663	319
	32%ik	34%lac	30%	34%	32%	37%	37%	36%ajk	35%ajk	31%ka	27%
C2	1236	484	727	150	667	1086	569	154	324	482	276
	21%h	21%	21%	19%	20%	21%	22%ae	17%	19%	22%hi	23%hi
DE	1470	491	922	153	691	1316	779	92	315	605	457
	25%bdh	21%	27%iab	19%	20%	26%ide	30%adef	10%	19%h	28%iahi	36%ahj
<b>INCOME</b>											
Below £16,000p.a.	1896	628	1216	206	916	1690	981	169	423	791	512
	32%bdh	27%	35%iab	26%	27%	33%ide	38%adef	19%	25%h	37%iahi	43%ahj
Above £16,000p.a.	3278	1414	1819	505	2077	2779	1200	637	1082	1087	472
	55%cpq	61%lac	52%	64%afg	62%afg	54%ig	47%	72%ajk	64%ajk	59%ka	40%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



**Q. Breaks X Breaks**  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Total	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
<b>DISABILITY</b>											
Dis-abled	1080	347	700	118	615	962	466	145	305	372	259
19%ab	19%ab	15%	20%ab	15%	18%	19%ab	18%	16%	18%	17%	22%ab
Not dis-abled	4854	1982	2764	669	2759	4185	2095	740	1392	1793	929
82%ck	82%ck	85%ac	80%	85%af	82%	81%	82%	84%k	82%k	83%k	78%
<b>TENURE</b>											
Owned Mortgage	3643	1510	2072	501	2327	3142	1307	687	1151	1280	545
61%ak	61%ak	85%ac	60%	64%ag	69%adfg	61%g	51%	75%aijk	69%ajk	59%k	46%
Rent private	1143	407	690	156	490	987	653	125	301	430	287
19%ah	19%ah	17%	20%ab	15%	15%	19%ae	25%adef	74%	18%h	20%h	24%ahj
Rent local auth- ority	1050	308	651	115	490	535	559	78	216	423	333
18%da	18%da	16%	19%b	15%	15%	18%de	22%adef	9%	13%h	20%hi	28%ahj
<b>TYPE OF CONSUMER</b>											
Gas only	11	4	5	1	4	9	7	4	3	2	2
*	*	*	*	*	*	*	*	*	*	*	*
Electri- city only	608	218	370	57	255	552	354	85	151	216	157
10%de	10%de	9%	11%	7%	8%	11%de	14%adef	10%	9%	10%	13%ahj
Any gas	5326	2110	3095	731	3119	4595	2207	800	1546	1949	1031
90%fg	90%fg	91%	89%	93%afg	92%afg	89%g	86%	90%k	91%k	90%k	87%
Any electri- city	5923	2324	3460	786	3370	5137	2554	881	1694	2163	1185
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gas and electri- city	5315	2106	3090	730	3115	4585	2200	796	1543	1946	1028
90%fg	90%fg	90%	89%	93%afg	92%afg	89%g	86%	90%k	91%k	90%k	87%
<b>TIME OF USE METER</b>											
Yes	663	291	357	105	375	558	288	128	205	237	95
11%k	13%k	13%k	12%	12%	11%	11%	11%	14%ajk	12%k	11%k	8%
No	5261	2033	3103	681	2995	4579	2269	755	1490	1928	1090
89%h	87%	90%b	87%	89%	89%	89%	88%	85%	88%	89%h	92%ahj

