

	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	5956
	5	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	5956
●	9	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	5196
●	13	4	Q.3 Who is your current gas supplier?	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	21	5	Q.4 Who is your current electricity supplier?	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	33	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	4688
●	45	7	Q.5 How do you pay for your gas?	Base: All who have gas supply	5213
●	52	8	Q.6 How do you pay for your electricity?	Base: All who have electricity supply	5939
●	60	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	4688
●	64	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	5956
●	68	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	5956
●	72	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	5956
●	76	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	5939
●	80	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	5956
●	84	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	5956
●	88	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	4688

	Page	Table	Title	Base Description	Base
●	92	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 different gas and electricity suppliers, or only have gas supply	525
●	96	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 different gas and electricity suppliers, or only have electricity supply	1251
●	100	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	2876
●	104	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	2337
●	108	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	3063
●	112	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	5956
●	116	23	Q.19 In the last 12 months, have you switched your gas supplier?	Base: All who have gas supply	5213
●	120	24	Q.18 In the last 12 months, have you switched your electricity supplier?	Base: All who have electricity supply	5939
●	124	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	5155
●	128	26	Q.21 How many times have you ever switched your gas supplier?	Base: All who have switched gas supplier ever	2758
●	132	27	Q.138 When did you last do this?	Base: All who have switched gas supplier more than one year ago	2043
●	136	28	Q.22 How many times have you ever switched your electricity supplier?	Base: All who have switched electricity supplier ever	3121
●	140	29	Q.139 When did you last do this?	Base: All who have switched electricity supplier more than one year ago	2318
●	144	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	2664
●	148	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	2503
●	152	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	2047

	Page	Table	Title	Base Description	Base
●	160	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	696
●	168	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	1069
●	176	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	3194
●	188	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	2047
●	192	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	696
●	196	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	1069
●	200	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	594
●	209	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	146
●	217	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	237
●	225	42	Q.26 In the last 12 months, have you changed the payment method with your gas supplier?	Base: All who have gas supply	5213
●	229	43	Q.27 How did you previously pay for your gas?	Base: All who have changed gas payment method in past 12 months	197
●	233	44	Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?	Base: All who have electricity supply	5939
●	237	45	Q.32 How did you previously pay for your electricity?	Base: All who have changed electricity payment method in past 12 months	180
●	241	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	5213
●	245	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	4633

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●	249	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	5213
●	253	49	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 haven't switched gas supplier in the last 12 months	4473
●	257	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	5213
●	261	51	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 haven't changed gas tariff in the last 12 months	4633
●	265	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	5939
●	269	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	5121
●	273	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	5939
●	277	55	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 haven't switched electricity supplier in the last 12 months	5108
●	281	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	5939
●	285	57	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 haven't changed electricity tariff in the last 12 months	5121
●	289	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	2112
●	293	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	2112
●	301	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	2112
●	317	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	2112

	Page	Table	Title	Base Description	Base
●	321	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	1403
●	325	63	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... To find the information that you wanted	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	1403
●	329	64	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... To understand the information that you found	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	1403
	333	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	1403
●	334	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	2112
●	342	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	1424
●	346	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	5956
●	368	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	525
●	372	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	525
●	376	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	525
●	380	72	Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas	Base: All who have different gas and electricity suppliers, or only have gas supply	525
	384	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	525
●	385	74	Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	389	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 different gas and electricity suppliers, or only have electricity supply	1251

	Page	Table	Title	Base Description	Base
●	393	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 different gas and electricity suppliers, or only have electricity supply	1251
●	397	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 different gas and electricity suppliers, or only have electricity supply	1251
	401	78	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	402	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	4688
●	406	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	4688
●	410	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	4688
●	414	82	Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
	418	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	4688
●	419	84	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? - Landline phone providers	Base: All who has gas and/or electricity supply and responsible for it	5956
●	423	85	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? - Banks	Base: All who has gas and/or electricity supply and responsible for it	5956
●	427	86	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? - Insurance companies	Base: All who has gas and/or electricity supply and responsible for it	5956
●	431	87	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? - Water suppliers	Base: All who has gas and/or electricity supply and responsible for it	5956
●	435	88	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? - Energy suppliers in general	Base: All who has gas and/or electricity supply and responsible for it	5956
	439	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	5956
●	440	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	5956

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●	444	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	1629
●	448	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	5956
●	452	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	5956
●	456	94	Q.146 Why do you say that?	Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs	4373
●	472	95	Q.146 Why do you say that?	Base: All who think it's very/fairly easy to compare tariffs	2424
●	484	96	Q.146 Why do you say that?	Base: All who think it's Fairly difficult/Very difficult to compare tariffs	1949
●	498	97	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	2112
●	502	98	Q.75 Why do you say that?	Base: All who think it is easier or harder to compare compared to a year ago	624
●	514	99	Q.75 Why do you say that?	Base: All who think it is easier to compare compared to a year ago	484
●	526	100	Q.75 Why do you say that?	Base: All who think it is Harder to compare compared to a year ago	140
●	534	101	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	5956
●	538	102	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	510
●	546	103	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	510
●	550	104	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	5446
●	554	105	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	5956

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●	558	106	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	833
●	566	107	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	833
●	570	108	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - An annual summary or review (containing details about your own energy tariff and energy use)	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	574	109	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - At least one bill or direct debit \ repayment statement	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	578	110	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A price increase notification letter	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	582	111	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A letter informing you your fixed term tariff is coming to an end	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	586	112	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	3512
●	590	113	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	3099
●	594	114	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	598	115	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	602	116	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I looked into switching to a different supplier	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	606	117	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All received annual summary AND read it in detail/skimmed	3099
	610	118	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	3099
●	611	119	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	4079

	Page	Table	Title	Base Description	Base
●	615	120	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	3528
●	619	121	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	623	122	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	627	123	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching to a different supplier	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	631	124	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	635	125	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I used the QR code to find out more about my existing tariff or to compare tariffs	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
	639	126	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	3528
●	640	127	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	1319
●	644	128	Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	648	129	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	652	130	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching tariffs with my current supplier	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	656	131	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching to a different supplier	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	660	132	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
	664	133	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	1123

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●	665	134	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	1203
●	669	135	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	1066
●	673	136	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	677	137	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	681	138	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching to a different supplier	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	685	139	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
	689	140	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	1066
●	690	141	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	5956
●	694	142	Q.169 And where did you see this?	Base: All who recall seeing a savings note/reminder on correspondence	1961
●	702	143	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	1961
●	706	144	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	1961
●	710	145	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	1961
	714	146	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	1961
●	715	147	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	5956
●	719	148	Q.172 And where did you see this?	Base: All who are aware of TCR	1157

	Page	Table	Title	Base Description	Base
●	727	149	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	1157
●	731	150	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	1157
●	735	151	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	1157
	739	152	Q.173 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of TCR	1157
●	740	153	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	5956
●	744	154	Q.175 And where did you see this?	Base: All who are aware of PP	1933
●	752	155	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	1933
●	756	156	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	1933
●	760	157	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	1933
	764	158	Q.176 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of PP	1933
●	765	159	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	5956
●	769	160	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - It's too hard to work out whether I would save or not if I switched	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	773	161	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - There are no real differences between suppliers in the prices they charge	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	777	162	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Switching is a hassle that I've not got time for	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	781	163	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - I worry that if I switch things will go wrong	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	785	164	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - I don't think I'd be able to switch even if I wanted to	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	789	165	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Some energy suppliers are more trustworthy than others	Base: All who have gas and/or electricity supply and are responsible for it	5956

	Page	Table	Title	Base Description	Base
●	793	166	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Changing tariff with your existing supplier is a good way to save money	Base: All who have gas and/or electricity supply and are responsible for it	5956
	797	167	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	5956
●	798	168	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	5956
●	818	169	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	2337
●	822	170	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	3063
●	826	171	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	2876
●	830	172	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Financially things are a bit of a struggle for me	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	834	173	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I always like to look for ways that I can save money, even if it is only a little	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	838	174	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I often make a decision on impulse	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	842	175	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Everything seems to be getting more complicated these days	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	846	176	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I always check bank or building society statements when I get them, including online	Base: All who have gas and/or electricity supply and are responsible for it	5956
	850	177	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	5956
●	851	178	Q.128 How often do you use the internet?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	855	179	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	5956
●	859	180	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	5956

	Page	Table	Title	Base Description	Base
●	863	181	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	5956
●	867	182	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	5956
●	871	183	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	5956
●	879	184	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	1913
●	883	185	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	5956
●	887	186	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	5956
●	891	187	Q. Breaks X Breaks	Base: All who have gas and/or electricity supply and are responsible for it	5956

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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Mains gas only 17	12	3	1	8	4	4	2	6	4	5
	*	*	1%	1%af	*	*	*	*	*	*
Mains electricity only 717	543	110	64	137	331	249	181	195	154	187
12%	11%	20%ab	18%ab	12%	11%	15%aef	12%	10%	13%	13%h
Mains gas and electricity 5254	4517	446	290	1026	2773	1455	1271	1694	1070	1219
88%cdg	89%acd	80%	82%	88%	89%g	85%	87%	89%k	87%	86%

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
Mains gas only 17	6	9	2	-	1	16	8	1	6
Mains electricity only 717	258	374	64	20	150	567	384	189	130
12%h	16%acd	11%	10%	11%	16%ag	11%	10%	15%ah	13%h
Mains gas and electricity 5254	1393	3111	576	174	798	4456	3298	1041	839
88%bf	84%	89%b	90%b	89%b	84%	88%f	89%ahj	85%	86%

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Mains gas only	17	11	1	5	1	16	4	1	12	4
	.	.	.	1%	.	.	1%	1%	.	1%
Mains electricity only	717	476	94	139	59	657	81	21	605	106
	12%	11%	15%ab	16%ab	12%	12%	12%	9%	12%	15%ai
Mains gas and electricity	5254	3952	513	726	439	4815	596	199	4634	592
	88%cd	89%cd	84%	84%	88%	88%	88%	90%	88%j	84%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Mains gas only	17	13	4	-	2	1	7	7	9	1	5	7	2	6
Mains electricity only	717	631	85	1	99	172	288	178	215	151	334	468	79	132
Mains gas and electricity	5254	4691	540	23	783	1509	1888	1074	1485	1132	2530	3876	468	843
	88%h	88%	86%	97%	89%h	90%agh	87%	85%	87%	86%	88%	89%lmn	85%	86%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes 5987 100%	5072 100%	559 100%	355 100%	1172 100%	3107 100%	1708 100%	1454 100%	1895 100%	1228 100%	1410 100%

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5986	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	5987	1658	3493	642	194	949	5038	3690	1232	976
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	5987	4440	608	869	499	5488	681	221	5252	703
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	5987	5335	628	24	884	1682	2164	1258	1708	1284	2869	4351	549	981
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5196	4473	417	306	1012	2374	1810	1019	1381	996	1800
Weighted Base	5254	4517	446	290	1026	2773	1455	1271	1694	1070	1219
Yes	4756	4095	399	262	916	2537	1303	1159	1526	965	1104
	91%	91%	89%	90%	89%	91%g	90%	91%	90%	90%	91%
No	421	353	42	27	85	197	140	90	135	96	100
	8%	8%	9%	9%	8%	7%	10%af	7%	8%	9%	8%
Refused	3	3	1	-	1	2	1	1	-	2	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	73	67	5	1	25	37	11	21	31	7	14
	1%	1%	1%	-	2%afg	1%	1%	2%	2%	1%	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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5196	1766	2551	566	193	977	4219	3076	1008	1029
Weighted Base	5254	1993	3111	576	174	798	4456	3298	1041	839
Yes	4756	1243	2848	505	160	701	4055	3012	938	740
	91% ^{dfj}	89%	92% ^{bd}	88%	92%	88%	91% ^f	91% ^j	90%	88%
No	421	126	223	58	14	89	333	245	83	85
	8%	9% ^c	7%	10% ^c	8%	11% ^{ag}	7%	7%	8%	10% ^{ah}
Refused	3	-	1	3	-	-	3	3	-	1
	-	-	-	- ^{abc}	-	-	-	-	-	-
Don't know	73	24	39	10	-	8	65	38	20	14
	1%	2%	1%	2%	-	1%	1%	1%	2%	2%

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5196	3575	576	977	461	4735	490	271	4628	538
Weighted Base	5254	3952	513	726	439	4815	596	199	4634	592
Yes	4756	3603	473	624	403	4352	552	185	4200	531
	91% ^d	91% ^d	92% ^d	86%	92%	90%	93%	93%	91%	90%
No	421	287	37	92	34	388	37	12	370	50
	8%	7%	7%	13% ^{abc}	8%	8%	6%	6%	8%	9%
Refused	3	2	1	-	-	3	-	-	3	-
	*	*	*	-	-	-	-	-	*	-
Don't know	73	60	3	9	2	71	6	3	62	10
	1%	2%	1%	1%	*	1%	1%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5196	4673	499	24	710	1441	1908	1137	1613	1100	2367	3662	518	924
Weighted Base	5254	4691	540	23**	783	1509	1888	1074	1485	1132	2530	3876	468	843
Yes	4756	4248	487	21	745	1407	1700	904	1340	1018	2304	3584	374	717
No	421	377	43	2	35	95	170	121	126	97	189	246	91	116
Refused	3	3	-	-	-	-	-	3	-	1	1	1	-	-
Don't know	73	63	10	-	3	6	19	45	19	16	38	47	3	10
		1%	2%	2%	-	-	1%	4%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 525	447	50	28	119	212	194	97	147	101	180
Weighted Base 515	435	51*	29**	119	240	156	115*	172	109*	119
Better Energy	1	-	-	-	1	-	-	-	1	-
British Gas	280 54%e	237 55%	25 49%	17 58%	33 28%	135 56%e	70 61%	86 50%	60 55%	64 54%
Daligas	5 1%	5 1%	-	-	3 1%	1 1%	2 2%	3 2%	-	-
E.ON	31 6%	27 6%	2 4%	2 7%	7 6%	19 8%	5 4%	8 5%	9 8%	9 8%
Economy Energy	2	2	-	-	2	-	-	-	1	1
Ecotricity	1	1	-	-	-	1	-	-	-	1
EDF	18 4%	18 4%	-	-	10 9%a	6 3%	2 1%	3 3%	7 4%	4 4%
Extra Energy	2	2	-	-	-	2 1%	1 1%	-	-	1 1%
First Utility	1	1	-	-	1 1%	-	-	-	-	1 1%
Good Energy	1	1	-	-	1 1%	-	-	1 1%	-	-
Green Energy	1	1	-	-	1 1%	-	-	-	-	1 1%
Green Star Energy	2	2	-	-	-	-	2 1%	1 1%	-	1 1%
Npower	30 6%g	28 7%	1 2%	1 4%	12 10%g	17 7%g	2 1%	2 2%	17 10%h	4 4%
Scottish Hydro	6 1%b	-	6 12%ab	-	2 2%	1 1%	3 2%	-	2 1%	2 2%
Scottish Power	13 2%	7 2%	3 6%	3 11%	5 4%	5 2%	3 2%	4 3%	5 5%h	3 3%
Southern Electric	8 2%	7 2%	1 2%	-	3 2%	2 1%	4 2%	1 1%	3 2%	3 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - 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 different gas and electricity suppliers, or only have gas supply

Total (a)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
SSE (Scottish and Southern Energy)	14	11	4	-	4	7	4	5	2	5	3
Swalec	3%	2%	7%	-	3%	3%	3%	4%	1%	4%	3%
Telecom Plus	4	-	-	4	2	*	1	-	4	-	*
Utility Warehouse	7%	-	-	14%	2%	*	1%	-	2%	-	*
Utilita	1	1	-	-	-	-	1	-	-	1	-
Zog Energy	-	-	-	-	-	-	-	-	-	-	-
Other	4	4	-	-	2	2	-	-	4	-	1
	1%	1%	-	-	2%	1%	-	-	2%	-	1%
	1	1	-	-	1	-	-	-	-	1	-
	-	-	-	-	1%	-	-	-	-	1%	-
	2	2	-	-	-	1	1	1	1	-	-
	-	-	-	-	-	*	1%	1%	1%	-	-
	3	1	3	-	-	1	2	-	1	1	1
	1%	*	5%ab	-	-	1%	1%	-	1%	1%	1%
SUMMARY CODE											
SIX LARGE SUPPLIERS	405	335	42	27	79	192	134	86	133	92	94
	79%e	77%	82%	94%	66%	82%e	86%ae	73%	77%	84%	79%
SSE ALL	33	18	11	4	11	10	12	6	11	9	7
Refused	6%	4%	21%ab	14%	10%f	4%	7%	5%	6%	8%	6%
	5	4	1	-	3	2	1	1	-	3	1
	1%	1%	1%	-	2%	1%	*	1%	-	3%l	1%
Don't know	79	71	6	2	29	35	15	23	29	10	18
	15%	16%	11%	6%	25%ka	14%	9%	20%j	17%	9%	15%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g - a/h/l/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 different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Better Energy	1	-	1	-	-	-	1	1	-	-
British Gas	280	80	152	40	7	62	217	192	36	44
	54% ^{aj}	51%	56%	55%	51%	64% ^g	52%	65% ^{ahj}	35%	41%
Daligas	5	-	2	3	-	-	5	3	2	-
	1%	-	1%	4% ^b	-	-	1%	1%	2%	-
E.ON	31	12	15	4	-	3	28	11	7	13
	6%	8%	6%	6%	-	3%	7%	4%	7%	12% ^{ah}
Economy Energy	2	1	1	-	-	-	2	-	-	2
	-	-	-	-	-	-	-	-	-	2% ^h
Ecotricity	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	1%	-	-	1%	-
EDF	18	2	9	6	1	2	16	9	4	5
	4%	2%	3%	8% ^b	8%	2%	4%	3%	4%	5%
Extra Energy	2	1	1	-	-	-	2	1	-	1
	-	1%	-	-	-	-	-	-	-	1%
First Utility	1	-	1	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	1%
Good Energy	1	-	1	-	-	-	1	1	-	-
	-	-	1%	-	-	-	-	1%	-	-
Green Energy	1	1	-	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	1%	-
Green Star Energy	2	-	2	-	-	2	-	-	1	1
	-	-	1%	-	-	2% ^g	-	-	1%	1%
Npower	30	7	20	3	-	5	26	12	7	9
	6%	4%	8%	5%	-	5%	6%	4%	7%	9%
Scottish Hydro	6	2	3	-	1	1	5	3	3	-
	1%	1%	1%	-	5%	1%	1%	1%	3%	-
Scottish Power	13	4	7	2	-	3	9	8	3	2
	2%	2%	3%	3%	-	3%	2%	3%	3%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

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

Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Southern Electric	8 2%	6 4% ^c	1	-	1	-	8	2	2	4
SSE (Scottish and Southern Energy)	14 3%	7 4%	6 2%	1 1%	1 4%	4 2%	11 3%	3 1%	2 2%	8 8% ^{ah}
Swalec	4 1%	1 1%	1 1%	+	1 2%	2 2%	2 1%	-	4 3% ^{ah}	-
Telecom Plus	1 *	1 1%	-	-	-	1 1%	-	-	1 -	-
Utility Warehouse	4 1%	2 1%	2 1%	-	1 7%	-	4 1%	2 1%	2 2%	-
Utilita	1 *	-	1 1%	-	-	-	-	-	1 1%	-
Zog Energy	2 *	-	2 1%	-	-	-	2 *	2 1%	-	-
Other	3 1%	3 2% ^c	-	-	-	2 2%	2 *	-	1 1%	3 3% ^h
SUMMARY CODE										
SIX LARGE SUPPLIERS	405 79% ^{ai}	122 78%	215 79%	57 79%	11 80%	82 84%	323 77%	241 82% ^{aj}	69 66%	85 81% ^{aj}
SSE ALL	33 6%	16 10% ^{cd}	12 4%	2 2%	3 21%	7 7%	26 6%	9 3%	11 11% ^{ah}	12 11% ^{ah}
Refused	5 1%	-	1 *	4 6% ^{abc}	-	-	5 1%	4 1%	-	1 1%
Don't know	79 15%	26 17%	42 16%	9 12%	2 13%	11 11%	68 16%	37 13%	27 26% ^{ah}	13 13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* small base; ** very small base (under 30) ineligible for sig testing

Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Better Energy	1	1	-	-	-	1	-	-	1	-
British Gas	280	177	31	68	21	258	15	5	243	35
Daligas	5	5	-	-	2	3	-	-	5	-
E.ON	31	23	1	7	1	30	3	2	27	4
Economy Energy	6%	6%	2%	7%	4%	6%	7%	10%	6%	7%
Ecotricity	2	2	-	-	-	2	1	1	2	-
EDF	18	16	-	2	-	18	3	1	16	3
Extra Energy	4%	4%	-	2%	-	4%	6%	8%	3%	4%
First Utility	2	2	-	-	1	*	1	-	2	-
Good Energy	1	1	-	-	-	1	-	4%	1	-
Green Energy	1	1	-	-	-	1	-	-	1	-
Green Star Energy	2	1	-	1	1	1	-	-	2	-
Npower	30	27	2	2	2	29	5	1	25	6
Scottish Hydro	6%	8% ^d	4%	2%	4%	6%	11%	5%	6%	9%
Scottish Power	6	3	-	3	2	4	1	-	6	-
	1%	1%	-	2%	5% ^d	1%	1%	-	1%	3
	13	10	-	2	-	13	3	-	9	4
	2%	3%	-	2%	-	3%	5%	-	2%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Southern Electric	8	5	1	2	-	8	2	-	7	2
	2%	1%	2%	2%	-	2%	5%	-	1%	3%
SSE (Scottish and Southern Energy)	14	8	2	3	2	13	3	1	13	1
	3%	2%	6%	3%	4%	3%	7%	7%	3%	2%
Swalec	4	2	-	2	-	4	1	-	4	-
	1%	1%	-	1%	-	1%	2%	-	1%	-
Telecom Plus	1	-	-	1	1	-	-	-	1	-
	-	-	-	1%	2%af	-	-	-	-	-
Utility Warehouse	4	4	-	-	-	4	-	-	4	-
	1%	1%	-	-	-	1%	-	-	1%	-
Utilita	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	-	3%a	-	-	-
Zog Energy	2	2	-	-	1	1	-	-	2	-
	-	-	-	-	2%f	-	2%	-	-	-
Other	3	1	-	3	-	3	-	-	3	-
	1%	-	-	3%b	-	1%	-	-	1%	-
SUMMARY CODE										
SIX LARGE SUPPLIERS	405	273	36	91	28	377	36	10	349	55
	79%	76%	88%	85%b	78%	79%	75%	64%	78%	85%
SSE ALL	33	19	3	9	3	29	7	1	30	3
	6%	5%	7%	9%	9%	6%	15%	7%	7%	4%
Refused	5	4	1	-	-	5	-	-	4	-
	1%	1%	2%	-	-	1%	-	-	1%	-
Don't know	79	61	4	12	3	75	8	4	68	10
	15%	17%	10%	11%	10%	16%	16%	28%	15%	15%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Better Energy	1	1	-	-	-	-	1	-	-	-	1	1	-	-
British Gas	280	255	23	1	15	60	129	75	80	61	131	165	75	55
Daligas	5	5	-	-	3	-	-	2	1	3	-	5	-	-
E.ON	31	26	5	-	-	8	12	10	11	1	19	20	4	11
Economy Energy	2	1	1	-	-	1	-	1	1	1	-	-	-	-
Ecotricity	1	1	-	-	1	-	-	-	-	1	-	-	-	1
EDF	18	12	6	-	2	5	6	6	4	8	6	8	3	7
Extra Energy	2	2	-	-	4%	-	-	-	1	-	-	1	-	-
First Utility	1	-	1	-	-	-	-	1	-	-	-	-	-	1
Good Energy	1	1	-	-	1	-	-	-	-	1	-	1	-	-
Green Energy	1	1	-	-	4%	-	-	-	-	1%	-	-	-	-
Green Star Energy	2	2	-	-	1	1	-	-	-	1	1	2	-	1
Npower	30	23	7	1	4	12	6	8	10	9	11	15	2	18
Scottish Hydro	6	6	-	-	11%	12%	3%	4%	6%	8%	5%	15	2%	14%
Scottish Power	13	13	-	-	2	2	3	5	2	2	6	10	5	4
	2%	3%	-	-	8%	2%	2%	3%	3%	2%	2%	3%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 *small base; ** very small base (under 30) ineligible for sig testing



Q.3 Who is your current gas supplier?

Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Southern Electric	8	7	2	-	-	2	4	2	5	1	3	2	1	6
SSE (Scottish and Southern Energy)	14	13	1	-	2	-	7	5	3%	1%	7%	1%	1%	4% _l
Swalec	4	4	-	-	-	-	4	-	-	-	3	1	-	2
Telecom Plus	1	1	-	-	-	-	-	1	1%	-	1%	-	1%	2%
Utility Warehouse	4	4	-	-	-	2	3	-	-	3	1	3	1	2
Utilita	1	1	-	-	-	2%	1%	-	-	2%	-	1%	1%	1%
Zog Energy	2	2	-	-	2	-	-	-	-	1	1	2	-	1
Other	3	3	-	-	5% _{agh}	-	-	-	1%	-	-	1%	-	-
SUMMARY CODE														
SIX LARGE SUPPLIERS	405	359	44	2	26	92	173	114	126	83	187	231	92	110
SSE ALL	33	29	3	-	67%	89% _{aaeh}	88% _{aaeh}	64%	82%	72%	81%	77%	96% _{ain}	83%
Refused	5	5	-	-	6%	4%	8%	6%	11% _j	1%	6%	5%	7%	11% _l
Don't know	79	68	11	-	3	7	17	52	24	17	37	50	3	12
	15% _{fgm}	15%	19%	19%	8%	7%	9%	29% _{aeafg}	15%	15%	16%	17% _{mn}	4%	9%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/e/l/g/h - a/l/j/k - a/l/m/n
 *small base; ** very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
British Gas	95 8%	78 8%	9 6%	8 8%	16 7%	52 9%	26 7%	16 5%	34 10%	13 5%	31 10%h
Co-operative Energy	5 *	2 *	2 1%b	1 1%	- *	4 1%	- *	2 1%	2 *	- *	1 *
E (formerly Epower)	3 *	3 *	- *	- *	3 1%alg	- *	- *	- *	- *	1 *	2 1%
E.ON	215 18%c	192 20%c	7 4%	17 18%c	32 13%	105 19%	78 20%e	58 20%	55 15%	56 22%k	45 15%
Economy Energy	2 *	1 *	- *	1 1%	1 *	1 *	- *	- *	- *	1 *	1 *
Ecotricity	5 *	5 1%	- *	- *	- *	2 *	3 1%	2 1%	1 *	2 1%	1 *
EDF	175 14%cd	171 18%acd	3 2%	1 1%	30 12%	70 12%	75 19%aef	40 14%	51 14%	33 13%	51 17%
Extra Energy	3 *	2 *	- *	1 1%	- *	- *	1 *	2 *	- *	1 *	- *
First Utility	33 3%gk	32 3%g	- *	1 1%	13 5%g	18 3%g	2 1%	8 3%k	17 5%k	6 2%	2 1%
Flow Energy	6 1%	6 1%	- *	- *	2 1%	5 1%	- *	5 2%k	- *	2 1%	- *
Good Energy	7 1%	6 1%	- *	1 1%	1 1%	4 1%	2 *	3 1%	3 1%	1 *	- *
Green Energy	3 *	3 *	- *	- *	- *	2 *	1 *	- *	1 *	2 1%	- *
Green Star Energy	3 *	1 *	- *	2 2%ab	1 *	1 *	2 *	- *	2 1%	- *	1 *
isupply Energy	8 1%	7 1%	- *	1 1%	4 2%	2 *	2 *	- *	2 *	5 2%h	2 1%
LoCo2 Energy	1 *	1 *	- *	- *	- *	1 *	- *	- *	1 *	- *	- *
Marks & Spencer Energy	2 *	2 *	- *	- *	1 *	2 *	- *	- *	2 *	- *	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Npower	117	106	4	7	15	50	52	30	28	23	36
	10%g	11%g	3%	7%	6%	9%	13%ef	10%	8%	9%	12%
Ovo	14	13	1	-	6	4	4	2	7	2	4
	1%	1%	1%	-	2%	1%	1%	1%	2%	1%	1%
Robin Hood Energy	1	1	-	-	-	1	-	-	1	-	-
	*	*	-	-	-	*	-	-	*	-	-
Sainsbury's Energy	1	1	-	-	-	1	-	-	-	1	-
	*	*	-	-	-	*	-	-	*	-	-
Scottish Hydro	19	-	19	-	-	11	7	7	6	1	4
	2%b	-	12%abd	-	-	2%e	2%e	2%	2%	*	1%
Scottish Power	140	60	69	11	31	64	45	28	39	36	37
	12%b	6%	44%abd	11%	12%	11%	11%	9%	11%	14%	12%
Southern Electric	51	49	2	-	9	24	19	9	14	14	14
	4%	5%cd	1%	-	3%	4%	5%	3%	4%	5%	5%
Spark Energy	10	10	-	-	4	6	-	5	3	1	-
	1%	1%	-	-	2%g	1%g	-	2%k	1%	*	-
SSE (Scottish and Southern Energy)	93	57	28	7	17	49	26	17	22	29	25
	8%	6%	18%abd	8%	7%	9%	7%	6%	6%	11%hi	8%
Swalec	31	3	-	28	3	21	8	12	8	4	8
	3%b	*	-	31%abc	1%	4%	2%	4%	2%	2%	3%
Utility Warehouse	10	9	1	-	2	8	-	5	1	3	1
	1%	1%	1%	-	1%	1%g	-	2%	*	1%	*
Utilita	7	6	-	1	5	2	-	2	3	1	1
	1%	1%	-	1%	2%afg	*	-	1%	1%	1%	*
Other	5	4	-	2	-	2	3	1	3	-	1
	*	*	2%	-	-	*	1%	*	1%	-	*
SUMMARY CODE											
SIX LARGE SUPPLIERS	936	716	142	79	153	446	337	216	259	210	252
	77%e	74%	90%ab	85%b	62%	79%e	84%aef	74%	72%	81%i	84%ahi
SSE ALL	194	109	49	35	29	105	60	44	51	48	51
	16%b	11%	31%ab	39%ab	12%	19%e	15%	15%	14%	18%	17%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

Total (a)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base 1251	1007	151	93	238	509	504	245	307	238	461	
Weighted Base 1215	965	157	92*	247	567	401	293	361	259	301	
Refused 12	9	4	-	3	4	6	4	3	3	3	
Don't know 138	127	8	4	49	52	37	37	52	21	29	
	11%cd	13%cd	5%	4%	20%alg	9%	9%	13%	14%	8%	10%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
British Gas	95	27	49	18	1	23	72	45	27	22
	8%	7%	8%	13%abc	2%	9%	7%	7%	9%	10%
Co-operative Energy	5	-	4	-	-	1	4	4	-	-
	-	-	1%	-	-	-	-	1%	-	-
E (formerly Epower)	3	3	1	-	-	-	3	-	1	2
	-	1%	-	-	-	-	-	-	-	1%h
E.ON	215	65	131	14	6	41	174	145	37	29
	18%	16%	21%d	11%	17%	17%	18%	22%ij	13%	13%
Economy Energy	2	2	-	-	-	1	1	-	-	2
	-	-	-	-	-	1%	-	-	-	1%h
Ecotricity	5	2	2	-	1	1	4	2	2	1
	-	-	-	-	2%	-	-	-	1%	-
EDF	175	70	76	23	6	35	140	94	37	41
	14%	17%c	12%	17%	17%	14%	15%	14%	13%	18%
Extra Energy	3	2	1	-	-	-	3	3	-	-
	-	-	-	-	-	-	-	-	-	-
First Utility	33	6	18	9	-	3	30	15	16	1
	3%j	1%	3%	7%abc	-	1%	3%	2%	5%ahj	-
Flow Energy	6	-	6	-	-	-	6	5	2	-
	1%	-	1%	-	-	-	1%	1%	1%	-
Good Energy	7	1	6	-	-	-	7	7	-	-
	-	-	1%	-	-	-	-	1%	-	-
Green Energy	3	1	2	-	-	-	3	3	-	-
	-	-	-	-	-	-	-	-	-	-
Green Star Energy	3	2	1	-	-	2	1	3	-	-
	-	1%	-	-	-	1%	-	-	-	-
isupply Energy	8	1	6	1	-	3	5	5	2	1
	1%	-	1%	1%	-	1%	1%	1%	1%	-
LoCo2 Energy	1	-	1	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* small base

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
Marks & Spencer Energy	2	1	2	-	-	-	2	2	-	1
Npower	117	42	58	13	4	29	88	66	32	18
Ovo	14	4	8	2	10%	12%	9%	10%	11%	8%
Robin Hood Energy	1	-	1	-	-	-	1	1	-	-
Sainsbury's Energy	1	1	-	-	-	1	-	1	-	-
Scottish Hydro	19	6	12	-	-	5	14	15	-	4
Scottish Power	140	60	65	13	2	32	108	71	25	41
Southern Electric	51	19	25	5	2	13	39	26	13	13
Spark Energy	10	-	9	1	-	1	9	-	10	-
SSE (Scottish and Southern Energy)	93	34	50	6	2	19	74	45	16	23
Swalec	31	7	17	3	3	9	23	21	6	5
Utility Warehouse	10	-	7	2	-	-	10	3	7	-
Utilita	7	1	4	2	4	1	6	2	4	1
Other	5	2	3	-	-	3	2	4	2	-
SUMMARY CODE		1%	-	-	-	1%g	-	1%	1%	-
SIX LARGE SUPPLIERS	936	331	484	96	25	205	732	528	193	197
	77%h	81%d	76%	71%	72%	83%ag	76%	79%h	66%	86%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	525	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
SSE ALL	194	67	105	15	7	45	149	106	35	45
	16%	16%	17%	11%	20%	18%	15%	16%	12%	19% ^h
Refused	12	2	4	5	2	1	12	10	1	2
	1%	*	1%	4% ^{abc}	5% ^{abc}	*	1%	1%	*	1%
Don't know	138	48	67	18	5	22	117	70	45	20
	11%	12%	11%	13%	16%	9%	12%	10%	16% ^h	9%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
British Gas	95	55	20	18	6	89	11	5	86	9
	8%	7%	15%abd	7%	6%	8%	9%	13%	8%	5%
Co-operative Energy	5	4	-	1	1	4	-	-	5	-
E (formerly Epower)	3	3	1	-	1	2	1	1	3	-
	-	-	-	-	1%	-	-	3%a	-	-
E.ON	215	155	17	43	23	193	21	3	187	27
	18%	19%	13%	18%	24%	17%	17%	7%	18%	16%
Economy Energy	2	2	-	-	-	2	1	1	2	-
	-	-	-	-	-	-	-	1%a	-	-
Ecotricity	5	4	-	1	2	3	-	-	4	1
	-	-	-	-	2%	-	-	-	-	1%
EDF	175	109	26	38	13	162	9	5	150	24
	14%	13%	20%b	16%	14%	14%	8%	14%	14%	15%
Extra Energy	3	1	2	-	2	1	-	-	3	-
	-	-	1%ab	-	2%af	-	-	-	-	-
First Utility	33	30	2	-	1	32	15	1	17	14
	3%cd	4%cd	1%	-	1%	3%	12%ah	-	2%	9%ai
Flow Energy	6	6	-	-	-	6	2	-	6	-
	1%	1%	-	-	-	1%	1%	-	1%	-
Good Energy	7	6	-	1	-	7	1	-	7	-
	1%	1%	-	-	-	1%	1%	-	1%	-
Green Energy	3	2	1	-	-	3	-	-	3	-
	-	-	1%	-	-	-	-	-	-	-
Green Star Energy	3	2	2	-	1	3	-	-	2	1
	-	-	1%b	-	1%	-	-	-	1%	1%
isupply Energy	8	7	-	1	-	8	1	-	8	-
	1%	1%	-	-	-	1%	1%	-	1%	-
LoCo2 Energy	1	1	-	-	-	1	1	-	1	-
	-	-	-	-	-	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Marks & Spencer Energy	2	2	-	-	-	2	-	-	2	-
Npower	117	73	13	31	11	107	7	2	108	10
Ovo	14	12	1	1	1	13	2	3	13	1
Robin Hood Energy	1	1	-	-	-	1	1	-	1	-
Sainsbury's Energy	1	-	-	-	-	-	1	-	-	-
Scottish Hydro	19	14	1	4	1	18	-	-	19	-
Scottish Power	140	86	12	41	10	129	18	4	117	23
Southern Electric	51	34	7	10	3	48	7	4	45	6
Spark Energy	10	4	5	4	3	4	5	10	4	3
SSE (Scottish and Southern Energy)	93	66	12	13	11	82	5	5	84	8
Swalec	31	21	3	6	1	30	1	-	19	12
Utility Warehouse	10	10	-	-	-	10	2	-	7	3
Utilita	7	7	-	-	-	7	1	-	7	2
Other	5	4	1	-	1	4	4	2	5	1
	*	1%	1%	-	1%	*	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
SUMMARY CODE										
SIX LARGE SUPPLIERS	936 77%g	612 74%	112 84%b	203 85%ab	79 84%	857 77%	79 64%	27 78%	815 78%	119 71%
SSE ALL	194 16%	135 16%	24 18%	32 13%	17 17%	177 16%	13 10%	9 24%g	167 16%	29 16%
Refused	12 1%	6 1%	2 2%	3 1%	- -	12 1%	- -	- -	12 1%	- -
Don't know	138 11%	95 12%	10 8%	29 12%	6 7%	132 12%	11 9%	3 9%	116 11%	19 12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



Q.4 Who is your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
British Gas	95	83	12	-	10	22	30	33	35	13	44	47	10	37
	8%	8%	9%	-	7%	8%	6%	9%	10%	5%	8%	6%	6%	14% ^{alm}
Co-operative Energy	5	5	-	-	2	-	2	-	-	3	2	5	-	-
	-	-	-	-	1% ^h	-	-	-	-	1%	-	1%	-	-
E (formerly Epower)	3	3	-	-	-	2	1	-	2	-	1	-	-	3
	-	-	-	-	-	1%	-	-	1%	-	-	-	-	1% ^{al}
E.ON	215	196	19	-	32	54	93	37	61	58	93	149	29	33
	18% ^h	18%	14%	15%	23% ^h	20% ^h	20% ^h	11%	17%	22%	17%	20% ⁿ	17%	13%
Economy Energy	2	1	1	-	-	1	1	1	1	-	1	-	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotricity	5	5	-	-	-	4	-	1	-	-	5	5	-	-
	-	-	-	-	-	1% ^{ag}	-	-	-	-	1%	1%	-	-
EDF	175	150	24	2	21	40	60	55	61	30	80	100	37	44
	14%	14%	18%	49%	15%	15%	13%	16%	17%	11%	14%	13%	21% ^{al}	17%
Extra Energy	3	3	-	-	2	1	-	-	1	-	2	3	-	-
	-	-	-	-	1% ^{agh}	-	-	-	-	-	-	-	-	-
First Utility	33	11	22	-	5	7	10	11	9	4	17	30	3	1
	3% ^{bn}	1%	16% ^{ab}	-	4%	3%	2%	3%	2%	2%	3%	4% ⁿ	2%	-
Flow Energy	6	6	-	-	3	2	-	2	2	3	2	6	-	-
	1%	1%	-	-	2% ^{ag}	1%	-	-	-	1%	-	1%	-	-
Good Energy	7	6	1	-	4	-	1	2	2	3	2	6	1	-
	1%	1%	1%	-	3% ^{afg}	-	-	1%	1%	1%	-	1%	1%	-
Green Energy	3	3	-	-	-	1	2	-	1	-	2	3	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	3	3	-	-	2	2	-	-	-	2	2	3	1	-
	-	-	-	-	1% ^g	1%	-	-	-	1%	-	-	-	-
isupply Energy	8	7	2	-	2	5	1	-	3	-	5	8	-	-
	1%	1%	1%	-	2% ^h	2% ^{gh}	-	-	1%	-	1%	1%	-	-
LoCo2 Energy	1	-	1	-	-	-	1	-	-	-	-	1	-	-
	-	-	1% ^b	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Marks & Spencer Energy	2	1	2	-	-	1	2	-	1	2	-	-	-	1
Npower	117	109	8	-	9	28	53	26	30	30	55	72	25	22
Ovo	14	12	2	-	3	5	4	2	1	6	7	11	-	5
Robin Hood Energy	1	1	-	-	1	-	-	-	1	-	-	1	-	-
Sainsbury's Energy	1	1	-	-	1	-	-	-	1	-	-	1	-	-
Scottish Hydro	19	19	-	-	1	2	10	6	5	6	9	11	2	4
Scottish Power	140	129	11	-	13	28	64	36	44	33	62	78	18	32
Southern Electric	51	47	4	-	1	13	20	17	19	6	24	25	12	18
Spark Energy	10	4	6	-	3	-	3	3	1	5	4	5	2	2
SSE (Scottish and Southern Energy)	93	88	5	-	10	25	39	18	36	15	39	54	12	23
Swalec	31	29	2	-	3	8	14	6	8	3	19	21	3	7
Utility Warehouse	10	8	2	-	-	3	4	3	3	2	5	10	-	-
Utilita	7	7	-	-	-	1	6	-	2	3	2	2	-	5
Other	5	5	-	-	1	2	2	1	2	1	3	4	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.4 Who is your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
SUMMARY CODE														
SIX LARGE SUPPLIERS	936 77%ch	849 79%ci	86 62%	2 65%	99 73%	222 81%hi	382 84%ahh	233 67%	300 83%ajk	193 73%	424 76%	559 73%	149 86%al	219 85%al
SSE ALL	194 16%ci	163 17%ci	11 8%	-	15 11%	49 18%	83 19%	47 13%	67 19%j	29 11%	91 16%	112 15%	29 17%	52 20%
Refused	12 1%	11 1%	1 1%	-	-	1 -	2 -	9 3%afg	1 -	2 1%	5 1%	8 1%	4 2%an	1 -
Don't know	138 11%fg	123 11%	14 10%	1 35%	9 7%	15 5%	33 7%	81 23%aefg	28 8%	36 14%ji	71 13%j	93 12%ln	13 7%	19 8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Atlantic	2	2	-	-	-	1	1	1	-	-	1
Axis Telecom	2	2	-	-	2	-	-	-	2	-	-
British Gas	1396	1227	93	75	246	763	387	318	408	303	366
Bulb energy	1	1	-	-	-	30%	30%	27%	27%	31% ⁱ	33% ^{ah}
Co-operative Energy	49	45	2	1	2	34	13	12	19	11	7
E (formerly Epower)	7	6	-	1	2	4	1	-	2	2	3
E.ON	618	541	38	39	128	313	177	135	201	114	168
Ebico	5	4	-	1	1	3	2	2	2	2	-
Economy Energy	8	5	1	1	3	4	1	-	2	1	4
Ecotricity	23	18	2	3	6	14	3	5	13	-	4
EDF	400	385	11	4	94	208	98	122	120	75	82
Extra Energy	30	27	3	-	1	19	10	11	12	5	2
First Utility	182	161	17	4	27	117	37	70	66	27	18
Flow Energy	16	15	1	-	4	8	4	6	8	2	-
GB Energy Supply Limited	18	10	5	3	3	12	2	8	7	1	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Good Energy	21	17	2	2	7	8	6	8	9	4	*
Gnenergy	3	*	-	-	1	2	-	-	2	1	-
Green Energy	4	4	-	-	-	1	3	1	2	1	-
Green Star Energy	21	18	2	1	1	11	9	6	9	3	3
iSupply Energy	1	1	-	-	-	1	-	-	-	-	1
LoCo2	1	1	-	-	-	-	1	-	1	-	-
Marks & Spencer Energy	21	20	-	2	-	7	14	3	10	5	4
Npower	321	292	16	13	60	186	74	77	109	59	75
Ovo	136	127	5	4	32	69	35	46	45	22	22
Robin Hood Energy Ltd	2	2	-	-	2	-	-	-	2	-	-
Sainsbury's Energy	73	65	5	4	8	45	20	26	21	14	12
Scottish gas	3	-	3	-	-	1	2	1	1	-	1
Scottish Hydro	40	1	39	-	10	16	14	10	11	8	10
Scottish Power	486	361	113	12	83	276	127	128	159	104	95
Southern Electric	190	188	2	-	40	100	51	34	64	38	54
Spark Energy	16	16	-	-	4	9	3	5	6	2	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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	896	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
SSE (Scottish and Southern Energy)	248	218	24	6	50	98	99	54	97	54	42
	5%dk	5%dk	6%dk	2%	5%	4%	8%af	5%	6%k	6%k	4%
Swalec	75	8	-	67	9	37	28	7	18	25	24
	2%bch	-	-	25%abc	1%	1%	2%e	1%	1%	3%ahi	2%hi
Utility Warehouse	122	109	5	8	23	74	24	34	37	29	22
	3%	3%	1%	3%	3%	3%	2%	3%	2%	3%	2%
Utilita	64	56	1	7	29	30	5	1	15	15	33
	1%gh	1%	-	3%ac	3%afg	1%g	-	-	1%h	2%h	3%ahij
Other	14	13	1	1	6	5	3	1	5	6	3
	-	-	-	-	1%	-	-	-	-	1%	-
SUMMARY CODES											
SIX LARGE SUPPLIERS	3772	3220	336	216	720	1996	1055	886	1189	780	917
	79%	79%	84%ab	82%	79%	79%	81%	76%	78%	81%h	83%ahi
SSE ALL	552	415	65	73	109	250	193	105	191	126	130
	12%bh	10%	16%ab	28%abc	12%	10%	15%af	9%	12%h	13%h	12%h
Refused	27	25	2	-	3	18	5	1	8	7	11
	1%	1%	-	-	-	1%	-	-	1%	1%h	1%h
Don't know	115	104	5	5	30	44	41	23	35	26	30
	2%	3%	1%	2%	3%f	2%	3%f	2%	2%	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2201	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Atlantic	2	-	1	1	-	-	2	2	-	-
Axis Telecom	2	-	2	-	-	-	2	2	-	-
British Gas	1396	378	788	173	57	207	1189	875	237	259
Bulb energy	29% ^k	30%	28%	34% ^{ac}	36% ^c	29%	29%	29% ^k	25%	35% ^{ah}
Co-operative Energy	49	8	33	5	3	6	42	38	4	5
E (formerly Epower)	1%	1%	1%	-	2%	1%	1%	1%	-	1%
E.ON	7	5	-	-	2	2	5	2	4	2
Ebico	-	ac	-	-	1% ^{acd}	-	-	-	h	-
Economy Energy	618	172	372	60	14	97	521	383	132	98
Ecotricity	13%	14%	13%	12%	9%	14%	13%	13%	14%	13%
EDF	5	2	3	-	-	-	5	3	1	2
Extra Energy	30	2	24	4	-	3	26	28	1	1
First Utility	182	24	138	15	6	22	159	136	29	13
Flow Energy	16	1	11	2	2	2	14	14	2	-
GB Energy Supply Limited	18	2	13	2	-	1	17	16	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 (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2201	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Good Energy	21	2	16	1	1	2	19	15	4	2
	-	-	1%	*	1%	*	*	1%	*	*
Gnergy	3	-	3	-	-	-	3	2	1	-
	-	-	-	-	-	-	*	*	*	-
Green Energy	4	2	2	-	-	3	1	4	-	-
	-	-	-	-	-	1%g	*	*	-	-
Green Star Energy	21	1	16	3	1	4	17	16	2	3
	-	-	1%b	1%	*	1%	*	1%	*	*
iSupply Energy	1	1	-	-	-	1	-	-	-	1
	-	-	-	-	-	1%g	-	-	-	*
LoCo2	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	*	*	-	-
Marks & Spencer Energy	21	3	11	6	2	6	15	20	-	1
	-	-	-	1%abc	1%	1%g	*	1%h	-	*
Npower	321	75	214	30	2	48	272	209	80	29
	7%e	6%e	7%e	6%e	1%	7%	7%	7%h	9%j	4%
Ovo	136	31	91	10	3	19	116	81	29	24
	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%
Robin Hood Energy Ltd	2	-	2	-	-	-	2	2	-	-
	-	-	-	-	-	-	*	*	-	-
Sainsbury's Energy	73	14	47	10	2	11	62	60	7	5
	2%	1%	2%	2%	1%	2%	2%	2%h	1%	1%
Scottish gas	3	2	1	-	-	1	2	3	-	-
	-	-	-	-	-	*	*	*	-	-
Scottish Hydro	40	16	20	4	-	10	30	24	8	6
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
Scottish Power	486	127	302	44	12	70	416	331	85	60
	10%	10%	11%	9%	7%	10%	10%	11%h	8%	8%
Southern Electric	190	58	109	14	9	28	162	99	43	43
	4%	5%	4%	3%	5%	4%	4%	3%	5%	6%ah

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2001	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Spark Energy	16	4	10	-	2	4	12	4	10	1
	-	-	-	-	1% ^d	1%	-	-	1% ^{ahj}	-
SSE (Scottish and Southern Energy)	248	78	141	20	8	40	207	158	51	33
	5%	6%	5%	4%	5%	6%	5%	5%	5%	4%
Swalec	75	24	29	16	8	19	55	40	20	15
	2% ^c	2% ^c	1%	3% ^{ac}	5% ^{abc}	3% ^{ag}	1%	1%	2%	2%
Utility Warehouse	122	26	78	16	2	9	113	82	32	8
	3% ^j	2%	3%	3%	1%	1%	3% ^f	3% ^j	3% ^j	1%
Utilita	64	30	25	6	3	14	51	11	16	37
	1% ^h	2% ^{ac}	1%	1%	2%	2%	1%	-	2% ^h	5% ^{ahj}
Other	14	8	6	1	-	4	10	3	7	4
	-	1% ^c	-	-	-	1%	-	-	1% ^{ah}	1% ⁿ
SUMMARY CODES										
SIX LARGE SUPPLIERS	3772	1027	2227	398	120	588	3204	2363	749	603
	79%	83% ^{ace}	78%	79%	75%	81%	79%	78%	80%	82%
SSE ALL	552	176	297	54	25	97	455	321	122	98
	12%	14% ^{ac}	10%	11%	16% ^c	14% ^g	11%	11%	13%	13% ^h
Refused	27	7	8	10	1	2	25	11	5	11
	1%	1%	-	2% ^{abc}	1%	-	1%	-	1%	1% ^{ah}
Don't know	115	29	62	14	9	11	103	77	24	12
	2%	2%	2%	3%	6% ^{abc}	2%	3%	3%	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 (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Atlantic	2	2	-	-	-	2	-	-	2	-
Axis Telecom	2	-	-	-	-	2	2	-	2	-
British Gas	1396	1001	161	220	110	1286	139	54	1205	185
Bulb energy	1	1	-	-	-	1	-	-	1	-
Co-operative Energy	49	41	3	5	6	42	4	-	45	3
E (formerly Epower)	7	4	2	1	-	7	1	1	6	1
E.ON	619	459	56	91	59	559	74	23	528	86
Ebico	5	5	-	-	-	5	1	-	5	1
Economy Energy	8	4	3	1	1	7	1	1	7	1
Ecotricity	23	22	1	-	2	21	6	1	20	3
EDF	400	326	26	46	31	369	54	13	341	58
Extra Energy	30	27	3	-	2	28	-	1	27	3
First Utility	182	168	7	6	15	167	26	5	158	24
Flow Energy	16	15	1	-	-	16	4	-	14	2
GB Energy Supply Limited	18	17	-	1	-	18	1	-	13	4
	-	-	-	-	-	-	-	-	-	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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	490
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Good Energy	21	19	2	*	3	17	3	-	17	4
	-	1%	-	-	1%	-	1%	-	-	1%
Gnergy	3	3	-	-	-	3	1	-	3	-
	-	*	-	-	-	*	-	-	-	-
Green Energy	4	3	-	1	-	4	-	-	4	-
	-	*	-	*	-	*	-	-	*	-
Green Star Energy	21	13	2	5	1	20	1	-	21	-
	-	-	-	1%	*	*	-	-	-	-
iSupply Energy	1	-	-	1	-	1	-	-	1	-
	-	-	-	*	-	*	-	-	*	-
LoCo2	1	1	-	-	-	1	-	-	1	-
	-	*	-	-	-	*	-	-	*	-
Marks & Spencer Energy	21	12	5	4	2	19	2	-	21	-
	-	-	1%ab	1%	1%	*	*	-	1%	-
Npower	321	247	38	31	31	289	36	13	293	27
	7%	7%	8% ^d	5%	8%	7%	6%	7%	7%	5%
Ovo	136	122	8	4	12	124	16	4	129	6
	3% ^d	3% ^d	2%	1%	3%	3%	3%	2%	3% ^j	1%
Robin Hood Energy Ltd	2	2	-	-	-	2	-	-	2	-
	-	*	-	-	-	*	-	-	*	-
Sainsbury's Energy	73	61	8	4	5	67	8	1	72	1
	2% ^j	2% ^d	2%	1%	1%	2%	1%	*	2% ^j	*
Scottish gas	3	1	-	2	1	2	-	-	3	-
	-	-	-	* ^b	*	*	-	-	*	-
Scottish Hydro	40	27	2	11	3	37	5	2	38	2
	1%	1%	-	2% ^{abc}	1%	1%	1%	1%	1%	*
Scottish Power	486	379	45	54	40	446	61	15	456	25
	10% ^j	11%	10%	9%	10%	10%	11%	8%	11% ^j	5%
Southern Electric	190	129	31	25	17	173	34	16	155	32
	4%	4%	7% ^{abd}	4%	4%	4%	6% ^a	9% ^a	4%	6% ^{ai}

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Spark Energy	16	14	1	1	1	15	6	-	15	1
SSE (Scottish and Southern Energy)	248	175	27	43	26	222	27	6	229	18
Swalec	75	44	8	22	11	64	7	4	68	7
Utility Warehouse	122	99	11	11	10	112	18	6	111	11
Utilita	64	54	5	5	6	58	13	14	60	4
Other	14	12	-	2	1	13	-	-	14	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	3772	2789	394	543	328	3443	438	146	3312	439
SSE ALL	552	376	68	101	57	495	74	28	489	59
Refused	27	13	7	3	3	25	-	2	17	7
Don't know	115	80	11	23	4	111	2	3	97	17
	2%	2%	2%	4%ab	1%	3%	*	2%	2%	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

	ETHNIC ORIGIN				SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Atlantic	2	2	1	-	*	-	1	1	1	-	1	2	1	-
Axis Telecom	2	-	2	-	-	-	2	-	-	-	-	-	-	-
British Gas	1396	1224	163	9	149	346	565	335	405	295	699	964	154	261
	29% ^{aef}	29%	33%	43%	20%	25% ^e	33% ^{aef}	37% ^{aef}	30%	29%	29%	27%	41% ^{al}	36% ^{al}
Bulb energy	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Co-operative Energy	49	45	4	-	11	20	12	6	5	19	24	44	2	2
	1% ⁱⁿ	1%	1%	-	2%	1%	1%	1%	-	2% ^{ai}	1% ⁱ	1% ⁿ	-	-
E (formerly Epower)	7	7	-	-	-	2	3	3	5	1	1	1	-	6
	-	-	-	-	-	-	-	-	-	-	-	-	-	1% ^{al}
E.ON	518	543	70	4	102	188	214	114	180	121	306	471	49	98
	13%	13%	14%	21%	14%	13%	13%	13%	13%	12%	13%	13%	13%	14%
Ebico	5	5	-	-	-	3	2	-	2	2	2	2	1	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Economy Energy	8	8	-	-	-	5	2	1	4	1	3	1	-	6
	-	-	-	-	-	-	-	-	-	-	-	-	-	1% ^{al}
Ecotricity	23	22	-	1	2	10	9	2	7	5	11	18	3	5
	-	1%	-	4%	-	1%	1%	-	1%	-	-	-	-	1%
EDF	400	341	58	-	73	117	142	68	116	78	201	301	39	49
	8%	8%	12% ^{ab}	-	10%	8%	8%	8%	9%	8%	9%	8%	10% ⁿ	7%
Extra Energy	30	28	2	-	17	10	3	-	7	4	19	30	-	-
	1% ^{ghn}	1%	-	-	2% ^{afgh}	1% ^{gh}	-	-	1%	-	1%	1% ⁿ	-	-
First Utility	182	154	28	-	60	73	41	8	41	47	92	170	2	7
	4% ^{ghmn}	4%	6% ^b	-	8% ^{afgh}	5% ^{agh}	6% ^b	1%	3%	5%	4%	5% ^{mn}	-	1%
Flow Energy	16	13	3	-	5	6	4	-	4	4	8	16	-	-
	-	-	1%	-	1% ^h	-	-	-	-	-	-	-	-	-
GB Energy Supply Limited	18	18	-	-	13	1	3	-	2	4	12	18	-	-
	-	-	-	-	2% ^{afgh}	-	-	-	-	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Good Energy	21	21	-	-	6	9	3	3	4	2	14	19	1	-
Gnergy	3	3	-	-	1%g	1%	-	-	-	-	1%	1%	-	-
Green Energy	4	4	-	-	-	3	-	-	-	2	1	1	-	2
Green Star Energy	21	21	-	-	-	4	-	-	1	1	2	4	-	-
iSupply Energy	1	1	-	-	-	-	-	1	1	-	-	-	-	1
LoCo2	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Marks & Spencer Energy	21	21	-	-	1	8	10	2	3	5	14	20	-	-
Npower	321	286	34	-	51	94	120	56	97	68	149	264	16	37
Ovo	136	126	10	-	7%	7%	7%	6%	7%	7%	6%	7%mn	4%	5%
Robin Hood Energy Ltd	2	2	-	-	3%ghm	3%	2%	-	3%	3%	3%	104	1	27
Sainsbury's Energy	73	71	1	-	2	2	-	-	-	-	2	2	-	-
Scottish gas	3	3	-	-	2%oghmn	2%c	-	-	1%	2%	2%	72	1	-
Scottish Hydro	40	40	-	-	3	11	15	12	13	7	20	32	3	4
Scottish Power	486	459	26	-	4	15	1%	1%e	1%	1%	1%	1%	1%	1%
Southern Electric	190	159	29	2	87	161	159	79	132	89	252	398	29	54
	4%e	4%	6%b	11%	12%	11%	9%	10%	10%	9%	11%	11%n	8%	7%
					1%	3%e	5%e	6%aef	4%	5%k	3%	4%	6%al	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Spark Energy	16	16	-	-	4	2	6	4	3	3	10	11	3	1
SSE (Scottish and Southern Energy)	248	228	19	1	29	69	105	45	57	54	130	197	25	24
Swalec	75	75	-	-	6	15	34	19	31	21	21	50	8	17
Utility Warehouse	122	109	13	-	11	40	54	17	28	40	54	111	1	7
Utilita	64	57	7	-	4	24	24	12	32	13	19	2	1	54
Other	14	14	-	-	5	4	4	1	4	5	5	11	-	2
SUMMARY CODES														
SIX LARGE SUPPLIERS	3772	3356	399	17	507	1050	1434	781	1089	783	1825	2808	346	578
SSE ALL	552	501	48	3	45	144	236	128	159	133	248	410	59	79
Refused	27	16	9	3	2	6	6	13	9	4	7	11	-	1
Don't know	115	105	10	-	5	28	41	42	29	22	60	82	10	14
	2%	2%	2%	2%	1%	2%	2%	5%	2%	2%	3%	2%	3%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Monthly direct debit	3491 66%deh	3014 67%cd	307 68%cd	169 58%	532 51%	1883 58%e	1075 74%aef	1047 82%aijk	1237 73%aijk	658 61%k	548 45%
Quarterly direct debit	339 6%	300 7%	22 5%	17 6%	79 8%f	155 6%	104 7%f	78 6%	121 7%	71 7%	69 6%
Pay by cheque, cash or card on receipt of your bill	450 9%h	394 9%	34 8%	23 8%	77 7%	213 8%	160 11%aef	72 6%	127 7%	113 11%hi	139 11%ahi
Prepayment meter (where you top up credit onto a key or card)	737 14%gh	616 14%	55 12%	65 22%abc	282 27%aig	394 14%g	61 4%	51 4%	153 9%h	186 17%ahi	346 28%ahij
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 -	4 -	- -	- -	1 -	1 -	2 -	- -	1 -	1 -	2 -
Weekly / fortnightly payment scheme	37 1%h	27 1%	7 2%ab	3 1%	12 1%	16 1%	10 1%	2 -	14 1%h	3 -	19 2%ahij
Payment card / book where you can pay money in whenever you choose (ad hoc)	131 2%h	102 2%	17 4%b	12 4%	47%g	67 2%	26 2%	9 1%	23 1%	26 2%h	73 6%ahij
Online	8 -	7 -	1 -	- -	2 -	4 -	2 -	2 -	1 -	3 -	3 -
Standing order	- -	- -	- -	- b	- -	- -	- -	- -	- -	- -	- -
Quarterly (Other mentions)	4 -	4 -	- -	- -	- -	3 -	1 -	- -	3 -	1 -	- -
Quarterly online	4 -	4 -	- -	- -	- -	4 -	- -	1 -	2 -	- -	1 -
Other	11 -	8 -	2 -	1 -	1 -	6 -	3 -	- -	5 -	2 -	3 -
Refused	25 -	23 1%	1 -	- -	4 -	14 1%	6 -	2 -	4 -	7 1%	11 1%ahi
Don't know	29 1%	25 1%	3 1%	1 -	6 1%	15 1%	7 -	9 1%	9 1%	4 -	7 1%

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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1959	3120	578	174	799	4472	3306	1043	845
Monthly direct debit	3491 66%bde	730 52%	2299 74%abde	360 62%b	102 59%	500 63%	2991 67%f	2615 79%ahj	549 53%j	291 34%
Quarterly direct debit	339 6%j	88 6%	197 6%	45 8%	9	40 5%	299 7%	229 7%j	71 7%j	36 4%
Pay by cheque, cash or card on receipt of your bill	450 9%c	165 12%ac	187 6%	73 13%ac	25 14%ac	77 10%	374 8%	258 8%	92 9%	86 10%h
Prepayment meter (where you top up credit onto a key or card)	737 14%ch	307 22%acde	340 11%	67 12%	23 13%	127 16%	609 14%	116 4%	263 25%ah	339 40%ah
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 -	3 -	1 -	- -	- -	2 -	3 -	1 -	1 -	2 *h
Weekly \ fortnightly payment scheme	37 1%h	18 1%ac	11 -	7 1%c	2 1%	7 1%	30 1%	8 -	10 1%h	18 2%ah
Payment card \ book where you can pay money in whenever you choose (ad hoc)	131 2%ch	74 5%acd	42 1%	7 1%	8 5%cd	35 4%ag	96 2%	34 1%	43 4%ah	51 6%ah
Online	8 -	1 -	6 -	1 -	- -	1 -	7 -	6 -	1 -	2 -
Standing order	- -	- -	- -	- -	- *abc	- -	- -	- -	- -	- -
Quarterly (Other mentions)	4 -	2 -	2 -	- -	- -	- -	4 -	4 -	- -	- -
Quarterly online	4 -	1 -	4 -	- -	- -	- -	4 -	4 -	- -	1 -
Other	11 -	2 -	5 -	2 -	2 1%abc	3 -	8 -	7 -	2 -	2 -
Refused	25 *h	5 -	6 -	11 2%abc	2 1%c	2 -	22 -	6 -	5 -	14 2%ah

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base 5270	1399	3120	578	174	799	4472	3306	1043	845
Don't know 29	5	19	5	-	5	23	18	5	5
1%	-	1%	1%	-	1%	1%	1%	1%	1%

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Monthly direct debit	3491	2715	332	413	300	3191	397	48	3169	304
	66%dh	68%ad	65%d	57%	68%	66%	66%h	24%	68%j	51%
Quarterly direct debit	339	253	33	49	26	313	27	9	281	56
	6%	6%	6%	7%	6%	6%	5%	5%	6%	9%ai
Pay by cheque, cash or card on receipt of your bill	450	269	48	125	26	425	37	19	356	90
	9%ab	7%	9%b	17%abc	6%	9%e	6%	9%	6%	15%ai
Prepayment meter (where you top up credit onto a key or card)	737	572	68	85	66	671	118	104	630	105
	14%	14%d	13%	12%	15%	14%	20%a	52%ag	14%	18%ai
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	2	1	1	-	4	-	-	3	1
	*	*	*	*	-	*	-	-	*	*
Weekly \ fortnightly payment scheme	37	23	4	9	6	31	4	3	31	6
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	131	76	15	37	14	117	11	14	117	13
	2%	2%	3%	5%ab	3%	2%	2%	7%ag	3%	2%
Online	8	8	-	-	-	8	1	1	6	2
	*	*	-	-	-	*	*	*	*	*
Standing order	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	4	4	-	-	-	4	-	-	4	-
	*	*	-	-	-	*	-	-	*	-
Quarterly online	4	4	-	-	-	4	2	-	2	2
	*	*	-	-	-	*	*	-	*	*ai
Other	11	8	-	2	-	11	1	-	7	3
	*	*	-	*	-	*	*	-	*	*
Refused	25	12	7	5	1	24	-	2	17	7
	*	*	1%ab	1%	*	*	-	1%g	*	1%ai

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Don't know	29	17	3	5	1	27	3	1	23	5
	1%	*	1%	1%	*	1%	*	*	*	1%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Monthly direct debit	3491	3195	283	13	657	1130	1186	518	823	744	1863	3491	10	48
	66% ^{cp} hmn	68% ^c	52% ^h	54% ^h	84% ^{algh}	75% ^{lagh}	63% ^h	48% ^h	55% ^h	66% ^{ij}	73% ^{aij}	90% ^{lamm}	2% ^h	6% ^m
Quarterly direct debit	339	287	50	2	41	90	127	81	70	83	177	339	2	13
	6% ^{lmn}	6% ^h	9% ^{ab}	9% ^h	5% ^h	6% ^h	7% ^h	8% ^h	5% ^h	7% ^{ij}	7% ^{ij}	9% ^{lamm}	2% ^h	2% ^h
Pay by cheque, cash or card on receipt of your bill	450	379	71	2	39	85	213	115	143	92	205	12	450	28
	9% ^{efn}	8% ^h	13% ^{ab}	2% ^h	5% ^h	6% ^h	11% ^{aeef}	11% ^{aeef}	10% ^h	8% ^h	8% ^h	1% ^h	96% ^{al} n	3% ^l
Prepayment meter (where you top up credit onto a key or card)	737	628	105	4	39	156	274	268	361	153	211	27	6	737
	14% ^{efkm}	13% ^h	19% ^{ab}	18% ^h	5% ^h	10% ^{ee}	14% ^{ef}	25% ^{aeefg}	24% ^{sajk}	13% ^k	8% ^h	7% ^h	1% ^h	87% ^{alm}
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	2	1	1	-	-	4	-	1	2	2	-	-	2
	*	*	*	3% ^h	-	-	*	-	*	*	*	-	-	1% ^h
Weekly \ fortnightly payment scheme	37	32	6	-	2	3	16	17	16	10	10	-	1	4
	1% ^{fl}	1% ^h	1% ^h	-	2% ^h	1% ^h	1% ^h	2% ^{aeef}	1% ^k	1% ^h	1% ^h	-	1% ^h	1% ^h
Payment card \ book where you can pay money in whenever you choose (ad hoc)	131	120	11	*	8	32	54	37	63	29	35	6	1	17
	2% ^{ekm}	3% ^h	2% ^h	2% ^h	1% ^h	2% ^h	3% ^{ee}	3% ^{ee}	4% ^{sajk}	3% ^k	1% ^h	1% ^h	1% ^h	2% ^{lm}
Online	8	7	1	-	-	2	4	2	2	3	3	-	-	-
	1% ^h	*	*	-	-	*	*	*	*	*	*	-	-	-
Standing order	-	-	-	-	*	-	-	-	-	-	*	-	-	-
	-	-	-	-	*	-	-	-	-	-	*	-	-	-
Quarterly (Other mentions)	4	4	-	-	-	-	4	*	-	2	2	1	-	-
	*	*	-	-	-	-	*	*	-	*	*	1% ^h	-	-
Quarterly online	4	4	1	-	-	2	-	1	1	-	4	-	-	-
	*	*	3% ^h	-	-	2% ^h	-	1% ^h	1% ^h	-	4% ^h	-	-	-
Other	11	8	3	-	-	4	4	3	3	5	3	2	-	-
	*	*	1% ^h	-	-	*	*	*	*	*	*	1% ^h	-	-
Refused	25	16	7	2	1	1	4	19	9	8	4	4	-	-
	1% ^{kl}	*	1% ^{ab}	8% ^h	*	*	*	2% ^{aeefg}	1% ^k	1% ^k	*	1% ^h	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4696	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Don't know	29	22	6	1	-	4	6	19	3	5	16	2	-	1
	1%	1%	1%	4%	-	1%	1%	2%ae/fg	1%	1%	1%	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Monthly direct debit	3876 65%dekl	3315 66%cd	352 63%	209 59%	595 50%	2059 66%e	1231 72%aef	1181 81%aijk	1344 71%ajk	734 60%k	616 44%
Quarterly direct debit	383 6%	333 7%	29 5%	21 6%	87 7%f	173 6%	124 7%f	94 6%	130 7%	79 6%	80 6%
Pay by cheque, cash or card on receipt of your bill	503 8%eh	439 9%	41 7%	23 6%	75 6%	228 7%	200 12%aef	86 6%	147 8%	121 10%h	149 11%ahi
Prepayment meter (where you top up credit onto a key or card)	937 16%ghj	771 15%	85 15%	82 23%abc	346 30%afg	506 16%g	85 5%	61 4%	198 10%h	248 20%ahi	430 31%ahij
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 .	3 .	1 .	1 .	1 .	1 .	3 .	.	1 .	1 .	2 .
Weekly / fortnightly payment scheme	39 1%h	27 1%	9 2%ab	3 1%	9 1%	19 1%	11 1%	2 .	12 1%h	3 .	23 2%ahj
Payment card / book where you can pay money in whenever you choose (ad hoc)	144 2%h	102 2%	30 5%ab	12 3%	43%afg	71 2%	30 2%	12 1%	33 2%	22 2%	77 5%ahj
Online	10 .	7 .	1 .	2 1%	2 .	6 .	2 .	2 .	3 .	3 .	3 .
Standing order
Quarterly (Other mentions)	3 .	3	2 .	1 .	.	2 .	1 .	.
Paid at bank or post office	1 .	.	1 b	.	.	.	1 .	.	.	1 .	.
Quarterly online	5 .	5	5 .	.	1 .	2 .	.	2 .
Other	7 .	6 .	.	1 .	1 .	4 .	3 .	.	4 .	2 .	2 .

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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base 5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Refused 23	20	3	-	4	13	6	2	3	5	13
Don't know 33	29	4	-	11	16	7	10	11	4	8
7%	7%	7%	-	7%	7%	-	7%	7%	-	7%

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3582	1230	969
Monthly direct debit	3876 65%bde	839 51%	2522 72%abde	403 63%b	111 57%	568 60%	3308 66%f	2871 78%aij	648 53%j	315 32%
Quarterly direct debit	383 6%j	100 6%	224 6%	46 7%	13 7%	49 5%	334 7%	259 7%j	85 7%j	35 4%
Pay by cheque, cash or card on receipt of your bill	503 8%c	190 12%ac	215 6%	74 11%ac	25 13%ac	93 10%	410 8%	296 8%	106 9%	88 9%
Prepayment meter (where you top up credit onto a key or card)	937 16%ch	405 25%acde	425 12%	82 13%	26 14%	175 18%ag	763 15%	164 4%	322 26%ah	427 44%ahi
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 -	3 -	1 -	1 -	- -	3 *ag	2 -	2 -	1 -	2 -
Weekly \ fortnightly payment scheme	39 1%ch	21 1%ac	9 -	7 1%c	2 1%c	9 1%	30 1%	9 -	11 1%h	18 2%ah
Payment card \ book where you can pay money in whenever you choose (ad hoc)	144 2%ch	76 5%acd	49 1%	9 1%	10 5%acd	39 4%ag	106 2%	36 1%	45 4%ah	61 6%ahi
Online	10 -	2 -	6 -	1 -	- -	3 -	7 -	6 -	2 -	2 -
Standing order	- -	- -	- -	- -	- *abc	- -	- -	- -	- -	- -
Quarterly (Other mentions)	3 -	2 -	1 -	- -	- -	- -	3 -	3 -	- -	- -
Paid at bank or post office	1 -	- -	- -	1 *c	- -	- -	1 -	1 -	- -	- -
Quarterly online	5 -	1 -	4 -	- -	- -	- -	5 -	4 -	- -	1 -
Other	7 -	1 -	4 -	1 -	2 1%abc	2 -	5 -	5 -	2 -	- -

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base 5970	1651	3485	640	194	948	5023	3682	1230	969
Refused 23	4	4	12	2	3	20	6	3	14
*c	*	*	2%abc	1%bc	*	*	*	*	1%ahj
Don't know 33	6	21	4	2	4	29	21	5	7
1%	*	1%	1%	1%	*	1%	1%	*	1%

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Monthly direct debit	3876	2987	384	474	322	3554	439	48	3498	360
	65%dh	67%acd	63%cd	55%	65%	65%	65%h	22%	67%j	52%
Quarterly direct debit	383	273	41	64	32	351	33	11	320	60
	6%	6%	7%	7%	6%	6%	5%	5%	6%	9%l
Pay by cheque, cash or card on receipt of your bill	503	295	57	142	31	472	40	18	408	92
	8%kg	7%	9%b	16%abc	6%	9%	6%	8%	8%	13%ai
Prepayment meter (where you top up credit onto a key or card)	937	709	98	118	88	850	142	123	791	144
	16%	16%	16%	14%	18%	16%	21%a	56%ag	15%	21%ai
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	2	-	2	1	4	-	-	4	-
	*	*	-	*	*	*	-	-	*	-
Weekly \ fortnightly payment scheme	39	20	6	13	5	34	1	3	34	5
	1%	*	1%	1%ab	1%	1%	*	2%g	1%	1%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	144	90	13	39	16	128	13	13	124	20
	2%	2%	2%	5%abc	3%	2%	2%	6%ag	2%	3%
Online	10	10	-	-	-	10	1	1	7	2
	*	*	-	-	-	*	*	*	*	*
Standing order	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	3	3	-	-	-	3	-	-	3	-
	*	*	-	-	-	*	-	-	*	-
Paid at bank or post office	1	-	-	1	-	1	-	-	1	-
	*	-	-	*b	-	*	-	-	*	-
Quarterly online	5	5	-	-	-	5	2	-	3	2
	*	*	-	-	-	*	*	-	*	*1
Other	7	6	-	1	-	7	1	-	6	1
	*	*	-	*	-	*	*	-	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/l/j



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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Refused	23	8	7	7	1	21	-	2	16	6
	*	*	1%ab	1%ab	*	*	-	1%g	*	1%i
Don't know	33	21	3	4	1	32	5	1	24	6
	1%	*	*	*	*	1%	1%	*	*	1%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Monthly direct debit	3876	3531	331	14	732	1228	1338	578	909	836	2060	3876	11	21
Quarterly direct debit	383	326	55	2	48	112	133	91	79	89	204	383	1	6
Pay by cheque, cash or card on receipt of your bill	503	431	70	2	42	94	236	131	150	94	239	12	503	6
Prepayment meter (where you top up credit onto a key or card)	937	801	133	3	49	196	345	347	451	202	271	61	28	937
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	4	-	1	-	1	3	1	2	-	2	-	-	-
Weekly \ fortnightly payment scheme	39	34	5	-	1	4	18	16	19	7	11	1	1	2
Payment card \ book where you can pay money in whenever you choose (ad hoc)	144	131	12	-	7	31	63	43	63	34	45	6	2	1
Online	10	9	1	-	-	2	5	2	4	3	3	-	-	-
Standing order	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	3	3	-	-	-	-	3	-	-	2	1	-	-	-
Paid at bank or post office	1	-	-	-	1	-	-	-	-	-	1	-	-	-
Quarterly online	5	4	1	-	-	3	2	1	1	1	4	-	-	-
Other	7	6	2	-	-	2	4	2	-	4	3	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Refused	23	15	8	-	1	1	1	20	8	7	4	-	-	-
	%g	-	1%ab	-	-	-	-	2%aefg	%	1%k	-	-	-	-
Don't know	33	25	7	1	-	8	7	19	5	6	16	9	1	1
	1%eh	-	1%b	4%	-	-	-	1%aefg	-	-	7%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	896	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Yes	2995	2595	245	154	993	1710	891	860	995	566	573
	63% ^{ajk}	63%	61%	59%	43%	67% ^{aae}	68% ^{aae}	74% ^{aijk}	85% ^{ijk}	59% ^{ik}	52%
No	1088	938	95	55	346	541	201	162	313	252	361
	23% ^{gh}	23%	24%	21%	38% ^{afg}	21% ^g	15%	14%	21% ^h	26% ^{ahi}	33% ^{ahij}
Refused	16	10	1	4	2	11	3	-	5	4	6
	-	-	-	2% ^{ab}	-	-	-	-	-	h	1% ^h
Don't know	657	552	57	48	174	275	208	137	214	142	164
	14% ^l	13%	14%	18% ^{ab}	19% ^{af}	11%	16% ^{af}	12%	14%	15%	15% ^h



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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2201	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Yes	2995	678	1943	290	84	443	2551	2181	453	329
	63%bdeij	55%	68%abde	57%	52%	63%	63%	72%aij	48%	45%
No	1088	370	534	136	47	147	941	465	310	292
	23%ch	30%ac	19%	27%c	30%ac	21%	23%	15%	33%ah	40%ahj
Refused	16	5	6	3	2	1	14	2	4	9
	h	-	-	1%	1%	-	-	-	h	1%ah
Don't know	657	189	365	76	27	109	548	363	171	109
	14%h	15%c	13%	16%	17%	16%	14%	12%	18%ah	15%h

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	490
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Yes	2995	2329	279	360	265	2729	325	61	2742	240
	63% ^{dh}	65% ^{cd}	59%	58%	66%	63%	59% ^h	33%	65% ^{aj}	45%
No	1088	793	124	152	81	1007	146	93	878	204
	23% ^{ai}	22%	26% ^{ab}	24%	20%	23%	26%	50% ^{ag}	21%	38% ^{ai}
Refused	16	10	-	5	1	15	4	1	14	1
	*	*	-	1% ^{abc}	*	*	1%	*	*	*
Don't know	657	471	70	106	56	601	78	29	565	86
	14%	13%	15%	17% ^{ab}	14%	14%	14%	16%	13%	16%



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Yes	2995	2771	215	9	608	1011	1017	357	729	632	1582	2529	178	247
No	1088	892	187	8	89	229	421	349	404	239	416	562	135	360
Refused	16	14	2	-	-	4	6	7	3	3	8	5	1	7
Don't know	657	570	83	4	48	163	256	190	203	143	297	488	61	103
		63% ^{cghimn}	44%	42%	82% ^{aifgh}	72% ^{aagh}	60% ^h	40%	54%	62% ^{ij}	69% ^{aij}	71% ^{ammn}	48% ^{ln}	35%
		23% ^{bekl}	38% ^{ab}	40%	12%	16% ^e	25% ^{ef}	39% ^{aeifg}	30% ^{ajk}	24% ^{kl}	18%	16%	36% ^{alm}	50% ^{almn}
		*	*	-	-	*	*	1% ^a	*	*	*	*	*	1% ^{al}
		14% ^{ef}	17% ^b	18%	6%	12% ^e	15% ^{ef}	21% ^{aeifg}	15%	14%	13%	14%	16%	14%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	559	355	1172	3107	1708	1454	1895	1228	1410
£0 to £700	966 16%h	97 17%	72 20%ab	214 18%f	434 14%	319 19%af	180 12%	305 18%h	214 17%h	268 19%ah
£701 to £1200	2374 40%	218 40%	142 40%	481 41%	1241 40%	651 38%	572 39%	785 41%k	483 39%	534 38%
£1201 to £1500	563 9%	483 10%	49 9%	32 9%	93 8%	327 11%eg	143 8%	162 11%jk	181 10%	102 8%
£1501 or more	1087 18%g	913 18%	123 22%abd	50 14%	233 20%g	651 21%ag	279 19%i	306 16%	245 20%i	256 18%
Refused	96 2%	82 2%	12 2%	2 1%	20 2%	52 2%	24 1%	25 2%	29 2%	22 2%
Don't know	901 15%ce	785 15%c	59 10%	57 16%c	130 11%	403 13%	368 22%aef	236 16%	290 15%	164 13%
Mean Score	1183.6dg	1187.8d	1211.5d	1078.7	1176.1g	1236.8aeg	1082.3	1231.6ik	1145.0	1207.9
Standard Deviation	750.9	759.0	769.4	577.6	759.4	719.5	794.8	634.5	624.1	946.1
Error Variance	114.3	138.2	1315.5	1055.8	572.6	225.6	387.1	422.0	302.9	928.5

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
£0 to £700	966	386	467	97	16	195	771	510	233	202
16%con		23%acde	13%e	15%e	8%	21%ag	15%	14%	19%ah	21%ah
£701 to £1200	2374	635	1452	230	56	351	2023	1441	555	343
40%etj		38%e	42%bde	36%	29%	37%	40%	39%j	45%ahj	35%
£1201 to £1500	563	139	364	40	21	92	472	376	91	89
9%cl		8%	10%bd	6%	11%cd	10%	9%	10%i	7%	9%
£1501 or more	1087	259	697	97	33	152	935	656	220	198
18%kb		16%	20%bd	15%	17%	16%	19%	18%	16%	20%
Refused	96	11	40	41	4	6	90	59	11	24
2%bf		1%	1%	6%abce	2%	1%	2%f	2%	1%	2%i
Don't know	901	228	474	136	64	153	748	648	122	120
15%aj		14%	14%	21%abc	33%abcd	16%	15%	16%ajj	10%	12%
Mean Score	1183.6bf	1093.1	1227.1ab	1155.9	1276.6b	1118.2	1195.9f	1204.9	1147.8	1169.1
Standard Deviation	750.9	633.9	724.5	647.0	836.6	955.8	705.3	764.8	746.7	720.5
Error Variance	114.3	390.0	205.8	999.9	2894.6	941.8	125.5	211.3	530.8	505.9

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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
£0 to £700	966	678	107	170	65	901	80	26	858	104
	16%g	15%	18%	20%ab	13%	16%	12%	12%	16%	15%
£701 to £1200	2374	1837	234	282	196	2178	301	71	2068	293
	40%dh	41%d	39%cd	32%	39%	40%	44%ah	32%	39%	42%
£1201 to £1500	563	436	59	66	45	518	74	21	502	61
	9%	10%cd	10%	8%	9%	9%	11%	9%	10%	9%
£1501 or more	1087	879	86	106	123	964	145	83	941	141
	18%cd	20%cd	14%	12%	25%af	18%	21%	38%ag	18%	20%
Refused	96	61	12	14	7	89	7	3	78	12
	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%
Don't know	901	550	111	230	62	839	72	17	805	91
	15%gh	12%	18%ab	26%abc	13%	15%	11%	8%	15%	13%
Mean Score	1183.6cd	1207.8cd	1103.7	1092.1	1273.7af	1175.1	1251.2	1444.4ag	1177.2	1235.1
Standard Deviation	750.9	724.0	544.3	998.4	788.7	745.8	772.0	827.1	757.4	705.5
Error Variance	114.3	150.6	539.7	1174.1	1417.7	124.0	1211.3	2469.9	131.1	927.0

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
£0 to £700	966	879	85	2	155	252	376	183	276	217	453	704	110	140
	16%	16%	14%	10%	18%	15%	17% ^h	15%	16%	17%	16%	16%	20% ^{alm}	14%
£701 to £1200	2374	2126	243	5	429	728	821	395	660	489	1193	1783	207	371
	40% ^h	40%	39%	20%	49% ^{afgh}	43% ^{agh}	38% ^h	31%	39%	38%	42%	41%	38%	38%
£1201 to £1500	563	504	58	2	95	169	212	87	182	121	257	431	33	90
	9% ^{hm}	9%	9%	8%	11% ^h	10% ^h	10% ^h	7%	11%	9%	10% ^m	10% ^m	6%	9% ^m
£1501 or more	1087	947	138	1	145	336	365	240	359	218	486	665	86	306
	18% ^l	18%	22% ^{ab}	6%	16%	20% ^{eg}	17%	19%	21% ^{ajk}	17%	17%	15%	16%	31% ^{alm}
Refused	96	80	13	4	8	19	36	33	17	21	38	68	7	4
	2% ⁿ	1%	2%	15%	1%	1%	2%	3% ^{aef}	1%	2%	1%	2% ⁿ	1%	*
Don't know	901	800	91	10	52	177	353	319	214	218	442	700	107	70
	15% ^{lm}	15%	14%	41%	6%	11% ^e	16% ^{ef}	25% ^{aefg}	13%	17% ^l	15% ^l	16% ⁿ	19% ^{an}	7%
Mean Score	1183.61	1169.7	1303.4 ^{ab}	1118.6	1144.6	1203.3	1169.5	1214.5	1221.8 ⁿ	1161.3	1168.3	1147.1	1135.8	1353.2 ^{alm}
Standard Deviation	750.9	718.7	978.0	578.0	825.0	803.2	690.8	702.0	812.9	673.9	741.4	737.1	1116.8	835.5
Error Variance	114.3	116.1	2022.2	25785.6	916.0	448.2	264.7	517.7	409.4	451.8	246.3	161.0	2642.4	694.6

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes, gas only	17	15	2	-	5	9	3	3	6	2	6
Yes, electricity only	282	216	44	21	75	141	66	81	97	58	46
Yes gas and electricity	2104	1843	173	88	426	1244	434	657	808	360	279
No	3197	2678	311	209	582	1498	1118	634	841	730	991
Refused	24	16	3	5	3	15	6	5	5	6	8
Don't know	363	304	26	32	81	200	81	75	137	71	80
	6%g	6%	5%	9%abc	7%g	6%g	5%	5%	7%h	6%	6%

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes, gas only	17	8	8	2	-	4	13	6	3	5
	-	-	-	-	-	-	-	-	-	1%h
Yes, electricity only	282	64	179	32	7	38	244	155	86	38
	5%	4%	5%b	5%	3%	4%	5%	4%	7%ahj	4%
Yes gas and electricity	2104	365	1488	204	47	212	1892	1510	399	180
	35%bdej	22%	43%abde	32%b	24%	22%	38%af	41%aij	32%j	18%
No	3197	1142	1600	341	113	646	2552	1790	650	691
	53%cg	69%acde	46%	53%c	58%c	68%ag	51%	49%	53%h	71%ahi
Refused	24	3	5	13	3	1	23	8	5	11
	-c	-	-	2%abc	1%abc	-	-	-	-	1%ah
Don't know	363	75	214	50	24	49	314	220	90	51
	6%b	5%	6%b	8%b	12%abcd	5%	6%	6%	7%j	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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes, gas only	17	15	-	2	-	17	1	2	15	2
	-	-	-	-	-	-	-	1%ag	-	-
Yes, electricity only	288	239	22	17	26	256	47	7	228	51
	5%cd	5%cd	4%cd	2%	5%	5%	7%ah	3%	4%	7%ai
Yes gas and electricity	2104	1881	138	65	185	1919	301	39	1894	199
	35%cdh	42%acd	23%cd	8%	37%	35%	44%ah	18%	36%j	28%
No	3197	2001	424	738	261	2937	285	155	2796	390
	53%bg	45%	70%ab	85%abc	52%	54%	42%	70%ag	53%	56%
Refused	24	12	4	4	2	23	-	2	19	2
	-	-	1%	-	-	-	-	1%g	-	-
Don't know	363	292	19	43	25	337	47	15	300	58
	6%ic	7%cd	3%	5%	5%	6%	7%	7%	6%	8%ai

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes, gas only	17	12	5	-	1	2	9	5	4	2	9	13	3	7
	0%	0%	1% ^b	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	1% ^a
Yes, electricity only	282	237	45	-	62	84	89	47	66	75	133	230	17	27
	5% ^h	4%	7% ^{ab}	-	7% ^{agh}	5%	4%	4%	4%	6% ^{ij}	5%	5% ^{lmn}	3%	3%
Yes gas and electricity	2104	1905	197	2	554	761	571	218	492	439	1139	1902	83	93
	35% ^{ghmn}	36%	31%	8%	63% ^{afgh}	45% ^{agh}	26% ^h	17%	29%	34% ^{ij}	40% ^{aj}	44% ^{amm}	15% ⁿ	10%
No	3197	2844	337	16	237	759	1364	837	1036	671	1428	1922	417	797
	53% ^{efkl}	53%	54%	67%	27%	45% ^{ee}	63% ^{aef}	67% ^{aef}	61% ^{sajk}	52%	50%	44%	76% ^{kal}	81% ^{alm}
Refused	24	20	3	2	-	6	10	9	2	11	5	11	2	5
	0%	0%	0%	7%	-	0%	0%	0%	0%	1% ^{ik}	0%	0%	0%	1%
Don't know	363	316	42	4	30	69	120	143	108	86	155	272	27	51
	6% ^{af}	6%	7%	16%	3%	4%	6% ^e	11% ^{aefg}	6%	7%	5%	6%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes, gas only	44	32	12	-	14	20	10	8	15	10	11
	1%	1%	2%abcd	-	1%	1%	1%	1%	1%	1%	1%
Yes, electricity only	275	210	41	25	44	138	93	72	93	50	61
	5%	4%	7%ab	7%ab	4%	4%	5%e	5%	5%	4%	4%
Yes gas and electricity	2102	1833	172	98	346	1124	632	582	744	421	356
	35%dek	36%cd	31%	27%	30%	36%e	37%e	40%ajk	39%ajk	34%k	25%
No	2841	2416	262	163	617	1485	739	646	832	593	771
	47%gf	48%	47%	46%	53%ahg	48%g	43%	44%	44%	48%h	55%ahij
Refused	23	13	6	3	5	12	6	5	2	9	7
	*	*	1%ab	1%ab	*	*	*	*	*	1%j	1
Don't know	701	568	67	66	145	328	228	141	209	146	205
	12%	11%	12%	19%abc	12%	11%	13%f	10%	11%	12%	15%ahij

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes, gas only	44	10	30	3	1	5	39	27	9	8
	1%	1%	1%	*	*	1%	1%	1%	1%	1%
Yes, electricity only	275	90	157	23	5	52	223	165	63	44
	5%	5%	5%	4%	3%	6%	4%	4%	5%	4%
Yes gas and electricity	2102	444	1367	228	63	285	1817	1515	361	210
	35%bfj	27%	39%ab	35%b	33%	30%	36%k	41%aij	29%j	22%
No	2841	897	1575	287	83	468	2374	1587	630	569
	47%ch	54%acde	45%	45%	43%	49%	47%	43%	51%ah	58%ahi
Refused	23	5	1	16	1	4	19	9	3	11
	*c	*c	*	2%abc	1%c	*	*	*	*	1%ahi
Don't know	701	211	363	86	40	135	566	387	165	134
	12%	13%c	10%	13%c	21%abcd	14%ag	11%	10%	13%h	14%h

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes, gas only	44	38	3	3	1	43	3	3	34	10
	1%	1%	1%	*	*	1%	*	1%	1%	1%
Yes, electricity only	275	196	37	39	29	247	24	4	238	34
	5%h	4%	6%	4%	6%	4%	4%	2%	5%	5%
Yes gas and electricity	2102	1690	179	213	194	1908	244	34	1920	172
	35%cdh	38%acd	29%cd	22%	39%	35%	36%h	15%	37%j	25%
No	2841	2042	311	457	218	2623	338	147	2435	396
	47%	46%	51%b	53%ab	44%	48%	50%	66%ag	46%	56%ai
Refused	23	13	2	5	1	22	3	-	19	1
	-	-	-	1%	*	*	*	-	-	-
Don't know	701	462	76	152	56	645	68	34	605	89
	12%	10%	12%	17%abc	11%	12%	10%	15%g	12%	13%

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes, gas only	44	37	7	-	10	18	10	7	8	12	21	31	11	13
	1%	1%	1%	-	1%	1%g	-	1%	-	1%	1%	1%	2%al	1%a
Yes, electricity only	275	240	35	-	64	91	80	40	72	64	133	235	15	17
	5%hmn	4%	6%	-	7%agh	5%gh	4%	3%	4%	5%	5%	5%lmn	3%	2%
Yes gas and electricity	2102	1929	167	5	536	750	595	221	499	439	1122	1870	97	107
	35%cohmn	36%c	27%	23%	61%afgh	45%agh	27%h	18%	29%	34%j	39%aj	43%amm	18%n	11%
No	2841	2476	352	13	237	679	1200	725	912	603	1282	1719	358	720
	47%efk	46%	56%ab	54%	27%	40%e	55%aef	58%aef	53%ajk	47%	45%	40%	65%al	73%alm
Refused	23	20	2	2	-	2	7	13	2	11	4	11	-	4
	-	-	-	7%	-	-	-	1%aefg	-	1%aik	-	-	-	-
Don't know	701	633	65	4	36	142	271	253	216	155	307	485	68	119
	12%ef	12%	10%	16%	4%	8%e	13%ef	20%aefg	13%	12%	11%	11%	12%	12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

Total (a)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base 5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088	
Weighted Base 5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406	
Yes, such as Economy 7 or Economy 10	716 12%dk	634 13%cl	54 10%	29 8%	142 12%	378 12%	186 13%kl	226 12%kl	172 14%kl	132 9%	
No, it's a single rate meter	4681 78%le	3968 79%	438 79%	275 78%	862 74%	2443 79%le	1172 81%l	1474 79%	931 76%	1103 79%	
Other	16 -	11 -	4 1%abc	4 -	9 -	3 -	7 -	3 -	2 -	4 -	
Refused	35 1%	26 1%	6 1%	3 1%	6 1%	18 1%	5 -	12 1%	7 1%	12 1%	
Don't know	523 9%ah	421 8%	58 10%	43 12%ab	149 13%alg	256 8%	117 7%	82 6%	175 9%h	111 9%h	155 11%ah

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3582	1230	969
Yes, such as Economy 7 or Economy 10	716 12% ^d	202 12% ^d	450 13% ^d	36 6%	27 14% ^d	101 11%	615 12%	439 12% ^j	180 15% ^{ah}	89 9%
No, it's a single rate meter	4681 78% ^{ej}	1275 77% ^e	2783 80% ^{be}	492 77% ^e	131 67%	763 81%	3917 78%	2997 81% ^{aj}	882 72%	732 76% ⁱ
Other	16 -	3 -	10 -	2 -	-	2 -	14 -	8 -	3 -	4 -
Refused	35 1% ^c	5 -	4 -	25 4% ^{abc}	2 1% ^c	2 -	34 1%	12 -	5 -	18 2% ^{ah}
Don't know	523 9% ^{ch}	167 10% ^c	239 7%	84 13% ^{abc}	34 17% ^{abc}	80 9%	443 9%	225 6%	161 13% ^{ah}	125 13% ^{ah}

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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes, such as Economy 7 or Economy 10	716 12%h	550 12% ^d	71 12%	88 10%	60 12%	655 12%	88 13% ^h	17 8%	620 12%	94 13%
No, it's a single rate meter	4681 78% ^g	3471 78%	492 81%	677 78%	403 81%	4278 78%	497 73%	173 79%	4170 80% ^j	491 70%
Other	16	12	1	2	1	14	2	2	10	5
	*	*	*	*	*	*	*	*	*	1% ^{ai}
Refused	35	16	3	9	*	35	3	1	24	6
	1%	*	1%	1% ^b	*	1%	*	*	*	1%
Don't know	523	379	39	88	33	490	86	27	415	102
	9%	9%	6%	10% ^c	7%	9%	13% ^a	12% ^a	8%	15% ^{ai}

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes, such as Economy 7 or Economy 10	716	641	75	-	135	237	248	96	213	151	337	517	75	94
No, it's a single rate meter	4681	4236	428	17	717	1345	1708	911	1306	975	2318	3473	416	738
Other	16	10	6	-	4	2	4	6	5	3	6	8	1	7
Refused	35	26	8	2	2	3	10	21	5	10	11	17	4	9
Don't know	523	409	108	5	25	94	186	218	170	144	191	330	51	126
		8%	17%ab	21%	3%	6%e	9%ef	17%aefg	10%k	11%ak	7%	8%	9%	13%alm

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Change their payment method with their current supplier	5097 85%deg	4347 86%cd	463 89%	287 81%	993 85%	2698 87%g	1406 82%	1302 90%ajk	1664 88%ajk	1018 89%k	1113 79%
Change their tariff with their current supplier	5021 84%degk	4289 85%cd	453 81%	279 79%	949 81%	2680 86%aeg	1392 82%	1286 88%ajk	1637 86%ajk	1002 82%k	1096 78%
Switch to a different supplier	5340 89%cek	4550 90%cd	478 85%	312 88%	1015 87%	2828 91%aeg	1497 88%	1358 93%ajk	1715 91%k	1088 89%k	1178 84%
All of the above	4803 80%degk	4104 81%cd	434 77%	265 75%	899 77%	2577 83%aeg	1327 78%	1236 85%ajk	1576 83%ajk	956 78%k	1035 73%
None	79 1%h	61 1%	17 3%abd	1 *	17 1%	30 1%	31 2%f	8 1%	25 1%	17 1%h	29 2%ah
Refused	23 *	18 *	4 1%	1 *	2 *	13 *	7 *	2 *	9 *	6 1%	6 *
Don't know	285 5%fh	229 5%	32 6%	24 7%	60 5%	116 4%	110 6%af	39 3%	67 4%	59 5%h	121 9%ahij

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Change their payment method with their current supplier	5097 85%bdj	1331 80%d	3122 89%abde	487 76%	158 81%	786 83%	4312 86%f	3233 88%aij	1029 84%j	782 78%
Change their tariff with their current supplier	5021 84%bdefij	1307 79%d	3084 88%abde	477 74%	152 79%	769 81%	4252 84%f	3224 87%aij	990 80%j	739 76%
Switch to a different supplier	5340 89%bdeij	1406 85%	3243 93%abde	529 82%	162 83%	827 87%	4513 90%f	3401 92%aij	1059 86%j	808 83%
All of the above	4803 80%bdij	1227 74%	2964 85%abde	484 72%	149 77%	732 77%	4071 81%f	3105 84%aij	933 76%	703 72%
None	79 1%c	29 2%c	24 1%	23 4%abc	2 1%	13 1%	66 1%	33 1%	19 2%	25 3%ah
Refused	23 c	6 c	1 c	16 2%abce	-	3 c	21 c	8 c	5 c	9 1%ah
Don't know	285 5%ch	121 7%ac	87 2%	54 8%ac	23 12%abc	62 6%ag	224 4%	124 3%	69 6%h	85 9%ahi

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Change their payment method with their current supplier	5097 85%dh	3883 87%acd	504 83%cd	668 77%	430 86%	4668 85%	583 86%h	175 79%	4535 86%j	544 77%
Change their tariff with their current supplier	5021 84%dh	3824 86%acd	501 82%cd	655 75%	426 85%	4595 84%	564 83%h	164 74%	4479 85%j	526 75%
Switch to a different supplier	5340 89%dh	4038 91%ad	541 89%cd	715 82%	452 91%	4886 89%	596 88%	184 83%	4759 91%aj	560 80%
All of the above	4803 80%dh	3658 82%acd	479 79%cd	626 72%	406 81%	4397 80%	539 79%h	153 69%	4296 82%aj	491 70%
None	79 1%	40 1%	11 2%b	20 2%ab	6 1%	72 1%	7 1%	3 1%	58 1%	16 2%i
Refused	23 *	12 *	3 1%	5 1%	- *	23 *	1 *	1 1%	13 *	7 1%ai
Don't know	285 5%b	153 3%	27 4%	94 11%abc	17 3%	269 5%	32 5%	14 6%	213 4%	67 10%ai

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Change their payment method with their current supplier	5097	4590	486	21	854	1529	1964	750	1381	1078	2549	3787	452	767
	85%chin	86%lc	77%	88%	97%alfgh	91%lah	91%lah	60%	81%	84%ij	89%aij	87%amm	82%	78%
Change their tariff with their current supplier	5021	4520	482	19	852	1535	1932	702	1365	1060	2511	3754	426	751
	84%chmn	85%lc	77%	79%	96%alfgh	91%lah	89%lah	56%	80%	83%	88%aij	85%amm	78%	77%
Switch to a different supplier	5340	4815	594	21	864	1587	2043	846	1457	1135	2651	3959	454	843
	89%chmn	90%lc	80%	86%	98%alfgh	94%lah	94%lah	67%	85%	88%ij	92%aij	91%amm	83%	86%
All of the above	4803	4337	448	19	840	1459	1875	630	1279	1016	2425	3591	410	709
	80%chmn	81%lc	71%	79%	95%alfgh	87%lah	87%lah	50%	75%	79%ij	85%aij	83%amm	75%	72%
None	79	59	19	*	3	4	9	62	33	18	21	43	16	18
	1%efgk	1%	3%ab	2%	-	-	-	5%aefg	2%k	1%	1%	8%	3%al	2%l
Refused	23	15	9	-	2	-	2	20	4	10	7	12	2	5
	1g	-	1%ab	-	-	-	-	2%aefg	-	1%ik	-	-	-	-
Don't know	285	233	50	2	2	14	37	232	115	64	93	155	47	71
	5%efgkl	4%	8%ab	10%	-	1%	2%ef	18%aefg	7%ak	5%k	3%	4%	9%al	7%al

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely	(4) 478 8%cd	427 8%cd	34 6%	17 5%	91 8%	271 9%g	116 7%	134 9%jk	169 9%j	74 6%	100 7%
Fairly	(3) 2050 34%cdgk	1775 35%cd	175 31%	100 28%	434 37%g	1137 37%ag	480 28%	539 37%jk	692 37%jk	395 32%	425 30%
Not very	(2) 1835 31%	1546 30%	173 31%	116 33%	375 32%	938 30%	522 31%	462 32%	563 30%	398 32%	412 29%
Not at all	(1) 1479 25%efh	1207 24%	161 29%b	111 31%ab	252 21%	692 22%	535 31%aef	295 20%	423 22%	336 27%hi	425 30%ahi
SUMMARY CODES											
FAMILIAR	2528 42%cdgjk	2202 43%cd	209 37%	118 33%	525 45%g	1408 45%ag	596 35%	673 46%ajk	861 45%ajk	469 39%	525 37%
UNFAMILIAR	3314 55%efh	2753 54%	334 60%b	227 64%ab	627 53%	1630 52%	1057 62%aef	757 52%	985 52%	734 60%ahi	838 59%ahi
Refused	19 -	14 -	5 1%	1 -	3 -	8 -	8 -	2 -	5 -	6 -	6 -
Don't know	126 2%	104 2%	13 2%	10 3%	17 1%	61 2%	47 3%e	22 1%	43 2%	19 2%	42 3%ahj
Mean Score	2.261cdgjk	2.267cd	2.149	2.070	2.315g	2.325ag	2.107	2.359ajk	2.329ajk	2.172	2.147
Standard Deviation	0.929	0.930	0.920	0.900	0.901	0.924	0.911	0.912	0.928	0.909	0.947
Error Variance	-	-	0.002	0.002	0.001	-	-	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely	(4) 478	99	310	58	11	68	410	315	82	72
		6%	9%b	9%b	6%	7%	8%	9%	7%	7%
Fairly	(3) 2050	482	1305	199	65	249	1801	1319	427	279
		34%bfj	29%	37%abd	31%	26%	36%f	36%j	35%j	29%
Not very	(2) 1835	520	1079	172	64	273	1562	1154	383	272
		37%	31%d	27%	33%	29%	31%	31%j	31%	28%
Not at all	(1) 1479	515	753	169	42	327	1153	840	311	300
		25%cp	31%acde	26%c	22%	34%ag	23%	23%	25%	31%ahi
SUMMARY CODES										
FAMILIAR	2528	581	1614	257	75	318	2211	1633	510	351
		42%bfj	35%	46%abde	39%	33%	44%f	44%j	41%j	36%
UNFAMILIAR	3314	1035	1832	341	106	599	2714	1994	694	572
		55%c	62%acde	52%	53%	63%ag	54%	54%	56%	59%ch
Refused	19	4	4	12	-	1	18	8	3	9
		-	-	2%abc	-	-	-	-	-	1%ahi
Don't know	126	38	43	31	13	31	95	54	25	44
		2%ch	2%c	5%abc	7%abc	3%ag	2%	1%	2%	5%ahi
Mean Score	2.261bfj	2.102	2.340abd	2.245b	2.245b	2.064	2.298f	2.305aj	2.234j	2.134
Standard Deviation	0.929	0.923	0.917	0.973	0.879	0.960	0.919	0.922	0.913	0.861
Error Variance	-	-	-	0.002	0.004	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	627	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely	(4) 478 8%cd	406 9%cd	25 4%	39 4%	49 10%	428 8%	40 6%	15 7%	418 8%	58 8%
Fairly	(3) 2050 34%cd	1661 37%acd	192 32%cd	176 20%	179 36%	1871 34%	267 39%a	75 34%	1795 34%	242 34%
Not very	(2) 1835 31%	1353 30%	210 36%abd	255 29%	143 29%	1892 31%	215 32%	68 31%	1625 31%	205 29%
Not at all	(1) 1479 25%b	948 21%	160 26%b	357 41%abc	117 24%	1362 25%	147 22%	58 26%	1303 25%	171 24%
SUMMARY CODES										
FAMILIAR	2528 42%cd	2066 47%acd	217 36%cd	215 25%	229 46%	2299 42%	307 45%	90 41%	2214 42%	300 43%
UNFAMILIAR	3314 55%b	2301 52%	376 62%ab	613 70%abc	331 52%	3054 56%	362 53%	126 57%	2928 56%	376 54%
Refused	19 *	9 *	4 1%b	4 1%	3 1%	16 *	- *	3 1%ag	15 *	2 *
Don't know	126 2%b	64 1%	11 2%	37 4%abc	7 1%	119 2%	11 2%	3 1%	95 2%	25 4%ai
Mean Score	2.261cd	2.349acd	2.139d	1.875	2.328	2.255	2.299	2.215	2.259	2.276
Standard Deviation	0.929	0.920	0.863	0.904	0.951	0.927	0.878	0.924	0.928	0.937
Error Variance	-	-	0.001	0.001	0.002	-	0.001	0.003	-	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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Completely	(4) 478	431	45	1	144	174	124	36	96	84	283	383	26	53
	8%ghmn	8%	7%	5%	16%afgh	10%aagh	6%h	3%	6%	7%	10%aij	9%lmn	5%	5%
Fairly	(3) 2050	1819	220	11	451	729	613	258	543	452	1017	1592	147	277
	34%ghmn	34%	35%	45%	51%afgh	43%aagh	28%h	20%	32%	35%	37%ilmn	27%	27%	28%
Not very	(2) 1835	1654	177	4	225	499	770	340	551	411	845	1339	165	304
	31%ah	31%	28%	16%	25%	30%e	36%aafh	27%	32%	32%	29%	31%	34%	31%
Not at all	(1) 1479	1314	160	5	63	267	626	523	478	292	681	957	177	316
	25%ef	25%	26%	22%	7%	16%e	29%aef	42%aefg	28%ajk	23%	24%	22%	32%al	32%al
SUMMARY CODES														
FAMILIAR	2528	2251	265	12	595	902	737	294	640	536	1300	1975	173	330
	42%ghmn	42%	42%	50%	67%afgh	54%aagh	34%h	23%	37%	42%i	45%aij	45%lmn	31%	34%
UNFAMILIAR	3314	2967	337	9	288	766	1397	863	1029	703	1526	2295	363	620
	55%ef	56%	54%	38%	33%	46%e	65%aef	69%aefg	60%ajk	55%	53%	53%	66%al	63%al
Refused	19	16	3	-	-	1	3	15	5	7	4	7	1	5
	*	*	1%	-	-	*	*	1%aefg	*	*	1%k	*	*	1%l
Don't know	126	101	22	3	1	12	27	86	35	38	38	75	12	26
	2%efgk	2%	4%ab	12%	*	1%	1%e	7%aefg	2%	3%k	1%	2%	2%	3%
Mean Score	2.261ghimn	2.262	2.249	2.370	2.767afgh	2.485agh	2.110h	1.833	2.155	2.265i	2.319al	2.328amn	2.040	2.070
Standard Deviation	0.929	0.929	0.933	0.941	0.805	0.882	0.895	0.879	0.905	0.895	0.849	0.921	0.894	0.919
Error Variance	*	*	0.002	0.042	0.001	*	*	0.001	*	0.001	*	*	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely	(4) 477	426	26	25	86	278	113	138	175	75	89
		10%gk	7%	10%	9%	11%g	9%	12%jk	11%jk	8%	8%
Fairly	(3) 1708	1487	144	77	337	960	411	451	578	339	340
		36%dgk	38%cd	29%	37%g	38%g	32%	39%k	38%k	35%k	31%
Not very	(2) 1379	1197	106	76	285	716	378	346	443	264	325
		29%	29%	27%	31%	28%	29%	30%	29%	27%	29%
Not at all	(1) 1095	905	115	76	192	535	369	207	304	264	320
		23%h	22%	29%ab	21%	21%	28%aef	18%	20%	27%ahi	29%ahi
SUMMARY CODES											
FAMILIAR	2185	1912	171	102	424	1237	524	589	753	414	430
		45%dgk	47%cd	43%	46%g	49%ag	40%	51%ajk	49%ajk	43%	39%
UNFAMILIAR	2474	2102	221	152	477	1251	747	553	747	528	646
		52%fh	51%	55%	52%	49%	57%aef	48%	49%	55%hi	58%ahi
Refused	11	8	2	1	-	7	4	-	1	6	4
		-	1%	-	-	-	-	-	-	1%hi	h
Don't know	85	72	5	8	15	41	29	17	26	17	25
		2%	1%	3%	2%	2%	2%	1%	2%	2%	2%
Mean Score	2.336cdgjk	2.357cd	2.210	2.203	2.354g	2.394ag	2.211	2.455ajk	2.416ajk	2.236	2.185
Standard Deviation	0.948	0.945	0.943	0.980	0.930	0.945	0.962	0.923	0.940	0.948	0.956
Error Variance	-	-	0.002	0.004	0.001	-	0.001	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2001	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Completely	(4) 477	91	322	56	8	59	419	317	91	63
	10%be	7%	11%be	11%be	5%	8%	10%	11%	10%	8%
Fairly	(3) 1708	375	1090	188	55	208	1499	1154	323	216
	36%bfj	30%	38%b	37%b	34%	30%	37%f	38%ij	34%j	29%
Not very	(2) 1379	388	824	114	53	201	1178	869	285	206
	29%fd	31%fd	29%fd	23%	34%fd	29%	29%	29%	30%	28%
Not at all	(1) 1095	365	573	124	33	219	876	636	212	224
	23%fc	29%acde	20%	25%fc	21%	31%ag	22%	21%	23%	30%ahi
SUMMARY CODES										
FAMILIAR	2185	467	1412	244	63	267	1918	1470	414	278
	46%bfj	38%	50%abe	48%b	40%	38%	47%f	49%aij	44%j	38%
UNFAMILIAR	2474	753	1397	238	87	420	2054	1505	497	430
	52%cd	61%acd	49%	47%	54%	60%ag	51%	50%	53%	58%ahi
Refused	11	3	1	5	1	1	10	3	3	4
	-	c	-	1%abc	-	-	-	-	-	1%h
Don't know	85	19	39	18	9	13	72	33	24	27
	2%h	2%	1%	4%abc	6%abc	2%	2%	1%	3%h	4%ah
Mean Score	2.336bfj	2.158	2.413abe	2.364b	2.253	2.155	2.368f	2.387aj	2.321j	2.165
Standard Deviation	0.948	0.939	0.938	0.990	0.867	0.970	0.941	0.937	0.940	0.974
Error Variance	-	0.001	-	0.002	0.004	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Completely	(4) 477 10%cd	417 12%acd	21 4%	32 5%	49 12%	428 10%	41 7%	12 6%	426 10%	50 9%
Fairly	(3) 1708 36%cd	1372 38%cd	164 35%cd	151 24%	154 38%	1553 36%	218 39%	59 32%	1506 36%	192 36%
Not very	(2) 1379 29%	1032 29%	159 34%ab	181 29%	112 28%	1267 29%	167 30%	54 29%	1231 29%	146 28%
Not at all	(1) 1095 23%b	734 20%	112 24%	239 38%abc	84 21%	1011 23%	117 21%	56 30%ag	967 23%	124 23%
SUMMARY CODES										
FAMILIAR	2185 46%cdh	1788 50%acd	185 39%cd	183 29%	204 50%	1981 46%	259 47%h	71 38%	1932 46%	242 45%
UNFAMILIAR	2474 52%b	1767 49%	420 57%ab	67%abc	196 49%	2279 52%	284 51%	110 60%ag	2198 52%	270 51%
Refused	11 *	3 *	5 1%ab	2 *	- *	11 *	1 *	1 1%	7 *	3 *
Don't know	85 2%	45 1%	13 3%b	18 3%ab	4 1%	82 2%	9 2%	3 1%	63 2%	17 3%ai
Mean Score	2.336cdh	2.414acd	2.206d	1.962	2.423	2.328	2.337h	2.149	2.337	2.328
Standard Deviation	0.948	0.944	0.864	0.928	0.955	0.947	0.898	0.935	0.948	0.949
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.004	-	0.002

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Completely	(4) 477	431	44	2	155	180	113	28	93	90	281	392	26	44
	10%ghn	10%	9%	11%	21%afgh	13%aagh	7%h	3%	7%	9%	12%aij	11%mn	7%	6%
Fairly	(3) 1708	1530	171	7	387	634	512	174	438	388	849	1392	104	179
	36%ghmm	36%	35%	32%	52%afgh	45%aagh	30%h	19%	33%	38%i	37%i	39%amm	28%	25%
Not very	(2) 1379	1232	143	4	169	394	560	257	420	295	648	1029	119	221
	29%e	29%	29%	21%	23%	28%e	33%aeah	28%e	31%k	29%	28%	29%	32%	31%
Not at all	(1) 1095	980	110	6	33	189	497	376	357	216	499	713	119	250
	23%ef	23%	23%	29%	4%	13%e	29%aef	42%aefg	27%ajk	21%	22%	20%	32%al	35%al
SUMMARY CODES														
FAMILIAR	2185	1961	215	9	543	814	626	202	531	479	1130	1784	130	223
	46%ghmm	46%	44%	43%	73%afgh	58%aagh	37%h	22%	40%	47%i	49%al	50%amm	35%	31%
UNFAMILIAR	2474	2212	252	11	202	582	1057	633	778	511	1147	1742	238	470
	52%ef	52%	52%	51%	27%	41%e	62%aef	70%aefg	58%ajk	50%	50%	49%	64%al	66%al
Refused	11	7	4	-	-	-	1	10	3	3	3	5	-	3
	*	*	1%ab	-	-	-	*	1%aefg	*	*	*	*	-	*
Don't know	85	68	16	1	1	10	16	58	28	25	24	53	7	21
	2%efgk	2%	3%ab	7%	*	1%	1%e	6%aefg	2%k	2%k	1%	7%	2%	3%al
Mean Score	2.336ghmm	2.339	2.318	2.258	2.893afgh	2.577agh	2.144h	1.825	2.204	2.357i	2.400al	2.415amm	2.099	2.024
Standard Deviation	0.948	0.949	0.936	1.051	0.777	0.879	0.921	0.874	0.923	0.922	0.962	0.933	0.939	0.934
Error Variance	*	*	0.002	0.061	0.001	0.001	0.001	0.001	0.001	0.001	*	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Completely	(4) 27	25	2	-	7	10	10	11	9	4	3
	5%	5%	4%	-	6%	4%	6%	9%k	5%	3%	3%
Fairly	(3) 152	132	16	5	34	70	48	31	50	39	32
	30%	30%	30%	18%	29%	29%	31%	27%	29%	36%	27%
Not very	(2) 145	117	15	13	40	72	33	26	50	35	33
	28%	27%	29%	44%	33%g	30%g	21%	23%	29%	32%	28%
Not at all	(1) 159	136	14	9	34	72	54	38	55	25	41
	31%	31%	28%	30%	28%	30%	34%	33%	32%	23%	34%
SUMMARY CODES											
FAMILIAR	179	156	18	5	41	80	57	42	59	43	36
	35%	35%	35%	18%	35%	34%	37%	36%	34%	39%	30%
UNFAMILIAR	304	253	29	21	73	144	86	65	105	60	74
	59%	58%	57%	74%	62%	60%	55%	56%	61%	55%	62%
Refused	4	3	1	-	1	1	1	1	-	2	1
	1%	1%	1%	-	1%	-	1%	1%	-	2%	1%
Don't know	29	23	4	2	3	15	11	7	8	5	9
	6%	5%	7%	8%	3%	6%	7%	6%	5%	4%	7%
Mean Score	2.097	2.108	2.123	1.869	2.134	2.066	2.062	2.133	2.078	2.205	1.988
Standard Deviation	0.927	0.941	0.905	0.719	0.907	0.901	0.966	1.024	0.925	0.854	0.894
Error Variance	0.002	0.002	0.018	0.021	0.007	0.004	0.005	0.012	0.006	0.008	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - 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 different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely	(4) 27	6	19	2	-	4	22	21	2	3
	5%	4%	7%	3%	-	4%	5%	7%	2%	3%
Fairly	(3) 152	44	83	18	7	23	129	95	30	26
	30%	28%	31%	25%	52%	24%	31%	32%	29%	24%
Not very	(2) 145	42	78	23	2	23	122	80	32	30
	28%	27%	29%	31%	11%	24%	29%	27%	31%	28%
Not at all	(1) 159	56	81	18	4	39	120	82	36	38
	31%	36%	30%	25%	30%	40%g	29%	28%	35%	36%
SUMMARY CODES										
FAMILIAR	179	50	102	20	7	28	151	116	31	29
	35%	32%	38%	28%	52%	28%	36%	39%j	30%	27%
UNFAMILIAR	304	98	159	41	6	62	242	162	68	68
	59%	63%	58%	57%	41%	63%	58%	55%	66%	64%
Refused	4	-	-	4	-	-	4	3	-	1
	7%	-	-	5%abc	-	-	7%	7%	-	7%
Don't know	29	9	11	8	1	8	20	13	4	9
	6%	6%	4%	11%c	7%	6%	5%	4%	4%	8%
Mean Score	2.097	1.998	2.154	2.062	2.230	1.925	2.136	2.195h	1.967	1.936
Standard Deviation	0.927	0.915	0.948	0.855	0.949	0.945	0.919	0.948	0.858	0.893
Error Variance	0.002	0.004	0.004	0.012	0.064	0.008	0.002	0.003	0.008	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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 different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Completely	(4) 27	18	5	4	5	21	2	-	27	-
	5%	5%	12%	4%	14%af	4%	5%	-	6%	-
Fairly	(3) 152	114	15	21	11	141	12	5	132	20
	30% ^d	32% ^d	36% ^d	20%	31%	29%	25%	30%	30%	31%
Not very	(2) 145	112	9	22	7	138	21	6	126	19
	28%	31% ^d	22%	21%	19%	29%	44% ^a	35%	28%	28%
Not at all	(1) 159	99	11	50	11	148	11	4	137	22
	31%	27%	26%	47% ^{abc}	31%	31%	23%	25%	31%	35%
SUMMARY CODES										
FAMILIAR	179	132	20	25	17	162	14	5	159	20
	35% ^d	37% ^d	48% ^d	24%	45%	34%	30%	30%	36%	31%
UNFAMILIAR	304	210	20	72	18	285	32	9	262	41
	59%	58%	47%	68% ^c	50%	60%	67%	60%	59%	64%
Refused	4	2	-	-	-	4	-	-	2	-
	1%	1%	-	-	-	1%	-	-	*	-
Don't know	29	16	2	9	2	27	1	2	24	3
	6%	4%	5%	9%	4%	6%	3%	11%	5%	5%
Mean Score	2.097^d	2.149^d	2.358^d	1.788	2.303	2.081	2.120	2.055	2.116	1.962
Standard Deviation	0.927	0.899	1.020	0.928	1.092	0.912	0.841	0.808	0.938	0.838
Error Variance	0.002	0.003	0.022	0.007	0.033	0.002	0.017	0.031	0.002	0.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l - a/g/h - a/l/j
 * 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 different gas and electricity suppliers, or only have gas supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Completely	(4) 27	27	-	-	7	6	12	1	6	5	15	20	4	5
	5%h	6%	-	-	18%agh	6%h	6%h	7%	4%	4%	7%	7%	4%	4%
Fairly	(3) 152	130	21	*	14	47	59	33	43	32	74	94	28	39
	30%h	29%	38%	19%	35%h	46%agh	30%h	18%	28%	28%	32%	31%	29%	30%
Not very	(2) 145	127	17	-	13	23	65	44	47	38	55	86	29	37
	28%	28%	31%	-	33%	22%	33%	31%	31%	33%	24%	29%	30%	28%
Not at all	(1) 159	141	17	1	6	26	56	72	49	32	75	87	31	44
	31%e	31%	31%	25%	14%	25%	28%	41%aefg	32%	28%	33%	29%	32%	33%
SUMMARY CODES														
FAMILIAR	179	157	21	*	21	54	71	34	49	37	89	114	32	44
	35%h	34%	38%	19%	53%ah	52%agh	36%h	19%	32%	32%	38%	38%	33%	33%
UNFAMILIAR	304	268	35	1	19	49	121	116	96	70	130	172	60	81
	59%h	59%	62%	25%	47%	47%	62%h	66%h	63%	61%	56%	58%	62%	61%
Refused	4	4	-	-	-	-	-	4	-	1	-	1	-	-
	1%	1%	-	-	-	-	-	2%	-	1%	-	*	-	-
Don't know	29	27	-	1	-	*	5	23	8	6	13	13	4	8
	6%h	6%	-	56%	-	-	2%	13%aefg	6%	5%	6%	4%	4%	6%
Mean Score	2.097h	2.101	2.071	1.875	2.563agh	2.336ah	2.141h	1.754	2.042	2.093	2.131	2.166	2.058	2.044
Standard Deviation	0.927	0.939	0.836	-	0.953	0.929	0.912	0.822	0.895	0.888	0.973	0.944	0.905	0.909
Error Variance	0.002	0.002	0.013	-	0.028	0.009	0.004	0.004	0.005	0.008	0.004	0.003	0.008	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely	(4) 122 10%	103 11% ^c	8 5%	11 12%	24 10%	58 10%	40 10%	40 14% ^j	37 10%	19 7%	27 9%
Fairly	(3) 368 30%	300 31%	44 28%	23 25%	68 28%	185 33%	115 29%	93 32%	110 30%	80 31%	86 29%
Not very	(2) 316 26%	243 25%	49 31%	25 27%	74 30%	141 25%	101 25%	82 28%	83 23%	81 31% ^k	70 23%
Not at all	(1) 366 30%	287 30%	49 31%	29 32%	76 31%	162 29%	127 32%	71 24%	119 33% ^h	72 28%	103 34% ^h
SUMMARY CODES											
FAMILIAR	490 40%	404 42%	52 33%	34 37%	92 37%	243 43%	155 39%	133 45%	146 41%	98 39%	113 37%
UNFAMILIAR	682 56%	529 55%	98 62%	54 59%	150 61%	303 53%	229 57%	154 52%	202 56%	153 59%	173 57%
Refused	5 -	4 -	2 1%	- -	1 1%	3 -	1 -	1 -	- -	2 1%	3 1%
Don't know	38 3%	29 3%	5 3%	4 4%	4 1%	18 3%	16 4%	6 2%	12 3%	6 2%	13 4%
Mean Score	2.211	2.236	2.072	2.175	2.162	2.256	2.177	2.354^k	2.183	2.175	2.128
Standard Deviation	1.000	1.009	0.916	1.033	0.983	0.999	1.011	1.005	1.023	0.934	1.013
Error Variance	0.001	0.001	0.006	0.012	0.004	0.002	0.002	0.004	0.004	0.004	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	1251	515	555	133	38	303	948	659	275	288	
Weighted Base	1215	409	636	135	35*	247	968	670	292	230	
Completely	(4)	122 10%	34 8%	74 12%	14 11%	1 2%	21 9%	101 10%	76 11%	24 8%	19 8%
Fairly	(3)	368 30%	113 28%	204 32%	37 27%	14 40%	63 25%	305 31%	225 33%	83 28%	55 24%
Not very	(2)	316 26%	98 24%	179 28%	31 23%	9 26%	60 24%	257 27%	177 26%	76 26%	57 25%
Not at all	(1)	366 30%	152 37%ac	169 26%	40 30%	8 23%	88 36%g	277 29%	172 26%	102 35%h	85 37%ah
SUMMARY CODES											
FAMILIAR	490 40%	146 36%	278 44%b	51 38%	15 43%	84 34%	406 42%f	300 45%j	107 37%	74 32%	
UNFAMILIAR	682 56%	249 61%c	344 54%	71 53%	17 49%	148 60%	534 55%	350 52%	177 61%h	142 62%h	
Refused	5 -	2 -	- -	4 3%abc	- -	- -	5 1%	3 -	- -	3 1%	
Don't know	38 3%	11 3%	14 2%	9 7%abc	3 8%c	15 6%ag	23 2%	17 3%	7 3%	12 5%	
Mean Score	2.211bj	2.071	2.298b	2.207	2.244	2.074	2.244f	2.314aj	2.105	2.035	
Standard Deviation	1.000	1.002	0.990	1.032	0.870	1.009	0.995	0.990	0.990	1.001	
Error Variance	0.001	0.002	0.002	0.009	0.022	0.004	0.001	0.002	0.004	0.004	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Completely	(4) 122 10% ^d	97 12% ^d	11 8%	14 6%	18 18% ^{a,f}	105 9%	14 11%	2 5%	100 10%	22 13%
Fairly	(3) 368 30% ^d	267 32% ^d	48 36% ^d	46 19%	24 26%	343 31%	34 27%	11 32%	324 31%	40 24%
Not very	(2) 316 26%	221 27%	32 24%	61 25%	23 24%	294 26%	33 26%	11 31%	273 26%	41 25%
Not at all	(1) 366 30%	216 26%	40 30%	109 45% ^{abc}	28 29%	338 30%	41 33%	8 24%	310 30%	55 33%
SUMMARY CODES										
FAMILIAR	490 40% ^d	364 44% ^d	60 44% ^d	60 25%	42 44%	448 40%	47 38%	13 37%	424 41%	63 38%
UNFAMILIAR	682 56%	437 53%	72 54%	169 70% ^{abc}	50 53%	632 56%	74 60%	19 54%	583 56%	96 58%
Refused	5 *	4 *	- -	- -	- -	5 *	- -	- -	2 *	2 1%
Don't know	38 3%	21 3%	3 2%	11 5%	3 3%	35 3%	3 2%	3 8% ^a	30 3%	6 4%
Mean Score	2.21 ^d	2.30 ^d	2.22 ^d	1.84 ⁷	2.34 ⁸	2.19 ⁹	2.16 ³	2.19 ⁸	2.21 ³	2.18 ⁷
Standard Deviation	1.000	0.998	0.983	0.946	1.104	0.990	1.026	0.901	0.991	1.063
Error Variance	0.001	0.001	0.006	0.003	0.012	0.001	0.010	0.018	0.001	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	263	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Completely	(4) 122	110	12	-	39	36	35	12	30	20	70	91	11	21
Fairly	(3) 368	317	49	1	55	114	134	65	102	80	176	246	44	70
Not very	(2) 316	287	29	-	30	72	135	79	85	95	127	196	49	70
Not at all	(1) 366	319	46	1	13	50	146	157	134	58	170	208	61	87
SUMMARY CODES														
FAMILIAR	490	428	61	1	94	151	168	77	132	100	246	337	55	91
UNFAMILIAR	682	607	74	1	42	121	282	236	219	153	297	404	110	157
Refused	5	5	-	-	-	-	-	5	-	2	1	3	-	-
Don't know	38	34	2	1	-	2	7	29	9	10	17	17	7	10
Mean Score	2.211	2.211	2.202	2.289	2.883	2.505	2.125	1.785	2.079	2.243	2.269	2.296	2.030	2.101
Standard Deviation	1.000	0.999	1.010	-	0.934	0.940	0.957	0.906	1.003	0.895	1.041	1.008	0.954	0.980
Error Variance	0.001	0.001	0.009	-	0.007	0.003	0.002	0.003	0.003	0.003	0.002	0.001	0.005	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2876	2501	214	161	366	1420	1090	689	802	531	854
Weighted Base	2995	2595	245	154	393	1710	891	860	995	566	573
Completely	(4) 468	417	30	21	52	282	134	168	163	68	69
		16% <i>jk</i>	14%	13%	13%	17%	15%	20% <i>ajk</i>	16% <i>jk</i>	12%	12%
Fairly	(3) 1240	1076	99	65	187	717	336	368	428	230	213
		41% <i>gk</i>	40%	42%	48% <i>ag</i>	42% <i>g</i>	38%	43% <i>jk</i>	43% <i>jk</i>	41%	37%
Not very	(2) 771	677	64	30	101	440	230	206	249	151	166
		26%	26%	20%	26%	26%	26%	24%	25%	27%	29% <i>kh</i>
Not at all	(1) 474	393	48	33	50	253	171	105	143	115	111
		16% <i>h</i>	19%	21% <i>b</i>	13%	15%	19% <i>aef</i>	12%	14%	20% <i>ahi</i>	19% <i>ahi</i>
SUMMARY CODES											
FAMILIAR	1708	1493	129	86	239	999	470	536	591	299	282
		57% <i>gk</i>	53%	56%	61% <i>g</i>	58% <i>g</i>	53%	62% <i>ajk</i>	59% <i>jk</i>	53%	49%
UNFAMILIAR	1245	1070	111	63	151	693	401	311	391	266	277
		42% <i>h</i>	41%	45%	38%	41%	45% <i>ef</i>	36%	39%	47% <i>ahi</i>	48% <i>ahi</i>
Refused	3	2	-	1	-	2	1	1	-	-	2
		-	-	-	-	-	-	-	-	-	-
Don't know	39	30	5	4	3	16	20	12	13	2	12
		1%	2%	3%	1%	1%	2% <i>aef</i>	1%	1%	1%	2% <i>j</i>
Mean Score	2.577 <i>gjk</i>	2.592	2.465	2.498	2.619 <i>g</i>	2.607 <i>g</i>	2.497	2.707 <i>ajk</i>	2.622 <i>jk</i>	2.447	2.430
Standard Deviation	0.940	0.935	0.948	0.993	0.873	0.934	0.975	0.924	0.927	0.948	0.944
Error Variance	-	-	0.004	0.006	0.002	0.001	0.001	0.001	0.001	0.002	0.001

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2876	860	1641	283	92	628	2348	2008	423	410
Weighted Base	2995	678	1943	290	84*	443	2551	2181	453	329
Completely	(4) 468	84	328	45	11	59	409	359	65	40
	16%b	12%	17%b	15%	13%	13%	16%	16%j	14%	12%
Fairly	(3) 1240	246	837	123	33	148	1091	921	191	116
	41%bfj	36%	43%b	42%	40%	33%	43%f	42%j	42%	35%
Not very	(2) 771	200	492	60	20	118	653	555	120	88
	26%	30%acd	25%	21%	23%	27%	26%	25%	26%	27%
Not at all	(1) 474	139	271	50	14	106	368	324	67	76
	16%	20%ac	14%	17%	16%	24%ag	14%	15%	15%	23%ahi
SUMMARY CODES										
FAMILIAR	1708	330	1165	168	44	207	1501	1280	256	156
	57%bfj	49%	60%b	58%b	53%	47%	59%f	59%j	56%j	47%
UNFAMILIAR	1245	339	762	110	33	224	1021	878	187	164
	42%	50%acd	39%	38%	40%	51%ag	40%	40%	41%	50%ahi
Refused	3	-	1	2	-	1	2	1	2	-
	*	-	*	1%c	-	*	*	*	*	-
Don't know	39	9	14	10	6	10	28	21	8	9
	1%	1%	1%	4%abc	7%abc	2%g	1%	1%	2%	3%ah
Mean Score	2.577bfj	2.412	2.634b	2.584b	2.539	2.371	2.612f	2.610j	2.571j	2.376
Standard Deviation	0.940	0.954	0.924	0.966	0.948	1.001	0.924	0.933	0.918	0.983
Error Variance	-	0.001	0.001	0.003	0.011	0.002	*	-	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2876	2058	307	485	273	2603	264	78	2656	209
Weighted Base	2995	2329	279	360	265	2729	325	61*	2742	240
Completely	(4) 468 16%cd	407 17%cd	20 7%	36 10%	50 19%	419 15%	40 12%	6 10%	427 16%	40 17%
Fairly	(3) 1240 41%cd	1000 43%cd	116 42%cd	114 32%	104 39%	1136 42%	141 43%	25 40%	1131 41%	104 43%
Not very	(2) 771 26%	594 25%	82 29%	92 26%	69 26%	702 26%	90 28%	14 23%	711 26%	58 24%
Not at all	(1) 474 16%ab	306 13%	55 20%ab	108 30%abc	41 15%	433 16%	49 15%	14 22%	443 16%	29 12%
SUMMARY CODES										
FAMILIAR	1708 57%cd	1407 60%acd	136 49%	150 42%	153 58%	1555 57%	181 56%	31 51%	1557 57%	145 60%
UNFAMILIAR	1245 42%ab	900 39%	137 49%ab	200 56%ab	110 41%	1135 42%	139 43%	28 46%	1154 42%	87 36%
Refused	3 -	2 -	1 -	- -	- -	3 -	- -	1 2%ag	2 -	1 -
Don't know	39 1%	21 1%	4 2%	10 3%ab	2 1%	36 1%	5 1%	1 2%	30 1%	7 3%j
Mean Score	2.577cd	2.654acd	2.368	2.223	2.618	2.572	2.538	2.398	2.568	2.671
Standard Deviation	0.940	0.919	0.886	1.000	0.964	0.937	0.899	0.965	0.942	0.906
Error Variance	-	-	0.003	0.002	0.003	-	0.003	0.012	-	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2876	2672	196	8	548	939	1008	381	765	607	1451	2353	196	282
Weighted Base	2995	2771	215	9**	608	1011	1017	357	729	632	1582	2529	178	247
Completely	(4) 468	430	38	1	172	193	76	27	82	90	291	420	24	16
	16%ghn	16%	18%	12%	28%afgh	19%aagh	7%	8%	11%	14%	18%ajj	17%ln	14%ln	7%
Fairly	(3) 1240	1144	91	4	304	473	380	82	291	284	646	1089	63	77
	41%ghn	41%	42%	48%	50%aagh	47%aagh	37%h	23%	40%	45%	41%	43%ln	35%	31%
Not very	(2) 771	719	50	2	108	239	324	99	209	160	392	628	53	79
	26%e	26%	23%	20%	18%	24%e	32%aef	28%e	29%	25%	25%	25%	30%	32%al
Not at all	(1) 474	444	29	2	21	97	227	129	135	88	236	358	37	70
	16%ef	16%	13%	20%	3%	10%e	22%aef	36%aefg	19%jk	14%	15%	14%	21%l	28%al
SUMMARY CODES														
FAMILIAR	1708	1574	129	5	476	666	456	110	373	373	937	1509	87	93
	57%ghmn	57%	60%	60%	78%afgh	66%aagh	45%h	31%	51%	59%i	59%i	60%mn	49%n	38%
UNFAMILIAR	1245	1163	79	3	129	337	551	226	344	248	628	986	90	148
	42%ef	42%	37%	40%	21%	33%e	54%aef	64%aefg	47%ajk	39%	40%	39%	51%al	60%al
Refused	3	3	-	-	1	1	1	-	1	2	-	3	-	-
Don't know	39	31	7	-	2	8	9	20	11	9	16	31	1	6
	1%	1%	3%ab	-	-	1%	1%	6%aefg	1%	1%	1%	1%	-	3%
Mean Score	2.577ghimn	2.570	2.664	2.517	3.036afgh	2.760agh	2.303h	2.023	2.447	2.603i	2.634i	2.630mn	2.420n	2.164
Standard Deviation	0.940	0.940	0.930	1.004	0.775	0.873	0.902	0.976	0.924	0.901	0.952	0.926	0.969	0.924
Error Variance	-	-	0.005	0.126	0.001	0.001	0.001	0.003	0.001	0.001	0.001	-	0.005	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/gh - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2337	1984	206	147	654	958	725	332	584	468	953
Weighted Base	2276	1934	205	137	642	1066	568	413	705	507	650
Completely	(4) 162	143	11	8	50	76	37	39	55	32	36
	7%	7%	5%	6%	8%	7%	7%	9%k	8%	6%	6%
Fairly	(3) 619	527	59	33	196	285	139	112	207	138	162
	27%	27%	29%	24%	31%g	27%	24%	27%	29%	27%	25%
Not very	(2) 692	583	59	50	212	326	154	127	205	156	204
	30%	30%	29%	36%	33%g	31%	27%	31%	29%	31%	31%
Not at all	(1) 709	597	70	42	159	338	211	121	207	159	221
	31%e	31%	34%	30%	25%	32%e	37%aef	29%	29%	31%	34%
SUMMARY CODES											
FAMILIAR	781	670	70	41	246	360	175	151	262	170	198
	34%k	35%	34%	30%	38%g	34%	31%	36%	37%k	34%	30%
UNFAMILIAR	1400	1180	128	92	371	664	365	248	412	315	425
	62%	61%	63%	67%	58%	62%	64%e	60%	58%	62%	65%k
Refused	10	9	1	-	1	6	3	1	1	5	3
	-	-	1%	-	-	1%	1%	-	-	1%	-
Don't know	84	75	5	4	23	37	24	13	29	17	25
	4%	4%	3%	3%	4%	3%	4%	3%	4%	3%	4%
Mean Score	2.108gk	2.117	2.056	2.058	2.230afg	2.095	2.002	2.171k	2.163k	2.089	2.022
Standard Deviation	0.946	0.951	0.933	0.900	0.922	0.946	0.960	0.972	0.957	0.934	0.921
Error Variance	-	-	0.004	0.006	0.001	0.001	0.001	0.003	0.002	0.002	0.001

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2337	913	1017	306	101	451	1886	1075	586	627
Weighted Base	2276	721	1176	288	90*	356	1920	1124	590	516
Completely	(4) 162 7%b	36 5%	98 8%b	25 9%b	4 4%	21 6%	141 7%	84 7%	44 7%	30 6%
Fairly	(3) 619 27%a	177 25%	338 29%	78 27%	26 29%	74 21%	545 28% <i>f</i>	313 28%	164 28%	130 25%
Not very	(2) 692 30%	233 32% <i>d</i>	355 30%	73 25%	31 35%	106 30%	585 30%	333 30%	193 33%	152 29%
Not at all	(1) 709 31%	248 34%	353 30%	83 29%	25 28%	141 40% <i>g</i>	568 30%	357 32%	168 28%	171 33%
SUMMARY CODES										
FAMILIAR	781 34% <i>b</i> <i>f</i>	213 30%	435 37% <i>b</i>	103 36%	30 33%	95 27%	686 36% <i>f</i>	398 35%	208 35%	160 31%
UNFAMILIAR	1400 62% <i>d</i>	480 67% <i>a</i> <i>c</i> <i>d</i>	708 60%	156 54%	56 63%	247 69% <i>a</i> <i>g</i>	1153 60%	690 61%	361 61%	323 63%
Refused	10 c	2 *	-	8 3% <i>a</i> <i>b</i> <i>c</i>	-	-	10 1%	5 *	-	5 1% <i>i</i>
Don't know	84 4%	25 4%	33 3%	22 7% <i>a</i> <i>b</i> <i>c</i>	4 4%	13 4%	71 4%	32 3%	21 4%	28 5% <i>h</i>
Mean Score	2.108 <i>b</i> <i>f</i>	2.003	2.158 <i>b</i>	2.171 <i>b</i>	2.098	1.929	2.141 <i>f</i>	2.115	2.149	2.039
Standard Deviation	0.946	0.907	0.960	0.989	0.872	0.935	0.945	0.956	0.934	0.934
Error Variance	-	0.001	0.001	0.004	0.008	0.002	-	0.001	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/i/g - a/h/i/j
 * 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2337	1527	270	498	189	2148	229	195	1985	333
Weighted Base	2276	1634	235	370	174	2102	275	139	1904	356
Completely	(4) 162 7% ^d	133 8% ^d	13 6%	12 3%	19 11% ^d	143 7%	12 4%	8 6%	145 8%	17 5%
Fairly	(3) 619 27% ^d	483 30% ^d	56 24% ^d	65 18%	52 30%	566 27%	89 32%	41 30%	514 27%	100 28%
Not very	(2) 692 30%	495 30%	90 38% ^{abcd}	101 27%	50 29%	642 31%	90 33%	43 31%	570 30%	119 33%
Not at all	(1) 709 31%	467 29%	65 28%	172 46% ^{abc}	49 28%	660 31%	78 28%	43 31%	602 32%	105 29%
SUMMARY CODES										
FAMILIAR	781 34% ^d	616 38% ^{acd}	69 29% ^d	77 21%	72 41%	709 34%	101 37%	49 35%	659 35%	116 33%
UNFAMILIAR	1400 62%	962 59%	156 68% ^{ab}	273 74% ^{abc}	96 56%	1302 62%	168 61%	86 62%	1172 62%	223 63%
Refused	10 *	5 *	2 1%	1 *	- *	10 *	- *	- *	7 *	1 *
Don't know	84 4%	51 3%	8 4%	18 5%	4 2%	80 4%	6 2%	4 3%	67 4%	15 4%
Mean Score	2.108^d	2.179^{ad}	2.075^d	1.765	2.249^f	2.096	2.131	2.104	2.111	2.083
Standard Deviation	0.946	0.953	0.876	0.873	0.995	0.941	0.888	0.923	0.956	0.891
Error Variance	*	0.001	0.003	0.002	0.005	*	0.004	0.005	*	0.003

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2337	2014	307	16	163	503	907	764	856	494	921	1316	324	658
Weighted Base	2276	1933	329	15**	176	498	878	723	765	501	953	1355	292	602
Completely	(4) 162 7%h	143 7%	19 6%	-	37 21%afgh	53 11%aagh	60 7%h	12 2%	42 6%	42 8%	72 8%	108 8%	14 5%	36 6%
Fairly	(3) 619 27%h	514 27%	101 31%	4	82 47%aagh	195 39%aagh	219 25%h	122 17%	185 24%	132 26%	281 29%i	390 29%	69 24%	147 24%
Not very	(2) 692 30%e	587 30%	100 31%	4	38 22%	137 27%	307 35%aeah	210 29%	259 34%k	156 31%	266 28%	422 31%	96 33%	175 29%
Not at all	(1) 709 31%ef	614 32%	92 28%	2	17 10%	105 21%e	278 32%ef	308 43%aefg	253 33%	141 28%	303 32%	389 29%	106 36%j	213 35%j
SUMMARY CODES														
FAMILIAR	781 34%h	657 34%	120 36%	4	119 68%afgh	248 50%aagh	280 32%h	134 19%	227 30%	173 35%	353 37%i	498 37%mm	83 29%	183 30%
UNFAMILIAR	1400 62%ef	1202 62%	192 59%	6	55 31%	242 49%e	586 67%aef	518 72%aefg	512 67%ajk	298 60%	569 60%	811 60%	202 69%al	389 65%
Refused	10 *	7 *	3 1%	3	-	-	-	10 1%afg	-	4 1%j	-	3 *	-	1 *
Don't know	84 4%fg	66 3%	14 4%	4	2 1%	8 2%	13 1%	61 8%aefg	25 3%	26 5%k	28 3%	42 3%	7 2%	29 5%
Mean Score	2.108hmn	2.100	2.149	2.180	2.802afgh	2.400agh	2.071h	1.750	2.023	2.156i	2.132i	2.166mn	1.970	2.010
Standard Deviation	0.946	0.952	0.916	0.815	0.885	0.943	0.922	0.818	0.906	0.954	0.965	0.948	0.903	0.939
Error Variance	-	-	0.003	0.060	0.005	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3063	2544	307	212	773	1255	1035	480	744	605	1234
Weighted Base	2976	2465	311	200	770	1303	812	592	694	656	833
Completely	(4) 281 9% _c	249 10% _c	17 5%	15 7%	70 9%	142 10%	69 8%	77 13% _{ajk}	92 10%	47 7%	65 8%
Fairly	(3) 869 29%	702 28%	105 34%	62 31%	247 32%	396 28%	226 28%	181 31%	270 30%	196 30%	220 26%
Not very	(2) 847 28% _c	720 29% _c	70 23%	56 28%	240 31% _g	401 29%	206 25%	169 29%	247 28%	198 30%	233 28%
Not at all	(1) 867 29% _{ah}	697 28%	111 36% _{ab}	59 29%	189 25%	399 29%	279 34% _{aef}	145 24%	250 28%	192 29%	281 34% _{ahi}
SUMMARY CODES											
FAMILIAR	1150 39% _{ka}	951 39%	122 39%	77 39%	318 41% _g	530 39%	294 36%	258 44% _{ajk}	362 41% _k	244 37%	285 34%
UNFAMILIAR	1714 58%	1417 57%	181 58%	115 58%	429 56%	800 57%	485 60%	314 53%	497 56%	389 59%	514 62% _{ahi}
Refused	11 *	8 *	1 *	2 1%	1 *	5 *	5 1%	1 *	2 *	5 1%	3 *
Don't know	101 3%	88 4%	7 2%	6 3%	22 3%	50 4%	29 4%	18 3%	33 4%	20 3%	30 4%
Mean Score	2.197 _{gk}	2.213	2.091	2.173	2.267 _g	2.210 _g	2.108	2.334 _{ajk}	2.239 _k	2.156	2.087
Standard Deviation	0.980	0.983	0.965	0.956	0.944	0.988	0.995	1.000	0.989	0.942	0.972
Error Variance	-	-	0.003	0.005	0.001	0.001	0.001	0.002	0.001	0.002	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3063	1226	1347	366	124	636	2427	1452	760	786
Weighted Base	2976	973	1541	350	111	504	2471	1501	778	640
Completely	(4) 281	69	168	40	4	41	240	162	69	45
	9%be	7%	11%be	11%be	3%	8%	10%	11%j	9%	7%
Fairly	(3) 869	257	479	96	36	125	743	443	243	166
	29%af	26%	31%b	27%	32%	25%	30%af	30%	31%j	26%
Not very	(2) 847	290	442	79	36	137	710	425	226	178
	28%ad	30%ad	29%ad	23%	32%ad	27%	29%	28%	29%	28%
Not at all	(1) 867	323	414	101	30	181	686	421	214	215
	29%	33%ac	27%	29%	27%	36%ag	28%	28%	27%	34%ah
SUMMARY CODES										
FAMILIAR	1150	327	647	136	40	167	983	605	312	211
	39%bfj	34%	42%ab	39%	36%	33%	40%f	40%j	40%j	33%
UNFAMILIAR	1714	613	856	180	65	318	1396	847	440	393
	58%ad	63%acd	56%	51%	59%	63%ag	56%	56%	57%	61%h
Refused	11	2	-	9	1	2	10	7	-	4
	c	*	-	2%abc	1%e	*	*	*	-	1%j
Don't know	101	32	39	25	5	18	82	42	26	31
	3%	3%	3%	7%abc	5%	4%	3%	3%	3%	5%h
Mean Score	2.197bfj	2.078	2.267ab	2.239b	2.134	2.056	2.226f	2.238j	2.222j	2.068
Standard Deviation	0.980	0.953	0.985	1.038	0.871	0.985	0.977	0.993	0.962	0.963
Error Variance	-	0.001	0.001	0.003	0.006	0.002	-	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3063	1955	378	679	253	2810	290	222	2616	423
Weighted Base	2976	2099	328	504	233	2743	352	159	2497	458
Completely	(4) 281 9% ^d	232 11% ^d	25 8% ^d	20 4%	30 13%	251 9%	26 7%	10 6%	241 10%	38 8%
Fairly	(3) 869 29% ^d	652 31% ^d	92 28% ^d	108 21%	73 31%	796 29%	123 35%	49 31%	727 29%	135 29%
Not very	(2) 847 28%	597 28%	109 33% ^d	134 27%	60 26%	787 29%	103 29%	46 29%	704 28%	139 30%
Not at all	(1) 867 29% ^b	553 26%	90 27%	218 43% ^{abc}	64 27%	803 29%	93 26%	48 30%	737 30%	127 28%
SUMMARY CODES										
FAMILIAR	1150 39% ^d	884 42% ^{acd}	116 36% ^d	127 25%	103 44%	1047 38%	148 42%	59 37%	968 39%	172 38%
UNFAMILIAR	1714 56%	1150 55%	199 61% ^b	352 70% ^{abc}	124 53%	1590 58%	196 56%	94 60%	1440 58%	266 58%
Refused	11 -	4 -	2 1%	3 1%	1 -	11 -	- -	- -	9 -	- -
Don't know	101 3%	61 3%	10 3%	21 4%	5 2%	95 3%	7 2%	6 4%	79 3%	19 4%
Mean Score	2.197^d	2.277^{ad}	2.162^d	1.852	2.305	2.188	2.234	2.134	2.196	2.191
Standard Deviation	0.980	0.986	0.931	0.907	1.022	0.976	0.934	0.938	0.985	0.952
Error Variance	-	0.001	0.002	0.001	0.004	-	0.003	0.004	-	0.002



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3063	2673	373	17	253	690	1176	944	1093	638	1250	1775	408	799
Weighted Base	2976	2550	410	15**	273	669	1139	894	970	651	1282	1815	369	727
Completely	(4) 281 9%h	244 10%	37 9%	-	78 29%afgh	89 13%aagh	89 8%h	24 3%	72 7%	62 10%	139 11%k	189 10%	26 7%	57 8%
Fairly	(3) 869 29%hmn	742 29%	121 30%	5 32%	116 42%aagh	276 41%aagh	309 27%h	168 19%	255 26%	194 30%	393 31%k	574 32%amn	85 23%	181 25%
Not very	(2) 847 28%e	715 28%	128 31%	4 29%	50 18%	167 25%e	385 34%aafh	244 27%e	302 31%k	199 31%k	333 26%	521 29%	119 32%	205 28%
Not at all	(1) 867 29%efg	759 30%	106 26%	2 11%	28 10%	128 19%e	333 29%ef	378 42%aefg	311 32%j	160 25%	381 30%j	478 26%	126 34%al	251 35%al
SUMMARY CODES														
FAMILIAR	1150 39%ghmn	986 39%	159 39%	5 32%	194 71%algh	365 55%aagh	398 35%h	192 22%	327 34%	256 39%k	531 41%k	763 42%amn	111 30%	239 33%
UNFAMILIAR	1714 56%ef	1474 58%	234 57%	6 40%	78 29%	296 44%e	718 63%aef	622 70%aefg	613 63%ajk	359 55%	715 56%	999 55%	245 68%al	456 63%al
Refused	11 -	9 -	3 1%	-	-	-	1 -	11 1%afg	1 -	5 1%k	3 -	4 -	1 -	2 -
Don't know	101 3%efg	82 3%	15 4%	4 28%	2 1%	8 1%	22 2%	69 8%aefg	30 3%	31 5%k	33 3%	49 3%	12 3%	31 4%
Mean Score	2.197hmn	2.191	2.229	2.285	2.896afgh	2.494agh	2.139h	1.803	2.093	2.256i	2.232i	2.269amn	2.031	2.065
Standard Deviation	0.980	0.985	0.954	0.752	0.937	0.954	0.936	0.867	0.949	0.956	1.007	0.977	0.941	0.974
Error Variance	-	-	0.003	0.047	0.003	0.001	0.001	0.001	0.001	0.002	0.001	0.001	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/e/f/g/h - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
£0 to £50	246 4%kl	204 4%	23 4%	19 5%	50 4%	129 4%	66 4%	83 6%ajk	91 5%jk	95 3%	36 3%
£51 to £100	524 9%kl	434 9%	44 8%	13%abc	101 9%	301 10%g	122 7%	170 12%ajk	163 9%k	96 8%	95 7%
£101 to £200	1153 19%dk	1000 20%kd	106 19%kd	47 13%	250 21%g	607 20%	296 17%	336 23%ajk	386 20%k	228 19%k	204 14%
£201 to £400	1273 21%dk	1105 22%kd	125 22%kd	43 12%	267 23%g	721 23%g	285 17%	313 22%k	438 23%k	281 23%k	240 17%
£401 or more	698 12%cd	592 12%cd	85 15%abd	22 6%	179 15%ag	410 13%g	109 6%	169 12%	215 11%	157 13%	157 11%
It's not all about the money	1010 17%efh	837 16%	97 17%	76 22%ab	118 10%	445 14%e	448 26%aef	205 14%	287 15%	207 17%	310 22%ahj
Refused	62 1%	52 1%	7 1%	4 1%	10 1%	32 1%	21 1%	9 1%	20 1%	16 1%	17 1%
Don't know	1020 17%cfh	849 17%cd	74 13%	98 28%abc	197 17%	463 15%	360 21%aef	188 12%	295 16%h	207 17%h	350 25%ahj
Mean Score	383.207g	383.862d	316.841d	198.226	308.201g	287.772g	247.876	260.783	278.387	300.889h	305.239h
Standard Deviation	348.666	348.961	407.636	167.809	401.662	342.063	309.797	294.491	407.951	345.816	313.221
Error Variance	33.170	38.415	491.618	158.201	198.197	64.502	90.713	102.149	158.953	162.705	92.993

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
£0 to £50	246	57	171	15	2	29	216	176	47	22
	4%de	3%	5%bde	2%	1%	3%	4%	5%j	4%j	2%
£51 to £100	524	116	353	46	9	77	447	359	97	63
	9%be	7%	10%abde	7%	5%	8%	9%	10%j	8%	7%
£101 to £200	1153	288	778	73	14	146	1007	766	261	111
	19%de	17%de	22%abde	11%	7%	15%	20%h	21%j	21%j	7%j
£201 to £400	1273	317	825	108	23	184	1089	799	274	186
	21%bde	19%e	24%abde	17%	12%	19%	22%	22%	22%	19%
£401 or more	698	173	460	53	12	95	603	379	172	139
	12%de	10%	13%bde	8%	6%	10%	12%	10%	14%ah	14%ah
It's not all about the money	1010	351	463	147	50	209	802	626	147	211
	17%ci	21%ac	13%	23%ac	26%ac	22%ag	16%	17%i	12%	22%ahi
Refused	62	15	16	27	4	9	53	42	7	14
	1%e	1%	-	4%abc	2%e	1%	1%	1%	1%	1%i
Don't know	1020	341	426	173	81	205	820	542	227	230
	17%ch	21%ac	12%	27%abc	41%abcd	21%ag	16%	15%	18%h	24%ahi
Mean Score	283.207	h 293.167	278.259	287.388	318.425	271.129	285.113	263.555	289.525	361.575ahi
Standard Deviation	349.666	339.412	362.494	254.668	352.298	257.691	362.046	331.328	306.466	467.180
Error Variance	33.170	99.311	60.359	229.172	1880.518	106.248	42.822	49.184	118.438	353.739

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
£0 to £50	246	200	22	23	19	227	34	5	229	17
4% ^d		5% ^d	4%	3%	4%	4%	5%	2%	4% ^j	2%
£51 to £100	524	442	47	31	44	480	47	15	480	40
9% ^d		10% ^d	8% ^d	4%	9%	9%	7%	7%	9% ^j	6%
£101 to £200	1153	944	105	98	100	1055	136	32	1037	114
19% ^{dh}		21% ^{aad}	17% ^d	11%	20%	19%	20%	14%	20% ^j	16%
£201 to £400	1273	1037	119	110	106	1167	181	46	1117	153
21% ^d		23% ^{aad}	20% ^d	13%	21%	21%	27% ^a	21%	21%	22%
£401 or more	698	582	50	62	78	621	99	44	591	106
12% ^{cd}		13% ^{aad}	8%	7%	16% ^{aaf}	11%	15%	20% ^{ag}	11%	15% ^{ai}
It's not all about the money	1010	590	124	276	78	932	90	28	898	104
17% ^{bg}		13%	20% ^{ab}	32% ^{abc}	16%	17%	13%	13%	17%	15%
Refused	62	34	5	12	4	58	4	2	49	7
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	1020	611	135	256	70	951	90	49	850	162
17% ^{bg}		14%	22% ^{ab}	29% ^{abc}	14%	17%	13%	22% ^{ag}	16%	23% ^{ai}
Mean Score	283.207	284.786	264.236	288.007	300.456	281.519	296.364	369.199^{ag}	274.907	351.952^{ai}
Standard Deviation	349.666	361.442	315.910	263.190	301.351	354.031	373.322	329.865	342.958	396.183
Error Variance	33.170	45.742	261.254	162.604	297.299	37.605	338.275	563.788	35.707	410.892

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
£0 to £50	246	238	8	-	62	94	59	30	64	51	129	209	15	23
	4% ^{cghn}	4% ^c	1%	-	7% ^{agh}	6% ^{agh}	3%	2%	4%	4%	5%	5% ^{lmn}	3%	2%
£51 to £100	524	494	28	2	137	181	145	61	139	121	255	412	46	59
	9% ^{cghm}	9% ^c	5%	7%	16% ^{aefgh}	11% ^{agh}	7% ^h	5%	8%	9%	9%	9% ^{lm}	8%	6%
£101 to £200	1153	1060	92	1	246	359	393	155	304	251	507	950	83	112
	19% ^{chmn}	20% ^c	15%	4%	28% ^{aefgh}	21% ^{gh}	18% ^h	12%	18%	20%	20% ^{kl}	22% ^{lmn}	15% ⁿ	11%
£201 to £400	1273	1119	150	5	217	395	472	189	381	256	621	974	103	192
	21% ^h	21%	24%	20%	25% ^{ah}	24% ^h	22% ^h	15%	22%	20%	22%	22%	19%	20%
£401 or more	698	589	109	-	84	214	259	142	252	155	283	446	49	186
	12% ^k	11%	17% ^{cab}	-	10%	13% ^e	12%	11%	15% ^{akj}	12% ^k	10%	10%	9%	19% ^{alm}
It's not all about the money	1010	908	96	6	70	235	438	268	245	176	557	673	132	179
	17% ^{aeij}	17%	15%	26%	8%	14% ^e	20% ^{aef}	21% ^{aef}	14%	14%	19% ^{aij}	15%	24% ^{alm}	18% ^l
Refused	62	52	10	-	3	13	18	26	12	20	16	42	4	4
	1% ^k	1%	2%	-	*	1%	1%	2% ^{aefg}	1%	2% ^{ik}	1%	1%	1%	*
Don't know	1020	874	136	10	64	191	379	386	312	254	422	647	116	225
	17% ^{aefl}	16%	22% ^{ab}	42%	7%	11% ^e	18% ^{ef}	31% ^{aefg}	18% ^k	20% ^{ak}	15%	21% ^{al}	23% ^{al}	
Mean Score	283.2071	272.824	378.665ab	212.633	218.383	268.824e	314.889aef	325.077aef	300.079k	292.758	268.337	261.953	284.744	389.903alm
Standard Deviation	349.666	346.033	370.869	98.498	190.381	280.919	465.152	317.568	285.572	394.458	360.129	337.771	271.458	426.115
Error Variance	33.170	35.925	396.380	1616.972	54.340	67.622	168.510	177.552	66.936	202.600	76.632	41.837	241.606	300.619

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	780	689	60	31	186	435	159	231	260	145	145
	15% ^{gh}	15% ^d	13%	11%	18% ^{ag}	16% ^g	11%	18% ^{ajk}	15% ^k	14%	12%
No	4458	3817	385	256	842	2325	1291	1035	1435	919	1059
	85% ^{eh}	84%	88%	88%	81%	84%	88% ^{aef}	81%	84%	86% ^h	87% ^{ah}
Refused	10	7	3	-	3	3	4	1	1	3	4
	-	-	1% ^b	-	-	-	-	-	-	-	-
Don't know	23	16	3	4	4	13	6	7	4	6	6
	-	-	1%	2% ^{ab}	-	-	-	1%	-	1%	-

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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	780	156	534	72	17	84	696	501	168	107
	15%kl	11%	17%labde	13%	10%	11%	16%l	15%	16%kj	13%
No	4458	1238	2578	490	152	708	3749	2785	867	733
	85%lc	88%kacd	83%	85%	87%	89%kag	84%	84%	83%	87%ki
Refused	10	2	1	7	-	-	10	6	2	2
	-	-	-	1%abc	-	-	-	-	-	-
Don't know	23	4	6	9	4	6	17	14	6	3
	-	-	-	2%abc	2%abc	1%	-	-	1%	-

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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Yes	780	677	51	42	67	714	126	40	713	62
	15%cd	17%acd	10%cd	6%	15%	15%	21%a	20%a	15%j	10%
No	4458	3271	459	684	371	4087	472	160	3909	532
	85%bgh	83%	89%ab	94%abc	84%	85%	79%	80%	84%	89%ai
Refused	10	5	2	1	-	10	-	-	8	-
	*	*	*	*	-	*	-	-	*	-
Don't know	23	10	2	4	2	21	2	1	16	2
	*	*	*	1%	*	*	*	*	*	*



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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Yes	780	726	54	-	319	362	91	8	209	153	400	616	27	126
	15% ^{cghm}	15% ^c	10%	-	41% ^{algh}	24% ^{lagh}	5% ^h	7%	14%	13%	16%	16% ^m	6%	15% ^m
No	4458	3951	484	22	466	1141	1803	1047	1281	969	2126	3248	443	720
	85% ^{ef}	84%	89% ^{ab}	96%	59%	76% ^e	95% ^{aef}	97% ^{kaefg}	86%	86%	84%	84%	94% ^{ain}	85%
Refused	10	9	1	-	-	2	1	7	1	4	2	6	-	-
	-	-	-	-	-	-	-	1% ^{aefg}	-	-	-	-	-	-
Don't know	23	18	3	1	-	4	1	18	2	8	7	14	1	3
	g	-	1%	4%	-	-	-	2% ^{aefg}	-	1% ^j	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	869	764	62	43	216	466	167	256	285	162	167
	15%cp	15%c	11%	12%	19%afg	15%g	11%	18%ajk	15%k	13%	12%
No	5068	4272	489	307	940	2621	1508	1186	1601	1053	1228
	85%eh	84%	88%b	87%	81%	84%e	88%aef	82%	85%h	86%h	87%ahi
Refused	5	3	2	-	1	1	3	1	-	2	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	28	21	3	4	6	16	6	8	3	8	9
	-	-	-	1%	1%	1%	-	1%	-	1%	1%



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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	969
Yes	869	186	584	78	21	105	764	548	196	119
	15% ^{kl}	11%	17% ^{abde}	12%	11%	11%	15% ^l	15% ^j	16% ^{kj}	12%
No	5068	1461	2891	549	167	837	4231	3112	1029	844
	85% ^c	88% ^{ac}	83% ⁱ	86% ⁱ	86% ⁱ	88% ^{ag}	84% ⁱ	85% ⁱ	84% ⁱ	87% ^{hi}
Refused	5	-	-	5	-	-	5	5	-	1
	-	-	-	1% ^{abc}	-	-	-	-	-	-
Don't know	28	4	9	8	6	6	22	17	6	5
	-	-	-	1% ^{abc}	3% ^{abc}	1%	-	-	-	1%

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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes	869	747	62	50	80	789	134	45	793	70
	15%cd	17%acd	10%cd	6%	16%	14%	20%a	21%a	15%j	10%
No	5068	3665	544	809	417	4651	538	174	4422	627
	85%bgh	83%	90%ab	94%abc	84%	85%	80%	79%	84%	90%aij
Refused	5	2	-	1	-	5	-	-	3	-
	*	*	-	*	-	*	-	-	*	-
Don't know	28	14	2	4	1	27	4	1	20	2
	*	*	-	1%	*	*	1%	1%	*	*

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes	869	808	61	-	353	396	110	10	234	173	444	681	30	144
	15% ^{cp}	15% ^c	10%	-	40% ^{afgh}	24% ^{agh}	5% ^h	7%	14%	14%	15%	16% ^m	5%	15% ^m
No	5068	4486	559	23	528	1279	2046	1214	1462	1102	2409	3646	516	826
	85% ^{ef}	84%	90% ^{ab}	96%	60%	78% ^{ie}	95% ^{aef}	97% ^{kaefg}	86%	86%	84%	84%	94% ^{ain}	85%
Refused	5	5	-	-	-	-	-	5	-	2	-	1	-	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Don't know	28	22	5	1	-	5	1	22	4	5	11	16	2	4
	0% ^g	-	1%	4%	-	0% ^g	-	2% ^{aefg}	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5155	4352	473	330	940	2297	1918	968	1329	995	1863
Weighted Base	5145	4334	498	314	966	2649	1530	1206	1617	1072	1251
Yes, gas only	72 1%	61 1%	2 *	9 3%abc	16 2%	38 1%	18 1%	19 2%	21 1%	18 2%	13 1%
Yes, electricity only	337 7%e	266 6%	35 7%	36 11%abc	44 5%	161 6%	131 9%aef	97 8%ik	89 6%	77 7%	73 6%
Yes, both	2043 40%cek	1780 41%c	150 30%	113 36%	227 24%	1211 46%aeg	605 40%e	569 47%aijk	677 42%jk	404 38%k	393 31%
SUMMARY CODES											
GAS SUPPLIER	2115 41%cek	1841 42%c	152 30%	122 39%c	243 25%	1249 47%aeg	623 41%e	588 49%aijk	699 43%k	422 39%k	407 33%
ELECTRICITY SUPPLIER	2380 46%cek	2046 47%c	185 37%	149 46%c	271 28%	1372 52%aeg	736 48%e	666 55%aijk	766 47%k	481 45%k	467 37%
No, neither	2606 51%fh	2155 50%	303 61%abd	149 47%	654 68%afg	1196 45%	757 49%f	497 41%	809 50%h	550 51%h	751 60%ahj
Refused	10 *	7 *	3 1%	1 *	2 *	4 *	4 *	1 *	1 *	4 *	4 *
Don't know	77 2%	66 2%	6 1%	6 2%	23 2%g	40 1%	15 1%	22 2%	20 1%	19 2%	16 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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5155	1873	2505	581	196	1045	4110	2383	1004	1073
Weighted Base	5145	1483	2320	568	176	852	4294	3153	1044	864
Yes, gas only	72	17	45	8	1	10	62	42	15	15
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
Yes, electricity only	337	105	189	34	9	72	264	232	51	50
	7%	7%	6%	6%	5%	9%ag	6%	7%ai	5%	6%
Yes, both	2043	471	1338	180	55	351	1893	1497	264	257
	40%bdeij	32%	46%abde	32%	31%	41%	39%	47%aij	25%	30%i
SUMMARY CODES										
GAS SUPPLIER	2115	488	1383	188	58	361	1754	1538	279	272
	41%bdeij	33%	47%abde	33%	32%	42%	41%	49%aij	27%	31%i
ELECTRICITY SUPPLIER	2380	576	1527	214	63	423	1957	1728	315	306
	46%bdeij	39%	52%abde	38%	36%	50%g	46%	55%aij	30%	35%i
No, neither	2606	869	1307	325	104	404	2202	1334	694	528
	51%ch	59%ac	45%	57%ac	59%ac	47%	51%f	42%	66%ahj	61%ah
Refused	10	3	-	7	-	1	9	6	-	3
	%c	%c	-	1%abc	-	-	-	-	-	-
Don't know	77	18	40	13	7	14	64	43	20	12
	2%	1%	1%	2%	4%abc	2%	1%	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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5155	3361	620	1107	447	4708	446	241	4550	576
Weighted Base	5145	3713	548	824	424	4722	551	178	4484	635
Yes, gas only	72	54	6	11	6	66	13	3	61	11
	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%
Yes, electricity only	337	228	45	61	31	305	30	7	309	27
	7%	6%	8%	7%	7%	6%	5%	4%	7%	4%
Yes, both	2043	1607	203	221	216	1825	213	45	1921	118
	40% ^{dh}	43% ^{aacd}	37% ^d	27%	51% ^{aaf}	39%	39% ^{gh}	25%	43% ^{aj}	18%
SUMMARY CODES										
GAS SUPPLIER	2115	1660	208	232	224	1891	226	49	1982	127
	41% ^{dh}	45% ^{aacd}	38% ^d	29%	53% ^{aaf}	40%	41% ^h	27%	44% ^{aj}	20%
ELECTRICITY SUPPLIER	2380	1834	247	282	249	2131	243	53	2230	143
	46% ^{dh}	49% ^{ad}	45% ^d	34%	59% ^{aaf}	45%	44% ^h	30%	50% ^{aj}	23%
No, neither	2606	1770	290	515	162	2444	279	120	2127	468
	51% ^{bei}	48%	53% ^b	62% ^{abc}	38%	52% ^{ae}	51%	67% ^{ag}	47%	74% ^{ai}
Refused	10	5	1	1	2	8	1	1	7	-
	*	*	*	*	1%	*	*	*	*	-
Don't know	77	50	4	15	4	74	16	1	59	13
	2%	1%	1%	2% ^c	1%	2%	3% ^a	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5155	4611	519	25	480	1261	2093	1321	1625	1093	2319	3526	590	938
Weighted Base	5145	4552	569	24**	533	1299	2064	1249	1481	1122	2436	3685	523	846
Yes, gas only	72	62	10	-	9	28	27	7	13	13	43	53	8	21
	1%h	1%	2%	-	2%h	2%h	1%h	1%	1%	1%	2%i	1%	2%	3%al
Yes, electricity only	337	316	20	-	42	122	143	30	81	84	165	255	29	49
	7%ch	7%c	4%	-	8%h	9%agh	7%h	2%	5%	7%i	7%	7%	6%	6%
Yes, both	2043	1919	119	6	354	737	751	201	521	456	1036	1674	117	228
	40%cgihmn	42%ac	21%	25%	66%afgh	57%agh	36%h	16%	35%	41%j	43%al	45%amn	22%	27%
SUMMARY CODES														
GAS SUPPLIER	2115	1980	129	6	364	765	778	208	534	468	1079	1728	126	249
	41%cgihmn	43%ac	23%	25%	68%afgh	59%agh	38%h	17%	36%	42%j	44%al	47%amn	24%	29%am
ELECTRICITY SUPPLIER	2380	2235	139	6	397	859	894	231	602	540	1201	1929	146	277
	46%cgihmn	49%ac	24%	25%	74%afgh	66%agh	43%h	18%	41%	48%j	49%al	52%amn	28%	33%
No, neither	2606	2192	397	17	125	402	1119	960	843	546	1163	1655	356	530
	51%bekl	48%	70%ab	71%	24%	31%e	54%aef	77%aefg	57%ajk	49%	46%	45%	68%aln	63%al
Refused	10	10	-	-	-	-	2	8	2	3	1	4	-	1
	*	*	-	-	-	-	*	1%afg	*	1%	*	*	-	*
Don't know	77	54	23	1	1	10	23	43	21	20	27	44	11	16
	2%a	1%	4%ab	4%	*	1%	1%	3%aefg	1%	2%	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2758	2411	187	160	424	1402	932	651	770	523	814
Weighted Base	2869	2505	211	154	422	1669	779	811	951	560	548
Once	(1) 1299	1122	89	88	254	696	349	291	423	277	308
		45% ^{dh}	42%	57% ^{abc}	60% ^{afg}	42%	45%	36%	45% ^h	49% ^h	56% ^{ahij}
Twice	(2) 645	567	54	25	77	374	194	185	203	145	113
		22%	23%	16%	18%	22%	25% ^e	23%	21%	26% ^k	21%
Three times	(3) 410	365	25	20	44	254	113	132	151	67	60
		14% ^{ek}	15%	12%	10%	15% ^e	15% ^e	16% ^{jk}	16% ^k	12%	11%
Four times or more	(4) 467	409	39	18	39	323	104	192	156	61	57
		16% ^{egk}	16%	12%	9%	19% ^{aeg}	13% ^e	24% ^{aijk}	16% ^{jk}	11%	10%
Refused	3	3	-	-	1	2	-	-	-	1	2
		*	-	-	*	*	-	-	-	*	*
Don't know	45	39	4	2	5	21	18	10	18	9	8
		2%	2%	1%	1%	1%	2%	1%	2%	2%	2%
Mean Score	2.016 ^{dej}	2.025 ^d	2.071 ^d	1.789	1.681	2.124 ^{aeg}	1.963 ^e	2.280 ^{aijk}	2.043 ^{jk}	1.842	1.751
Standard Deviation	1.126	1.126	1.145	1.076	0.999	1.161	1.075	1.188	1.134	1.024	1.024
Error Variance	-	0.001	0.007	0.007	0.002	0.001	0.001	0.002	0.002	0.002	0.001

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2758	804	1616	259	79	529	2229	1844	425	457
Weighted Base	2689	639	1900	257	72*	442	2427	2029	436	374
Once	(1) 1299 45%ch	348 54%ac	775 41%	140 54%ac	37 51%	202 46%	1097 45%	800 39%	259 59%ah	223 60%ah
Twice	(2) 645 22%ai	144 23%	434 23%	49 19%	18 24%	104 23%	541 22%	491 24%ai	76 17%	75 20%
Three times	(3) 410 14%ae	76 12%	302 16%be	29 11%	4 5%	64 14%	347 14%	322 16%aj	41 9%	42 11%
Four times or more	(4) 467 16%aj	61 10%	360 19%abd	33 13%	11 16%	63 14%	403 17%	379 19%aij	57 13%j	28 7%
Refused	3 *	1 *	1 1%ac	1 1%ac	- *	- *	3 *	1 *	1 *	1 *
Don't know	45 2%	9 1%	28 1%	5 2%	3 4%	10 2%	35 1%	36 2%	2 1%	6 2%
Mean Score	2.016bdij	1.764	2.132abde	1.825	1.848	1.972	2.024	2.140aij	1.760	1.659
Standard Deviation	1.126	1.005	1.153	1.065	1.109	1.095	1.131	1.143	1.080	0.953
Error Variance	*	0.001	0.001	0.005	0.016	0.002	0.001	0.001	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2758	2081	289	364	288	2470	283	122	2584	163
Weighted Base	2869	2316	258	273	286	2583	344	87	2674	184
Once	(1) 1299 45%e	1004 43%	127 49%	155 57%ab	111 39%	1189 46%e	183 53%a	57 65%ag	1188 44%	105 57%ai
Twice	(2) 645 22%	513 22%	69 27%	60 22%	72 25%	573 22%	70 20%	15 17%	606 23%	38 21%
Three times	(3) 410 14%gh	343 15%	31 12%	32 12%	41 14%	369 14%	31 9%	6 7%	389 15%	18 10%
Four times or more	(4) 467 16%cdh	424 18%cd	24 9%	17 6%	60 21%f	407 16%	56 16%h	7 8%	446 17%	21 11%
Refused	3 -	2 -	1 -	- -	- -	3 -	- -	1 1%ag	2 -	1 1%ai
Don't know	45 2%	30 1%	6 2%	9 3%ab	3 1%	42 2%	3 1%	1 2%	43 2%	1 1%
Mean Score	2.016cdhj	2.082cd	1.810	1.664	2.175af	1.996	1.882h	1.555	2.035j	1.748
Standard Deviation	1.126	1.152	0.991	0.926	1.162	1.121	1.129	0.936	1.130	1.035
Error Variance	-	0.001	0.004	0.002	0.005	0.001	0.005	0.007	0.001	0.007

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2758	2592	160	6	614	1063	848	233	787	582	1399	2153	163	408
Weighted Base	2869	2684	179	6**	675	1113	865	216	739	615	1466	2326	150	368
Once	(1) 1299	1189	108	3	188	496	494	122	369	264	639	960	90	238
	45%af	44%	60%lab	55%	28%	45%e	57%aef	56%aef	50%ajk	43%	44%	41%	60%al	65%al
Twice	(2) 645	608	37	1	157	251	187	50	153	145	340	540	34	61
	22%in	23%	20%	16%	23%	23%	22%	23%	21%	24%	23%	23%in	23%	76%
Three times	(3) 410	390	19	1	113	173	105	18	96	96	211	360	17	29
	14%hn	15%	11%	20%	17%gh	16%gh	12%	8%	13%	16%	14%	15%in	11%	8%
Four times or more	(4) 467	450	16	-	215	173	64	14	113	95	253	424	9	35
	16%cgmmn	17%c	9%	-	32%afgh	16%gh	7%	6%	15%	15%	17%	18%mn	6%	9%
Refused	3	3	-	-	-	1	1	1	1	-	-	3	-	-
Don't know	45	44	-	-	2	19	14	10	7	14	23	38	-	5
	2%a	2%	-	8%	1%	2%e	2%e	5%aefg	1%	2%	2%	2%	-	1%
Mean Score	2.016cgmmn	2.039e	1.587	1.622	2.529efgh	2.021gh	1.695	1.630	1.936	2.038	2.054i	2.108ammn	1.640	1.618
Standard Deviation	1.126	1.132	0.986	0.903	1.203	1.116	0.957	0.909	1.120	1.112	1.135	1.144	0.915	0.989
Error Variance	*	0.001	0.006	0.163	0.002	0.001	0.001	0.004	0.002	0.002	0.001	0.001	0.005	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2043	1778	138	127	244	1052	747	470	569	396	608
Weighted Base	2115	1841	152	122	243	1249	623	588	699	422	407
Between 1 and 2 years ago	(1.5) 390 18%g	341 19%	24 16%	24 20%	77 32%alg	239 19%	74 12%	105 18%	129 18%	84 20%	72 18%
Between 2 and 5 years ago	(3.5) 959 45%g	843 46%	71 47%	45 37%	123 51%g	585 47%g	251 40%	290 49%k	320 46%	182 43%	167 41%
Between 5 and 9 years ago	(7) 483 23%e	421 23%	40 26%	23 18%	29 12%	302 24%e	152 24%e	130 22%	162 23%	93 22%	98 24%
10 or more years ago	(10) 242 11%ef	202 11%	15 10%	25 21%abc	6 2%	107 9%e	129 21%aef	52 9%	74 11%	57 14%h	58 14%h
Refused	3 -	3 -	- -	- -	1 1%f	1 -	1 -	1 -	- -	1 -	1 -
Don't know	38 2%	31 2%	2 1%	5 4%	6 2%	17 1%	15 2%	9 1%	14 2%	4 1%	11 3%
Mean Score	4.698e	4.663	4.759	5.166	3.450	4.534e	5.516aef	4.513	4.658	4.775	4.959ah
Standard Deviation	2.665	2.641	2.567	3.101	1.983	2.526	2.915	2.511	2.627	2.784	2.805
Error Variance	0.004	0.004	0.048	0.080	0.017	0.006	0.012	0.014	0.012	0.020	0.013



Q.138 When did you last do this?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2043	612	1178	192	61	427	1616	1406	272	337
Weighted Base	2115	488	1383	188	56*	361	1754	1538	279	272
Between 1 and 2 years ago	(1.5) 390 18%	79 16%	265 19%	34 18%	11 20%	56 16%	334 19%	249 16%	82 29%ahj	56 21%
Between 2 and 5 years ago	(3.5) 959 45%ij	200 41%	661 48%b	75 40%	24 42%	136 38%	824 47%k	707 46%j	137 49%k	105 38%
Between 5 and 9 years ago	(7) 483 23%kl	132 27%ac	306 22%	37 20%	8 15%	101 28%ag	383 22%	360 23%l	47 17%	74 27%kl
10 or more years ago	(10) 242 11%kl	69 14%c	136 10%	27 14%	10 18%	60 17%ag	182 10%	190 12%l	10 4%	33 12%l
Refused	3	1	-	3	-	-	3	3	-	1
	*	*	-	1%abc	-	-	*	*	-	*
Don't know	38 2%	7 2%	14 1%	13 7%abc	3 5%c	8 2%	29 2%	30 2%	3 1%	4 1%
Mean Score	4.698l	5.065ac	4.542	4.868	4.854	5.290ag	4.577	4.825i	3.739	4.858l
Standard Deviation	2.665	2.768	2.577	2.858	3.004	2.858	2.608	2.675	2.184	2.768
Error Variance	0.004	0.013	0.006	0.046	0.158	0.020	0.004	0.005	0.018	0.023

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.138 When did you last do this?