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q. Breaks X Breaks  
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	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Total	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
<b>SUPPLIER</b>											
Any Big Six supplier	4986	1913	2972	423	2629	4563	2357	674	1344	1937	1031
84% <sup>dch</sup>		82%	86% <sup>iab</sup>	54%	78% <sup>id</sup>	89% <sup>ade</sup>	92% <sup>adef</sup>	78%	79%	89% <sup>iahik</sup>	87% <sup>iahj</sup>
No Big Six supplier	949	416	493	364	744	584	209	211	353	228	156
16% <sup>clgk</sup>		18% <sup>c</sup>	14%	48% <sup>laefg</sup>	22% <sup>aafg</sup>	11% <sup>ig</sup>	8%	24% <sup>ajk</sup>	21% <sup>ajk</sup>	11%	13% <sup>j</sup>
<b>METHOD OF PAYMENT</b>											
Direct Debit	4216	1701	2341	631	2680	3688	1858	762	1350	1472	613
71% <sup>cdgh</sup>		77% <sup>ac</sup>	69%	80% <sup>aafg</sup>	79% <sup>aafg</sup>	70% <sup>ig</sup>	67%	88% <sup>ajk</sup>	80% <sup>ajk</sup>	68% <sup>uk</sup>	52%
Standard Credit	603	169	417	29	222	574	381	46	114	279	163
10% <sup>bdch</sup>		7%	12% <sup>iab</sup>	4%	7% <sup>id</sup>	11% <sup>ide</sup>	15% <sup>adef</sup>	5%	7%	13% <sup>iahj</sup>	14% <sup>iahj</sup>
PPM	1054	357	676	132	484	922	571	61	238	366	359
18% <sup>bdch</sup>		15%	19% <sup>b</sup>	17%	14%	18% <sup>e</sup>	22% <sup>adef</sup>	7%	14% <sup>h</sup>	18% <sup>hij</sup>	30% <sup>iahj</sup>
<b>TARIFF TYPE</b>											
Fixed term	2242	1152	1064	445	1541	1797	702	578	789	862	214
38% <sup>cdgh</sup>		49% <sup>ac</sup>	31%	57% <sup>aafg</sup>	48% <sup>aafg</sup>	35% <sup>ig</sup>	27%	65% <sup>ajk</sup>	46% <sup>ajk</sup>	31% <sup>uk</sup>	18%
SVT	3823	1151	2357	331	1802	3292	1820	300	878	1479	965
61% <sup>bdch</sup>		49%	68% <sup>iab</sup>	42%	53% <sup>id</sup>	64% <sup>ade</sup>	71% <sup>adef</sup>	34%	52% <sup>h</sup>	68% <sup>iahj</sup>	81% <sup>iahj</sup>
Mixed	69	25	44	11	30	58	39	7	30	24	8
1%		1%	1%	1%	1%	1%	2% <sup>e</sup>	1%	2% <sup>k</sup>	1%	1%
<b>INTERNET USER</b>											
Regular	4842	2018	2544	741	2809	3900	1833	829	1457	1617	739
78% <sup>cdgh</sup>		87% <sup>ac</sup>	73%	94% <sup>aafg</sup>	83% <sup>aafg</sup>	76% <sup>ig</sup>	72%	94% <sup>ajk</sup>	86% <sup>ajk</sup>	75% <sup>uk</sup>	62%
Not regular	1292	310	620	46	554	1246	729	55	240	548	449
22% <sup>bdch</sup>		13%	27% <sup>iab</sup>	6%	17% <sup>id</sup>	24% <sup>ade</sup>	28% <sup>adef</sup>	6%	14% <sup>h</sup>	25% <sup>iahj</sup>	38% <sup>iahj</sup>
<b>FAMILY</b>											
Child under 5 AND ABC1C2	578	205	308	133	369	446	209	118	162	200	77
10% <sup>gk</sup>		11% <sup>ac</sup>	9%	17% <sup>aafg</sup>	11% <sup>g</sup>	9%	8%	13% <sup>ajk</sup>	11% <sup>uk</sup>	9% <sup>uk</sup>	6%
Child under 5 AND DE	235	91	134	33	108	202	127	13	56	89	77
4% <sup>h</sup>		4%	4%	4%	3%	4%	5% <sup>aef</sup>	1%	3% <sup>h</sup>	4% <sup>h</sup>	6% <sup>iahj</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
Total	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
<b>ETHNIC ORIGIN</b>											
White	5352	2070	3166	706	3143	4646	2209	826	1570	1939	1017
Non-white	560	247	290	79	225	481	335	51	129	221	169
Refused	22	11	9	2	6	19	16	7	7	5	3
	-	-	-	-	-	-	1%e	1%j	-	-	-
<b>FAMILIAR WITH TARIFFS</b>											
Familiar	2328	2328	-	425	1511	1904	817	605	792	696	236
Not familiar	3465	-	3465	351	1811	3114	1654	277	662	1440	866
	58%bda	-	100%ca	45%	54%ed	60%ade	65%def	31%	52%ih	67%iah	73%iahj
<b>SWITCHING</b>											
Switched in last 12 months	787	425	351	787	787	-	-	332	337	113	5
Ever switched	3373	1511	1811	787	3373	2586	783	783	1274	1072	245
Not switched in last 12 months	5147	1904	3114	-	2586	5147	2561	552	1360	2052	1183
Never switched	2561	817	1654	-	77%ed	100%ade	100%ade	62%	80%ih	95%iah	100%iahj
	43%bda	35%	48%ca	-	-	50%ade	100%ade	102	423	1093	943
								12%	25%ih	50%iah	79%iahj
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>											
Switched On	885	605	277	332	783	552	102	885	-	-	-
Tuned In	1697	792	882	337	1274	1360	423	-	1697	-	-
On standby	2165	696	1440	113	1072	2052	1093	-	-	2165	-
	36%bda	30%	42%ca	14%	32%ed	40%ade	43%def	-	-	100%iahk	-

Fieldwork : 20/02/15-22/03/15  
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Q. Breaks X Breaks  
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Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Unplugged	1187	236	866	5	245	1183	943	-	-	-	1187
	20% <sup>bdaqj</sup>	10%	25% <sup>lab</sup>	1%	7% <sup>id</sup>	23% <sup>ade</sup>	37% <sup>adef</sup>	-	-	-	100% <sup>ahj</sup>
<b>PES - SEGMENTS</b>											
Eastern	605	269	314	77	324	528	281	91	183	211	121
	10%	12% <sup>c</sup>	9%	10%	10%	10%	11%	10%	11%	10%	10%
EME	559	233	311	79	336	480	222	88	184	194	93
	9%	10%	9%	10%	10%	9%	9%	10%	11% <sup>k</sup>	9%	8%
London	478	242	221	49	214	429	264	57	111	182	128
	8% <sup>ca</sup>	10% <sup>ac</sup>	6%	6%	6%	8% <sup>ea</sup>	10% <sup>adef</sup>	6%	7%	8% <sup>id</sup>	11% <sup>ahj</sup>
Manweb	300	102	186	47	188	253	112	41	85	101	73
	5%	4%	5%	6%	6% <sup>g</sup>	5%	4%	5%	5%	5%	6%
Midlands	522	228	287	75	317	448	205	101	140	192	89
	9%	10%	8%	9%	9%	9%	8%	11% <sup>aijk</sup>	6%	9%	7%
Northern	403	154	242	59	254	344	149	77	121	141	65
	7%	7%	7%	8%	8% <sup>g</sup>	7%	6%	9% <sup>k</sup>	7%	7%	5%
Norweb	529	208	315	84	284	445	246	46	131	225	117
	9% <sup>h</sup>	9%	9%	11%	8%	9%	10%	5%	8% <sup>h</sup>	11% <sup>ahj</sup>	10% <sup>h</sup>
Scottish Hydro	152	34	117	9	61	143	91	12	36	60	44
	3% <sup>haden</sup>	1%	3% <sup>hab</sup>	1%	2%	3% <sup>ide</sup>	4% <sup>ade</sup>	1%	2%	3% <sup>h</sup>	4% <sup>ahi</sup>
Scottish Power	399	121	275	48	228	351	171	66	104	153	76
	7% <sup>b</sup>	5%	8% <sup>hab</sup>	6%	7%	7%	7%	7%	6%	7%	6%
Seeboard	480	176	283	63	291	417	189	75	147	179	79
	8%	8%	8%	8%	8%	8%	7%	8%	9%	8%	7%
Southern	511	200	306	65	287	446	225	73	151	174	114
	9%	9%	9%	8%	8%	9%	9%	8%	9%	8%	10%
SWALEC	225	62	161	23	123	203	103	24	59	86	56
	4% <sup>b</sup>	3%	5% <sup>b</sup>	3%	4%	4%	4%	3%	3%	4%	5% <sup>h</sup>