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2043	1486	235	307	221	1822	183	67	1925	112
Weighted Base	2115	1660	208	232	224	1891	226	49*	1982	127
Between 1 and 2 years ago	(1.5) 390 18% ^d	331 20% ^d	33 16%	23 10%	43 19%	346 18%	69 30% ^a	15 30% ^a	358 18%	32 25%
Between 2 and 5 years ago	(3.5) 959 45% ^d	783 47% ^d	88 42%	82 35%	96 43%	863 46%	107 47%	24 50%	891 45%	65 51%
Between 5 and 9 years ago	(7) 483 23%	371 22%	47 22%	61 26%	57 25%	427 23%	39 17%	7 14%	459 23%	23 18%
10 or more years ago	(10) 242 11% ^{bghj}	147 9%	38 18% ^{ab}	56 24% ^{ab}	27 12%	215 11%	9 4%	1 3%	235 12% ^j	8 5%
Refused	3	3	-	-	-	3	-	-	3	-
Don't know	38 2%	25 1%	3 2%	10 4% ^{ab}	1 1%	36 2%	2 1%	2 4%	37 2%	1 1%
Mean Score	4.698 ^{bghj}	4.476	5.171 ^{ab}	5.886 ^{abc}	4.791	4.687	3.746	3.549	4.744 ^j	3.949
Standard Deviation	2.665	2.541	2.907	2.961	2.717	2.659	2.224	2.057	2.683	2.262
Error Variance	0.004	0.004	0.037	0.030	0.034	0.004	0.027	0.065	0.004	0.046

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.138 When did you last do this?

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2043	1924	113	6	327	733	761	222	570	444	997	1609	139	278
Weighted Base	2115	1980	129	6**	364	765	778	208	534	468	1079	1728	126	249
Between 1 and 2 years ago	(1.5) 390 18%kh	367 19%	23 18%	-	94 26%lagh	158 21%lgh	125 16%h	13 6%	88 17%	87 19%	210 19%	312 18%	20 16%	58 23%
Between 2 and 5 years ago	(3.5) 959 45%ghm	889 45%	68 52%	2 42%	208 57%lagh	398 52%lagh	307 39%h	46 22%	250 47%	208 44%	485 45%	815 47%lm	40 32%	104 42%
Between 5 and 9 years ago	(7) 483 23%ef	455 23%	26 20%	2 29%	39 11%	146 19%e	210 27%aefg	88 42%aefg	128 24%	118 25%	233 22%	375 22%	41 33%al	65 26%
10 or more years ago	(10) 242 11%ef	231 12%	9 7%	2 29%	23 6%	52 7%	122 16%aef	45 21%aef	58 11%	43 9%	133 12%	190 11%	24 19%aln	19 8%
Refused	3	3	-	-	-	2	-	1	-	-	1	3	-	-
Don't know	38 2%e	35 2%	3 2%	-	-	9 1%	14 2%e	15 7%aefg	10 2%	11 2%	16 1%	32 2%	1 1%	3 1%
Mean Score	4.698ef	4.716	4.351	6.385	3.775	4.210e	5.172aef	6.485aefg	4.735	4.642	4.688	4.638	5.560aln	4.459
Standard Deviation	2.665	2.679	2.398	2.972	2.229	2.377	2.624	2.616	2.611	2.581	2.716	2.629	2.914	2.566
Error Variance	0.004	0.004	0.052	1.472	0.015	0.008	0.011	0.036	0.012	0.015	0.008	0.004	0.062	0.024

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3121	2705	217	199	478	1543	1100	741	847	596	937
Weighted Base	3222	2787	244	191	477	1830	915	914	1045	636	627
Once	(1) 1489 48% ^{gh}	1264 45%	108 44%	117 61% ^{abc}	291 61% ^{alg}	753 41%	446 49% ^d	340 37%	473 45% ^h	317 50% ^h	359 57% ^{ahij}
Twice	(2) 709 22% ^d	627 23% ^d	56 23% ^d	25 13%	85 18%	413 23% ^e	211 23% ^e	209 23%	212 20%	159 25% ^{ik}	128 20%
Three times	(3) 470 15% ^{ek}	410 15%	37 15%	24 12%	52 11%	296 16% ^e	123 13%	153 17% ^{ijk}	175 17% ^{ijk}	78 12%	64 10%
Four times or more	(4) 502 16% ^{egk}	439 16%	39 16%	23 12%	41 9%	344 19% ^{aeg}	117 13% ^e	203 22% ^{aijk}	165 16% ^{jk}	69 11%	65 10%
Refused	2 *	2 *	- -	- -	- -	1 *	1 *	1 *	- -	- -	1 *
Don't know	51 2%	45 2%	4 2%	2 1%	9 2%	25 1%	18 2%	8 1%	20 2%	13 2%	10 2%
Mean Score	1.995 ^{degk}	2.009 ^d	2.033 ^d	1.748	1.662	2.128 ^{aeg}	1.901 ^e	2.242 ^{aijk}	2.031 ^{jk}	1.836	1.734
Standard Deviation	1.119	1.119	1.124	1.084	0.983	1.152	1.071	1.177	1.129	1.024	1.020
Error Variance	-	-	0.006	0.006	0.002	0.001	0.001	0.002	0.002	0.002	0.001

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3121	940	1739	291	91	625	2496	2082	487	513
Weighted Base	3222	752	2100	288	82*	521	2701	2264	503	419
Once	(1) 1489 46%ch	412 55%ac	878 42%	154 53%ac	45 54%c	250 48%	1239 46%	922 41%	299 60%ah	250 60%ah
Twice	(2) 709 22%ai	157 21%	480 23%	54 19%	17 21%	117 22%	592 22%	535 24%ai	85 17%	82 19%
Three times	(3) 470 15%aej	94 13%	334 16%be	37 13%	5 6%	75 14%	395 15%	368 16%aj	51 10%	45 11%
Four times or more	(4) 502 16%ak	75 10%	379 18%abd	37 13%	12 15%	70 13%	432 16%	401 18%aj	63 12%aj	34 8%
Refused	2 -	1 -	-	1 c	-	-	2 -	1 -	-	1 -
Don't know	51 2%	13 2%	29 1%	6 2%	3 3%	9 2%	42 2%	37 2%	5 1%	9 2%
Mean Score	1.995bdij	1.771	2.103abde	1.844	1.807	1.930	2.008	2.111aij	1.754	1.664
Standard Deviation	1.119	1.020	1.143	1.066	1.102	1.065	1.125	1.135	1.071	0.968
Error Variance	-	0.001	0.001	0.004	0.014	0.002	0.001	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/ij
 *small base

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3121	2308	350	435	329	2792	308	134	2920	187
Weighted Base	3222	2561	308	329	325	2898	372	96	2998	211
Once	(1) 1489 46%e	1116 44%	163 53%ab	198 60%abc	126 39%	1363 47%e	193 52%	63 65%ag	1364 46%	118 56%ai
Twice	(2) 709 22%	570 22%	72 23%	62 19%	77 24%	631 22%	74 20%	16 17%	659 22%	46 22%
Three times	(3) 470 15%h	391 15%	35 12%	38 12%	47 14%	404 15%	42 11%	6 6%	445 15%	22 10%
Four times or more	(4) 502 16%cdh	450 18%cd	30 10%	21 6%	70 22%af	431 15%	57 15%	8 9%	479 16%	22 11%
Refused	2	2	-	-	-	2	-	-	2	-
Don't know	51 2%	32 1%	8 3%	10 3%b	5 1%	47 2%	6 2%	3 3%	48 2%	3 1%
Mean Score	1.995cdhj	2.069acd	1.774	1.629	2.191af	1.975	1.909h	1.572	2.013j	1.755
Standard Deviation	1.119	1.142	1.005	0.929	1.177	1.110	1.124	0.962	1.124	1.023
Error Variance	-	0.001	0.003	0.002	0.004	-	0.004	0.007	-	0.006



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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3121	2396	179	6	680	1201	981	259	883	667	1513	2421	190	460
Weighted Base	3222	3017	199	6**	746	1243	994	240	828	704	1635	2594	173	413
Once	(1) 1489	1372	114	4	207	567	571	144	424	317	719	1109	98	260
	46%ef	45%	57%lab	63%	28%	46%e	57%aef	60%aef	51%ajk	45%	44%	43%	57%al	63%al
Twice	(2) 709	666	41	1	176	279	207	47	161	158	382	586	41	70
	22%in	22%	21%	16%	24%	22%	21%	20%	19%	22%	23%in	24%	24%	17%
Three times	(3) 470	445	24	1	132	191	126	22	112	108	241	406	20	39
	15%hn	15%	12%	20%	18%gh	15%h	13%	9%	14%	15%	16%kn	16%	12%	9%
Four times or more	(4) 502	484	17	-	231	186	70	16	120	108	269	450	11	41
	16%cgmmn	16%c	9%	-	31%afgh	15%gh	7%	7%	14%	15%	16%	17%mn	7%	10%
Refused	2	2	-	-	-	2	-	-	-	-	1	2	-	-
Don't know	51	48	4	-	1	18	20	12	11	13	24	41	2	3
	2%se	2%	2%	-	1%se	1%se	2%se	5%aefg	1%	2%	1%	2%	1%	1%
Mean Score	1.995gghmm	2.014c	1.717	1.572	2.519efgh	1.99fgh	1.585	1.604	1.912	2.011	2.037i	2.078ammn	1.676	1.562
Standard Deviation	1.119	1.125	0.989	0.878	1.194	1.108	0.951	0.923	1.112	1.114	1.124	1.138	0.930	1.010
Error Variance	-	-	0.006	0.128	0.002	0.001	0.001	0.003	0.001	0.002	0.001	0.001	0.005	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2318	1997	167	154	271	1161	886	538	624	452	704
Weighted Base	2380	2046	185	149	271	1372	736	666	766	481	467
Between 1 and 2 years ago	(1.5) 423 18%g	365 18%	31 17%	27 18%	83 31%afg	269 19%	81 11%	126 19%	135 19%	85 18%	77 17%
Between 2 and 5 years ago	(3.5) 1044 44%g	910 44%	77 42%	58 39%	142 52%afg	619 45%	283 38%	306 46%	343 45%	205 43%	191 41%
Between 5 and 9 years ago	(7) 560 24%e	482 24%	53 29% <i>d</i>	25 17%	32 12%	344 25% <i>e</i>	183 25% <i>e</i>	149 22%	182 24%	117 24%	112 24%
10 or more years ago	(10) 300 13%ef	248 12%	19 11%	33 22%abc	7 2%	123 9% <i>e</i>	170 23% <i>aef</i>	72 11%	91 12%	67 14%	70 15% <i>h</i>
Refused	-	2	-	1	-	1	2	1	-	-	1
Don't know	50	40	4	6	8	27	16	11	16	6	16
	2%	2%	2%	4%	3%	2%	2%	2%	2%	2%	3%
Mean Score	4.817ef	4.782	4.894	5.209	3.464	4.606e	5.709aef	4.630	4.777	4.923	5.042h
Standard Deviation	2.719	2.695	2.639	3.116	1.958	2.561	2.956	2.640	2.683	2.773	2.821
Error Variance	0.003	0.004	0.042	0.067	0.015	0.006	0.010	0.013	0.012	0.017	0.012

Q.139 When did you last do this?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2318	719	1309	219	71	503	1815	1597	307	381
Weighted Base	2380	576	1527	214	63*	423	1957	1728	315	306
Between 1 and 2 years ago	(1.5) 423 18%	85 15%	292 19%b	33 15%	14 22%	65 15%	358 18%	274 16%	84 27%ah	62 20%
Between 2 and 5 years ago	(3.5) 1044 44%j	233 40%	699 46%b	87 41%	25 40%	156 37%	888 45%f	757 44%	161 51%ahj	117 38%
Between 5 and 9 years ago	(7) 560 24%k	156 27%ce	350 23%	44 21%	9 14%	111 26%	448 23%	421 24%k	54 17%	79 26%k
10 or more years ago	(10) 300 13%l	88 15%c	165 11%	34 16%c	13 21%c	78 18%ag	222 11%	236 14%l	12 4%	41 13%l
Refused	2	1	-	2	-	1	2	1	-	1
	*	*	-	1%ac	-	*	*	-	-	*
Don't know	50 2%	13 2%	21 1%	14 6%abc	2 4%	12 3%	39 2%	38 2%	5 2%	7 2%
Mean Score	4.817i	5.185ac	4.640	5.070c	4.954	5.367ag	4.699	4.958i	3.818	4.897i
Standard Deviation	2.719	2.790	2.640	2.869	3.127	2.920	2.860	2.738	2.177	2.809
Error Variance	0.003	0.011	0.005	0.040	0.144	0.018	0.004	0.005	0.016	0.021

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - ah/ij
* small base

Q.139 When did you last do this?

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2318	1645	294	371	248	2070	197	73	2183	127
Weighted Base	2380	1834	247	282	249	2131	243	53*	2230	143
Between 1 and 2 years ago	(1.5) 423 18% ^d	361 20% ^{cd}	32 13%	30 11%	46 18%	377 18%	75 31% ^a	14 27%	391 18%	33 23%
Between 2 and 5 years ago	(3.5) 1044 44% ^d	846 46% ^{cd}	94 38%	97 34%	106 43%	938 44%	109 45%	27 51%	970 43%	71 50%
Between 5 and 9 years ago	(7) 560 24% ^{ah}	416 23%	61 25%	76 27%	64 26%	496 23%	45 19%	7 13%	528 24%	29 20%
10 or more years ago	(10) 300 13% ^{bghj}	176 10%	54 22% ^{ab}	69 24% ^{ab}	31 12%	269 13%	9 4%	2 3%	291 13% ^j	8 6%
Refused	2 -	2 -	1 -	- -	- -	2 -	- -	- -	2 -	- -
Don't know	50 2%	34 2%	6 2%	10 4% ^b	3 1%	48 2%	4 2%	3 6% ^{ag}	48 2%	2 2%
Mean Score	4.817 ^{bghj}	4.544	5.588 ^{ab}	5.915 ^{ab}	4.854	4.812	3.787	3.626	4.857 ^j	4.137
Standard Deviation	2.719	2.585	2.972	2.970	2.728	2.719	2.274	2.098	2.737	2.353
Error Variance	0.003	0.004	0.032	0.025	0.030	0.004	0.027	0.063	0.004	0.044

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.139 When did you last do this?

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2318	2188	124	6	359	830	882	247	643	512	1125	1812	164	310
Weighted Base	2380	2235	139	6**	397	859	894	231	602	540	1201	1929	146	277
Between 1 and 2 years ago	(1.5) 423 18% <i>kh</i>	401 18%	22 16%	-	99 25% <i>afgh</i>	164 19% <i>h</i>	144 16% <i>h</i>	16 7%	92 15%	111 20% <i>i</i>	218 18%	342 18%	18 12%	62 22% <i>m</i>
Between 2 and 5 years ago	(3.5) 1044 44% <i>ghm</i>	970 43%	72 52%	2 42%	227 57% <i>afgh</i>	432 50% <i>agh</i>	339 38% <i>h</i>	47 20%	270 45%	232 43%	524 44%	881 46% <i>m</i>	45 31%	111 40%
Between 5 and 9 years ago	(7) 560 24% <i>ie</i>	527 24%	31 22%	2 29%	44 11%	177 21% <i>ie</i>	243 27% <i>aef</i>	96 41% <i>aefg</i>	151 25%	132 25%	270 22%	429 22%	51 35% <i>al</i>	72 26%
10 or more years ago	(10) 300 13% <i>ef</i>	287 13%	11 8%	2 29%	25 6%	73 8%	148 17% <i>aef</i>	53 23% <i>aefg</i>	72 12%	52 10%	168 14% <i>j</i>	235 12%	30 21% <i>aln</i>	28 10%
Refused	2	2	-	-	-	2	-	1	-	1	1	2	-	-
Don't know	50 2% <i>e</i>	47 2%	3 2%	-	1	12 1%	19 2% <i>e</i>	19 8% <i>aefg</i>	17 3%	12 2%	20 2%	39 2%	3 2%	4 2%
Mean Score	4.817ef	4.831	4.516	6.385	3.796	4.404e	5.251aef	6.577aefg	4.889	4.604	4.857	4.741	5.856aln	4.640
Standard Deviation	2.719	2.734	2.441	2.972	2.223	2.485	2.866	2.656	2.657	2.627	2.778	2.688	2.862	2.691
Error Variance	0.003	0.003	0.049	1.472	0.014	0.068	0.009	0.031	0.011	0.014	0.007	0.004	0.051	0.024

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2664	2334	180	150	404	1360	900	634	744	501	785
Weighted Base	2777	2428	204	144	402	1622	753	789	923	536	529
Yes	2613	2293	190	131	376	1526	711	754	878	489	488
	94%	94%	93%	91%	93%	94%	94%	96% ^{ijk}	95% ^{ijk}	92%	92%
No	132	111	12	10	24	81	27	30	33	39	31
	5%	5%	6%	7%	6%	5%	4%	4%	4%	7% ^{ahj}	6% ^l
Don't know	31	24	3	4	2	15	14	5	12	3	11
	1%	1%	1%	3%	-	1%	2%	1%	1%	1%	2% ^h

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2694	774	1566	249	75	511	2153	1792	408	433
Weighted Base	2777	617	1842	248	69*	428	2349	1973	418	356
Yes	2613	568	1754	228	63	395	2218	1874	388	324
	94%	92%	95%bd	92%	91%	92%	94%	95%j	93%	91%
No	132	40	73	14	5	27	106	77	28	26
	5%	6%c	4%	6%	7%	6%	4%	4%	7%h	7%ah
Don't know	31	9	15	6	1	7	25	23	1	6
	1%	1%	1%	2%c	2%	2%	1%	1%	*	2%j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2664	2016	291	344	278	2386	270	117	2500	153
Weighted Base	2777	2245	251	259	276	2500	328	84	2594	172
Yes	2613 94%	2123 95%	233 93%	241 93%	267 97%	2346 94%	312 95%	75 90%	2454 95%	151 88%
No	132 5%	103 5%	16 6%	10 4%	8 3%	124 5%	16 5%	6 7%	113 4%	18 10%
Don't know	31 1%	20 1%	2 1%	8 3%abc	1 *	30 1%	- -	2 3%g	27 1%	3 2%

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2664	2508	150	6	596	1028	816	224	764	561	1291	2086	153	383
Weighted Base	2777	2602	168	6**	656	1077	835	209	722	594	1415	2256	140	345
Yes	2613	2453	156	4	629	1023	780	182	661	562	1349	2135	127	315
	94%h	94%	93%	62%	96%h	95%h	93%h	87%	92%	95%	95%l	95%lmn	91%	91%
No	132	120	11	2	27	44	45	16	51	25	52	98	9	25
	5%	5%	6%	29%	4%	4%	5%	8%l	7%ajk	4%	4%	4%	7%	7%l
Don't know	31	29	2	-	-	10	10	11	10	7	14	22	4	5
	1%e	1%	1%	8%	-	1%e	1%e	5%aefg	1%	1%	1%	1%	3%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2503	2200	169	134	377	1278	848	608	710	461	724
Weighted Base	2613	2293	190	131	376	1526	711	754	678	493	488
Yes	2201	1998	157	107	334	1299	578	662	724	412	404
	84%	85%	83%	82%	86%g	85%g	81%	88%aak	82%	84%	83%
No	388	335	32	21	49	220	119	88	149	76	75
	15%	15%	17%	16%	13%	14%	14%	12%	17%h	16%	15%
Don't know	24	20	1	2	3	7	14	4	6	5	9
	1%	1%	1%	2%	1%	-	2%af	1%	1%	1%	2%ahi

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2503	714	1492	229	68	470	2033	1701	379	396
Weighted Base	2613	568	1754	228	63*	395	2218	1874	388	324
Yes	2201	460	1493	193	55	334	1867	1576	339	282
	84%	81%	85%b	85%	87%	85%	84%	84%	87%j	81%
No	388	102	249	30	7	55	333	281	46	58
	15%	18%c	14%	13%	11%	14%	15%	15%	12%	18%k
Don't know	24	6	12	5	1	6	19	17	4	3
	1%	1%	1%	2%c	2%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2503	1904	262	319	269	2234	257	106	2363	131
Weighted Base	2613	2123	233	241	267	2346	312	75*	2454	151
Yes	2201	1802	196	190	221	1980	270	61	2066	128
	84% ^d	85% ^d	84%	79%	83%	84%	86%	81%	84%	85%
No	388	309	32	44	44	344	42	13	363	23
	15%	15%	14%	18%	16%	15%	14%	18%	15%	15%
Don't know	24	12	5	7	2	22	-	1	24	-
	1%	1%	2% ^b	3% ^{ab}	1%	1%	-	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2503	2361	138	4	571	976	763	193	698	531	1230	1974	137	350
Weighted Base	2613	2453	156	4**	629	1023	780	182	661	562	1349	2135	127	315
Yes	2201	2066	133	2	569	852	637	144	560	451	1154	1803	106	254
	84%	84%	85%	46%	90% ^a algh	83%	82%	79%	85%	80%	86% ^j	84%	84%	81%
No	388	363	23	2	60	165	129	34	96	105	184	311	19	58
	15% ^k	15%	15%	54%	9%	16% ^e	17% ^e	19% ^e	14%	19% ^k ak	14%	15%	15%	18%
Don't know	24	24	-	-	-	5	14	4	6	6	12	22	1	4
	1% ^g	1%	-	-	-	1%	2% ^{ef}	2% ^{ef}	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2047	1809	133	105	309	1058	680	519	566	374	588
Weighted Base	2147	1890	153	103*	309	1269	568	648	703	402	393
Online price comparison service	813 38% ^d	740 39% ^d	47 31%	26 25%	119 39% ^g	536 42% ^a	155 27%	301 46% ^a	291 41% ^k	145 36% ^k	76 19%
I contacted the supplier by phone	433 20%	377 20%	34 22%	22 22%	70 23%	230 18%	133 23% ^f	122 19%	135 19%	90 22%	86 22%
Through a salesperson who knocked at my door	285 13% ^h	246 13%	17 11%	22 21% ^a	30 10%	164 13%	91 16% ^e	58 9%	78 11%	57 14% ^h	92 23% ^a
Telephone price comparison service	113 5%	102 5%	8 5%	3 3%	34 11% ^a	56 4%	23 4%	25 4%	43 6%	16 4%	30 8% ^a
Through the supplier's website	108 5% ^k	91 5%	9 6%	8 8%	18 6%	72 6% ^g	19 3%	36 6% ^k	45 6% ^k	16 4%	11 3%
Supplier contacted me by phone	102 5%	79 4%	15 10% ^a	8 8%	8 3%	55 4%	40 7% ^a	25 4%	26 4%	24 6%	27 7% ^h
Through a salesperson in the street \ shopping centre \ other public place	101 5%	92 5%	8 5%	2 2%	9 3%	53 4%	39 7% ^a	22 3%	34 5%	21 5%	25 6% ^h
Friend/relative recommended/did it for me	32 1%	27 1%	2 1%	3 3%	3 1%	16 1%	13 2%	9 1%	7 1%	5 1%	11 3% ^a
Moved house	27 1%	23 1%	2 1%	2 2%	10 3% ^a	14 1%	2 -	8 1%	7 1%	6 1%	6 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25 1%	24 1%	-	1 1%	4 1%	9 1%	12 2% ^f	7 1%	8 1%	6 1%	4 1%
Leaflet/letter (through the door)	7 -	7 -	-	-	-	3 -	4 1%	2 -	2 -	1 -	1 -
Online research	2 -	2 -	-	-	-	1 -	1 -	1 -	-	-	1 -
(Ad) On TV	1 -	1 -	-	-	-	1 -	-	-	-	1 -	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2047	1809	133	105	309	1058	680	519	566	374	588
Weighted Base	2147	1890	153	103*	309	1269	568	648	703	402	393
Relative/friend/ worked for them	1	1	-	-	-	1	-	-	-	-	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-
Other	15	12	1	1	-	9	6	10	-	3	2
Refused	3	3	-	-	-	1	3	1	1	-	1
Don't know	79	64	10	4	3	46	29	22	25	13	19
	4%e	3%	7%	4%	1%	4%e	5%e	3%	4%	3%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	166	59	379	1668	1396	336	303
Weighted Base	2147	448	1454	190	55*	319	1827	1545	334	246
Online price comparison service	813 38% ^{b j}	87 20%	642 44% ^{abd}	64 34% ^b	20 36% ^b	80 25%	733 40% ^f	656 42% ^{aj}	98 29%	54 22%
I contacted the supplier by phone	433 20%	113 25% ^{ac}	272 19%	40 21%	9 17%	88 27% ^{ag}	346 19%	277 18%	89 27% ^{ah}	61 25% ^h
Through a salesperson who knocked at my door	285 13% ^c	85 19% ^{ac}	156 11%	30 16%	15 27% ^{ac}	58 18% ^{ag}	227 12%	195 13%	35 10%	52 21% ^{ah}
Telephone price comparison service	113 5%	40 9% ^{ac}	61 4%	10 5%	2 4%	15 5%	98 5%	67 4%	27 8% ^h	19 8% ^h
Through the supplier's website	108 5% ^b	9 2%	92 6% ^b	7 4%	1 1%	11 4%	97 5%	77 5%	22 7%	8 3%
Supplier contacted me by phone	102 5%	30 7% ^c	60 4%	8 4%	4 7%	21 6%	81 4%	71 5%	16 5%	12 5%
Through a salesperson in the street \ shopping centre \ other public place	101 5%	34 8% ^{ac}	59 4%	7 4%	1 2%	16 5%	85 5%	65 4%	20 6%	16 7%
Friend/relative recommended/did it for me	32 1%	10 2%	18 1%	2 1%	1 2%	8 3%	23 1%	23 2%	2 1%	5 2%
Moved house	27 1%	9 2%	16 1%	2 1%	-	1 *	26 1%	12 1%	13 4% ^{ah}	2 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25 1%	4 1%	17 1%	4 2%	-	4 1%	21 1%	21 1%	1 *	3 1%
Leaflet/letter (through the door)	7 *	3 1%	4 *	-	-	3 1%	4 *	5 *	1 *	1 1%
Online research	2 *	1 *	-	1 *	-	1 *	1 *	1 *	-	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	185	59	379	1658	1396	336	303
Weighted Base	2147	448	1454	190	55*	319	1827	1545	334	246
(Ad) On TV	1	-	1	-	-	-	1	1	-	-
Relative/friend/ worked for them	1	-	1	-	-	-	1	1	-	-
Contacted them myself	-	-	-	-	-	-	-	-	-	-
Other	15	2	10	3	1	2	13	14	1	-
Refused	3	1	2	1	-	-	3	3	-	1
Don't know	79	21	44	12	2	13	66	57	10	11
	4%	5%	3%	6% ^c	4%	4%	4%	4%	3%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2047	1572	213	248	219	1828	214	84	1937	103
Weighted Base	2147	1756	194	184	218	1929	262	59*	2019	121*
Online price comparison service	813 38%cdh	749 43%acd	49 25%cd	9 5%	85 39%	728 38%	117 45%h	12 21%	762 38%	48 40%
I contacted the supplier by phone	433 20%	331 19%	46 24%	55 30%ab	39 18%	395 20%	63 24%	13 21%	405 20%	28 23%
Through a salesperson who knocked at my door	285 13%g	200 11%	39 20%ab	44 24%ab	41 19%af	244 13%	20 8%	12 19%g	274 14%	10 9%
Telephone price comparison service	113 5%	85 5%	12 6%	14 8%	12 5%	101 5%	23 9%a	6 10%	106 5%	6 5%
Through the supplier's website	108 5%cd	105 6%cd	3 1%	1 *	7 3%	102 5%	14 5%	2 4%	103 5%	6 5%
Supplier contacted me by phone	102 5%	72 4%	12 6%	18 10%ab	10 5%	92 5%	6 2%	5 8%g	97 5%	5 5%
Through a salesperson in the street \ shopping centre \ other public place	101 5%	71 4%	17 9%ab	13 7%b	6 3%	95 5%	9 3%	4 7%	94 5%	7 6%
Friend/relative recommended/did it for me	32 1%	21 1%	2 1%	9 5%abc	5 2%	27 1%	- -	2 3%g	29 1%	3 2%
Moved house	27 1%	22 1%	2 1%	1 1%	- -	27 1%	6 2%	4 7%a	21 1%	4 4%i
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25 1%	20 1%	2 1%	2 1%	3 2%	22 1%	- -	- -	25 1%	- -
Leaflet/letter (through the door)	7 *	5 *	- -	2 1%	1 *	6 *	- -	- -	7 *	- -
Online research	2 *	2 *	- -	- -	- -	2 *	- -	- -	2 *	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2047	1572	213	248	219	1828	214	84	1937	103
Weighted Base	2147	1756	194	184	218	1929	262	59*	2019	121*
(Ad) On TV	1	1	-	-	-	1	-	-	1	-
Relative/friend/ worked for them	1	1	-	-	-	1	-	-	1	-
Contacted them myself	*	*	-	-	-	*	-	-	*	-
Other	15	13	-	2	1	13	-	-	15	-
Refused	3	2	1	-	-	3	-	-	3	-
Don't know	79	56	7	13	7	71	5	-	75	3
	4%	3%	4%	7%ab	3%	4%	2%	-	4%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2047	1936	109	2	503	795	608	141	565	418	1026	1627	107	269
Weighted Base	2147	2021	124*	2**	557	835	621	133	541	438	1131	1767	102*	240
Online price comparison service	813	765	48	-	301	321	166	25	161	169	473	743	19	43
	38%ghmn	38%	39%	-	54%algh	38%gh	27%	19%	30%	39%ij	42%ail	42%amm	19%	18%
I contacted the supplier by phone	433	410	23	-	106	156	145	26	124	87	216	338	31	58
	20%	20%	19%	-	19%	19%	23%l	20%	23%	20%	19%	19%	31%al	24%
Through a salesperson who knocked at my door	285	267	17	2	25	93	139	28	101	49	128	195	16	64
	13%ie	13%	14%	100%	4%	11%ie	22%aef	21%aef	19%ajk	11%	11%	11%	16%	26%alm
Telephone price comparison service	113	102	11	-	34	46	28	5	38	26	46	90	5	16
	5%	5%	9%	-	6%	6%	4%	4%	7%k	6%	4%	5%	5%	7%
Through the supplier's website	108	108	1	-	37	56	10	5	21	23	63	94	5	8
	5%g	5%c	1%	-	7%g	7%g	2%	4%	4%	5%	6%	5%	5%	3%
Supplier contacted me by phone	102	96	6	-	12	48	34	9	32	20	48	76	9	17
	5%e	5%	5%	-	2%	6%e	5%e	7%e	6%	5%	4%	4%	9%l	7%
Through a salesperson in the street \ shopping centre \ other public place	101	92	9	-	10	43	36	12	30	17	54	77	6	15
	5%e	5%	7%	-	2%	5%e	6%e	9%ae	5%	4%	5%	4%	6%	6%
Friend/relative recommended/did it for me	32	32	-	-	7	13	10	1	10	7	15	28	1	2
	1%	2%	-	-	1%	2%	2%	*	2%	1%	1%	2%	1%	1%
Moved house	27	24	2	-	2	16	6	2	6	8	10	18	3	5
	1%	1%	2%	-	*	2%e	1%	2%	1%	2%	1%	1%	3%	2%
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	-	-	11	8	5	*	2	4	17	23	1	2
	1%	1%	-	-	2%	1%	1%	*	*	1%	2%	1%	1%	1%
Leaflet/letter (through the door)	7	7	-	-	2	1	4	*	-	1	6	5	1	1
	*	*	-	-	*	*	1%	*	-	*	1%	*	*	1%
Online research	2	2	-	-	1	1	-	-	1	-	1	2	-	-
	*	*	-	-	*	*	-	-	*	-	*	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 *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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2047	1936	109	2	503	795	608	141	565	418	1026	1627	107	269
Weighted Base	2147	2021	124*	2**	557	835	621	133	541	438	1131	1767	102*	240
(Ad) On TV	1	1	-	-	-	-	1	-	-	-	1	-	-	1
Relative/friend/ worked for them	1	1	-	-	1	-	-	-	-	-	1	1	-	1% ^{all}
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	15	15	-	-	4	7	3	-	1	4	9	13	1	-
Refused	3	3	-	-	1	1	1	-	-	2	-	3	-	-
Don't know	79	72	6	-	4	23	33	19	15	21	41	62	5	9
	4% ^a	4%	5%	-	1%	3% ^e	5% ^{ef}	14% ^{aefg}	3%	5%	4%	3%	5%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	696	589	53	54	111	339	246	130	199	147	220
Weighted Base	710	603	57*	50*	110*	394	206	160	243	156	151
Online price comparison service	190 27% ^{gk}	157 26%	14 25%	9 18%	32 29% ^g	124 32% ^g	34 16%	67 42% ^{aijk}	86 27% ^{ik}	40 26% ^{ik}	16 11%
I contacted the supplier by phone	165 23%	142 24%	10 18%	13 26%	36 33% ^{aifg}	87 22%	42 20%	41 26%	41 17%	44 28% ^{il}	38 25% ^{il}
Through a salesperson who knocked at my door	109 15% ^h	94 16%	8 14%	7 14%	11 10%	57 14%	41 20% ^{ie}	11 7%	39 16% ^h	28 18% ^h	31 20% ^h
Telephone price comparison service	36 5%	29 5%	4 8%	3 6%	4 4%	23 6%	9 4%	3 2%	11 5%	8 5%	14 9% ^{ah}
Through a salesperson in the street \ shopping centre \ other public place	31 4%	26 4%	3 5%	2 5%	5 4%	14 4%	12 6%	2 1%	14 6%	5 3%	10 7% ^h
Supplier contacted me by phone	25 4%	18 3%	4 7%	4 7%	3 3%	15 4%	7 3%	2 1%	6 3%	5 3%	12 8% ^{ahi}
Through the supplier's website	21 3%	16 3%	3 5%	2 5%	2 1%	13 3%	7 3%	7 4%	10 4%	2 1%	3 2%
Supplier was already at the house (when I moved in)	10 1%	10 2%	-	1 1%	2 2%	6 2%	2 1%	4 2%	3 1%	2 2%	1 *
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	10 2%	-	-	1 1%	7 2%	2 1%	2 1%	6 2%	2 1%	-
Someone else/friend (no detail)	6 1%	3 *	1 2%	2 4% ^{ab}	-	3 1%	3 2%	-	4 2%	-	2 1%
Recommendation	6 1%	5 1%	-	1 1%	-	2 *	4 2%	-	4 1%	-	2 1%
Someone else did it (no detail)	5 1%	2 *	2 3% ^b	1 2%	-	2 *	3 1%	3 2%	-	1 1%	1 1%
Someone else contacted supplier by phone	2 *	2 *	-	-	1 1%	-	1 1%	-	2 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	696	589	53	54	111	339	246	130	199	147	220
Weighted Base	710	603	57*	50*	110*	394	206	160	243	156	151
Supplier sent a letter	2	2	-	-	-	-	2	2	-	-	-
Leaflet	1	1	-	-	-	1	-	1%	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	-	1%	-	-
Internet/online (no detail)	1	1	-	-	-	-	1	1	-	-	-
Other	14	12	1	-	1	8	5	-	6	5	3
Refused	2%	2%	2%	-	1%	2%	2%	-	2%	3%h	2%
Don't know	72	61	7	5	10	32	31	13	29	14	17
	10%	10%	12%	10%	9%	8%	15%g	8%	12%	9%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Online price comparison service	190 27% ^{kl}	26 14%	143 33% ^{lb}	17 25% ^{lb}	4 24%	21 17%	169 29% ^{lf}	138 29% ^{lj}	27 27%	24 19%
I contacted the supplier by phone	165 23%	48 26%	101 23%	13 19%	3 20%	25 21%	141 24%	97 20%	34 33% ^{lah}	32 25%
Through a salesperson who knocked at my door	109 15%	39 21% ^c	58 13%	9 13%	3 19%	24 21%	85 14%	73 15%	9 9%	24 19% ^{lj}
Telephone price comparison service	36 5%	13 7%	18 4%	5 7%	-	4 3%	32 5%	23 5%	5 5%	7 6%
Through a salesperson in the street \ shopping centre \ other public place	31 4%	11 6%	15 3%	2 3%	2 14%	6 5%	25 4%	17 4%	7 7%	5 4%
Supplier contacted me by phone	25 4%	9 5%	15 3%	1 1%	1 6%	10 9% ^{ag}	15 3%	9 2%	5 5%	11 9% ^{ah}
Through the supplier's website	21 3%	5 3%	15 3%	2 2%	-	4 4%	17 3%	15 3%	3 3%	3 2%
Supplier was already at the house (when I moved in)	10 1%	1 1%	8 2%	1 2%	1 4%	-	10 2%	7 1%	1 1%	2 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	3 2%	7 2%	-	-	2 1%	8 1%	10 2%	-	-
Someone else/friend (no detail)	6 1%	1 1%	3 1%	2 3%	-	3 2% ^g	3 1%	5 1%	1 1%	-
Recommendation	6 1%	2 1%	3 1%	1 1%	-	2 2%	3 1%	4 1%	4 -	2 2%
Someone else did it (no detail)	5 1%	2 1%	3 1%	-	-	2 2%	3 *	5 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/l/g - a/h/l/j
* 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Someone else contacted supplier by phone	2	1	1	-	-	1	1	2	-	-
Supplier sent a letter	2	-	2	-	-	-	2	2	-	-
Leaflet	1	-	1	-	-	-	1	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	1	-	-
Internet/online (no detail)	1	-	1	-	-	1	-	1	-	-
Other	14	6	5	3	-	3	10	11	1	1
Refused	2	-	1%	4%	-	3%	2%	2%	1%	1%
Don't know	72	19	39	13	2	11	62	54	5	13
	10%	10%	9%	19% ^{ac}	13%	9%	10%	11%	5%	10%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	696	499	75	112	67	629	67	38	634	58
Weighted Base	710	550	64*	87	66*	644	80*	28*	644	62*
Online price comparison service	190 27%dh	168 30% ^d	14 23% ^d	5 6%	14 22%	176 27%	29 37% ^h	2 7%	165 26%	23 37%
I contacted the supplier by phone	165 23%	138 25%	11 17%	14 16%	17 26%	149 23%	24 30%	5 19%	149 23%	16 26%
Through a salesperson who knocked at my door	109 15%	72 13%	15 24% ^{ab}	21 25% ^{ab}	13 19%	96 15%	10 13%	7 24%	104 16%	5 7%
Telephone price comparison service	36 5%	28 5%	5 7%	4 4%	5 7%	31 5%	2 2%	3 12% ^g	34 5%	3 4%
Through a salesperson in the street \ shopping centre \ other public place	31 4%	22 4%	5 8%	4 4%	3 4%	28 4%	4 5%	2 7%	29 5%	2 3%
Supplier contacted me by phone	25 4%	17 3%	1 2%	7 8% ^{ab}	1 2%	24 4%	1 1%	2 9% ^g	21 3%	4 6%
Through the supplier's website	21 3%	17 3%	2 3%	2 2%	2 3%	20 3%	7 9% ^a	-	19 3%	2 3%
Supplier was already at the house (when I moved in)	10 1%	10 2%	-	-	3 5% ^f	7 1%	-	1 2%	10 2%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	9 2%	-	1 1%	2 2%	8 1%	-	-	9 1%	1 2%
Someone else/friend (no detail)	6 1%	3 1%	-	3 3% ^b	-	6 1%	-	-	6 1%	-
Recommendation	6 1%	3 1%	1 1%	2 2%	-	6 1%	-	-	6 1%	-
Someone else did it (no detail)	5 1%	4 1%	-	1 1%	-	5 1%	-	-	4 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	696	499	75	112	67	629	67	38	634	58
Weighted Base	710	550	64*	87	66*	644	80*	28*	644	62*
Someone else contacted supplier by phone	2	1	-	1	-	2	-	-	2	-
Supplier sent a letter	2	2	-	-	1	1	-	-	2	-
Leaflet	1	1	-	-	1	-	-	-	1	-
Through Age UK/Age Concern	1	-	-	1	-	1	-	-	1	-
Internetonline (no detail)	1	1	-	-	1	-	-	-	1	-
Other	14	9	3	1	1	13	-	1	13	1
Refused	2	2%	4%	2%	1%	2%	-	3%	2%	1%
Don't know	72	44	6	21	3	70	4	4	67	5
	10%	8%	10%	24%abc	4%	11%	5%	13%	10%	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	696	643	49	4	108	262	234	92	218	159	307	517	54	137
Weighted Base	710	652	53*	4**	114*	273	240	83*	195	172	331	549	47*	126
Online price comparison service	190	173	14	3	51	87	49	3	37	56	93	166	9	20
I contacted the supplier by phone	165	151	14	1	36	58	56	16	55	33	73	123	12	36
Through a salesperson who knocked at my door	109	102	7	-	8	33	47	21	35	20	54	77	9	24
Telephone price comparison service	36	34	2	-	4	23	6	3	14	7	14	27	1	6
Through a salesperson in the street \ shopping centre \ other public place	31	28	3	-	1	10	14	6	10	6	14	23	2	8
Supplier contacted me by phone	25	24	1	-	3	10	9	4	8	4	14	12	4	9
Through the supplier's website	21	19	2	-	5	12	4	1	2	6	13	21	-	2
Supplier was already at the house (when I moved in)	10	10	-	-	1	5	5	-	3	1	6	8	-	4
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10	7	3	-	3	3	2	2	2	4	4	9	1	-
Someone else/friend (no detail)	6	6	-	-	-	2	3	1	1	5	-	6	-	-
Recommendation	6	6	-	-	-	1	4	1	2	-	3	4	-	1
Someone else did it (no detail)	5	5	-	-	-	1	4	-	2	1	2	2	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	696	643	49	4	108	262	234	92	218	159	307	517	54	137
Weighted Base	710	652	53*	4**	114*	273	240	83*	195	172	331	549	47*	126
Someone else contacted supplier by phone	2	2	-	-	-	-	1	1	-	1	1	2	-	-
Supplier sent a letter	2	2	-	-	1	1	-	-	-	-	2	2	-	-
Leaflet	1	1	-	-	-	-	1	-	-	1	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	1	-	-	1	-	-	1	-	-
Internetonline (no detail)	1	1	-	-	-	1	-	-	1%	-	-	1	-	-
Other	14	14	-	-	1	8	4	1	5	4	5	11	1	2
Refused	2%	2%	-	-	1%	3%	2%	1%	2%	2%	2%	2%	3%	2%
Don't know	72	65	7	-	2	16	29	25	17	23	31	50	6	14
	10%ef	10%	13%	11%	2%	6%	12%ef	31%aefg	9%	14%	9%	9%	14%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Online price comparison service	275 26% ^{gk}	231 26%	22 24%	21 24%	52 31% ^g	166 30% ^g	57 17%	92 35% ^{ajk}	93 27% ^k	58 25% ^k	31 13%
I contacted the supplier by phone	261 24%	215 24%	27 29%	20 23%	44 27%	140 25%	77 22%	66 25%	68 20%	61 26%	66 28% ^l
Through a salesperson who knocked at my door	151 14% ^h	129 14%	11 12%	12 14%	18 11%	71 13%	63 18% ^{ef}	21 8%	44 13%	42 18% ^h	45 19% ^{ah}
Telephone price comparison service	59 5%	49 6%	6 6%	4 5%	8 5%	28 5%	23 7%	14 5%	19 6%	7 3%	19 8% ^j
Supplier contacted me by phone	57 5%	42 5%	7 8%	8 9%	8 5%	35 6%	14 4%	11 4%	14 4%	3 6%	18 8% ^l
Through a salesperson in the street \ shopping centre \ other public place	46 4%	38 4%	5 6%	3 3%	11 6%	18 3%	18 5%	5 2%	16 5%	10 4%	14 6% ^h
Through the supplier's website	36 3% ^j	31 3%	2 2%	3 4%	3 2%	22 4%	10 3%	11 4% ^j	18 5% ^j	2 1%	6 3%
Moved house	17 2%	17 2%	-	-	6 4% ^g	10 2%	1 *	7 2%	4 1%	5 2%	1 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	13 1%	-	-	1 1%	9 2%	3 1%	2 1%	7 2%	3 1%	1 *
Someone else did it (no detail)	6 1%	4 *	2 2%	1 1%	-	2 *	5 1%	3 1%	-	2 1%	2 1%
Letter/post (no detail)	5 1%	5 1%	-	-	-	1 *	4 1% ^l	2 1%	2 1%	1 *	1 *
Recommendation (all references)	4 *	3 *	1 1%	-	1 1%	3 1%	3 *	3 1%	1 *	-	-
Through work	3 *	2 *	-	1 1%	-	2 *	1 *	2 1%	1 *	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Someone else contacted the supplier by phone	3	3	-	-	1	-	2	-	2	-	1
Through Age UK/Age Concern	*	*	-	-	1%	-	*	-	1%	-	*
Friend/someone else (no detail)	2	1	1	-	-	1	1	-	-	-	2
Internet/online (no detail)	*	*	1%	-	-	*	*	-	-	-	1%
Someone else did it online	1	1	-	-	-	-	1	1	-	-	-
Other	18	18	-	-	2	6	10	2	9	5	2
Refused	2%	2%	-	-	1%	1%	3%	1%	3%	2%	1%
Don't know	7	2	3	2	-	5	1	-	3	2	2
	1%	*	3%ab	2%b	-	1%	*	-	1%	1%	1%
	104	86	5	13	12	40	52	23	38	21	22
	10%	10%	6%	14%	7%	7%	15%aef	9%	11%	9%	9%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	500	105	31	246	823	694	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Online price comparison service	275 26%kl	46 15%	197 31%ab	25 26%b	6 22%	33 16%	242 28%l	200 28%j	46 27%j	26 15%
I contacted the supplier by phone	261 24%	81 27%	156 24%	17 17%	7 25%	48 24%	213 25%	157 22%	51 31%h	47 27%
Through a salesperson who knocked at my door	151 14%	62 20%ac	72 11%	14 14%	4 13%	36 18%	115 13%	97 13%	16 9%	36 21%ah
Telephone price comparison service	59 5%	15 5%	35 5%	8 8%	1 5%	10 5%	49 6%	42 6%	6 4%	10 6%
Supplier contacted me by phone	57 5%	23 8%cd	30 5%	2 2%	2 9%	16 8%	41 5%	32 5%	10 6%	15 9%h
Through a salesperson in the street \ shopping centre \ other public place	46 4%	15 5%	25 4%	5 5%	1 2%	11 5%	35 4%	27 4%	8 5%	9 5%
Through the supplier's website	36 3%	6 2%	25 4%	3 3%	2 6%	9 4%	28 3%	24 3%	7 4%	6 3%
Moved house	17 2%	3 1%	12 2%	1 1%	1 3%	2 1%	15 2%	8 1%	10 6%ah	2 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	4 1%	9 1%	-	-	2 1%	11 1%	12 2%	1 *	-
Someone else did it (no detail)	6 1%	3 1%	3 1%	-	-	3 1%	4 *	6 1%	-	1 *
Letter/post (no detail)	5 1%	1 *	4 1%	-	-	1 *	5 1%	4 1%	-	1 1%
Recommendation (all references)	4 *	-	4 1%	-	-	-	4 1%	4 1%	-	-
Through work	3 *	-	3 1%	-	-	-	3 *	2 *	2 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/l/g - a/h/l/j
* 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	500	105	31	246	823	694	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Someone else contacted the supplier by phone	3	1	1	1	-	1	2	3	-	-
Through Age UK/Age Concern	2	2	-	-	-	-	2	2	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	1	1	-
Internet/online (no detail)	1	-	1	-	-	1	-	1	-	-
Someone else did it online	1	1	-	-	-	1	-	-	-	1
Other	18	7	8	3	-	5	13	14	2	1
Refused	7	-	7	-	-	2	5	5	2	-
Don't know	104	30	50	20	4	21	83	79	7	18
	10%	10%	8%	20%abc	14%	10%	10%	11%	4%	10%j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1069	732	136	187	109	960	93	50	978	84
Weighted Base	1071	801	114	145	106*	965	109*	36*	975	90*
Online price comparison service	275 26% ^d	236 30% ^d	25 22% ^d	8 6%	22 21%	252 26%	35 32%	6 18%	236 24%	34 38% ^{ai}
I contacted the supplier by phone	261 24%	203 25%	29 25%	29 20%	32 30%	230 24%	27 24%	7 19%	238 24%	22 25%
Through a salesperson who knocked at my door	151 14%	94 12%	23 20% ^{ab}	33 23% ^{ab}	16 15%	136 14%	15 14%	7 20%	146 15% ^j	5 6%
Telephone price comparison service	59 5%	39 5%	8 7%	10 7%	6 6%	53 5%	5 5%	3 10%	55 6%	4 4%
Supplier contacted me by phone	57 5%	40 5%	3 3%	13 9% ^{abc}	3 3%	54 6%	5 5%	2 7%	50 5%	7 8%
Through a salesperson in the street \ shopping centre \ other public place	46 4%	34 4%	7 6%	5 4%	4 4%	41 4%	5 5%	4 10%	45 5%	1 1%
Through the supplier's website	36 3%	32 4%	1 1%	3 2%	4 4%	32 3%	8 7%	1 3%	33 3%	2 3%
Moved house	17 2%	17 2%	-	1 *	5 5% ^{af}	12 1%	1 1%	-	15 2%	2 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	11 1%	-	2 1%	3 2%	10 1%	2 1%	-	10 1%	3 3%
Someone else did it (no detail)	6 1%	4 *	1 1%	2 1%	-	6 1%	-	-	6 1%	* 1%
Letter/post (no detail)	5 1%	4 *	-	2 1%	1 1%	4 *	-	-	5 1%	-
Recommendation (all references)	4 *	4 1%	-	-	-	4 *	-	-	4 *	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1069	732	136	187	109	960	93	50	978	84
Weighted Base	1071	801	114	145	106*	965	109*	36*	975	90*
Through work	3	3	-	-	-	3	-	-	3	-
Someone else contacted the supplier by phone	3	1	-	2	-	3	-	-	3	-
Through Age UK/Age Concern	2	-	-	2	-	2	-	-	2	-
Friend/someone else (no detail)	2	2	-	-	-	2	-	-	2	-
Internet/online (no detail)	1	1	-	-	1	-	-	-	1	-
Someone else did it online	1	-	-	1	-	1	-	-	1	-
Other	18	13	2	2	2	16	-	-	18	-
Refused	2%	2%	2%	1%	2%	2%	-	-	2%	-
Don't know	104	58	12	31	7	97	6	3	97	7
	10%	7%	11%	22%abc	6%	10%	5%	8%	10%	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1069	995	70	4	173	405	373	118	318	246	485	790	83	190
Weighted Base	1071	992	75*	4**	184	408	373	106	287	264	502	823	71*	172
Online price comparison service	275	250	22	3	83	123	64	4	56	82	130	243	7	26
	26%ghmn	25%	29%	69%	45%algh	30%gh	17%h	4%	19%	31%i	26%	30%lmn	10%	15%
I contacted the supplier by phone	261	241	20	1	51	96	89	26	86	52	121	196	15	54
	24%	24%	27%	20%	27%	24%	24%	24%	30%j	20%	24%	24%	21%	31%j
Through a salesperson who knocked at my door	151	144	8	-	7	47	73	25	50	28	73	96	17	36
	14%ke	15%	10%	-	4%	12%e	20%aef	23%aef	17%j	11%	15%	12%	23%al	21%al
Telephone price comparison service	59	51	8	-	9	25	20	5	12	19	23	44	5	8
	5%	5%	11%b	-	5%	6%	5%	5%	4%	7%	5%	5%	7%	9%
Supplier contacted me by phone	57	55	3	-	6	22	25	5	15	11	31	36	6	13
	5%	6%	3%	-	3%	5%	7%	4%	5%	4%	6%	4%	8%	7%
Through a salesperson in the street \ shopping centre \ other public place	46	44	2	-	1	18	20	7	20	8	17	31	1	14
	4%e	4%	2%	-	1%	4%e	5%e	6%e	7%k	3%	3%	4%	1%	8%alm
Through the supplier's website	36	33	3	-	10	15	10	1	3	11	22	32	3	4
	3%l	3%	4%	-	5%h	4%	3%	1%	1%	4%j	4%j	4%	4%	2%
Moved house	17	17	-	-	4	9	5	-	5	1	11	11	3	5
	2%	2%	-	-	2%	2%	1%	-	2%	*	2%	1%	4%	3%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13	12	1	-	7	3	2	1	2	7	4	13	-	-
	1%	1%	2%	-	4%afg	1%	1%	1%	1%	3%	1%	2%	-	-
Someone else did it (no detail)	6	6	-	-	1	1	4	1	1	1	4	4	-	-
	1%	1%	-	-	*	*	1%	*	1%	*	1%	1%	-	-
Letter/post (no detail)	5	5	-	-	3	1	2	-	1	-	4	4	-	1
	1%	1%	-	-	2%	*	*	-	*	-	1%	1%	-	1%
Recommendation (all references)	4	4	-	-	-	2	2	-	-	-	2	4	-	-
	-	-	-	-	-	*	1%	-	1%	-	*	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1069	995	70	4	173	405	373	118	318	246	485	790	83	190
Weighted Base	1071	992	75*	4**	184	408	373	106	287	264	502	823	71*	172
Through work	3	3	-	-	-	2	1	1	-	1	3	3	-	-
Someone else contacted the supplier by phone	3	3	-	-	-	-	2	1	1	1	1	3	-	-
Through Age UK/Age Concern	2	2	-	-	-	1	1	-	1	-	1	2	-	-
Friend/someone else (no detail)	2	2	-	-	-	2	-	-	1	1	-	2	-	-
Internet/online (no detail)	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Someone else did it online	1	1	-	-	-	-	1	-	-	-	1	1	-	-
Other	18	18	-	-	1	10	6	1	6	6	6	15	2	1
Refused	7	7	-	-	-	2	4	1	3	2	1	7	-	-
Don't know	104	95	9	-	3	29	42	30	23	31	47	74	12	14
	10%	10%	12%	11%	2%	7%	11%	28%	8%	12%	9%	9%	18%	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base	3297	2847	250	200	493	1871	933	934	1065	657	641
Online price comparison service	1118 34% ^{dpr}	997 35% ^d	73 29%	48 24%	177 36% ^g	720 39% ^{ag}	220 24%	406 43% ^{aijk}	396 37% ^{jk}	208 32% ^k	108 17%
Telephone price comparison service	184 6%	158 6%	17 7%	10 5%	43 9% ^{afg}	95 5%	47 5%	39 4%	66 6%	27 4%	52 8% ^{ahj}
I contacted the supplier by phone	722 22%	613 22%	62 25%	46 23%	124 25% ^f	381 20%	216 23%	198 21%	208 20%	161 24% ⁱ	155 24% ⁱ
Through the supplier's website	146 4% ^k	122 4%	12 5%	12 6%	22 4%	94 5% ^g	30 3%	47 5% ^{jk}	63 6% ^{jk}	18 3%	18 3%
Through a salesperson who knocked at my door	453 14% ^{eh}	388 14%	30 12%	34 17%	50 10%	244 13%	159 17% ^{aeaf}	81 9%	128 12% ^h	102 15% ^h	142 22% ^{ahij}
Through a salesperson in the street \ shopping centre \ other public place	156 5% ^h	138 5%	13 5%	5 3%	21 4%	74 4%	60 6% ^{af}	27 3%	54 5% ^h	33 5% ^h	42 7% ^{ah}
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	40 1%	-	1 *	6 1%	21 1%	14 2%	9 1%	16 2%	10 1%	5 1%
Supplier contacted me by phone	165 5%	124 4%	23 9% ^{ab}	17 9% ^{ab}	17 3%	92 5%	55 6% ^e	38 4%	41 4%	39 6%	47 7% ^{ahi}
Someone else contacted supplier by phone	3 *	3 *	-	-	1 *	-	2 *	-	2 *	-	1 *
Someone else did it online	1 *	1 *	-	-	-	-	1 *	-	-	-	1 *
Someone else did it (no detail)	7 *	4 *	2 1%	1 *	-	2 1% ^f	5 *	3 *	-	2 *	3 *
Moved house	44 1% ^g	40 1%	2 1%	2 1%	17 3% ^{afg}	24 1% ^g	3 *	14 2%	12 1%	11 2%	7 1%
Someone else/friend (no detail)	6 *	3 *	1 *	2 1% ^{ab}	-	3 *	3 *	-	4 *	-	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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base 3297	2847	250	200	493	1871	933	934	1065	657	641
Recommendation	10	8	1	1	5	4	3	5	-	2
Internet/online (no detail)	1	1	-	-	-	1	1	-	-	-
Through Age UK/Age Concern	1	1	-	-	-	1	-	1	-	-
Through work	3	2	-	1	2	1	2	1	-	-
Supplier sent a letter	2	2	-	-	-	2	2	-	-	-
Supplier was already at the house (when I moved in)	10	10	-	1	2	6	2	4	3	2
Leaflet	1	1	-	-	1	-	-	1	-	-
Friend/someone else (no detail)	2	1	1	-	1	1	-	-	-	2
Through Age UK/Age Concern	2	2	-	-	-	2	-	2	-	-
Friend/relative recommended/did it for me	32	27	2	3	16	13	9	7	5	11
Online research	2	2	-	-	1	1	1	-	-	1
Relative/friend/I worked for them	1	1	-	-	1	-	-	-	-	1
Leaflet/letter (through the door)	7	7	-	-	3	4	2	2	1	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-
(Ad) On TV	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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base 3297	2847	250	200	493	1871	933	934	1065	657	641
Other 38	34	2	1	3	18	17	12	10	10	6
1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%
Refused 11	6	3	2	1	6	4	1	4	2	3
-	-	1%b	1%	-	-	-	-	-	-	-
Don't know 183	151	16	16	14	88	81	47	62	33	40
6%a	5%	6%	8%	3%	5%	9%aef	5%	6%	5%	6%

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1039	299	93	638	2556	2122	500	532
Weighted Base	3297	769	2149	296	83*	532	2765	2309	518	434
Online price comparison service	1118 34%blj	138 18%	860 40%abd	95 32%b	25 30%b	118 22%	999 36%l	874 38%alj	149 29%j	87 20%
Telephone price comparison service	184 6%	61 8%ac	101 5%	20 7%	3 4%	26 5%	158 6%	117 5%	35 7%	32 7%h
I contacted the supplier by phone	722 22%h	198 26%acd	449 21%	59 20%	16 19%	138 26%ag	583 21%	451 20%	149 29%ah	109 25%h
Through the supplier's website	146 4%b	16 2%	117 5%b	10 4%	2 3%	20 4%	126 5%	101 4%	29 6%	14 3%
Through a salesperson who knocked at my door	453 14%cd	153 20%ac	236 11%	45 15%	19 23%ac	98 18%ag	355 13%	302 13%	51 10%	92 21%ah
Through a salesperson in the street \ shopping centre \ other public place	156 5%	54 7%ac	86 4%	12 4%	3 4%	28 5%	127 5%	95 4%	31 6%	27 6%h
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	8 1%	28 1%	4 1%	-	7 1%	34 1%	36 2%j	2 *	3 1%
Supplier contacted me by phone	165 5%	55 7%acd	94 4%	10 3%	6 7%	40 7%ag	125 5%	106 5%	27 5%	29 7%
Someone else contacted supplier by phone	3 *	1 *	1 *	1 *	-	1 *	2 *	3 *	-	-
Someone else did it online	1 *	1 *	-	-	-	1 *	-	-	-	1 *
Someone else did it (no detail)	7 *	4 *	3 *	-	-	3 1%g	4 *	7 *	-	1 *
Moved house	44 1%	13 2%	28 1%	3 1%	1 1%	3 1%	41 1%	18 1%	22 4%ah	4 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/l/g - a/h/l/j
* small base

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1239	299	93	638	2556	2122	500	532
Weighted Base	3297	769	2149	296	83*	532	2765	2309	518	434
Someone else/friend (no detail)	6	1	3	2	-	3	3	5	1	-
Recommendation	10	2	7	1	-	2	7	8	-	2
Internet/online (no detail)	1	-	1	-	-	1	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	-	1	-	-
Through work	3	-	3	-	-	-	3	-	2	-
Supplier sent a letter	2	-	2	-	-	-	2	-	-	-
Supplier was already at the house (when i moved in)	10	1	8	1	1	-	10	7	1	2
Leaflet	1	-	1	-	-	-	1	1	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	1	1	-
Through Age UK/Age Concern	2	2	-	-	-	-	2	2	-	-
Friend/relative recommended/did it for me	32	10	18	2	1	8	23	23	2	5
Online research	2	1	-	1	-	1	-	1	-	1
Relative/friend/I worked for them	1	-	1	-	-	-	1	-	-	-
Leaflet/letter (through the door)	7	3	4	-	-	3	4	5	1	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* small base



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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1239	299	93	638	2556	2122	500	532
Weighted Base	3297	769	2149	296	83*	532	2765	2309	518	434
(Ad) On TV	1	-	1	-	-	-	1	1	-	-
Other	38	10	20	7	1	8	30	32	4	1
Refused	11	1%	1%	2%	1%	1%	1%	1%	1%	1%
Don't know	183	51	97	29	6	33	149	136	16	29
	6%	7% ^c	4%	10% ^{ac}	7%	6%	5%	6% ^h	3%	7% ^j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3194	2358	356	451	336	2858	318	139	2985	195
Weighted Base	3297	2616	313	340	331	2966	385	99	3062	222
Online price comparison service	1118 34%cdh	1012 39%acd	76 24%cd	19 6%	110 33%	1008 34%	161 42%ah	19 19%	1025 33%	85 38%
Telephone price comparison service	184 6%	134 5%	21 7%	26 8%b	20 6%	165 6%	28 7%	9 9%	173 6%	10 5%
I contacted the supplier by phone	722 22%	555 21%	76 24%	87 26%b	72 22%	649 22%	95 25%	20 21%	664 22%	57 26%
Through the supplier's website	146 4%cd	137 5%cd	4 1%	4 1%	11 3%	135 5%	22 6%	3 3%	137 4%	8 4%
Through a salesperson who knocked at my door	453 14%bh	305 12%	65 21%ab	80 23%ab	61 18%af	391 13%	36 9%	20 20%ag	435 14%j	16 7%
Through a salesperson in the street \ shopping centre \ other public place	156 5%	109 4%	26 8%ab	20 6%	12 4%	143 5%	14 4%	10 10%ag	146 5%	10 4%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	34 1%	2 1%	4 1%	6 2%	34 1%	2 *	-	38 1%	3 1%
Supplier contacted me by phone	165 5%	117 4%	16 5%	32 9%abc	13 4%	151 5%	11 3%	7 7%g	152 5%	13 6%
Someone else contacted supplier by phone	3 *	1 *	-	2 *ab	-	3 *	-	-	3 *	-
Someone else did it online	1 *	-	-	1 *b	-	1 *	-	-	1 *	-
Someone else did it (no detail)	7 *	4 *	1 *	3 1%ab	-	7 *	-	-	7 *	-
Moved house	44 1%	39 1%	2 *	2 1%	5 2%	39 1%	7 2%	4 4%a	37 1%	6 3%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3194	2358	356	451	336	2858	318	139	2985	195
Weighted Base	3297	2616	313	340	331	2966	385	99	3062	222
Someone else/friend (no detail)	6	3	-	3	-	6	-	-	6	-
Recommendation	10	7	1	2	-	10	-	-	10	-
Internet/online (no detail)	1	1	-	-	1	-	-	-	1	-
Through Age UK/Age Concern	1	-	-	1	-	1	-	-	1	-
Through work	3	3	-	-	-	3	-	-	3	-
Supplier sent a letter	2	2	-	-	1	1	-	-	2	-
Supplier was already at the house (when I moved in)	10	10	-	-	3	7	-	1	10	-
Leaflet	1	1	-	-	1	-	-	-	1	-
Friend/someone else (no detail)	2	2	-	-	-	2	-	-	2	-
Through Age UK/Age Concern	2	-	-	2	-	2	-	-	2	-
Friend/relative recommended/did it for me	32	21	2	9	5	27	-	2	29	3
Online research	2	2	-	-	-	2	-	-	2	-
Relative/friend/I worked for them	1	1	-	-	-	1	-	-	1	-
Leaflet/letter (through the door)	7	5	-	2	1	6	-	-	7	-
Contacted them myself	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/09)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3194	2358	356	451	336	2858	318	139	2985	195
Weighted Base	3297	2616	313	340	331	2966	385	99	3062	222
(Ad) On TV	1	1	-	-	-	1	-	-	1	-
Other	38	29	4	5	4	33	-	1	37	1
Refused	11	8	3	-	-	11	-	2	10	1
Don't know	183	113	20	46	14	169	10	3	172	10
	6%g	4%	6%	14%abc	4%	6%	3%	3%	6%	5%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3194	3001	187	6	691	1229	1006	268	902	680	1552	2474	198	482
Weighted Base	3297	3083	209	6**	758	1273	1019	247	843	717	1679	2650	181	434
Online price comparison service	1118	1042	73	3	394	457	236	30	219	257	624	1012	30	73
	34%ghmn	34%	35%	49%	52%algh	36%igh	23%h	12%	26%	36%i	37%al	38%amm	17%	17%
Telephone price comparison service	184	164	20	-	45	80	49	10	56	47	74	143	10	24
	6%	5%	10%ab	-	6%	6%	5%	4%	7%k	7%k	4%	5%	6%	6%
I contacted the supplier by phone	722	674	47	1	166	258	244	53	216	143	351	553	50	117
	22%	22%	23%	14%	22%	20%	24%l	22%	25%ajk	20%	21%	21%	28%l	27%al
Through the supplier's website	146	142	4	-	47	73	20	5	24	34	86	127	8	12
	4%gj	5%	2%	-	6%gh	6%gh	2%	2%	3%	5%	5%l	5%	4%	3%
Through a salesperson who knocked at my door	453	424	26	2	35	145	219	54	155	82	208	304	33	106
	14%ef	14%	13%	29%	5%	11%e	21%aef	22%aef	16%ajk	11%	12%	11%	18%l	24%al
Through a salesperson in the street \ shopping centre \ other public place	156	143	12	-	12	65	59	20	51	26	76	113	9	31
	5%ae	5%	6%	-	2%	5%e	6%e	8%ae	6%j	4%	5%	4%	5%	7%al
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40	38	3	-	18	13	7	3	5	11	24	37	2	2
	1%	1%	1%	-	2%afg	1%	1%	1%	1%	2%	1%	1%	1%	-
Supplier contacted me by phone	165	156	8	-	17	74	59	14	49	31	83	117	15	31
	5%ae	5%	4%	-	2%	6%e	6%e	6%e	6%	4%	5%	4%	8%l	7%l
Someone else contacted supplier by phone	3	3	-	-	-	-	2	1	1	1	1	3	-	-
	*	*	-	-	-	-	*	1	*	*	*	*	-	-
Someone else did it online	1	1	-	-	-	-	1	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	-	-	-	*	*	-	-
Someone else did it (no detail)	7	7	-	-	1	1	5	1	2	1	4	4	1	-
	*	*	-	-	*	*	*	*	*	*	*	*	*	-
Moved house	44	41	2	-	6	25	11	2	12	10	21	30	6	10
	1%	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	3%l	2%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3194	3001	187	6	691	1229	1006	268	902	680	1552	2474	198	482
Weighted Base	3297	3083	209	6**	758	1273	1019	247	843	717	1679	2650	181	434
Someone else/friend (no detail)	6	6	-	-	-	2	3	1	1	5	*	6	-	-
Recommendation	10	10	-	-	-	3	6	1	5	-	5	8	-	1
Internet/online (no detail)	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	1	-	-	1	-	-	1	-	-
Through work	3	3	-	-	-	2	1	1	-	1	3	3	-	-
Supplier sent a letter	2	2	-	-	1	1	-	-	-	-	2	2	-	-
Supplier was already at the house (when I moved in)	10	10	-	-	1	5	5	-	3	1	6	8	-	4
Leaflet	1	1	-	-	-	-	1	-	-	1	-	1	-	-
Friend/someone else (no detail)	2	2	-	-	-	2	-	-	1	1	-	2	-	-
Through Age UK/Age Concern	2	2	-	-	-	1	1	-	1	-	1	2	-	-
Friend/relative recommended/did it for me	32	32	-	-	7	13	10	1	10	7	15	28	1	2
Online research	2	2	-	-	1	1	-	-	1	-	1	2	-	-
Relative/friend I worked for them	1	1	-	-	1	-	-	-	-	-	1	1	-	-
Leaflet/letter (through the door)	7	7	-	-	2	1	4	*	-	1	6	5	1	1
Contacted them myself	*	*	-	-	-	-	-	-	-	-	*	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3194	3001	187	6	691	1229	1006	268	902	680	1552	2474	198	482
Weighted Base	3297	3083	209	6**	758	1273	1019	247	843	717	1679	2650	181	434
(Ad) On TV	1	1	-	-	-	-	1	-	-	-	1	-	-	1
Other	38	38	-	-	6	19	11	1	7	12	18	33	3	2
	1%	1%	-	-	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
Refused	11	10	1	-	1	3	6	1	4	5	1	9	1	-
	-	-	-	-	-	-	1%	-	-	1%k	-	-	1%	-
Don't know	183	169	14	-	8	51	74	49	37	52	89	136	17	24
	6%e	5%	7%	8%	1%	4%e	7%ef	20%aefg	4%	7%j	5%	5%	10%al	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2047	1809	133	105	309	1058	680	519	566	374	588
Weighted Base	2147	1890	153	103*	309	1269	568	648	703	402	393
Agree strongly	(2) 685	588	66	32	104	423	157	238	227	114	106
		31%	49%ab	31%	34%	33%g	28%	37%ajk	32%	28%	27%
Tend to agree	(1) 976	872	52	52	151	550	275	262	323	200	191
		46%cd	34%	50%cd	49%	43%	48%fd	40%	46%	50%hd	49%hd
Neither agree nor disagree	(0) 203	174	22	8	25	133	45	53	64	39	47
		9%	14%	8%	8%	10%	8%	8%	9%	10%	12%hk
Tend to disagree	(-1) 170	159	4	7	20	98	51	62	52	27	29
		8%cd	3%	6%	7%	8%	9%	10%	7%	7%	7%
Disagree strongly	(-2) 66	59	6	1	4	45	18	21	21	12	12
		3%	4%	1%	1%	4%e	3%	3%	3%	3%	3%
SUMMARY CODES											
AGREE	1661	1459	118	84	256	973	432	500	550	314	297
		77%	77%	81%	83%afg	77%	72%	77%	79%	78%	76%
DISAGREE	236	218	10	8	24	143	69	83	73	39	41
		11%	12%	7%	8%	11%	12%ie	13%	10%	10%	10%
Refused	1	1	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	-	-	-	-	-
Don't know	46	38	4	4	4	20	22	12	15	11	8
		2%	2%	4%	1%	2%	4%aef	2%	2%	3%	2%
Mean Score	0.973	0.956	1.122	1.065	1.089g	0.969	0.919	0.998	0.992	0.964	0.909
Standard Deviation	1.015	1.020	1.021	0.888	0.891	1.040	1.018	1.070	1.003	0.958	0.988
Error Variance	0.001	0.001	0.008	0.008	0.003	0.001	0.002	0.002	0.002	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k
 * 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)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	166	59	379	1668	1396	336	303
Weighted Base	2147	448	1454	190	55*	319	1827	1545	334	246
Agree strongly	(2) 685 32% ^b	120 27%	475 33% ^b	73 38% ^b	17 32%	95 30%	590 32%	484 31%	118 36%	74 30%
Tend to agree	(1) 976 45%	217 48%	660 45%	77 41%	22 40%	136 43%	840 46%	702 45%	149 45%	114 46%
Neither agree nor disagree	(0) 203 9%	56 12% ^c	122 8%	21 11%	4 8%	39 12%	164 9%	146 9%	29 9%	27 11%
Tend to disagree	(-1) 170 8% ^d	34 8% ^d	124 9% ^d	4 2%	7 12% ^d	29 9%	140 8%	130 8%	21 6%	19 8%
Disagree strongly	(-2) 66 3%	11 2%	47 3%	7 4%	3 3%	15 5%	51 3%	48 3%	9 3%	9 4%
SUMMARY CODES										
AGREE	1661 77% ^f	337 75%	1134 78%	150 79%	39 72%	231 72%	1430 78% ^f	1187 77%	268 80%	188 76%
DISAGREE	236 11% ^d	45 10%	171 12% ^d	11 6%	8 15% ^d	44 14%	192 10%	178 12%	29 9%	28 11%
Refused	1 *	1 *	- -	- -	- -	1 19	- -	- -	- -	1 18
Don't know	46 2%	10 2%	27 2%	7 4%	3 5%	42 13%	34 2%	34 2%	8 2%	3 1%
Mean Score	0.973^f	0.918	0.974	1.122^b	0.911	0.849	0.995^f	0.956	1.068	0.926
Standard Deviation	1.015	0.965	1.031	0.968	1.101	1.099	0.998	1.023	0.970	1.027
Error Variance	0.001	0.002	0.001	0.005	0.022	0.003	0.001	0.001	0.003	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2047	1572	213	248	219	1828	214	84	1937	103
Weighted Base	2147	1756	194	184	218	1929	262	59*	2019	121*
Agree strongly	(2) 685	599	39	45	69	616	99	14	642	42
	32%cd	34%cd	20%	25%	32%	32%	38%h	23%	32%	35%
Tend to agree	(1) 976	774	106	90	93	882	112	36	924	50
	45%	44%	55%ab	49%	43%	46%	43%	61%ag	46%	41%
Neither agree nor disagree	(0) 203	163	21	17	22	181	18	4	188	14
	9%	9%	11%	9%	10%	9%	7%	6%	9%	11%
Tend to disagree	(-1) 170	145	11	12	23	147	23	5	161	6
	8%	8%	6%	6%	10%	8%	9%	8%	8%	5%
Disagree strongly	(-2) 66	52	6	8	5	61	9	1	62	5
	3%	3%	3%	4%	2%	3%	3%	1%	3%	4%
SUMMARY CODES										
AGREE	1661	1373	145	135	163	1498	210	50	1566	92
	77%	78%	75%	74%	75%	78%	80%	84%	78%	76%
DISAGREE	236	197	17	20	27	208	32	5	222	11
	11%	11%	9%	11%	13%	11%	12%	9%	11%	9%
Refused	1	-	1	-	1	-	-	-	1	-
	-	-	1%ab	-	1	-	-	-	-	-
Don't know	46	23	10	11	4	42	2	1	42	4
	2%	1%	5%ab	6%ab	2%	2%	1%	1%	2%	3%
Mean Score	0.973	0.994	0.882	0.888	0.939	0.977	1.032	0.976	0.974	1.016
Standard Deviation	1.015	1.022	0.920	1.024	1.030	1.013	1.055	0.856	1.013	1.034
Error Variance	0.001	0.001	0.004	0.004	0.005	0.001	0.005	0.009	0.001	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2047	1936	109	2	503	795	608	141	565	418	1026	1627	107	269
Weighted Base	2147	2021	124*	2**	557	835	621	133	541	438	1131	1767	102*	240
Agree strongly	(2) 685	652	33	-	213	277	164	30	154	125	392	583	26	60
	32%ghn	32%	26%	-	38%agh	33%gh	26%	23%	28%	29%	35%ij	33%ln	25%	25%
Tend to agree	(1) 976	920	55	-	246	385	286	59	264	208	492	799	46	115
	45%	46%	45%	-	44%	46%	46%	44%	49%	48%	43%	45%	45%	48%
Neither agree nor disagree	(0) 203	181	21	2	30	77	72	17	55	51	96	162	9	32
	9%	9%	17%ab	100%	7%	9%	12%e	12%a	10%	12%	8%	9%	9%	13%j
Tend to disagree	(-1) 170	160	10	-	40	66	50	13	40	33	91	135	14	19
	8%	8%	8%	-	7%	8%	8%	10%	7%	8%	8%	8%	13%j	8%
Disagree strongly	(-2) 66	64	2	-	17	22	26	1	18	11	35	56	3	9
	3%	3%	1%	-	3%	3%	4%	1%	3%	3%	3%	3%	3%	4%
SUMMARY CODES														
AGREE	1661	1573	88	-	459	662	450	90	418	333	884	1382	71	175
	77%gh	78%	71%	-	82%agh	79%gh	72%	67%	77%	76%	76%	78%	70%	73%
DISAGREE	236	224	12	-	57	89	76	14	59	45	126	191	17	27
	11%	11%	10%	-	10%	11%	12%	11%	11%	10%	11%	11%	16%	11%
Refused	1	1	-	-	-	-	-	1	1	-	-	1	-	-
	-	-	-	-	-	-	-	1%afg	-	-	-	-	-	-
Don't know	46	43	4	-	3	7	24	12	8	9	25	33	5	6
	2%ef	2%	3%	-	1%	1%	4%aef	9%aefg	2%	2%	2%	2%	5%j	3%
Mean Score	0.973g	0.980	0.884	0.000	1.080agh	1.000g	0.859	0.869	0.932	0.937	1.009	0.991	0.800	0.849
Standard Deviation	1.015	1.018	0.952	-	1.008	0.996	1.048	0.946	1.000	0.980	1.028	1.015	1.063	1.014
Error Variance	0.001	0.001	0.009	-	0.002	0.001	0.002	0.007	0.002	0.002	0.001	0.001	0.012	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/gh - a/ij/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	696	589	53	54	111	339	246	130	199	147	220
Weighted Base	710	603	57*	50*	110*	394	206	160	243	156	151
Agree strongly	(2) 207	182	16	9	44	117	46	50	59	56	43
	29%	30%	28%	19%	40%ag	30%	23%	31%	24%	36%h	23%
Tend to agree	(1) 277	239	20	18	43	145	88	64	97	57	59
	39%	40%	36%	35%	39%	37%	43%	40%	40%	36%	39%
Neither agree nor disagree	(0) 92	68	17	7	11	48	33	15	37	19	21
	13%	11%	30%ab	15%	10%	12%	16%	9%	15%	12%	14%
Tend to disagree	(-1) 59	52	-	6	6	38	15	12	25	10	12
	8%k	9%k	-	13%k	5%	10%	7%	7%	10%	6%	8%
Disagree strongly	(-2) 31	23	2	5	4	19	8	10	12	4	5
	4%	4%	4%	11%ab	3%	5%	4%	6%	5%	3%	3%
SUMMARY CODES											
AGREE	484	421	36	27	87	263	135	114	156	112	102
	68%h	70%h	64%	54%	78%afg	67%	65%	71%	64%	72%	68%
DISAGREE	89	75	2	12	9	57	23	22	37	14	17
	13%	12%	4%	24%abc	8%	14%	11%	14%	15%	9%	11%
Refused	4	4	-	-	-	3	1	1	-	1	1
	1%	1%	-	-	-	1%	1%	1%	-	1%	1%
Don't know	41	36	1	4	3	24	14	8	13	10	9
	6%	6%	2%	7%	3%	6%	7%	5%	5%	6%	6%
Mean Score	0.858d	0.895d	0.855	0.415	1.102afg	0.826	0.784	0.878	0.716	1.031i	0.890
Standard Deviation	1.095	1.063	0.982	1.287	1.009	1.141	1.036	1.153	1.118	1.023	1.048
Error Variance	0.002	0.002	0.019	0.033	0.009	0.004	0.005	0.011	0.007	0.008	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Agree strongly	(2) 207	50	132	21	5	36	171	118	46	41
	29%	27%	30%	32%	27%	30%	29%	25%	46%ah	33%
Tend to agree	(1) 277	76	167	28	5	38	239	198	30	47
	39%	41%	38%	43%	29%	32%	40%	42%aj	29%	38%
Neither agree nor disagree	(0) 92	28	53	8	3	21	71	66	10	14
	13%	15%	12%	13%	16%	17%	12%	14%	10%	12%
Tend to disagree	(-1) 59	17	36	3	2	10	48	39	9	9
	8%	9%	8%	5%	12%	9%	8%	8%	9%	7%
Disagree strongly	(-2) 31	6	21	2	1	8	22	22	2	6
	4%	3%	5%	3%	9%	7%	4%	5%	2%	5%
SUMMARY CODES										
AGREE	484	126	299	50	10	74	410	316	76	88
	68%	67%	68%	75%	56%	62%	69%	66%	75%	70%
DISAGREE	89	23	58	5	4	19	71	61	11	16
	13%	13%	13%	7%	21%	16%	12%	13%	11%	13%
Refused	4	-	3	1	-	-	4	2	1	-
	1%	-	1%	2%	-	-	1%	1%	1%	-
Don't know	41	10	27	3	1	6	35	30	3	7
	6%	5%	6%	4%	7%	5%	6%	6%	3%	6%
Mean Score	0.858	0.822	0.859	1.025	0.576	0.729	0.884	0.793	1.118ah	0.903
Standard Deviation	1.095	1.057	1.121	0.963	1.330	1.214	1.069	1.082	1.080	1.131
Error Variance	0.002	0.005	0.004	0.014	0.104	0.011	0.002	0.003	0.013	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	696	499	75	112	67	629	67	38	634	58
Weighted Base	710	550	64*	87	66*	644	80*	28*	644	62*
Agree strongly	(2) 207	172	16	18	22	185	35	6	188	19
	29%	31% ^d	25%	20%	33%	29%	44% ^{ah}	21%	29%	31%
Tend to agree	(1) 277	216	29	29	25	251	28	10	255	21
	39%	39%	46%	33%	38%	39%	36%	36%	40%	33%
Neither agree nor disagree	(0) 92	61	9	22	8	84	6	7	80	12
	13%	11%	13%	25% ^{ab}	12%	13%	8%	24% ^g	12%	20%
Tend to disagree	(-1) 59	48	2	8	4	55	5	2	54	4
	8%	9%	3%	9%	6%	9%	6%	8%	8%	7%
Disagree strongly	(-2) 31	22	2	5	3	28	3	1	27	2
	4%	4%	3%	5%	4%	4%	3%	2%	4%	3%
SUMMARY CODES										
AGREE	484	388	46	46	47	437	63	16	444	39
	68% ^d	70% ^d	72% ^d	53%	71%	68%	79% ^h	57%	69%	64%
DISAGREE	89	71	4	13	7	83	7	3	81	6
	13%	13%	6%	15%	10%	13%	9%	10%	13%	10%
Refused	4	1	3	-	-	4	-	1	2	1
	1%	-	4% ^{ab}	-	-	1%	-	4% ^a	-	2%
Don't know	41	29	3	6	4	37	3	1	38	3
	6%	5%	5%	7%	6%	6%	4%	5%	6%	4%
Mean Score	0.858 ^d	0.897 ^d	0.979 ^d	0.575	0.955	0.848	1.150	0.722	0.866	0.869
Standard Deviation	1.095	1.096	0.822	1.117	1.079	1.097	1.037	1.005	1.091	1.056
Error Variance	0.002	0.003	0.013	0.012	0.016	0.002	0.017	0.029	0.002	0.021

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	696	643	49	4	108	262	234	92	218	159	307	517	54	137
Weighted Base	710	652	53*	4**	114*	273	240	83*	195	172	331	549	47*	126
Agree strongly	(2) 207	198	8	2	48	76	72	10	51	45	110	159	9	42
	29%ch	30%ic	14%	47%	42%algh	28%h	30%h	12%	26%	26%	33%	29%	19%	33%
Tend to agree	(1) 277	253	23	-	40	117	90	30	73	69	128	216	20	43
	39%	39%	44%	-	35%	43%	38%	36%	37%	40%	39%	39%	43%	34%
Neither agree nor disagree	(0) 92	84	8	-	9	25	39	20	20	29	35	73	8	11
	13%	13%	16%	-	8%	9%	16%ef	14%	14%	17%	11%	13%	17%	8%
Tend to disagree	(-1) 59	53	6	-	11	30	14	3	21	9	28	46	4	15
	8%	8%	11%	-	10%	11%	6%	4%	11%	5%	9%	8%	8%	12%
Disagree strongly	(-2) 31	25	4	2	6	14	7	4	12	7	9	24	1	6
	4%	4%	7%	41%	5%	5%	3%	5%	6%	4%	3%	4%	1%	5%
SUMMARY CODES														
AGREE	484	451	31	2	88	193	163	40	124	114	237	376	29	85
	68%h	69%	58%	47%	77%h	71%h	68%h	48%	63%	66%	72%	68%	62%	68%
DISAGREE	89	78	10	2	18	44	21	7	33	16	38	70	4	21
	12%	12%	19%	41%	15%	16%g	9%	9%	17%j	9%	11%	13%	9%	17%
Refused	4	4	-	-	-	2	1	-	1	-	2	4	-	-
	1%	1%	-	-	-	1%	-	-	1%	-	1%	1%	-	-
Don't know	41	36	4	*	-	9	16	16	9	13	19	26	5	9
	6%e	6%	7%	11%	-	3%	7%e	19%aefg	5%	7%	6%	5%	11%	7%
Mean Score	0.858ch	0.891c	0.499	0.142	0.986h	0.812	0.930h	0.581	0.699	0.851	0.967i	0.847	0.798	0.857
Standard Deviation	1.095	1.078	1.145	2.330	1.180	1.134	1.014	1.013	1.180	1.044	1.053	1.097	0.939	1.188
Error Variance	0.002	0.002	0.028	1.809	0.013	0.005	0.005	0.014	0.007	0.007	0.004	0.002	0.018	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Agree strongly	(2) 323	262	34	27	70	167	86	94	79	79	71
		29%	37%	30%	42%afg	30%	25%	35%id	23%	34%id	30%
Tend to agree	(1) 445	385	27	33	63	232	150	107	148	96	95
		42%c	43%c	30%	38%	42%	44%	40%	43%	41%	41%
Neither agree nor disagree	(0) 129	97	20	12	17	56	56	22	49	28	31
		12%	11%	22%ab	10%	10%	16%af	8%	14%h	12%	13%
Tend to disagree	(-1) 81	69	6	6	7	51	22	17	32	15	17
		8%	8%	6%	4%	9%	6%	7%	9%	6%	7%
Disagree strongly	(-2) 33	28	1	4	3	23	6	10	15	2	6
		3%	1%	5%	2%	4%	2%	4%	4%j	1%	3%
SUMMARY CODES											
AGREE	769	647	61	60	133	399	296	201	227	175	165
		72%	73%	67%	80%afg	71%	68%	75%id	67%	76%id	71%
DISAGREE	113	96	6	11	10	75	28	27	47	17	23
		11%	11%	7%	6%	13%eg	8%	10%	14%j	7%	10%
Refused	1	1	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	-	-	-	-	1%
Don't know	59	51	4	5	6	29	24	17	18	12	13
		6%	6%	5%	4%	5%	7%	6%	5%	5%	6%
Mean Score	0.936i	0.934	1.007	0.863	1.182afg	0.884	0.894	1.023i	0.755	1.076i	0.947i
Standard Deviation	1.027	1.023	0.983	1.115	0.932	1.093	0.942	1.046	1.075	0.915	1.008
Error Variance	0.001	0.001	0.012	0.014	0.005	0.003	0.002	0.005	0.004	0.004	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * 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 to combined supplier switch

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	500	105	31	246	823	694	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Agree strongly	(2) 323	74	209	34	6	54	269	198	62	56
		30%	32% ^b	34%	22%	27%	31%	28%	37% ^h	33%
Tend to agree	(1) 445	137	259	40	9	69	376	308	66	69
		42% ^f	40%	40%	35%	34%	43% ^f	43%	39%	40%
Neither agree nor disagree	(0) 129	44	68	13	5	37	93	86	25	16
		12%	11%	13%	20%	18% ^{ag}	11%	12%	15%	9%
Tend to disagree	(-1) 81	23	50	5	2	18	62	54	10	15
		8%	8%	5%	9%	9%	7%	8%	6%	9%
Disagree strongly	(-2) 33	6	21	4	1	9	24	24	1	6
		3%	3%	4%	6%	4%	3%	3%	1%	4%
SUMMARY CODES										
AGREE	768	212	468	73	15	124	644	507	128	125
		72% ^f	73%	74%	57%	61%	74% ^f	71%	76%	73%
DISAGREE	113	30	72	8	4	27	87	78	11	22
		11%	11%	8%	14%	13%	10%	11%	7%	13%
Refused	1	-	1	-	-	-	1	-	1	-
		-	-	-	-	-	-	-	1% ^h	-
Don't know	59	18	34	4	2	15	44	47	2	10
		6% ^h	5%	5%	8%	7%	5%	6% ^h	1%	6% ^h
Mean Score	0.935^f	0.876	0.962	1.008	0.653	0.761	0.974^f	0.898	1.078	0.942
Standard Deviation	1.027	0.966	1.049	1.023	1.156	1.113	1.003	1.029	0.920	1.083
Error Variance	0.001	0.003	0.002	0.011	0.048	0.005	0.001	0.002	0.005	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a1/h/i/j
 * 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1069	732	136	187	109	960	93	50	978	84
Weighted Base	1071	801	114	145	106*	965	109*	36*	975	90*
Agree strongly	(2) 323	262	30	30	35	288	44	12	287	36
	30% ^d	33% ^d	26%	20%	33%	30%	41% ^a	34%	29%	39%
Tend to agree	(1) 445	326	57	57	40	406	47	13	412	31
	42%	41%	51% ^b	39%	37%	42%	43%	35%	42%	34%
Neither agree nor disagree	(0) 129	89	9	31	14	115	8	6	118	11
	12%	11%	8%	21% ^{abc}	14%	12%	7%	18%	12%	12%
Tend to disagree	(-1) 81	61	8	10	8	72	5	1	75	5
	8%	8%	7%	7%	8%	7%	5%	4%	8%	6%
Disagree strongly	(-2) 33	23	2	6	3	30	1	1	29	2
	3%	3%	2%	4%	3%	3%	1%	2%	3%	2%
SUMMARY CODES										
AGREE	768	588	87	87	75	693	92	25	699	66
	72% ^d	73% ^d	77% ^d	60%	70%	72%	84% ^{ah}	68%	72%	74%
DISAGREE	113	85	10	16	11	102	6	2	104	7
	11%	11%	9%	11%	10%	11%	6%	5%	11%	8%
Refused	1	-	1	-	-	1	-	1	-	1
	-	-	1% ^{ab}	-	-	-	-	3% ^{ag}	-	1% ^{aj}
Don't know	59	39	6	11	6	53	3	2	54	4
	6%	5%	5%	8%	6%	6%	3%	5%	6%	5%
Mean Score	0.935 ^d	0.975 ^d	0.991 ^d	0.702	0.960	0.932	1.220 ^a	1.036	0.926	1.099
Standard Deviation	1.027	1.028	0.917	1.042	1.040	1.026	0.854	0.956	1.023	0.997
Error Variance	0.001	0.002	0.007	0.006	0.010	0.001	0.008	0.020	0.001	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 to combined supplier switch

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1069	995	70	4	173	405	373	118	318	246	485	790	83	190
Weighted Base	1071	992	75*	4**	184	408	373	106	287	264	502	823	71*	172
Agree strongly	(2) 323	308	13	2	85	122	100	16	77	70	173	246	15	66
	30%ch	31%c	17%	47%	46%aigh	30%h	27%h	15%	27%	26%	34%ij	30%	21%	38%alm
Tend to agree	(1) 445	405	41	-	62	185	161	38	119	110	207	345	31	68
	42%	41%	54%ab	-	33%	45%e	43%e	38%	41%	42%	41%	42%	43%	39%
Neither agree nor disagree	(0) 129	123	7	-	17	35	57	20	30	47	46	103	11	12
	12%	12%	9%	-	9%	9%	15%f	13%	13%	18%ak	9%	13%n	15%	7%
Tend to disagree	(-1) 81	74	6	-	10	37	25	9	26	17	36	63	5	16
	8%	7%	8%	-	5%	9%	7%	8%	9%	7%	7%	8%	7%	9%
Disagree strongly	(-2) 33	27	4	2	9	12	7	5	13	9	8	27	1	5
	3%	3%	5%	41%	5%	3%	2%	4%	5%k	3%	2%	3%	2%	3%
SUMMARY CODES														
AGREE	768	713	54	2	147	307	261	54	196	180	379	591	46	134
	72%h	72%	71%	47%	80%agh	75%h	70%h	50%	68%	68%	75%ij	72%	64%	78%am
DISAGREE	113	101	10	2	19	49	32	13	40	27	45	89	6	21
	11%	10%	14%	41%	10%	12%	9%	13%	14%k	10%	9%	11%	8%	12%
Refused	1	1	-	-	-	-	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	59	54	5	-	2	16	22	20	14	11	33	38	9	6
	6%e	5%	6%	11%	1%	4%	6%e	18%aefg	5%	4%	6%	5%	12%aln	3%
Mean Score	0.935h	0.952	0.740	0.142	1.117agh	0.942h	0.916h	0.591	0.810	0.844	1.061aij	0.920	0.863	1.038
Standard Deviation	1.027	1.018	1.043	2.330	1.099	1.025	0.960	1.065	1.102	1.022	0.967	1.034	0.945	1.067
Error Variance	0.001	0.001	0.016	1.809	0.007	0.003	0.003	0.012	0.004	0.004	0.002	0.001	0.012	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	594	530	38	26	140	297	157	161	169	99	165
Weighted Base	630	558	47*	25**	138	359	133	197	212	109*	114
Atlantic	1	1	-	-	-	1	-	1	-	-	-
British Gas	133	122	7	4	36	69	28	22	47	31	33
Co-operative Energy	21%h	22%	15%	16%	26%	19%	21%	11%	22%h	29%h	29%ah
E (formerly Epower)	10	5	4	1	2	6	2	5	3	1	-
E.ON	2%	1%	8%ab	4%	1%	2%	2%	3%	2%	1%	-
Economy Energy	1	-	-	-	-	-	-	-	-	-	1
Ecotricity	115	108	7	2	23	68	24	41	38	15	20
EDF	18%	19%	14%	8%	16%	19%	18%	21%	19%	14%	17%
Extra Energy	3	1	-	3	2	1	-	-	-	1	2
First Utility	1%	-	-	11%	1%	-	-	-	-	1%	2%
Flow Energy	2	1	1	-	1	1	-	-	1	-	1
Good Energy	-	-	2%	-	1%	-	-	-	-	-	1%
Green Star Energy	62	56	4	2	21	33	9	24	23	8	7
LoCo2	10%	10%	9%	6%	15%g	9%	7%	12%	11%	7%	6%
Marks & Spencer Energy	4	4	-	-	-	4	-	1	3	-	-
Npower	1%	1%	-	-	-	1%	-	1%	1%	-	-
	16	16	-	-	-	13	4	4	6	4	3
	3%	3%	-	-	-	3%e	3%e	2%	3%	3%	2%
	2	-	-	2	-	-	-	-	2	-	-
	-	-	6%	-	-	-	-	-	1%	-	-
	1	1	-	-	1	-	-	-	1	-	-
	-	-	-	-	1%	-	-	-	-	-	-
	2	2	-	-	-	2	-	-	1	-	1
	-	-	-	-	-	1%	-	-	1%	-	1%
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	2	2	-	-	-	1	1	2	-	-	-
	-	-	-	-	-	-	1%	1%	-	-	-
	54	50	3	2	12	29	14	20	17	11	6
	9%	9%	6%	7%	9%	8%	10%	10%	8%	10%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 was in the past 12 months

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 594	530	38	26	140	297	157	161	169	99	165
Weighted Base 630	558	47*	25**	138	359	133	197	212	109*	114
Ovo 12	10	2	-	2	7	3	5	5	2	1
2%	2%	4%	-	1%	2%	2%	2%	2%	2%	1%
Sainsbury's Energy 15	14	1	-	2	7	6	8	5	1	1
2%	3%	1%	-	1%	2%	5%	4%	2%	1%	1%
Scottish Hydro 4	1	3	-	2	1	2	1	2	1	1
1%	*	6%ab	-	1%	*	1%	*	1%	1%	1%
Scottish Power 76	65	9	2	10	49	17	27	21	14	13
12%	12%	19%	8%	7%	14%	13%	14%	10%	13%	11%
Southern Electric 23	22	2	-	4	17	2	10	7	4	3
4%	4%	4%	-	3%	5%	1%	5%	3%	3%	3%
SSE (Scottish and Southern Energy) 38	35	3	-	6	22	10	13	14	3	8
6%	6%	6%	-	4%	6%	7%	7%	6%	2%	7%
Swalec 8	1	-	8	4	3	2	1	2	4	1
1%ab	*	-	31%	3%	1%	1%	1%	1%	4%	1%
Utility Warehouse 6	6	2	-	4	2	2	2	3	1	3
1%	1%	4%	-	3%	1%	2%	1%	1%	1%	3%
Utilita 5	4	*	-	3	2	-	-	1	1	3
1%	1%	-	2%	2%	1%	-	-	1%	1%	3%ah
Other 1	1	-	-	1	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	*	-	-
SUMMARY CODES										
SIX LARGE SUPPLIERS 514	457	38	19	116	291	107	160	172	91	91
82%	82%	80%	77%	84%	81%	80%	81%	81%	84%	80%
SSE ALL 74	56	9	9	15	44	15	26	24	11	13
12%	10%	16%	31%	11%	12%	11%	13%	11%	10%	11%
Refused 2	2	-	-	-	-	2	-	1	-	1
-	-	-	-	-	-	1% ^f	-	*	-	1%
Don't know 29	28	1	-	6	18	6	8	8	7	5
5%	5%	2%	-	4%	5%	4%	4%	4%	7%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 was in the past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	594	149	379	50	16	81	513	370	128	92
Weighted Base	630	116	445	55*	15**	67*	563	417	131	76*
Atlantic	1	-	1	-	-	-	1	1	-	-
British Gas	133	35	84	12	2	22	111	69	38	23
Co-operative Energy	10	1	7	2	-	-	10	7	3	-
E (formerly Epower)	1	1	2%	3%	-	1	2%	2%	2%	-
E.ON	115	19	87	6	4	15	100	83	17	15
Economy Energy	3	1	2	-	-	1	3	-	1	2
Ecotricity	2	2	-	-	-	2	-	-	1%	2%
EDF	62	7	51	2	2	5	57	43	17	3
Extra Energy	4	-	4	-	-	-	4	4	-	-
First Utility	16	2	12	1	1	2	14	13	2	1
Flow Energy	2	-	-	2	-	-	2	2	-	-
Good Energy	1	-	1	-	-	-	1	-	1	-
Green Star Energy	2	1	1	-	-	1	1	-	1%	-
LoCo2	-	1%	-	-	-	2%	-	-	-	2%
Marks & Spencer Energy	2	-	2	-	-	1%	-	2	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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 AND switch was in the past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	594	149	379	50	16	81	513	370	128	92
Weighted Base	630	116	445	55*	15**	67*	563	417	131	76*
Npower	54	11	37	4	3	3	52	43	8	4
	9%	9%	8%	6%	22%	4%	9%	10%	6%	5%
Ovo	12	2	7	4	-	5	7	9	2	1
	2%	1%	2%	7%ac	-	7%ag	1%	2%	2%	1%
Sainsbury's Energy	15	1	13	-	-	2	12	15	-	-
	2%	1%	3%	-	-	3%	2%	4%j	-	-
Scottish Hydro	4	1	4	-	-	-	4	4	-	1
	1%	1%	1%	-	-	-	1%	1%	-	1%
Scottish Power	76	13	58	5	1	5	71	56	13	6
	12%	11%	13%	9%	5%	7%	13%	13%	10%	8%
Southern Electric	23	4	15	5	-	1	22	12	5	6
	4%	4%	3%	8%	-	2%	4%	3%	4%	8%h
SSE (Scottish and Southern Energy)	38	6	26	5	1	2	36	24	7	5
	6%	5%	6%	9%	7%	3%	6%	6%	6%	6%
Swalec	8	2	5	1	-	-	8	3	4	1
	1%	1%	1%	3%	-	-	1%	1%	3%	1%
Utility Warehouse	8	1	7	-	-	-	8	6	2	-
	1%	1%	2%	-	-	-	1%	2%	1%	-
Utilita	5	-	4	1	-	-	5	-	2	3
	1%	-	1%	2%	-	-	1%	-	1%	3%ah
Other	1	1	-	-	-	-	1	-	1	-
	-	1%	-	-	-	-	-	-	1%	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	514	96	367	39	12	52	461	337	110	63
	82%	83%	82%	71%	80%	78%	82%	81%	84%	80%
SSE ALL	74	12	50	11	1	4	70	43	17	12
	12%	10%	11%	19%	7%	5%	12%	10%	13%	15%
Refused	2	-	1	1	-	-	2	2	-	-
	*	-	*	*	-	-	*	*	-	-
Don't know	29	6	15	6	2	11	28	18	7	4
	5%	5%	3%	11%c	16%	1%	5%	4%	5%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
*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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	594	497	44	46	59	535	84	41	551	39
Weighted Base	630	549	41*	33*	55*	576	99*	29*	582	45*
Atlantic	1	1	-	-	-	1	-	-	1	-
British Gas	133	110	12	11	14	119	23	10	123	10
	21%	20%	29%	33%	25%	21%	23%	33%	21%	22%
Co-operative Energy	10	10	-	-	1	9	2	-	10	-
	2%	2%	-	-	2%	2%	2%	-	2%	-
E (formerly Epower)	1	-	1	-	-	1	-	-	1	-
	-	-	3%ab	-	-	-	-	-	-	-
E.ON	115	96	10	7	14	101	18	4	110	3
	18%	18%	25%	20%	26%	17%	18%	13%	19%	7%
Economy Energy	3	3	1	-	-	3	-	1	3	-
	1%	-	1%	-	-	1%	-	4%ag	1%	-
Ecotricity	2	2	-	-	1	1	1	-	1	1
	-	-	-	-	1%	-	1%	-	-	2%
EDF	62	59	1	1	8	54	13	2	55	7
	10%	11%	3%	2%	14%	9%	14%	8%	10%	15%
Extra Energy	4	4	-	-	-	4	-	-	4	-
	1%	1%	-	-	-	1%	-	-	1%	-
First Utility	16	16	-	1	3	14	1	-	16	-
	3%	3%	-	2%	5%	2%	1%	-	3%	-
Flow Energy	2	2	-	-	-	2	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Good Energy	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	-	-	-	-	-
Green Star Energy	2	1	1	-	-	2	-	-	1	1
	-	-	3%ab	-	-	-	-	-	-	2%
LoCo2	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%ab	-	-	-	-	-	-
Marks & Spencer Energy	2	2	-	-	-	2	-	-	2	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	594	497	44	46	59	535	84	41	551	39
Weighted Base	630	549	41*	33*	55*	576	99*	29*	582	45*
Npower	54	47	4	2	2	52	9	-	48	6
	9%	8%	10%	7%	4%	9%	9%	-	8%	14%
Ovo	12	11	1	1	4	8	1	1	12	1
	-2%	2%	2%	2%	8%af	1%	1%	4%	2%	2%
Sainsbury's Energy	15	14	-	1	1	14	1	-	15	-
	2%	2%	-	3%	1%	2%	2%	-	3%	-
Scottish Hydro	4	4	-	-	-	4	1	1	4	-
	1%	1%	-	-	-	1%	1%	2%	1%	-
Scottish Power	76	68	4	4	5	71	8	2	69	7
	12%	12%	10%	13%	10%	12%	8%	6%	12%	16%
Southern Electric	23	23	1	1	1	23	7	1	20	3
	4%	4%	-	3%	2%	4%	7%	4%	3%	7%
SSE (Scottish and Southern Energy)	38	32	3	1	1	37	5	1	34	2
	6%	6%	8%	3%	2%	6%	5%	4%	6%	5%
Swalec	8	8	-	-	1	7	2	-	8	-
	1%	2%	-	-	2%	1%	2%	-	1%	-
Utility Warehouse	8	8	-	1	-	8	2	2	8	-
	1%	1%	-	2%	-	1%	2%	6%a	1%	-
Utilita	5	5	-	-	-	5	2	3	5	-
	1%	1%	-	-	-	1%	2%	9%a	1%	-
Other	1	1	-	-	-	1	-	-	-	1
	-	-	-	-	-	-	-	-	-	2%ai
SUMMARY CODES										
SIX LARGE SUPPLIERS	514	447	35	27	46	468	87	21	472	39
	82%	81%	85%	79%	83%	81%	88%h	70%	81%	87%
SSE ALL	74	67	3	2	3	71	16	3	67	6
	12%	12%	8%	5%	5%	12%	16%	10%	11%	13%
Refused	2	1	-	1	-	2	-	-	2	-
	*	*	-	3%ab	-	*	-	-	*	-
Don't know	29	23	2	2	-	29	2	2	25	3
	5%	4%	6%	7%	-	5%	2%	7%	4%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/gh - a/ij
* small base

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	594	557	37	-	246	273	69	6	175	113	291	453	18	106
Weighted Base	630	589	41*	**	269	287	69*	5**	164	120*	332	499	20**	96*
Atlantic	1	1	-	-	1	-	-	-	-	-	1	-	1	-
	-	-	-	-	1%	-	-	-	-	-	-	-	7%	-
British Gas	133	118	14	-	48	61	23	1	42	29	59	97	4	29
	21%	20%	35% ^b	-	18%	21%	33% ^{aa}	13%	26%	24%	18%	19%	21%	30% ^d
Co-operative Energy	10	10	-	-	7	3	-	-	2	1	7	9	1	-
	2%	2%	-	-	3%	1%	-	-	1%	1%	2%	2%	5%	-
E (formerly Epower)	1	1	-	-	-	1	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	1%	-	-	-	-	1% ^d
E.ON	115	111	4	-	44	55	15	1	33	19	60	98	3	13
	18%	19%	9%	-	16%	19%	21%	18%	20%	16%	18%	20%	15%	13%
Economy Energy	3	3	-	-	1	1	1	-	1	1	1	-	-	3
	1%	1%	-	-	-	1%	2%	-	1%	1%	-	-	-	3% ^{aa}
Ecotricity	2	1	1	-	1	-	1	-	-	1	-	-	-	1
	-	-	2% ^b	-	-	-	1%	-	-	1%	-	-	-	1%
EDF	62	57	5	-	35	25	1	1	11	11	40	53	-	8
	10% ^g	10%	12%	-	13% ^g	9% ^g	1%	12%	7%	9%	12%	11%	-	8%
Extra Energy	4	4	-	-	4	-	-	-	-	2	3	4	-	-
	1%	1%	-	-	2%	-	-	-	-	1%	1%	1%	-	-
First Utility	16	16	1	-	11	4	1	-	3	3	11	16	-	-
	3%	3%	1%	-	4% ^d	1%	2%	-	2%	2%	3%	3%	-	-
Flow Energy	2	2	-	-	2	-	-	-	-	2	-	2	-	-
	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-
Good Energy	1	1	-	-	-	1	-	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
Green Star Energy	2	1	1	-	1	1	-	-	1	-	-	2	-	-
	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
LoCo2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
Marks & Spencer Energy	2	2	-	-	1	1	-	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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

	ETHNIC ORIGIN				SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	594	557	37	-	246	273	69	6	175	113	291	453	18	106
Weighted Base	630	589	41*	**	269	287	69*	5**	164	120*	332	499	20**	96*
Npower	54	49	6	-	26	25	4	-	10	10	33	50	-	4
Ovo	12	8%	14%	-	10%	9%	5%	-	8%	8%	10%	10%	-	5%
Sainsbury's Energy	15	12	1	-	10	3	4	-	3	9	4	10	-	2
Scottish Hydro	4	2%	2%	-	4%	1%	-	-	5%ajk	-	1%	2%	-	2%
Scottish Power	15	15	-	-	10	4	1	-	3	4	9	15	-	-
Southern Electric	2%	3%	-	-	4%	1%	1%	-	2%	3%	3%	3%	-	-
SSE (Scottish and Southern Energy)	4	4	-	-	3	2	-	-	1	-	4	1	2	1
Swalec	1%	1%	-	-	1%	1%	-	-	-	-	1%	-	8%	2%
Utility Warehouse	76	73	3	-	29	37	9	1	16	19	41	60	3	13
Ultilta	12%	12%	6%	-	11%	13%	13%	13%	10%	16%	12%	12%	14%	14%
Other	23	21	3	-	8	12	3	-	7	3	13	18	-	6
SUMMARY CODES	4%	4%	6%	-	3%	4%	5%	-	4%	2%	4%	4%	-	6%
SIX LARGE SUPPLIERS	38	38	-	-	16	18	3	-	10	6	19	29	3	5
SSE ALL	6%	6%	-	-	6%	6%	5%	-	6%	5%	6%	6%	14%	6%
Refused	8	8	-	-	4	5	-	-	2	4	7	4	-	3
Unweighted Base	1%	1%	-	-	1%	2%	-	-	1%	-	2%	1%	-	3%j
Weighted Base	8	8	-	-	-	7	1	-	2	1	5	8	-	1
Npower	1%	1%	-	-	-	2%e	2%e	-	1%	1%	2%	2%	-	1%
Ovo	5	5	-	-	3	2	-	-	2	1	2	3	-	2
Sainsbury's Energy	1%	1%	-	-	1%	1%	-	-	1%	1%	1%	1%	-	2%
Scottish Hydro	1	1	-	-	1	-	-	-	1	-	-	-	1	-
Scottish Power	-	-	-	-	-	-	-	-	1%	-	-	-	4%	-
Southern Electric	514	480	34	-	213	240	57	3	132	97	274	409	15	83
SSE (Scottish and Southern Energy)	82%	81%	82%	-	79%	84%	83%	57%	80%	81%	82%	82%	72%	86%
Swalec	74	71	6	-	30	37	42	-	19	9	42	52	5	16
Utility Warehouse	12%	12%	6%	-	11%	13%	9%	-	12%	8%	13%	10%	22%	17%
Ultilta	2	2	-	-	1	1	-	-	-	1	-	1	-	-
Other	-	-	-	-	-	-	-	-	-	1%	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	594	557	37	-	246	273	69	6	175	113	291	453	18	106
Weighted Base	630	589	41*	..*	269	287	69*	5**	164	120*	332	499	20**	96*
Don't know	29	25	4	-	3	17	6	2	7	8	13	17	2	4
	5%	4%	11%	-	1%	6% _{se}	9% _{se}	43%	4%	6%	4%	3%	9%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	146	127	12	7	47	67	32	26	39	34	47
Weighted Base	150	131	12**	6**	47*	76*	26**	34**	48*	36*	31*
British Gas	50 34%	43 33%	5 40%	3 42%	13 28%	26 34%	11 42%	8 24%	18 37%	15 41%	9 30%
Co-operative Energy	1 *	-	-	-	-	-	2% *	-	-	-	2% *
E.ON	21 14%	20 15%	1 5%	-	5 10%	15 19%	2 6%	7 21%	3 6%	5 14%	6 18%
EDF	6 4%	6 4%	-	-	3 6%	3 4%	-	1 4%	-	3 8%	1 4%
Extra Energy	-	-	-	-	-	-	2% *	-	-	-	1% *
First Utility	5 4%	4 3%	1 8%	-	2 3%	-	4 14%	3 8%	1 2%	2 4%	-
Npower	9 6%	7 6%	2 14%	-	6 12%	3 4%	-	2 5%	3 6%	4 10%	1 2%
Ovo	1 1%	1 1%	-	-	-	1 2%	-	-	-	-	1 4%
Sainsbury's Energy	2 1%	2 2%	-	-	-	1 1%	4% *	-	2 4%	-	-
Scottish Hydro	2 1%	-	2 15%	-	1 2%	-	1 4%	-	1 2%	-	1 2%
Scottish Power	8 6%	7 5%	1 12%	-	3 6%	4 5%	2 6%	1 2%	3 7%	2 6%	2 7%
Southern Electric	3 2%	3 2%	-	-	1 1%	2 2%	3% *	-	1 2%	1 4%	1 3%
SSE (Scottish and Southern Energy)	6 4%	6 4%	-	1 9%	1 2%	3 4%	2 7%	3 7%	1 2%	1 3%	2 6%
Swalec	2 2%	-	-	2 35%	2 3%	-	1 2%	2 5%	-	-	1 2%
Utilita	1 *	1 *	-	-	-	1 1%	-	-	-	-	1 2%
Zog Energy	2 1%	2 1%	-	-	2 3%	-	-	-	2 3%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 146	127	12	7	47	67	32	26	39	34	47
Weighted Base 150	131	12**	6**	47*	76*	26**	34**	48*	36*	31*
Other 2	1	-	1	-	1	1	1	-	-	1
1%	1%	-	13%	-	2%	3%	3%	-	-	4%
SUMMARY CODES										
SIX LARGE SUPPLIERS 108	92	11	6	33	56	19	23	30	31	23
72%	70%	86%	87%	70%	74%	72%	69%	63%	86% ^W	75%
SSE ALL 14	9	2	3	4	5	5	4	3	2	4
9%	7%	15%	45%	9%	6%	17%	12%	6%	6%	13%
Don't know 27	27	1	-	11	16	-	7	13	4	3
18%	20%	5%	-	22%	21%	2%	21%	27%	10%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	146	49	74	20	3	23	123	77	35	34
Weighted Base	150	40*	89*	17**	3**	17**	133	84*	37**	29**
British Gas	50	15	29	5	2	4	47	34	8	8
	34%	37%	33%	28%	63%	23%	35%	41%	21%	28%
Co-operative Energy	1	1	-	-	-	1	-	1	-	-
	*	2%	-	-	-	4%	-	1%	-	-
E.ON	21	7	12	2	-	1	20	11	6	5
	14%	16%	14%	11%	-	7%	15%	13%	15%	16%
EDF	6	2	3	1	-	2	4	-	4	2
	4%	6%	3%	4%	-	10%	3%	-	10%	6%
Extra Energy	*	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-
First Utility	5	3	2	1	-	-	5	4	2	-
	4%	6%	2%	6%	-	-	4%	4%	4%	-
Npower	9	2	6	1	-	-	9	3	6	1
	6%	5%	7%	6%	-	-	7%	3%	15%	2%
Ovo	1	-	-	-	-	1	-	-	1	1
	1%	3%	-	-	-	8%	-	-	2%	2%
Sainsbury's Energy	2	-	1	1	-	-	2	2	-	-
	1%	-	1%	6%	-	-	2%	2%	-	-
Scottish Hydro	2	-	1	1	-	-	2	-	1	1
	1%	-	1%	7%	-	-	1%	-	2%	4%
Scottish Power	8	2	5	1	-	1	7	5	1	2
	6%	5%	6%	6%	-	6%	5%	5%	4%	8%
Southern Electric	3	*	2	*	-	-	3	1	1	1
	2%	1%	3%	3%	-	-	2%	2%	3%	3%
SSE (Scottish and Southern Energy)	6	1	5	-	1	-	6	4	1	1
	4%	1%	5%	-	37%	-	5%	5%	1%	5%
Swalec	2	-	2	1	-	1	2	2	-	-
	2%	-	2%	4%	-	4%	1%	3%	-	-
Utilita	1	1	-	-	-	1	-	-	-	1
	*	2%	-	-	-	4%	-	-	-	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

*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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	146	49	74	20	3	23	123	77	35	34
Weighted Base	150	40*	89*	17**	3**	17**	133	84*	37**	29**
Zog Energy	2	-	2	-	-	-	2	-	2	-
1%		-	2%	-	-	-	1%	-	4%	-
Other	2	1	-	1	-	1	1	2	-	-
1%		2%	-	8%	-	5%	1%	3%	-	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	108	29	65	12	3	9	99	61	26	21
72%		71%	73%	67%	100%	51%	75%	22%	71%	74%
SSE ALL	14	1	9	2	1	1	13	8	2	3
9%		2%	11%	13%	37%	4%	10%	10%	6%	11%
Don't know	27	6	19	2	-	5	23	14	7	6
18%		14%	22%	13%	-	28%	17%	17%	18%	22%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	146	118	13	12	12	134	22	16	130	15
Weighted Base	150	128	10**	8**	12**	138	27**	10**	132	17**
British Gas	50	42	4	2	4	46	6	3	43	7
	34%	33%	39%	27%	38%	33%	22%	34%	33%	37%
Co-operative Energy	1	1	-	-	-	1	-	-	1	-
	-	1%	-	-	-	-	-	-	-	-
E.ON	21	20	1	-	-	21	7	1	15	6
	14%	16%	7%	-	-	15%	25%	12%	11%	36%
EDF	6	5	-	-	2	4	1	1	4	1
	4%	4%	-	-	14%	3%	5%	7%	3%	8%
Extra Energy	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	4%	-	-	-	-	-
First Utility	5	4	1	-	1	4	-	-	5	-
	4%	3%	10%	-	7%	3%	-	-	4%	-
Npower	9	9	-	-	-	9	5	1	8	1
	6%	7%	-	-	-	7%	17%	6%	6%	6%
Ovo	1	1	-	-	-	1	-	-	1	-
	1%	1%	-	-	-	1%	-	-	1%	-
Sainsbury's Energy	2	2	-	-	-	2	1	-	2	-
	1%	2%	-	-	-	1%	3%	-	2%	-
Scottish Hydro	2	1	1	-	1	1	-	1	2	-
	1%	1%	11%	-	6%	1%	-	7%	1%	-
Scottish Power	8	4	1	3	1	8	1	1	7	2
	6%	3%	9%	31%	6%	6%	5%	5%	5%	9%
Southern Electric	3	2	-	-	-	3	1	-	3	-
	2%	2%	4%	5%	-	2%	5%	-	2%	-
SSE (Scottish and Southern Energy)	6	5	1	-	1	6	1	1	6	-
	4%	4%	10%	-	6%	4%	3%	11%	5%	-
Swalec	2	2	-	1	1	2	-	-	2	-
	2%	1%	-	8%	5%	1%	-	-	2%	-
Utilita	1	1	-	-	-	1	-	1	1	-
	-	-	-	-	-	-	-	6%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
** 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	146	118	13	12	12	134	22	16	130	15
Weighted Base	150	128	10**	8**	12**	138	27**	10**	132	17**
Zog Energy	2	2	-	-	-	2	-	-	2	-
	1%	1%	-	-	-	1%	-	-	1%	-
Other	2	2	-	-	-	2	-	-	2	-
	1%	1%	-	6%	-	2%	-	-	2%	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	108	91	8	6	9	99	22	8	91	17
	72%	71%	80%	72%	75%	72%	82%	83%	69%	97%
SSE ALL	14	10	3	1	2	12	2	2	14	-
	9%	8%	25%	13%	17%	8%	8%	18%	10%	-
Don't know	27	24	1	2	2	26	4	1	27	1
	18%	16%	10%	23%	14%	18%	14%	11%	20%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

** 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

	ETHNIC ORIGIN				SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	146	133	13	-	48	72	21	5	47	33	62	108	8	33
Weighted Base	150	137	13**	**	50*	75*	22**	3**	45*	32**	68*	117*	6**	30**
British Gas	50	46	5	-	20	24	6	-	15	12	22	43	1	8
Co-operative Energy	34%	34%	35%	-	41%	32%	29%	-	32%	37%	32%	37%	20%	28%
E.ON	1	1	-	-	1	-	-	-	-	1	-	1	-	-
EDF	21	18	2	-	7	9	5	-	8	2	11	16	1	3
Extra Energy	14%	13%	19%	-	14%	13%	20%	-	18%	3%	16%	14%	22%	11%
First Utility	6	6	-	-	2	1	1	1	4	2	-	4	2	3
Npower	4%	4%	-	-	5%	2%	6%	21%	8%k	7%	-	3%	26%	9%
Ovo	1	1	-	-	1	1	-	-	-	-	1%	-	7%	-
Sainsbury's Energy	5	5	-	-	3	2	-	-	2	1	3	5	-	-
Scottish Hydro	4%	4%	-	-	7%	3%	-	-	3%	3%	4%	4%	-	-
Scottish Power	9	8	1	-	2	6	1	-	2	2	5	7	-	3
Southern Electric	6%	6%	5%	-	3%	8%	6%	-	4%	7%	7%	6%	-	8%
SSE (Scottish and Southern Energy)	1	1	-	-	1	1	-	-	1	1	-	1	-	1
Swalec	7%	7%	-	-	7%	1%	-	-	2%	2%	-	1%	-	2%
Utilita	2	2	-	-	4%	-	-	-	5%	-	2%	2%	-	-
	1%	1%	-	-	-	2	-	-	-	1	-	1	-	1
	1%	1%	-	-	-	2	-	-	-	2	-	1	-	1
	1%	1%	-	-	-	3%	-	-	-	2%	-	3%	-	2%
	1%	1%	-	-	-	2	-	-	-	2	-	3	-	1
	1%	1%	-	-	3%	6%	-	-	4%	5%	4%	4%	8%	2%
	2	2	-	-	-	2	-	-	-	2	-	2	-	-
	2%	2%	-	-	-	2%	-	-	-	5%	-	2%	-	-
	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	1	1	-	-	-	-	18%	-	1%	-	-	-	-	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	146	133	13	-	48	72	21	5	47	33	62	108	8	33
Weighted Base	150	137	13**	..**	50*	75*	22**	3**	45*	32**	68*	117*	6**	30**
Zog Energy	2	2	-	-	2	-	-	-	2	-	-	2	-	-
Other	2	1%	-	-	3%	-	-	-	4%	-	-	1%	-	-
	1%	2%	-	-	1	1	-	-	1	-	1	2	-	-
	1%	2%	-	-	2%	2%	-	-	2%	1%	1%	2%	-	-
SUMMARY CODES														
SIX LARGE SUPPLIERS	108	97	11	-	35	56	16	2	32	26	48	88	5	20
	72%	71%	83%	-	71%	75%	71%	45%	70%	79%	70%	76%	76%	66%
SSE ALL	14	13	1	-	3	10	1	-	2	6	6	11	1	1
	9%	9%	6%	-	6%	13%	3%	-	4%	19%	8%	10%	8%	4%
Don't know	27	25	2	-	5	15	6	1	6	4	16	16	1	9
	18%	18%	17%	-	10%	20%	29%	37%	14%	13%	24%	14%	17%	30%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	237	201	15	21	78	92	67	48	60	51	78
Weighted Base	239	205	15**	19**	78*	106*	54*	59*	73*	53*	53*
British Gas	40	32	3	5	16	14	10	5	13	10	12
	17%	16%	19%	26%	20%	14%	17%	8%	18%	19%	22%h
Co-operative Energy	1	1	-	-	-	-	1	-	-	-	1
	-	-	-	-	-	-	1%	-	-	-	1%
E (formerly Epower)	1	1	-	-	1	-	-	-	-	-	1
	-	-	-	-	1%	-	-	-	-	-	1%
E.ON	39	35	2	2	12	20	7	7	14	10	8
	16%	17%	15%	8%	16%	19%	12%	12%	19%	20%	15%
Ebico	2	2	-	-	-	2	-	-	2	-	-
	1%	1%	-	-	-	1%	-	-	2%	-	-
Ecotricity	1	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	1%	-	-	-	-	1%
EDF	21	19	2	-	4	11	6	11	2	5	3
	9%	9%	13%	-	6%	10%	11%	19%k	3%	10%	5%
Extra Energy	2	2	-	-	2	-	-	-	2	-	-
	1%	1%	-	-	2%	-	-	-	2%	-	1%
First Utility	9	7	1	-	3	2	3	3	1	3	1
	3%	4%	7%	-	4%	2%	5%	6%	1%	6%	1%
Green Star Energy	3	3	-	-	1	1	1	2	-	-	1
	1%	1%	-	-	1%	1%	2%	4%	-	-	1%
isupply Energy	2	2	-	-	-	2	-	2	-	-	-
	1%	1%	-	-	-	2%	-	3%	-	-	-
Npower	21	16	2	3	7	12	2	3	7	6	5
	9%	8%	11%	16%	9%	12%	4%	6%	10%	10%	10%
Ovo	1	1	-	-	-	1	-	-	-	-	1
	1%	1%	-	-	-	1%	-	-	-	-	3%
Sainsbury's Energy	2	2	-	-	-	1	1	-	2	-	-
	1%	1%	-	-	-	1%	2%	-	3%	-	-
Scottish Hydro	3	-	3	-	1	1	1	1	1	1	-
	1%	-	19%	-	1%	1%	2%	2%	2%	1%	-
Scottish Power	27	26	2	-	9	11	8	10	10	4	3
	11%	12%	12%	-	11%	10%	14%	17%	14%	7%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 237	201	15	21	78	92	67	48	60	51	78
Weighted Base 239	205	15**	19**	78*	106*	54*	59*	73*	53*	53*
Southern Electric 7 3%	7 3%	-	-	1 2%	2 2%	4 7%	1 1%	2 2%	3 6%	2 3%
SSE (Scottish and Southern Energy) 14 6%	13 6%	1 4%	1 4%	3 4%	7 6%	4 7%	6 10%	2 3%	2 5%	4 7%
Swalec 8 3%b	* *	- -	8 41%	4 5%	* *	3 6% [†]	3 5%	1 1%	1 2%	3 6%
Utilita 1 *	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	1 1%
Other 1 *	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	1 2%
SUMMARY CODES										
SIX LARGE SUPPLIERS 181 76%	149 72%	14 93%	18 96%	58 74%	79 74%	44 80%	47 79%	53 72%	42 78%	39 74%
SSE ALL 32 13%	20 10%	3 23%	8 45%	9 12%	11 10%	12 22% [†]	11 18%	6 8%	7 13%	8 16%
Don't know 35 14%	34 17%	-	1 4%	14 18%	16 15%	5 9%	5 8%	14 20%	9 16%	7 12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	237	83	122	25	7	49	188	128	59	48
Weighted Base	239	70*	139	23**	6**	37*	202	132	65*	41*
British Gas	40	9	27	3	1	10	30	24	7	8
	17%	13%	19%	15%	10%	27%g	15%	18%	11%	21%
Co-operative Energy	1	1	-	-	-	1	-	1	-	-
	-	1%	-	-	-	2%g	-	-	-	-
E (formerly Epower)	1	1	-	-	-	-	1	-	-	1
	-	1%	-	-	-	-	-	-	-	2%
E.ON	39	12	22	5	-	4	35	21	9	8
	16%	17%	16%	24%	-	12%	17%	16%	14%	20%
Ebico	2	2	-	-	-	-	2	2	-	-
	1%	2%	-	-	-	-	1%	1%	-	-
Ecotricity	1	1	-	-	-	-	1	1	-	-
	-	1%	-	-	-	-	-	-	-	-
EDF	21	4	17	1	-	2	19	14	6	1
	9%	5%	12%	3%	-	6%	9%	11%	9%	3%
Extra Energy	2	-	2	-	-	-	2	-	2	-
	1%	-	1%	-	-	-	1%	-	3%	-
First Utility	8	5	3	-	-	-	8	3	5	1
	3%	7%	2%	-	-	-	4%	2%	7%	2%
Green Star Energy	3	2	1	-	-	1	2	1	1	1
	1%	3%	1%	-	-	3%	1%	1%	2%	2%
isupply Energy	2	-	2	-	-	-	2	2	-	-
	1%	-	1%	-	-	-	1%	1%	-	-
Npower	21	5	12	3	2	2	19	12	7	2
	9%	7%	8%	15%	25%	6%	10%	8%	11%	5%
Ovo	1	1	-	-	-	1	-	-	1	1
	1%	2%	-	-	-	4%g	-	-	1%	2%
Sainsbury's Energy	2	-	2	-	-	-	2	2	-	-
	1%	-	1%	-	-	-	1%	1%	-	-
Scottish Hydro	3	-	2	1	-	1	2	1	1	1
	1%	-	1%	5%	-	3%	1%	1%	1%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	237	83	122	25	7	49	188	128	59	48
Weighted Base	239	70*	139	23**	6**	37*	202	132	65*	41*
Scottish Power	27	7	16	4	1	2	25	12	8	7
	11%	11%	11%	16%	14%	6%	13%	9%	12%	18%
Southern Electric	7	3	3	*	-	3	4	6	-	1
	3%	4%	2%	2%	-	8%g	2%	5%	-	2%
SSE (Scottish and Southern Energy)	14	3	8	-	2	1	13	7	5	2
	6%	5%	6%	-	37%	2%	7%	5%	8%	4%
Swalec	8	1	5	1	1	1	7	5	3	-
	3%	1%	4%	5%	16%	3%	3%	4%	4%	-
Utilita	1	1	-	-	-	1	-	-	-	1
	*	1%	-	-	-	2%	-	-	-	2%
Other	1	1	-	-	-	-	1	1	-	-
	*	2%	-	-	-	-	1%	1%	-	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	181	44	111	19	6	27	153	103	45	31
	76%b	62%	80%b	85%	100%	73%	78%	78%	70%	76%
SSE ALL	32	7	19	3	3	6	26	20	8	4
	13%	10%	13%	12%	52%	16%	13%	15%	13%	9%
Don't know	35	13	18	3	-	7	28	17	12	6
	14%	19%	13%	15%	-	18%	14%	13%	18%	15%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/i/g - a/h/i/j
* 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	237	186	24	24	26	211	32	23	212	23
Weighted Base	239	198	21**	17**	26**	213	35**	16**	212	25**
British Gas	40	34	3	3	3	37	4	6	35	5
	17%	17%	15%	16%	11%	17%	10%	39%	16%	21%
Co-operative Energy	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	-	-	-	-	-
E (formerly Epower)	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	-	-	5%	-	-
E.ON	39	35	4	1	4	35	6	1	36	2
	16%	17%	18%	4%	15%	17%	18%	8%	17%	10%
Ebico	2	2	-	-	-	2	-	-	2	-
	1%	1%	-	-	-	1%	-	-	1%	-
Ecotricity	1	1	-	-	1	-	-	-	1	-
	-	-	-	-	2%	-	-	-	-	-
EDF	21	17	2	2	4	17	3	1	18	3
	9%	9%	8%	10%	17%	8%	9%	4%	8%	13%
Extra Energy	2	2	-	-	-	2	-	-	2	-
	1%	1%	-	-	2%	1%	-	-	1%	-
First Utility	8	7	1	-	1	7	2	-	6	2
	3%	4%	5%	-	3%	4%	5%	-	3%	10%
Green Star Energy	3	3	-	-	1	2	-	-	2	1
	1%	1%	-	-	4%	1%	-	-	1%	5%
isupply Energy	2	2	-	-	2	-	-	-	2	-
	1%	1%	-	-	7%	-	-	-	1%	-
Npower	21	18	1	1	1	20	6	1	19	1
	9%	9%	4%	4%	4%	10%	17%	3%	9%	4%
Ovo	1	1	-	-	-	1	-	-	1	-
	1%	1%	-	-	-	1%	-	-	1%	-
Sainsbury's Energy	2	1	-	-	-	2	1	-	2	-
	1%	-	4%	-	-	1%	3%	-	1%	-
Scottish Hydro	3	2	1	-	-	3	2	-	3	-
	1%	1%	6%	-	-	1%	5%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/1 - a/gh - a/lj

** 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	237	186	24	24	26	211	32	23	212	23
Weighted Base	239	198	21**	17**	26**	213	35**	16**	212	25**
Scottish Power	27	21	4	3	4	24	6	1	23	4
	11%	11%	18%	16%	14%	11%	17%	8%	11%	16%
Southern Electric	7	5	-	2	-	7	1	1	7	-
	3%	2%	-	13%	-	3%	2%	4%	3%	-
SSE (Scottish and Southern Energy)	14	9	3	2	-	14	1	2	12	2
	6%	5%	14%	9%	-	7%	4%	11%	6%	8%
Swalec	8	5	1	3	1	7	1	1	8	-
	3%	2%	3%	16%	5%	3%	3%	6%	4%	-
Utilita	1	1	-	-	-	1	-	1	1	-
	-	-	-	-	-	-	-	4%	-	-
Other	1	1	-	-	-	1	-	-	1	-
	-	1%	-	-	-	1%	-	-	1%	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	181	145	18	15	17	164	30	13	160	18
	76%	73%	86%	88%	64%	77%	85%	84%	76%	72%
SSE ALL	32	21	5	6	1	31	5	3	30	2
	13%	10%	23%	38%	5%	14%	13%	21%	14%	8%
Don't know	35	31	1	2	4	30	3	1	31	3
	14%	16%	5%	12%	17%	14%	8%	7%	15%	13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	237	218	19	-	79	109	42	7	75	50	107	171	12	52
Weighted Base	239	219	20**	**	84*	109*	41*	5**	70*	53*	112*	182	9**	48*
British Gas	40	34	6	-	15	14	10	-	11	14	14	34	-	8
	17%	15%	31%	-	18%	13%	25%	-	16%	27% ^{kl}	13%	19%	-	16%
Co-operative Energy	1	1	-	-	1	-	-	-	1	-	-	1	-	-
	*	*	-	-	1%	-	-	-	-	1%	-	*	-	-
E (formerly Epower)	1	1	-	-	1	1	-	-	-	-	1	-	-	1
	*	*	-	-	1%	1%	-	-	-	-	1%	-	-	2%
E.ON	39	37	2	-	16	19	5	-	11	5	21	25	2	13
	16%	17%	11%	-	19%	17%	11%	-	15%	10%	19%	14%	17%	27% ^{kl}
Ebico	2	2	-	-	-	2	-	-	-	-	2	-	-	2
	1%	1%	-	-	-	1%	-	-	-	-	1%	-	-	3% ^{kl}
Ecotricity	1	1	-	-	-	1	-	-	-	-	1	-	1	-
	*	*	-	-	-	1%	-	-	-	-	1%	-	1%	-
EDF	21	21	-	-	8	9	2	2	6	5	11	19	5	3
	9%	10%	-	-	10%	8%	6%	33%	8%	9%	9%	10%	10%	6%
Extra Energy	2	2	-	-	2	-	-	-	2	-	*	2	*	-
	1%	1%	-	-	2%	-	-	-	2%	-	*	1%	5%	-
First Utility	8	4	4	-	2	4	2	-	3	1	4	8	1	-
	3%	2%	21%	-	3%	4%	4%	-	4%	2%	4%	5%	8%	-
Green Star Energy	3	3	-	-	2	1	-	-	1	-	1	2	1	-
	1%	1%	-	-	3%	1%	-	-	1%	-	1%	1%	8%	-
isupply Energy	2	2	-	-	2	-	-	-	-	2	-	2	-	-
	1%	1%	-	-	2%	-	-	-	-	3%	-	1%	-	-
Npower	21	21	-	-	9	9	4	-	4	2	14	18	-	2
	9%	10%	-	-	10%	8%	10%	-	6%	4%	12%	10%	-	5%
Ovo	1	1	-	-	1	1	-	-	1	1	-	1	-	1
	1%	1%	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%
Sainsbury's Energy	2	2	-	-	2	-	-	-	1	1	-	2	-	-
	1%	1%	-	-	2%	-	-	-	1%	2%	-	1%	-	-
Scottish Hydro	3	3	-	-	1	2	-	-	-	-	3	1	-	-
	1%	1%	-	-	1%	2%	-	-	-	-	3%	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/i/j/k - a/l/m/n
 *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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	237	218	19	-	79	109	42	7	75	50	107	171	12	52
Weighted Base	239	219	20**	..*	84*	109*	41*	5**	70*	53*	112*	182	9**	48*
Scottish Power	27	25	3	-	12	9	6	1	8	6	13	19	3	5
	11%	11%	13%	-	14%	8%	14%	18%	11%	12%	12%	11%	34%	10%
Southern Electric	7	7	-	-	2	5	1	-	3	1	3	6	-	1
	3%	3%	-	-	2%	4%	1%	-	4%	2%	3%	4%	-	1%
SSE (Scottish and Southern Energy)	14	12	2	-	1	11	2	-	4	3	8	12	1	1
	6%	6%	9%	-	1%	10%e	4%	-	5%	5%	7%	6%	6%	2%
Swalec	8	8	-	-	1	4	3	-	3	4	2	5	-	3
	3%	4%	-	-	1%	3%	8%	-	4%	7%	1%	3%	-	5%
Utilita	1	1	-	-	-	-	-	1	1	-	-	-	-	1
	*	*	-	-	-	-	-	13%	1%	-	-	-	-	1%
Other	1	1	-	-	-	1	-	-	1	-	-	1	-	-
	*	1%	-	-	-	1%	-	-	2%	-	-	1%	-	-
SUMMARY CODES														
SIX LARGE SUPPLIERS	181	168	13	-	65	81	33	2	49	40	88	140	6	35
	76%	77%	64%	-	77%	74%	80%	51%	70%	76%	79%	77%	66%	72%
SSE ALL	32	30	2	-	5	21	6	-	9	7	15	25	1	4
	13%	14%	9%	-	6%	20%e	14%	-	13%	14%	14%	13%	6%	9%
Don't know	35	32	3	-	8	18	7	2	12	6	15	24	1	10
	14%	14%	16%	-	10%	17%	16%	38%	18%	12%	14%	13%	8%	20%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	199	176	15	8	64	102	33	47	48	59	45
	4%g	4%	3%	3%	6%afg	4%g	2%	4%	3%	6%ak	4%
No	5010	4302	427	281	957	2644	1410	1210	1637	997	1167
	95%e	95%	95%	97%	92%	95%e	97%aef	95%j	96%j	93%	95%j
Refused	12	9	3	-	2	5	5	1	1	5	5
	-	-	1%	-	-	-	-	-	-	1%	1%
Don't know	49	43	5	2	12	26	11	15	14	13	7
	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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	199	51	132	12	4	31	168	95	61	41
	4%h	4%	4% ^d	2%	2%	4%	4%	3%	6% ^{ah}	5% ^h
No	5010	1337	2957	550	166	762	4248	3172	972	794
	95% ⁱ	96%	95%	95%	96%	95%	95%	96% ^{ij}	93%	94%
Refused	12	1	2	9	-	2	10	7	2	3
	-	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	49	11	29	7	3	4	45	32	8	8
	1%	1%	1%	1%	2%	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)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Yes	199	173	13	12	19	180	33	9	167	31
	4% ^d	4% ^d	3%	2%	4%	4%	6%	4%	4%	5%
No	5010	3754	494	710	416	4594	560	189	4433	558
	95%	95%	96%	97% ^{ab}	95%	95%	93%	94%	95%	94%
Refused	12	5	2	1	2	10	-	1	7	1
	*	*	*	*	*	*	*	1% ^g	*	*
Don't know	49	30	5	8	3	47	6	1	39	6
	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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Yes	199	177	22	1	107	75	16	1	66	38	90	136	15	45
4%gh		4%	4%	3%	14%algh	5%gh	1%h	*	4%	3%	4%	4%	3%	5%al
No	5010	4478	511	22	678	1431	1864	1038	1419	1079	2420	3719	449	796
95%ae		95%	94%	93%	86%	95%ae	98%aeah	96%ae	95%	95%	95%	96%an	95%	94%
Refused	12	10	2	-	-	1	10	1	1	3	2	6	-	-
*		-	-	-	-	-	-	1%aefg	-	-	-	-	-	-
Don't know	49	39	9	1	-	3	15	32	8	13	23	23	7	8
1%ef		1%	2%	4%	-	-	1%ef	3%aefg	1%	1%	1%	1%	2%l	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	197	174	14	9	62	91	44	36	39	55	67	
Weighted Base	199	176	15**	8**	64*	102*	33*	47*	48*	59*	45*	
Monthly direct debit	75 38%	66 37%	7 47%	3 34%	18 28%	42 42%	15 46%	16 34%	21 44%	19 33%	19 43%	
Quarterly direct debit	25 12%	22 12%	1 7%	2 26%	11 17%	9 9%	5 15%	6 12%	5 11%	8 14%	6 12%	
Pay by cheque, cash or card on receipt of your bill	48 24%	44 25%	2 10%	2 29%	9 14%	31 30%e	8 25%	18 39%i	8 17%	12 20%	10 21%	
Prepayment meter (where you top up credit onto a key or card)	31 16%	28 16%	3 19%	-	17 27%fg	12 12%	2 6%	4 9%	6 13%	13 22%	7 17%	
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 -	-	1 4%	-	1 1%	-	-	-	-	-	1 1%	
Weekly / fortnightly payment scheme	1 1%	-	1 8%	-	-	-	1 4%f	-	1 2%	-	-	
Payment card / book where you can pay money in whenever you choose (ad hoc)	13 6%	11 6%	1 6%	1 12%	6 9%	6 5%	2 5%	2 3%	5 10%	5 8%	1 3%	
Other	4 2%	4 2%	-	-	2 3%	3 3%	-	2 4%	-	1 2%	1 3%	
Don't know	1 -	1 -	-	-	1 1%	-	-	-	1 2%	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	197	66	112	15	4	35	162	90	57	47
Weighted Base	199	51*	132	12**	4**	31**	168	95*	61*	41*
Monthly direct debit	75	20	49	5	3	10	66	38	22	13
	38%	38%	37%	40%	61%	31%	39%	41%	37%	31%
Quarterly direct debit	25	4	18	2	2	4	20	12	6	7
	12%	7%	13%	13%	39%	13%	12%	12%	10%	17%
Pay by cheque, cash or card on receipt of your bill	48	14	31	3	-	13	35	30	10	7
	24%	28%	23%	26%	-	41%	21%	32%	17%	16%
Prepayment meter (where you top up credit onto a key or card)	31	10	21	-	-	1	30	5	13	12
	16% ^{ah}	20%	16%	-	-	4%	18%	6%	22% ^{ah}	30% ^{ah}
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	-	-	-	1
	*	1%	-	-	-	2%	-	-	-	2%
Weekly \ fortnightly payment scheme	1	-	-	1	-	-	1	-	-	1
	1%	-	-	10%	-	-	1%	-	-	3%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	13	1	11	1	-	3	10	7	5	1
	6%	3%	8%	7%	-	8%	6%	8%	8%	1%
Other	4	1	3	*	-	-	4	1	3	-
	2%	2%	2%	4%	-	-	3%	1%	5%	-
Don't know	1	1	-	-	-	-	1	-	1	-
	-	2%	-	-	-	-	1%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	197	164	15	18	21	176	26	13	168	28
Weighted Base	199	173	13**	12**	19**	180	33**	9**	167	31**
Monthly direct debit	75 38%	63 37%	8 60%	4 33%	7 38%	68 38%	11 34%	4 41%	68 40%	8 26%
Quarterly direct debit	25 12%	22 13%	1 7%	1 10%	1 4%	24 13%	4 13%	1 16%	22 13%	2 7%
Pay by cheque, cash or card on receipt of your bill	48 24%	43 25%	3 21%	2 18%	4 24%	43 24%	6 17%	-	35 21%	12 38%
Prepayment meter (where you top up credit onto a key or card)	31 16%	29 17%	-	2 16%	6 34%	25 14%	12 36%	4 43%	28 17%	3 10%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	1 *	-	-	-	1 *	-	-	1 *	-
Weekly \ fortnightly payment scheme	1 1%	-	1 9%	-	-	1 1%	-	-	1 1%	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	13 6%	10 6%	-	2 19%	-	13 7%	-	-	9 5%	4 13%
Other	4 2%	4 2%	-	* 4%	-	4 2%	-	-	4 2%	1 3%
Don't know	1 *	1 *	-	-	-	1 *	-	-	-	1 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	197	173	23	1	103	74	18	2	66	42	83	131	16	47
Weighted Base	199	177	22**	1**	107*	75*	16**	1**	66*	38*	90*	136	15**	45*
Monthly direct debit	75	66	9	1	42	23	10	1	26	20	29	46	5	23
	38%	37%	40%	100%	39%	31%	63%	46%	39%	53%k	32%	34%	34%	52%l
Quarterly direct debit	25	24	1	-	12	11	2	-	4	5	15	17	-	7
	12%	13%	4%	-	11%	14%	12%	-	8%	14%	17%	12%	-	15%
Pay by cheque, cash or card on receipt of your bill	48	42	6	-	25	19	3	1	14	6	24	41	6	3
	24% <i>n</i>	24%	27%	-	24%	26%	17%	54%	21%	17%	27%	30% <i>n</i>	40%	7%
Prepayment meter (where you top up credit onto a key or card)	31	27	5	-	15	14	1	-	16	5	9	19	2	12
	16%	15%	21%	-	14%	19%	9%	-	25% <i>k</i>	13%	10%	14%	11%	26%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	-	-	1	-	-	-	-	-
	*	*	-	-	-	1%	-	-	1%	-	-	-	-	-
Weekly \ fortnightly payment scheme	1	1	-	-	-	1	-	-	-	-	1	-	-	-
	1%	1%	-	-	-	2%	-	-	-	-	1%	-	-	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	13	13	-	-	11	2	-	-	5	-	8	10	1	-
	6%	7%	-	-	10%	3%	-	-	7%	-	9%	7%	9%	-
Other	4	4	1	-	2	2	-	-	1	*	3	4	-	-
	2%	2%	4%	-	2%	3%	-	-	1%	1%	3%	3%	-	-
Don't know	1	-	1	-	-	1	-	-	-	1	-	-	1	-
	*	-	4%	-	-	1%	-	-	-	2%	-	-	8%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	183	163	13	7	62	96	25	45	49	50	38
	3%	3%	2%	2%	5%afg	3%g	1%	3%	3%	4%j	3%
No	5728	4848	536	345	1089	2975	1664	1391	1826	1159	1353
	96%e	96%e	96%e	97%e	94%e	96%e	98%aef	96%e	97%j	95%e	96%e
Refused	13	10	3	-	3	5	5	1	1	5	5
	-	-	-	-	-	-	-	-	-	-	-
Don't know	46	40	4	3	9	28	10	14	13	11	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	969
Yes	183	48	122	9	3	36	147	82	65	35
	3%dh	3% ^d	4% ^d	1%	2%	4%	3%	2%	5% ^{ah}	4% ^h
No	5728	1589	3337	615	187	907	4822	3565	1152	923
	96% ⁱ	96%	96%	96%	96%	96%	96%	97% ^{aij}	94%	95%
Refused	13	1	1	10	-	1	11	6	3	3
	-	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	46	13	24	6	4	4	43	28	10	7
	1%	1%	1%	1%	2% ^c	-	1%	1%	1%	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes	183	163	9	11	23	160	34	10	152	30
	3%cd	4%cd	2%	1%	5%l	3%	5%a	4%	3%	4%
No	5728	4234	591	847	473	5255	638	208	5045	660
	96%	96%	97%ab	98%ab	95%	96%	94%	95%	96%j	95%
Refused	13	4	2	1	1	12	-	1	7	1
	*	*	*	*	*	*	-	1%g	*	*
Don't know	46	28	5	5	1	45	5	1	35	7
	1%	1%	1%	1%	*	1%	1%	*	1%	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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes	183	156	26	1	109	59	13	1	62	35	81	122	14	40
3%gh		3%	4%	3%	12%aigh	4%gh	1%h	*	4%	3%	3%	3%	3%	4%j
No	5728	5120	586	22	773	1620	2127	1209	1626	1233	2784	4193	526	929
96%ce		96%bc	94%	93%	88%	96%be	99%aefh	97%ke	96%	96%	97%	97%	96%	95%
Refused	13	11	2	-	-	-	2	11	1	2	3	6	-	-
*	*	*	-	-	-	-	*	1%aefg	-	*	*	*	-	-
Don't know	46	35	11	1	-	2	14	31	10	12	16	23	7	6
1%ef		1%	2%ab	4%	-	-	1%ef	2%aefg	1%	1%	1%	1%	1%j	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	180	159	12	9	60	84	36	35	41	46	58
Weighted Base	183	163	13**	7**	62*	96*	25*	45*	49*	50*	38*
Monthly direct debit	56 31%	53 32%	3 22%	1 9%	13 21%	32 33%	11 44%e	14 31%	18 37%	11 22%	13 34%
Quarterly direct debit	27 15%	24 15%	1 8%	2 30%	12 19%	11 12%	4 16%	7 15%	10 19%	7 14%	3 9%
Pay by cheque, cash or card on receipt of your bill	49 27%	43 27%	3 22%	3 47%	10 15%	33 34%e	7 28%	17 38%	8 17%	12 23%	12 32%
Prepayment meter (where you top up credit onto a key or card)	33 18%	28 17%	5 37%	-	18 29%fg	12 13%	2 6%	2 5%	8 16%	14 29%h	8 21%h
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 -	-	1 5%	-	1 1%	-	-	-	-	-	1 2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	8 5%	1 6%	1 14%	5 8%	4 4%	1 3%	2 4%	5 10%k	3 6%	-
I only changed the bank \ building account bills are paid from	2 1%	2 1%	-	-	-	2 2%	-	2 4%	-	-	-
Other	5 3%	5 3%	-	-	3 5%	2 2%	-	2 4%	-	3 6%	1 2%
Don't know	1 -	1 1%	-	-	1 1%	-	-	-	1 2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/e/fg - a/h/ij/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	180	60	104	13	3	43	137	82	58	39
Weighted Base	183	48*	122*	9**	3**	36*	147	82*	65*	35*
Monthly direct debit	56 31%	15 31%	37 30%	3 29%	1 48%	7 20%	49 33%	24 29%	20 31%	11 31%
Quarterly direct debit	27 15%	2 4%	22 18%b	1 14%	1 33%	3 8%	24 16%	14 18%	9 13%	4 11%
Pay by cheque, cash or card on receipt of your bill	49 27%	16 34%	30 25%	3 32%	-	17 48%ag	32 22%	31 38%h	11 18%	7 20%
Prepayment meter (where you top up credit onto a key or card)	33 18%	10 21%	20 17%	1 16%	1 19%	7 18%	26 18%	7 9%	13 20%	13 36%ah
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	1 1%	-	-	-	1 2%	-	-	-	1 2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	1 2%	8 6%	1 9%	-	1 3%	9 6%	3 4%	6 10%	-
I only changed the bank \ building account bills are paid from	2 1%	-	2 1%	-	-	-	2 1%	2 2%	-	-
Other	5 3%	2 5%	3 3%	-	-	-	5 4%	1 1%	5 7%	-
Don't know	1 -	1 2%	-	-	-	-	1 1%	-	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	180	152	11	17	23	157	27	14	152	27
Weighted Base	183	163	9**	11**	23**	160	34**	10**	152	30**
Monthly direct debit	56 31%	49 30%	5 48%	2 22%	7 32%	49 30%	8 25%	4 40%	52 34%	4 13%
Quarterly direct debit	27 15%	24 15%	1 10%	2 15%	3 11%	24 15%	5 15%	1 6%	24 16%	3 10%
Pay by cheque, cash or card on receipt of your bill	49 27%	43 27%	4 42%	2 21%	4 15%	46 29%	6 17%	1 13%	36 23%	13 44%
Prepayment meter (where you top up credit onto a key or card)	33 18%	30 18%	-	3 25%	8 35%	25 15%	13 37%	4 41%	30 20%	3 10%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	1 *	-	-	-	1 *	-	-	1 *	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	8 5%	-	2 16%	2 7%	8 5%	2 5%	-	4 3%	6 18%
I only changed the bank \ building account bills are paid from	2 1%	2 1%	-	-	-	2 1%	-	-	2 1%	-
Other	5 3%	5 3%	-	-	-	5 3%	-	-	5 3%	1 3%
Don't know	1 *	1 1%	-	-	-	1 1%	-	-	-	1 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	180	152	27	1	105	58	15	2	60	40	74	117	16	39
Weighted Base	183	156	26**	1**	109*	59*	13**	1**	62*	35*	81*	122	14**	40*
Monthly direct debit	56	47	8	1	37	12	8	-	18	17	20	25	6	21
	31%	30%	30%	100%	34%	20%	56%	-	29%	47% ^{kl}	25%	20%	42%	54% ^{all}
Quarterly direct debit	27	24	2	-	15	10	2	-	4	5	18	18	-	7
	15%	16%	9%	-	14%	17%	13%	-	7%	14%	22% ^{kl}	15%	-	17%
Pay by cheque, cash or card on receipt of your bill	49	43	6	-	25	21	3	1	17	5	25	42	5	3
	27% ⁿ	28%	24%	-	23%	35%	20%	54%	27%	14%	31%	34% ⁿ	38%	7%
Prepayment meter (where you top up credit onto a key or card)	33	28	5	-	20	11	1	1	17	7	9	23	1	8
	18%	18%	18%	-	18%	18%	11%	46%	27% ^{kl}	19%	11%	19%	4%	21%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	-	-	1	-	-	-	-	-
	*	*	-	-	-	1%	-	-	1%	-	-	-	-	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10	8	2	-	9	1	-	-	3	2	5	7	1	-
	5%	5%	6%	-	8%	1%	-	-	5%	5%	6%	6%	9%	-
I only changed the bank \ building account bills are paid from	2	2	-	-	2	-	-	-	-	-	2	2	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	1%	-	-
Other	5	3	2	-	2	3	-	-	2	-	3	5	-	-
	3%	2%	9%	-	2%	5%	-	-	4%	-	4%	4%	-	-
Don't know	1	-	1	-	-	1	-	-	-	1	-	-	1	-
	*	-	3%	-	-	1%	-	-	-	2%	-	-	6%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	627	542	60	25	79	367	181	212	218	121	77
	12%ek	12%	13%	9%	8%	13%e	12%e	17%aijk	13%k	11%k	6%
No	4527	3900	375	252	940	2340	1246	1029	1451	926	1121
	86%h	86%	83%	87%	91%afg	84%	85%	81%	85%h	86%h	92%ahj
Refused	12	9	3	1	3	6	3	1	1	4	6
	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	105	79	12	13	12	64	29	31	31	23	19
	2%	2%	3%	5%ab	1%	2%e	2%	2%	2%	2%	2%

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	627	109	454	51	13	108	518	493	83	44
	12%bds	8%	15%abde	9%	7%	14%	12%	15%aij	8%j	5%
No	4527	1263	2602	507	154	676	3851	2736	939	784
	86%ch	90%ac	83%	88%c	89%	85%	86%	83%	90%ah	93%ahi
Refused	12	1	2	10	-	1	12	6	3	4
	-	-	-	2%abc	-	-	-	-	-	-
Don't know	105	26	62	10	7	14	91	71	18	13
	2%	2%	2%	2%	4%ab	2%	2%	2%	2%	2%

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)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Yes	627 12%cdh	547 14%acd	38 7%	38 5%	77 18%af	549 11%	56 9%h	7 4%	587 13%j	37 6%
No	4527 86%e	3345 84%	462 90%ab	673 92%ab	352 80%	4174 86%e	529 88%	188 94%ag	3967 85%	544 91%ai
Refused	12	5	2	1	1	11	-	2	8	1
Don't know	-	-	-	-	-	-	-	-	-	-
	105 2%	67 2%	13 2%	18 2%	9 2%	96 2%	15 2%	3 1%	85 2%	14 2%