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g - a/h/i/j/k



**Q. Breaks X Breaks**  
**Base: All who have gas and/or electricity supply and are responsible for it**

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
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Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
SWEB	339	123	203	41	183	299	157	50	89	126	74
Yorkshire	419	173	238	69	278	349	141	80	155	128	59
NA	12	5	6	1	7	12	5	4	1	5	4
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS											
Changed tariff with existing supplier	1030	616	408	253	820	777	210	593	397	36	4
Compared tariff with those from other suppliers	1558	1012	532	495	1229	1063	329	747	717	80	14
Compared tariff with those from existing supplier	1502	988	501	418	1181	1084	321	728	704	60	9
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	709	359	14	748	1063	329	463	537	64	14
Compared tariff with those from existing supplier (2014 Survey equivalent)	992	640	343	317	770	674	221	396	535	51	9
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)											
Treat you fairly in their dealings with you	3863	1626	2163	509	2152	3355	1711	545	1083	1469	766
Provide clear and helpful information for you	3859	1676	2105	524	2175	3335	1684	552	1102	1471	734

Fieldwork : 20/02/15-22/03/15  
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## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	FAMILIAR WITH TARIFFS		SWITCHING				SEGMENTS (2014 SURVEY EQUIVALENT)				
	Total (a)	Familiar (b)	Not familiar (c)	Switched in last 12 months (d)	Ever switched (e)	Not switched in last 12 months (f)	Never switched (g)	Switched On (h)	Tuned In (i)	On standby (j)	Unplugged (k)
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Unweighted Base	5934	2201	3570	733	3260	5201	2674	781	1603	2217	1333
Weighted Base	5934	2328	3465	787	3373	5147	2561	885	1697	2165	1187
Charge you a fair price for your electricity	3345	1450	1828	450	1833	2894	1512	436	913	1307	688
	56%ch	62%ac	53%	57%	54%	56%	59%aeaf	49%	54%	60%iah	58%ik

Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (c)	NA (d)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12*
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	300	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
<b>NATION</b>																
England	5069	605	559	478	202	522	403	529	-	-	480	511	10	339	419	12
	85%e jm	100%aej	100%aej	100%aejm	67%j jm	100%aej	100%aej	100%aejm	-	-	100%aej	100%aejm	4%j	100%aej	100%aej	100%
Scotland	55	-	-	-	-	-	-	-	152	399	-	-	-	-	-	-
	9% bcdefg	-	-	-	-	-	-	-	100%abod	100%abod	-	-	-	-	-	-
	hk imno	-	-	-	-	-	-	-	efghk imno	efghk imno	-	-	-	-	-	-
Wales	314	-	-	-	98	-	-	-	-	-	-	-	216	-	-	-
	5% bcdefgh	-	-	-	33% abcdfg	-	-	-	-	-	-	-	96% abcdef	-	-	-
	ijk no	-	-	-	h j k no	-	-	-	-	-	-	-	gh j k no	-	-	-
<b>AGE</b>																
16-34	1138	129	122	104	58	88	66	124	38	67	82	96	31	58	74	2
	19%	21% m	22% j m	22% m	19%	17%	16%	23% afgk	25% gk m	17%	17%	19%	14%	17%	18%	7%
35-64	3108	325	283	296	161	259	199	256	71	214	256	288	120	168	204	8
	52%	54%	51%	62% abcdf	53%	50%	49%	48%	47%	54%	53%	56% fho	53%	49%	49%	64%
				g h i j mno												
65+	1688	151	153	78	82	176	138	149	43	118	142	128	74	113	141	2
	28% d	25% d	27% d	16%	27% d	34% abcdl	34% abcdl	28% d	28% d	30% d	30% d	25% d	33% bdl	33% bdl	34% abcdl	19%
<b>SOCIAL GRADE</b>																
A3	1339	158	115	72	63	114	97	87	23	117	140	122	47	82	101	-
	23% d h	26% cd h	21% d	15%	21% d	22% d h	24% d h	17%	15%	29% acdef	29% acdef	24% d h	21%	24% d h	24% d h	-
										h m	h m					
C1	1889	223	186	203	97	142	126	105	52	109	173	190	58	96	123	5
	32% h	37% afh j m	33% h	43% acdfg	32% h	27% h	31% h	20%	35% h	27% h	38% f h m n	37% afh j m	28%	28% h	29% h	38%
		no		h m no							no	no				
C2	1236	132	123	94	50	134	65	126	35	79	82	102	68	66	77	3
	21% g	22% g	22% g	20%	17%	28% adeg	16%	24% egk	23%	20%	17%	20%	30% abcde	19%	18%	28%
						l no							g h k no			

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 \*\* very small base (under 30) ineligible for sig testing