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Yes	627	593	33	1	371	228	28	-	137	153	327	571	30	23
	12% ^{cghimn}	13% ^c	6%	4%	47% ^{aefgh}	15% ^{aagh}	1% ^h	-	9%	13% ⁱ	13% ⁱ	15% ^{amm}	6% ⁿ	3%
No	4527	4010	495	21	412	1259	1827	1028	1328	946	2167	3236	433	807
	86% ^{efi}	85%	91% ^{ab}	91%	53%	83% ^e	96% ^{aef}	95% ^{aef}	89% ^{ajk}	83%	85%	83%	92% ^{alm}	95% ^{alm}
Refused	12	11	2	-	-	1	2	10	2	2	3	6	-	-
	*	*	*	-	-	*	*	1% ^{aefg}	*	*	*	*	-	-
Don't know	105	90	14	1	2	22	39	42	27	32	39	71	8	18
	2% ^e	2%	3%	4%	*	1% ^e	2% ^e	4% ^{aefg}	2%	3% ^k	2%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4633	3981	371	281	945	2074	1614	848	1206	886	1693
Weighted Base	4644	3987	390	266	956	2410	1278	1061	1483	953	1146
Yes	446	387	42	17	33	262	131	156	165	65	60
	10%aj	10%	11%	7%	3%	12%aae	10%ae	15%aijk	11%ik	7%	5%
No	4061	3495	333	234	903	2054	1104	862	1286	853	1061
	87%ah	88%	85%	88%	94%afg	85%	86%	81%	87%h	89%h	93%ahij
Refused	14	11	3	-	4	6	5	1	2	6	5
	-	-	1%	-	-	-	-	-	-	1%	-
Don't know	122	95	12	15	16	68	38	42	31	29	21
	3%	2%	3%	6%ab	2%	3%	3%	4%aik	2%	3%	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4633	1642	2271	539	181	800	3773	2540	931	984
Weighted Base	4644	1290	2666	527	161	690	3953	2813	960	801
Yes	446	90	302	46	8	67	379	369	39	33
10%bj		7%	11%abe	9%	5%	10%	10%	13%aj	4%	4%
No	4061	1169	2293	455	145	598	3463	2352	897	749
87%h		91%acd	86%	86%	90%	87%	88%	84%	93%ah	94%ah
Refused	14	1	3	10	-	1	13	7	4	3
				2%abc	-					
Don't know	122	30	68	16	8	25	98	85	19	15
3%		2%	3%	3%	5%	4%	2%	3%	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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4633	3098	536	936	384	4249	444	253	4096	510
Weighted Base	4644	3417	476	693	362	4282	544	193	4060	560
Yes	446	371	35	37	55	391	39	4	429	15
10%dh		11%cd	7%	5%	15%af	9%	7%h	2%	11%j	3%
No	4081	2960	426	629	296	3765	493	186	3515	530
87%e		87%	89%	91%ab	82%	88%e	91%	96%ag	87%	95%ai
Refused	14	6	2	1	1	14	1	1	8	2
	*	*	*	*	*	*	*	*	*	*
Don't know	122	80	14	24	10	112	11	2	107	12
3%		2%	3%	4%	3%	3%	2%	1%	3%	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4633	4196	474	23	383	1219	1886	1145	1491	958	2075	3143	495	915
Weighted Base	4644	4111	511	22**	414	1282	1868	1080	1357	980	2208	3313	441	826
Yes	446	426	20	-	153	228	56	9	84	108	247	402	22	25
	10% ^{cghimn}	10% ^c	4%	-	37% ^{aefgh}	18% ^{aagh}	3% ^h	7%	6%	11% ⁱ	11% ⁱ	12% ^{ammn}	5%	3%
No	4061	3566	474	21	257	1029	1763	1012	1244	838	1898	2819	410	782
	87% ^{efl}	87% ^c	93% ^{ab}	96%	62%	80% ^e	94% ^{aef}	94% ^{aef}	92% ^{ajk}	85%	86%	85%	93% ^{al}	95% ^{al}
Refused	14	12	2	-	-	1	3	11	4	2	2	8	1	-
	-	-	-	-	-	-	-	1% ^{fg}	-	-	-	-	-	-
Don't know	122	107	14	1	4	24	45	49	26	33	60	84	9	18
	3%	3%	3%	4%	1%	2%	2%	5% ^{aefg}	2%	3% ⁱ	3%	3%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base 5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes 1245 24% ^{gk}	1088 24%	101 22%	56 19%	222 21%	751 27% ^{aaeg}	272 19%	418 33% ^{aijk}	428 25% ^{jk}	226 21% ^k	173 14%
No 3922 74% ^{fh}	3363 74%	335 74%	225 77%	797 77% ^{af}	1962 71%	1163 80% ^{af}	824 65%	1247 73% ^h	822 77% ^h	1029 84% ^{ahij}
Refused 15 -	10 -	3 1%	3 1% ^{ab}	3 -	8 -	4 -	1 -	5 -	4 -	6 -
Don't know 88 2%	69 2%	11 3%	8 3%	12 1%	56 2%	20 1%	30 2% ^{il}	20 1%	22 2%	16 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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	1245	195	901	123	26	150	1095	959	178	102
	24%beff	14%	29%abde	21%b	15%	19%	24%f	29%aij	17%j	12%
No	3922	1183	2165	431	143	631	3291	2284	841	730
	74%ch	85%acd	69%	75%c	83%acd	79%ag	74%	69%	81%ah	86%ahi
Refused	15	-	3	10	2	1	14	6	6	3
	b	-	-	2%abc	1%abc	-	-	-	1%	-
Don't know	88	21	51	14	2	17	71	57	18	11
	2%	1%	2%	2%	1%	2%	2%	2%	2%	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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Yes	1245	1093	85	61	127	1118	159	23	1154	85
	24%cdh	28%acd	16%d	8%	29%af	23%	27%h	12%	25%j	14%
No	3922	2801	421	653	307	3615	432	174	3409	498
	74%abe	71%	82%ab	89%abc	70%	75%ae	72%	87%ag	73%	84%ai
Refused	15	7	2	1	1	15	-	1	9	2
	*	*	*	*	*	*	-	1%g	*	*
Don't know	88	62	7	15	5	83	9	2	75	11
	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Yes	1245	1177	67	1	626	557	56	7	278	272	679	1067	67	101
		24% ^{cghimn}	25% ^c	4%	80% ^{aalgh}	37% ^{aagh}	3% ^h	7%	19%	24% ⁱ	27% ^{ail}	27% ^{ammn}	14%	12%
No	3922	3441	460	21	156	934	1807	1025	1187	837	1816	2754	395	729
		74% ^{efkl}	73%	91%	20%	62% ^{ae}	95% ^{aef}	95% ^{aef}	79% ^{ajk}	74%	72%	71%	84% ^{al}	86% ^{al}
Refused	15	13	2	-	-	-	5	11	3	3	3	8	-	2
		-	-	-	-	-	-	1% ^{aefg}	-	-	-	-	-	-
Don't know	88	74	13	1	3	18	29	38	25	21	37	55	8	16
		2% ^e	2%	4%	-	1%	2% ^e	4% ^{aefg}	2%	2%	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 haven't switched gas supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4473	3828	370	275	833	2014	1626	834	1178	866	1595
Weighted Base	4490	3840	390	260	849	2341	1300	1043	1440	929	1079
Yes	807	699	65	44	137	492	178	268	298	158	116
	18%gk	18%	17%	17%	16%	21%aag	14%	26%aijk	18%k	17%k	11%
No	3599	3078	314	207	699	1801	1098	752	1151	750	945
	80%fh	80%	80%	80%	82%f	77%	84%af	72%	80%h	81%h	88%ahj
Refused	15	10	3	3	3	8	4	1	5	4	6
	-	-	1%	1%ab	-	-	-	-	-	-	1%
Don't know	69	54	9	6	10	40	20	22	18	18	12
	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	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 haven't switched gas supplier in the last 12 months

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4473	1575	2205	519	174	875	3598	2636	846	911
Weighted Base	4490	1243	2585	505	156	714	3776	2805	875	738
Yes	807	131	571	88	18	106	701	632	114	57
	18%be	11%	22%abde	17%b	11%	15%	19%f	23%aij	13%j	8%
No	3599	1094	1973	396	134	593	3005	2121	743	670
	80%ch	88%acd	76%	78%	86%cd	83%g	80%	76%	85%ah	91%ahi
Refused	15	-	3	10	2	1	14	6	6	3
	b	-	-	2%abc	1%abc	-	-	-	1%h	-
Don't know	69	18	37	12	2	14	55	46	12	8
	2%	1%	1%	2%	1%	2%	1%	2%	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 haven't switched gas supplier in the last 12 months

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4473	2970	520	925	391	4082	387	216	3960	488
Weighted Base	4490	3286	463	689	373	4117	474	161	3933	534
Yes	807	698	57	48	87	720	91	12	747	57
	18%cdh	21%acd	12%d	7%	23%af	17%	19%h	8%	19%j	11%
No	3599	2535	398	626	282	3316	378	147	3119	466
	80%be	77%	86%ab	91%abc	78%	81%e	80%	91%ag	79%	87%ai
Refused	15	7	2	1	1	15	-	1	9	2
	*	*	*	*	*	*	-	1%	*	*
Don't know	69	46	6	13	3	66	5	1	58	9
	2%	1%	1%	2%	1%	2%	1%	*	1%	2%

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 haven't switched gas supplier in the last 12 months

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4473	3996	453	24	417	1097	1825	1134	1399	955	2019	3108	494	801
Weighted Base	4490	3978	489	23**	466	1148	1805	1072	1285	980	2135	3268	444	723
Yes	807	758	48	1	362	394	45	6	171	188	439	694	48	54
	18% ^{cghimn}	19% ^c	10% ⁱ	4% ^j	78% ^{afgh}	34% ^{agh}	2% ^h	7% ⁱ	13% ^j	19% ⁱ	21% ^{ai}	21% ^{amm}	11% ⁿ	7% ^o
No	3599	3147	430	21	102	747	1731	1019	1091	770	1666	2520	389	655
	80% ^{efl}	79% ^f	88% ^{ab}	91% ^f	22% ^g	65% ^{ae}	96% ^{aef}	95% ^{aeef}	85% ^{ajk}	79% ^f	78% ^f	77% ^f	88% ^{al}	91% ^{al}
Refused	15	13	2	-	-	-	5	11	3	3	3	8	-	2
	0	0	1%	-	-	-	1%	1% ^{aefg}	0	0	0	0	-	0
Don't know	69	60	9	1	2	7	24	37	20	19	27	45	7	11
	2% ^f	1% ^f	2% ^f	4% ^f	0	1% ^f	1% ^f	3% ^{aefg}	2% ^f	2% ^f	1% ^f	1% ^f	1% ^f	2% ^f

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	1219	1057	100	62	213	727	279	402	431	219	167
	23%gk	23%	22%	21%	21%	26%aag	19%	32%aijk	25%jk	20%k	14%
No	3959	3400	339	220	806	2000	1153	845	1248	834	1034
	75%fh	75%	75%	76%	78%f	72%	79%af	66%	73%h	78%hi	85%ahij
Refused	16	11	3	2	3	9	4	1	2	6	6
	-	-	1%	1%	-	-	-	-	-	1%	-
Don't know	76	62	7	7	13	40	23	24	20	15	16
	1%	1%	2%	2%	1%	1%	2%	2%	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2558	589	193	979	4234	3053	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	1219	195	879	116	30	162	1057	932	184	93
	23%bj	14%	28%abde	20%b	17%	20%	24%f	28%aij	18%j	11%
No	3959	1182	2196	439	143	622	3338	2314	842	738
	75%ch	84%acd	70%	76%c	82%ac	78%	75%	70%	81%ah	87%ahi
Refused	16	1	2	11	1	1	14	6	5	4
	-	-	-	2%abc	-	-	-	-	-	1%
Don't know	76	21	43	12	1	14	62	53	11	10
	1%	2%	1%	2%	1%	2%	1%	2%	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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5213	3585	577	983	462	4751	493	273	4641	542
Weighted Base	5270	3963	514	730	439	4831	600	201	4647	596
Yes	1219	1084	77	52	130	1089	149	21	1125	89
	23%cdh	27%acd	15%cd	7%	30%af	23%	25%h	11%	24%j	15%
No	3959	2822	430	660	304	3655	440	175	3453	491
	75%be	71%	84%ab	90%abc	69%	76%e	73%	87%ag	74%	82%ai
Refused	16	6	2	2	1	15	-	1	8	2
	*	*	*	*	*	*	-	1%g	*	*
Don't know	76	51	5	17	4	72	10	3	60	14
	1%	1%	1%	2%b	1%	1%	2%	1%	1%	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5213	4686	503	24	711	1442	1915	1145	1621	1101	2372	3669	520	940
Weighted Base	5270	4704	543	23**	785	1510	1896	1080	1494	1133	2535	3883	470	849
Yes	1219	1150	68	1	635	527	51	6	274	282	647	1059	63	85
No	3959	3482	456	21	148	964	1818	1029	1194	828	1856	2772	399	751
Refused	16	13	2	-	-	-	3	12	3	5	2	7	-	1
Don't know	76	59	17	1	2	18	24	33	23	19	31	45	9	12
		1%e	1%e	3%ab	4%	-	1%e	1%e	2%	2%	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 haven't changed gas tariff in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4633	3981	371	281	945	2074	1614	848	1206	886	1693
Weighted Base	4644	3987	390	266	956	2410	1278	1061	1483	953	1146
Yes	769	668	57	45	154	448	167	243	262	148	117
	17%gk	17%	15%	17%	16%g	19%g	13%	23%aijk	18%k	16%k	10%
No	3784	3248	323	213	785	1913	1085	793	1199	785	1008
	81%h	81%	83%	80%	82%	79%	85%af	75%	81%h	82%h	88%ahj
Refused	16	11	3	2	3	9	4	1	2	6	6
	-	-	1%	1%	-	-	-	-	-	1%	1%
Don't know	75	61	7	7	13	40	22	24	20	14	16
	2%	2%	2%	3%	1%	2%	2%	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 haven't changed gas tariff in the last 12 months

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4633	1642	2271	539	181	860	3773	2640	931	984
Weighted Base	4644	1290	2666	527	161	690	3953	2813	960	801
Yes	769	128	543	78	20	98	671	571	129	63
	17%bjj	10%	20%abde	15%b	13%	14%	17%	20%aij	13%j	8%
No	3784	1141	2078	425	139	578	3206	2183	815	725
	81%ch	88%acd	78%	81%	86%c	84%	81%	78%	85%ah	91%ahi
Refused	16	1	2	11	1	1	14	6	5	4
	-	-	-	2%abc	-	-	-	-	-	1%
Don't know	75	20	43	12	1	12	62	52	11	9
	2%	2%	2%	2%	1%	2%	2%	2%	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 haven't changed gas tariff in the last 12 months

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4633	3098	536	936	384	4249	444	253	4096	510
Weighted Base	4644	3417	476	693	362	4282	544	193	4060	560
Yes	769	671	58	35	74	695	108	16	705	61
	17%cdh	20%acd	12%d	5%	20%f	16%	20%h	9%	17%j	11%
No	3784	2688	411	640	283	3501	426	173	3287	483
	81%ab	79%	86%ab	92%abc	78%	82%	78%	89%ag	81%	86%ai
Refused	16	6	2	2	1	15	-	1	8	2
	*	*	*	*	*	*	-	1%	*	*
Don't know	75	51	5	15	4	71	10	3	59	14
	2%	1%	1%	2%	1%	2%	2%	1%	1%	3%

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 haven't changed gas tariff in the last 12 months

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4633	4196	474	23	383	1219	1886	1145	1491	958	2075	3143	495	915
Weighted Base	4644	4111	511	22**	414	1282	1868	1080	1357	980	2208	3313	441	826
Yes	769	720	49	-	315	406	43	6	179	170	409	646	42	71
No	3784	3320	442	21	97	860	1798	1029	1153	787	1767	2615	391	741
Refused	16	13	2	-	-	-	3	12	3	5	2	7	-	1
Don't know	75	57	17	1	2	16	24	33	21	19	31	45	8	12
	2%	1%	3%ab	4%	-	1%	1%	3%aefg	2%	2%	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	876	746	82	48	114	522	240	302	298	149	127
	15% ^{ajk}	15%	15%	14%	10%	17% ^{aaeg}	14% ^e	21% ^{aijk}	18% ^{jk}	12% ^k	9%
No	4980	4228	459	293	1029	2520	1431	1116	1563	1049	1252
	83% ^{fh}	84%	82%	83%	88% ^{afg}	81%	84% ^f	77%	83% ^h	86% ^{hi}	89% ^{ahij}
Refused	14	10	3	1	3	7	4	1	3	5	5
	-	-	1%	-	-	-	-	-	-	-	-
Don't know	100	76	12	12	17	54	29	33	25	21	22
	2%	2%	2%	3% ^{ab}	1%	2%	2%	2%	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3582	1230	969
Yes	876	147	628	84	17	139	737	677	115	77
	15%bde	9%	18%abde	13%b	9%	15%	15%	18%aij	9%	8%
No	4980	1475	2799	532	174	789	4191	2932	1093	875
	83%ch	89%acd	80%	83%	90%acd	83%	83%	80%	89%ah	90%ah
Refused	14	2	2	10	-	1	13	6	4	4
	-	-	-	2%abc	-	-	-	-	-	-
Don't know	100	28	56	13	3	19	81	67	19	14
	2%	2%	2%	2%	2%	2%	2%	2%	2%	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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes	876 15%cdh	756 17%acd	66 11%cd	45 5%	114 23%af	762 14%	86 13%h	14 6%	806 15%j	63 9%
No	4980 83%be	3599 81%	532 88%ab	800 93%abc	378	4602 84%e	581 86%	202 92%ag	4343 83%	617 88%ai
Refused	14	5	2	3	-	14	-	1	7	3
Don't know	-	-	-	-	-	-	-	-	-	-
	100	68	7	17	6	94	9	3	83	14
	2%	2%	1%	2%	1%	2%	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes	876	836	38	1	530	318	27	1	190	207	461	789	43	38
	15% ^{cghimn}	16% ^c	6%	4%	60% ^{aefgh}	19% ^{aagh}	1% ^h	*	11%	16% ⁱ	16% ⁱ	18% ^{amm}	8% ⁿⁿ	4%
No	4980	4394	564	22	346	1338	2098	1197	1480	1044	2363	3485	493	922
	83% ^{efh}	83%	90% ^{ab}	92%	39%	80% ^e	97% ^{aefh}	96% ^{aef}	87% ^{ajk}	81%	83%	80%	90% ^{al}	95% ^{alm}
Refused	14	12	2	-	-	-	2	12	2	5	2	7	-	1
	*	*	*	-	-	-	*	1% ^{aefg}	*	1%	*	*	-	*
Don't know	100	80	20	1	5	24	29	42	27	28	38	63	10	13
	2% ^a	1%	3% ^{ab}	4%	1%	1%	1%	3% ^{aefg}	2%	2%	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5121	4345	452	324	1032	2237	1852	922	1300	997	1902
Weighted Base	5095	4315	474	306	1049	2562	1463	1150	1591	1075	1279
Yes	478 9%de	416 10%cd	45 10%cd	16 5%	54 5%	277 11%e	147 10%e	157 14%aijk	158 10%k	91 8%k	72 6%
No	4502 88%h	3802 88%	417 88%	283 92%ab	978 93%afg	2247 87%	1277 87%	962 84%	1401 88%h	956 89%h	1182 92%ahj
Refused	14 -	11 -	3 1%	-	3 -	7 -	5 -	1 -	1 -	6 1%l	6 1%
Don't know	101 2%	85 2%	9 2%	7 2%	14 1%	52 2%	35 2%	29 3%	31 2%	23 2%	18 1%



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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5121	1999	2448	564	200	1009	4112	2948	1070	1109
Weighted Base	5095	1505	2857	556	177	809	4296	3005	1115	892
Yes	478	115	302	45	16	77	401	367	70	35
	9%bj	8%	11%b	8%	9%	9%	9%	12%ajj	6%j	4%
No	4502	1362	2493	489	157	712	3790	2562	1030	835
	88%h	91%ac	87%	88%	88%	88%	88%	85%	92%ah	94%ah
Refused	14	2	1	10	1	-	14	6	3	5
	0% ^c	-	-	2%abc	1% ^c	-	-	-	-	1%
Don't know	101	26	60	11	4	20	81	70	13	17
	2%	2%	2%	2%	2%	2%	2%	2%j	1%	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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5121	3333	613	1106	411	4710	483	280	4514	577
Weighted Base	5095	3672	541	820	384	4710	591	206	4433	635
Yes	478	380	40	56	54	424	57	6	451	25
	9%dh	10%cd	7%	7%	14%af	9%	10%h	3%	10%j	4%
No	4502	3220	490	744	320	4182	523	195	3891	593
	88%e	88%	91%	91%ab	83%	89%e	89%	95%ag	88%	93%ai
Refused	14	5	2	2	1	13	-	2	7	2
	*	*	*	*	*	*	-	1%ag	*	*
Don't know	101	67	9	18	9	92	11	3	84	14
	2%	2%	2%	2%	2%	2%	2%	1%	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5121	4560	537	24	324	1316	2157	1324	1672	1053	2278	3398	565	1039
Weighted Base	5095	4485	586	23**	352	1363	2130	1251	1509	1076	2403	3555	504	936
Yes	478	444	32	2	136	248	83	10	106	117	245	409	27	34
	9% ^{cghimn}	10% ^c	6%	7%	39% ^{aefgh}	18% ^{aagh}	4% ^h	7%	7%	11% ⁱ	10% ⁱ	12% ^{amm}	5%	4%
No	4502	3948	534	20	211	1095	2010	1185	1368	933	2116	3073	464	893
	88% ^{efl}	88%	91%	89%	60%	80% ^{ae}	94% ^{aef}	95% ^{aef}	91% ^{ajk}	87%	88%	86%	92% ^{alm}	95% ^{alm}
Refused	14	12	3	-	-	-	1	13	2	4	2	7	-	1
	*	*	*	-	-	-	*	1% ^{afg}	*	*	*	*	-	*
Don't know	101	82	18	1	4	19	35	42	32	23	39	66	13	9
	2% ⁿ	2%	3%	4%	1%	1%	2%	3% ^{aefg}	2%	2%	2%	2%	2% ⁿ	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	1380 23% ^{gjk}	1187 23%	121 22%	72 20%	254 22% ^g	822 26% ^{aaeg}	394 18%	470 32% ^{aijk}	468 25% ^{jk}	247 20% ^{kk}	195 14%
No	4487 75% ^{fh}	3790 75%	426 77%	270 76%	891 77% ^f	2229 72%	1366 60% ^{aeef}	957 66%	1397 74% ^h	197 78% ^{hi}	951 84% ^{ahij}
Refused	16 -	12 -	3 1%	1 -	3 -	8 -	5 -	1 -	2 -	6 1%	6 -
Don't know	88 1%	71 1%	6 1%	11 3% ^{abc}	16 1%	45 1%	28 2%	23 2%	22 1%	20 2%	24 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3582	1230	969
Yes	1380	223	997	130	29	190	1189	1005	242	118
	23%be f	13%	29%abde	20%b	15%	20%	24%f	27%a j	20%j	12%
No	4487	1399	2441	486	160	739	3747	2615	967	832
	75%ch	85%acd	70%	76%c	82%ac	78%g	75%	71%	79%ah	86%ah
Refused	16	3	3	10	-	-	16	7	5	4
	-	-	-	2%abc	-	-	-	-	-	-
Don't know	88	27	43	13	5	18	70	54	17	16
	1%	2%	1%	2%	3%	2%	1%	1%	1%	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes	1380 23%cdh	1211 27%acd	100 17%cd	57 7%	132 27%	1247 23%	160 24%h	27 12%	1259 24%j	112 16%
No	4487 75%ab	3157 71%	498 82%ab	786 91%abc	361 72%	4125 75%	508 75%	188 86%ag	3901 74%	569 81%ai
Refused	16 *	6 *	2 *	2 *	2 *	14 *	- *	1 1%g	10 *	1 *
Don't know	88 1%	55 1%	7 1%	19 2%b	2 *	86 2%	8 1%	3 1%	69 1%	16 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes	1380	1297	82	1	704	591	80	5	308	314	737	1168	72	126
	23% ^{cghimn}	24% ^{bc}	13%	4%	80% ^{aefgh}	35% ^{aagh}	4% ^h	*	18%	24% ^{ij}	26% ^{ail}	27% ^{ammn}	13%	13%
No	4487	3946	519	21	177	1076	2042	1192	1363	940	2094	3114	464	839
	75% ^{efh}	74%	83% ^{ab}	90%	20%	64% ^{ie}	95% ^{aef}	95% ^{aef}	80% ^{ajk}	73%	73%	72%	85% ^{al}	86% ^{al}
Refused	16	14	2	-	-	2	3	11	2	4	2	7	1	1
	*	*	*	-	-	*	*	1% ^{aefg}	*	*	*	*	*	*
Don't know	88	66	21	1	1	12	32	43	26	25	31	56	10	8
	1% ^{ef}	1%	3% ^{ab}	6%	*	1%	1% ^{ef}	3% ^{aefg}	2%	2% ^k	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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 haven't switched electricity supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5108	4314	468	326	921	2286	1901	960	1317	986	1845
Weighted Base	5101	4296	494	311	947	2638	1517	1196	1604	1062	1239
Yes	909	773	82	53	155	551	202	309	301	168	132
	18%gk	18%	17%	17%	16%g	21%aag	13%	26%aijk	19%k	16%k	11%
No	4105	3453	403	249	776	2047	1282	867	1283	873	1083
	80%fh	80%	82%	80%	82%f	78%	85%af	72%	80%h	82%h	87%ahj
Refused	15	12	3	-	3	7	5	1	2	5	6
	-	-	1%	-	-	-	-	-	-	-	-
Don't know	73	58	6	8	13	33	27	19	19	16	18
	1%	1%	1%	3%	1%	1%	2%	2%	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 haven't switched electricity supplier in the last 12 months

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5108	1854	2467	574	193	1034	4074	2362	996	1056
Weighted Base	5101	1465	2300	562	173	843	4258	3134	1035	850
Yes	909	148	641	96	24	137	772	667	156	75
	18%kj	10%	22%abde	17%b	14%	16%	18%	21%aij	15%j	9%
No	4105	1292	2223	444	145	691	3414	2413	864	759
	80%ch	88%acd	77%	79%	84%c	82%	80%	77%	83%ah	89%ahi
Refused	15	3	2	10	-	-	15	7	4	4
	-	-	-	2%abc	-	-	-	-	-	-
Don't know	73	22	35	12	4	15	58	47	11	13
	1%	2%	1%	2%	2%	2%	1%	2%	1%	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 haven't switched electricity supplier in the last 12 months

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5108	3330	617	1094	441	4667	438	236	4509	570
Weighted Base	5101	3681	545	814	418	4683	542	175	4446	629
Yes	909	789	69	46	87	822	93	13	828	77
	18%cdh	21%acd	13%d	6%	21%	18%	17%h	7%	19%j	12%
No	4105	2846	468	748	328	3777	444	159	3552	537
	80%b	77%	86%ab	92%abc	78%	81%	82%	91%ag	80%	85%ai
Refused	15	5	2	2	1	14	-	1	9	1
	*	*	*	*	*	*	-	1%g	*	*
Don't know	73	41	6	18	2	71	5	2	57	13
	1%	1%	1%	2%b	*	2%	1%	1%	1%	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 haven't switched electricity supplier in the last 12 months

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5108	4570	513	25	476	1247	2073	1312	1608	1082	2303	3504	574	923
Weighted Base	5101	4513	564	24**	528	1284	2047	1242	1466	1110	2420	3663	517	830
Yes	909	852	56	1	416	423	65	4	193	224	481	766	59	70
	18% ^{cghimn}	19% ^c	10% ⁱ	4% ^j	79% ^{algh}	33% ^{agh}	3% ^h	*	13% ⁱ	20% ⁱ	20% ^{ai}	21% ^{amm}	11% ^j	8% ^k
No	4105	3593	490	21	112	853	1956	1185	1252	859	1912	2842	448	755
	80% ^{efj}	80% ^j	87% ^{ab}	90% ^k	21% ^e	66% ^{ae}	96% ^{aef}	95% ^{aef}	85% ^{ajk}	77% ^j	79% ^k	78% ^l	87% ^{al}	91% ^{alm}
Refused	15	13	2	-	-	1	3	11	2	4	2	7	1	1
	*	*	*	-	-	*	*	1% ^{aefg}	*	*	*	*	*	*
Don't know	73	55	16	1	1	7	23	42	19	22	25	49	10	5
	1% ^{ef}	1% ^f	3% ^{ab}	6% ^g	*	1% ^f	1% ^e	3% ^{aefg}	1% ^f	2% ^k	1% ^g	1% ^l	2% ⁿ	1% ^o

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	1309	1134	109	67	222	778	399	448	467	219	175
	22% ^{ep}	22%	20%	19%	19%	29% ^{aaeg}	18%	31% ^{aijk}	25% ^{ajk}	19% ^k	12%
No	4544	3833	436	275	920	2265	1359	978	1394	975	1197
	76% ^{fh}	76%	78%	78%	79% ^{af}	73%	80% ^{af}	67%	74% ^h	80% ^{ahj}	85% ^{ahj}
Refused	16	12	3	1	5	7	5	1	4	4	7
	-	-	1%	-	-	-	-	-	-	-	h
Don't know	101	82	8	11	17	53	31	24	24	26	27
	2%	2%	2%	3%	1%	2%	2%	2%	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3582	1230	969
Yes	1309	202	944	133	30	192	1117	967	223	105
	22%bej	12%	27%abde	21%b	16%	20%	22%	28%aij	18%j	11%
No	4544	1412	2489	485	158	735	3809	2647	985	839
	76%ch	85%acd	71%	76%c	81%c	78%	76%	72%	80%ah	87%ahi
Refused	16	2	3	10	1	1	15	7	4	5
	-	-	-	1%abc	1%c	-	-	-	-	-
Don't know	101	35	49	12	5	20	81	61	18	21
	2%	2%	1%	2%	2%	2%	2%	2%	1%	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5939	4013	685	1164	626	5413	554	300	5272	632
Weighted Base	5970	4429	607	864	498	5472	677	220	5239	698
Yes	1309	1160	88	50	139	1171	145	23	1205	96
	22%cdh	26%acd	14%d	6%	28%af	21%	21%h	10%	23%j	14%
No	4544	3197	510	791	353	4191	524	191	3944	584
	76%be	72%	84%ab	92%abc	71%	77%e	77%	87%ag	75%	84%ai
Refused	16	4	2	3	1	15	2	1	11	1
	*	*	*	*	*	*	*	*	*	*
Don't know	101	67	7	21	6	95	6	4	80	17
	2%	2%	1%	2%	1%	2%	1%	2%	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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5939	5345	569	25	801	1629	2184	1325	1858	1245	2701	4128	604	1081
Weighted Base	5970	5322	625	24**	882	1680	2157	1251	1699	1283	2864	4344	547	975
Yes	1309	1230	78	1	689	551	65	5	282	303	701	1131	68	97
No	4544	4001	522	21	189	1115	2057	1183	1388	950	2120	3142	469	865
Refused	16	12	4	-	-	-	4	12	3	4	2	6	1	2
Don't know	101	79	21	1	5	15	31	51	27	27	41	65	10	11
		23% ^{cghimn}	13%	4%	78% ^{aefgh}	33% ^{aagh}	3% ^h	*	17%	24% ^{ij}	24% ^{ail}	26% ^{ammn}	12%	10%
		75% ^{ef}	83% ^{ab}	90%	21%	66% ^{ae}	95% ^{aef}	95% ^{aef}	82% ^{ajk}	74%	74%	72%	86% ^{al}	89% ^{al}
		1%	1%	-	-	-	1% ^{aefg}	-	-	-	-	-	-	-
		1%	3% ^{ab}	6%	1%	1%	1%	4% ^{aefg}	2%	2%	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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 haven't changed electricity tariff in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5121	4345	452	324	1032	2237	1852	922	1300	997	1902
Weighted Base	5095	4315	474	306	1049	2582	1463	1150	1591	1075	1279
Yes	628	545	46	35	124	366	135	205	228	106	89
	12% ^{gjl}	13%	10%	11%	12% ^g	14% ^{ag}	9%	18% ^{aijk}	14% ^k	10% ^k	7%
No	4354	3678	416	260	904	2156	1294	919	1339	939	1157
	85% ^{fh}	85%	88%	85%	86%	84%	88% ^{af}	80%	84% ^h	87% ^{hi}	91% ^{ahij}
Refused	16	12	3	1	5	7	5	1	4	4	7
	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	99	80	8	11	17	53	29	24	23	26	25
	2%	2%	2%	3%	2%	2%	2%	2%	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 haven't changed electricity tariff in the last 12 months

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5121	1999	2448	564	200	1009	4112	2948	1070	1109
Weighted Base	5095	1505	2857	556	177	809	4296	3005	1115	892
Yes	626	101	447	63	16	94	532	435	133	49
12%kj		7%	16%abde	11%b	9%	12%	12%	14%aij	12%j	6%
No	4354	1368	2360	471	156	694	3661	2504	961	818
85%ch		91%acd	83%	85%	88%	86%	85%	83%	86%h	92%ahi
Refused	16	2	3	10	1	1	15	7	4	5
-		-	-	2%abc	1%c	-	-	-	-	1%
Don't know	99	34	47	12	5	20	79	59	18	20
2%		2%	2%	2%	3%	2%	2%	2%	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 haven't changed electricity tariff in the last 12 months

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5121	3333	613	1106	411	4710	483	280	4514	577
Weighted Base	5095	3672	541	820	384	4710	591	206	4433	635
Yes	626 12%cdh	548 15%acd	45 8%cd	29 4%	46 12%	580 12%	78 13%h	14 7%	574 13%j	49 8%
No	4354 85%ab	3054 83%	487 90%ab	769 94%abc	333 87%	4022 85%	505 85%	186 91%a	3771 85%	567 89%ai
Refused	16	4	2	3	1	15	2	1	11	1
Don't know	99 2%	66 2%	7 1%	19 2%	5 1%	93 2%	6 1%	4 2%	78 2%	17 3%

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 haven't changed electricity tariff in the last 12 months

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5121	4560	537	24	324	1316	2157	1324	1672	1053	2278	3398	565	1039
Weighted Base	5095	4485	586	23**	352	1363	2130	1251	1509	1076	2403	3555	504	936
Yes	626	578	47	-	223	343	55	5	135	142	339	513	34	66
	12% ^{cghimn}	13% ^c	8%	-	63% ^{algh}	25% ^{lagh}	3% ^h	*	9%	13% ⁱ	14% ^{al}	14% ^{amm}	7%	7%
No	4354	3819	514	21	124	1007	2040	1182	1345	904	2023	2974	460	857
	85% ^{efl}	85%	88%	94%	35%	74% ^{le}	96% ^{aef}	95% ^{aef}	89% ^{ajk}	84%	84%	84%	91% ^{al}	92% ^{al}
Refused	16	12	4	-	-	-	4	12	3	4	2	6	1	2
	*	*	1%	-	-	-	*	1% ^{alg}	*	*	*	*	*	*
Don't know	99	76	21	1	5	12	31	51	27	27	39	63	10	11
	2% ^f	2%	4% ^{ab}	6%	1%	1%	1%	4% ^{aefg}	2%	2%	2%	2%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Gas	49	42	6	-	17	25	7	21	12	10	6
	2%	2%	3%	-	4%fg	2%	1%	3%	2%	2%	2%
Electricity	265	203	34	28	62	123	80	86	68	56	54
	12%	11%	18%ab	22%ab	14%f	10%	15%f	12%	9%	13%	14%h
Both gas and electricity	1854	1621	143	91	342	1063	449	579	635	342	298
	83%cd	84%cd	75%	72%	77%	85%e	82%	83%	87%ajk	80%	80%
Refused	4	4	-	-	2	2	1	-	-	2	3
	-	-	-	-	-	-	-	-	-	-	1%h
Don't know	64	50	8	7	20	37	8	14	17	20	14
	3%	3%	4%	5%	4%g	3%	2%	2%	2%	5%h	4%

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	365	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Gas	49	13	29	7	-	5	43	30	14	4
	2%	3%	2%	3%	-	2%	2%	2%	3%	2%
Electricity	265	62	172	21	10	53	211	160	59	41
	12%	14%	11%	10%	16%	16%ag	11%	10%	14%	17%ah
Both gas and electricity	1854	347	1286	175	45	264	1590	1332	328	180
	83%aj	79%	85%b	81%	76%	80%	83%	86%aij	77%	76%
Refused	4	2	3	-	-	2	3	3	1	-
	*	*	*	-	-	*	*	*	*	-
Don't know	64	14	32	13	5	7	57	29	21	12
	3%	3%	2%	6%ac	8%ac	2%	3%	2%	5%ah	5%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Gas	49	44	3	1	5	44	8	2	44	5
	2%	2%	2%	1%	2%	2%	3%	3%	2%	3%
Electricity	265	209	33	20	33	232	33	10	234	27
	12%	11%	19%ab	13%	15%	12%	12%	15%	11%	15%
Both gas and electricity	1854	1584	138	116	181	1673	235	52	1704	142
	83%j	84%	78%	80%	82%	83%	83%	80%	84%j	76%
Refused	4	3	-	1	1	3	-	-	4	-
	-	-	-	1%	-	-	-	-	-	-
Don't know	64	53	3	8	2	63	7	1	52	12
	3%	3%	2%	6%b	1%	3%	3%	2%	3%	6%ai

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/gh - a/ij
* 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Gas	49	42	7	-	13	30	4	2	9	8	30	39	5	8
	2%	2%	4%	-	1%	3%	2%	8%	2%	2%	3%	2%	5%	3%
Electricity	265	247	18	-	104	125	35	1	61	68	131	204	23	40
	12%	12%	12%	-	12%	11%	14%	6%	11%	14%	11%	11%	21%al	16%al
Both gas and electricity	1854	1733	120	1	746	923	173	12	447	408	966	1576	73	176
	83%gmn	83%	79%	100%	86%ag	83%g	72%	55%	83%	81%	84%	85%mn	67%	73%
Refused	4	4	-	-	1	3	-	1	1	1	3	2	1	1
	-	-	-	-	-	-	-	3%	-	-	-	-	1%	-
Don't know	64	56	8	-	2	28	28	6	20	17	27	32	7	17
	3%el	3%	5%	-	-	2%e	12%af	27%	4%	3%	2%	2%	7%al	7%al

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Save money	2030 91%k	1737 90%	177 93%	115 92%	397 90%	1142 91%	491 90%	631 90%	677 92%k	395 92%k	328 87%
Get better customer service	274 12%	235 12%	17 9%	21 17%	48 11%	150 12%	76 14%	87 12%	73 10%	68 16%l	46 12%
Wanted a fixed term / fixed price deal	105 5%	89 5%	8 4%	8 6%	17 4%	63 5%	25 5%	43 6%k	33 4%	16 4%	13 3%
Wanted a dual fuel package	100 4%	85 4%	9 5%	5 4%	11 3%	64 5%e	24 4%	32 5%	35 5%	19 4%	13 3%
Wanted a 'greener' tariff	55 2%	50 3%	4 2%	1 1%	11 2%	33 3%	12 2%	26 4%j	16 2%	5 1%	7 2%
Get other benefits (e.g. loyalty points)	53 2%g	48 3%	2 1%	2 2%	19 4%afg	29 2%g	5 1%	14 2%	12 2%	17 4%l	10 3%
Wanted an online tariff	36 2%	30 2%	1 *	6 5%abc	8 2%	24 2%	5 1%	18 3%	10 1%	4 1%	4 1%
A better deal / tariff	28 1%	23 1%	3 1%	2 2%	5 1%	17 1%	6 1%	10 1%	10 1%	7 2%	2 *
Moved / moving house	22 1%	20 1%	1 *	2 1%	5 1%	14 1%	3 1%	12 2%j	3 *	1 *	6 2%ij
Ease / convenience / hassle free	20 1%	15 1%	2 1%	2 2%	4 1%	10 1%	5 1%	7 1%	7 1%	2 *	4 1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15 1%	15 1%	-	-	4 1%	9 1%	2 *	5 1%	5 1%	1 *	3 1%
To have a different meter (for free)	10 *	9 *	-	1 1%	4 1%	6 *	1 *	2 *	3 *	2 1%	3 1%
Chosen / preferred company (all references)	8 *	6 *	1 1%	1 1%	-	4 *	3 1%	2 *	3 *	1 *	2 *
Never / not planning to switch	5 *	4 *	-	1 1%	1 *	3 *	1 *	-	4 1%	-	1 *
Better billing	4 *	3 *	-	1 1%	-	3 *	1 *	1 *	2 *	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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
To come off pre-pay meter	3	3	-	-	2	2	-	2	-	2	-
Reliability	2	1	1	-	-	1	1	-	1	-	1
Other	23	21	2	1	5	10	8	8	3	4	8
None	1%	1%	1%	-	1%	1%	2%	1%	-	1%	2%ai
Refused	1	1	-	-	1	-	-	-	1	-	-
Don't know	2	2	-	-	1	-	-	1	-	-	-
	43	35	4	4	19	13	11	8	13	8	14
	2%	2%	2%	3%	4%ajg	1%	2%	1%	2%	2%	4%ahi



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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Save money	2030	382	1397	201	51	295	1736	1434	366	213
	91% ^h	87%	92% ^b	93% ^b	86%	89%	91%	92% ⁱ	86%	80%
Get better customer service	274	62	186	23	2	47	227	194	38	39
	12% ^e	14% ^e	12% ^e	11%	3%	14%	12%	12%	9%	17% ⁱ
Wanted a fixed term \ fixed price deal	105	16	81	4	3	18	87	74	24	6
	5%	4%	5% ^d	2%	6%	5%	5%	5%	6%	2%
Wanted a dual fuel package	100	15	80	3	1	13	87	76	15	9
	4%	3%	5% ^d	2%	2%	4%	5%	5%	4%	4%
Wanted a 'greener' tariff	55	7	44	2	1	7	48	40	8	8
	2%	2%	3%	1%	2%	2%	3%	3%	2%	3%
Get other benefits (e.g. loyalty points)	53	8	41	2	3	8	45	27	12	12
	2%	2%	3%	1%	5% ^d	2%	2%	2%	3%	5% ^h
Wanted an online tariff	36	5	30	1	-	3	33	25	3	7
	2%	1%	2%	1%	-	1%	2%	2%	1%	3% ⁱ
A better deal / tariff	28	5	19	4	1	4	25	21	4	3
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%
Moved / moving house	22	3	16	2	-	5	17	13	8	1
	1%	1%	1%	1%	-	1%	1%	1%	2%	*
Ease / convenience / hassle free	20	5	12	1	1	7	13	15	4	*
	1%	1%	1%	1%	2%	2% ^g	1%	1%	1%	*
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	3	12	-	-	4	11	6	8	1
	1%	1%	1%	-	-	1%	1%	*	2% ^h	1%
To have a different meter (for free)	10	2	7	2	-	1	9	5	3	2
	*	*	*	1%	-	*	*	*	1%	1%
Chosen / preferred company (all references)	8	3	4	1	-	5	3	5	-	2
	*	1%	*	1%	-	2% ^g	*	*	-	1% ⁱ
Never / not planning to switch	5	3	2	-	-	1	4	3	2	-
	*	1% ^c	*	-	-	*	*	*	*	-
Better billing	4	1	3	-	-	1	3	4	-	-
	*	*	*	-	-	*	*	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
To come off pre-pay meter	3	-	3	-	-	-	3	-	3	-
Reliability	2	1	-	-	1	1	1	1	-	1
Other	23	12	10	1	1	9	14	12	8	4
None	1	3%ac	1%	1%	1%	3%ag	1%	1%	2%	2%
Refused	2	-	1	-	-	1	-	-	1	-
Don't know	43	15	21	3	3	5	37	20	14	8
	2%	4%ac	1%	2%	5%e	2%	2%	1%	3%h	3%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

*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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Save money	2030	1724	160	129	197	1833	250	61	1858	163
	91%	91%	90%	88%	89%	91%	88%	82%	91%	88%
Get better customer service	274	232	20	19	30	244	30	5	251	23
	12%	12%	12%	13%	14%	12%	11%	8%	12%	12%
Wanted a fixed term \ fixed price deal	105	93	6	4	14	91	16	-	90	13
	5%h	5%	3%	3%	6%	5%	6%h	-	4%	7%
Wanted a dual fuel package	100	88	5	6	6	91	11	1	90	10
	4%	5%	3%	4%	4%	5%	4%	1%	4%	5%
Wanted a 'greener' tariff	55	52	1	1	3	51	9	-	52	3
	2%	3%	1%	1%	2%	3%	3%	-	3%	2%
Get other benefits (e.g. loyalty points)	53	46	4	2	8	45	11	3	46	6
	2%	2%	2%	1%	4%	2%	4%	5%	2%	3%
Wanted an online tariff	36	35	1	1	4	32	9	1	33	3
	2%	2%	-	1%	2%	2%	3%	1%	2%	2%
A better deal / tariff	28	27	1	-	3	26	6	-	23	6
	1%	1%	1%	-	1%	1%	2%	-	1%	3%
Moved / moving house	22	20	1	1	-	22	2	-	20	1
	1%	1%	-	1%	-	1%	1%	-	1%	1%
Ease / convenience / hassle free	20	17	3	-	3	17	1	-	19	1
	1%	1%	2%	-	1%	1%	-	-	1%	1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	14	-	-	2	12	4	2	15	-
	1%	1%	-	-	1%	1%	2%	3%a	1%	-
To have a different meter (for free)	10	10	-	-	1	10	4	2	10	-
	-	1%	-	-	-	-	1%	3%a	1%	-
Chosen / preferred company (all references)	8	6	1	1	2	6	-	-	8	-
	-	-	1%	-	1%	-	-	-	-	-
Never / not planning to switch	5	5	-	-	1	4	-	-	5	-
	-	-	-	-	-	-	-	-	-	-
Better billing	4	4	-	-	-	4	-	-	4	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1866	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
To come off pre-pay meter	3	3	-	-	2	2	3	-	3	-
Reliability	2	2	-	-	-	2	1%a	-	-	-
Other	23	15	4	4	2	21	1	1	21	2
	1%	1%	2%	2%b	1%	1%	*	1%	1%	1%
None	1	1	-	-	-	1	-	-	1	-
Refused	2	1	-	*	-	2	-	-	-	1
Don't know	43	33	2	6	4	39	7	3	36	5
	2%	2%	1%	4%ab	2%	2%	2%	4%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Save money	2030	1896	133	1	814	994	208	14	494	451	1050	1704	96	207
	91% ^{gn}	91%	87%	100%	94% ^{afg}	90%	87%	66%	92%	90%	91%	92% ^{ln}	87%	86%
Get better customer service	274	255	18	-	130	118	23	3	67	72	130	236	11	26
	12%	12%	12%	-	15% ^{fg}	11%	9%	12%	12%	14%	11%	13%	10%	11%
Wanted a fixed term / fixed price deal	105	95	9	-	50	52	2	1	16	27	59	94	1	9
	5% ^g	5%	6%	-	5% ^g	5% ^g	1%	5%	3%	5%	5%	5%	1%	4%
Wanted a dual fuel package	100	88	11	-	39	48	11	1	17	26	56	85	4	10
	4%	4%	7%	-	4%	4%	5%	7%	3%	5%	5%	5%	4%	4%
Wanted a 'greener' tariff	55	52	3	-	26	22	7	-	6	16	32	48	3	4
	2%	2%	2%	-	3%	2%	3%	-	1%	3% ^{si}	3%	3%	2%	1%
Get other benefits (e.g. loyalty points)	53	47	6	-	17	32	4	-	10	11	30	42	2	9
	2%	2%	4%	-	2%	3%	2%	-	2%	2%	3%	2%	1%	4%
Wanted an online tariff	36	34	2	-	14	20	2	-	9	6	21	28	1	7
	2%	2%	2%	-	2%	2%	1%	-	2%	1%	2%	2%	1%	3%
A better deal / tariff	28	26	3	-	12	15	1	-	4	7	17	23	4	1
	1%	1%	2%	-	1%	1%	*	-	1%	1%	2%	1%	4% ^{aln}	1%
Moved / moving house	22	22	-	-	8	14	-	1	3	3	14	18	2	5
	1%	1%	-	-	1%	1%	-	3%	1%	1%	1%	1%	2%	2%
Ease / convenience / hassle free	20	20	-	-	9	9	2	-	5	7	8	16	1	3
	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	14	1	-	7	6	2	1	4	5	6	6	1	8
	1%	1%	*	-	1%	1%	1%	3%	1%	1%	1%	*	1%	3% ^{al}
To have a different meter (for free)	10	10	-	-	2	6	2	-	3	3	5	4	-	7
	*	1%	-	-	*	1%	1%	-	*	1%	*	*	-	3% ^{al}
Chosen / preferred company (all references)	8	7	1	-	5	2	1	-	3	2	3	6	-	-
	*	*	1%	-	1%	*	*	-	1%	*	*	*	-	-
Never / not planning to switch	5	5	-	-	-	3	1	1	-	3	1	4	-	-
	*	*	-	-	-	*	*	3%	*	1%	*	*	-	-
Better billing	4	4	-	-	1	3	-	-	-	2	2	4	-	-
	*	*	-	-	*	*	-	-	-	*	*	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
To come off pre-pay meter	3	3	-	-	2	2	-	-	-	3	-	2	-	2
Reliability	2	2	-	-	1	1	-	-	-	1%k	-	-	-	1%l
Other	23	21	2	-	4	14	3	2	9	1	13	15	2	5
None	1%	1%	1%	-	*	1%	1%	8%	2%j	*	1%	1%	2%	2%
Refused	2	2	-	-	-	2	-	-	-	-	1	-	1	-
Don't know	43	36	7	-	2	26	11	4	12	9	19	26	3	8
	2%a	2%	4%b	-	-	2%e	5%aa	17%	2%	2%	2%	1%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
I was looking at a money saving website	228 10% ^d	200 10% ^d	23 12% ^d	5 4%	43 10%	142 11% ^g	43 8%	74 11%	81 11%	42 10%	30 8%
I received an end of fixed term tariff notice from my supplier	219 10% ^e	193 10%	18 9%	8 7%	12 3%	139 11% ^e	67 12% ^e	82 12% ^k	75 10%	34 8%	28 8%
I received a price increase notice from my supplier	218 10%	195 10%	16 8%	7 6%	36 8%	127 10%	55 10%	70 10%	68 9%	44 10%	36 10%
I moved home	205 9% ^g	183 10%	15 8%	7 5%	103 23% ^{a,f,g}	83 7% ^g	19 4%	61 9%	84 11% ^j	31 7%	30 8%
I received a bill or direct debit \ prepayment statement from my supplier	199 9%	170 9%	15 8%	14 11%	33 7%	111 9%	55 10%	47 7%	72 10%	50 12% ^h	31 8%
I experienced poor customer service	140 6%	125 7%	7 4%	9 7%	20 5%	81 7%	39 7%	42 6%	40 5%	36 8%	22 6%
To save money/reduce costs/better deal	117 5%	100 5%	11 6%	6 5%	28 6%	71 6%	20 4%	33 5%	38 5%	29 7%	17 5%
Talked to a friend, family member, or neighbour	97 4%	76 4%	11 6%	11 8% ^{a,b}	17 4%	53 4%	27 5%	25 4%	29 4%	16 4%	27 7% ^{a,h,j}
I heard my energy supplier's prices were going up	79 4%	72 4%	4 2%	3 2%	9 2%	51 4%	19 4%	16 2%	33 5% ^h	18 4%	12 3%
I received an annual summary or review from my supplier	73 3%	63 3%	7 4%	3 2%	13 3%	37 3%	23 4%	30 4%	20 3%	14 3%	10 3%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%	60 3%	5 3%	2 2%	8 2%	36 3%	24 4% ^e	32 5% ^k	19 3%	12 3%	6 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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base 2236	1920	190	126	441	1249	546	700	733	429	375
Media coverage about energy suppliers in general 65 3%k	50 3%	9 5%	6 5%	10 2%	38 3%	17 3%	28 4%k	21 3%	12 3%	4 1%
I saw an advert on TV 56 2%	49 3%	5 1%	2 1%	12 3%	34 3%	10 2%	12 2%	18 3%	16 4%h	9 3%
I received another communication from my supplier 48 2%	44 2%	3 2%	1 1%	8 2%	26 2%	14 3%	12 2%	16 2%	11 3%	10 3%
I saw an advert online 36 2%	32 2%	3 1%	1 1%	8 2%	21 2%	8 1%	12 2%	16 2%	3 1%	5 1%
Find a cheaper tariff 32 1%	28 1%	3 2%	2 1%	11 3%g	18 1%	3 1%	12 2%	14 2%	4 1%	3 1%
Through salesperson who knocked at my door 27 1%	25 1%	2 1%	-	4 1%	18 1%	4 1%	11 2%	6 1%	7 2%	3 1%
I saw an advert/ article in the newspaper 25 1%e	25 1%	-	-	-	16 1%e	9 2%e	11 2%	7 1%	4 1%	3 1%
Cost (no detail) 24 1%l	22 1%	2 1%	*	5 1%	13 1%	6 1%	12 2%l	1 *	7 2%l	4 1%l
Advert other 22 1%	18 1%	2 1%	2 2%	3 1%	13 1%	7 1%	4 1%	7 1%	5 1%	6 2%
Change/check/do it regularly 20 1%	19 1%	-	1 1%	3 1%	15 1%	2 *	11 2%	6 1%	1 *	1 *
Meter/pre-payment meter/smart meter 19 1%	19 1%	1 *	-	7 2%g	10 1%	2 *	4 1%	3 *	6 1%	6 2%
Curiosity/interest 18 1%	17 1%	-	1 1%	4 1%	6 *	9 2%l	6 1%	6 1%	2 *	4 1%
I was paying too much 15 1%g	15 1%	-	1 1%	6 1%g	9 1%	-	6 1%	5 1%	1 *	4 1%
Change in circumstances 14 1%	14 1%	-	-	3 1%	7 1%	5 1%	4 1%	6 1%	2 1%	2 1%
They rang me/contacted me by phone (no detail of whom) 14 1%	10 1%	3 1%	2 1%	3 1%	5 *	7 1%l	-	6 1%h	3 1%h	5 1%h

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Fixed rate/contract ended	14 1%	11 1%	1 1%	2 1%	3 1%	10 1%	1 *	8 1%k	4 1%	2 *	- -
I received a 'dead notice' from my supplier about my tariff	12 1%	10 *	3 1%	- -	4 1%	5 *	3 1%	2 *	6 1%	2 1%	2 1%
Salesperson (nms)	11 *	9 *	- -	2 2%b	3 1%	6 *	2 *	1 *	1 *	6 2%ah	3 1%
Expensive	11 *	10 1%	1 *	- -	4 1%	4 *	2 *	1 *	4 1%	2 1%	2 1%
I was contacted/was approached (no detail)	10 *	10 1%	- -	- -	1 *	7 1%	2 *	2 *	1 *	2 *	5 1%aj
Bills were (too) high	10 *	10 1%	- -	- -	2 1%	6 1%	1 *	2 *	3 *	2 1%	2 1%
Just did/time to change	9 *	9 *	- -	1 *	1 *	- -	5 1%	4 1%	2 *	2 *	2 *
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	8 *	1 *	- -	5 1%af	2 *	2 *	2 *	4 1%	1 *	2 1%
Contacted by another/different supplier	9 *	7 *	2 1%	- -	2 *	5 *	2 *	3 *	5 1%	1 *	1 *
Price increases	9 *	9 *	- -	- -	1 *	7 1%	1 *	3 *	2 *	3 1%	1 *
Convenience	8 *	8 *	- -	- -	1 *	7 1%	- -	3 *	3 *	- -	2 *
I was told/it was recommended (no detail)	8 *	6 *	1 1%	1 *	1 *	4 *	2 *	5 1%	2 *	- -	1 *
Through sales person in the street/shopping centre/other public place	7 *	5 *	2 1%	- -	1 *	1 *	6 1%af	2 *	- -	3 1%	3 1%aj
Wanted a greener/ethical company	7 *	7 *	- -	- -	- -	7 1%	- -	4 1%	- -	1 *	2 1%aj



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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Wanted dual fuel/join the two together	7	5	2	-	1	4	2	5	-	2	-
	-	-	1%	-	-	-	-	1% ^d	-	-	-
Wanted original/same supplier	5	2	3	-	-	2	3	3	2	-	-
	-	-	2% ^{ab}	-	-	-	1%	-	-	-	-
I saw a programme on TV	5	4	1	-	1	1	3	-	1	2	2
	-	-	-	-	-	-	-	-	-	1%	-
Fixed term was coming to an end/was aware that fixed term was finishing	5	4	-	1	-	2	3	4	-	1	1
	-	-	-	1%	-	-	-	1%	-	-	-
Supplier contacted me by phone	4	4	-	-	2	1	1	-	4	-	1
	-	-	-	-	-	-	-	-	-	-	-
Not my decision (council/landlord decided)	4	1	2	-	2	1	1	-	1	1	2
	-	-	1% ^{ab}	-	-	-	-	-	-	-	1% ^h
Staff/employee discount	1	1	-	-	1	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Other	63	45	8	10	6	43	14	19	23	9	12
	3%	2%	4%	8% ^{ab}	1%	3% ^e	2%	3%	3%	2%	3%
None/nothing	8	8	-	-	1	4	3	2	4	2	-
	-	-	-	-	-	-	1%	-	1%	1%	-
Don't know	248	187	31	30	50	128	70	66	83	44	55
	11%	10%	16% ^{ab}	24% ^{ab}	11%	10%	13%	9%	11%	10%	15% ^{ahj}
Refused	8	8	-	-	5	2	1	2	3	1	2
	-	-	-	-	1% ^d	-	-	-	-	-	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
I was looking at a money saving website	228 10%	34 8%	167 11%	23 11%	3 6%	31 9%	196 10%	163 11%	35 8%	27 11%
I received an end of fixed term tariff notice from my supplier	219 10%ij	36 8%	160 11%	16 7%	7 12%	28 8%	191 10%	186 12%ij	19 5%	13 5%
I received a price increase notice from my supplier	218 10%ef	39 9%e	150 10%e	28 13%e	1 1%	21 6%	197 10%f	160 10%	37 9%	19 8%
I moved home	205 9%d	35 8%	151 10%	14 6%	6 10%	17 5%	189 10%f	113 7%	75 18%ahj	18 8%
I received a bill or direct debit \ prepayment statement from my supplier	199 9%	45 10%	139 9%	14 6%	2 3%	32 10%	167 9%	143 9%	38 9%	16 7%
I experienced poor customer service	140 6%	36 8%c	85 6%	17 8%	1 2%	31 9%ag	109 6%	96 6%	21 5%	23 10%ahi
To save money/reduce costs/better deal	117 5%	26 6%	80 5%	9 4%	3 4%	16 5%	102 5%	86 6%	20 5%	11 5%
Talked to a friend, family member, or neighbour	97 4%	29 7%ac	61 4%	6 3%	1 2%	18 5%	79 4%	66 4%	19 5%	10 4%
I heard my energy supplier's prices were going up	79 4%	16 4%	50 3%	10 5%	3 6%	16 5%	63 3%	55 4%	11 3%	12 5%
I received an annual summary or review from my supplier	73 3%	10 2%	61 4%d	2 1%	-	7 2%	66 3%	53 3%	15 4%	5 2%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%	12 3%	53 3%	3 1%	-	8 3%	60 3%	51 3%	12 3%	5 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Media coverage about energy suppliers in general	65 3%	6 1%	48 3%b	8 4%b	2 4%	6 2%	59 3%	51 3%	9 2%	5 2%
I saw an advert on TV	56 2%	9 2%	36 2%	9 4%	2 4%	8 2%	48 3%	36 2%	16 4%j	2 1%
I received another communication from my supplier	48 2%	16 4%c	26 2%	5 2%	1 2%	7 2%	42 2%	30 2%	11 3%	8 3%
I saw an advert online	36 2%	5 1%	22 1%	3 1%	6 10%abcd	7 2%	29 2%	24 2%	7 2%	5 2%
Find a cheaper tariff	32 1%	7 2%	24 2%	1 1%	1 2%	3 1%	29 2%	22 1%	6 1%	4 2%
Through salesperson who knocked at my door	27 1%	4 1%	18 1%	4 2%	1 2%	7 2%	20 1%	17 1%	4 1%	4 2%
I saw an advert/ 'article in the newspaper	25 1%	2 1%	20 1%	3 1%	-	6 2%	20 1%	19 1%	3 1%	3 1%
Cost (no detail)	24 1%	8 2%	15 1%	1 *	-	5 2%	19 1%	13 1%	8 2%	3 1%
Advert other	22 1%	9 2%ac	12 1%	1 *	-	3 1%	19 1%	16 1%	4 1%	2 1%
Change/check/do it regularly	20 1%	1 *	17 1%	1 *	1 3%b	2 1%	17 1%	17 1%	2 1%	1 *
Meter/pre-payment meter/smart meter	19 1%h	5 1%	11 1%	1 *	2 4%acd	3 1%	16 1%	3 *	4 1%h	12 5%ahi
Curiosity/interest	18 1%	3 1%	14 1%	1 1%	-	4 1%	14 1%	12 1%	4 1%	2 1%
I was paying too much	15 1%	2 1%	12 1%	1 *	-	2 *	14 1%	7 *	5 1%	3 1%
Change in circumstances	14 1%	6 1%	9 1%	-	-	2 *	13 1%	11 1%	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
They rang me/contacted me by phone (no detail of whom)	14 1%	5 1%	7 *	1 1%	1 1%	3 1%	12 1%	6 *	2 1%	4 2%ah
Fixed rate/contract ended	14 1%	- *	13 1%	2 1%	- *	2 1%	12 1%	13 1%	- *	2 1%
I received a 'dead notice' from my supplier about my tariff	12 1%	6 1%ac	6 *	- *	- *	2 1%	11 1%	8 *	2 *	2 1%
Salesperson (nms)	11 *	3 1%	7 *	1 *	- *	1 *	10 1%	7 *	1 *	3 1%
Expensive	11 *	1 *	6 *	3 1%	- *	2 1%	9 *	6 *	1 *	3 1%
I was contacted/was approached (no detail)	10 *	3 1%	7 *	- *	- *	5 1%ag	6 *	6 *	- *	4 2%ah
Bills were (too) high	10 *	1 *	8 1%	- *	1 1%	1 *	9 *	5 *	3 1%	1 1%
Just did time to change	9 *	3 1%	5 *	2 1%	- *	1 *	8 *	8 1%	1 *	- *
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	2 1%	5 *	2 1%	- *	1 *	8 *	5 *	3 1%	1 *
Contacted by another different supplier	9 *	1 *	8 1%	- *	- *	1 *	8 *	5 *	2 1%	1 *
Price increases	9 *	1 *	5 *	3 1%c	- *	3 1%	6 *	6 *	1 *	2 1%
Convenience	8 *	3 1%	3 *	1 1%	1 2%	1 *	8 *	4 *	4 1%	1 *
I was told it was recommended (no detail)	8 *	1 *	6 *	- *	- *	- *	8 *	6 *	- *	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * 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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Through sales person in the street/shopping centre/other public place	7	3	4	1	-	2	5	6	1	1
	-	1%	-	*	-	1%	-	-	-	*
Wanted a greener/ethical company	7	3	4	-	1	3	4	3	3	1
	-	1%	-	-	1%	1%g	-	-	1%	1%
Wanted dual fuel/join the two together	7	2	5	-	-	1	6	4	3	-
	-	1%	-	-	-	*	-	-	1%	-
Wanted original/same supplier	5	-	4	1	-	-	5	4	-	1
	-	-	-	1%	-	-	-	-	-	*
I saw a programme on TV	5	1	2	2	-	1	4	3	1	1
	-	-	-	1%	-	-	-	-	-	1%
Fixed term was coming to an end/was aware that fixed term was finishing	5	1	3	1	-	2	3	4	-	1
	-	-	-	*	-	*	*	-	-	*
Supplier contacted me by phone	4	1	2	1	-	-	4	1	4	-
	-	-	-	1%	-	-	-	-	1%ah	-
Not my decision (council/landlord decided)	4	2	1	1	-	1	3	-	2	1
	-	-	-	*	-	*	*	-	1%h	1%h
Staff/employee discount	1	1	1	-	-	-	1	1	1	-
	-	-	-	-	-	-	-	-	-	-
Other	63	11	45	6	-	9	53	44	10	5
	3%	3%	3%	3%	-	3%	3%	3%	2%	2%
None/nothing	8	2	4	2	-	4	4	4	4	-
	-	-	-	1%	-	1%g	-	-	1%	-
Don't know	248	46	146	36	19	48	199	166	48	31
	11%	11%	10%	17%abc	32%abcd	15%g	10%	11%	11%	13%
Refused	8	2	2	5	-	1	7	5	4	-
	-	-	-	2%abc	-	-	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
I was looking at a money saving website	228 10%cd	214 11%cd	10 5%	3 2%	18 8%	210 10%	27 10%	7 11%	205 10%	20 11%
I received an end of fixed term tariff notice from my supplier	219 10%dh	194 10%cd	19 11%cd	5 4%	28 13%	191 9%	22 8%h	1 1%	203 10%	17 9%
I received a price increase notice from my supplier	218 10%	182 10%	21 12%	13 9%	25 11%	193 10%	33 12%	6 9%	199 10%	17 9%
I moved home	205 9%cd	189 10%cd	9 5%	7 5%	15 7%	191 9%	51 18%a	7 11%	166 8%	38 21%ai
I received a bill or direct debit / prepayment statement from my supplier	199 9%	158 8%	21 12%	20 14%ab	16 7%	184 9%	18 6%	4 7%	183 9%	16 8%
I experienced poor customer service	140 6%	113 6%	12 7%	13 9%	19 9%	121 6%	12 4%	2 3%	130 6%	10 5%
To save money/reduce costs/better deal	117 5%	99 5%	10 6%	6 4%	12 6%	105 5%	14 5%	3 5%	107 5%	9 5%
Talked to a friend, family member, or neighbour	97 4%g	76 4%	11 6%	10 7%	12 6%	85 4%	4 1%	8 12%ag	93 5%	5 2%
I heard my energy supplier's prices were going up	79 4%	65 3%	8 5%	5 4%	10 5%	69 3%	6 2%	2 4%	71 4%	8 4%
I received an annual summary or review from my supplier	73 3%	59 3%	10 6%	4 3%	8 4%	65 3%	9 3%	1 2%	68 3%	5 3%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%	57 3%	6 3%	6 4%	9 4%	60 3%	10 4%	-	63 3%	5 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Media coverage about energy suppliers in general	65 3%	55 3%	5 3%	2 2%	9 4%	56 3%	8 3%	1 1%	61 3%	4 2%
I saw an advert on TV	56 2%	49 3%	4 2%	3 2%	5 2%	51 3%	4 1%	2 3%	52 3%	3 2%
I received another communication from my supplier	48 2%	45 2%	2 1%	2 1%	5 2%	44 2%	9 3%	3 4%	44 2%	5 2%
I saw an advert online	36 2%	35 2%	1 *	1 1%	2 1%	34 2%	5 2%	1 1%	31 2%	6 3%
Find a cheaper tariff	32 1%	26 1%	5 3%	1 1%	2 1%	31 2%	7 3%	1 1%	30 1%	3 2%
Through salesperson who knocked at my door	27 1%	23 1%	-	4 2% ^c	3 1%	24 1%	8 3%	-	27 1%	-
I saw an advert/ article in the newspaper	25 1%	19 1%	2 1%	5 3% ^{ab}	1 1%	24 1%	2 1%	1 1%	22 1%	3 2%
Cost (no detail)	24 1%	20 1%	1 1%	3 2%	2 1%	22 1%	10 3% ^a	1 1%	22 1%	2 1%
Advert other	22 1%	17 1%	1 1%	3 2%	1 1%	21 1%	-	-	17 1%	5 2%
Change/check/do it regularly	20 1%	20 1%	-	-	-	20 1%	4 1%	1 1%	20 1%	-
Meter/pre-payment meter/smart meter	19 1%	15 1%	1 *	1 1%	5 2% ^f	15 1%	9 3% ^a	1 1%	17 1%	3 1%
Curiosity/interest	18 1%	11 1%	3 2% ^{ab}	4 2% ^{ab}	3 1%	16 1%	-	-	16 1%	2 1%
I was paying too much	15 1%	14 1%	1 1%	-	2 1%	13 1%	2 1%	2 3% ^a	14 1%	1 1%
Change in circumstances	14 1%	13 1%	-	2 1%	1 *	13 1%	3 1%	-	14 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
They rang me/contacted me by phone (no detail of whom)	14 1%	11 1%	-	3 2%abc	1 *	14 1%	1 *	1 1%	13 1%	1 1%
Fixed rate/contract ended	14 1%	14 1%	-	-	3 2%	11 1%	-	-	14 1%	-
I received a 'dead notice' from my supplier about my tariff	12 1%	9 *	3 2%ab	-	2 1%	10 1%	-	1 1%	11 1%	1 1%
Salesperson (nms)	11 *	7 *	3 2%ab	1 1%	2 1%	9 *	1 *	1 1%	10 1%	1 *
Expensive	11 *	7 *	1 *	1 1%	-	11 1%	-	1 1%	7 *	1 1%
I was contacted/was approached (no detail)	-	8 *	1 *	2 1%	2 1%	8 *	-	2 3%ag	10 *	-
Bills were (too) high	10 *	10 1%	-	-	1 *	9 *	1 *	-	10 *	-
Just did time to change	9 *	9 *	1 *	-	-	9 *	-	1 2%g	9 *	1 *
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	7 *	2 1%b	-	-	9 *	-	-	7 *	2 1%
Contacted by another/different supplier	9 *	7 *	1 1%	1 1%	1 *	8 *	2 1%	-	7 *	2 1%
Price increases	9 *	8 *	-	1 1%	3 2%af	5 *	-	-	9 *	-
Convenience	8 *	7 *	1 1%	-	2 1%	6 *	3 1%	1 2%	8 *	-
I was told it was recommended (no detail)	8 *	8 *	-	-	1 *	7 *	-	1 2%ag	7 *	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Through sales person in the street/shopping centre/other public place	7	4	1	2	1	6	-	1	7	-
Wanted a greener/ethical company	7	7	1	-	3	5	-	-	7	-
Wanted dual fuel/join the two together	7	7	-	-	1	6	2	-	4	3
Wanted original/same supplier	5	4	1	-	-	5	2	-	5	-
I saw a programme on TV	5	4	1	-	1	4	1	-	5	-
Fixed term was coming to an end/was aware that fixed term was finishing	5	4	-	1	1	4	-	-	5	-
Supplier contacted me by phone	4	4	-	-	-	4	2	-	4	-
Not my decision (council/landlord decided)	4	2	1	1	-	4	-	-	4	-
Staff/employee discount	1	1	-	-	-	1	-	1	1	-
Other	63	56	4	3	3	60	4	1	61	2
None/nothing	8	6	1	1	-	8	1	-	7	1
Don't know	249	203	17	25	21	227	32	7	229	16
Refused	11%	11%	10%	17%ab	9%	11%	11%	10%	11%	9%
	8	8	-	-	-	8	1	1	7	2
	-	-	-	-	-	-	-	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
I was looking at a money saving website	228 10%g	211 10%	16 11%	-	117 14%afg	99 9%g	11 4%	1 3%	56 10%	49 10%	119 10%	188 10%	14 13%	19 8%
I received an end of fixed term tariff notice from my supplier	219 10%gin	206 10%	14 9%	-	134 15%afg	75 7%	10 4%	-	34 6%	54 11%j	130 11%j	209 11%n	6 5%	4 2%
I received a price increase notice from my supplier	218 10%	200 10%	17 11%	1 100%	91 10%	106 10%	21 9%	-	60 11%k	60 12%k	90 8%	192 10%	5 4%	16 7%
I moved home	205 9%	192 9%	13 9%	-	73 8%	112 10%	19 8%	2 8%	47 9%	52 10%	99 9%	175 9%	13 12%	17 7%
I received a bill or direct debit / prepayment statement from my supplier	199 9%in	185 9%	14 9%	-	83 10%	99 9%	16 7%	1 3%	59 11%k	51 10%	87 8%	171 9%in	17 16%ain	11 4%
I experienced poor customer service	140 6%	132 6%	9 6%	-	71 8%f	57 5%	12 5%	1 6%	37 7%	35 7%	66 6%	117 6%	4 3%	17 7%
To save money/reduce costs/better deal	117 5%	107 5%	11 7%	-	42 5%	61 6%	12 5%	2 11%	29 5%	32 6%	51 4%	95 5%	5 5%	16 7%
Talked to a friend, family member, or neighbour	97 4%	90 4%	7 5%	-	31 4%	52 5%	15 6%	-	23 4%	21 4%	51 4%	77 4%	5 4%	16 7%
I heard my energy supplier's prices were going up	79 4%	71 3%	8 5%	-	27 3%	44 4%	9 4%	-	26 5%j	11 2%	42 4%	68 4%	1 1%	8 3%
I received an annual summary or review from my supplier	73 3%	69 3%	4 3%	-	35 4%	33 3%	5 2%	-	10 2%	18 4%	44 4%	61 3%	7 7%in	3 1%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%in	63 3%	5 4%	-	24 3%	39 4%	5 2%	-	16 3%	14 3%	38 3%	64 3%in	3 3%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Media coverage about energy suppliers in general	65 3%	63 3%	2 1%	-	20 2%	42 4%g	2 1%	-	8 1%	21 4%j	34 3%	57 3%	4 4%	4 2%
I saw an advert on TV	56 2%	52 3%	3 2%	-	17 2%	28 3%	9 4%	2 7%	11 2%	6 1%	37 3%j	45 2%	1 1%	11 5%
I received another communication from my supplier	48 2%	42 2%	7 4%	-	18 2%	21 2%	8 3%	1 4%	13 2%	11 2%	25 2%	37 2%	6 5%j	6 2%
I saw an advert online	36 2%	32 2%	4 3%	-	19 2%	14 1%	3 1%	-	7 1%	5 1%	23 2%	31 2%	-	5 2%
Find a cheaper tariff	32 1%	32 2%	1 1%	-	10 1%	18 2%	4 2%	-	7 1%	8 2%	18 2%	26 1%	8 1%	6 3%
Through salesperson who knocked at my door	27 1%	26 1%	1 1%	-	3 *	11 1%	11 5%aef	1 5%	4 1%	8 2%	14 1%	18 1%	1 1%	8 3%al
I saw an advert/ article in the newspaper	25 1%	24 1%	1 1%	-	6 1%	17 2%	2 1%	-	2 *	3 1%	20 2%j	22 1%	2 1%	5 2%
Cost (no detail)	24 1%	22 1%	2 1%	-	11 1%	13 1%	-	-	11 2%k	6 1%	7 1%	19 1%	-	4 2%
Advert other	22 1%	21 1%	1 1%	-	11 1%	10 1%	-	4%	5 1%	2 *	15 1%	17 1%	1 1%	4 2%
Change/check/do it regularly	20 1%	20 1%	-	-	9 1%	10 1%	-	-	4 1%	3 1%	13 1%	20 1%	-	-
Meter/pre-payment meter/smart meter	19 1%k	17 1%	2 2%	-	2 *	12 1%e	4 2%e	1 3%	10 2%k	5 1%	3 *	7 *	-	10 4%alm
Curiosity/interest	18 1%	17 1%	1 1%	-	2 *	16 1%e	1 *	-	6 1%	1 *	12 1%	14 1%	2 2%	2 1%
I was paying too much	15 1%	15 1%	-	-	6 1%	8 1%	1 *	-	2 *	2 *	11 1%	8 *	-	7 3%al
Change in circumstances	14 1%	12 1%	2 1%	-	2 *	10 1%	2 1%	-	5 1%	3 1%	6 1%	13 1%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
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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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
They rang me/contacted me by phone (no detail of whom)	14 1%	14 1%	-	-	4 1%	5	5 2% ^{aef}	-	6 1%	1	7 1%	10 1%	1	3 1%
Fixed rate/contract ended	14 1%	13 1%	2 1%	-	11 1%	1	2 1%	-	2	4 1%	8 1%	-	-	-
I received a 'dead notice' from my supplier about my tariff	12 1%	12 1%	1	-	6 1%	4	3 1%	-	3 1%	5 1%	4	8 1%	1	2 1%
Salesperson (nms)	11	11	-	-	1	8	2	-	4	3	4	7	-	4
Expensive	11	9	2	-	7	1	2	-	4	3	2	6	-	2
I was contacted/was approached (no detail)	10	10	-	-	2	7	1	-	5	3	3	4	1	4
Bills were (too) high	10	10	-	-	5	3	2	-	3	1	6	7	1	2
Just did time to change	9	9	-	-	4	6	-	-	1	4	5	6	2	1
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9	5	4	-	4	4	1	-	3	2	4	8	-	-
Contacted by another different supplier	9	9	-	-	4	4	1	-	1	3	5	6	1	1
Price increases	9	9	-	-	3	6	-	-	2	1	6	9	-	-
Convenience	8	8	-	-	3	5	1	-	4	3	2	4	-	4
I was told it was recommended (no detail)	8	8	-	-	3	4	-	-	1	3	4	6	-	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Through sales person in the street/shopping centre/other public place	7	7	-	-	-	5	2	-	4	2	2	6	-	1
Wanted a greener/ethical company	7	6	1	-	4	3	-	-	2	2	3	7	-	-
Wanted dual fuel/join the two together	7	5	2	-	1	3	2	-	2	2	3	7	-	-
Wanted original/same supplier	5	5	-	-	3	2	-	-	-	2	3	4	-	-
I saw a programme on TV	5	5	-	-	3	2	-	-	2	2	1	3	-	2
Fixed term was coming to an end/was aware that fixed term was finishing	5	5	-	-	1	2	2	-	1	-	4	5	-	15d
Supplier contacted me by phone	4	4	-	-	2	1	1	-	-	2	2	4	-	-
Not my decision (council/landlord decided)	4	4	-	-	1	3	-	1	2	1	1	3	1	1
Staff/employee discount	1	1	-	-	1	1	-	-	1	-	1	1	-	1
Other	63	60	3	-	30	27	4	1	15	15	32	52	3	7
None/nothing	8	6	2	-	-	5	3	-	3	2	3	8	-	2
Don't know	240	224	24	-	60	131	50	7	57	53	130	183	21	34
Refused	8	6	2	-	-	6	2	1	4	-	5	6	-	1
	-	-	2%b	-	-	1%	1%e	4%	1%	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Yes, I just looked for information about my existing tariff	292 13%	256 13%	20 11%	17 13%	49 11%	187 15%g	56 10%	85 12%	101 14%	56 13%	50 13%
Yes, I just looked for information about my existing energy use	158 7%k	131 7%	10 5%	17 14%abc	33 7%	89 7%	37 7%	52 7%	56 8%k	33 8%	17 5%
Yes, I looked for information about both my existing tariff and energy use	1085 49%dejk	943 49%cd	96 50%cd	47 37%	186 42%	648 52%eg	251 46%	419 60%aijk	350 48%k	182 42%	135 36%
No, neither	629 28%fh	529 28%	59 31%	41 32%	155 35%af	293 23%	181 33%af	128 18%	199 27%h	142 33%h	160 43%ahij
SUMMARY CODE											
YES	1536 69%egjk	1329 69%	125 66%	81 64%	268 61%	924 74%aeg	344 63%	555 79%aijk	507 69%k	272 63%k	202 54%
Refused	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -
Don't know	71 3%	61 3%	6 3%	4 3%	19 4%	31 3%	21 4%	17 2%	26 4%	15 3%	13 3%

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)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	365	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Yes, I just looked for information about my existing tariff	292 13%	56 13%	205 13%	23 11%	8 14%	35 10%	258 14%	202 13%	54 13%	33 14%
Yes, I just looked for information about my existing energy use	158 7%	21 5%	114 8%b	21 10%b	2 3%	25 8%	133 7%	120 8%j	19 5%	18 7%
Yes, I looked for information about both my existing tariff and energy use	1085 48%bde	165 38%	809 53%abde	95 44%e	17 28%	141 42%	945 50%f	815 52%aj	198 47%j	64 27%
No, neither	629 28%ch	178 41%acd	355 23%	70 32%c	26 43%ac	121 36%ag	508 27%	363 23%	141 33%ah	116 49%ah
SUMMARY CODE										
YES	1536 69%bde	242 56%	1128 74%abde	139 64%be	27 45%	201 61%	1335 70%f	1137 73%aj	271 64%j	115 49%
Refused	1 -	1 -	- -	- -	- -	1 g	- -	1 -	- -	- -
Don't know	71 3%	17 4%	39 3%	8 4%	7 11%abcd	9 3%	61 3%	54 3%	10 2%	6 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1866	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Yes, I just looked for information about my existing tariff	292 13%	255 13%	23 13%	12 8%	29 13%	263 13%	28 10%	4 6%	248 12%	42 22% ^{kai}
Yes, I just looked for information about my existing energy use	158 7%	134 7%	14 8%	10 7%	11 5%	147 7%	19 7%	4 6%	152 7%	6 3%
Yes, I looked for information about both my existing tariff and energy use	1085 49% ^{cdh}	970 51% ^{cd}	65 37%	42 29%	112 51%	973 48%	147 52% ^h	17 25%	992 49%	90 49%
No, neither	629 28%	478 25%	73 41% ^{ab}	73 50% ^{ab}	63 28%	566 28%	78 27%	38 59% ^{ag}	585 29%	42 22%
SUMMARY CODE										
YES	1536 69% ^{cdh}	1359 72% ^{acd}	102 58% ^{cd}	64 44%	152 69%	1384 69%	194 68% ^h	24 37%	1392 68%	138 74%
Refused	1 -	-	1 1% ^{ab}	-	-	1 -	-	-	1 -	-
Don't know	71 3%	56 3%	1 1%	10 7% ^{abc}	6 3%	65 3%	12 4%	3 4%	62 3%	6 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Yes, I just looked for information about my existing tariff	292 13%	264 13%	28 19%	-	122 14%	143 13%	25 10%	2 11%	71 13%	60 12%	153 13%	246 13%	21 19% ⁿ	25 10%
Yes, I just looked for information about my existing energy use	158 7%	151 7%	7 5%	-	70 8%	76 7%	11 5%	1 5%	37 7%	36 7%	84 7%	135 7%	11 10%	13 6%
Yes, I looked for information about both my existing tariff and energy use	1085 49% ^{gin}	1020 49%	66 43%	-	531 61% ^{aifg}	496 45% ^g	53 22%	5 24%	215 40%	257 51% ⁱ	599 52% ^{ij}	956 52% ^{lmn}	45 40%	74 31%
No, neither	629 28% ^{el}	590 28%	38 25%	1 100%	125 14%	363 33% ^{aae}	131 54% ^{aef}	9 44%	193 36% ^{ajk}	134 27%	289 25%	455 25%	34 31%	123 51% ^{alm}
SUMMARY CODE														
YES	1536 69% ^{gin}	1434 69%	101 66%	-	723 83% ^{aifg}	715 64% ^g	90 37%	8 40%	323 60%	353 70% ⁱ	836 72% ^{ij}	1338 72% ^{lan}	76 69% ⁿ	112 46%
Refused	1 -	1 -	- -	-	- -	1 -	- -	- -	1 -	- -	- -	- -	- -	1 1*
Don't know	71 3%	57 3%	13 9% ^{ab}	-	18 2%	29 3%	20 8% ^{aef}	3 16%	19 4%	15 3%	32 3%	60 3%	-	6 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125*	81*	268	924	344	555	507	272	202
Looked at my bill or direct debit / prepayment statement	404 26%	359 27%	28 22%	17 21%	74 28%	224 24%	106 31% ^f	150 27%	136 27%	69 26%	49 24%
Looked at my annual summary or review	392 26%	350 26%	28 23%	14 18%	72 27%	236 26%	85 25%	146 26%	131 26%	73 27%	42 21%
Looked at my account details online	663 43% ^g	565 42%	54 43%	45 55% ^{ab}	109 41%	437 47% ^g	117 34%	273 49% ^{ajk}	221 44% ^j	92 34%	77 38%
Rang my supplier	258 17%	216 16%	26 21%	16 20%	45 17%	145 16%	68 20%	89 16%	79 16%	47 17%	44 22% ^h
(Checked/searched) online / website / internet	23 2%	19 1%	2 1%	3 3%	2 1%	17 2%	5 1%	3 1%	7 1%	6 2% ^h	7 3% ^{ah}
From meter reading	9 1%	9 1%	-	-	4 1% ^g	5 1%	-	2 *	3 1%	3 1%	-
Through comparison sites	2 *	2 *	-	-	-	2 *	-	-	1 *	-	-
Supplier phoned me	2 *	2 *	-	-	-	2 *	-	1 *	-	-	1 1%
Family / friends / spoke to neighbours	6 *	6 *	-	-	1 *	4 *	2 *	1 *	-	2 1%	3 2% ^{ahi}
Supplier contacted me (all other references)	4 *	4 *	-	-	-	3 *	1 *	1 *	2 *	-	1 *
Other	27 2%	24 2%	2 1%	1 1%	6 2%	9 1%	12 3% ^{af}	10 2%	10 2%	4 1%	2 1%
Don't know	25 2%	18 1%	3 2% ^{ac}	4 5% ^{ab}	1 *	13 1%	11 3% ^{aef}	5 1%	7 1%	6 2%	7 4% ^{ahi}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
* 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	951	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Looked at my bill or direct debit \\ prepayment statement	404 26%	67 26%	303 27%	31 22%	4 15%	55 27%	349 26%	293 26%	83 31%j	22 19%
Looked at my annual summary or review	392 26%	51 21%	306 27%b	29 21%	6 22%	45 22%	348 26%	307 27%	61 22%	23 20%
Looked at my account details online	663 43%	89 37%	505 45%b	55 40%	14 52%	86 43%	577 43%	495 44%	122 45%	42 36%
Rang my supplier	259 17%	54 22%ac	173 15%	25 18%	6 22%	44 22%g	215 16%	177 16%	51 18%	30 26%ah
(Checked/ searched) online / website / internet	23 2%	4 2%	15 1%	4 3%	1 2%	3 1%	20 2%	20 2%j	-	2 2%j
From meter reading	9 1%	3 1%	5 -	-	-	-	9 1%	5 -	3 1%	2 1%
Through comparison sites	2 *	-	1 -	-	-	-	2 -	2 -	-	-
Supplier phoned me	2 -	-	2 -	-	-	-	2 -	2 -	-	-
Family / friends / spoke to neighbours	6 -	1 1%	3 -	2 2%c	-	3 1%g	4 -	2 -	-	4 4%ah
Supplier contacted me (all other references)	4 -	-	4 -	-	-	-	4 -	4 -	-	-
Other	27 2%	5 2%	19 2%	3 2%	-	3 2%	23 2%	20 2%	6 2%	-
Don't know	25 2%	9 3%c	10 1%	4 3%c	3 2%	4 2%	21 2%	18 2%	4 1%	3 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

** 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1403	1206	109	79	152	1251	160	35	1280	119
Weighted Base	1536	1359	102*	64*	152	1384	194	24*	1392	138
Looked at my bill or direct debit \ prepayment statement	404 26%	347 26%	32 31%	25 40%ab	40 26%	364 26%	47 24%	5 21%	375 27%	29 21%
Looked at my annual summary or review	392 26%	352 26%	28 27%	11 16%	43 28%	350 25%	53 27%	6 24%	358 26%	35 25%
Looked at my account details online	663 43%cd	629 46%cd	24 24%cd	7 11%	72 47%	591 43%	86 44%	8 35%	604 43%	55 41%
Rang my supplier	258 17%	209 15%	30 29%ab	17 27%ab	27 18%	232 17%	26 13%	5 20%	229 16%	29 21%
(Checked/searched) online / website / internet	23 2%	18 1%	2 2%	2 3%	1 1%	22 2%	1 1%	-	21 2%	1 1%
From meter reading	9 1%	8 1%	1 1%	-	-	9 1%	3 2%	-	9 1%	-
Through comparison sites	2 *	2 *	-	-	-	-	-	-	2 *	-
Supplier phoned me	2 *	1 *	1 1%b	-	-	2 *	-	1 5%ag	2 *	-
Family / friends / spoke to neighbours	6 *	3 *	1 1%	2 4%ab	1 *	6 *	-	1 3%ag	6 *	-
Supplier contacted me (all other references)	4 *	4 *	-	-	-	4 *	-	-	4 *	-
Other	27 2%	22 2%	2 2%	3 4%	4 3%	22 2%	1 *	-	25 2%	2 2%
Don't know	25 2%	15 1%	3 3%	6 9%ab	2 1%	23 2%	4 2%	-	23 2%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
* 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1403	1314	89	-	646	664	85	8	323	320	737	1205	69	118
Weighted Base	1536	1434	101*	**	723	715	90*	8**	323	353	836	1338	76*	112
Looked at my bill or direct debit \ prepayment statement	404 26%	378 26%	26 26%	-	196 27%	186 26%	21 23%	2 23%	98 30%	94 27%	208 25%	347 26%	29 38% ^l	30 27%
Looked at my annual summary or review	392 26% ^l	365 25%	28 27%	-	198 27%	177 25%	15 17%	2 26%	51 16%	108 31% ^l	227 27% ^l	352 26%	15 19%	22 19%
Looked at my account details online	653 43% ⁿ	625 44%	30 38%	-	341 47% ^f	286 40%	33 37%	3 30%	129 40%	152 43%	373 45%	593 44% ⁿ	26 34%	36 32%
Rang my supplier	258 17%	232 16%	26 26% ^{ab}	-	115 16%	119 17%	23 25% ^{ae}	1 14%	69 21% ^{kk}	62 17%	125 15%	224 17%	13 17%	26 23%
(Checked/searched) online / website / internet	23 2%	21 1%	2 2%	-	11 2%	11 2%	2 2%	-	3 1%	7 2%	12 1%	19 1%	3 4%	1 1%
From meter reading	9 1%	9 1%	-	-	3	6	-	-	6	1	2	5	-	4
Through comparison sites	2	2	-	-	2	-	-	-	2 ^{ak}	-	-	2	-	4 ^{al}
Supplier phoned me	2	2	-	-	1	-	-	-	-	1	1	2	-	-
Family / friends / spoke to neighbours	6	6	-	-	1	3	2	-	4	2	-	3	1	3
Supplier contacted me (all other references)	4	4	-	-	1	3	-	-	1 ^k	1%	2	4	1%	2% ^{al}
Other	27 2%	27 2%	-	-	16 2%	10 1%	1 2%	-	5 1%	5 1%	17 2%	24 2%	2 2%	2 2%
Don't know	25 2% ^e	25 2%	1 1%	-	3	17 2% ^e	4 5% ^e	1 7%	8 3%	4 1%	10 1%	20 2%	-	4 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *small base; ** very small base (under 30) ineligible for sig testing



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...