Q. Breaks X Breaks  
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Total (a)	REGIONS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	121*
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	121**
DE	1470 25%ab	92 15%	135 24%bc	109 23%cd	90 30%abckl	132 25%bkl	115 29%bkl	210 40%abode fgjklmno	41 27%bkl	94 24%bc	84 17%	97 19%	53 23%bc	96 28%bkl	117 28%bkl	4 3%
<b>INCOME</b>																
Below £16,000p.a.	1896 32%abk	136 23%	193 35%bkl	157 33%bkl	107 36%bkl	197 38%abckl	133 33%bkl	208 39%abckl lmno	68 45%abode klmno	118 29%bc	131 27%	121 24%	67 30%bc	129 38%abckl	130 31%bkl	2 14%
Above £16,000p.a.	3278 55%eh	373 62%acdef gh	295 53%	251 53%	144 48%	288 55%h	205 51%	249 47%	75 49%	238 60%eghi	289 60%acdef h	328 64%acdef ghno	128 57%h	178 52%	230 55%h	7 5%
<b>DISABILITY</b>																
Dis-abled	1080 18%abd	82 14%	98 18%cd	49 10%	82 27%abcdh klm	109 21%bcd	94 23%abcdh l	92 17%cd	34 22%bcd	83 21%bcd	88 18%cd	63 12%	41 18%cd	70 21%bcd	94 22%bcd	1 9%
Not dis-abled	4854 82%efg	523 86%acdfg jklmno	461 82%efg	429 90%acdfg hklmno	219 73%	413 79%	310 77%	437 83%efg	118 78%	316 79%	392 82%efg	448 88%acdfg hklmno	184 82%efg	270 79%	325 78%	11 9%
<b>TENURE</b>																
Owned Mortgage	3643 61%di	368 61%di	351 63%di	237 50%	182 61%di	343 66%dhi	260 64%di	315 59%di	78 51%	247 62%di	301 63%di	315 62%di	170 76%abode fghijklmno	212 62%di	256 61%di	9 7%
Rent private	1143 19%kmn	122 20%kmn	109 19%kmn	106 22%gijm n	66 22%gimn	84 16%	83 16%	96 18%	21 14%	63 16%	128 27%abcfgh ijklmno	129 25%acdfgh lmno	29 13%	46 14%	77 18%	2 1%
Rent local auth- ority	1050 18%klm	110 18%klm	97 17%kl	128 26%abcf ghijklmno	50 17%kl	85 16%kl	73 18%klm	108 20%klm	49 33%abcf ghijklmno	77 19%klm	48 10%	52 10%	26 11%	79 23%acdkl mno	68 16%kl	1 1%
<b>TYPE OF CONSUMER</b>																
Gas only	11 -	4 1%a	1 -	2 -	- -	- -	- -	- -	- -	2 -	- -	- -	1 -	1 -	- -	- -

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 \*\* very small base (under 30) ineligible for sig testing



**Q. Breaks X Breaks**  
**Base: All who have gas and/or electricity supply and are responsible for it**

Total (a)	PES - SEGMENTS														Yorkshire (e)	NA (d)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
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Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Electricity only	608	81	55	47	28	70	17	16	41	40	29	75	46	38	18	1
	10%gho	13%aghko	10%gho	10%gho	9%gho	13%aghko	4%	3%	27%abcbde	10%gho	8%gho	15%acdeh	20%abcbde	11%gho	4%	10%
Any gas	5326	524	504	430	274	452	387	513	111	369	440	437	180	302	401	11
	90%blim	87%um	90%blim	90%blim	91%blim	87%um	86%abcbde	87%abcbde	73%	90%um	92%blim	85%u	80%	89%um	86%abcbde	80%
Any electricity	5923	601	558	475	300	522	403	529	152	397	480	511	224	338	419	12
	100%h	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
Gas and electricity	5315	521	503	428	274	452	387	513	111	358	440	437	178	301	401	11
	90%blim	86%um	90%blim	90%um	91%blim	87%um	86%abcbde	87%abcbde	73%	90%um	92%blim	85%u	79%	89%um	86%abcbde	80%
<b>TIME OF USE METER</b>																
Yes	663	117	143	25	15	54	22	28	20	19	97	57	7	28	29	1
	11%deghj	19%adefg	26%abdefg	5%	5%	10%deghj	5%	5%	13%deghj	5%	20%adefg	11%deghj	3%	8%um	7%	5%
No	5261	484	415	450	285	468	381	501	132	378	383	455	217	310	390	12
	89%bck	80%c	74%	94%abcfi	95%abcfi	90%bck	95%abcfi	95%abcfi	87%c	95%abcfi	80%c	89%bck	96%abcfi	91%bck	95%abcfi	95%
<b>SUPPLIER</b>																
Any Big Six supplier	4986	507	461	414	247	447	329	435	133	355	408	417	193	282	347	10
	84%	84%	83%	87%u	82%	86%	82%	82%	88%	89%abceg	85%	82%	85%	83%	83%	85%
No Big Six supplier	948	98	97	63	53	75	75	94	18	44	72	94	33	58	71	2
	16%j	16%j	17%j	13%	18%j	14%	18%j	12%	11%	15%	15%	18%k	15%	17%j	17%j	15%
<b>METHOD OF PAYMENT</b>																
Direct Debit	4216	462	407	312	183	354	296	334	89	284	366	403	164	251	302	9
	71%deh	76%adeh	73%adeh	65%	61%	68%	73%adeh	63%	59%	71%deh	76%adeh	79%acdef	73%deh	74%adeh	72%deh	76%
Standard Credit	603	57	56	58	35	73	29	50	17	25	54	57	19	29	45	1
	10%	9%	10%	12%g	12%g	14%abghj	7%	9%	11%	6%	11%g	11%g	9%	8%	11%g	8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Southern Hydro (i)	Southern Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
PPM	1054 18%bk	74 12%	96 17%bkl	108 23%abck lo	90 30%abcof gklmno	78 15%	69 17%j	131 25%abckf klmno	44 29%abckf jklmno	83 21%bkl	59 12%	57 11%	36 16%	64 19%bkl	64 15%	1
TARIFF TYPE																
Fixed term	2242 38%el	237 39%el	199 36%u	165 35%u	93 31%u	230 44%acodei l	177 44%acodei l	202 38%u	30 20%	154 38%u	186 39%el	171 33%u	87 38%u	134 39%el	174 42%el	5 40%
SVT	3623 61%f	365 60%	350 63%f	309 65%g	202 67%afgkn o	289 55%	226 56%	322 61%	116 77%abcof ghklmno	239 60%	282 59%	338 66%afgko	135 60%	201 59%	241 58%	7 60%
Mixed	69 1%	3 1%	10 2%gl	4 1%	5 2%g	4 1%	1 1%	6 1%	5 3%abdfgh lo	2 2%	12 2%abfgl	2 1%	4 2%g	4 1%	4 1%	-
INTERNET USER																
Regular	4642 78%fh	503 83%aefgh jmo	447 80%fh	394 82%efgh m	227 76%	383 73%	300 74%	382 72%	118 78%	301 75%	396 83%aefgh jlm	422 83%aefgh jlm	168 75%	269 79%h	323 77%	9 74%
Not regular	1292 22%bk	102 17%	112 20%	84 18%	73 24%bdkl	139 27%abck l	104 26%bdkl	147 28%abck lm	34 22%	98 25%bdkl	83 17%	89 17%	57 25%bdkl	70 21%	96 23%b	3 26%
FAMILY																
Child under 5 AND ABC1C2	578 10%g	72 12%g	60 11%g	62 13%afgh	29 10%	45 9%	24 6%	45 9%	16 11%	24 6%	51 11%g	51 10%g	22 10%	32 9%	42 10%g	2 18%
Child under 5 AND DE	235 4%b	12 2%	25 4%b	23 5%b	11 4%	25 5%b	15 4%	29 5%bkl	6 4%	18 4%b	11 2%	13 3%	9 4%	15 5%b	21 5%b	2 13%
ETHNIC ORIGIN																
White	5352 90%cl	531 88%ud	508 91%ud	316 66%	294 98%abcof hkl	487 93%abdhf	394 98%abcof hkl	466 88%ud	144 95%bdhf	388 97%abcof hkl	432 90%cl	435 85%ud	220 88%abcof hkl	327 96%abcof hkl	399 95%abcof hkl	12 85%
Non-white	560 9%agim o	70 12%afgjm no	51 9%agim o	158 33%abefg hklmno	7 2%	35 7%agim	9 2%	61 12%afgjm no	8 5%um	9 2%	45 9%agim o	78 15%acofgl jkmno	2 1%	11 3%	20 5%um	1 8%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419
Refused	22	4	-	6	-	-	-	3	-	1	3	1	3	2	-
<b>FAMILIAR WITH TARIFFS</b>															
Familiar	2328	269	233	242	102	228	154	206	34	121	176	200	62	123	173
Not familiar	3465	314	311	221	198	287	242	315	117	275	283	306	161	203	238
<b>SWITCHING</b>															
Switched in last 12 months	787	77	79	43	47	75	59	84	9	48	63	65	23	41	69
Ever switched	3373	324	336	214	188	317	254	284	61	228	291	287	123	183	278
Not switched in last 12 months	5147	528	480	429	253	448	344	445	143	417	446	203	299	349	12
Never switched	2561	281	222	264	112	205	149	246	91	189	225	103	157	141	5
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>															
Switched On	885	91	88	57	41	101	77	46	12	66	75	73	24	50	80
Tuned In	1697	183	184	111	85	140	121	131	38	104	147	151	59	89	155
On standby	2165	211	194	182	101	182	141	235	60	153	179	174	86	128	128

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (c)	NA (d)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Unplugged	1187	121	93	128	73	89	65	117	44	78	79	114	58	74	58	4
	20%	20%	17%	27%abcfjko	24%cdgkjo	17%	16%	22%cdgkjo	29%abcfjko	19%ko	17%	22%cdgkjo	25%cdgkjo	22%ko	13%	30%
<b>PES - SEGMENTS</b>																
Eastern	605	605	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	10%cdefghiklmno	100%adefghijklmno	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EME	559	-	559	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%bdefghijklmno	-	100%abdefghijklmno	-	-	-	-	-	-	-	-	-	-	-	-	-
London	478	-	-	478	-	-	-	-	-	-	-	-	-	-	-	-
	8%bdefghijklmno	-	-	100%abdefghijklmno	-	-	-	-	-	-	-	-	-	-	-	-
Manweb	300	-	-	-	300	-	-	-	-	-	-	-	-	-	-	-
	5%bdefghijklmno	-	-	-	100%abdefghijklmno	-	-	-	-	-	-	-	-	-	-	-
Midlands	522	-	-	-	-	522	-	-	-	-	-	-	-	-	-	-
	9%bdefghijklmno	-	-	-	-	100%abdefghijklmno	-	-	-	-	-	-	-	-	-	-
Northern	403	-	-	-	-	-	403	-	-	-	-	-	-	-	-	-
	7%bdefghijklmno	-	-	-	-	-	100%abdefghijklmno	-	-	-	-	-	-	-	-	-
Norweb	529	-	-	-	-	-	-	529	-	-	-	-	-	-	-	-
	9%bdefghijklmno	-	-	-	-	-	-	100%abdefghijklmno	-	-	-	-	-	-	-	-
Scottish Hydro	152	-	-	-	-	-	-	-	152	-	-	-	-	-	-	-
	3%bdefghijklmno	-	-	-	-	-	-	-	100%abdefghijklmno	-	-	-	-	-	-	-
Scottish Power	399	-	-	-	-	-	-	-	-	399	-	-	-	-	-	-
	7%bdefghijklmno	-	-	-	-	-	-	-	-	100%abdefghijklmno	-	-	-	-	-	-

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12*
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Seeboard	480	-	-	-	-	-	-	-	-	480	-	-	-	-	-	-
	ghjlmno	-	-	-	-	-	-	-	-	100%abdef	-	-	-	-	-	-
Southern	511	-	-	-	-	-	-	-	-	-	511	-	-	-	-	-
	ghjlmno	-	-	-	-	-	-	-	-	-	100%abdef	-	-	-	-	-
SWALEC	225	-	-	-	-	-	-	-	-	-	-	225	-	-	-	-
	ghjlmno	-	-	-	-	-	-	-	-	-	-	100%abdef	-	-	-	-
SWEB	339	-	-	-	-	-	-	-	-	-	-	-	339	-	-	-
	ghjlmno	-	-	-	-	-	-	-	-	-	-	-	100%abdef	-	-	-
Yorkshire	419	-	-	-	-	-	-	-	-	-	-	-	-	419	-	-
	ghjlmno	-	-	-	-	-	-	-	-	-	-	-	-	100%abdef	-	-
NA	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS																
Changed tariff with existing supplier	1030	126	106	62	43	96	85	60	19	67	95	89	29	62	88	1
	17%h	21%adehi	19%dh	13%	14%	18%dh	21%dehim	11%	12%	17%h	20%djm	17%h	13%	18%h	21%dehim	10%
Compared tariff with those from other suppliers	1558	183	158	108	64	152	126	110	27	104	120	130	58	88	126	4
	26%h	30%adehi	28%ehi	23%	21%	29%dehi	31%adehi	21%	18%	26%	25%	25%	28%	28%	30%dehi	32%
Compared tariff with those from existing supplier	1502	178	155	95	67	144	131	93	26	96	139	121	48	86	118	3
	25%dh	29%adehi	28%dhi	20%	22%	28%dhi	32%adehi	18%	17%	24%h	29%dehim	24%h	21%	25%h	28%dhi	28%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	131	108	76	42	99	89	67	22	72	89	41	70	81	4	
	18%h	22%adeh	19%h	16%	14%	19%h	22%adeh	13%	14%	18%h	18%h	17%	18%	21%eh	19%h	32%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