To find the information that you wanted

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			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125*	81*	288	924	344	555	507	272	202
Very easy	(2) 476	402	42	31	85	286	105	168	160	82	66
		30%	34%	38%	32%	31%	30%	30%	31%	30%	33%
Quite easy	(1) 726	639	50	37	133	434	160	253	235	144	95
		48%	40%	46%	50%	47%	46%	46%	46%	53%	47%
Neither easy nor difficult	(0) 146	124	18	4	26	89	32	56	50	23	17
		9%	14%	5%	10%	10%	9%	10%	10%	9%	8%
Quite difficult	(-1) 144	126	10	8	24	85	35	61	46	20	17
		9%	8%	10%	9%	9%	10%	11%	9%	7%	8%
Very difficult	(-2) 35	29	5	1	1	23	11	13	15	-	6
		2%	4%	1%	-	3%	3%	2%	3%	-	3%
SUMMARY CODES											
EASY	1202	1042	92	68	217	720	265	421	394	225	162
		78%	74%	84%	81%	78%	77%	76%	79%	83%h	80%
DIFFICULT	179	155	15	9	25	108	45	75	61	20	23
		12%	12%	11%	9%	12%	13%	13%j	12%	7%	11%
Refused	1	1	-	-	-	-	1	-	-	-	1
		-	-	-	-	-	-	-	-	-	-
Don't know	9	9	-	-	-	7	2	4	2	3	-
		1%	-	-	-	1%	1%	1%	-	1%	-
Mean Score	0.959	0.955	0.914	1.100	1.031	0.954	0.917	0.908	0.945	1.067h	0.989
Standard Deviation	0.994	0.988	1.077	0.961	0.897	1.003	1.042	1.031	1.024	0.830	1.011
Error Variance	0.001	0.001	0.011	0.012	0.003	0.001	0.003	0.002	0.003	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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...
To find the information that you wanted
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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	951	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Very easy	(2) 476	74	347	47	8	62	413	353	77	40
	31%	31%	31%	34%	28%	31%	31%	31%	28%	35%
Quite easy	(1) 726	125	537	54	11	93	633	536	134	53
	47%	52% ^d	48%	39%	40%	46%	47%	47%	49%	46%
Neither easy nor difficult	(0) 146	21	102	21	2	18	128	104	27	14
	10%	9%	9%	15% ^{abc}	8%	9%	10%	9%	10%	12%
Quite difficult	(-1) 144	16	115	8	4	19	125	110	26	6
	9%	7%	10%	6%	15%	10%	9%	10%	9%	5%
Very difficult	(-2) 35	5	23	7	-	8	27	27	5	3
	2%	2%	2%	5% ^c	-	4%	2%	2%	2%	2%
SUMMARY CODES										
EASY	1202	199	884	101	18	155	1047	889	211	93
	78%	82% ^d	78%	73%	68%	77%	78%	78%	78%	81%
DIFFICULT	179	22	138	15	4	27	152	138	30	8
	12%	9%	12%	11%	15%	13%	11%	12%	11%	7%
Refused	1	1	-	-	-	1	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	9	-	5	1	3	-	9	6	3	-
	1%	-	1%	1%	9%	-	1%	1%	1%	-
Mean Score	0.959	1.017	0.953	0.917	0.903	0.916	0.965	0.952	0.944	1.061
Standard Deviation	0.994	0.934	0.995	1.089	1.041	1.059	0.984	1.006	0.963	0.932
Error Variance	0.001	0.003	0.001	0.009	0.047	0.005	0.001	0.001	0.004	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 ** very small base (under 30) ineligible for sig testing

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...
To find the information that you wanted
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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1403	1206	109	79	152	1251	160	35	1280	119
Weighted Base	1536	1359	102*	64*	152	1384	194	24*	1392	138
Very easy	(2) 476	427	26	19	50	426	54	6	428	46
		31%	25%	30%	33%	31%	28%	26%	31%	33%
Quite easy	(1) 726	633	55	33	77	649	94	13	658	66
		47%	54%	52%	51%	47%	49%	55%	47%	48%
Neither easy nor difficult	(0) 146	131	13	2	9	137	17	3	128	18
		10%	13% ^d	3%	6%	10%	9%	14%	9%	13%
Quite difficult	(-1) 144	132	6	5	15	129	21	1	137	6
		9%	6%	9%	10%	9%	11%	5%	10%	5%
Very difficult	(-2) 35	31	1	3	1	34	6	-	32	3
		2%	1%	4%	1%	2%	3%	-	2%	2%
SUMMARY CODES										
EASY	1202	1060	81	52	127	1075	148	20	1087	111
		78%	79%	82%	83%	78%	76%	81%	78%	81%
DIFFICULT	179	164	7	8	16	163	27	1	170	9
		12%	7%	12%	10%	12%	14%	5%	12%	7%
Refused	1	-	-	1	-	1	-	-	1	-
		-	-	1% ^{ab}	-	-	-	-	-	-
Don't know	9	5	1	1	1	8	2	-	7	-
		1%	1%	2%	1%	1%	1%	-	1%	-
Mean Score	0.959	0.954	0.982	0.975	1.058	0.948	0.876	1.020	0.949	1.049
Standard Deviation	0.394	0.405	0.242	0.233	0.315	0.302	0.343	0.291	0.303	0.310
Error Variance	0.001	0.001	0.007	0.014	0.006	0.001	0.007	0.018	0.001	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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...
 To find the information that you wanted
 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1403	1314	89	-	646	664	85	8	323	320	737	1205	89	118
Weighted Base	1536	1434	101*	**	723	715	90*	8**	323	353	836	1338	76*	112
Very easy	(2) 476	449	26	-	238	213	24	1	84	91	294	418	19	35
	31%	31%	26%	-	33%	30%	27%	7%	26%	26%	35%ij	31%	25%	31%
Quite easy	(1) 726	674	52	-	337	344	38	7	165	173	377	637	43	48
	47%	47%	51%	-	47%	48%	43%	80%	51%	49%	45%	48%	56%	43%
Neither easy nor difficult	(0) 146	134	12	-	63	70	12	*	30	51	62	118	8	14
	10%	9%	12%	-	9%	10%	14%	6%	9%	14%ak	7%	9%	11%	12%
Quite difficult	(-1) 144	137	7	-	71	67	5	1	34	28	82	130	3	11
	9%	10%	7%	-	10%	9%	6%	7%	10%	8%	10%	10%	3%	10%
Very difficult	(-2) 35	30	5	-	14	14	6	-	8	9	17	29	3	3
	2%	2%	5%	-	2%	2%	7%aef	-	2%	2%	2%	2%	4%	2%
SUMMARY CODES														
EASY	1202	1124	78	-	575	557	62	7	249	263	671	1055	61	83
	78%	78%	77%	-	80%g	78%	69%	88%	77%	75%	80%	79%	81%	74%
DIFFICULT	179	167	11	-	85	82	12	1	41	37	99	159	5	14
	12%	12%	11%	-	12%	11%	13%	7%	13%	10%	12%	12%	7%	13%
Refused	1	1	-	-	-	1	-	-	-	1	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	9	-	-	-	5	4	-	2	1	4	6	1	1
	1%	1%	-	-	-	1%e	4%aef	-	1%	-	-	-	2%	1%
Mean Score	0.959	0.965	0.870	-	0.987	0.951	0.794	0.880	0.886	0.877	1.021j	0.966	0.960	0.913
Standard Deviation	0.394	0.392	1.025	-	0.392	0.380	1.140	0.657	0.391	0.367	1.003	0.393	0.330	1.034
Error Variance	0.001	0.001	0.012	-	0.002	0.001	0.016	0.054	0.003	0.003	0.001	0.001	0.012	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/j/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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...
To understand the information that you found

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			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125*	81*	288	924	344	555	507	272	202
Very easy	(2) 449	379	38	32	82	273	94	159	149	79	62
		29%	30%	39%ab	31%	30%	27%	29%	29%	29%	31%
Quite easy	(1) 706	624	46	36	125	414	167	253	228	134	91
		46%	47%	45%	47%	45%	49%	46%	45%	49%	45%
Neither easy nor difficult	(0) 161	131	25	6	34	101	27	59	56	26	19
		11%	20%abd	7%	13%	11%	8%	11%	11%	10%	10%
Quite difficult	(-1) 161	140	14	6	24	96	41	63	49	26	23
		10%	11%	8%	9%	10%	12%	11%	10%	10%	11%
Very difficult	(-2) 50	47	2	1	3	35	12	16	23	3	6
		3%	4%	1%	1%	4%e	3%	3%	5%j	1%	3%
SUMMARY CODES											
EASY	1155	1003	84	68	207	686	262	412	377	213	153
		75%	67%	84%c	77%	74%	76%	74%	74%	78%	76%
DIFFICULT	211	187	17	7	27	131	53	81	72	29	29
		14%	13%	9%	10%	14%	15%	15%	14%	11%	14%
Don't know	9	9	-	-	-	6	3	3	2	3	1
		1%	-	-	-	1%	1%	-	-	1%	1%
Mean Score	0.879	0.870	0.817	1.135abc	0.966	0.863	0.856	0.854	0.854	0.965	0.897
Standard Deviation	1.049	1.055	1.048	0.935	0.944	1.074	1.060	1.060	1.089	0.945	1.054
Error Variance	0.001	0.001	0.011	0.011	0.004	0.002	0.003	0.003	0.003	0.004	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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...
 To understand the information that you found
 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	951	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Very easy	(2) 449	76	322	45	6	60	389	326	81	36
	29%	31%	29%	33%	21%	30%	29%	29%	30%	31%
Quite easy	(1) 706	113	525	60	9	93	613	516	131	58
	46%	46%	46%	43%	33%	46%	46%	45%	48%	50%
Neither easy nor difficult	(0) 161	20	120	17	4	14	148	125	25	9
	11%	8%	11%	12%	16%	7%	11%	11%	9%	8%
Quite difficult	(-1) 161	25	121	9	5	25	136	125	25	8
	10%	10%	11%	7%	20%	12%	10%	11%	9%	7%
Very difficult	(-2) 50	7	36	7	-	9	41	40	7	3
	3%	3%	3%	5%	-	4%	3%	4%	2%	3%
SUMMARY CODES										
EASY	1155	189	846	105	15	153	1002	842	211	94
	75%	78%	75%	76%	55%	76%	75%	74%	78%	82%
DIFFICULT	211	33	156	16	5	34	177	165	32	12
	14%	14%	14%	12%	20%	17%	13%	14%	12%	10%
Don't know	9	1	6	-	3	1	6	6	3	-
	1%	-	1%	-	2%	-	1%	-	1%	-
Mean Score	0.879	0.929	0.869	0.919	0.623	0.852	0.884	0.851	0.943	1.002
Standard Deviation	1.049	1.045	1.046	1.082	1.095	1.113	1.040	1.066	0.997	0.976
Error Variance	0.001	0.004	0.001	0.009	0.052	0.006	0.001	0.001	0.004	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 ** very small base (under 30) ineligible for sig testing

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...
To understand the information that you found

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1403	1206	109	79	152	1251	160	35	1280	119
Weighted Base	1536	1359	102*	64*	152	1384	194	24*	1392	138
Very easy	(2) 449	393	31	21	40	408	48	5	401	46
		29%	31%	32%	27%	30%	29%	20%	29%	33%
Quite easy	(1) 706	620	51	30	69	637	102	13	640	63
		46%	50%	47%	45%	46%	53%	52%	46%	46%
Neither easy nor difficult	(0) 161	151	7	3	20	141	17	4	145	16
		11%	7%	5%	13%	10%	9%	15%	10%	12%
Quite difficult	(-1) 161	145	10	6	18	143	19	3	150	11
		10%	10%	10%	12%	10%	10%	12%	11%	8%
Very difficult	(-2) 50	46	1	3	4	46	6	-	49	1
		3%	1%	4%	3%	3%	3%	-	4%	1%
SUMMARY CODES										
EASY	1155	1013	82	51	109	1046	150	18	1041	110
		75%	80%	79%	72%	76%	77%	73%	75%	79%
DIFFICULT	211	191	11	9	22	189	25	3	198	12
		14%	10%	13%	14%	14%	13%	12%	14%	9%
Don't know	9	4	2	2	1	8	2	-	7	-
		1%	2% ^b	2% ^b	1%	1%	1%	-	1%	-
Mean Score	0.879	0.862	1.018	0.966	0.820	0.886	0.868	0.811	0.863	1.029
Standard Deviation	1.049	1.058	0.932	1.073	1.039	1.051	1.006	0.918	1.061	0.924
Error Variance	0.001	0.001	0.008	0.015	0.007	0.001	0.006	0.024	0.001	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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...
 To understand the information that you found
 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1403	1314	89	-	646	664	85	8	323	320	737	1205	89	118
Weighted Base	1536	1434	101*	**	723	715	90*	8**	323	353	836	1338	76*	112
Very easy	(2) 449	422	27	-	218	204	27	1	80	89	272	394	20	33
	29%	29%	26%	-	30%	28%	30%	7%	25%	25%	32%ij	29%	27%	29%
Quite easy	(1) 706	661	45	-	332	334	35	4	150	168	377	615	40	48
	46%	46%	44%	-	46%	47%	39%	50%	46%	47%	45%	46%	53%	43%
Neither easy nor difficult	(0) 161	148	14	-	80	67	12	3	37	50	72	137	9	10
	11%	10%	14%	-	11%	9%	13%	36%	11%	14%k	9%	10%	11%	9%
Quite difficult	(-1) 161	147	13	-	72	80	9	-	39	33	89	143	4	14
	10%	10%	13%	-	10%	11%	10%	-	12%	9%	11%	11%	5%	13%
Very difficult	(-2) 50	47	3	-	21	25	4	-	15	13	21	42	2	5
	3%	3%	3%	-	3%	4%	4%	-	5%	4%	3%	3%	3%	5%
SUMMARY CODES														
EASY	1155	1084	71	-	550	538	62	5	230	257	649	1009	61	81
	75%	76%	70%	-	76%	75%	69%	57%	71%	73%	78%il	75%	80%	72%
DIFFICULT	211	194	16	-	93	106	12	-	54	46	110	186	6	20
	14%	14%	16%	-	13%	15%	14%	-	17%	13%	13%	14%	8%	17%
Don't know	9	9	-	-	-	5	4	1	2	1	5	6	1	1
	1%	1%	-	-	-	1%e	4%aef	7%	1%	-	1%	-	2%	1%
Mean Score	0.879	0.887	0.773	-	0.905	0.859	0.845	0.690	0.752	0.813	0.949i	0.882	0.975	0.805
Standard Deviation	1.049	1.048	1.073	-	1.031	1.066	1.104	0.647	1.103	1.034	1.034	1.050	0.913	1.141
Error Variance	0.001	0.001	0.013	-	0.002	0.002	0.015	0.060	0.004	0.003	0.001	0.001	0.012	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/j/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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		1403	1403
Weighted Base		1536	1536
Very easy	(2)	476 31%	449 29%
Quite easy	(1)	728 47%	706 46%
Neither easy nor difficult	(0)	146 10%	161 11%
Quite difficult	(-1)	144 9%	161 10%
Very difficult	(-2)	35 2%	50 3%
SUMMARY CODES			
EASY		1202 78%	1155 75%
DIFFICULT		179 12%	211 14%
Refused		1 +	-
Don't know		9 1%	9 1%
Mean Score		0.959	0.879
Standard Deviation		0.994	1.049
Error Variance		0.001	0.001

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51% ^{gk}	1010 53% ^{cd}	83 44%	53 42%	237 54% ^{kg}	708 57% ^{aag}	201 37%	426 61% ^{aijk}	390 53% ^{jk}	198 46% ^{kk}	133 35%
I rang my supplier	360 16%	316 16%	25 13%	19 15%	73 17%	171 14%	116 21% ^{af}	106 15%	111 15%	77 18%	66 18%
I looked at my supplier's own website	228 10%	191 10%	24 13%	13 11%	46 10%	130 10%	52 10%	68 10%	96 13% ^{jk}	33 8%	32 9%
I looked at the websites of other suppliers	122 5%	98 5%	17 9%	7 6%	33 7%	64 5%	24 4%	32 5%	51 7%	22 5%	17 4%
I rang other suppliers	109 5%	95 5%	5 3%	9 7%	18 4%	57 5%	34 6%	34 5%	30 4%	25 6%	20 5%
A supplier salesperson knocked at my door	93 4%	75 4%	11 6%	8 6%	16 4%	56 4%	22 4%	19 3%	27 4%	15 3%	33 9% ^{ahij}
A friend or family member told me about it	76 3% ^h	67 3%	4 2%	5 4%	17 4%	29 2%	30 6% ^{af}	12 2%	23 3%	18 4% ^h	22 6% ^{ahi}
A new supplier phoned me	73 3%	58 3%	10 5%	5 4%	12 3%	41 3%	20 4%	20 3%	21 3%	10 2%	22 6% ^{ahij}
Written communication or marketing material from supplier	71 3%	62 3%	4 2%	5 4%	6 1%	33 3%	32 6% ^{aef}	22 3%	22 3%	17 4%	10 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	41 2%	8 4%	1 1%	14 3%	28 2%	9 2%	9 1%	13 2%	17 4% ^{hi}	12 3% ^h
I phoned a comparison service	26 1%	22 1%	4 2%	1 1%	6 1%	12 1%	8 1%	6 1%	10 1%	5 1%	5 1%
Supplier rang/contacted me	26 1%	18 1%	5 2%	4 3% ^{ab}	7 1%	11 1%	8 2%	8 1%	11 2%	1 *	6 2% ^{ij}

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association \ Big Switch, ready to switch etc.)	26 1%	25 1%	1 1%	-	4 1%	16 1%	6 1%	4 1%	10 1%	6 1%	6 2%
Articles in the media	12 1%	10 1%	1 1%	-	-	6	6 1%e	5 1%	3	4 1%	-
Don't want to change/swap	10 -	9 -	1 1%	-	2 1%	7 1%	-	-	6 1%h	1	2 1%h
On the bill	8 -	8 -	-	-	1	7 1%	-	3	3	1	1
TV advert/TV programme	6 -	4 -	1 1%	1 1%	2	4	1	-	3	-	3 1%ahj
Which (magazine)	3 -	3 -	-	-	1	2	1	1	2	1	-
Other	31 1%	24 1%	4 2%	2 2%	4 1%	16 1%	11 2%	7 1%	11 1%	3 1%	10 3%ahj
None	2 -	2 -	-	-	-	2	1	2	-	1	-
Refused	5 -	5 -	-	-	-	4	1	1	3	1	-
Don't know	119 5%	101 5%	12 6%	6 4%	22 5%	48 4%	49 9%af	25 4%	27 4%	35 8%ahj	31 8%ahj



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%bbf	155 36%	870 57%abde	100 46%b	21 35%	131 39%	1015 53%f	852 55%j	208 49%j	76 32%
I rang my supplier	360 16%	88 20%ac	224 15%	39 18%	9 14%	59 18%	301 16%	244 16%	70 17%	41 17%
I looked at my supplier's own website	228 10%b	29 7%	174 11%b	17 8%	8 13%	28 8%	200 10%	167 11%	45 11%	16 7%
I looked at the websites of other suppliers	122 5%cd	18 4%	95 6%cd	5 2%	4 7%	12 4%	110 6%	87 6%	25 6%	10 4%
I rang other suppliers	109 5%	20 4%	75 5%	14 6%	1 2%	23 7%	87 5%	80 5%	14 3%	14 6%
A supplier salesperson knocked at my door	93 4%	28 6%ac	55 4%	10 4%	1 1%	23 7%ag	70 4%	54 3%	12 3%	24 10%ahi
A friend or family member told me about it	76 3%	28 7%ac	38 3%	7 3%	1 2%	21 6%ag	55 3%	45 3%	17 4%	13 5%
A new supplier phoned me	73 3%	19 4%	46 3%	6 3%	1 2%	22 7%ag	50 3%	42 3%	12 3%	19 8%ahi
Written communication or marketing material from supplier	71 3%	18 4%	44 3%	9 4%	1 1%	18 5%ag	53 3%	52 3%	11 3%	8 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	21 5%acd	26 2%	2 1%	1 2%	5 1%	46 2%	26 2%	13 3%	11 5%ah
I phoned a comparison service	26 1%	7 2%	18 1%	1 *	1 1%	2 1%	24 1%	20 1%	4 1%	2 1%
Supplier rang/contacted me	26 1%	7 2%	19 1%	-	-	7 2%	19 1%	16 1%	5 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	365	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association \ Big Switch, ready to switch etc.)	26 1%	6 1%	18 1%	2 1%	-	5 2%	21 1%	18 1%	4 1%	4 2%
Articles in the media	12 1%	3 1%	6	2 1%	-	-	12 1%	10 1%	1	1
Don't want to change/swap	10 -	1 -	4	4 2%abc	-	1 -	9	6	4 1%	1
On the bill	8 -	1 -	8	-	-	-	8	7	1	-
TV advert/TV programme	6 -	2 -	4	1 1%	-	2 1%	4	2	4 1%h	1
Which (magazine)	3 -	-	3	-	-	1 -	2	3	-	-
Other	31 1%	12 3%ac	14	5 2%	1 1%	4 1%	27 1%	23 1%	4 1%	4 2%
None	2 -	-	2	-	-	1 -	2	1	2	-
Refused	5 -	1 -	3	1	-	1	4	2	1	2
Don't know	119 5%	26 6%c	54 4%	19 9%ac	19 33%abcd	19 6%	100 5%	75 5%	27 6%	14 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%cdh	1069 56%acd	57 32%cd	15 10%	106 48%	1040 52%	173 61%ah	20 31%	1045 51%	99 53%
I rang my supplier	360 16%	282 15%	34 19%	40 28%ab	41 19%	319 16%	44 16%	10 16%	322 16%	37 20%
I looked at my supplier's own website	228 10%cd	210 11%cd	12 7%cd	2 1%	20 9%	208 10%	26 9%	5 8%	207 10%	18 9%
I looked at the websites of other suppliers	122 5%cd	102 5%cd	12 7%cd	2 1%	11 5%	111 6%	14 5%	3 5%	111 5%	8 4%
I rang other suppliers	109 5%	86 5%	13 7%	11 7%	15 7%	94 5%	13 5%	4 7%	99 5%	10 5%
A supplier salesperson knocked at my door	93 4%	69 4%	14 8%ab	9 6%	13 6%	80 4%	9 3%	9 13%ag	91 4%j	2 1%
A friend or family member told me about it	76 3%g	52 3%	7 4%	16 11%abc	14 6%af	62 3%	1 10%ag	7 10%ag	71 3%	5 3%
A new supplier phoned me	73 3%	51 3%	8 5%	12 8%ab	7 3%	66 3%	9 3%	4 5%	65 3%	6 3%
Written communication or marketing material from supplier	71 3%	49 3%	8 4%	13 9%ab	8 3%	63 3%	3 1%	1 1%	68 3%	3 2%
I spoke to a supplier salesperson in the street/shopping centre \ public place	51 2%	42 2%	5 3%	3 2%	6 3%	45 2%	12 4%	3 5%	47 2%	4 2%
I phoned a comparison service	26 1%	21 1%	3 2%	3 2%	1 *	25 1%	2 1%	1 1%	24 1%	2 1%
Supplier rang/contacted me	26 1%	20 1%	3 1%	3 2%	4 2%	22 1%	6 2%	1 1%	22 1%	4 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association) Big Switch, ready to switch etc.)	26 1%	22 1%	·	1 1%	4 2%	22 1%	3 1%	1 1%	22 1%	2 1%
Articles in the media	12 1%	6 ·	3 2%b	2 2%b	·	12 1%	·	·	12 1%	·
Don't want to change/swap	10 ·	7 1%	2 1%	1 ·	2 1%	8 ·	·	1 1%	8 ·	1 1%
On the bill	8 ·	8 ·	·	1 ·	1 1%	7 ·	·	·	8 ·	·
TV advert/TV programme	6 ·	2 ·	1 1%	2 1%ab	1 ·	6 ·	·	·	6 ·	·
Which (magazine)	3 ·	3 ·	·	·	·	3 ·	·	·	3 ·	·
Other	31 1%	22 1%	3 2%	6 4%ab	3 1%	28 1%	2 1%	2 3%	28 1%	2 1%
None	2 ·	2 ·	·	·	2 1%af	1 ·	·	·	2 ·	·
Refused	5 ·	4 ·	·	1 1%	1 1%	4 ·	2 1%	·	3 ·	2 1%i
Don't know	119 5%	82 4%	13 7%	20 14%ab	7 3%	112 6%	7 2%	5 8%g	104 5%	12 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%gimn	1077 52%	69 45%	-	546 63%afg	525 47%g	69 29%	6 30%	219 41%	258 51%j	655 57%ai	1008 54%lmn	44 40%	81 33%
I rang my supplier	360 16%	325 16%	35 23%ab	-	154 18%	172 15%	34 14%	1 3%	110 21%ak	78 16%	164 14%	308 17%	18 16%	35 15%
I looked at my supplier's own website	228 10%in	207 10%	21 14%	-	97 11%	112 10%	17 7%	3 14%	37 7%	57 11%j	128 11%j	199 11%n	15 14%n	14 6%
I looked at the websites of other suppliers	122 5%	113 5%	8 5%	-	53 6%g	62 6%	6 3%	-	24 4%	31 6%	60 5%	100 5%	8 7%	10 4%
I rang other suppliers	109 5%	100 5%	10 6%	-	41 5%	60 5%	7 3%	2 8%	34 6%	27 5%	48 4%	99 5%	3 3%	9 4%
A supplier salesperson knocked at my door	93 4%el	88 4%	4 2%	100%	17 2%	45 4%e	30 13%af	1 3%	35 6%ak	21 4%	36 3%	47 3%	3 3%	40 17%alm
A friend or family member told me about it	76 3%	69 3%	7 5%	-	23 3%	38 3%	14 6%e	-	21 4%	25 5%k	28 2%	65 3%	2 2%	9 4%
A new supplier phoned me	73 3%	68 3%	5 3%	-	24 3%	42 4%	6 3%	1 3%	24 4%k	20 4%	27 2%	52 3%	6 5%	13 5%l
Written communication or marketing material from supplier	71 3%	68 3%	3 2%	-	20 2%	41 4%	10 4%	-	14 3%	17 3%	37 3%	60 3%	6 5%	4 2%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	43 2%	7 5%	-	11 1%	32 3%e	5 2%	1 7%	26 5%ajk	9 2%	15 1%	29 1%	-	20 8%alm
I phoned a comparison service	26 1%	24 1%	2 1%	-	14 2%	11 1%	2 1%	-	6 1%	7 1%	13 1%	23 1%	-	1 *
Supplier rang/contacted me	26 1%	23 1%	3 2%	-	9 1%	10 1%	7 3%af	-	8 1%	9 2%	9 1%	22 1%	2 2%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/i/j/k - a/l/m/n
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association) Big Switch, ready to switch etc.)	26 1%	25 1%	1 1%	-	14 2%	10 1%	1 1%	1 3%	6 1%	6 1%	12 1%	24 1%	-	2 1%
Articles in the media	12 1%	12 1%	-	-	5 1%	4	3 1%	-	1	5 1%	5	9 1%	1 1%	1 1%
Don't want to change/swap	10 *	9	1	-	1	5	2 1%	1 5%	4 1%	2	3	8	1 1%	1
On the bill	8	8	-	-	3	5	-	-	-	3 1%	5	8	-	-
TV advert/TV programme	6	6	-	-	1	4	2 1%	-	1	2	2	3	2 1%	2 1%
Which (magazine)	3	3	-	-	2	2	-	-	1	-	2	3	-	-
Other	31 1%	31 1%	-	-	6 1%	20 2% ^{ae}	5 2%	-	11 2%	7 1%	12 1%	25 1%	2 2%	4 2%
None	2	2	-	-	-	2	-	-	-	1	2	2	-	-
Refused	5	4	1	-	-	3	2	-	1	3	1	4	-	-
Don't know	119 5% ^{ae}	103 5%	16 10% ^{ab}	-	11 1%	62 6% ^{ae}	39 16% ^{aef}	7 32%	31 6%	32 6%	49 4%	80 4%	10 9% ^{aj}	21 9% ^{al}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1424	1233	107	84	280	704	440	380	409	268	367
Weighted Base	1501	1295	127	79*	284	837	390	467	499	286	250
Yes, I feel I'm paying less now	950 63%	814 63%	83 65%	52 66%	175 62%	537 64%	298 63%	304 65%	313 63%	169 59%	163 65%
Yes, I feel I'll be paying less in the long term	339 23%k	298 23%	24 19%	18 22%	65 23%k	193 23%	81 21%	113 24%k	117 23%k	67 24%k	42 17%
No	132 9%	109 8%	16 13%	8 10%	28 10%	70 8%	34 9%	34 7%	40 8%	28 10%	31 12%h
Refused	1 *	1 *	- -	- -	- -	- -	1 *	1 *	- -	- -	- -
Don't know	79 5%	73 6%	4 3%	2 2%	16 6%	37 4%	25 7%	15 3%	28 6%	22 8%h	14 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
* 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1424	359	889	143	33	252	1172	952	253	199
Weighted Base	1501	291	1032	146	32**	215	1286	1059	265	167
Yes, I feel I'm paying less now	950	181	654	92	22	134	816	673	164	104
	63%	62%	63%	63%	67%	62%	63%	64%	62%	62%
Yes, I feel I'll be paying less in the long term	339	49	252	33	5	41	298	248	58	31
	23% ^b	17%	24% ^b	23%	14%	19%	23%	23%	22%	19%
No	132	42	76	11	4	23	110	86	25	22
	9%	14% ^{ac}	7%	8%	11%	11%	9%	8%	10%	13% ^h
Refused	1	-	-	1	-	-	1	1	-	-
	-	-	-	1% ^c	-	-	-	-	-	-
Don't know	79	18	51	7	2	17	62	51	18	10
	5%	6%	5%	5%	7%	8%	5%	5%	7%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

** 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1424	1164	126	121	166	1258	158	74	1317	101
Weighted Base	1501	1281	114	92	159	1342	186	52*	1380	114*
Yes, I feel I'm paying less now	950 63%	815 64%	71 62%	55 60%	113 71% ^d	837 62%	119 64%	30 58%	882 64%	63 55%
Yes, I feel I'll be paying less in the long term	339 23% ^e	299 23%	21 19%	18 19%	22 14%	317 24% ^e	42 23%	9 17%	307 22%	30 27%
No	132 9%	105 8%	16 14% ^b	10 11%	15 10%	117 9%	15 8%	9 17% ^a _g	120 9%	13 11%
Refused	1 -	1 -	- -	- -	- -	1 -	- -	- -	1 -	- -
Don't know	79 5%	61 5%	6 5%	9 10% ^a _b	9 6%	70 5%	10 6%	4 8%	70 5%	8 7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1424	1340	83	1	646	638	130	10	389	310	696	1181	55	174
Weighted Base	1501	1408	92*	1**	710	656	128	7**	380	326	766	1277	60*	155
Yes, I feel I'm paying less now	950 63%	894 64%	54 59%	1 100%	483 68%afg	392 60%	72 56%	2 34%	236 62%	203 62%	495 65%	820 64%	36 61%	88 56%
Yes, I feel I'll be paying less in the long term	339 23%	325 23%	14 15%	-	158 22%	159 24%	22 17%	-	69 18%	81 25%i	187 24%i	293 23%	8 14%	36 23%
No	132 9%	122 9%	11 12%	-	49 7%	60 9%	20 16%aef	3 46%	48 13%ak	32 10%	51 7%	101 8%	9 15%	23 15%al
Refused	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Don't know	79 5%a	66 5%	13 14%ab	-	20 3%	43 7%a	14 11%ae	1 20%	27 7%j	10 3%	33 4%	62 5%	6 10%	9 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/g/h - a/i/j/k - a/l/m/n
 * 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 (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Price increases	1250	1033	147	70	295	674	281	293	415	261	281
21%g		20%	26%abd	20%	25%atg	22%g	16%	20%	22%	21%	20%
Price reductions	1220	1036	126	58	152	723	344	362	387	253	217
20%ek		20%	23%d	16%	13%	23%aeg	20%e	25%aijk	20%k	21%k	15%
Energy suppliers over charging/profit margins	643	542	56	45	74	370	199	227	212	120	85
11%ek		11%	10%	13%	6%	12%e	12%e	16%aijk	11%k	10%k	6%
Poor customer service	497	428	53	16	72	288	137	175	150	92	80
8%dek		8%d	9%d	5%	6%	9%e	8%	12%aijk	8%k	7%	6%
There is more competition	254	224	19	10	30	159	65	69	90	53	42
4%ek		4%	3%	3%	3%	5%eg	4%	5%k	5%k	4%	3%
Green \ environmental issues	243	219	19	6	50	138	56	89	95	26	31
4%dk		4%d	3%	2%	4%	4%g	3%	6%ajk	5%jk	2%	2%
Ofgem fining energy suppliers	207	169	31	7	35	130	43	64	66	51	27
3%gk		3%	6%abd	2%	3%	4%g	3%	4%k	3%k	4%k	2%
Plans to freeze energy prices	200	177	17	6	58	108	33	62	71	34	33
3%gk		3%	3%	2%	5%atg	3%g	2%	4%k	4%k	3%	2%
Price comparison websites in the news	182	156	16	10	22	116	44	61	64	26	31
3%e		3%	3%	3%	2%	4%eg	3%	4%k	3%k	2%	2%
Simpler structures for tariffs	172	144	13	15	23	113	36	73	57	23	19
3%k		3%	2%	4%	2%	4%eg	2%	5%aijk	3%k	2%	1%
Energy on the government \ political agenda	149	132	12	5	28	93	28	59	55	16	19
2%ajk		3%	2%	1%	2%	3%g	2%	4%ajk	3%jk	1%	1%
Power to Switch campaign	137	116	15	6	7	89	40	49	44	25	19
2%ek		2%	3%	2%	1%	3%e	2%e	3%ak	2%k	2%	1%
Wholesale prices/price reductions not being passed on to customer	135	111	20	4	8	94	33	56	39	29	11
2%ek		2%	4%bd	1%	1%	3%aeg	2%e	4%aik	2%k	2%k	1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	97	10	1	19	60	29	51	31	16	10
2%dk		2%d	2%	*	2%	2%	2%	4%aijk	2%k	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Fewer energy tariffs	102	89	8	6	11	67	24	41	35	12	14
	2%k	2%	1%	2%	1%	2%e	1%	3%ajk	2%k	1%	1%
Other mentions of clearer information for energy consumers	101	93	5	3	12	61	28	35	34	14	17
	2%	2%	1%	1%	1%	2%e	2%	2%jk	2%	1%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	81	12	4	6	62	30	54	27	11	5
	2%ek	2%	2%	1%	*	2%e	2%e	4%ajk	1%k	1%	*
Power cut issues	84	68	9	6	9	54	21	40	26	10	8
	1%k	1%	2%	2%	1%	2%e	1%	3%ajk	1%k	1%	1%
Removal of some discounts	69	58	8	3	12	45	12	27	20	11	11
	1%	1%	1%	1%	1%	1%g	1%	2%k	1%	1%	1%
Oliver's Be an Energy Shopper/Go Energy Shopping campaign/website	49	41	7	1	7	32	9	16	19	10	4
	1%k	1%	1%	*	1%	1%	1%	1%k	1%k	1%	*
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	42	4	3	2	29	19	22	15	9	4
	1%ek	1%	1%	1%	*	1%e	1%e	1%ak	1%	1%	*
All other general negative comments (greedy, crooks etc)	37	25	7	5	2	26	10	12	10	9	6
	1%	*	1%b	1%b	*	1%e	1%	1%	1%	1%	*
(Being told to) shop around/compare/switch	34	28	6	-	5	12	17	8	13	4	8
	1%	1%	1%	-	*	*	1%af	1%	1%	*	1%
People being ripped off	29	27	3	-	2	16	11	3	15	6	5
	*	1%	*	-	*	1%	1%	*	1%h	1%	*
EON (any mention)	27	24	2	1	2	13	12	12	7	2	4
	*	*	*	*	*	*	1%e	1%j	*	*	*
Oil prices/oil prices increase (no mention of not passing saving on)	26	26	-	-	6	13	6	10	5	4	7
	*	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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Age UK and EONscandal of Age Concern and EON	25	24	1	-	1	12	12	11	8	2	5
-	-	-	-	-	-	-	1%e	1%j	-	-	-
Age UK/Age Concern (all other references)	25	25	-	-	3	10	12	10	6	5	5
-	-	-	-	-	-	-	1%g	1%g	-	-	-
Bad publicity/complaints/gen eral problems	23	18	5	1	2	10	11	13	-	8	3
-	1	-	1%	-	-	-	1%g	1%a k	-	1%j	1
All the same/they're all the same	21	17	2	2	-	12	9	5	8	3	5
-	-	-	-	1%	-	1%e	1%e	-	-	-	-
Tariffs/bills are complicated	18	18	-	-	1	11	7	7	10	-	2
-	-	-	-	-	-	-	-	1%j	1%k	-	-
Confusing/misleading information	18	17	1	-	2	7	10	8	6	2	3
-	-	-	-	-	-	-	1%g	1%g	-	-	-
Price fixing/cartels (being investigated)	18	13	3	2	6	7	5	8	4	5	1
-	-	-	-	-	-	-	-	1%k	-	-	-
Smart meters	16	13	2	1	4	8	4	9	3	-	5
-	-	-	-	-	-	-	-	1%j	-	-	1
Large Six Supplier(s) (any mention)	16	14	-	2	6	8	3	11	2	1	2
-	-	-	-	-	-	-	-	1%a j k	-	-	-
Prices (all other references)	13	11	2	-	4	4	5	1	8	3	1
-	-	-	-	-	-	-	-	-	1%k	-	-
Expensive	13	9	3	1	3	6	3	4	3	2	4
-	-	-	1%	-	-	-	-	-	-	-	-
Monopoly/lack of competition	12	12	-	-	3	8	1	6	3	1	2
-	-	-	-	-	-	-	-	-	-	-	-
Can save money (by switching)	10	9	1	-	2	4	3	2	5	1	2
-	-	-	-	-	-	-	-	-	-	-	-
Pensioners/elderly being conned/overcharged	10	3	1	1	-	7	2	1	4	3	1
-	-	-	-	1%abc	-	-	-	-	-	-	-
Some are good/some are bad/some better than others	10	7	-	2	-	5	4	-	3	4	-
-	-	-	-	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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Fracking	10	10	-	-	4	3	2	2	4	3	1
Rebates/reimbursements/n ot receiving rebates/not being reimbursed - Had to give money back	9	9	-	-	2	5	2	1	4	-	4
NPower (any mention)	9	8	-	1	3	3	3	3	2	1	3
Adverts	9	7	2	-	4	1	4	2	2	3	1
Problems with switching/difficult to switch	8	8	-	-	-	7	1	2	4	1	-
Small(er) companies are cheaper	7	5	-	2	-	5	3	4	2	-	1
British Gas (any mention)	7	6	-	2	2	4	2	1	2	1	3
Easier to switch	6	4	1	-	1	1	4	1	2	2	1
Meters/pre-payment meters (all references)	5	3	2	-	2	3	-	3	2	-	-
On TV	5	5	-	-	-	3	2	2	2	-	1
Have not been regulated/need to be regulated	5	5	-	-	1	2	2	1	3	-	1
Director's/bosses pay/bonuses	5	3	2	-	1	4	-	3	2	-	-
Short supply of power/low reserves (in UK)	5	5	-	-	-	5	-	-	5	-	-
They hide the best tariffs/don't tell you the best price(s)	4	4	-	-	1	3	1	3	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

	Total (a)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095	
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410	
In papers	4	4	-	-	-	3	2	2	-	1	1	
Energy companies being investigated/suspended/taken to court	4	3	-	-	-	3	-	-	3	-	-	
Tariffs/about tariffs (no detail)	3	1	2	-	-	3	-	1	2	-	-	
Solar panels	3	3	-	-	2	1	-	-	2	-	1	
Sales calls/doorstep sales	3	3	-	-	1	2	-	-	2	-	1	
More power stations required/being built	3	3	-	-	1	-	2	-	2	-	-	
Transparency/lack of transparency	2	1	1	-	-	1	1	-	2	-	-	
Prices being capped	2	2	-	-	-	2	-	2	-	-	1	
First Utility (any mention)	2	-	2	-	-	2	-	-	-	2	-	
Energy companies making a loss/losing money/profits are down	1	-	1	-	-	1	-	-	1	-	-	
Other	86	72	9	4	11	55	20	31	30	12	12	
Nothing	1553	1356	111	87	395	722	436	280	428	325	500	
Don't know	691	566	64	61	160	302	229	129	196	166	199	
Refused	41	31	7	4	10	19	12	4	14	13	9	
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Price increases	1250	333	727	145	45	179	1071	777	251	204
	21%	20%	21%	23%	23%	19%	21%	21%	20%	21%
Price reductions	1220	256	810	129	25	159	1060	888	192	125
	20%be	15%	23%abe	20%be	13%	17%	21%f	24%aij	16%	13%
Energy suppliers over charging/profit margins	643	123	479	38	3	103	541	494	83	57
	11%bde	7%e	14%abde	6%e	2%	17%	17%	13%aij	7%	6%
Poor customer service	497	107	333	42	15	75	422	357	74	63
	8%b	6%	10%bd	7%	8%	8%	8%	10%aij	6%	6%
There is more competition	254	63	165	17	9	38	216	187	40	26
	4%	4%	5%d	3%	5%	4%	4%	5%ij	3%	3%
Green \ environmental issues	243	49	176	14	4	24	219	171	51	20
	4%bd	3%	5%abd	2%	2%	3%	4%f	5%ij	4%ij	2%
Ofgem fining energy suppliers	207	45	150	12	1	28	179	157	23	27
	3%de	3%e	4%bde	2%	*	3%	4%	4%ij	2%	3%
Plans to freeze energy prices	200	35	145	16	3	22	177	128	47	23
	3%b	2%	4%b	3%	2%	2%	4%	3%	4%	2%
Price comparison websites in the news	182	39	127	11	5	26	157	127	31	23
	3%	2%	4%bd	2%	3%	3%	3%	3%	2%	2%
Simpler structures for tariffs	172	22	137	11	2	21	151	130	29	13
	3%b	1%	4%abde	2%	1%	2%	3%	4%ij	2%	1%
Energy on the government \ political agenda	149	27	111	10	2	16	132	112	26	9
	2%b	2%	3%bd	1%	1%	2%	3%	3%ij	2%ij	1%
Power to Switch campaign	137	32	95	8	2	21	116	98	17	18
	2%	2%	3%d	1%	1%	2%	2%	3%ij	1%	2%
Wholesale prices/price reductions not being passed on to customer	135	22	104	8	1	25	109	109	17	8
	2%b	1%	3%bde	1%	1%	3%	2%	3%aij	1%	1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	22	79	5	2	19	89	74	19	13
	2%	1%	2%bd	1%	1%	2%	2%	2%	2%	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Fewer energy tariffs	102	16	77	7	2	7	95	88	9	5
	2%bfj	1%	2%b	1%	1%	1%	2%f	2%ahj	1%	*
Other mentions of clearer information for energy consumers	101	20	71	9	1	14	87	74	20	6
	2%	1%	2%b	1%	*	1%	2%	2%j	2%j	1%
Market investigation \, referral to Competition and Markets Authority (CMA)	97	12	78	7	-	18	80	85	5	5
	2%bj	1%	2%be	1%	-	2%	2%	2%ahj	*	1%
Power cut issues	84	20	54	8	1	15	69	59	20	5
	1%j	1%	2%	1%	1%	2%	1%	2%j	2%j	*
Removal of some discounts	69	13	54	2	*	7	62	48	14	7
	1%	1%	2%bd	*	*	1%	1%	1%	1%	1%
Ofgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	5	41	3	-	3	46	29	9	11
	1%b	*	1%b	*	-	*	1%	1%	1%	1%
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	11	32	5	1	14	35	41	4	3
	1%	1%	1%	1%	1%	1%g	1%	1%ij	*	*
All other general negative comments (greedy, crooks etc)	37	10	22	4	2	12	25	26	5	6
	1%	1%	1%	1%	1%	1%ag	*	1%	*	1%
(Being told to) shop around/compare/switch	34	12	17	5	1	8	26	20	8	6
	1%	1%	*	1%	*	1%	1%	1%	1%	1%
People being ripped off	29	5	16	3	5	6	24	22	5	3
	*	*	*	1%	3%abcd	1%	*	1%	*	*
EON (any mention)	27	4	19	3	-	5	22	20	4	2
	*	*	1%	1%	-	1%	*	1%	*	*
Oil prices/oil prices increase (no mention of not passing saving on)	26	8	18	-	-	6	19	19	2	5
	*	*	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Age UK and EON/scandal of Age Concern and EON	25	6	16	3	-	5	21	17	5	4
Age UK/Age Concern (all other references)	25	4	17	4	-	6	19	18	2	4
Bad publicity/complaints/gen eral problems	23	5	16	3	-	6	18	19	3	2
All the same/they're all the same	21	2	16	2	2	5	16	18	2	1
Tariffs/bills are complicated	18	3	15	1	-	1	17	16	2	-
Confusing/misleading information	18	2	15	1	-	5	13	14	1	3
Price fixing/cartels (being investigated)	18	4	13	1	-	7	10	14	3	1
Smart meters	16	3	12	2	-	2	15	7	3	8
Large Six Supplier(s) (any mention)	16	2	12	-	2	1	15	12	3	1
Prices (all other references)	13	3	8	-	3	2	11	6	5	2
Expensive	13	3	9	1	-	3	10	7	3	3
Monopoly/lack of competition	12	1	11	-	-	2	10	10	2	-
Can save money (by switching)	10	4	6	-	-	1	9	7	-	3
Pensioners/elderly being conned/overcharged	10	3	3	3	-	2	8	5	4	1
Some are good/some are bad/some better than others	10	3	5	1	-	3	7	8	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5986	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Fracking	10	2	7	-	-	-	10	6	4	-
Rebates/reimbursements/n of receiving rebates/not being reimbursed - Had to give money back	9	3	6	-	-	1	8	2	3	2
NPower (any mention)	9	1	7	1	-	2	7	5	1	2
Adverts	9	4	3	1	-	1	8	6	1	2
Problems with switching/difficult to switch	8	2	6	-	-	2	6	8	-	-
Small(er) companies are cheaper	7	2	4	1	-	2	5	7	-	-
British Gas (any mention)	7	2	3	3 ^c	-	1	6	4	2	1
Easier to switch	6	1	5	-	-	1	5	5	1	-
Meters/pre-payment meters (all references)	5	-	5	-	-	-	5	3	2	-
On TV	5	1	2	1	2 ^{1%abc}	2	4	3	1	1
Have not been regulated/need to be regulated	5	3	2	-	-	2	3	3	1	1
Director's/bosses pay/bonuses	5	-	5	-	-	-	5	5	-	-
Short supply of power/low reserves (in UK)	5	-	5	-	-	-	5	2	-	3 th
They hide the best tariffs/don't tell you the best price(s)	4	2	2	1	-	-	4	4	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
In papers	4	2	2	1	-	-	4	3	1	-
Energy companies being investigated/suspended/t taken to court	4	-	4	-	-	-	4	4	-	-
Tariffs/about tariffs (no detail)	3	1	2	*	-	1	2	3	-	-
Solar panels	3	1	1	1	-	*	3	1	2	*
Sales calls/doorstep sales	3	1	2	*	-	-	3	2	-	1
More power stations required/being built	3	1	2	*	-	2	*	2	1	*
Transparency/lack of transparency	2	-	1	1	-	-	2	2	-	-
Prices being capped	2	1	2	-	-	-	2	2	1	-
First Utility (any mention)	2	-	2	-	-	-	2	-	2	-
Energy companies making a loss/losing money/profits are down	1	-	1	-	-	-	*	1	h	-
Other	86	15	59	10	3	18	68	56	22	5
	1%j	1%	2%b	1%	1%	2%	1%	2%j	2%j	1%
Nothing	1553	556	759	173	65	254	1299	753	397	365
	26%ch	34%acd	22%	27%c	33%ac	27%	26%	20%	32%ah	37%ah
Don't know	691	222	347	90	32	111	580	383	161	139
	12%c	13%ac	10%	14%c	17%ac	12%	12%	10%	13%h	14%ah
Refused	41	9	14	14	4	1	40	20	10	9
	1%l	1%	*	2%abc	2%abc	*	1%l	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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Price increases	1250	997	121	124	105	1145	160	49	1102	141
		21% <i>d</i>	20% <i>d</i>	14%	21%	21%	24%	22%	21%	20%
Price reductions	1220	961	118	132	113	1106	118	24	1111	105
		20% <i>dh</i>	19% <i>d</i>	15%	23%	20%	17% <i>h</i>	11%	21% <i>j</i>	15%
Energy suppliers over charging/profit margins	943	532	53	58	59	585	65	12	618	26
		11% <i>dh</i>	12% <i>cd</i>	7%	12%	11%	10% <i>h</i>	5%	12% <i>j</i>	4%
Poor customer service	497	426	35	34	52	445	64	9	466	29
		8% <i>cdh</i>	10% <i>acd</i>	4%	10%	8%	9% <i>h</i>	4%	9% <i>j</i>	4%
There is more competition	254	207	21	24	26	228	19	5	228	24
		4% <i>d</i>	5% <i>d</i>	3%	5%	4%	3%	2%	4%	3%
Green \ environmental issues	243	224	10	10	19	225	25	4	221	22
		4% <i>cdh</i>	5% <i>acd</i>	1%	4%	4%	4%	2%	4%	3%
Olgem fining energy suppliers	207	182	8	17	19	188	26	3	198	9
		3% <i>cdj</i>	4% <i>cd</i>	1%	4%	3%	4%	1%	4% <i>j</i>	1%
Plans to freeze energy prices	200	173	14	12	18	182	34	4	183	16
		3% <i>d</i>	4% <i>cd</i>	2%	4%	3%	5% <i>h</i>	2%	3%	2%
Price comparison websites in the news	182	162	8	13	29	154	16	5	164	19
		3% <i>dh</i>	4% <i>cd</i>	1%	6% <i>af</i>	3%	2%	3%	3%	3%
Simpler structures for tariffs	172	152	10	8	19	153	23	2	162	8
		3% <i>dh</i>	3% <i>cd</i>	2%	4%	3%	3% <i>h</i>	1%	3% <i>j</i>	1%
Energy on the government \ political agenda	149	132	11	6	15	133	17	2	136	13
		2% <i>d</i>	3% <i>d</i>	2% <i>d</i>	3%	2%	2%	1%	3%	2%
Power to Switch campaign	137	106	14	16	7	129	11	1	123	13
		2% <i>h</i>	2%	2%	1%	2%	2%	1%	2%	2%
Wholesale prices/price reductions not being passed on to customer	135	114	11	10	18	116	10	1	133	2
		2% <i>dj</i>	3% <i>d</i>	2%	4% <i>d</i>	2%	1%	1%	3% <i>j</i>	1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	92	9	7	5	103	16	-	99	9
		2% <i>dh</i>	2% <i>d</i>	1%	1%	2%	2% <i>h</i>	-	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Fewer energy tariffs	102	81	13	8	5	97	9	2	89	13
	2%	2% ^d	2%	1%	1%	2%	1%	1%	2%	2%
Other mentions of clearer information for energy consumers	101	87	8	7	12	90	17	1	94	7
	2% ^d	2% ^d	1%	1%	2%	2%	2%	1%	2%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	79	7	11	7	90	9	-	96	1
	2% ^h	2%	1%	1%	1%	2%	1%	-	2% ^j	*
Power cut issues	84	77	3	4	7	77	2	-	78	5
	1% ^{dgh}	2% ^{cd}	*	1%	1%	1%	*	-	1%	1%
Removal of some discounts	69	60	7	1	5	64	5	-	61	8
	1% ^d	1% ^d	1% ^d	*	1%	1%	1%	-	1%	1%
Olgem's Be an Energy Shopper/Go Energy Shopper/Shopping campaign/website	49	44	3	2	5	44	5	2	46	4
	1%	1% ^d	1%	*	1%	1%	1%	1%	1%	1%
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	35	7	6	4	45	5	-	47	2
	1%	1%	1%	1%	1%	1%	1%	-	1%	*
All other general negative comments (greedy, crooks etc)	37	28	5	3	6	31	-	1	36	1
	1%	1%	1%	*	1%	1%	-	*	1%	*
(Being told to) shop around/compare/switch	34	23	6	5	7	27	3	1	32	2
	1%	1%	1%	1%	1% ^{aef}	*	*	1%	1%	*
People being ripped off	29	22	2	6	5	24	-	1	29	-
	*	*	*	1%	1%	*	-	*	1%	-
EON (any mention)	27	18	5	4	2	25	3	1	24	3
	*	*	1%	*	*	*	1%	1%	*	*
Oil prices/oil prices increase (no mention of not passing saving on)	19	19	3	4	*	25	1	1	24	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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Age UK and EON/scandal of Age Concern and EON	25	18	4	3	3	23	-	1	24	1
Age UK/Age Concern (all other references)	25	17	1	7	2	23	1	1	25	-
Bad publicity/complaints/general problems	23	18	1	4	5	18	4	1	23	-
All the same/they're all the same	21	16	2	4	4	17	-	1	21	1
Tariffs/bills are complicated	18	14	2	3	1	17	-	-	17	2
Confusing/misleading information	18	13	2	3	3	15	-	1	17	1
Price fixing/cartels (being investigated)	18	14	2	2	1	16	5	-	16	2
Smart meters	16	11	4	1	-	16	-	4	15	1
Large Six Supplier(s) (any mention)	16	14	1	1	*	15	6	-	16	-
Prices (all other references)	13	7	1	5	-	13	2	-	13	-
Expensive	13	12	-	-	-	13	3	-	12	1
Monopoly/lack of competition	12	10	-	2	3	9	2	-	12	-
Can save money (by switching)	10	7	2	1	-	10	1	1	9	1
Pensioners/elderly being conned/overcharged	10	7	1	2	2	7	-	-	10	-
Some are good/some are bad/some better than others	10	7	-	2	2	7	1	-	9	-

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

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Fracking	10	9	-	1	-	10	3	-	10	-
Rebates/reimbursements\n of receiving rebates\n not being reimbursed - Had to give money back	9	6	2	1	5	5	2	-	9	-
NPower (any mention)	9	7	1	1	4	5	3	-	9	-
Adverts	9	8	-	1	-	9	3	1	8	1
Problems with switching\ndifficult to switch	8	7	-	1	3	5	-	-	8	-
Smaller companies are cheaper	7	7	-	-	-	7	-	-	6	1
British Gas (any mention)	7	5	1	1	2	5	-	1	6	1
Easier to switch	6	2	3	-	-	6	1	-	5	1
Meters/pre-payment meters (all references)	5	5	-	-	-	5	-	-	5	-
On TV	5	2	1	2	2	3	-	-	5	-
Have not been regulated\nneed to be regulated	5	3	1	1	-	5	2	-	5	-
Director's/bosses pay/bonuses	5	5	-	-	-	5	5	-	5	-
Short supply of power\nlow reserves (in UK)	5	5	-	-	1	3	-	-	5	-

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
They hide the best tariffs/don't tell you the best price(s)	4	2	2	-	-	4	-	-	4	-
In papers	4	4	1	-	-	4	2	-	4	-
Energy companies being investigated/suspended/taken to court	4	3	-	*	-	4	-	-	3	*
Tariffs/about tariffs (no detail)	3	3	-	*	-	3	-	-	3	-
Solar panels	3	3	-	*	-	3	-	1	3	-
Sales calls/doorstep sales	3	3	-	-	-	3	-	1	2	1
More power stations required/being built	3	2	-	*	2	1	-	-	2	1
Transparency/lack of transparency	2	2	-	-	-	2	-	-	2	-
Prices being capped	2	2	-	-	-	2	2	-	2	-
First Utility (any mention)	2	2	-	-	-	2	2	-	2	-
Energy companies making a loss/losing money/profits are down	1	1	-	-	-	1	-	-	1	-
Other	86	73	7	5	6	80	17	1	78	8
Nothing	1553	1045	177	312	120	1433	195	92	1251	294
Don't know	691	454	78	139	40	651	76	39	595	89
	12% ^a	10% ^a	13% ^a	16% ^{ab}	8% ^a	12% ^a	11% ^a	18% ^{ag}	11% ^a	13% ^a

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Refused	41	20	3	8	2	39	4	2	33	3
	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Price increases	1250	1077	170	3	193	390	433	234	370	299	561	908	105	209
	21%	20%	27% ^{ab}	13%	22%	23% ^{gh}	20%	19%	22%	23% ^{ik}	20%	21%	19%	21%
Price reductions	1220	1114	101	4	269	383	434	135	303	245	658	980	94	125
	20% ^{chn}	21% ^c	16%	18%	30% ^{afgh}	23% ^{ah}	20% ^h	11%	18%	19%	23% ^{aj}	23% ^{amm}	17% ⁿ	13%
Energy suppliers over charging/profit margins	643	612	30	1	160	220	211	52	150	126	361	525	47	63
	11% ^{chn}	11% ^c	5%	4%	18% ^{afgh}	13% ^{agh}	10% ^h	4%	9%	10%	13% ^{aj}	12% ^{mn}	9%	6%
Poor customer service	497	455	41	1	112	166	153	66	114	122	256	397	40	54
	8% ^{hin}	9%	7%	4%	13% ^{afgh}	10% ^{gh}	7%	5%	7%	9% ⁱ	9% ⁱ	9% ⁿ	7%	5%
There is more competition	254	229	24	1	40	84	110	20	72	68	109	197	15	31
	4% ^h	4%	4%	4%	5% ^h	5% ^h	5% ^h	2%	4%	5% ^k	4%	5%	3%	3%
Green \ environmental issues	243	211	30	2	48	72	95	29	47	61	134	202	18	20
	4% ^{hin}	4%	5%	9%	5% ^h	4% ^h	4% ^h	2%	3%	5% ⁱ	5% ⁱ	5% ⁿ	3%	2%
Olgem firing energy suppliers	207	192	16	-	58	62	66	21	47	39	119	168	7	25
	3% ^{hmn}	4%	2%	-	7% ^{afgh}	4% ^h	3% ^h	2%	3%	3%	4% ⁱ	4% ^{mn}	1%	3%
Plans to freeze energy prices	200	181	19	-	41	71	76	13	49	50	99	171	10	22
	3% ^{hmn}	3%	3%	-	5% ^h	4% ^h	3% ^h	1%	3%	4%	3%	4% ^{mn}	2%	2%
Price comparison websites in the news	182	164	17	1	46	50	65	21	45	39	97	142	13	25
	3% ^h	3%	3%	4%	5% ^{afgh}	3% ^h	3% ^h	2%	3%	3%	3%	3%	2%	3%
Simpler structures for tariffs	172	150	19	3	45	53	62	12	32	51	87	145	9	14
	3% ^{hin}	3%	3%	12%	5% ^{afgh}	3% ^h	3% ^h	7%	2%	4% ⁱ	3% ⁱ	3% ^{mn}	2%	1%
Energy on the government \ political agenda	149	139	10	-	24	60	52	12	30	36	81	128	9	8
	2% ^{hmn}	3%	2%	-	3% ^h	4% ^{agh}	2% ^h	7%	2%	3%	3% ⁱ	3% ⁿ	2%	1%
Power to Switch campaign	137	120	17	-	29	38	52	17	35	41	60	114	10	11
	2% ^{hmn}	2%	3%	-	3% ^h	2%	2% ^h	7%	2%	3%	2%	3% ⁿ	2%	1%
Wholesale prices/price reductions not being passed on to customer	135	132	3	-	49	41	36	9	29	33	73	110	12	15
	2% ^h	2% ^c	-	-	5% ^{afgh}	2% ^h	2% ^h	1%	2%	3%	3%	3%	2%	2%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	98	10	-	30	33	33	12	25	23	60	94	5	8
	2% ^{hmn}	2%	2%	-	3% ^{agh}	2% ^h	2%	7%	1%	2%	2%	2% ⁿ	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/i/j/k - a/l/m/n
 ** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Fewer energy tariffs	102	96	6	-	22	39	33	8	25	19	57	89	3	7
	2%hmm	2%	1%	-	3%h	2%h	2%h	1%	1%	1%	2%	2%mm	-	1%
Other mentions of clearer information for energy consumers	101	94	7	-	27	27	33	14	20	20	56	83	7	12
	2%	2%	1%	-	3%afgh	2%	2%	1%	2%	2%	2%	2%	1%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	94	4	-	19	48	27	3	15	24	58	84	12	-
	2%hin	2%ic	1%	-	2%h	3%aagh	1%h	*	1%	2%i	2%i	2%in	2%in	-
Power cut issues	84	78	6	-	16	31	23	13	23	12	47	70	4	9
	1%	1%	1%	-	2%	2%g	1%	1%	1%	1%	2%	2%	1%	1%
Removal of some discounts	69	61	9	-	15	26	20	8	13	22	33	54	4	10
	1%	1%	1%	-	2%h	2%h	1%	1%	1%	2%i	1%	1%	1%	1%
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	41	9	-	8	15	19	7	14	7	28	45	2	2
	1%in	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%in	-	*
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	47	2	-	19	12	13	4	7	15	24	42	-	6
	1%in	1%	*	-	2%afgh	1%	1%	*	*	1%i	1%	1%in	-	1%
All other general negative comments (greedy, crooks etc)	37	36	1	-	10	6	13	8	9	4	23	28	6	4
	1%	1%	*	-	1%t	*	1%	1%	1%	*	1%	1%	1%	*
(Being told to) shop around/compare/switch	34	33	1	-	4	8	12	10	9	7	18	24	5	6
	1%	1%	-	-	*	*	1%	1%	1%	1%	1%	1%	1%	1%
People being ripped off	29	29	-	-	5	12	6	6	7	12	10	20	6	3
	*	1%	-	-	1%	1%	*	*	*	1%k	*	*	1%	*
EON (any mention)	27	27	-	-	5	11	8	2	3	9	15	19	2	5
	*	*	-	-	1%	1%	*	*	*	1%i	1%	*	*	1%
Oil prices/oil prices increase (no mention of not passing saving on)	26	24	1	-	6	8	9	3	6	2	18	16	5	5
	*	*	*	-	1%	*	*	*	*	*	1%j	*	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Age UK and EON/scandal of Age Concern and EON	25	25	-	-	7	13	4	1	4	8	13	19	2	3
Age UK/Age Concern (all other references)	25	23	2	-	1%gh	1%gh	12	1	6	5	13	20	3	-
Bad publicity/complaints/genera	23	23	-	-	9	6	7	1	2	5	15	22	-	1
eral problems	-	-	-	-	1%ag	-	-	-	-	-	1%h	7%	-	-
All the same/they're all the same	21	21	-	-	8	6	3	3	3	3	14	16	2	3
Tariffs/bills are complicated	18	17	2	-	1%ag	-	-	-	-	-	-	-	-	-
Confusing/misleading information	18	16	2	-	5	7	6	1	1	5	12	17	2	-
Price fixing/cartels (being investigated)	18	18	-	-	4	8	3	3	2	3	12	15	2	4
Smart meters	16	15	2	-	5	7	4	2	2	5	11	14	4	3
Large Six Supplier(s) (any mention)	16	16	-	-	1%g	-	-	-	4	6	5	11	2	4
Prices (all other references)	13	12	1	-	6	5	4	2	5	3	8	15	-	1
Expensive	13	13	-	-	1%h	-	-	-	4	3	7	10	1	3
Monopoly/lack of competition	12	11	-	1	-	3	8	2	3	5	4	11	-	3
Can save money (by switching)	10	8	2	-	5	1	6	-	2	1	9	11	-	1
Pensioners/elderly being conned/overcharged	10	9	-	-	1%h	-	-	-	-	-	-	-	-	-
Some are good/some are bad/some better than others	10	8	2	-	1	3	5	1	3	4	3	8	-	3
	-	-	-	-	2%	-	-	-	-	-	-	-	-	-
	10	8	2	-	2	2	6	6	4	3	3	6	-	2
	-	-	-	-	1%g	-	-	-	5	-	4	9	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Fracking	10	9	1	-	4	3	2	1	2	3	5	10	-	-
Rebates/reimbursements\n of receiving rebates\n not being reimbursed - Had to give money back	9	8	1	-	4	5	1	-	4	2	3	7	1	2
NPower (any mention)	9	9	-	-	2	5	1	-	4	-	4	8	-	1
Adverts	9	7	2	-	-	4	2	3	1	2	5	6	1	1
Problems with switching\difficult to switch	8	8	-	-	1	1	5	1	4	2	2	7	1	-
Small(er) companies are cheaper	7	7	-	-	1	4	2	-	-	2	5	7	-	-
British Gas (any mention)	7	7	-	-	3	3	1	1	3	2	2	5	-	2
Easier to switch	6	6	-	-	-	2	3	1	2	1	3	6	-	-
Meters/pre-payment meters (all references)	5	5	-	-	2	2	-	2	2	2	3	5	-	-
On TV	5	5	-	-	2	2	2	-	1	2	3	4	-	1
Have not been regulated\nneed to be regulated	5	5	-	-	1	-	3	1	2	1	3	4	1	-
Director's/bosses pay/bonuses	5	5	-	-	1	4	-	-	1	2	2	5	-	-
Short supply of power\nlow reserves (in UK)	5	5	-	-	2	1	2	-	-	2	3	5	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
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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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
They hide the best tariffs/don't tell you the best price(s)	4	4	-	-	3	-	2	-	2	-	2	4	-	-
In papers	4	4	-	-	1	1	2	1	1	-	3	1	3	1
Energy companies being investigated/suspended/taken to court	4	4	-	-	-	2	2	-	-	-	4	4	1%al	-
Tariffs/about tariffs (no detail)	3	3	-	-	2	-	1	-	3	-	-	3	-	-
Solar panels	3	3	-	-	-	2	1	1	1	-	3	3	-	1
Sales calls/doorstep sales	3	2	2	-	-	2	2	1	-	1	2	2	-	1
More power stations required/being built	3	3	-	-	-	-	-	2	1	-	2	3	-	-
Transparency/lack of transparency	2	2	-	-	1	1	-	-	-	1	1	1	1	-
Prices being capped	2	2	-	-	-	2	-	1	-	1	2	2	-	1
First Utility (any mention)	2	2	-	-	-	2	-	-	2	-	-	2	-	-
Energy companies making a loss/losing money/profits are down	1	1	-	-	-	-	1	-	-	-	1	-	-	1
Other	86	82	4	-	20	36	19	11	22	14	47	70	4	10
Nothing	1553	1315	220	9	109	340	605	489	525	310	689	981	178	363
	28%ef	25%	37%ab	37%	12%	20%e	28%ef	40%aefg	31%ajk	24%	24%	23%	33%al	37%al
Don't know	691	617	68	5	49	160	260	223	210	157	291	453	69	144
	12%ef	12%	11%	22%	6%	9%e	12%ef	18%aefg	12%k	12%	10%	10%	13%	15%al

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Refused	41	35	6	1	-	5	16	21	8	8	11	30	3	4
	1%e	1%	1%	3%	-	*	1%e	2%ae/f/g	*	1%	*	1%	1%	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Very satisfied	(2) 85 17%e	68 16%	10 20%	7 25%	10 8%	37 16%	38 24%aef	31 27%aijk	27 16%	12 11%	16 14%
Satisfied	(1) 279 54%	240 55%	24 48%	15 53%	73 61%f	116 48%	91 58%	56 49%	94 55%	59 54%	70 58%
Neither satisfied nor dissatisfied	(0) 99 19%g	83 19%	11 22%	5 16%	27 22%g	56 23%g	16 10%	19 16%	29 17%	30 27%	21 17%
Dissatisfied	(-1) 23 4%	20 5%	2 4%	1 2%	3 2%	15 6%	4 3%	5 4%	7 4%	3 3%	7 6%
Very dissatisfied	(-2) 11 2%	9 2%	2 5%	-	1 1%	7 3%	3 2%	-	6 3%	2 2%	3 3%
SUMMARY CODES											
SATISFIED	364 71%	308 71%	34 66%	22 77%	83 69%	153 64%	129 83%aef	87 76%	121 71%	70 65%	86 72%
DISSATISFIED	34 7%	28 6%	5 9%	1 2%	4 3%	22 9%	7 5%	5 4%	13 8%	6 5%	11 9%
Refused	4 1%	2 *	1 1%	1 4%	1 1%	2 1%	1 *	1 1%	1 1%	1 1%	1 1%
Don't know	14 3%	13 3%	1 2%	-	4 4%	7 3%	3 2%	3 3%	8 4%	2 2%	1 1%
Mean Score	0.816	0.809	0.745	1.035	0.769	0.694	1.025aef	1.025ajk	0.795	0.700	0.753
Standard Deviation	0.848	0.834	1.004	0.736	0.690	0.922	0.797	0.786	0.888	0.792	0.870
Error Variance	0.001	0.002	0.021	0.020	0.004	0.004	0.003	0.007	0.006	0.006	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Very satisfied	(2) 85 17%	22 14%	48 18%	11 15%	5 33%	17 17%	69 16%	62 21%ij	10 9%	13 12%
Satisfied	(1) 279 54%	94 60%	144 53%	33 46%	8 56%	55 56%	224 54%	150 51%	63 61%	59 56%
Neither satisfied nor dissatisfied	(0) 99 19%	23 15%	56 21%	18 24%	1 10%	15 15%	84 20%	58 20%	18 17%	22 21%
Dissatisfied	(-1) 23 4%	6 4%	14 5%	2 3%	-	6 6%	16 4%	10 4%	9 8%	3 3%
Very dissatisfied	(-2) 11 2%	6 4%	3 1%	3 4%	-	3 3%	8 2%	3 1%	2 2%	5 5%h
SUMMARY CODES										
SATISFIED	364 71%	116 74% ^d	192 71%	44 61%	13 90%	71 73%	293 70%	212 72%	73 70%	71 68%
DISSATISFIED	34 7%	12 7%	17 6%	5 7%	-	9 9%	25 6%	13 5%	11 10% ^h	9 8%
Refused	4 1%	-	-	4 5% ^{abc}	-	1 1%	3 1%	3 1%	-	1 1%
Don't know	14 3%	6 4%	6 2%	2 3%	-	1 1%	13 3%	7 2%	3 3%	3 3%
Mean Score	0.816	0.805	0.827	0.706	1.227	0.799	0.820	0.911ij	0.689	0.686
Standard Deviation	0.848	0.871	0.822	0.921	0.643	0.909	0.834	0.811	0.839	0.924
Error Variance	0.001	0.004	0.003	0.013	0.028	0.007	0.002	0.002	0.007	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/ij
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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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Very satisfied	(2) 85	55	10	20	6	79	4	4	79	5
	17%	15%	25%	18%	16%	17%	9%	26%	18%	8%
Satisfied	(1) 279	193	20	66	22	258	27	6	241	38
	54%	54%	48%	62%	59%	54%	56%	41%	54%	59%
Neither satisfied nor dissatisfied	(0) 99	76	7	11	7	92	9	2	87	11
	19% <i>d</i>	21% <i>d</i>	18%	10%	18%	19%	20%	12%	19%	17%
Dissatisfied	(-1) 23	18	4	1	2	21	4	3	18	5
	4%	5%	9% <i>d</i>	1%	5%	4%	8%	17%	4%	7%
Very dissatisfied	(-2) 11	5	-	6	1	10	1	-	8	3
	2%	1%	-	6% <i>ab</i>	2%	2%	1%	-	2%	4%
SUMMARY CODES										
SATISFIED	364	248	30	86	27	337	31	11	320	44
	71%	69%	74%	80% <i>ab</i>	75%	70%	65%	66%	72%	67%
DISSATISFIED	34	23	4	7	2	31	4	3	26	7
	7%	6%	9%	7%	7%	7%	9%	17%	6%	11%
Refused	4	2	-	1	-	4	-	-	2	1
	1%	1%	-	1%	-	1%	-	-	*	2%
Don't know	14	11	-	1	-	14	3	1	12	2
	3%	3%	-	1%	-	3%	6%	4%	3%	3%
Mean Score	0.816	0.793	0.905	0.885	0.819	0.815	0.683	0.786	0.842	0.630
Standard Deviation	0.848	0.820	0.886	0.926	0.831	0.850	0.818	1.064	0.836	0.906
Error Variance	0.001	0.002	0.016	0.006	0.016	0.002	0.017	0.051	0.002	0.014

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/l/j
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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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Very satisfied	(2) 85	81	3	1	4	24	37	20	19	11	52	60	14	16
	17%	18% ^c	6%	39%	10%	24% ^h	19% ^h	11%	13%	10%	22% ^j	20%	15%	12%
Satisfied	(1) 279	248	31	-	23	43	111	102	81	69	126	160	61	69
	54% ^d	54%	55%	-	58%	42%	57% ^f	58% ^d	53%	60%	54%	53%	64%	53%
Neither satisfied nor dissatisfied	(0) 99	87	10	2	9	22	35	34	35	20	38	61	12	28
	19%	19%	17%	61%	20%	21%	16%	19%	23%	17%	16%	20%	13%	21%
Dissatisfied	(-1) 23	16	6	-	4	8	5	5	6	7	9	11	2	10
	4%	4%	11% ^{ab}	-	9%	8% ^g	3%	3%	4%	6%	4%	4%	2%	8%
Very dissatisfied	(-2) 11	7	4	-	-	5	3	3	6	1	4	3	5	4
	2%	1%	8% ^{ab}	-	-	5%	2%	2%	4%	1%	2%	1%	5% ^d	3%
SUMMARY CODES														
SATISFIED	364	329	34	1	27	68	148	122	101	80	178	220	75	86
	71%	72%	61%	39%	68%	66%	76%	69%	65%	70%	77% ^d	73%	78% ⁿ	65%
DISSATISFIED	34	23	11	-	4	14	9	8	12	8	13	14	6	14
	7%	5%	19% ^{ab}	-	9%	13% ^{agh}	4%	5%	8%	7%	6%	5%	7%	11% ^d
Refused	4	4	-	-	-	-	-	4	-	2	-	1	-	-
	1%	1%	-	-	-	-	-	2% ^g	-	2% ^k	-	-	-	-
Don't know	14	13	2	-	1	-	5	9	6	4	3	4	3	4
	3%	3%	3%	-	3%	-	2%	5% ^f	4%	4%	1%	1%	3%	3%
Mean Score	0.816 ^c	0.866 ^c	0.413	0.778	0.714	0.712	0.906	0.798	0.692	0.759	0.927 ⁱ	0.891 ⁿ	0.834	0.649
Standard Deviation	0.848	0.807	1.045	1.266	0.790	1.072	0.792	0.757	0.894	0.767	0.844	0.802	0.885	0.921
Error Variance	0.001	0.001	0.020	0.401	0.020	0.012	0.003	0.003	0.005	0.006	0.003	0.002	0.007	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Completely trust	(2) 56 11%	44 10%	9 18%	3 9%	12 10%	20 8%	25 16%	16 14%	16 9%	9 9%	15 12%
Tend to trust	(1) 262 51%	222 51%	24 47%	15 52%	64 54%	107 45%	90 58%	55 48%	92 54%	51 47%	64 54%
Neither trust nor distrust	(0) 109 21%g	92 21%	12 23%	5 17%	26 22%	62 26%g	20 13%	23 20%	36 21%	31 28%k	19 16%
Tend to distrust	(-1) 44 8%	40 9%	1 1%	3 10%	9 7%	24 10%	11 7%	11 10%	11 7%	8 7%	13 11%
Strongly distrust	(-2) 22 4%	18 4%	3 5%	1 5%	3 2%	17 7%g	2 1%	4 4%	6 3%	6 5%	6 5%
SUMMARY CODES											
TRUST	318 62% ^{af}	267 61%	34 65%	18 61%	76 64%	127 53%	115 74% ^{af}	70 61%	108 63%	60 55%	79 66%
DISTRUST	66 13%	58 13%	3 7%	4 15%	11 10%	41 17%g	13 8%	15 13%	17 10%	13 12%	19 16%
Refused	3 1%	2 *	1 1%	-	2 2%	-	1 *	1 1%	-	-	1 1%
Don't know	20 4%	16 4%	2 4%	2 7%	3 3%	10 4%	7 5%	4 4%	10 6% ^{ik}	4 4%	1 1%
Mean Score	0.582 ^d	0.565	0.759	0.536	0.649 ^h	0.384	0.529 ^{af}	0.609	0.625	0.484	0.586
Standard Deviation	0.958	0.954	0.972	1.003	0.861	1.032	0.841	0.989	0.894	0.958	1.020
Error Variance	0.002	0.002	0.020	0.037	0.006	0.005	0.004	0.011	0.006	0.009	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 56	21	24	7	5	10	46	33	5	17
	71%	13%	9%	9%	32%	10%	11%	11%	5%	16%
Tend to trust	(1) 262	87	139	30	6	50	212	143	62	51
	51%	55%	51%	41%	46%	51%	51%	49%	60%	49%
Neither trust nor distrust	(0) 109	29	59	19	1	20	89	68	21	18
	21%	19%	22%	26%	9%	20%	21%	23%	21%	17%
Tend to distrust	(-1) 44	12	25	6	1	10	33	23	10	10
	8%	8%	9%	8%	6%	10%	8%	8%	10%	9%
Strongly distrust	(-2) 22	4	14	4	4	5	17	12	4	6
	4%	3%	5%	5%	-	5%	4%	4%	3%	6%
SUMMARY CODES										
TRUST	318	108	162	37	11	60	258	176	67	69
	62%	69% ^d	60%	50%	78%	61%	62%	60%	64%	65%
DISTRUST	66	16	39	10	1	15	50	35	14	16
	13%	10%	14%	14%	6%	16%	12%	12%	13%	15%
Refused	3	-	1	2	-	-	3	1	1	1
	1%	-	-	3% ^b	-	-	1%	-	1%	1%
Don't know	20	4	11	5	1	3	18	15	1	3
	4%	2%	4%	7%	7%	3%	4%	5%	1%	3%
Mean Score	0.582	0.711^c	0.513	0.449	1.120	0.514	0.599	0.582	0.531	0.623
Standard Deviation	0.958	0.894	0.975	1.005	0.865	1.006	0.947	0.950	0.873	1.064
Error Variance	0.002	0.004	0.004	0.015	0.053	0.009	0.002	0.003	0.008	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a1/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Completely trust	(2) 56 11%	36 10%	4 9%	17 16%	8 21% ^d	48 10%	2 3%	2 12%	52 12%	4 6%
Tend to trust	(1) 262 51%	182 51%	23 56%	56 52%	18 49%	244 51%	20 43%	8 49%	224 50%	37 58%
Neither trust nor distrust	(0) 109 21%	80 22%	9 19%	18 17%	6 16%	103 21%	15 32%	2 12%	93 21%	15 23%
Tend to distrust	(-1) 44 8%	30 8%	7 16% ^d	5 5%	3 8%	41 9%	5 11%	4 23%	39 9%	5 8%
Strongly distrust	(-2) 22 4%	18 5%	-	4 4%	1 3%	21 4%	2 4%	-	20 5%	2 3%
SUMMARY CODES										
TRUST	318 62%	218 61%	27 64%	73 68%	25 70%	292 61%	22 46%	10 61%	276 62%	41 64%
DISTRUST	66 13%	48 13%	7 16%	9 9%	4 11%	62 13%	7 14%	4 23%	59 13%	7 10%
Refused	3 1%	2 1%	-	-	-	3 1%	-	1 4%	2 *	-
Don't know	20 4%	12 3%	-	7 7%	1 3%	19 4%	3 7%	-	17 4%	2 3%
Mean Score	0.582	0.543	0.565	0.770 ^b	0.801	0.565	0.338	0.518	0.580	0.595
Standard Deviation	0.358	0.371	0.874	0.332	0.984	0.955	0.883	1.025	0.976	0.836
Error Variance	0.002	0.003	0.015	0.007	0.026	0.002	0.020	0.048	0.002	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Completely trust	(2) 56	51	4	1	4	14	23	15	12	12	32	34	10	18
	11%	11%	7%	56%	10%	14%	12%	9%	8%	10%	14%	11%	11%	14%
Tend to trust	(1) 262	235	26	*	15	53	101	92	89	49	121	164	46	63
	51%	51%	47%	19%	39%	51%	52%	52%	57%	42%	52%	55%	48%	48%
Neither trust nor distrust	(0) 109	93	15	1	10	17	44	38	29	33	42	56	27	23
	21%	20%	27%	25%	26%	16%	22%	22%	19%	29%	18%	19%	28%	18%
Tend to distrust	(-1) 44	38	6	-	6	11	17	9	9	10	22	22	7	15
	8%	8%	10%	-	16%	11%	9%	5%	6%	9%	9%	7%	8%	11%
Strongly distrust	(-2) 22	19	3	-	2	8	4	7	10	1	10	14	2	8
	4%	4%	6%	-	6%	8%	2%	4%	6%	1%	4%	5%	3%	6%
SUMMARY CODES														
TRUST	318	286	30	2	19	67	124	108	100	60	153	197	56	82
	62%	63%	54%	75%	49%	65%	63%	61%	65%	53%	66%	66%	59%	62%
DISTRUST	66	56	9	-	9	19	21	17	19	11	31	37	10	22
	13%	12%	16%	-	22%	19%	11%	9%	12%	10%	13%	12%	10%	17%
Refused	3	3	-	-	-	-	1	2	-	1	-	1	-	-
	1%	1%	-	-	-	-	1%	1%	-	1%	-	-	-	-
Don't know	20	19	2	-	1	-	7	13	5	9	5	10	3	5
	4%	4%	3%	-	3%	-	3%	7%	3%	8%	2%	3%	3%	4%
Mean Score	0.582	0.600	0.409	1.306	0.322	0.512	0.648	0.612	0.558	0.572	0.635	0.620	0.584	0.553
Standard Deviation	0.958	0.952	0.993	1.096	1.067	1.115	0.888	0.899	0.967	0.850	0.980	0.960	0.887	1.063
Error Variance	0.002	0.002	0.018	0.300	0.036	0.013	0.004	0.005	0.006	0.007	0.004	0.003	0.007	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Completely trust	(2) 66 13%	54 12%	7 14%	4 15%	14 11%	25 11%	27 17%	19 16%	21 12%	11 10%	16 13%
Tend to trust	(1) 240 47%	203 47%	25 49%	12 41%	58 49%	99 41%	83 53% ^f	53 46%	82 48%	44 40%	61 51%
Neither trust nor distrust	(0) 124 24%	104 24%	13 26%	7 25%	31 26%	65 27%	29 19%	28 24%	47 27% ^{ik}	29 26%	20 17%
Tend to distrust	(-1) 43 8%	39 9%	3 6%	2 5%	7 6%	26 11%	10 6%	7 6%	8 4%	15 14% ^{kl}	14 11% ^{kl}
Strongly distrust	(-2) 22 4%	21 5%	1 2%	1 2%	4 3%	15 6%	3 2%	4 4%	5 3%	7 6%	6 5%
SUMMARY CODES											
TRUST	306 59%	258 59%	32 63%	16 56%	72 60%	124 52%	110 71% ^{af}	72 62%	103 60%	54 50%	77 65% ^{kl}
DISTRUST	66 13%	60 14%	4 8%	2 8%	12 10%	41 17% ^g	13 8%	11 10%	13 8%	22 20% ^{kl}	19 16% ^{kl}
Refused	3 1%	2 *	1 1%	-	2 2%	-	1 *	1 1%	-	-	1 1%
Don't know	16 3%	12 3%	1 2%	3 11%	3 3%	10 4%	3 2%	2 2%	8 5%	4 4%	1 1%
Mean Score	0.572	0.551	0.696	0.689	0.611	0.407	0.793 ^{af}	0.671	0.647	0.340	0.582
Standard Deviation	0.979	0.993	0.884	0.932	0.913	1.041	0.885	0.963	0.886	1.058	1.023
Error Variance	0.002	0.002	0.016	0.033	0.007	0.005	0.004	0.010	0.006	0.011	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 66	23	31	9	4	11	54	39	6	20
	13%	14%	11%	12%	27%	12%	13%	13%	6%	19% _i
Tend to trust	(1) 240	81	123	30	6	45	195	131	60	45
	47%	52%	45%	41%	42%	46%	47%	45%	58% _{h,j}	42%
Neither trust nor distrust	(0) 124	32	68	22	3	27	97	80	18	22
	24%	20%	25%	30%	19%	28%	23%	27%	17%	21%
Tend to distrust	(-1) 43	14	28	3	1	6	38	20	12	11
	8%	9%	10%	4%	4%	6%	9%	7%	11%	10%
Strongly distrust	(-2) 22	5	15	3	-	7	16	11	6	5
	4%	3%	5%	4%	-	7%	4%	4%	6%	5%
SUMMARY CODES										
TRUST	306	104	154	39	10	57	249	170	67	64
	59%	66%	57%	53%	70%	58%	60%	58%	64%	61%
DISTRUST	66	18	41	6	1	12	53	32	18	16
	13%	12%	15%	8%	4%	13%	13%	11%	17%	15%
Refused	3	-	1	2	-	-	3	1	1	1
	1%	-	-	3% _b	-	-	1%	-	1%	1%
Don't know	16	3	8	4	1	2	15	11	1	3
	3%	2%	3%	6%	7%	2%	3%	4%	1%	3%
Mean Score	0.572	0.675	0.491	0.574	0.999	0.511	0.587	0.587	0.485	0.616
Standard Deviation	0.979	0.935	1.012	0.943	0.863	1.016	0.971	0.952	0.976	1.072
Error Variance	0.002	0.004	0.004	0.013	0.053	0.009	0.002	0.003	0.010	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a1/h/i/j
* small base; ** very small base (under 30) ineligible for sig testing

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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Completely trust	(2) 66 13%	43 12%	6 16%	17 16%	5 14%	61 13%	1 3%	3 16%	57 13%	8 13%
Tend to trust	(1) 240 47%	161 45%	20 49%	58 55%	15 42%	225 47%	24 51%	7 45%	205 46%	35 54%
Neither trust nor distrust	(0) 124 24%	92 26% ^d	10 25%	18 17%	8 22%	115 24%	10 22%	1 7%	109 24%	14 22%
Tend to distrust	(-1) 43 8%	34 9%	4 11%	4 4%	5 14%	38 8%	6 12%	4 23%	40 9%	4 6%
Strongly distrust	(-2) 22 4%	17 5%	-	5 5%	1 3%	21 4%	2 4%	1 4%	21 5%	2 3%
SUMMARY CODES										
TRUST	306 59%	204 57%	27 64%	75 71% ^{ab}	20 55%	286 60%	26 54%	10 62%	262 59%	43 67%
DISTRUST	66 13%	51 14%	4 11%	9 9%	6 16%	60 12%	8 17%	4 27%	61 14%	5 8%
Refused	3 1%	2 1%	-	-	-	3 1%	-	1 4%	2 *	-
Don't know	16 3%	11 3%	-	4 4%	2 6%	14 3%	3 7%	-	13 3%	2 3%
Mean Score	0.572	0.513	0.692	0.759 ^b	0.528	0.576	0.395	0.492	0.551	0.714
Standard Deviation	0.979	0.997	0.870	0.947	1.021	0.977	0.931	1.192	0.993	0.869
Error Variance	0.002	0.003	0.015	0.007	0.029	0.002	0.022	0.065	0.002	0.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Completely trust	(2) 66	58	7	1	4	16	26	20	13	12	40	43	10	17
	13%	13%	13%	39%	10%	16%	13%	11%	8%	10%	17% ^{kl}	14%	11%	13%
Tend to trust	(1) 240	221	18	1	16	42	102	80	80	46	111	142	46	60
	47%	48% ^{bc}	33%	36%	41%	41%	52%	45%	52%	40%	48%	47%	48%	45%
Neither trust nor distrust	(0) 124	105	19	1	13	27	38	47	35	37	48	71	28	28
	24%	23%	34%	25%	33%	26%	19%	26%	23%	32% ^{kl}	21%	24%	29%	21%
Tend to distrust	(-1) 43	38	5	-	3	12	17	10	10	10	22	26	7	13
	8%	8%	10%	-	9%	12%	9%	6%	6%	8%	9%	9%	7%	10%
Strongly distrust	(-2) 22	18	5	-	2	5	8	7	10	2	9	12	4	8
	4%	4%	8%	-	5%	5%	4%	4%	7%	2%	4%	4%	4%	6%
SUMMARY CODES														
TRUST	306	279	26	2	20	58	128	100	93	58	151	185	56	77
	59%	61% ^{bc}	46%	75%	51%	57%	65%	56%	60%	50%	65% ^{kl}	62%	58%	58%
DISTRUST	66	56	10	-	5	18	25	18	20	12	31	38	11	21
	13%	12%	18%	-	13%	17%	13%	10%	13%	10%	13%	13%	12%	16%
Refused	3	3	-	-	-	-	1	2	-	1	-	1	-	-
	1%	1%	-	-	-	-	1%	1%	-	1%	-	-	-	-
Don't know	16	15	2	-	1	-	4	11	6	8	2	5	1	6
	3%	3%	3%	-	3%	-	2%	6% ^{kl}	4%	7% ^{kl}	1%	2%	1%	5%
Mean Score	0.572	0.599	0.329	1.139	0.446	0.498	0.634	0.576	0.508	0.530	0.662	0.609	0.534	0.520
Standard Deviation	0.979	0.959	1.105	1.022	0.968	1.063	0.968	0.942	0.986	0.874	1.000	0.977	0.940	1.065
Error Variance	0.002	0.002	0.023	0.261	0.029	0.012	0.005	0.005	0.006	0.007	0.004	0.003	0.008	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Completely trust	(2) 46 9%	38 9%	8 15%	1 3%	9 8%	15 6%	22 14% ^f	11 10%	16 9%	7 6%	12 10%
Tend to trust	(1) 224 43%	189 43%	24 47%	11 37%	58 49% ^f	86 36%	80 51% ^f	43 37%	79 46%	47 43%	55 46%
Neither trust nor distrust	(0) 129 25% ^g	110 25%	14 27%	5 19%	30 25%	72 30% ^g	27 17%	32 27%	41 24%	30 27%	26 22%
Tend to distrust	(-1) 59 11%	52 12%	3 5%	4 12%	12 10%	31 13%	16 10%	17 15%	16 10%	13 12%	12 10%
Strongly distrust	(-2) 30 6%	25 6%	1 3%	3 11%	3 3%	22 9% ^{eg}	4 3%	5 5%	9 5%	7 6%	9 8%
SUMMARY CODES											
TRUST	270 52% ^f	227 52%	32 62%	12 41%	67 56% ^f	101 42%	102 65% ^{af}	54 47%	95 55%	54 50%	67 56%
DISTRUST	89 17%	78 18%	4 8%	7 23%	15 13%	53 22% ^{eg}	21 13%	23 20%	25 15%	19 18%	21 18%
Refused	2 *	1 *	1 1%	-	1 1%	-	1 *	1 1%	-	-	1 1%
Don't know	25 5%	19 4%	1 2%	5 18%	6 5%	13 6%	6 4%	5 5%	10 6%	6 6%	4 3%
Mean Score	0.405 ^f	0.389	0.676	0.117	0.515 ^f	0.179	0.665 ^{af}	0.343	0.472	0.343	0.423
Standard Deviation	1.022	1.021	0.912	1.157	0.898	1.072	0.959	1.030	0.993	0.999	1.078
Error Variance	0.002	0.002	0.017	0.054	0.007	0.006	0.005	0.012	0.007	0.010	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	292	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 46	19	17	6	4	8	39	26	4	15
	9%	12% ^c	6%	9%	26%	8%	9%	9%	4%	15% ⁱ
Tend to trust	(1) 224	71	119	27	6	36	188	120	52	47
	43%	45%	44%	37%	46%	36%	45%	41%	50%	44%
Neither trust nor distrust	(0) 129	39	66	21	3	28	101	81	26	19
	25%	25%	24%	29%	21%	28%	24%	28%	25%	18%
Tend to distrust	(-1) 59	18	37	3	-	14	45	36	11	11
	11%	12%	14% ^d	5%	-	14%	11%	12%	11%	10%
Strongly distrust	(-2) 30	5	17	9	-	9	21	14	7	9
	6%	3%	6%	12% ^b	-	10%	5%	5%	7%	8%
SUMMARY CODES										
TRUST	270	90	137	34	10	43	227	146	56	62
	52%	57%	50%	46%	72%	44%	54%	50%	54%	59%
DISTRUST	89	23	54	12	-	23	65	50	18	19
	17%	15%	20%	16%	-	24% ^g	16%	17%	18%	18%
Refused	2	-	-	2	-	-	2	1	-	1
	*	-	-	3% ^{abc}	-	-	*	*	-	1%
Don't know	25	5	15	4	1	3	22	15	4	5
	5%	3%	5%	6%	7%	3%	5%	5%	4%	4%
Mean Score	0.405	0.534^c	0.325	0.289	1.047	0.188	0.457^f	0.391	0.344	0.498
Standard Deviation	1.022	0.966	1.021	1.133	0.739	1.105	0.995	0.995	0.976	1.135
Error Variance	0.002	0.005	0.005	0.019	0.039	0.011	0.003	0.004	0.010	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a1/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	525	328	50	139	38	487	42	23	459	62
Weighted Base	515	360	41*	107	36*	479	47*	16**	447	65*
Completely trust	(2) 46	27	4	15	4	42	2	2	41	5
	9%	8%	9%	14%b	11%	9%	3%	12%	9%	8%
Tend to trust	(1) 224	153	20	50	12	212	23	4	197	26
	43%	42%	49%	47%	33%	44%	48%	27%	44%	41%
Neither trust nor distrust	(0) 129	97	10	18	10	118	9	4	110	19
	25%	27% ^d	25%	17%	29%	25%	19%	26%	25%	28%
Tend to distrust	(-1) 59	43	3	12	6	53	9	3	50	9
	11%	12%	8%	11%	15%	11%	18%	20%	11%	13%
Strongly distrust	(-2) 30	21	3	6	2	28	1	1	26	4
	6%	6%	8%	5%	6%	6%	3%	7%	6%	6%
SUMMARY CODES										
TRUST	270	180	24	65	16	254	24	6	238	32
	52%	50%	59%	61% ^b	44%	53%	51%	39%	53%	49%
DISTRUST	89	64	6	17	8	81	10	4	76	13
	17%	18%	16%	16%	21%	17%	22%	27%	17%	20%
Refused	2	1	-	-	-	2	-	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	25	18	-	6	2	23	4	1	22	3
	5%	5%	-	6%	6%	5%	8%	8%	5%	4%
Mean Score	0.405	0.358	0.449	0.568	0.300	0.412	0.329	0.182	0.416	0.317
Standard Deviation	1.022	1.009	1.041	1.063	1.079	1.018	0.957	1.188	1.020	1.040
Error Variance	0.002	0.003	0.022	0.009	0.032	0.002	0.023	0.067	0.002	0.018

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	525	466	55	4	33	98	211	183	168	109	233	289	108	140
Weighted Base	515	456	56*	2**	39*	103*	196	177	154	115*	232	300	96*	132
Completely trust	(2) 46	41	4	1	2	12	20	12	9	7	28	29	10	12
	9%	9%	7%	56%	5%	12%	10%	7%	6%	6%	12%	10%	10%	9%
Tend to trust	(1) 224	200	24	*	15	43	85	81	66	51	105	137	39	55
	43%	44%	42%	19%	37%	42%	43%	46%	43%	45%	45%	46%	40%	41%
Neither trust nor distrust	(0) 129	112	16	1	7	27	53	42	31	35	57	73	29	29
	25%	25%	29%	25%	18%	26%	27%	24%	20%	30%	24%	24%	30%	22%
Tend to distrust	(-1) 59	54	5	-	11	10	23	14	21	7	28	36	13	15
	11%	12%	9%	-	28%afgh	10%	12%	8%	14%j	6%	12%	12%	14%	11%
Strongly distrust	(-2) 30	24	6	-	3	9	8	10	14	4	10	13	4	14
	6%	5%	11%	-	8%	9%	4%	6%	9%	4%	4%	4%	4%	11%l
SUMMARY CODES														
TRUST	270	241	27	2	17	55	105	93	75	59	134	166	49	66
	52%	53%	49%	75%	43%	54%	53%	53%	49%	51%	58%	55%	51%	50%
DISTRUST	89	78	11	-	14	19	31	24	36	11	38	49	17	29
	17%	17%	19%	-	37%afgh	19%	16%	14%	23%j	10%	16%	16%	18%	22%
Refused	2	2	-	-	-	-	-	2	-	1	-	-	-	-
	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-
Don't know	25	24	2	-	1	2	7	15	12	10	3	12	2	9
	5%k	5%	3%	-	3%	1%	4%	9%l	8%k	8%k	1%	4%	2%	7%
Mean Score	0.405	0.418	0.261	1.306	0.032	0.386	0.455	0.446	0.246	0.486	0.498l	0.461	0.396	0.286
Standard Deviation	1.022	1.011	1.089	1.096	1.126	1.104	0.981	0.978	1.105	0.877	1.006	0.988	0.996	1.148
Error Variance	0.002	0.002	0.022	0.300	0.040	0.013	0.005	0.006	0.008	0.008	0.004	0.003	0.009	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your gas
Unweighted Base		525	525	525
Weighted Base		515	515	515
Completely trust	(2)	56 11%	66 13%	46 9%
Tend to trust	(1)	262 51%	240 47%	224 43%
Neither trust nor distrust	(0)	109 21%	124 24%	129 25%
Tend to distrust	(-1)	44 8%	43 8%	59 11%
Strongly distrust	(-2)	22 4%	22 4%	30 6%
SUMMARY CODES				
TRUST		318 62%	306 59%	270 52%
DISTRUST		66 13%	66 13%	89 17%
Refused		3 1%	3 1%	2 *
Don't know		20 4%	16 3%	25 5%
Mean Score		0.582	0.572	0.405
Standard Deviation		0.958	0.979	1.022
Error Variance		0.002	0.002	0.002

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Very satisfied	(2) 227 19%	172 18%	37 23%	18 19%	35 14%	99 18%	92 23% ^{ef}	72 25% ^{ajj}	96 16%	39 15%	59 19%
Satisfied	(1) 668 55%	545 56%	76 48%	45 49%	142 57%	292 52%	232 58%	144 49%	202 56%	146 56%	174 58% ^h
Neither satisfied nor dissatisfied	(0) 213 18% ^g	173 18%	23 15%	17 18%	46 19% ^g	116 20% ^g	51 13%	53 18%	68 19%	50 19%	42 14%
Dissatisfied	(-1) 58 5%	39 4%	11 7%	8 8%	13 5%	28 5%	28 4%	15 5%	14 4%	15 4%	14 5%
Very dissatisfied	(-2) 33 3% ^g	20 2%	8 5% ^b	4 4%	7 3%	22 4% ^g	4 1%	8 3%	9 3%	7 3%	8 3%
SUMMARY CODES											
SATISFIED	893 74%	718 74%	112 71%	63 68%	177 72%	392 69%	324 81% ^{aeef}	217 74%	258 72%	185 71%	233 77%
DISSATISFIED	91 7%	60 6%	20 13% ^{ab}	12 13% ^b	20 8%	50 9% ^g	21 5%	22 8%	24 7%	23 9%	22 7%
Refused	3 *	2 *	1 *	-	1 1%	-	1 *	-	-	-	1 *
Don't know	16 1%	13 1%	2 1%	1 1%	2 1%	9 2%	4 1%	-	10 3% ^h	2 1%	3 1%
Mean Score	0.832	0.852	0.779	0.714	0.762	0.753	0.967 ^{aeef}	0.888	0.802	0.755	0.879
Standard Deviation	0.883	0.837	1.059	1.018	0.868	0.937	0.792	0.925	0.853	0.882	0.876
Error Variance	0.001	0.001	0.008	0.011	0.003	0.002	0.001	0.004	0.002	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
Very satisfied	(2) 227 19% ⁱ	83 20%	104 16%	24 18%	15 43%abcd	60 24%ag	167 17%	146 22% ⁱ	36 12%	37 16%
Satisfied	(1) 666 55% ^d	230 56% ^d	361 57% ^d	61 45%	15 42%	124 50%	543 56%	356 53%	166 57%	136 59%
Neither satisfied nor dissatisfied	(0) 213 18%	58 14%	117 18%	35 26%abe	2 7%	41 17%	172 18%	118 18%	57 20%	31 14%
Dissatisfied	(-1) 58 5%	21 5%	30 5%	6 5%	1 3%	11 4%	47 5%	25 4%	23 8% ^h	11 5%
Very dissatisfied	(-2) 33 3%	11 3%	19 3%	3 2%	-	8 3%	25 3%	13 2%	9 3%	9 4%
SUMMARY CODES										
SATISFIED	893 74% ^d	313 77% ^d	465 73% ^d	85 63%	30 86% ^d	183 74%	710 73%	502 75%	202 69%	173 75%
DISSATISFIED	91 7%	32 8%	49 8%	9 6%	1 3%	19 8%	72 7%	38 6%	32 11% ^h	20 9%
Refused	3 *	- -	- -	3 2% ^{abc}	-	-	3 *	1 *	- -	1 1%
Don't know	16 1%	6 1%	5 1%	3 3%	2 4% ^c	4 2%	12 1%	10 2%	1 *	5 2% ⁱ
Mean Score	0.832i	0.875	0.793	0.763	1.320abcd	0.892	0.817	0.905i	0.672	0.807
Standard Deviation	0.883	0.889	0.880	0.882	0.747	0.932	0.870	0.854	0.905	0.914
Error Variance	0.001	0.002	0.001	0.006	0.016	0.003	0.001	0.001	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - aⁱ/g - a^h/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Very satisfied	(2) 227 19%	143 17%	27 20%	54 22%	22 23%	205 18%	17 13%	5 13%	201 19%	24 14%
Satisfied	(1) 666 55%	446 54%	72 53%	145 60%	46 49%	620 55%	62 50%	21 59%	573 55%	91 54%
Neither satisfied nor dissatisfied	(0) 213 18% ^d	161 19% ^d	23 17%	25 10%	14 15%	199 18%	29 24%	4 12%	180 17%	32 19%
Dissatisfied	(-1) 58 5%	42 5%	9 7%	7 3%	6 6%	53 5%	10 8%	4 12% ^a	43 4%	15 9% ^{ai}
Very dissatisfied	(-2) 33 3%	22 3%	3 2%	7 3%	6 6%	27 2%	6 5%	1 2%	27 3%	5 3%
SUMMARY CODES										
SATISFIED	893 74% ^g	590 71%	99 74%	199 83% ^{abc}	68 72%	825 74%	79 64%	26 73%	774 74%	114 69%
DISSATISFIED	91 7%	65 8%	12 9%	13 6%	11 12%	80 7%	16 13%	5 14%	71 7%	20 12% ^l
Refused	3 -	1 -	- -	- -	- -	3 -	- -	- -	2 -	- -
Don't know	16 1%	9 1%	1 1%	3 1%	2 2%	14 1%	- -	1 2%	13 1%	- -
Mean Score	0.832 ^g	0.793	0.829	0.880 ^{ab}	0.789	0.836	0.594	0.721	0.856 ^j	0.673
Standard Deviation	0.883	0.886	0.905	0.837	1.061	0.867	0.980	0.923	0.873	0.938
Error Variance	0.001	0.001	0.005	0.002	0.011	0.001	0.009	0.017	0.001	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/l/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Very satisfied	(2) 227	213	12	1	32	65	79	50	51	33	137	156	25	44
	19% <i>cj</i>	20% <i>c</i>	9%	44%	24% <i>h</i>	24% <i>gh</i>	17%	14%	14%	13%	24% <i>aij</i>	21%	14%	17%
Satisfied	(1) 666	598	67	1	64	140	272	190	204	143	313	422	98	137
	55%	56%	49%	36%	47%	51%	59% <i>ef</i>	55%	57%	54%	56%	56%	57%	53%
Neither satisfied nor dissatisfied	(0) 213	174	39	1	20	41	77	74	60	61	80	121	38	44
	18%	16%	28% <i>ab</i>	20%	15%	15%	17%	21%	17%	23% <i>ak</i>	14%	16%	22%	17%
Dissatisfied	(-1) 58	47	11	-	9	11	19	19	29	11	18	32	9	20
	5%	4%	8%	-	6%	4%	4%	6%	8% <i>ak</i>	4%	3%	4%	5%	8% <i>l</i>
Very dissatisfied	(-2) 33	29	4	-	7	14	6	6	10	11	11	21	2	10
	3%	3%	3%	-	5% <i>gh</i>	5% <i>gh</i>	1%	2%	3%	4%	2%	3%	1%	4%
SUMMARY CODES														
SATISFIED	893	811	79	2	97	205	351	240	255	176	450	579	123	181
	74% <i>cj</i>	76% <i>c</i>	58%	80%	71%	75%	77% <i>h</i>	69%	71%	66%	80% <i>aij</i>	76%	71%	70%
DISSATISFIED	91	76	15	-	16	25	25	26	39	22	29	53	11	30
	7%	7%	11%	-	12% <i>g</i>	9%	5%	7%	11% <i>ak</i>	8%	5%	7%	8%	12% <i>al</i>
Refused	3	3	-	-	-	-	-	3	-	1	-	-	1	-
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Don't know	16	11	4	-	4	3	4	5	5	5	2	8	1	3
	1%	1%	3%	-	3%	1%	1%	2%	1%	2% <i>k</i>	-	1%	-	1%
Mean Score	0.832 <i>cj</i>	0.868 <i>c</i>	0.537	1.243	0.791	0.855	0.883 <i>h</i>	0.762	0.726	0.685	0.977 <i>aij</i>	0.879 <i>n</i>	0.783	0.727
Standard Deviation	0.883	0.877	0.886	0.927	1.060	0.995	0.783	0.837	0.906	0.897	0.836	0.879	0.796	0.872
Error Variance	0.001	0.001	0.007	0.172	0.009	0.003	0.001	0.002	0.002	0.003	0.001	0.001	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 170 14%	125 13%	28 18%	18 19%	28 11%	72 13%	70 18%af	39 13%	48 13%	32 12%	51 17%
Tend to trust	(1) 617 51%	506 52% ^d	73 46%	38 41%	134 54%	266 47%	217 54% ^{af}	145 50%	195 54%	121 47%	155 52%
Neither trust nor distrust	(0) 240 20%	192 20%	30 19%	18 20%	40 16%	137 24% ^{eg}	63 16%	69 24% ^{kh}	66 18%	55 21%	50 17%
Tend to distrust	(-1) 102 8%	80 8%	13 8%	9 10%	28 11%	41 7%	33 8%	24 8%	20 6%	30 12% ^{hi}	28 9%
Strongly distrust	(-2) 50 4%	32 3%	11 7% ^b	7 8% ^b	6 2%	36 6% ^{eg}	9 2%	9 3%	16 4%	16 6%	10 3%
SUMMARY CODES											
TRUST	787 65%	631 65%	100 64%	55 60%	162 65%	338 60%	297 72% ^{af}	185 63%	242 67%	153 59%	207 69% ^{hi}
DISTRUST	152 13%	113 12%	23 15%	16 18%	34 14%	77 14%	42 10%	33 11%	36 10%	46 18% ^{ah}	38 12%
Refused	4 *	2 *	2 1% ^b	-	3 1% ^f	-	1 *	1 *	1 *	-	1 *
Don't know	32 3%	28 3%	1 1%	2 2%	9 4%	15 3%	7 2%	5 2%	15 4%	5 2%	6 2%
Mean Score	0.639	0.653	0.610	0.546	0.634	0.538	0.784 ^{af}	0.636	0.690	0.485	0.715 ^{hi}
Standard Deviation	0.974	0.935	1.090	1.160	0.931	1.024	0.911	0.927	0.945	1.053	0.973
Error Variance	0.001	0.001	0.008	0.015	0.004	0.002	0.002	0.004	0.003	0.005	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
Completely trust	(2) 170	68	71	20	11	46	124	96	37	27
	14%	17% ^c	11%	15%	33% ^{abcd}	19% ^g	13%	14%	13%	12%
Tend to trust	(1) 617	207	338	54	19	116	500	331	159	118
	51% ^d	51% ^d	53% ^d	40%	53%	47%	52%	49%	54%	52%
Neither trust nor distrust	(0) 240	71	134	32	3	43	197	143	52	41
	20%	17%	21%	24% ^e	8%	18%	20%	21%	18%	18%
Tend to distrust	(-1) 102	36	54	11	1	26	76	52	29	20
	8%	9%	9%	8%	3%	11%	8%	8%	10%	9%
Strongly distrust	(-2) 50	17	25	8	-	12	38	27	10	13
	4%	4%	4%	6%	-	5%	4%	4%	3%	6%
SUMMARY CODES										
TRUST	787	274	408	74	30	162	624	427	196	146
	65% ^d	67% ^d	64%	55%	86% ^{abcd}	66%	64%	64%	67%	64%
DISTRUST	152	53	79	19	1	38	114	80	38	33
	13%	13%	12%	14%	3%	16%	12%	12%	13%	14%
Refused	4	-	1	3	-	-	4	1	-	3
	*	-	*	2% ^{abc}	-	-	*	-	-	1%
Don't know	32	10	13	7	1	3	29	19	5	7
	3%	3%	2%	5% ^c	3%	1%	3%	3%	2%	3%
Mean Score	0.639	0.683	0.603	0.530	1.193abcd	0.647	0.637	0.640	0.645	0.581
Standard Deviation	0.974	1.000	0.940	1.070	0.721	1.059	0.952	0.971	0.945	1.015
Error Variance	0.001	0.002	0.002	0.009	0.014	0.004	0.001	0.001	0.003	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Completely trust	(2) 170	103	20	46	16	154	11	4	152	17
	14%	13%	15%	19%ab	16%	14%	9%	11%	15%	10%
Tend to trust	(1) 617	423	62	130	41	575	61	18	525	90
	51%	51%	47%	54%	43%	51%	49%	52%	50%	54%
Neither trust nor distrust	(0) 240	167	29	37	20	221	24	6	206	31
	20%	20%	22%	16%	21%	20%	19%	18%	20%	18%
Tend to distrust	(-1) 102	72	15	13	10	92	11	6	89	13
	8%	9%	11% ^d	5%	11%	8%	9%	16%	9%	8%
Strongly distrust	(-2) 50	38	4	8	5	45	7	1	47	4
	4%	5%	3%	4%	6%	4%	6%	4%	5%	2%
SUMMARY CODES										
TRUST	787	526	82	176	57	730	72	22	677	108
	65%	64%	61%	73%abc	60%	65%	58%	63%	65%	64%
DISTRUST	152	110	19	21	15	137	18	7	136	17
	13%	13%	14%	9%	16%	12%	15%	20%	13%	10%
Refused	4	3	-	-	1	3	1	-	2	1
	*	*	-	-	1% ^f	-	1%	-	*	1%
Don't know	32	20	3	6	2	30	9	-	19	10
	3%	2%	2%	2%	2%	3%	7% ^a	-	2%	6% ^{ai}
Mean Score	0.639	0.600	0.600	0.620abc	0.560	0.646	0.513	0.504	0.635	0.672
Standard Deviation	0.974	0.981	0.984	0.932	1.079	0.965	1.010	1.019	0.991	0.869
Error Variance	0.001	0.001	0.006	0.003	0.012	0.001	0.011	0.021	0.001	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Completely trust	(2) 170	154	15	*	18	50	65	38	47	24	96	115	20	34
	14% _j	14%	11%	15%	13%	18% _h	14%	11%	13%	9%	17% _j	15%	12%	13%
Tend to trust	(1) 617	549	65	2	53	132	259	172	168	141	302	391	90	128
	51% _{ae}	51%	47%	65%	39%	48%	57% _{aeef}	50%	47%	53%	54% _{ei}	51%	52%	50%
Neither trust nor distrust	(0) 240	210	29	1	41	40	80	80	68	66	93	151	33	52
	20%	20%	21%	20%	30% _{aafg}	15%	16%	23% _{fi}	19%	25% _{kk}	17%	20%	19%	20%
Tend to distrust	(-1) 102	88	14	-	15	28	33	26	41	16	43	55	18	30
	8%	8%	10%	-	11%	10%	7%	7%	12% _{jj}	6%	8%	7%	11%	12% _{ll}
Strongly distrust	(-2) 50	46	5	-	8	18	14	11	28	6	15	32	6	9
	4%	4%	3%	-	6%	6% _{gg}	3%	3%	8% _{ajkk}	2%	3%	4%	3%	4%
SUMMARY CODES														
TRUST	787	704	80	2	71	182	324	210	215	165	399	505	111	162
	65% _{ae}	66%	58%	80%	52%	67% _{ee}	71% _{aeah}	60%	60%	62%	71% _{aej}	66%	64%	63%
DISTRUST	152	134	19	-	23	46	47	37	70	22	58	87	24	39
	12%	12%	14%	-	17%	17% _{gh}	10%	11%	19% _{ajkk}	8%	10%	11%	14%	15%
Refused	4	4	-	-	-	-	-	4	-	3	-	-	1	-
	-	-	-	-	-	-	-	1% _g	-	1% _{kk}	-	-	-	-
Don't know	32	23	9	-	2	6	6	17	7	10	11	18	4	5
	3%	2%	7% _{ab}	-	2%	2%	1%	5% _{ag}	2%	4%	2%	2%	2%	2%
Mean Score	0.639 _{ei}	0.647	0.564	0.956	0.423	0.631	0.727 _e	0.613	0.464	0.635	0.769 _{ai}	0.675	0.606	0.583
Standard Deviation	0.974	0.976	0.965	0.721	1.051	1.102	0.903	0.912	1.114	0.831	0.920	0.968	0.951	0.966
Error Variance	0.001	0.001	0.008	0.104	0.009	0.004	0.002	0.002	0.003	0.003	0.002	0.001	0.005	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 177 15%	134 14%	29 18%	14 16%	34 14%	73 13%	70 18%	46 16%	50 14%	31 12%	49 16%
Tend to trust	(1) 608 50%	488 51%	75 48%	43 47%	125 51%	268 47%	213 53%	150 51%	178 49%	122 47%	156 52%
Neither trust nor distrust	(0) 253 21%g	202 21%	27 17%	24 26%	55 22%g	135 24%g	63 16%	59 20%	78 22%	62 24%	53 18%
Tend to distrust	(-1) 97 8%	79 8%	13 8%	5 5%	17 7%	44 8%	35 9%	21 7%	22 6%	27 10%	26 9%
Strongly distrust	(-2) 54 4%	35 4%	13 8%b	6 7%	11 4%	34 6%g	10 2%	11 4%	18 5%	14 5%	10 3%
SUMMARY CODES											
TRUST	783 64%	621 64%	104 66%	57 62%	159 64%	341 60%	293 71%af	196 67%	228 63%	153 59%	205 68%j
DISTRUST	151 12%	114 12%	26 16%	11 12%	28 11%	78 14%	45 11%	33 11%	41 11%	41 16%	36 12%
Refused	3 *	2 *	1 *	- *	1 1%	- *	1 *	1 *	- *	- *	1 *
Don't know	26 2%	26 3%	- *	- *	5 2%	12 2%	9 2%	4 1%	14 4%j	3 1%	5 2%
Mean Score	0.637	0.647	0.606	0.583	0.636	0.547	0.766af	0.690	0.632	0.505	0.707j
Standard Deviation	0.983	0.951	1.126	1.044	0.959	1.018	0.933	0.961	0.987	1.019	0.960
Error Variance	0.001	0.001	0.008	0.012	0.004	0.002	0.002	0.004	0.003	0.004	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
Completely trust	(2) 177	69	77	20	11	44	133	102	43	24
	15%	17% ^c	12%	15%	33% ^{abcd}	18%	14%	15%	15%	11%
Tend to trust	(1) 606	201	336	50	19	117	489	330	144	123
	50% ^d	49% ^d	53% ^d	37%	55%	47%	51%	49%	49%	54%
Neither trust nor distrust	(0) 253	77	131	41	3	46	207	143	66	39
	21%	19%	21%	30% ^{abce}	9%	19%	21%	21%	23%	17%
Tend to distrust	(-1) 97	36	54	7	-	26	71	53	22	22
	8%	9%	8%	5%	-	19%	7%	8%	7%	10%
Strongly distrust	(-2) 54	17	29	9	-	10	44	25	15	13
	4%	4%	5%	6%	-	4%	5%	4%	5%	6%
SUMMARY CODES										
TRUST	783	270	413	70	30	161	622	432	187	148
	64% ^d	66% ^d	65% ^d	52%	88% ^{abcd}	65%	64%	64%	64%	64%
DISTRUST	151	53	82	15	-	35	115	78	36	36
	12% ^e	13% ^e	13% ^e	11% ^e	-	14%	12%	12%	12%	16%
Refused	3	-	-	3	-	-	3	1	-	1
	*	-	-	2% ^{abc}	-	-	*	-	-	1%
Don't know	26	9	10	7	1	4	22	17	3	6
	2%	2%	2%	5% ^c	3%	2%	2%	3%	1%	3%
Mean Score	0.637	0.672	0.605	0.522	1.242 ^{abcd}	0.659	0.631	0.660	0.618	0.554
Standard Deviation	0.983	0.999	0.966	1.041	0.620	1.024	0.972	0.965	0.994	1.017
Error Variance	0.001	0.002	0.002	0.009	0.010	0.004	0.001	0.001	0.004	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Completely trust	(2) 177 15%	113 14%	16 12%	47 20%abc	15 16%	162 14%	11 9%	4 11%	154 15%	22 13%
Tend to trust	(1) 606 50%	409 49%	71 53%	126 53%	46 48%	560 50%	61 49%	18 50%	521 50%	84 51%
Neither trust nor distrust	(0) 253 21% ^d	168 23% ^d	23 17%	33 14%	17 18%	236 21%	30 24%	8 23%	210 20%	38 23%
Tend to distrust	(-1) 97 8%	66 8%	13 10%	17 7%	10 10%	87 8%	11 9%	4 13%	85 8%	12 7%
Strongly distrust	(-2) 54 4%	37 4%	7 5%	10 4%	6 6%	48 4%	8 7%	1 3%	47 5%	7 4%
SUMMARY CODES										
TRUST	783 64%	522 63%	86 64%	174 72% ^{ab}	61 64%	722 64%	72 58%	22 61%	675 65%	107 64%
DISTRUST	151 12%	103 12%	20 15%	27 11%	16 17%	135 12%	19 15%	6 16%	132 13%	18 11%
Refused	3 -	1 -	- -	- -	- -	3 -	- -	- -	2 -	- -
Don't know	26 2%	11 1%	6 4% ^b	7 3%	1 1%	25 2%	3 3%	- -	21 2%	4 2%
Mean Score	0.637	0.609	0.588	0.788 ^{ab}	0.582	0.642	0.469	0.526	0.639	0.636
Standard Deviation	0.983	0.976	1.003	0.992	1.084	0.974	1.015	0.976	0.989	0.953
Error Variance	0.001	0.001	0.007	0.003	0.012	0.001	0.010	0.019	0.001	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Completely trust	(2) 177	157	19	1	19	55	64	40	48	23	103	119	22	32
	15% _{ij}	15%	14%	44%	14%	20% _{lagh}	14%	11%	13%	9%	18% _{ij}	16%	13%	12%
Tend to trust	(1) 606	549	56	1	65	127	252	163	168	137	297	381	86	130
	50%	51% _{bc}	40%	36%	47%	46%	55% _{lmh}	47%	47%	52%	53%	50%	50%	50%
Neither trust nor distrust	(0) 253	209	43	1	30	48	82	93	72	72	97	154	40	55
	21%	19%	31% _{ab}	20%	22%	17%	18%	27% _{klg}	20%	27% _{alk}	17%	20%	23%	21%
Tend to distrust	(-1) 97	88	9	-	13	26	36	21	35	15	41	62	13	22
	8%	8%	7%	-	10%	10%	8%	6%	10%	6%	7%	8%	8%	8%
Strongly distrust	(-2) 54	48	6	-	8	16	14	16	30	9	12	29	9	14
	4% _{kl}	4%	5%	-	6%	6%	3%	4%	8% _{ajk}	4%	2%	4%	5%	6%
SUMMARY CODES														
TRUST	783	706	74	2	83	181	316	202	216	160	400	500	108	162
	64% _{ch}	66% _{bc}	54%	80%	61%	66% _{lh}	69% _h	58%	60%	60%	71% _{aj}	66%	63%	63%
DISTRUST	151	135	15	-	21	42	51	37	65	25	53	91	22	36
	12%	13%	11%	-	16%	15%	11%	11%	18% _{ajk}	9%	9%	12%	13%	14%
Refused	3	3	-	-	-	-	-	3	-	1	-	-	1	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Don't know	26	21	5	-	2	3	8	14	6	7	10	15	2	5
	2%	2%	3%	-	2%	1%	2%	4% _l	2%	3%	2%	2%	1%	2%
Mean Score	0.637i	0.648	0.539	1.243	0.537	0.659	0.702	0.572	0.478	0.582	0.796 _{aj}	0.670	0.585	0.567
Standard Deviation	0.983	0.983	0.979	0.927	1.047	1.083	0.922	0.946	1.109	0.875	0.905	0.971	0.985	1.008
Error Variance	0.001	0.001	0.008	0.172	0.009	0.004	0.002	0.003	0.003	0.003	0.001	0.001	0.005	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 151 12%	119 12%	18 11%	14 15%	25 10%	65 12%	60 15%	35 12%	47 13%	25 10%	44 15%
Tend to trust	(1) 531 44%df	430 45%df	71 45%	30 32%	117 47%df	213 38%	201 50%af	119 41%	162 45%	104 40%	146 48%ij
Neither trust nor distrust	(0) 258 21%g	212 22%	28 18%	18 19%	49 20%	144 25%g	65 16%	74 25%k	71 20%	62 24%k	51 17%
Tend to distrust	(-1) 156 13%	111 11%	26 16%	20 22%ab	33 13%	73 13%	50 13%	40 14%	40 11%	40 16%	35 12%
Strongly distrust	(-2) 81 7%g	59 6%	14 9%	8 8%	13 5%	55 10%ag	13 3%	16 5%	26 7%	22 8%	17 6%
SUMMARY CODES											
TRUST	682 56%df	549 57%	89 57%	44 48%	142 58%df	279 49%	261 65%af	154 53%	209 58%	129 50%	190 63%ahj
DISTRUST	237 19%	170 18%	40 25%b	28 30%ab	46 18%	128 23%g	63 16%	56 19%	66 18%	62 24%	53 17%
Refused	3 *	3 *	1 *	- *	1 1%	- *	2 1%	1 *	- *	1 *	1 *
Don't know	35 3%e	32 3%e	- *	3 3%e	9 4%	16 3%	10 2%	8 3%	15 4%	6 2%	7 2%
Mean Score	0.436f	0.472	0.340	0.255	0.461	0.292	0.631aef	0.413	0.473	0.279	0.559j
Standard Deviation	1.087	1.060	1.151	1.218	1.033	1.145	1.002	1.053	1.098	1.113	1.070
Error Variance	0.001	0.001	0.009	0.016	0.005	0.003	0.002	0.005	0.004	0.005	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - ah/ij/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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	555	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35*	247	968	670	292	230
Completely trust	(2) 151	53	68	19	11	39	112	87	34	24
		12%	13%	14%	31%abcd	16%	12%	13%	12%	10%
Tend to trust	(1) 531	199	270	47	16	107	424	280	136	107
		44%	49%cd	42%	45%	43%	44%	42%	46%	47%
Neither trust nor distrust	(0) 258	76	147	32	4	42	215	153	56	43
		21%	18%	23%	11%	17%	22%	23%	19%	19%
Tend to distrust	(-1) 156	49	88	16	3	38	118	90	38	27
		13%	12%	14%	10%	16%	12%	13%	13%	12%
Strongly distrust	(-2) 81	23	46	12	-	15	66	36	23	22
		7%	6%	7%	-	6%	7%	5%	8%	9%h
SUMMARY CODES										
TRUST	682	251	338	66	26	146	536	366	170	131
		56%	61%cd	53%	49%	77%acd	55%	55%	58%	57%
DISTRUST	237	72	134	27	3	53	184	126	61	49
		19%	18%	21%	20%	10%	19%	19%	21%	21%
Refused	3	-	-	3	-	-	3	2	-	1
		-	-	-	-	-	-	-	-	1%
Don't know	35	10	18	6	1	5	30	23	6	6
		3%	2%	3%	3%	2%	3%	3%	2%	3%
Mean Score	0.438	0.523c	0.366	0.371	1.008abcd	0.487	0.425	0.451	0.420	0.381
Standard Deviation	1.087	1.054	1.088	1.167	0.931	1.126	1.077	1.064	1.106	1.132
Error Variance	0.001	0.002	0.002	0.011	0.023	0.004	0.001	0.002	0.005	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1251	756	158	320	102	1149	103	50	1090	152
Weighted Base	1215	825	134	240	95*	1120	124*	35*	1040	167
Completely trust	(2) 151	95	16	39	10	141	12	3	133	18
	12%	12%	12%	16%b	10%	13%	10%	9%	13%	11%
Tend to trust	(1) 531	344	63	122	38	493	49	18	460	69
	44%	42%	47%	51%ab	40%	44%	40%	50%	44%	41%
Neither trust nor distrust	(0) 259	191	23	38	23	234	23	7	221	35
	21% <i>d</i>	23% <i>d</i>	17%	16%	29%	21%	19%	21%	21%	21%
Tend to distrust	(-1) 156	108	20	26	13	143	19	4	133	21
	13%	13%	15%	11%	14%	13%	16%	11%	13%	13%
Strongly distrust	(-2) 81	61	10	9	8	73	15	3	65	16
	7%	7% <i>d</i>	7%	4%	8%	7%	12% <i>a</i>	9%	6%	10%
SUMMARY CODES										
TRUST	682	439	79	161	48	634	61	21	593	87
	56%	53%	59%	67% <i>ab</i>	51%	57%	49%	59%	57%	52%
DISTRUST	237	169	29	36	21	216	35	7	198	37
	19%	20% <i>d</i>	22%	15%	22%	19%	28%	20%	19%	22%
Refused	3	1	-	-	-	3	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Don't know	35	25	2	6	3	32	5	-	26	7
	3%	3%	2%	2%	3%	3%	4%	-	2%	4%
Mean Score	0.438 <i>g</i>	0.381	0.426	0.663 <i>abc</i>	0.316	0.449	0.199	0.397	0.457	0.329
Standard Deviation	1.087	1.097	1.109	1.011	1.112	1.084	1.213	1.098	1.077	1.147
Error Variance	0.001	0.002	0.008	0.003	0.012	0.001	0.015	0.024	0.001	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 different gas and electricity suppliers, or only have electricity supply

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1251	1125	121	5	123	285	480	363	405	253	562	748	192	281
Weighted Base	1215	1074	138	3**	137	274	457	348	360	265	560	760	173	258
Completely trust	(2) 151 12%j	135 13%	16 12%	0 15%	14 10%	48 17%ah	56 12%	34 10%	42 12%	19 7%	88 16%j	104 14%	19 11%	31 12%
Tend to trust	(1) 531 44%k	483 45%k	46 34%	2 65%	51 38%	111 41%	221 48%e	148 43%	145 40%	112 42%	271 48%l	343 45%	72 42%	110 43%
Neither trust nor distrust	(0) 259 21%	220 20%	37 27%	1 20%	29 21%	53 19%	84 18%	91 26%g	63 18%	78 30%ak	107 19%	154 20%	42 24%	50 19%
Tend to distrust	(-1) 156 13%h	141 13%	15 11%	0 -	32 23%afgh	34 13%	62 14%h	28 8%	67 19%ajk	27 10%	54 10%	97 13%	28 16%	34 13%
Strongly distrust	(-2) 81 7%	64 6%	16 12%ab	0 -	8 6%	23 8%	25 5%	25 7%	36 10%ak	17 6%	27 5%	40 5%	11 6%	26 10%l
SUMMARY CODES														
TRUST	682 56%k	618 58%k	62 45%	2 80%	65 48%	159 58%	277 61%eh	181 52%	187 52%	131 49%	359 64%aj	446 59%	90 52%	140 54%
DISTRUST	237 19%k	205 19%	31 23%	0 -	39 29%agh	57 21%	87 19%	54 15%	103 29%ajk	44 16%	81 14%	136 18%	39 22%	59 23%
Refused	3 -	3 -	0 -	0 -	0 -	0 -	0 -	3 1%g	0 -	1 -	0 -	1 -	0 -	0 -
Don't know	35 3%	28 3%	7 5%	0 -	3 2%	4 2%	10 2%	18 5%afg	7 2%	11 4%	14 2%	23 3%	1 1%	8 3%
Mean Score	0.438i	0.463c	0.230	0.956	0.240	0.472	0.493e	0.417	0.256	0.354	0.620aj	0.507n	0.349	0.344
Standard Deviation	1.067	1.072	1.191	0.721	1.105	1.170	1.055	1.044	1.191	0.998	1.025	1.058	1.073	1.168
Error Variance	0.001	0.001	0.012	0.104	0.010	0.005	0.002	0.003	0.004	0.004	0.002	0.002	0.006	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table
Base: All who have different gas and electricity suppliers, 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		1251	1251	1251
Weighted Base		1215	1215	1215
Completely trust	(2)	170 14%	177 15%	151 12%
Tend to trust	(1)	617 51%	606 50%	531 44%
Neither trust nor distrust	(0)	240 20%	253 21%	258 21%
Tend to distrust	(-1)	102 8%	97 8%	156 13%
Strongly distrust	(-2)	50 4%	54 4%	81 7%
SUMMARY CODES				
TRUST		787 65%	783 64%	682 56%
DISTRUST		152 13%	151 12%	237 19%
Refused		4 *	3 *	3 *
Don't know		32 3%	26 2%	35 3%
Mean Score		0.639	0.637	0.438
Standard Deviation		0.974	0.983	1.087
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			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Very satisfied	(2) 1133 24%	967 24%	89 22%	77 29%ab	202 22%	595 23%	337 26%e	286 25%	333 22%	230 24%	284 25%h
Satisfied	(1) 2593 55%	2240 55%	213 53%	140 53%	510 56%	1338 53%	744 57%f	617 53%	854 56%	524 54%	597 54%
Neither satisfied nor dissatisfied	(0) 730 15%gk	625 15%	73 18%	33 12%	133 15%	444 18%ag	153 12%	190 16%k	256 17%k	148 15%k	137 12%
Dissatisfied	(-1) 174 4%	152 4%	16 4%	5 2%	37 4%	98 4%	39 3%	40 3%	51 3%	37 4%	46 4%
Very dissatisfied	(-2) 81 2%g	71 2%	5 1%	2 2%	24 3%g	47 2%g	11 1%	20 2%	17 1%	19 2%	26 2%h
SUMMARY CODES											
SATISFIED	3726 78%	3207 78%	302 76%	217 83%c	712 78%	1933 76%	1081 83%aef	903 78%	1167 79%	755 78%	881 80%
DISSATISFIED	255 5%g	223 5%	21 5%	10 4%	61 7%g	144 6%g	50 4%	59 5%	68 4%	55 6%	72 7%h
Refused	7 -	6 -	1 -	- -	2 -	2 -	3 -	- -	1 -	3 -	2 -
Don't know	38 1%	34 1%	2 -	2 1%	8 1%	13 1%	17 1%h	6 1%	16 1%	4 -	12 1%
Mean Score	0.960	0.957	0.920	1.072abc	0.915	0.927	1.058aef	0.963	0.950	0.951	0.980
Standard Deviation	0.835	0.836	0.827	0.824	0.873	0.854	0.758	0.840	0.790	0.850	0.876
Error Variance	-	-	0.002	0.002	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2001	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Very satisfied	(2) 1133 24%	293 24%	671 24%	129 26%	40 25%	202 29%ag	932 23%	692 23%	209 22%	206 28%ah
Satisfied	(1) 2593 55%	669 54%	1585 56% ^d	251 50%	88 55%	356 51%	2236 55% ^f	1676 56% ^j	510 54%	377 51%
Neither satisfied nor dissatisfied	(0) 730 15%	198 16%	431 15%	80 16%	21 13%	93 13%	636 16%	486 16% ^j	138 15%	98 13%
Dissatisfied	(-1) 174 4%	45 4%	100 4%	24 5%	4 2%	27 4%	147 4%	94 3%	43 5% ^h	34 5% ^h
Very dissatisfied	(-2) 81 2%	30 2% ^c	42 1%	8 2%	1 1%	15 2%	66 2%	37 1%	26 3% ^{ah}	18 2% ^h
SUMMARY CODES										
SATISFIED	3726 78%	962 77%	2256 79%	380 75%	128 80%	558 80%	3168 78%	2369 79%	720 77%	583 79%
DISSATISFIED	255 5%	75 6%	142 5%	33 6%	5 3%	42 6%	213 5%	131 4%	69 7% ^{ah}	52 7% ^h
Refused	7 *	1 *	- -	5 1% ^{abc}	- -	- -	7 *	2 *	2 *	2 *
Don't know	38 1%	7 1%	19 1%	7 1%	6 4% ^{abc}	7 1%	31 1%	24 1%	9 1%	4 1%
Mean Score	0.960	0.932	0.969	0.950	1.056	1.014	0.951	0.969^h	0.900	0.981
Standard Deviation	0.835	0.870	0.815	0.880	0.742	0.881	0.826	0.795	0.896	0.908
Error Variance	-	-	-	0.002	0.003	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Very satisfied	(2) 1133 24%	853 24%	98 21%	177 28%abc	114 28%af	1019 23%	123 22%	37 20%	1037 25%j	96 18%
Satisfied	(1) 2593 55%	1947 54%	275 58%	346 56%	209 52%	2384 55%	293 53%	91 49%	2294 55%	287 54%
Neither satisfied nor dissatisfied	(0) 730 15%cd	579 16%cd	71 15%cd	89 11%	61 15%	869 19%	104 19%	35 19%	617 15%	109 21%ai
Dissatisfied	(-1) 174 4%	141 4%	15 3%	17 3%	10 2%	164 4%	18 3%	10 6%	146 3%	27 5%
Very dissatisfied	(-2) 81 2%	63 2%	11 2%cd	5 1%	9 2%	72 2%	12 2%	8 5%a	71 2%	9 2%
SUMMARY CODES										
SATISFIED	3726 78%hj	2800 78%	372 79%	523 84%abc	323 80%	3403 78%	415 75%	129 70%	3331 79%j	383 72%
DISSATISFIED	255 5%cd	204 6%cd	25 5%	4% -	19 5%	236 5%	30 5%	19 10%ag	217 5%	36 7%
Refused	7 - *b	- -	- -	2 *b	- -	7 -	- -	1 -	3 -	- -
Don't know	38 1%	21 1%	4 1%	7 1%	- -	38 1%	3 1%	2 1%	31 1%	3 1%
Mean Score	0.960hj	0.945	0.927	1.094abc	1.014	0.955	0.903	0.764	0.980j	0.821
Standard Deviation	0.835	0.844	0.827	0.761	0.862	0.832	0.856	0.992	0.831	0.846
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.004	-	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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Very satisfied	(2) 1133	1056	72	5	228	382	365	159	283	228	604	894	63	153
	24%chm	25%c	15%	26%	31%agh	27%aagh	21%h	18%	21%	22%	26%aj	25%lm	17%	21%
Satisfied	(1) 2593	2316	268	9	367	753	972	501	701	534	1308	1966	210	372
	55%e	55%	55%	41%	49%	54%	57%e	55%e	52%	52%	57%ij	55%	56%	52%
Neither satisfied nor dissatisfied	(0) 730	627	98	5	97	192	275	166	239	197	283	540	72	111
	15%k	15%	20%ab	26%	13%	14%	16%	18%aef	18%ak	19%ak	12%	15%	19%j	15%
Dissatisfied	(-1) 174	145	27	1	30	47	52	45	71	35	65	104	21	49
	4%	3%	6%b	7%	4%	3%	3%	5%g	5%ajk	3%	3%	3%	6%l	7%al
Very dissatisfied	(-2) 81	68	13	-	19	26	26	10	34	14	32	45	6	29
	2%	2%	3%	-	3%h	2%	2%	1%	3%k	1%	1%	1%	2%	4%alm
SUMMARY CODES														
SATISFIED	3726	3371	340	14	595	1135	1337	660	984	762	1911	2860	273	526
	78%chjmn	79%c	70%	67%	80%h	81%h	79%h	73%	73%	75%	83%aj	80%mn	73%	73%
DISSATISFIED	255	213	40	1	49	73	78	55	105	49	97	149	27	78
	5%l	5%	8%ab	7%	7%	5%	5%	6%	8%ajk	5%	4%	4%	7%l	11%al
Refused	7	5	1	-	-	-	2	5	-	1	-	5	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	38	31	7	-	4	7	8	18	11	8	12	30	2	2
	1%	1%	1%	-	1%	1%	1%	2%aefg	1%	1%	1%	2%aefg	1%	1%
Mean Score	0.960chmn	0.985c	0.750	0.865	1.019h	1.013gh	0.946h	0.855	0.850	0.919	1.042aj	1.003amn	0.813	0.802
Standard Deviation	0.835	0.826	0.877	0.904	0.912	0.843	0.798	0.811	0.901	0.825	0.790	0.798	0.839	0.864
Error Variance	-	-	0.002	0.041	0.001	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	896	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely trust	(2) 737 15%	614 15%	74 18%	49 19%	129 14%	378 15%	229 18%ef	159 14%	219 14%	154 16%	204 19%ahj
Tend to trust	(1) 2425 51%	2089 51%	194 49%	142 54%	482 53%f	1229 48%	714 55%af	558 48%	767 50%	502 52%	598 54%ahi
Neither trust nor distrust	(0) 938 20%gk	809 20%	84 21%	46 17%	195 21%g	542 21%g	202 15%	268 23%ajk	325 21%k	181 19%k	164 15%
Tend to distrust	(-1) 420 9%	365 9%	35 9%	19 7%	67 7%	249 10%e	103 8%	114 10%k	137 9%	89 9%	80 7%
Strongly distrust	(-2) 158 3%dg	145 4%d	10 3%	1 1%	27 3%	105 4%g	26 2%	44 4%	56 4%	24 2%	34 3%
SUMMARY CODES											
TRUST	3161 66%h	2703 66%	267 67%	191 73%ab	611 67%	1607 63%	943 72%aef	717 62%	986 65%	656 68%h	802 73%ahj
DISTRUST	577 12%g	511 12%	45 11%	22 8%	93 10%	355 14%aeg	129 10%	158 14%k	193 13%	112 12%	114 10%
Refused	9 -	8 -	1 -	- -	2 -	5 -	2 -	1 -	1 -	4 -	2 -
Don't know	70 1%	63 2%	2 1%	4 1%	15 2%	28 1%	26 2%j	15 1%	23 1%	11 1%	21 2%
Mean Score	0.676h	0.662	0.723	0.834ab	0.689	0.609	0.799aef	0.691	0.635	0.710h	0.795ahj
Standard Deviation	0.957	0.963	0.950	0.851	0.910	0.896	0.897	0.975	0.964	0.931	0.938
Error Variance	-	-	0.002	0.003	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...? - 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2201	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Completely trust	(2) 737	219	388	98	32	147	589	417	144	151
	15% _c	18% _c	14% _c	19% _{ac}	20% _c	21% _{ag}	15% _c	14% _c	15% _c	20% _{ahi}
Tend to trust	(1) 2425	649	1461	231	83	359	2065	1528	483	391
	51% _d	52% _d	51% _d	46% _d	52% _d	51% _d	51% _d	51% _d	51% _d	53% _d
Neither trust nor distrust	(0) 938	216	601	98	24	110	828	646	171	111
	20% _{ij}	17% _{ij}	21% _b	19% _{ij}	15% _{ij}	16% _{ij}	20% _{ij}	21% _{ij}	18% _{ij}	15% _{ij}
Tend to distrust	(-1) 420	106	259	42	13	53	366	283	86	46
	9% _j	9% _j	9% _j	8% _j	8% _j	8% _j	9% _j	9% _j	9% _j	6% _j
Strongly distrust	(-2) 158	34	103	20	1	19	139	98	34	25
	3% _k	3% _k	4% _{ae}	4% _{ae}	1% _k	3% _k	3% _k	3% _k	4% _k	3% _k
SUMMARY CODES										
TRUST	3161	868	1849	329	115	507	2655	1945	627	542
	66% _c	70% _{ac}	65% _c	65% _c	72% _{ag}	65% _c	65% _c	65% _c	67% _c	73% _{ahi}
DISTRUST	577	140	362	61	13	72	505	381	120	71
	12% _{ij}	11% _{ij}	13% _{ij}	12% _{ij}	8% _{ij}	10% _{ij}	12% _{ij}	13% _{ij}	13% _{ij}	10% _{ij}
Refused	9	1	2	5	-	-	9	4	2	3
	*	*	*	1% _{abc}	-	-	*	*	*	*
Don't know	70	17	33	11	8	12	58	35	19	13
	1% _k	1% _k	1% _k	2% _k	5% _{abc}	2% _k	1% _k	1% _k	2% _k	2% _k
Mean Score	0.676	0.745 _{ac}	0.630	0.709	0.871 _{ac}	0.817 _{ag}	0.652	0.634	0.672	0.826 _{ahi}
Standard Deviation	0.957	0.943	0.956	1.010	0.859	0.948	0.957	0.949	0.971	0.946
Error Variance	-	0.001	-	0.002	0.004	0.001	-	-	0.001	0.001

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Completely trust	(2) 737 15%g	532 15%	60 13%	137 22%abc	68 17%	669 15%	64 12%	29 16%	658 16%	78 15%
Tend to trust	(1) 2425 51%	1778 49%	272 58%ab	355 57%ab	196 49%	2229 51%	279 50%	90 49%	2157 51%	261 49%
Neither trust nor distrust	(0) 938 20%cd	778 22%cd	81 17%cd	85 17%cd	92 23%	846 19%	119 22%	35 19%	818 19%	116 22%
Tend to distrust	(-1) 420 9%cd	344 10%cd	40 8%cd	33 5%	29 7%	391 9%	59 11%	14 7%	368 9%	50 9%
Strongly distrust	(-2) 158 3%	123 3%	15 3%	16 3%	13 3%	145 3%	24 4%	12 6%a	140 3%	15 3%
SUMMARY CODES										
TRUST	3161 66%b	2311 64%	332 70%b	492 79%abc	264 65%	2897 67%	343 62%	119 64%	2815 67%	339 64%
DISTRUST	577 12%cd	467 13%cd	55 12%cd	49 8%	41 10%	536 12%	83 15%	26 14%	508 12%	65 12%
Refused	9 -	1 -	- -	2 *b	- -	9 -	- -	1 -	4 -	- -
Don't know	70 1%	47 1%	4 1%	15 2%bc	5 1%	64 1%	7 1%	5 3%	56 1%	12 2%
Mean Score	0.676g	0.634	0.687	0.927abc	0.697	0.674	0.551	0.613	0.682	0.650
Standard Deviation	0.957	0.966	0.914	0.890	0.945	0.958	0.982	1.058	0.957	0.945
Error Variance	-	-	0.002	0.001	0.002	-	0.002	0.005	-	0.002

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Completely trust	(2) 737	672	60	4	119	244	245	129	181	146	393	543	50	123
	15%	16%	12%	18%	16%	17%g	14%	14%	14%	14%	17%j	15%	13%	17%
Tend to trust	(1) 2425	2192	224	8	340	730	908	447	697	492	1198	1844	199	347
	51%e	52%c	46%	39%	46%	52%e	53%e	49%	52%	48%	52%	51%	53%	46%
Neither trust nor distrust	(0) 939	819	116	5	164	247	342	185	255	271	394	729	68	131
	20%k	19%	24%b	23%	22%f	18%	20%	19%	27%a	27%a	17%	20%	18%	18%
Tend to distrust	(-1) 420	361	55	4	82	128	133	76	138	76	199	315	33	68
	9%	8%	11%	18%	11%g	9%	8%	8%	10%j	7%	9%	9%	9%	10%
Strongly distrust	(-2) 158	140	18	-	35	47	49	26	48	25	81	108	14	32
	3%	3%	4%	-	5%g	3%	3%	3%	4%	2%	4%	3%	4%	4%
SUMMARY CODES														
TRUST	3161	2865	285	12	459	973	1153	576	878	638	1591	2387	249	470
	66%ce	67%c	59%	57%	62%	69%eh	68%eh	64%	66%	63%	69%aj	67%	66%	66%
DISTRUST	577	501	73	4	118	175	182	102	187	101	280	423	46	100
	12%	12%	15%	18%	16%agh	12%	11%	11%	14%j	10%	12%	12%	12%	14%
Refused	9	7	1	-	-	-	2	7	1	1	4	3	2	-
	-	-	-	-	-	-	1%afg	-	-	-	-	-	1%al	-
Don't know	70	57	13	-	4	11	21	34	18	7	37	41	9	14
	1%	1%	3%b	2%	1%	1%	1%	4%aefg	1%	1%	2%j	1%	2%	2%
Mean Score	0.676ce	0.692c	0.539	0.585	0.574	0.712e	0.696e	0.668	0.624	0.651	0.717i	0.678	0.658	0.657
Standard Deviation	0.957	0.953	0.981	1.016	1.037	0.970	0.916	0.938	0.969	0.904	0.970	0.942	0.955	1.022
Error Variance	-	-	0.002	0.054	0.002	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely trust	(2) 755 16%	626 15%	73 18%	56 21%ab	129 14%	389 15%	237 18%aef	177 15%	226 15%	147 15%	205 19%ahij
Tend to trust	(1) 2430 51%	2106 51%	187 47%	137 52%	486 53%f	1236 49%	708 54%af	582 50%	760 50%	504 52%	585 53%
Neither trust nor distrust	(0) 855 18%gk	730 18%	77 19%	49 19%	173 19%g	484 19%g	198 15%	223 19%k	291 19%k	181 19%k	160 15%
Tend to distrust	(-1) 439 9%dg	383 9%kd	44 11%kd	12 5%	77 8%	273 11%g	90 7%	117 10%	155 10%k	82 9%	86 8%
Strongly distrust	(-2) 189 4%g	169 4%	15 4%	6 2%	35 4%	120 5%g	34 3%	49 4%	65 4%	33 3%	42 4%
SUMMARY CODES											
TRUST	3186 67%l	2733 67%	260 65%	193 74%abc	615 67%	1625 64%	945 73%aef	759 65%	986 65%	652 69%	790 72%ahij
DISTRUST	628 13%dg	552 13%kd	59 15%kd	18 7%	112 12%g	393 16%aeg	123 9%	166 14%	219 14%k	123 12%	127 12%
Refused	9 -	8 -	1 -	- -	2 -	5 -	2 -	1 -	1 -	4 -	2 -
Don't know	78 2%	72 2%	3 1%	3 1%	14 2%	29 1%	34 3%af	10 1%	30 2%h	13 1%	24 2%h
Mean Score	0.669f	0.657	0.657	0.871abc	0.655	0.600	0.810aef	0.628	0.620	0.686	0.766ahl
Standard Deviation	0.988	0.990	1.021	0.877	0.956	1.029	0.911	1.002	1.003	0.954	0.976
Error Variance	-	-	0.003	0.003	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 (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2001	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Completely trust	(2) 755	222	417	95	21	149	606	435	152	147
	16%	18% ^c	15%	19% ^c	13%	21% ^{a,g}	15%	14%	16%	20% ^{a,h}
Tend to trust	(1) 2430	636	1465	240	89	349	2081	1548	473	381
	51%	51%	51%	48%	56%	50%	51%	51%	50%	52%
Neither trust nor distrust	(0) 855	208	538	87	22	96	759	566	168	113
	18% ^d	17%	19%	17%	14%	14%	19% ^d	19% ^d	18%	15%
Tend to distrust	(-1) 439	109	279	36	15	60	379	297	90	50
	9% ^e	9%	10%	7%	9%	9%	9%	10% ^e	10% ^e	7%
Strongly distrust	(-2) 189	40	119	27	3	30	159	122	37	27
	4%	3%	4%	5% ^b	2%	4%	4%	4%	4%	4%
SUMMARY CODES										
TRUST	3186	859	1881	336	110	498	2687	1984	625	528
	67%	69%	66%	66%	69%	71% ^{a,g}	66%	66%	67%	71% ^{a,h}
DISTRUST	628	149	398	62	18	89	539	419	127	77
	13% ^f	12%	14%	12%	11%	13%	13%	14% ^f	14%	10%
Refused	9	1	2	5	-	-	9	4	2	3
	*	*	*	1% ^{a,b,c}	-	-	*	*	*	*
Don't know	78	25	28	15	10	17	60	38	17	18
	2% ^c	2% ^c	1%	3% ^{a,c}	6% ^{a,b,c}	2%	1%	1%	2%	2% ^h
Mean Score	0.669	0.733^{a,c}	0.632	0.706	0.733	0.773^{a,g}	0.651	0.633	0.667	0.793^{a,h}
Standard Deviation	0.988	0.969	0.990	1.039	0.895	1.024	0.981	0.986	0.996	0.971
Error Variance	-	0.001	-	0.002	0.005	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 (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Completely trust	(2) 755 16% ^c	548 15%	57 12%	143 23% ^{abc}	68 17%	688 16%	68 12%	27 15%	678 16%	77 14%
Tend to trust	(1) 2430 51%	1812 50%	274 58% ^{abd}	326 52%	200 50%	2230 51%	289 52%	85 46%	2151 51%	272 51%
Neither trust nor distrust	(0) 855 18% ^d	689 19% ^d	80 17% ^d	75 12%	88 22% ^d	765 18%	96 17%	36 19%	749 18%	103 19%
Tend to distrust	(-1) 439 9% ^d	360 10% ^d	35 7%	39 6%	32 8%	407 9%	62 11%	19 10%	387 9%	50 9%
Strongly distrust	(-2) 189 4%	149 4%	19 4%	18 3%	10 3%	179 4%	32 6%	13 7% ^a	166 4%	21 4%
SUMMARY CODES										
TRUST	3186 67% ^h	2359 65%	331 70%	468 75% ^{ab}	268 67%	2917 67%	357 65%	112 60%	2829 67%	349 66%
DISTRUST	628 13% ^d	509 14% ^d	53 11%	57 9%	42 11%	586 13%	94 17% ^a	32 17%	553 13%	70 13%
Refused	9 -	1 -	- -	2 * ^b	- -	9 -	- -	1 -	4 -	- -
Don't know	78 2%	44 1%	9 2%	21 3% ^{ab}	5 1%	73 2%	6 1%	5 3%	66 2%	10 2%
Mean Score	0.669^{gh}	0.632	0.682	0.893^{abc}	0.712	0.665	0.548	0.521	0.675	0.643
Standard Deviation	0.988	0.997	0.825	0.940	0.930	0.993	1.036	1.097	0.988	0.976
Error Variance	-	-	0.002	0.001	0.002	-	0.002	0.005	-	0.002



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Completely trust	(2) 755	692	61	2	128	245	253	130	180	142	417	558	55	128
	16% <i>ai</i>	16%	13%	9%	17%	17%	15%	14%	13%	14%	18% <i>aij</i>	16%	15%	18%
Tend to trust	(1) 2430	2192	229	10	390	746	877	417	678	508	1209	1863	186	340
	51% <i>ah</i>	52%	47%	48%	52% <i>ah</i>	53% <i>ah</i>	52% <i>ah</i>	46%	51%	50%	52%	52% <i>ah</i>	50%	47%
Neither trust nor distrust	(0) 855	746	104	5	115	224	337	179	243	249	346	642	71	124
	18% <i>ak</i>	18%	21%	26%	15%	16%	20% <i>af</i>	18%	18% <i>ak</i>	24% <i>ajk</i>	18%	18%	19%	17%
Tend to distrust	(-1) 439	378	58	3	73	130	144	92	157	75	198	338	36	71
	9%	9%	12%	15%	10%	9%	8%	10%	12% <i>ajk</i>	7%	9%	9%	10%	10%
Strongly distrust	(-2) 189	166	23	-	36	51	67	35	59	29	97	132	16	35
	4%	4%	5%	-	5%	4%	4%	4%	4%	3%	4%	4%	4%	5%
SUMMARY CODES														
TRUST	3186	2884	290	12	518	991	1131	546	858	650	1626	2421	241	469
	67% <i>ch</i>	68% <i>cc</i>	59%	57%	69% <i>ch</i>	70% <i>caah</i>	67% <i>ch</i>	60%	64%	64%	71% <i>aij</i>	68%	64%	65%
DISTRUST	628	544	81	3	109	180	211	126	216	105	295	470	52	106
	13% <i>aj</i>	13%	17% <i>b</i>	15%	15%	13%	12%	14%	16% <i>ajk</i>	10%	13%	13%	14%	15%
Refused	9	7	1	-	-	-	2	7	1	1	1	4	3	2
	-	-	-	-	-	-	-	1% <i>afg</i>	-	-	-	-	1% <i>al</i>	-
Don't know	78	66	12	-	3	12	18	44	22	13	36	46	7	16
	2% <i>ef</i>	2%	2%	2%	-	1%	1%	5% <i>afg</i>	2%	1%	2%	1%	2%	2%
Mean Score	0.669 <i>ci</i>	0.687 <i>c</i>	0.522	0.515	0.674	0.720 <i>h</i>	0.659	0.602	0.579	0.655	0.728 <i>ai</i>	0.673	0.624	0.651
Standard Deviation	0.988	0.984	1.021	0.887	1.026	0.978	0.969	1.005	1.012	0.914	0.999	0.976	1.001	1.050
Error Variance	-	-	0.002	0.041	0.002	0.001	0.001	0.001	0.001	0.001	-	-	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 gas and electricity
Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely trust	(2) 632	528	60	43	106	319	207	133	194	122	182
		13%	15%	16%	12%	13%	16% ^{aef}	12%	13%	13%	16% ^{ahj}
Tend to trust	(1) 2154	1878	162	114	453	1060	641	477	679	454	544
		45% ^{fh}	41%	43%	49% ^{af}	42%	49% ^{af}	41%	44%	47% ^h	49% ^{ahi}
Neither trust nor distrust	(0) 985	829	95	60	189	583	213	293	311	206	174
		21% ^{gk}	24%	23%	21% ^g	23% ^{ag}	16%	25% ^{aik}	20% ^k	21% ^k	16%
Tend to distrust	(-1) 617	534	52	32	104	363	149	162	223	117	115
		13% ^k	13%	12%	11%	14% ^{eg}	11%	14% ^k	15% ^k	12%	10%
Strongly distrust	(-2) 263	227	26	10	42	170	51	76	83	43	61
		6% ^g	6%	4%	5%	7% ^{eg}	4%	7%	5%	4%	6%
SUMMARY CODES											
TRUST	2785	2407	222	157	559	1379	840	611	873	576	726
		59% ^{fh}	56%	60%	61% ^f	54%	65% ^{aef}	53%	57% ^h	60% ^h	66% ^{ahj}
DISTRUST	880	761	77	42	146	533	201	238	306	160	176
		19% ^{gk}	19%	16%	16%	21% ^{aeg}	15%	21% ^{jk}	20% ^{jk}	17%	16%
Refused	10	9	1	-	2	5	3	2	1	4	2
		-	-	-	-	-	-	-	-	-	-
Don't know	96	89	3	4	21	37	38	15	36	19	26
		2%	1%	1%	2%	1%	3% ^{aef}	1%	2%	2%	2%
Mean Score	0.489 ^h	0.487	0.454	0.574	0.533 ^f	0.399	0.636 ^{aef}	0.377	0.455	0.526 ^h	0.623 ^{ahj}
Standard Deviation	1.061	1.060	1.099	1.027	1.001	1.093	1.020	1.073	1.069	1.014	1.063
Error Variance	-	-	0.003	0.004	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...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2201	908	908
Weighted Base	4756	1243	2848	505	160	701	4055	3012	938	740
Completely trust	(2) 632	191	342	77	21	126	505	359	124	128
	13%	15% ^c	12%	15%	13%	18% ^{ag}	12%	12%	13%	17% ^{ah}
Tend to trust	(1) 2154	602	1248	220	83	319	1835	1316	441	371
	45%	48% ^{ac}	44%	44%	52% ^c	46%	45%	44%	47%	50% ^{ah}
Neither trust nor distrust	(0) 985	220	632	104	28	118	867	682	181	110
	21% ^{bf}	18%	22% ^b	21%	18%	17%	21% ^{af}	23% ^{ij}	19% ^{ij}	15%
Tend to distrust	(-1) 617	136	413	55	13	81	536	439	105	69
	13% ^{bf}	11%	15% ^{bde}	11%	8%	12%	13%	15% ^{ij}	11%	9%
Strongly distrust	(-2) 263	61	167	28	6	40	223	164	57	40
	6%	5%	6%	6%	4%	6%	5%	5%	6%	5%
SUMMARY CODES										
TRUST	2785	793	1591	298	104	445	2340	1676	565	499
	59% ^{ch}	64% ^{ac}	56%	59%	65% ^c	64% ^{ag}	58%	56%	60% ^h	67% ^{ah}
DISTRUST	880	197	580	83	19	121	759	602	162	109
	19% ^{bef}	16%	20% ^{bef}	17%	12%	17%	19%	20% ^{ij}	17%	15%
Refused	10	2	2	5	-	1	9	4	3	3
	*	*	*	1% ^{abc}	-	-	*	*	*	*
Don't know	96	30	43	14	8	16	79	47	29	19
	2%	2% ^c	2%	3%	5% ^{ac}	2%	2%	2%	3% ^h	3%
Mean Score	0.489^{ch}	0.599^{ac}	0.423	0.542^c	0.662^{ac}	0.600^{ag}	0.470	0.429	0.518^h	0.665^{ah}
Standard Deviation	1.061	1.041	1.068	1.071	0.960	1.095	1.054	1.057	1.063	1.054
Error Variance	-	0.001	-	0.002	0.005	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 gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4688	3257	527	844	424	4264	451	250	4182	480
Weighted Base	4756	3603	473	624	403	4352	552	185	4200	531
Completely trust	(2) 632 13%g	449 12%	50 11%	127 20%abc	51 13%	581 13%	55 10%	29 16%g	571 14%	61 11%
Tend to trust	(1) 2154 45%	1564 43%	240 51%ab	328 53%ab	180 45%	1974 45%	245 44%	79 43%	1902 45%	243 46%
Neither trust nor distrust	(0) 985 21%g	801 22%g	93 20%g	76 12%	88 22%	897 21%	134 24%h	30 16%	867 21%	112 21%
Tend to distrust	(-1) 617 13%g	516 14%g	52 11%g	48 8%	54 13%	563 13%	74 13%	24 13%	551 13%	66 12%
Strongly distrust	(-2) 263 6%g	212 6%g	24 5%	23 4%	22 5%	241 6%	34 6%	17 9%a	233 6%	26 5%
SUMMARY CODES										
TRUST	2785 59%b	2014 56%	290 61%b	455 73%abc	231 57%	2554 59%	299 54%	108 58%	2473 59%	304 57%
DISTRUST	880 19%g	728 20%g	76 16%g	71 11%	76 19%	804 18%	108 20%	40 22%	785 19%	92 17%
Refused	10 -	2 -	- -	2 b	- -	10 -	- -	1 -	5 -	- -
Don't know	96 2%	58 2%	13 3%	20 3%ab	8 2%	88 2%	11 2%	5 3%	71 2%	24 4%ai
Mean Score	0.489b	0.430	0.522	0.810abc	0.468	0.491	0.391	0.446	0.491	0.488
Standard Deviation	1.061	1.072	1.004	0.884	1.054	1.062	1.045	1.185	1.065	1.029
Error Variance	-	-	0.002	0.001	0.003	-	0.002	0.006	-	0.002

Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4688	4220	448	20	678	1344	1704	952	1453	992	2139	3380	412	800
Weighted Base	4756	4248	487	21**	745	1407	1700	904	1340	1018	2304	3584	374	717
Completely trust	(2) 632 13% _c	584 14% _c	46 10%	1 4%	85 11%	214 15% _e	222 13%	111 12%	155 12%	117 11%	348 15% _j	464 13%	42 11%	107 15%
Tend to trust	(1) 2154 45%	1937 46%	207 43%	10 48%	318 43%	640 45%	787 46%	410 45%	615 46%	441 43%	1060 46%	1631 46%	173 48%	319 45%
Neither trust nor distrust	(0) 985 21% _n	851 20%	126 26% _{ab}	8 38%	157 21%	284 20%	354 21%	190 21%	249 19%	279 27% _{ak}	432 19%	766 21% _n	72 19%	125 17%
Tend to distrust	(-1) 617 13% _h	557 13%	58 12%	2 8%	132 18% _{afgh}	171 12%	221 13%	93 10%	194 15% _j	116 11%	300 13%	481 13%	46 12%	87 12%
Strongly distrust	(-2) 263 6%	234 6%	28 6%	-	49 7%	77 5%	87 5%	50 6%	95 7% _{ajk}	47 5%	118 5%	179 5%	26 7%	58 8% _{al}
SUMMARY CODES														
TRUST	2785 59% _{ce}	2521 59% _c	253 52%	11 52%	403 54%	853 61% _e	1009 58%	520 59% _e	771 58%	557 55%	1409 61% _j	2095 58%	215 57%	426 59%
DISTRUST	880 19%	792 19%	86 18%	2 8%	181 24% _{afgh}	248 18%	307 18%	143 16%	289 22% _{ajk}	163 16%	418 18%	660 18%	72 19%	145 20%
Refused	10	8	1	-	-	-	3	7	1	1	2	5	3	2
Don't know	96 2% _e	75 2%	20 4% _{ab}	2	4 1%	22 2%	26 2%	43 5% _{afg}	30 2%	17 2%	42 2%	59 2%	13 3% _j	18 3%
Mean Score	0.489e	0.499	0.397	0.489	0.347	0.538e	0.501e	0.512e	0.414	0.465	0.540i	0.489	0.442	0.473
Standard Deviation	1.061	1.066	1.028	0.720	1.101	1.066	1.045	1.041	1.101	0.998	1.066	1.045	1.081	1.145
Error Variance	-	-	0.002	0.027	0.002	0.001	0.001	0.001	0.001	0.001	0.001	-	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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 gas and electricity
Unweighted Base		4688	4688	4688
Weighted Base		4756	4756	4756
Completely trust	(2)	737 15%	755 16%	632 13%
Tend to trust	(1)	2425 51%	2430 51%	2154 45%
Neither trust nor distrust	(0)	938 20%	855 18%	985 21%
Tend to distrust	(-1)	420 9%	439 9%	617 13%
Strongly distrust	(-2)	158 3%	189 4%	263 6%
SUMMARY CODES				
TRUST		3161 66%	3186 67%	2785 59%
DISTRUST		577 12%	628 13%	880 19%
Refused		9 *	9 *	10 *
Don't know		70 1%	78 2%	96 2%
Mean Score		0.676	0.669	0.489
Standard Deviation		0.957	0.988	1.061
Error Variance		*	*	*

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?