**Q. Breaks X Breaks**  
**Base: All who have gas and/or electricity supply and are responsible for it**

Total (a)	PES - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Total	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Unweighted Base	5934	608	558	454	298	513	410	574	155	376	498	511	222	360	384	13
Weighted Base	5934	605	559	478	300	522	403	529	152	399	480	511	225	339	419	12**
Compared tariff with those from existing supplier (2014 Survey equivalent)	992 17%h	115 19%h	101 18%h	64 13%	45 15%	92 18%h	92 23%adeh imn	65 14%	19 12%	68 17%	83 17%h	74 15%	35 15%	56 17%	78 19%h	3 38%
<b>TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)</b>																
Treat you fairly in their dealings with you	3863 65%h	401 66%h	386 69%h	283 59%	204 68%h	325 62%	287 71%ad n	360 68%h	107 71%h	255 64%	290 60%	337 66%h	150 67%	201 59%	273 65%	5 41%
Provide clear and helpful information for you	3859 65%h	401 66%h	393 70%h	279 58%	195 65%	341 65%h	290 72%h	360 68%h	101 66%	239 60%	285 59%	343 67%h	154 68%h	199 59%	277 66%h	4 36%
Charge you a fair price for your electricity	3345 56%h	341 56%h	338 60%h	229 48%	158 53%	312 60%h	264 66%h	335 63%h	89 59%h	200 50%	235 49%	282 57%h	134 60%h	175 51%	236 56%h	5 41%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
<b>NATION</b>									
England	5069	907	1363	1324	941	867	3294	3314	2884
65%		88% <sup>a</sup>	87%	88% <sup>a</sup>	87%	87%	85%	86%	80%
Scotland	551	85	131	122	94	86	362	340	289
9%		8%	8%	8%	9%	9%	9%	9%	9%
Wales	314	37	64	55	43	38	208	205	171
9% <sup>bcd</sup>		4%	4%	4%	4%	5%	5%	5%	5%
<b>AGE</b>									
16-34	1138	184	288	265	176	188	711	721	634
15% <sup>bde</sup>		18%	18%	18%	19%	19%	18%	19%	19%
35-64	3106	573	911	871	627	585	1699	1906	1617
52% <sup>gh</sup>		56%	58% <sup>a</sup>	58% <sup>a</sup>	58% <sup>a</sup>	59% <sup>a</sup>	49%	49%	48%
65+	1688	293	359	366	275	219	1253	1231	1093
28% <sup>cdi</sup>		28% <sup>cdi</sup>	23%	24%	25%	22%	32% <sup>a</sup>	32% <sup>a</sup>	33% <sup>a</sup>
<b>SOCIAL GRADE</b>									
AB	1339	367	499	504	347	299	804	801	636
23% <sup>hi</sup>		36% <sup>af</sup>	32% <sup>a</sup>	34% <sup>a</sup>	32% <sup>a</sup>	30% <sup>a</sup>	27%	27%	19%
C1	1089	343	543	535	368	372	1213	1219	1048
32%		33%	35% <sup>a</sup>	36% <sup>a</sup>	34%	38% <sup>a</sup>	31%	32%	31%
C2	1236	189	285	262	200	175	636	630	738
21% <sup>cdi</sup>		18%	18%	17%	18%	18%	22%	22%	22%
DE	1470	121	231	200	163	145	1011	1009	922
25% <sup>bcdi</sup>		13%	15%	13%	15%	15%	28%	28%	28% <sup>a</sup>



## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1415	1359	967	899	3862	3839	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
<b>INCOME</b>									
Below £16,000p.a.	1896	193	324	305	219	217	1355	1332	1208
32% <sup>acdef</sup>		19%	21%	20%	20%	22%	35% <sup>a</sup>	35% <sup>a</sup>	36% <sup>a</sup>
Above £16,000p.a.	3278	720	1068	1029	721	658	2037	2066	1727
55% <sup>g</sup>		70% <sup>a</sup>	68% <sup>a</sup>	69% <sup>a</sup>	67% <sup>a</sup>	66% <sup>a</sup>	53%	54%	52%
<b>DISABILITY</b>									
Dis-abled	1080	176	241	231	178	154	744	748	670
18% <sup>cd</sup>		17%	15%	17%	15%	19%	19%	19%	20% <sup>a</sup>
Not dis-abled	4854	854	1317	1271	899	838	3120	3111	2675
82% <sup>a</sup>		83%	85% <sup>a</sup>	85% <sup>a</sup>	83%	85%	81%	81%	80%
<b>TENURE</b>									
Owned/ Mortgage	3843	781	1113	1120	771	707	2356	2377	2004
61% <sup>a</sup>		76% <sup>acdef</sup>	71% <sup>a</sup>	75% <sup>a</sup>	72% <sup>a</sup>	71% <sup>a</sup>	61%	62%	60%
Rent private	1143	137	258	220	175	166	720	702	619
19% <sup>bcd</sup>		13%	17% <sup>ab</sup>	15%	16%	17%	18%	18%	19%
Rent local auth- ority	1050	97	165	139	117	102	725	719	655
11% <sup>acdef</sup>		9%	11%	9%	11%	10%	19%	19%	20% <sup>a</sup>
<b>TYPE OF CONSUMER</b>									
Gas only	11	2	4	1	3	1	6	3	5
-		-	-	-	-	-	-	-	-
Electri- city only	608	66	131	131	88	88	400	391	344
10% <sup>b</sup>		6%	8%	9%	8%	9%	10%	10%	10%
Any gas	5326	984	1427	1371	989	904	3463	3468	3001
90%		94% <sup>a</sup>	92%	91%	92%	91%	90%	90%	90%
Any electri- city	5920	1028	1554	1500	1074	990	3858	3856	3339
100%		100%	100%	100%	100%	100%	100%	100%	100%

Q. Breaks X Breaks  
 Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Gas and electricity	5315	961	1423	1369	986	903	3457	3465	2996
	90%	93% <sup>a</sup>	91%	91%	90%	91%	89%	90%	90%
<b>TIME OF USE METER</b>									
Yes	663	114	213	209	142	148	430	442	383
	11%	11%	14% <sup>a</sup>	14% <sup>a</sup>	13%	15% <sup>ab</sup>	11%	11%	11%
No	5261	914	1341	1291	932	842	3428	3414	2962
	89% <sup>cd</sup>	89% <sup>d</sup>	86%	86%	87%	85%	89%	88%	89%
<b>SUPPLIER</b>									
Any Big Six supplier	4986	853	1168	1155	800	723	3237	3224	2768
	84% <sup>cd</sup>	83% <sup>cd</sup>	75%	77% <sup>d</sup>	88% <sup>bcd</sup>	73%	84%	84%	83%
No Big Six supplier	948	177	390	346	147	268	626	635	552
	16%	17% <sup>e</sup>	25% <sup>abde</sup>	23% <sup>abde</sup>	14%	27% <sup>abde</sup>	16%	16%	17%
<b>METHOD OF PAYMENT</b>									
Direct Debit	4216	912	1298	1278	893	806	2742	2734	2349
	71%	89% <sup>acdef</sup>	83% <sup>a</sup>	85% <sup>af</sup>	83% <sup>a</sup>	81% <sup>a</sup>	71%	71%	70%
Standard Credit	603	55	87	86	73	62	407	409	349
	10% <sup>bcd</sup>	5%	6%	6%	7%	6%	11%	11%	10%
PPM	1054	61	172	140	114	123	684	684	609
	18% <sup>bcd</sup>	6%	11% <sup>b</sup>	9% <sup>b</sup>	11% <sup>b</sup>	12% <sup>b</sup>	18%	18%	18%
<b>TARIFF TYPE</b>									
Fixed term	2242	688	889	886	564	508	1515	1548	1315
	38%	67% <sup>acdef</sup>	56% <sup>af</sup>	59% <sup>aef</sup>	52% <sup>a</sup>	51% <sup>a</sup>	39%	40% <sup>a</sup>	39%
SVT	3623	323	670	593	498	474	2299	2260	1990
	61% <sup>bcd</sup>	31%	43% <sup>b</sup>	39% <sup>b</sup>	46% <sup>bd</sup>	48% <sup>bcd</sup>	60%	59%	60%
Mixed	69	19	19	23	15	12	49	61	40
	1%	2%	1%	2%	1%	1%	1%	1%	1%

Fieldwork : 20/02/15-22/03/15  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - a/g/h/i



**Q. Breaks X Breaks**  
**Base: All who have gas and/or electricity supply and are responsible for it**

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1415	1359	987	899	3962	3939	3405
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
<b>INTERNET USER</b>									
Regular	4642	927	1427	1372	965	899	2901	2923	2486
	78% <sup>gh</sup>	90% <sup>ia</sup>	92% <sup>ia</sup>	91% <sup>ia</sup>	90% <sup>ia</sup>	91% <sup>ia</sup>	75%	76%	74%
Not regular	1292	103	131	130	112	92	963	936	859
	22% <sup>bcdef</sup>	10%	8%	9%	10%	9%	25% <sup>ia</sup>	24% <sup>ia</sup>	26% <sup>ia</sup>
<b>FAMILY</b>									
Child under 5 AND ABC1C2	578	111	210	199	127	145	331	320	273
	10% <sup>hi</sup>	11%	13% <sup>ia</sup>	13% <sup>ia</sup>	12%	15% <sup>ab</sup>	9%	8%	8%
Child under 5 AND DE	235	19	36	30	23	21	154	161	143
	4% <sup>bcdef</sup>	2%	2%	2%	2%	2%	4%	4%	4%
<b>ETHNIC ORIGIN</b>									
White	5352	967	1444	1402	1005	915	3526	3519	3055
	90%	94% <sup>ia</sup>	93% <sup>ia</sup>	93% <sup>ia</sup>	93% <sup>ia</sup>	92%	91%	91%	91%
Non-white	560	59	103	90	63	70	322	327	278
	9% <sup>bcdef</sup>	6%	7%	6%	6%	7%	8%	8%	8%
Refused	22	4	11	9	9	6	14	13	11
	*	*	1%	1%	1%	1%	*	*	*
<b>FAMILIAR WITH TARIFFS</b>									
Familiar	2328	616	1012	988	709	640	1628	1676	1450
	39%	60% <sup>ia</sup>	65% <sup>ab</sup>	66% <sup>ab</sup>	66% <sup>ab</sup>	65% <sup>ab</sup>	42% <sup>ia</sup>	43% <sup>ia</sup>	43% <sup>ia</sup>
Not familiar	3405	408	532	501	359	343	2163	2165	1898
	58% <sup>bcdefghi</sup>	40% <sup>cddef</sup>	34%	33%	33%	35%	56%	55%	55%
<b>SWITCHING</b>									
Switched in last 12 months	787	253	495	418	14	317	599	524	450
	13% <sup>a</sup>	25% <sup>aa</sup>	32% <sup>abde</sup>	28% <sup>ae</sup>	1%	32% <sup>abde</sup>	15%	14%	13%

Fieldwork : 20/02/15-22/03/15  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/ef - a/ghi



## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1415	1359	987	899	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Ever switched	3373	820	1229	1181	748	770	2152	2175	1833
57%		80% <sup>aee</sup>	79% <sup>aee</sup>	79% <sup>aee</sup>	69% <sup>a</sup>	78% <sup>aee</sup>	56%	56%	55%
Not switched in last 12 months	5147	777	1063	1084	1063	674	3355	3335	2894
87% <sup>bcdcf</sup>		75% <sup>cf</sup>	68%	72% <sup>cf</sup>	99% <sup>labcdcf</sup>	68%	87%	86%	87%
Never switched	2561	210	329	321	329	221	1711	1684	1512
43% <sup>bcdcf</sup>		20%	21%	21%	31% <sup>bcdcf</sup>	22%	44%	44%	45%
<b>SEGMENTS (2014 SURVEY EQUIVALENT)</b>									
Switched On	882	593	747	728	463	396	545	552	436
15%		58% <sup>acddef</sup>	48% <sup>aef</sup>	48% <sup>aef</sup>	43% <sup>a</sup>	40% <sup>a</sup>	14%	14%	13%
Tuned In	1697	397	717	704	537	535	1083	1102	913
29%		39% <sup>a</sup>	46% <sup>ab</sup>	47% <sup>ab</sup>	50% <sup>ab</sup>	54% <sup>abcd</sup>	28%	29%	27%
On standby	2165	36	80	60	64	51	1469	1471	1307
36% <sup>bcdcf</sup>		3%	5%	4%	6% <sup>bd</sup>	5%	38%	39% <sup>a</sup>	38%
Unplugged	1187	4	14	9	14	9	766	734	688
20% <sup>bcdcf</sup>		*	1%	1%	1% <sup>b</sup>	1%	20%	19%	21%
<b>PES - SEGMENTS</b>									
Eastern	605	126	183	178	131	115	401	401	341
10%		12%	12%	12%	12%	10%	10%	10%	10%
EME	559	106	158	155	108	101	386	393	338
9%		10%	10%	10%	10%	10%	10%	10%	10%
London	478	62	108	95	76	64	283	279	229
8% <sup>bd</sup>		6%	7%	6%	7%	6%	7%	7%	7%
Manweb	300	43	64	67	42	45	204	195	158
5%		4%	4%	4%	4%	5%	5%	5%	5%

## Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	142	1415	1399	987	999	3962	3939	3465
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Midlands	522	96	152	144	99	92	325	341	312
	9%	9%	10%	10%	9%	9%	8%	9%	9%
Northern	403	85	126	131	89	92	287	290	264
	7%	8%	8%	9%a	8%	9%a	7%	8%	8%
Nonweb	529	60	110	93	67	65	360	360	335
	9%b	6%	7%	6%	6%	7%	9%	9%	10%
Scottish Hydro	152	19	27	26	22	19	107	101	89
	3%	2%	2%	2%	2%	2%	3%	3%	3%
Scottish Power	399	67	104	96	72	69	255	239	200
	7%	6%	7%	6%	7%	7%	7%	6%	6%
Seaboard	480	95	120	139	86	83	290	285	235
	8%	9%	8%	9%	8%	8%	8%	7%	7%
Southern	511	89	130	121	89	74	337	343	292
	9%	9%	8%	8%	8%	8%	9%	9%	9%
SWALEC	225	29	58	48	41	35	150	154	134
	4%	3%	4%	3%	4%	3%	4%	4%	4%
SWEB	339	62	88	86	70	56	201	199	175
	6%	6%	6%	6%	6%	6%	6%	6%	6%
Yorkshire	419	88	126	118	81	78	273	277	236
	7%	9%	8%	8%	8%	8%	7%	7%	7%
NA	12	1	4	3	4	3	5	4	5
	*	*	*	*	*	*	*	*	*

Q. Breaks X Breaks  
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	CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers (2014 Survey equivalent) (e)	Compared tariff with those from existing supplier (2014 Survey equivalent) (f)	Treat you fairly in their dealings with you (g)	Provide clear and helpful information for you (h)	Charge you a fair price for your electricity (i)
Total	5934	1030	1558	1502	1077	992	3863	3859	3345
Unweighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
Weighted Base	5934	1030	1558	1502	1077	992	3863	3859	3345
<b>CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS</b>									
Changed tariff with existing supplier	1030	1030	726	788	498	277	665	678	520
	17%	100%acdef	47%af	52%acdf	46%af	28%a	17%	18%	16%
Compared tariff with those from other suppliers	1558	726	1558	1307	1077	912	985	1003	814
	26%	71%a	100%abdf	87%ab	100%abdf	92%abd	25%	26%	24%
Compared tariff with those from existing supplier	1502	788	1307	1502	914	992	981	999	800
	25%	76%a	84%ab	100%abce	85%ab	100%abce	25%	26%	24%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1077	498	1077	914	1077	608	677	688	550
	18%	48%a	69%abdf	61%ab	100%abcdf	61%ab	18%	18%	16%
Compared tariff with those from existing supplier (2014 Survey equivalent)	992	277	912	992	608	992	642	652	549
	17%	27%a	59%ab	66%abce	56%ab	100%abcde	17%	17%	16%
<b>TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)</b>									
Treat you fairly in their dealings with you	3863	665	985	981	677	642	3863	3451	3151
	65%	65%	63%	65%	63%	65%	100%ahi	89%a	94%ah
Provide clear and helpful information for you	3859	678	1003	999	688	652	3451	3859	3084
	65%	66%	64%	67%	64%	66%	89%a	100%agi	92%ag
Charge you a fair price for your electricity	3345	520	814	800	550	549	3151	3084	3345
	56%bce	50%	52%	53%	51%	55%b	82%a	80%a	100%agh

Fieldwork : 20/02/15-22/03/15  
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