- Landline phone providers

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Completely trust	(2) 394 7%	317 6%	49 9%b	27 8%	62 5%	183 6%	149 9%aef	78 5%	116 6%	86 7%	114 8%ahi
Tend to trust	(1) 2498 42%f	2140 42%d	227 41%	130 37%	451 39%	1184 38%	862 50%aef	578 40%	783 47%	535 44%	602 43%
Neither trust nor distrust	(0) 1429 24%gk	1202 24%	142 25%	85 24%	321 27%ag	783 25%g	326 19%	377 26%k	470 25%k	281 23%	301 21%
Tend to distrust	(-1) 1015 17%g	868 17%	82 15%	65 18%	188 16%	584 19%g	243 14%	269 19%k	335 19%	197 16%	215 15%
Completely distrust	(-2) 369 6%g	294 6%	43 8%	31 9%b	57 5%	230 7%aag	81 5%	94 6%	119 6%	66 5%	89 6%
SUMMARY CODES											
TRUST	2891 48%ef	2458 48%	276 49%	157 44%	514 44%	1367 44%	1011 59%aef	656 45%	898 47%	621 51%h	716 51%h
DISTRUST	1384 23%g	1162 23%	125 22%	96 27%	245 21%	814 26%aag	325 19%	363 25%jk	454 24%	262 21%	304 22%
Refused	29 h	25 h	2 h	2 h	6 h	15 h	9 h	- h	11 1%h	8 1%h	11 1%h
Don't know	253 4%g	225 4%g	14 2%	15 4%	86 7%afg	129 4%g	39 2%	57 4%	62 3%	56 5%	79 6%ahi
Mean Score	0.269h	0.273	0.290	0.168	0.233f	0.171	0.454aef	0.198	0.242	0.325h	0.330ahl
Standard Deviation	1.038	1.028	1.080	1.116	0.985	1.061	1.007	1.030	1.035	1.022	1.061
Error Variance	-	-	0.002	0.003	0.001	-	-	0.001	0.001	0.001	0.001

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?

- Landline phone providers

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 394	130	193	55	16	75	318	223	76	83
	7%	8% ^c	6%	9% ^c	8%	8%	6%	6%	6%	8% ^{ah}
Tend to trust	(1) 2498	721	1426	257	94	384	2114	1591	466	414
	42% ^{ai}	43%	41%	40%	48% ^c	40%	42%	43% ^{ai}	38%	42% ^{ai}
Neither trust nor distrust	(0) 1429	347	884	152	47	200	1230	879	322	207
	24% ^{ab}	21%	25% ^{ab}	24%	24%	21%	24% ^{ai}	24%	26% ^{aj}	21%
Tend to distrust	(-1) 1015	264	642	89	20	175	840	659	183	149
	17% ^{ae}	16% ^{ae}	18% ^{bde}	14%	10%	19%	17%	18% ^{aj}	15%	15%
Completely distrust	(-2) 369	105	204	50	10	68	300	220	77	65
	6%	6%	6%	8%	5%	7%	6%	6%	6%	7%
SUMMARY CODES										
TRUST	2891	851	1619	313	110	459	2433	1814	542	496
	48% ⁱ	51% ^{ac}	46%	49%	56% ^{ac}	48%	48%	49% ^{ai}	44%	51% ^{ai}
DISTRUST	1384	369	846	139	30	243	1141	889	260	214
	23% ^{ie}	22% ^{ie}	24% ^{ie}	22%	15%	26% ^{ig}	23%	24% ^{aj}	21%	22%
Refused	29	8	7	14	-	3	26	10	8	11
	0% ^c	*	*	2% ^{abce}	-	*	1%	*	1%	1% ^{ah}
Don't know	253	82	138	25	8	44	209	98	100	47
	4% ^h	5%	4%	4%	4%	5%	4%	3%	8% ^{ahj}	5% ^h
Mean Score	0.269	0.323^c	0.228	0.297	0.460^{ac}	0.247	0.273	0.259	0.250	0.327
Standard Deviation	1.038	1.060	1.020	1.089	0.981	1.094	1.028	1.029	1.029	1.074
Error Variance	*	0.001	*	0.002	0.005	0.001	*	*	0.001	0.001

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?

- Landline phone providers

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely trust	(2) 394	246	34	104	32	361	38	13	335	54
		7%b	6%	12%abc	6%	7%	6%	6%	6%	8%
Tend to trust	(1) 2498	1751	287	437	173	2324	249	78	2216	274
		42%bdegh	39%	47%ab	35%	42%e	37%	35%	42%	39%
Neither trust nor distrust	(0) 1429	1150	128	141	131	1298	174	57	1273	155
		24%d	26%acd	21%cd	26%	24%	26%	26%	24%	22%
Tend to distrust	(-1) 1015	810	96	99	104	911	137	40	910	98
		17%cd	18%cd	17%	21%af	17%	20%	18%	17%j	14%
Completely distrust	(-2) 369	290	36	39	45	324	38	17	329	38
		6%cd	7%cd	6%	9%af	6%	6%	8%	6%	5%
SUMMARY CODES										
TRUST	2891	1997	321	541	206	2686	287	92	2552	328
		48%bdegh	45%	53%ab	41%	49%e	42%	41%	49%	47%
DISTRUST	1384	1100	132	138	148	1235	175	57	1239	136
		23%cd	25%cd	22%cd	30%af	23%	26%	26%	24%j	19%
Refused	29	10	4	6	2	28	1	2	13	10
		-	-	1%b	-	1%	-	1%	-	1%ai
Don't know	253	183	23	42	12	241	42	14	175	74
		4%ai	4%	5%	2%	4%e	6%a	6%	3%	11%ai
Mean Score	0.269be	0.201	0.322b	0.570abc	0.092	0.285e	0.177	0.154	0.261	0.339
Standard Deviation	1.038	1.033	1.019	1.014	1.095	1.032	1.028	1.072	1.036	1.041
Error Variance	-	-	0.002	0.001	0.002	-	0.002	0.004	-	0.002

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?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Completely trust	(2) 394	344	48	2	42	109	140	102	108	59	214	276	44	68
	7%	6%	8%	7%	5%	7%	6%	8%e	6%	5%	7%	6%	8%	7%
Tend to trust	(1) 2496	2243	249	6	319	663	969	547	689	481	1271	1866	228	356
	42%e n	42%	40%	27%	36%	39%	45%aef	43%ef	40%	37%	44%a j	43%a	42%a	36%
Neither trust nor distrust	(0) 1429	1266	155	8	228	420	518	263	361	421	630	1058	119	220
	24%h	24%	25%	33%	26%h	25%h	24%	21%	21%	33%a k	22%	25%	22%	22%
Tend to distrust	(-1) 1015	920	89	5	201	324	313	177	334	194	471	729	93	172
	17%gh	17%	14%	23%	23%agh	19%agh	14%	14%	20%a k	15%	16%	17%	17%	18%
Completely distrust	(-2) 369	332	36	1	71	99	122	76	128	78	160	254	26	84
	6%	6%	6%	4%	8%ag	6%	6%	6%	7%k	6%	6%	6%	5%	9%a n
SUMMARY CODES														
TRUST	2891	2587	296	8	360	773	1110	649	797	540	1485	2142	272	424
	48%e n	48%	47%	34%	41%	46%e	51%aef	52%aef	47%	42%	52%a j	49%a	50%a	43%
DISTRUST	1384	1252	125	6	272	422	435	255	461	271	630	983	119	255
	23%gh	23%	20%	27%	31%a fgh	25%gh	20%	20%	27%a k	21%	22%	23%	22%	26%
Refused	29	28	1	-	1	8	5	15	8	6	6	14	4	9
	-	1%	-	-	-	-	-	1%aefg	-	-	-	-	1%	1%
Don't know	253	201	50	1	22	58	97	77	81	46	118	145	34	72
	4%ef	4%	8%ab	6%	2%	3%	4%e	6%aefg	5%	4%	4%	3%	6%a	7%a
Mean Score	0.269e n	0.264	0.318	0.113	0.067	0.223e	0.336aef	0.361aef	0.194	0.202	0.331a j	0.282n	0.337n	0.170
Standard Deviation	1.036	1.039	1.032	1.015	1.061	1.038	1.009	1.051	1.084	0.975	1.034	1.022	1.032	1.110
Error Variance	-	-	0.002	0.045	0.001	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a|i/j/k - a|l/m/n
 ** very small base (under 30) ineligible for sig testing



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?

- Banks

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Completely trust	(2) 618	504	58	36	129	269	221	141	185	111	182
		10%	10%	10%	11% <i>f</i>	9%	13% <i>a</i> <i>f</i>	10%	10%	9%	13% <i>a</i> <i>h</i> <i>j</i>
Tend to trust	(1) 2684	2317	218	149	549	1304	831	611	822	582	668
		45% <i>c</i> <i>d</i>	46% <i>c</i>	39%	47% <i>f</i>	42%	49% <i>a</i> <i>f</i>	42%	43%	47% <i>h</i> <i>i</i>	47% <i>h</i> <i>i</i>
Neither trust nor distrust	(0) 1066	893	113	59	207	601	258	280	367	205	214
		18% <i>g</i> <i>k</i>	18%	20%	18%	19% <i>g</i>	15%	19% <i>k</i>	19% <i>k</i>	17%	15%
Tend to distrust	(-1) 1019	854	101	63	174	581	263	266	349	206	196
		17% <i>k</i>	17%	16%	15%	19% <i>e</i> <i>g</i>	15%	18% <i>k</i>	18% <i>k</i>	17% <i>k</i>	14%
Completely distrust	(-2) 544	435	67	42	100	331	113	149	158	113	124
		9% <i>g</i>	9%	12% <i>a</i> <i>b</i>	9%	11% <i>a</i> <i>g</i>	7%	10%	8%	9%	9%
SUMMARY CODES											
TRUST	3302	2841	276	185	678	1573	1052	752	1007	693	850
		55% <i>c</i> <i>f</i> <i>h</i>	56% <i>c</i>	49%	58% <i>f</i>	51%	62% <i>a</i> <i>f</i>	52%	53%	56% <i>h</i>	60% <i>a</i> <i>h</i> <i>j</i>
DISTRUST	1563	1290	168	105	274	912	376	415	506	321	320
		26% <i>g</i> <i>k</i>	25%	30% <i>b</i>	23%	29% <i>a</i> <i>e</i> <i>g</i>	22%	29% <i>k</i>	27% <i>k</i>	26% <i>k</i>	23%
Refused	13	11	1	-	5	3	5	3	3	3	4
		-	-	-	-	-	-	-	-	-	-
Don't know	44	37	1	6	7	19	17	4	11	7	22
		1%	1%	2% <i>c</i>	1%	1%	1%	-	1%	1%	2% <i>a</i> <i>h</i> <i>j</i>
Mean Score	0.306 <i>f</i> <i>h</i>	0.326 <i>c</i>	0.179	0.213	0.372 <i>f</i>	0.194	0.465 <i>a</i> <i>e</i> <i>f</i>	0.227	0.281	0.303	0.425 <i>a</i> <i>h</i> <i>j</i>
Standard Deviation	1.147	1.135	1.200	1.207	1.130	1.162	1.107	1.165	1.128	1.136	1.153
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001

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?

- Banks

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 618	199	315	85	19	116	502	333	147	122
	10%	12%ac	9%	13%ac	10%	12%g	10%	9%	12%h	12%ah
Tend to trust	(1) 2684	793	1552	242	97	406	2278	1653	550	446
	45%ad	48%acd	44%ad	38%	50%ad	43%	45%	45%	45%	46%
Neither trust nor distrust	(0) 1066	243	639	150	34	140	926	695	204	155
	18%af	15%	18%ab	23%abc	18%	15%	18%af	19%af	17%	16%
Tend to distrust	(-1) 1019	243	658	94	23	173	846	653	207	135
	17%aj	15%	19%abde	15%	12%	19%	17%	18%aj	17%	14%
Completely distrust	(-2) 544	158	314	54	18	99	445	323	116	93
	9%	10%	9%	8%	9%	10%	9%	9%	9%	10%
SUMMARY CODES										
TRUST	3302	992	1867	327	116	522	2780	1986	696	568
	55%	60%acd	53%	51%	60%ad	55%	55%	54%	57%	58%ah
DISTRUST	1563	401	972	148	41	272	1291	985	323	228
	26%	24%	28%bd	23%	21%	29%g	26%	27%aj	26%	23%
Refused	13	2	2	9	-	1	12	6	2	4
	*	*	*	1%abc	-	*	*	*	*	*
Don't know	44	21	13	8	2	14	30	17	6	20
	1%c	1%ac	*	1%c	1%	1%ag	1%	*	1%	2%ahi
Mean Score	0.306	0.387ac	0.257	0.336	0.395	0.286	0.310	0.276	0.330	0.387ah
Standard Deviation	1.147	1.165	1.137	1.147	1.122	1.208	1.135	1.128	1.171	1.169
Error Variance	*	0.001	*	0.002	0.006	0.001	*	*	0.001	0.001

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?

- Banks

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely trust	(2) 618	407	65	138	47	571	58	28	504	110
		9%	11%	16%abc	9%	10%	9%	13%	10%	16%ai
Tend to trust	(1) 2684	1918	313	430	195	2489	328	106	2340	336
		45%a	43%	52%ab	39%	45%ae	48%	48%	45%	48%
Neither trust nor distrust	(0) 1066	849	78	127	95	971	121	31	959	102
		18%cd	19%cd	13%	15%	18%	18%	14%	18%j	15%
Tend to distrust	(-1) 1019	807	98	102	104	915	110	29	918	96
		17%dj	18%cd	16%cd	12%	21%af	16%	13%	17%j	14%
Completely distrust	(-2) 544	436	49	55	53	491	60	23	489	52
		9%cd	10%cd	8%	11%	9%	9%	10%	9%	7%
SUMMARY CODES										
TRUST	3302	2325	378	588	242	3060	386	135	2844	446
		55%ae	52%	62%ab	49%	56%ae	57%	61%	54%	63%ai
DISTRUST	1563	1243	147	157	157	1405	170	53	1407	147
		28%dj	28%ad	24%cd	18%	32%af	25%	24%	27%j	21%
Refused	13	3	-	4	-	13	2	1	8	1
		-	-	*b	-	-	-	-	-	-
Don't know	44	21	4	13	4	40	3	3	33	7
		1%	1%	1%ab	1%	1%	-	1%	1%	1%
Mean Score	0.306be	0.238	0.407ab	0.578abc	0.159	0.319e	0.316	0.402	0.279	0.512ai
Standard Deviation	1.147	1.151	1.128	1.094	1.182	1.143	1.117	1.188	1.145	1.136
Error Variance	-	-	0.002	0.001	0.003	-	0.002	0.005	-	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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?

- Banks

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Completely trust	(2) 618	524	91	3	65	165	235	153	170	100	338	430	63	111
	10%aj	70%	14%ab	14%	7%	70%	11%e	12%e	10%	8%	12%j	10%	7%	11%
Tend to trust	(1) 2884	2364	314	6	350	748	988	597	731	545	1359	1965	248	428
	45%a	44%	50%ab	26%	40%	44%e	46%e	47%e	43%	42%	47%aj	45%	45%	44%
Neither trust nor distrust	(0) 1056	954	105	7	188	306	373	199	275	326	447	805	92	158
	18%k	18%	17%	31%	21%ag	18%	17%	16%	16%	25%ak	16%	18%	17%	16%
Tend to distrust	(-1) 1019	943	70	6	176	312	358	173	305	223	469	760	88	143
	17%ch	18%c	11%	25%	20%gh	19%h	17%h	14%	18%	17%	16%	17%ln	16%	15%
Completely distrust	(-2) 544	504	39	1	100	145	191	108	213	83	238	369	50	119
	9%cj	9%c	6%	4%	11%algh	9%	9%	9%	12%akj	7%	8%	8%	9%	12%al
SUMMARY CODES														
TRUST	3302	2888	405	10	416	913	1223	750	901	645	1697	2395	311	539
	55%ai	54%	64%ab	40%	47%	54%e	57%e	60%aef	53%	50%	59%aj	55%	57%	55%
DISTRUST	1563	1447	109	7	277	457	549	280	518	306	707	1129	138	253
	26%ch	27%c	17%	29%	31%algh	27%h	25%	22%	30%ajk	24%	25%	26%	26%	27%
Refused	13	10	3	-	1	-	5	7	-	1	3	5	1	2
	-	-	-	-	-	-	-	1%af	-	-	-	-	-	-
Don't know	44	37	7	-	2	6	14	23	15	6	15	18	7	19
	7%	7%	1%	-	1%	1%	1%	2%aefg	1%	-	1%	-	1%l	2%al
Mean Score	0.306ei	0.276	0.561ab	0.219	0.118	0.284e	0.335e	0.419aef	0.200	0.279	0.383aj	0.307	0.343	0.279
Standard Deviation	1.147	1.152	1.072	1.115	1.157	1.137	1.145	1.140	1.215	1.049	1.142	1.129	1.159	1.216
Error Variance	-	-	0.002	0.050	0.002	0.001	0.001	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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?
- Insurance companies

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Completely trust	(2) 261 4%	217 4%	26 5%	18 5%	52 4%	119 4%	90 5% <i>f</i>	48 3%	77 4%	63 5% <i>h</i>	73 5% <i>h</i>
Tend to trust	(1) 1852 31% <i>df</i>	1592 31% <i>d</i>	171 31%	89 25%	355 30%	880 28%	617 36% <i>aef</i>	426 29%	575 30%	383 31%	467 33% <i>h</i>
Neither trust nor distrust	(0) 1488 25% <i>g</i>	1237 24%	157 28%	93 26%	312 27% <i>g</i>	800 26% <i>g</i>	376 22%	386 27% <i>k</i>	475 25%	298 24%	329 23%
Tend to distrust	(-1) 1428 24% <i>ck</i>	1228 24% <i>kc</i>	109 19%	91 25% <i>c</i>	268 23%	779 25% <i>g</i>	380 22%	384 26% <i>jk</i>	476 25% <i>k</i>	275 22%	293 21%
Completely distrust	(-2) 750 13%	612 12%	84 15%	53 15%	125 11%	434 14% <i>ag</i>	191 11%	180 12%	238 13%	171 14% <i>k</i>	161 11%
SUMMARY CODES											
TRUST	2113 35% <i>f</i>	1810 36% <i>d</i>	197 35%	107 30%	408 35%	999 32%	707 41% <i>aef</i>	474 33%	652 34%	446 36%	540 38% <i>ahi</i>
DISTRUST	2178 36% <i>gk</i>	1841 36%	193 35%	144 40%	393 34%	1214 39% <i>aeg</i>	571 33%	563 39% <i>k</i>	714 38% <i>k</i>	447 36% <i>k</i>	454 32%
Refused	15 *	14 *	1 *	- *	5 *	4 *	6 *	1 *	3 *	5 *	6 *
Don't know	193 3% <i>h</i>	171 3%	11 2%	12 3%	54 5% <i>afg</i>	91 3%	49 3%	29 2%	51 3%	32 3%	81 6% <i>ahij</i>
Mean Score	-0.096 <i>f</i>	-0.087	-0.100	-0.211	-0.052 <i>f</i>	-0.176	0.021 <i>af</i>	-0.155	-0.121	-0.091	-0.002 <i>ahij</i>
Standard Deviation	1.122	1.117	1.145	1.145	1.094	1.120	1.132	1.089	1.114	1.155	1.133
Error Variance	*	*	0.003	0.004	0.001	*	0.001	0.001	0.001	0.001	0.001

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?

- Insurance companies

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 261	80	141	32	9	53	208	144	63	50
	4%	5%	4%	5%		6%g	4%	4%	5%	5%
Tend to trust	(1) 1852	558	1047	180	67	263	1588	1175	339	315
	31%h	34%acd	30%	28%	34%	28%	32%f	32%h	28%	32%j
Neither trust nor distrust	(0) 1488	373	886	171	58	211	1277	918	322	228
	25%b	23%	25%ab	27%b	30%b	22%	25%d	25%	28%	23%
Tend to distrust	(-1) 1429	362	698	132	36	233	1195	836	291	183
	24%j	22%	26%bde	21%	19%	25%	24%	25%j	24%j	19%
Completely distrust	(-2) 750	197	461	77	14	145	605	465	138	130
	13%e	12%e	13%e	12%	7%	15%ag	12%	13%	11%	13%
SUMMARY CODES										
TRUST	2113	638	1188	211	76	317	1796	1319	401	365
	35%	39%acd	34%	33%	39%	33%	36%	36%	33%	37%i
DISTRUST	2178	559	1359	209	50	378	1800	1401	430	313
	36%bde	34%e	39%abde	33%	26%	40%ag	36%	38%j	35%	32%
Refused	15	3	1	12	-	-	15	5	3	6
	%c	%	%	2%abc	%	%	%	%	%	1%h
Don't know	193	84	60	39	10	43	150	46	75	63
	3%ch	5%ac	2%	6%ac	5%c	5%ag	3%	1%	6%ah	6%ah
Mean Score	-0.096	-0.024ac	-0.143	-0.074	0.113acd	-0.169	-0.082f	-0.111	-0.090	-0.031
Standard Deviation	1.122	1.137	1.117	1.123	1.026	1.182	1.110	1.113	1.112	1.159
Error Variance	-	0.001	-	0.002	0.005	0.001	-	-	0.001	0.001

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?

- Insurance companies

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely trust	(2) 261 4%	170 4%	23 4%	62 7%abc	20 4%	241 4%	25 4%	11 5%	224 4%	36 5%
Tend to trust	(1) 1852 31%ab	1267 29%	226 37%ab	346 40%ab	136 27%	1717 31%	188 28%	64 29%	1613 31%	238 34%
Neither trust nor distrust	(0) 1488 25%cd	1151 26%cd	144 24%	173 20%	130 26%	1357 25%	164 24%	56 25%	1335 25%j	143 20%
Tend to distrust	(-1) 1428 24%cdh	1128 25%cd	130 21%	154 18%	128 26%	1300 24%	176 26%h	41 19%	1278 24%j	143 20%
Completely distrust	(-2) 750 13%cd	587 13%cd	70 12%	87 10%	74 15%	676 12%	92 13%	29 13%	669 13%	76 11%
SUMMARY CODES										
TRUST	2113 35%ab	1437 32%	249 41%ab	408 47%abc	155 31%	1958 36%ae	213 31%	75 34%	1837 35%	273 39%
DISTRUST	2178 36%cd	1715 39%acd	200 33%cd	241 28%	202 40%	1976 36%	267 39%kh	70 32%	1947 37%j	219 31%
Refused	15 3%l	6 3%	-	4 5%abc	-	15 3%	-	2 8%a	8 2%	3 9%ai
Don't know	193 3%l	130 3%	15 2%	43 5%abc	12 2%	182 3%	36 5%a	18 8%a	125 2%	64 9%ai
Mean Score	-0.096be	-0.161	0.004ab	0.173abc	-0.206	-0.086e	-0.187	-0.058	-0.109	0.022ai
Standard Deviation	1.122	1.111	1.108	1.143	1.129	1.121	1.121	1.152	1.119	1.141
Error Variance	*	*	0.002	0.001	0.002	*	0.002	0.005	*	0.002

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?
- Insurance companies
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Completely trust	(2) 261 4%e	229 4%	31 5%	1 3%	24 3%	74 4%e	96 4%e	68 5%e	75 4%	44 3%	138 5%	180 4%	23 4%	50 5%
Tend to trust	(1) 1852 31%an	1646 31%	200 32%	6 23%	200 23%	519 31%e	690 32%e	443 35%aef	507 30%	370 29%	941 33%ij	1377 32%n	164 30%	271 28%
Neither trust nor distrust	(0) 1488 25%ik	1343 25%	136 22%	9 37%	231 26%	431 26%	523 24%	303 24%	371 22%	448 35%aik	639 22%	1097 25%	128 23%	235 24%
Tend to distrust	(-1) 1428 24%hn	1282 24%	141 19%	5 22%	281 32%afgh	436 26%gh	489 23%h	222 18%	415 24%	272 21%	715 25%j	1066 24%n	140 25%n	198 20%
Completely distrust	(-2) 750 13%hj	681 13%	198 11%	2 6%	143 16%algh	198 12%	279 13%h	130 10%	264 15%ajk	112 9%	358 12%j	535 12%	61 11%	143 15%
SUMMARY CODES														
TRUST	2113 35%e	1875 35%	231 37%	6 27%	224 25%	593 35%e	786 36%e	511 41%aefg	582 34%	414 32%	1079 38%ij	1557 36%	187 34%	321 33%
DISTRUST	2178 36%hj	1963 37%	208 33%	6 26%	424 48%afgh	634 38%h	768 35%h	352 28%	679 40%aj	384 30%	1073 37%j	1601 37%	200 36%	341 35%
Refused	15 0%	13 0%	2 0%	- 0%	- 0%	1 0%	4 0%	10 1%aefg	3 0%	2 0%	4 0%	5 0%	1 0%	5 1%l
Don't know	193 3%ef	140 3%	51 8%ab	2 10%	5 1%	24 1%	82 4%ef	81 6%aefg	73 4%ajk	36 3%	74 3%	91 2%	32 6%al	78 8%al
Mean Score	-0.096e	-0.104	-0.022	-0.023	-0.363	-0.100e	-0.079e	0.082aefg	-0.176	-0.031i	-0.077i	-0.094	-0.098	-0.127
Standard Deviation	1.122	1.121	1.131	0.979	1.004	1.106	1.133	1.115	1.168	1.006	1.140	1.113	1.110	1.169
Error Variance	-	-	0.002	0.044	0.001	0.001	0.001	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/gh - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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?

- Water suppliers

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Completely trust	(2) 644	483	116	45	137	273	224	153	186	141	165
	11% <i>bd</i>	10%	21% <i>abd</i>	13%	12% <i>f</i>	9%	14% <i>af</i>	10%	10%	11%	12%
Tend to trust	(1) 3026	2631	218	178	606	1513	908	728	950	631	717
	51% <i>c</i>	52% <i>c</i>	39%	50% <i>c</i>	52%	49%	53% <i>f</i>	50%	50%	51%	51%
Neither trust nor distrust	(0) 1381	1148	155	78	261	797	323	368	450	275	288
	23% <i>gk</i>	23%	28% <i>ab</i>	22%	22% <i>g</i>	26% <i>aeg</i>	19%	25% <i>k</i>	24% <i>k</i>	22%	20%
Tend to distrust	(-1) 564	510	25	29	89	330	145	120	192	115	137
	9% <i>c</i>	10% <i>c</i>	5%	8% <i>c</i>	8%	11% <i>eg</i>	9%	8%	10%	9%	10%
Completely distrust	(-2) 212	191	9	12	33	125	54	53	72	34	53
	4% <i>c</i>	4% <i>c</i>	2%	3%	3%	4%	3%	4%	4%	3%	4%
SUMMARY CODES											
TRUST	3671	3115	334	222	743	1786	1142	881	1136	772	882
	61% <i>f</i>	61%	60%	63%	63% <i>f</i>	57%	67% <i>af</i>	61%	60%	63%	63%
DISTRUST	777	701	35	41	122	454	200	173	264	149	190
	13% <i>ce</i>	14% <i>c</i>	6%	12% <i>c</i>	10%	15% <i>eg</i>	12%	12%	14%	12%	13%
Refused	12	9	2	-	4	2	5	1	4	3	4
	*	*	*	-	* <i>f</i>	*	* <i>f</i>	*	*	*	*
Don't know	147	99	34	13	40	68	38	31	40	29	46
	2%	2%	6% <i>ab</i>	4% <i>b</i>	3% <i>f</i>	2%	2%	2%	2%	2%	3% <i>f</i>
Mean Score	0.571 <i>f</i>	0.545	0.777 <i>abd</i>	0.624	0.643 <i>af</i>	0.487	0.674 <i>af</i>	0.567	0.533	0.610 <i>f</i>	0.591
Standard Deviation	0.937	0.938	0.907	0.938	0.899	0.945	0.934	0.924	0.944	0.915	0.959
Error Variance	-	-	0.002	0.002	0.001	-	-	0.001	0.001	0.001	-

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?

- Water suppliers

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 644	202	344	78	20	126	519	366	156	108
	11%	12% ^c	10%	12%	10%	13% ^{ag}	10%	10%	13% ^h	11%
Tend to trust	(1) 3026	856	1783	287	101	446	2581	1880	623	491
	51% ^{df}	52% ^d	51% ^d	45%	52%	47%	51% ^f	51%	51%	50%
Neither trust nor distrust	(0) 1381	341	834	162	44	189	1192	894	262	201
	23% ^{df}	21%	24% ^{ab}	25% ^{hb}	22%	20%	24% ^d	24% ^g	21%	21%
Tend to distrust	(-1) 564	162	319	65	18	115	449	351	111	91
	9%	10%	9%	10%	9%	12% ^{ag}	9%	10%	9%	9%
Completely distrust	(-2) 212	50	139	20	4	44	168	123	45	41
	4%	3%	4%	3%	2%	5% ^g	3%	3%	4%	4%
SUMMARY CODES										
TRUST	3671	1058	2126	365	121	571	3099	2245	780	600
	61% ^d	64% ^{cd}	61%	57%	62%	60%	62%	61%	63%	61%
DISTRUST	777	212	458	84	22	159	618	474	157	132
	13%	13%	13%	13%	11%	17% ^{ag}	12%	13%	13%	14%
Refused	12	2	3	6	-	1	11	6	2	3
	*	*	*	1% ^{abc}	-	*	*	*	*	*
Don't know	147	44	71	25	7	28	118	70	32	39
	2%	3%	2%	4% ^{ac}	4%	3%	2%	2%	3%	4% ^{ah}
Mean Score	0.571	0.620 ^c	0.548	0.555	0.614	0.538	0.577	0.557	0.613	0.572
Standard Deviation	0.937	0.934	0.938	0.953	0.885	1.029	0.919	0.921	0.955	0.969
Error Variance	-	-	-	0.001	0.004	0.001	-	-	0.001	0.001

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?

- Water suppliers

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely trust	(2) 644	428	60	146	44	600	64	27	560	81
	71%	10%	10%	17%abc	9%	11%	9%	12%	11%	12%
Tend to trust	(1) 3026	2215	318	463	246	2776	348	101	2656	356
	51%	50%	52%	53%b	50%	51%	51%	46%	51%	51%
Neither trust nor distrust	(0) 1381	1103	125	143	123	1259	161	49	1221	157
	23% <i>d</i>	25% <i>cd</i>	21% <i>d</i>	16%	26%	23%	24%	22%	23%	22%
Tend to distrust	(-1) 564	425	65	67	51	514	63	19	502	61
	9%	10%	11% <i>d</i>	8%	10%	9%	9%	9%	10%	9%
Completely distrust	(-2) 212	166	23	23	21	192	20	11	193	19
	4%	4%	4%	3%	4%	3%	3%	5%	4%	3%
SUMMARY CODES										
TRUST	3671	2642	378	609	292	3379	411	128	3216	437
	61%	60%	62%	70%abc	59%	62%	60%	58%	61%	62%
DISTRUST	777	592	88	90	71	705	83	30	695	79
	13% <i>d</i>	13% <i>d</i>	14% <i>d</i>	10%	14%	13%	12%	13%	13%	11%
Refused	12	2	1	2	-	12	2	2	7	-
	-	-	-	*b	-	-	-	1% <i>a</i>	-	-
Don't know	147	101	16	25	13	134	24	13	112	29
	2%	2%	3%	3%	3%	2%	4%	6% <i>a</i>	2%	4% <i>ai</i>
Mean Score	0.571	0.533	0.555	0.763abc	0.502	0.577	0.568	0.553	0.563	0.625
Standard Deviation	0.337	0.334	0.350	0.322	0.345	0.336	0.303	1.002	0.941	0.907
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.004	-	0.001

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?
- Water suppliers
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)	
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087	
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981	
Completely trust	(2) 644	574	69	2	82	182	235	145	177	101	354	470	59	104	
	11%	11%	11%	9%	9%	11%	11%	12%	10%	8%	12%	11%	11%	11%	
Tend to trust	(1) 3026	2710	306	10	417	864	1116	626	829	591	1549	2212	273	486	
	51%	51%	49%	43%	47%	51%	52%	49%	49%	48%	54%	51%	50%	50%	
Neither trust nor distrust	(0) 1381	1223	149	9	239	367	497	279	362	435	562	1020	123	211	
	23%	23%	24%	36%	27%	22%	23%	22%	21%	34%	20%	22%	22%	22%	
Tend to distrust	(-1) 564	506	57	2	100	172	187	105	193	100	258	412	54	94	
	9%	9%	9%	7%	11%	10%	9%	8%	11%	8%	9%	9%	10%	10%	
Completely distrust	(-2) 212	192	20	1	28	63	70	51	87	32	90	136	26	45	
	4%	4%	3%	4%	3%	4%	3%	4%	5%	3%	3%	3%	5%	5%	
SUMMARY CODES															
TRUST	3671	3283	375	13	499	1046	1351	773	1006	692	1902	2682	331	590	
	61%	62%	60%	53%	57%	62%	62%	61%	59%	54%	66%	62%	60%	60%	
DISTRUST	777	697	77	3	129	235	257	157	280	132	348	549	80	140	
	13%	13%	12%	12%	14%	14%	12%	12%	16%	10%	12%	13%	16%	14%	
Refused	12	9	2	-	-	-	5	6	2	2	6	6	2	1	
	*k	-	-	-	-	-	-	*l	-	*k	-	-	-	-	
Don't know	147	121	25	-	17	33	53	43	59	23	56	95	12	39	
	2%	2%	4%	-	2%	2%	2%	3%	3%	2%	2%	2%	2%	4%	
Mean Score	0.571ej	0.570	0.578	0.457	0.491	0.565	0.598e	0.588e	0.495	0.499	0.646aj	0.581	0.531	0.541	
Standard Deviation	0.337	0.339	0.327	0.336	0.330	0.352	0.317	0.355	1.008	0.851	0.926	0.922	0.983	0.980	
Error Variance	-	-	0.002	0.035	0.001	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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?

- Energy suppliers in general

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Completely trust	(2) 268 4%	227 4%	29 5%	12 3%	53 5%	124 4%	91 5% ^f	54 4%	78 4%	56 5%	80 6% ^{ahj}
Tend to trust	(1) 2343 39% ^{dfh}	2015 40% ^d	209 37%	119 33%	502 43% ^{af}	1105 36%	737 43% ^{af}	507 35%	728 38%	491 40% ^h	618 44% ^{ahj}
Neither trust nor distrust	(0) 1779 30% ^{gk}	1490 29%	169 30%	120 34%	351 30% ^g	978 31% ^g	450 26%	456 31% ^k	584 31% ^k	360 29%	378 27%
Tend to distrust	(-1) 1177 20% ^k	994 20%	112 20%	72 20%	205 17%	656 21% ^{eg}	316 19%	322 22% ^k	385 20% ^k	239 19% ^k	231 16%
Completely distrust	(-2) 321 5% ^g	263 5%	38 7%	20 6%	46 4%	208 7% ^{aag}	68 4%	103 7% ^{aik}	86 5%	62 5%	70 5%
SUMMARY CODES											
TRUST	2612 44% ^{dfh}	2242 44% ^d	238 43%	131 37%	555 47% ^{af}	1229 40%	828 48% ^{af}	561 39%	805 43% ^h	547 45% ^h	698 49% ^{ahj}
DISTRUST	1499 25% ^{egk}	1257 25%	150 27%	92 26%	251 21% ^a	864 28% ^{aag}	384 22%	425 29% ^{aijk}	471 25% ^k	302 25% ^k	301 21%
Refused	10 *	9 *	1 *	- *	2 *	2 *	7 *	- *	3 *	3 *	4 *
Don't know	88 1% ^c	74 1% ^c	1 *	- *	13 1%	35 1%	40 2% ^{aaf}	12 1%	31 2%	16 1%	30 2% ^h
Mean Score	0.180 ^h	0.190	0.142	0.091	0.270 ^{af}	0.091	0.281 ^{af}	0.061	0.176 ^h	0.198 ^h	0.295 ^{ahj}
Standard Deviation	0.983	0.980	1.020	0.961	0.939	0.999	0.969	1.004	0.959	0.978	0.982
Error Variance	-	-	0.002	0.003	0.001	-	-	0.001	0.001	0.001	-

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?

- Energy suppliers in general

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 268	88	132	38	9	47	221	143	54	61
	4%	5% ^c	4%	6% ^c		5%	4%	4%	4%	6% ^{ah}
Tend to trust	(1) 2343	711	1313	238	83	345	1998	1361	514	445
	39% ^h	43% ^{acd}	38%	37%	43%	36%	40%	37%	42% ^h	46% ^{ah}
Neither trust nor distrust	(0) 1779	454	1082	183	59	269	1510	1156	338	256
	30% ^j	27%	31% ^{ab}	29%	30%	29%	30%	31% ^{ij}	27%	26%
Tend to distrust	(-1) 1177	293	746	111	28	209	968	790	236	141
	20% ^j	18%	21% ^{bde}	17%	14%	22% ^g	19%	21% ^j	19% ^j	14%
Completely distrust	(-2) 321	72	191	48	10	58	263	198	67	50
	5%	4%	5%	8% ^{ab}	5%	6%	5%	5%	5%	5%
SUMMARY CODES										
TRUST	2612	799	1445	276	92	392	2220	1504	568	506
	44% ^h	48% ^{acd}	41%	43%	47%	41%	44%	41%	46% ^h	52% ^{ah}
DISTRUST	1499	364	937	159	38	267	1231	978	304	191
	25% ^h	22%	27% ^{bde}	25%	20%	28% ^{ag}	24%	27% ^j	25% ^j	20%
Refused	10	2	1	7	-	-	10	4	3	3
	*	*	*	1% ^{abc}	-	-	*	*	*	*
Don't know	88	38	28	16	5	21	67	47	20	19
	1% ^c	2% ^{ac}	1%	3% ^c	3% ^c	2% ^g	1%	1%	2%	2%
Mean Score	0.180 ^{ch}	0.279 ^{acd}	0.130	0.172	0.282 ^c	0.122	0.191 ^f	0.129	0.207 ^h	0.342 ^{ah}
Standard Deviation	0.983	0.969	0.975	1.047	0.959	1.018	0.976	0.973	0.989	0.983
Error Variance	-	-	-	0.002	0.004	0.001	-	-	0.001	0.001

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?

- Energy suppliers in general

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Completely trust	(2) 268	171	26	66	18	250	30	11	225	42
	4%	4%	4%	8%abc	4%	5%	4%	5%	4%	6%
Tend to trust	(1) 2343	1634	262	428	171	2172	260	99	2014	323
	39%de	37%	43%ab	49%abc	34%	40%de	38%	45%	38%	46%ai
Neither trust nor distrust	(0) 1779	1385	161	214	163	1615	198	54	1593	179
	30%dj	31%cd	27%	25%	33%	29%	29%	25%	30%kj	25%
Tend to distrust	(-1) 1177	950	115	101	112	1065	140	37	1060	111
	20%dj	21%ad	19%cd	12%	22%	19%	21%	17%	20%kj	16%
Completely distrust	(-2) 321	258	29	30	26	294	41	16	288	29
	5%d	6%cd	5%	3%	6%	5%	6%	7%	5%	4%
SUMMARY CODES										
TRUST	2612	1804	288	494	189	2423	290	110	2239	365
	44%de	41%	47%b	57%abc	38%	44%de	43%	50%ag	43%	52%ai
DISTRUST	1499	1207	144	131	140	1359	181	53	1349	140
	25%dj	27%ad	24%cd	15%	28%	25%	27%	24%	26%kj	20%
Refused	10	1	1	2	-	10	-	1	5	1
	*b	*	*	*b	-	*	-	*	*	*
Don't know	88	43	13	27	7	81	11	3	66	17
	1%b	1%	2%b	3%ab	1%	1%	2%	1%	1%	2%ci
Mean Score	0.180be	0.116	0.237b	0.475abc	0.081	0.189e	0.145	0.242	0.160	0.347ai
Standard Deviation	0.963	0.962	0.977	0.930	0.971	0.964	1.001	1.034	0.962	0.965
Error Variance	*	*	0.001	0.001	0.002	*	0.002	0.004	*	0.002

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?
- Energy suppliers in general
Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Completely trust	(2) 268	230	36	2	26	69	96	77	69	51	140	177	28	53
	4%	4%	6%	7%	3%	4%	4%	6%aefg	4%	4%	5%	4%	5%	5%
Tend to trust	(1) 2343	2082	254	7	264	640	882	557	659	446	1193	1684	214	399
	39%af	39%	40%	31%	30%	38%e	41%e	44%aef	39%j	35%	42%aj	39%	39%	41%
Neither trust nor distrust	(0) 1779	1589	179	10	297	501	652	328	461	502	790	1329	157	269
	30%h	30%	28%	42%	34%ah	30%h	30%h	26%	27%	39%aik	28%	31%	29%	27%
Tend to distrust	(-1) 1177	1066	108	3	233	369	399	176	377	220	554	886	104	174
	20%h	20%	17%	13%	26%afgh	22%gh	18%h	14%	22%ajk	17%	19%	20%	19%	18%
Completely distrust	(-2) 321	286	35	1	61	85	107	68	112	51	151	222	28	60
	5%	5%	6%	3%	7%g	5%	5%	5%	7%j	4%	5%	5%	5%	6%
SUMMARY CODES														
TRUST	2612	2312	290	9	290	709	979	634	728	497	1333	1861	242	453
	44%af	43%	46%	38%	33%	42%e	45%e	50%aefg	43%j	39%	46%aj	43%	44%	46%
DISTRUST	1499	1352	143	4	294	454	506	244	490	271	705	1108	132	234
	25%h	25%	23%	16%	33%afgh	27%gh	23%h	19%	29%ajk	21%	25%j	25%	24%	24%
Refused	10	10	1	-	-	2	1	8	-	3	1	5	2	2
	-	-	-	-	-	-	-	1%aefg	-	-	-	-	-	-
Don't know	88	72	15	1	2	15	26	44	30	11	39	48	16	24
	1%e	1%	2%	4%	-	1%	1%e	4%aefg	2%j	1%	1%	1%	3%al	2%al
Mean Score	0.180ei	0.172	0.242	0.283	-0.046	0.143e	0.216ef	0.332aefg	0.116	0.177	0.218i	0.165	0.206	0.222
Standard Deviation	0.363	0.361	1.000	0.909	0.979	0.978	0.967	0.995	1.018	0.902	0.991	0.971	0.991	1.013
Error Variance	-	-	0.002	0.036	0.001	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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		5956	5956	5956	5956	5956
Weighted Base		5987	5987	5987	5987	5987
Completely trust	(2)	394 7%	618 10%	261 4%	644 11%	268 4%
Tend to trust	(1)	2498 42%	2684 45%	1852 31%	3026 51%	2343 39%
Neither trust nor distrust	(0)	1429 24%	1066 18%	1488 25%	1381 23%	1779 30%
Tend to distrust	(-1)	1015 17%	1019 17%	1428 24%	564 9%	1177 20%
Completely distrust	(-2)	369 6%	544 9%	750 13%	212 4%	321 5%
SUMMARY CODES						
TRUST		2891 48%	3302 55%	2113 35%	3671 61%	2612 44%
DISTRUST		1384 23%	1563 26%	2178 36%	777 13%	1499 25%
Refused		29 0%	13 0%	15 0%	12 0%	10 0%
Don't know		253 4%	44 1%	193 3%	147 2%	88 1%
Mean Score		0.269	0.306	-0.096	0.571	0.180
Standard Deviation		1.038	1.147	1.122	0.937	0.983
Error Variance		-	-	-	-	-

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	1650	1381	156	113	233	894	523	468	536	308	338
	28%ek	27%	29%	32%	20%	29%e	31%ae	32%aijk	28%k	25%	24%
No	3941	3373	366	203	871	2032	1038	888	1231	846	977
	66%dgh	68%d	65%d	57%	74%afg	65%g	61%	61%	65%h	69%hi	69%ahi
Refused	16	13	3	-	4	5	7	1	4	5	5
	-	-	-	-	-	-	-	-	-	-	-
Don't know	380	306	36	39	65	176	140	97	123	70	90
	6%	6%	6%	11%abc	6%	6%	8%af	7%	7%	6%	6%



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1650	406	1061	139	44	296	1354	1116	288	220
	28%bd	24%	30%abde	22%	23%	31%ag	27%	30%ahj	23%	23%
No	3941	1144	2224	443	130	580	3362	2312	866	704
	66%fh	69%ac	64%	69%ic	67%	61%	67%if	63%	70%iah	72%iah
Refused	16	4	1	11	-	1	15	8	4	4
	c	c	-	2%abc	-	-	-	-	-	-
Don't know	380	104	208	48	29	72	308	254	74	48
	6%	6%	6%	7%	10%abc	6%	6%	7%j	6%	5%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	1650	1260	182	198	155	1495	148	36	1524	122
	28% ^{dp}	28% ^d	30% ^d	23%	31%	27%	22%	16%	29% ^j	17%
No	3941	2922	381	599	316	3625	491	175	3386	539
	66%	66%	63%	69% ^{ac}	63%	66%	72% ^a	79% ^{ag}	64%	77% ^{ai}
Refused	16	4	2	3	-	16	-	1	9	-
	*	*	*	*	-	*	-	1% ^g	*	-
Don't know	380	254	43	69	27	353	41	9	332	42
	6%	6%	7%	8% ^b	5%	6%	6%	4%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	1650	1538	110	2	383	565	550	152	417	360	844	1290	138	203
No	3941	3438	483	21	464	1038	1450	989	1197	838	1838	2786	373	710
Refused	16	14	2	-	-	2	4	10	1	4	1	9	1	1
Don't know	380	345	33	2	36	76	161	107	93	82	186	266	37	67
		6%ef	5%	7%	4%	5%	7%ef	9%ef	5%	6%	6%	6%	7%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1629	1371	141	117	228	769	632	387	439	295	508
Weighted Base	1650	1381	156	113	233	894	523	468	536	308	338
Via a leaflet or letter sent directly to you	951 58%e	793 57%	96 55%	81 72%abc	109 47%	503 56%e	339 65%aef	267 57%	282 53%	184 60%	217 64%ahi
Via email	230 14%gk	196 14%	20 13%	14 12%	46 20%ag	143 16%g	41 8%	67 14%k	97 18%ajk	37 12%	29 9%
On my energy supplier(s) website	157 10%	139 10%	13 8%	5 4%	26 11%	94 11%g	37 7%	53 11%k	54 10%	26 9%	23 7%
On another website	54 3%g	44 3%	9 6%	1 1%	18 8%aifg	30 3%g	5 1%	9 2%	33 6%ahjk	4 1%	8 2%
On another energy supplier website	37 2%	32 2%	4 2%	1 1%	10 4%g	21 2%	7 1%	13 3%	13 2%	6 2%	5 1%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	232 17%	18 12%	11 9%	37 16%	134 15%	91 17%	79 17%	77 14%	57 19%	49 15%
Refused	1 -	1 -	-	-	-	-	1 -	-	-	1 -	-
Don't know	57 3%	43 3%	10 7%b	4 4%	8 3%	29 3%	21 4%	18 4%j	20 4%	2 1%	17 5%k

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)	INCOME				DISABILITY		TENURE			
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	1629	515	320	145	48	348	1281	1055	277	271
Weighted Base	1650	406	1061	139	44*	296	1354	1116	288	220
Via a leaflet or letter sent directly to you	951 58%	259 64%ac	582 55%	79 57%	31 69%	191 64%ag	760 56%	642 58%	157 55%	138 63%
Via email	230 14%bf	30 7%	178 17%be	20 14%b	2 4%	23 8%	207 15%f	159 14%	42 15%	28 13%
On my energy supplier(s) website	157 10%	31 8%	108 10%	16 12%	2 3%	26 9%	131 10%	105 9%	35 12%j	13 6%
On another website	54 3%	9 2%	42 4%	2 1%	1 2%	5 2%	49 4%	34 3%	15 5%j	4 2%
On another energy supplier website	37 2%	6 1%	29 3%	2 1%	1 2%	4 1%	34 2%	22 2%	10 3%	5 2%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	64 16%	169 16%	23 17%	6 13%	51 17%	210 16%	179 16%	46 16%	32 14%
Refused	1 +	1 +	-	-	-	1 g	-	1 +	-	-
Don't know	57 3%	18 5%	29 3%	4 3%	5 12%abcd	9 3%	48 4%	37 3%	9 3%	10 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1629	1148	203	266	165	1464	127	50	1513	112
Weighted Base	1650	1260	182	198	155	1495	148	36*	1524	122
Via a leaflet or letter sent directly to you	951 58%b	666 53%	124 68%ab	153 78%abc	91 59%	860 57%	87 59%	20 54%	881 58%	67 55%
Via email	230 14%cd	217 17%acd	10 6%cd	3 1%	23 15%	207 14%	23 16%	4 11%	210 14%	19 16%
On my energy supplier(s) website	157 10%cd	148 12%cd	2 1%	5 3%	13 9%	143 10%	10 7%	1 3%	145 9%	11 9%
On another website	54 3%cd	46 4%cd	8 5%cd	-	1 1%	53 4%	7 5%	2 5%	46 3%	8 7%
On another energy supplier website	37 2%cd	33 3%cd	3 2%	1 *	3 2%	34 2%	6 4%	1 2%	31 2%	6 5%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	197 16%	31 17%	32 16%	26 17%	235 16%	20 13%	7 18%	250 16%	11 9%
Refused	1	-	-	1	1	-	-	-	1	-
Don't know	57 3%	40 3%	9 5%	7 4%	5 3%	52 3%	4 3%	3 8%	52 3%	5 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1629	1519	108	2	344	556	570	159	448	344	804	1227	153	225
Weighted Base	1650	1538	110*	2**	383	565	550	152	417	360	844	1290	138	203
Via a leaflet or letter sent directly to you	951	896	55	-	178	331	352	90	241	189	498	706	104	134
Via email	230	213	17	-	84	77	53	15	53	55	118	208	4	20
On my energy supplier(s) website	157	143	14	-	58	62	34	2	31	27	97	140	5	8
On another website	54	44	10	-	13	26	10	4	15	15	24	49	1	5
On another energy supplier website	37	34	3	1	11	7	12	7	10	14	13	30	3	4
Somewhere else (e.g. a newspaper article or advertisement)	262	244	17	-	65	82	83	31	68	60	127	205	23	24
Refused	1	1	-	-	-	1	-	-	-	1	-	-	-	-
Don't know	57	51	6	1	9	16	27	6	18	17	23	40	4	12
	3%	3%	5%	38%	2%	3%	5%	4%	4%	5%	3%	3%	3%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Too much choice	1720	1413	171	136	246	957	518	462	549	397	353
	29%ek	28%	31%	38%abc	21%	31%e	30%e	33%aijk	29%k	27%	25%
About the right amount of choice	2891	2513	256	122	636	1481	773	703	919	613	656
	48%dg	50%d	46%d	34%	54%afg	48%	45%	48%	49%	50%	47%
Too little choice	589	502	56	31	120	352	117	124	206	119	141
	10%g	10%	10%	9%	10%g	11%ag	7%	8%	11%h	10%	10%
Refused	24	19	2	3	6	6	11	3	7	3	10
	-	-	-	1%	1%	-	1%f	-	-	-	1%h
Don't know	763	626	74	63	163	310	289	143	214	156	251
	13%h	12%	13%	18%ab	14%f	10%	17%aef	10%	11%	13%h	18%ahij

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Too much choice	1720	401	1095	170	56	293	1427	1163	306	230
	29%bj	24%	31%abd	26%	29%	31%	28%	32%aij	25%	24%
About the right amount of choice	2891	807	1721	277	86	408	2482	1771	611	466
	48%df	49%d	49%d	43%	45%	43%	49%f	48%	50%	48%
Too little choice	589	178	338	55	18	90	499	336	146	98
	10%	11%	10%	9%	9%	9%	10%	9%	12%h	10%
Refused	24	4	3	16	1	3	21	12	7	6
	%c	%	%	3%abc	%	%	%	%	1%	1%
Don't know	763	268	337	125	33	154	609	407	163	176
	13%ch	16%ac	10%	19%ac	17%c	16%ag	12%	11%	13%	18%ahi

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Too much choice	1720	1334	171	200	162	1558	178	44	1580	135
	29% ^{dh}	30% ^d	28% ^d	23%	33%	28%	26% ^h	20%	30% ^j	19%
About the right amount of choice	2891	2167	301	401	230	2661	360	109	2533	349
	48%	49%	50%	46%	46%	48%	53% ^a	49%	48%	50%
Too little choice	589	468	50	63	53	536	69	27	485	99
	10% ^d	11% ^d	8%	7%	11%	10%	10%	12%	9%	14% ^{ai}
Refused	24	10	5	2	2	22	1	3	13	4
	-	-	1% ^b	-	-	-	-	1% ^{ag}	-	1%
Don't know	763	461	81	203	51	712	73	39	640	116
	13% ^b	10%	13% ^b	23% ^{abc}	10%	13%	11%	17% ^{ag}	12%	17% ^{ai}

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Too much choice	1720	1606	108	6	329	526	645	221	456	358	875	1318	144	236
	29% ^{chn}	30% ^c	17%	25%	37% ^{aifgh}	31% ^h	30% ^h	18%	27%	28%	31% ⁱ	30% ^{ln}	26%	24%
About the right amount of choice	2891	2571	311	10	430	867	1035	559	766	646	1433	2159	251	425
	48% ^{hln}	48%	49%	41%	49%	52% ^{aaggh}	48%	44%	45%	50% ^{il}	50% ^{ln}	50%	48%	43%
Too little choice	589	468	119	3	99	172	200	118	232	115	234	412	41	129
	10% ^k	9%	19% ^{ab}	12%	11%	10%	9%	9%	14% ^{ajk}	9%	8%	9%	8%	13% ^{alm}
Refused	24	21	3	-	1	2	6	15	7	5	3	13	3	4
	* ^k	-	-	-	-	-	-	1% ^{aefg}	* ^k	-	-	-	1%	-
Don't know	763	669	88	6	25	115	278	345	248	161	325	449	109	186
	13% ^{ef}	13%	14%	23%	3%	7% ^e	13% ^{ef}	27% ^{aefg}	14% ^k	13%	11%	10%	20% ^{al}	19% ^{al}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Very easy	(2) 563 9%gk	484 10%	51 9%	28 8%	168 14%afg	311 10%g	83 5%	138 9%k	203 11%k	120 10%k	102 7%
Fairly easy	(1) 2014 34%dgk	1746 34%g	176 32%	91 26%	498 42%afg	1098 35%g	418 24%	522 36%k	659 35%k	433 35%k	400 28%
Neither easy nor difficult	(0) 955 16%h	789 16%	100 18%	66 19%	189 16%	481 15%	285 17%	168 12%	282 15%h	218 18%h	287 20%ahi
Fairly difficult	(-1) 1246 21%ek	1048 21%	117 21%	82 23%	160 14%	636 20%e	450 26%aef	356 24%aijk	390 21%	239 19%	262 19%
Very difficult	(-2) 679 11%e	559 11%	70 12%	50 14%	60 5%	371 12%e	247 14%aef	181 12%	207 11%	124 10%	167 12%
SUMMARY CODES											
EASY	2577 43%dgk	2230 44%g	228 41%g	119 34%	666 57%afg	1409 45%g	502 29%	660 45%k	862 46%k	553 45%k	502 36%
DIFFICULT	1925 32%e	1607 32%	187 33%	132 37%b	220 19%	1007 32%e	698 41%aef	536 37%aijk	596 31%	363 30%	429 30%
Refused	20 -	14 -	4 -	2 1%	3 -	7 -	10 1%	2 -	8 -	4 -	6 -
Don't know	509 9%h	432 9%	41 7%	36 10%	93 8%	203 7%	214 13%aef	88 6%	145 8%	89 7%	186 13%ahj
Mean Score	0.098dgk	0.118d	0.045	-0.111	0.515afg	0.118g	-0.242	0.059	0.151k	0.164k	0.006
Standard Deviation	1.224	1.221	1.230	1.235	1.094	1.236	1.191	1.255	1.233	1.195	1.195
Error Variance	-	-	0.003	0.005	0.001	0.001	0.001	0.001	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Very easy	(2) 563	117	369	59	18	73	490	336	137	83
		9%b	7%	11%b	9%	9%	10%f	9%	11%	9%
Fairly easy	(1) 2014	493	1304	175	42	245	1769	1238	459	289
		34%bdefj	30%e	37%abde	27%	26%	35%f	34%j	37%ahj	30%
Neither easy nor difficult	(0) 955	301	464	134	57	142	813	532	199	211
		16%c	18%ac	13%	21%ac	15%	16%	14%	16%	22%ahj
Fairly difficult	(-1) 1246	351	758	111	26	217	1029	858	202	169
		21%de	21%de	22%de	17%	13%	23%	20%	23%aij	17%
Very difficult	(-2) 679	186	405	68	20	167	512	459	106	99
		11%g	11%	12%	11%	18%ag	10%	12%g	9%	10%
SUMMARY CODES										
EASY	2577	610	1674	234	59	318	2259	1574	596	372
		43%bdefj	37%	48%abde	36%	34%	45%f	43%j	48%ahj	38%
DIFFICULT	1925	537	1163	179	46	384	1541	1317	308	268
		32%de	32%de	33%de	28%	40%ag	31%	36%aij	25%	27%
Refused	20	3	3	13	1	1	19	11	6	3
		*	*	2%abc	1%c	*	*	*	1%	*
Don't know	509	207	190	82	31	103	406	256	122	122
		9%ch	12%ac	5%	13%ac	11%ag	8%	7%	10%h	12%ah
Mean Score	0.098bfh	0.003	0.144b	0.084	0.071	-0.189	0.151af	0.039	0.289ahj	0.104
Standard Deviation	1.224	1.192	1.242	1.203	1.160	1.285	1.205	1.241	1.181	1.178
Error Variance	-	0.001	0.001	0.003	0.008	0.002	-	-	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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	627	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Very easy	(2) 563 9%cd	492 11%acd	36 6%cd	31 4%	59 12%	504 9%	105 15%ah	21 10%	498 9%	63 9%
Fairly easy	(1) 2014 34%cd	1659 37%acd	176 29%cd	165 19%	156 31%	1858 34%	287 42%ah	69 31%	1798 34%j	211 30%
Neither easy nor difficult	(0) 955 16%ab	623 14%	129 21%ab	185 21%ab	67 13%	869 16%	88 13%	50 23%ag	801 15%	148 21%ai
Fairly difficult	(-1) 1246 21%gh	912 21%	137 23%	190 22%	111 22%	1135 21%	91 13%	32 15%	1114 21%	127 18%
Very difficult	(-2) 679 11%g	475 11%	70 12%	128 15%ab	75 15%af	604 11%	57 8%	23 10%	614 12%j	61 9%
SUMMARY CODES										
EASY	2577 43%cd	2151 48%acd	212 35%cd	195 22%	215 43%	2362 43%	391 57%ah	90 41%	2296 44%j	275 39%
DIFFICULT	1925 32%gh	1388 31%	207 34%	318 37%ab	186 37%af	1740 32%	148 22%	55 25%	1728 33%j	189 27%
Refused	20 0%	6 0%	1 0%	7 1%ab	- 0%	20 0%	- 0%	1 0%	13 0%	2 0%
Don't know	509 9%b	271 6%	59 10%b	165 19%abc	31 6%	478 9%	54 8%	25 11%	413 8%	89 13%ai
Mean Score	0.098cd	0.187acd	-0.055d	-0.315	0.030	0.104	0.464ah	0.174	0.094	0.144
Standard Deviation	1.224	1.230	1.160	1.148	1.312	1.215	1.192	1.178	1.232	1.162
Error Variance	-	-	0.002	0.001	0.004	-	0.003	0.005	-	0.002

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Very easy	(2) 563	512	47	3	145	190	157	71	132	99	319	434	35	87
	9%ghm	10%	8%	13%	16%afgh	11%agh	7%	6%	8%	8%	11%aij	10%lm	6%	9%
Fairly easy	(1) 2014	1828	177	8	355	628	742	289	560	420	1012	1529	143	315
	34%chm	34%bc	28%	35%	40%agh	37%ah	34%h	23%	33%	33%	35%lm	26%	26%	32%lm
Neither easy nor difficult	(0) 955	795	154	5	60	229	396	294	271	300	359	637	94	190
	16%efk	15%	24%lab	22%	7%	14%e	17%ef	23%aefg	16%k	23%alk	15%	17%	19%al	
Fairly difficult	(-1) 1246	1134	112	.	216	393	440	197	342	251	633	934	120	183
	21%h	21%	18%	2%	24%agh	23%agh	20%h	16%	20%	20%	22%	21%	22%	19%
Very difficult	(-2) 679	618	58	3	94	195	260	130	239	134	296	509	71	91
	11%	12%	9%	12%	11%	12%	12%	10%	14%ajk	10%	10%	12%ln	13%ln	9%
SUMMARY CODES														
EASY	2577	2341	225	12	501	818	899	359	692	519	1332	1964	178	401
	43%chm	44%bc	36%	48%	57%afgh	49%agh	42%h	29%	41%	40%	46%aij	45%lmn	33%	41%lm
DIFFICULT	1925	1752	170	3	311	587	700	327	581	385	929	1443	191	274
	32%chm	33%bc	27%	14%	35%ah	35%ah	32%h	26%	34%j	30%	32%	33%ln	35%ln	28%
Refused	20	19	2	.	.	2	4	15	4	4	3	11	5	1
	1%aefg	1%ln	.
Don't know	509	427	78	4	6	45	195	263	160	76	247	296	81	114
	9%efj	8%	12%lab	16%	1%	3%e	9%ef	21%aefg	9%j	6%	9%j	7%	15%al	12%al
Mean Score	0.098him	0.099	0.081	0.423	0.275afgh	0.138gh	0.049	-0.028	0.004	0.081	0.163al	0.110m	-0.105	0.141m
Standard Deviation	1.224	1.233	1.136	1.238	1.292	1.244	1.204	1.147	1.243	1.151	1.242	1.237	1.215	1.174
Error Variance	.	.	0.003	0.077	0.002	0.001	0.001	0.001	0.001	0.001	0.001	.	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	887	2416	1199	1196	1459	917	931
There is more information available on the internet from price comparison websites	1892 42%cdgk	1669 43%cd	137 33%	86 34%	534 60%afg	1083 45%ag	275 23%	517 43%k	675 46%ak	385 42%k	315 34%
The information about tariffs from suppliers is too complicated	762 17%e	635 17%	84 20%	43 17%	90 10%	426 18%e	246 20%aef	218 18%	241 17%	159 17%	145 16%
There is more information available on the internet from suppliers	720 16%dg	636 17%cd	60 14%	24 10%	196 22%afg	389 16%g	135 11%	196 16%	252 17%k	147 16%	125 13%
There are too many tariffs to choose from	715 16%e	606 16%	51 12%	58 23%abc	104 12%	364 15%e	247 21%aef	188 16%	226 15%	134 15%	168 18%j
The tariffs are all structured differently	630 14%gk	529 14%	58 14%	42 17%	70 8%	361 15%e	199 17%ae	243 20%aijk	212 15%k	85 9%	89 10%
The information from suppliers is clearer these days	493 11%cd	449 12%cd	31 7%	13 5%	94 11%	253 10%	146 12%	114 10%	153 10%	119 13%h	107 12%
There are too many suppliers	426 9%	359 9%	26 6%	41 16%abc	66 7%	194 8%	166 14%aef	99 8%	112 8%	97 11%i	118 13%ahi
You can't trust the information that's available it's misleading	343 8%e	265 7%	50 12%ab	28 11%b	43 5%	202 8%e	98 8%e	104 9%	99 7%	69 7%	72 8%
Too complicated/don't understand it/confusing	89 2%e	74 2%	12 3%	4	7 1%	48 2%e	34 3%e	18 2%	25 2%	21 2%	24 3%
There are too few tariffs to choose from	55 1%	46 1%	3 1%	5 2%	10 1%	26 1%	19 2%	12 1%	17 1%	13 1%	13 1%
Do not use/have access to internet	35 1%	26 1%	6 1%	4 1%	2	10	23 2%aef	5	9	7	14 2%ahi
Can phone them	23 1%a	16	5	2	7	4	12	2	10	5	5
Takes too long/too much time	16	15	2	1%b	1%a	13	1%af	8	4	3	1
	-	-	-	-	-	1%e	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base 4502	3837	414	251	887	2416	1199	1196	1459	917	931
Don't understand jargon/language used	15	15	-	2	8	4	2	1	7	5
I understand it	14	10	2	1	10	4	6	3	1% ⁱ	1
Easy to do	14	12	2	3	7	4	4	4	4	2
Not easy to compare like for like	14	14	-	1	8	5	7	5	1	1
Information on internet (no detail)	13	11	-	4	6	3	2	3	5	2
Not interested/too lazy	13	11	2	1	6	6	2	5	4	2
No/lack of information	13	8	-	1	9	3	3	7	1	2
Someone else does it for me	10	7	1	2	2	6	3	1	4	3
Too much information (to read)	10	7	1	3	2	5	-	5	2	3
On TV	9	6	2	-	7	2	1	6	1	1
Difficult because of my age/getting too old	8	8	-	1	-	7	2	3	2	2
The amount of information they need	7	7	1	2	4	1	2	2	1	2
Never had any problems	7	6	2	1	3	3	2	2	3	-
Have never switched/done it	7	7	-	3	4	-	2	4	-	-
Not computer literate/not good on the computer	7	5	2	-	1	5	1	2	1	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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	887	2416	1199	1196	1459	917	931
In media/press/newspapers	6	4	2	-	-	1	6	2	3	-	1
There is lots of information available/information is there (if you look)	6	5	-	1	2	1	3	-	3	2	2
Worked in the industry	6	3	3	-	1	5	-	2	4	-	1
That's what I hear/what I've been told	6	6	-	-	-	2	3	3	-	1	2
Happy with current supplier	6	5	1	-	2	4	-	2	2	1	1
Too many matrices/calculations	5	5	1	-	2	1	2	1	1	2	1
I have switched/done it before	5	5	-	-	-	4	2	3	-	1	1
Don't know how to do it	5	4	-	1	4	1	1	1	-	1	2
On (back of) bill/letter	5	3	1	-	-	2	3	2	-	-	2
Difficult to check without internet	4	3	2	-	1	1	2	-	3	-	1
They are all the same	4	3	-	-	2	2	-	-	3	-	-
Vision/hearing/learning difficulties/health problems	4	2	1	-	-	3	1	1	-	2	1
Always changing prices	3	2	1	-	-	3	1	2	-	1	-
Online availability	3	3	-	-	1	1	1	-	-	1	2
Don't tell you cost of unit	2	2	-	-	-	2	1	2	1	-	-



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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	887	2416	1199	1196	1459	917	931
Small print	2	2	-	-	-	1	1	-	-	2	-
Other	64	51	6	7	10	39	16	15	23	14	12
None	1	1%	1%	3% ^b	1%	2%	1%	1%	2%	1%	1%
Don't know	166	137	16	12	16	67	82	21	42	39	64
Refused	14	4% ^{eh}	4%	5%	2%	3%	7% ^{aef}	2%	3%	4% ^h	7% ^{ahj}
	-	-	-	-	-	-	1%	-	-	-	-



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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2055	858	779
Weighted Base	4502	1147	2837	413	105	702	3800	2891	904	640
There is more information available on the internet from price comparison websites	1892 42%bl	366 32%	1317 46%abd	168 41%b	41 39%	192 27%	1700 45%af	1166 40%	463 51%ahj	242 38%
The information about tariffs from suppliers is too complicated	762 17%k	191 17%	491 17%	64 15%	17 16%	144 21%ag	618 16%	540 19%aj	106 12%	97 15%
There is more information available on the internet from suppliers	720 16%df	172 15%d	494 17%d	43 10%	12 11%	85 12%	636 17%f	461 16%	152 17%	98 15%
There are too many tariffs to choose from	715 16%	204 18%c	428 15%	60 15%	22 21%	141 20%ag	574 15%	469 16%	129 14%	110 17%
The tariffs are all structured differently	630 14%l	139 12%	426 15%b	54 13%	11 10%	106 15%	524 14%	472 16%aj	93 10%	55 9%
The information from suppliers is clearer these days	493 11%	137 12%	312 11%	36 9%	9 8%	75 11%	418 11%	309 11%	98 11%	78 12%
There are too many suppliers	426 9%	131 11%ac	233 8%	46 11%	15 15%c	88 12%ag	338 9%	264 9%	75 8%	81 13%ahj
You can't trust the information that's available \ it's misleading	343 8%	94 8%e	213 8%	33 8%	3 3%	69 10%ag	274 7%	222 8%	63 7%	52 8%
Too complicated/don't understand it/confusing	89 2%	29 3%	53 2%	6 1%	1 1%	24 3%ag	65 2%	60 2%	11 1%	18 3%i
There are too few tariffs to choose from	55 1%	21 2%	30 1%	5 1%	-	12 2%	43 1%	29 1%	16 2%	8 1%
Do not use/have access to internet	35 1%	19 2%ac	12 *	4 1%	1 1%	12 2%ag	23 1%	22 1%	5 1%	6 1%
Can phone them	23 1%	12 1%ac	8 *	3 1%	-	5 1%	18 *	11 *	5 1%	5 1%

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2655	858	779
Weighted Base	4502	1147	2837	413	105	702	3800	2891	904	640
Takes too long/too much time	16 *b	-	14	2 1%b	-	1	15	13	2	1
Don't understand jargon/language used	15	5	9	-	-	5	9	8	4	3
I understand it	14	3	10	2 1%	-	-	14	10	3	2
Easy to do	14	6 1%	7	1	-	2	12	10	-	4 1%j
Not easy to compare like for like	14	2	12	-	-	1	13	12	1	1
Information on internet (no detail)	13	3	10	1	-	2	12	9	3	1
Not interested/too lazy	13	3	7	1	1 1%	2	11	8	1	3
No/lack of information	13	4	9	-	-	1	12	8	5	-
Someone else does it for me	10	5 *c	2	2 *	1 1%c	5 1%ag	5	7	1	2
Too much information (to read)	10	6 1%c	3	1 *	-	4 1%	6	5	4	-
On TV	9	5	4	-	-	3	6	4	3	2
Difficult because of my age/getting too old	8	6 *c	1	2 *c	-	5 1%ag	3	6	1	2
The amount of information they need	7	2	5	-	-	1	6	3	2	2
Never had any problems	7	4	3	1	-	-	7	4	2	1
Have never switched/done it	7	2	4	1	-	-	7	4	3	-

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2655	858	779
Weighted Base	4502	1147	2837	413	105	702	3800	2891	904	640
Not computer literate/not good on the computer	7	3	4	-	-	3	4	5	-	1
In media/press/newspapers	6	2	4	-	-	3	4	6	-	-
There is lots of information available/information is there (if you look)	6	3	3	-	-	1	5	4	1	2
Worked in the industry	6	2	2	2 ^c	-	1	5	3	1	2
That's what I hear/what I've been told	6	2	2	-	1 ^{ac}	1	5	5	-	-
Happy with current supplier	6	3	3	-	-	-	-	-	4 ^{ah}	1 ^h
Too many matrices/calculations	5	-	4	1	-	1	4	2	2	2
I have switched/done it before	5	2	2	2 ^c	-	2	3	3	2	-
Don't know how to do it	5	1	4	-	-	1	4	3	1	1
On (back of) bill/letter	5	2	1	1	-	3 ^{ag}	2	3	1	-
Difficult to check without internet	4	2	2	1	-	3 ^{ag}	1	2	2	-
They are all the same	4	-	3	-	-	-	3	2	-	2
Vision/hearing/learning difficulties/health problems	4	2	1	1	-	4 ^{ag}	-	2	1	1
Always changing prices	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2555	858	779
Weighted Base	4502	1147	2837	413	105	702	3800	2891	904	640
Online availability	3	1	1	1	-	-	3	1	-	1
	*	*	*	*	-	-	*	*	-	*
Don't tell you cost of unit	2	-	2	-	-	-	2	1	2	-
	*	-	*	-	-	-	*	*	*	-
Small print	2	-	1	1	-	1	1	2	-	-
	*	-	*	*	-	*	*	*	-	-
Other	64	11	44	7	2	9	56	40	14	7
	1%	1%	2%	2%	2%	1%	1%	1%	2%	1%
None	1	-	-	1	-	-	1	-	-	1
	*	-	-	*c	-	-	*	-	-	*
Don't know	166	61	68	27	9	32	134	100	28	36
	4% ^c	5% ^{ac}	2%	7% ^{ac}	9% ^{ac}	5%	4%	3%	3%	6% ^{ah}
Refused	14	4	3	7	-	1	13	8	2	5
	*	*	*	2% ^{abc}	-	*	*	*	*	1%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4373	3185	472	683	414	3959	443	201	3947	412
Weighted Base	4502	3539	419	513	401	4101	539	145	4024	463
There is more information available on the internet from price comparison websites	1892 42%cd	1692 48%acd	132 32%cd	56 11%	159 40%	1733 42%	308 57%ah	66 46%	1678 42%	207 45%
The information about tariffs from suppliers is too complicated	762 17%gh	576 16%	89 21%ab	95 19%	81 20%	681 17%	67 12%	14 10%	700 17%j	61 13%
There is more information available on the internet from suppliers	720 16%cd	632 18%acd	48 12%cd	37 7%	61 15%	659 16%	103 19%	22 15%	642 16%	79 17%
There are too many tariffs to choose from	715 16%	539 15%	73 17%	102 20%ab	64 16%	652 16%	68 13%	30 21%g	646 16%	68 15%
The tariffs are all structured differently	630 14%h	507 14%	57 14%	62 12%	66 16%	564 14%	60 11%	13 9%	569 14%	58 13%
The information from suppliers is clearer these days	493 11%	383 11%	49 12%	59 12%	49 12%	444 11%	73 14%	16 11%	435 11%	58 12%
There are too many suppliers	426 9%bg	286 8%	59 14%ab	79 15%ab	32 8%	384 10%	28 5%	20 14%g	378 9%	47 10%
You can't trust the information that's available \ it's misleading	343 8%g	258 7%	40 10%	45 9%	45 11%af	298 7%	26 5%	12 8%	301 7%	42 9%
Too complicated/don't understand if/confusing	89 2%	67 2%	7 2%	15 3%	10 2%	79 2%	5 1%	4 3%	83 2%	6 1%
There are too few tariffs to choose from	55 1%	43 1%	2 1%	10 2%cd	6 2%	47 1%	5 1%	1 1%	51 1%	5 1%
Do not use/have access to internet	35 1%b	7 1%	2 1%	26 5%abc	4 1%	31 1%	1 1%	1 1%	34 1%	1 1%
Can phone them	23 1%	13 1%	2 1%	8 2%ab	4 1%	19 1%	3 1%	1 1%	23 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/09)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4373	3185	472	683	414	3959	443	201	3947	412
Weighted Base	4502	3539	419	513	401	4101	539	145	4024	463
Takes too long/too much time	16	15	-	1	2	14	3	1	13	3
Don't understand jargon/language used	15	12	1	2	-	15	1	-	13	2
I understand it	14	10	2	2	-	14	-	1	13	2
Easy to do	14	10	2	3	1	13	2	1	14	-
Not easy to compare like for like	14	14	-	-	2	12	1	1	14	-
Information on internet (no detail)	13	12	1	1	1	12	2	-	13	-
Not interested/too lazy	13	9	-	4	1	12	1	-	13	-
No/lack of information	13	10	1	2	2	11	2	1	13	-
Someone else does it for me	10	4	1	4	2	8	1	-	10	-
Too much information (to read)	10	8	-	2	3	6	2	-	9	1
On TV	9	3	4	1	1	8	-	-	9	-
Difficult because of my age/getting too old	8	2	2	5	1	8	-	-	8	-
The amount of information they need	7	7	-	1	1	7	2	-	6	1
Never had any problems	7	3	3	2	2	6	1	-	5	2
Have never switched/done it	7	6	-	-	-	7	-	-	4	3

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/09)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.146 Why do you say that?

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

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4373	3185	472	583	414	3959	443	201	3947	412
Weighted Base	4502	3539	419	513	401	4101	539	145	4024	463
Not computer literate/not good on the computer	7	3	2	2	2	5	-	1	7	-
In media/press/newspapers	6	4	1	2	-	6	-	1	6	-
There is lots of information available/information is there (if you look)	6	4	-	3	-	6	-	1	6	-
Worked in the industry	6	4	2	-	1	5	-	1	4	2
That's what I hear/what I've been told	6	3	2	1	1	5	-	-	5	1
Happy with current supplier	6	6	-	-	1	4	-	-	4	2
Too many matrices/calculations	5	4	-	2	3	2	2	-	5	-
I have switched/done it before	5	4	-	1	1	5	-	-	5	-
Don't know how to do it	5	4	-	1	-	5	-	1	4	1
On (back of) bill/letter	5	3	-	1	-	5	-	1	5	-
Difficult to check without internet	4	1	1	2	-	4	-	-	4	-
They are all the same	4	2	2	-	-	4	-	-	3	-
Vision/hearing/learning difficulties/health problems	4	2	-	2	2	2	-	-	4	-
Always changing prices	3	3	-	-	-	3	-	-	3	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4373	3185	472	683	414	3959	443	201	3947	412
Weighted Base	4502	3539	419	513	401	4101	539	145	4024	463
Online availability	3	2	1	-	1	2	1	-	2	1
Don't tell you cost of unit	2	2	-	-	-	2	-	-	2	-
Small print	2	2	-	-	-	2	-	-	2	-
Other	64	50	7	7	5	60	4	1	53	11
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
None	1	1	-	-	-	1	-	-	-	1
Don't know	166	84	20	59	12	154	10	6	140	26
	4%b	2%	5%b	12%abc	3%	4%	2%	4%	3%	6%j
Refused	14	9	2	3	-	14	-	-	14	-
	-	-	-	1%	-	-	-	-	-	-



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4373	4007	352	14	728	1354	1581	710	1364	855	2085	3180	397	736
Weighted Base	4502	4093	395	15**	811	1406	1599	686	1273	904	2260	3407	369	676
There is more information available on the internet from price comparison websites	1892	1705	176	11	411	629	616	236	475	387	1001	1470	114	288
	42%ghm	42%	45%	74%	51%algh	45%gh	39%	34%	37%	43%i	44%i	43%lm	31%	43%lm
The information about tariffs from suppliers is too complicated	762	697	63	2	122	237	291	113	226	147	379	597	66	92
	17%n	17%	16%	12%	15%	17%	16%	16%	16%	16%	17%	18%n	16%	14%
There is more information available on the internet from suppliers	720	671	45	5	130	236	260	94	196	155	360	559	47	107
	16%co	16%co	11%	31%	16%	17%	16%	14%	15%	17%	16%	16%	13%	16%
There are too many tariffs to choose from	715	659	54	2	119	229	260	107	226	145	336	526	71	119
	16%	16%	14%	17%	15%	16%	16%	16%	18%k	16%	15%	15%	19%	16%
The tariffs are all structured differently	630	574	54	2	131	228	208	62	169	138	315	517	60	54
	14%hm	14%	14%	12%	16%h	16%gh	13%h	9%	13%	15%	14%	15%h	18%h	8%
The information from suppliers is clearer these days	493	446	45	2	106	165	168	55	136	76	276	374	42	59
	11%hj	11%	11%	15%	13%h	12%h	10%	8%	11%	8%	12%j	11%	11%	9%
There are too many suppliers	426	374	52	-	60	127	157	81	151	83	187	305	39	81
	9%	9%	13%ab	-	7%	9%	10%	12%a	12%ak	9%	8%	9%	11%	12%al
You can't trust the information that's available \ it's misleading	343	308	35	1	58	113	128	45	113	81	146	248	44	53
	8%	8%	9%	4%	7%	8%	8%	7%	9%k	9%k	6%	7%	12%ain	8%
Too complicated/don't understand it/confusing	89	87	2	-	15	27	28	20	27	16	46	66	6	17
	2%	2%	1%	3%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%
There are too few tariffs to choose from	55	51	4	-	8	19	19	9	21	5	28	38	5	12
	1%	1%	1%	-	1%	1%	1%	1%	2%j	1%	1%	1%	1%	2%
Do not use/have access to internet	35	35	-	-	1	8	18	8	14	6	15	23	4	7
	1%	1%	-	-	-	1%	1%e	1%	1%	1%	1%	1%	1%	1%
Can phone them	23	22	1	-	1	11	7	3	13	1	9	18	1	2
	1%	1%	-	-	-	1%	-	-	1%k	-	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4373	4007	352	14	728	1354	1581	710	1364	855	2085	3180	397	736
Weighted Base	4502	4093	395	15**	811	1406	1599	686	1273	904	2260	3407	369	676
Takes too long/too much time	16	13	3	-	2	4	6	4	5	4	8	13	2	1
Don't understand jargon/language used	15	14	1	-	-	5	7	3	4	2	7	8	1	5
I understand it	14	13	1	-	6	6	2	1	3	3	9	13	1	-
Easy to do	14	14	-	-	1	5	4	4	2	1	11	9	1	5
Not easy to compare like for like	14	12	1	-	3	6	4	1	3	2	9	12	-	2
Information on internet (no detail)	13	13	-	-	3	3	6	1	1	3	9	10	-	3
Not interested/too lazy	13	13	-	-	-	1	6	6	4	2	7	11	-	2
Nolack of information	13	13	-	-	4	2	4	3	5	-	8	8	1	4
Someone else does it for me	10	10	-	-	-	1	6	3	2	1	6	8	1	-
Too much information (to read)	10	8	2	-	1	4	4	1	3	2	5	7	2	1
On TV	9	9	-	-	-	3	6	-	1	2	6	8	-	1
Difficult because of my age/getting too old	8	8	-	-	-	6	1	1	2	3	3	7	2	-
The amount of information they need	7	6	1	-	2	4	1	1	3	1	3	6	1	1
Never had any problems	7	7	-	-	-	2	2	3	-	1	6	6	1	-
Have never switched/done it	7	3	4	-	-	5	-	1	2	-	5	7	-	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4373	4007	352	14	728	1354	1581	710	1364	855	2085	3180	397	736
Weighted Base	4502	4093	395	15**	811	1406	1599	686	1273	904	2260	3407	389	676
Not computer literate/not good on the computer	7	7	-	-	-	3	2	2	1	4	2	6	-	1
In media/press/newspapers	6	6	-	-	-	2	2	2	1	4	1	6	-	-
There is lots of information available/information is there (if you look)	6	5	1	-	1	-	4	1	1	1	5	3	2	3
Worked in the industry	6	4	2	-	2	2	-	3	1	2	4	5	-	1
That's what I hear/what I've been told	6	5	1	-	-	1	4	1	1	2	2	4	2	1
Happy with current supplier	6	4	2	-	-	1	2	3	3	3	-	3	-	2
Too many matrices/calculations	5	5	-	-	2	4	-	-	3	2	1	5	-	1
I have switched/done it before	5	4	1	-	-	-	3	2	2	3	1	3	2	-
Don't know how to do it	5	4	1	-	-	-	1	4	1	3	1	2	1	1
On (back of) bill/letter	5	5	-	-	3	-	1	-	1	2	2	4	-	-
Difficult to check without internet	4	4	-	-	-	2	2	1	-	2	1	3	1	-
They are all the same	4	4	-	-	-	2	-	2	4	-	-	4	-	-
Vision/hearing/learning difficulties/health problems	4	4	-	-	1	1	2	1	1	2	1	3	1	1
Always changing prices	3	3	-	-	-	1	3	-	-	-	3	3	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4373	4007	352	14	728	1354	1581	710	1364	855	2085	3180	397	736
Weighted Base	4502	4093	395	15**	811	1406	1599	686	1273	904	2260	3407	369	676
Online availability	3	3	-	-	-	1	1	1	1	1	1	2	-	1
Don't tell you cost of unit	2	2	-	-	2	-	-	-	-	-	2	2	1	-
Small print	2	2	-	-	-	-	2	-	-	-	2	1	1	-
Other	64	61	3	-	14	16	22	11	17	13	32	45	8	9
	1%	2%	1%	-	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%
None	1	-	1	-	-	1	-	-	-	1	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	166	147	17	2	6	34	66	60	55	38	69	115	19	30
	4%ef	4%	4%	14%	1%	2%e	4%ef	9%aefg	4%	4%	3%	3%	5%	4%
Refused	14	13	1	-	-	2	4	8	6	4	4	10	2	3
	-	-	-	-	-	-	-	1%aefg	-	-	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	662	553	502
There is more information available on the internet from price comparison websites	1767 69%cp	1561 70%c	127 56%	78 66%	512 77%alg	1012 72%g	242 48%	485 74%ajk	629 73%ajk	364 66%k	288 57%
There is more information available on the internet from suppliers	674 26% <i>d</i>	599 27% <i>d</i>	57 25%	18 15%	189 28%	366 26%	119 24%	181 27%	241 28% <i>k</i>	139 25%	113 22%
The information from suppliers is clearer these days	462 18% <i>ce</i>	422 19% <i>cd</i>	28 12%	13 11%	93 14%	236 17%	133 26% <i>aef</i>	107 16%	144 17%	114 21%	97 19%
There are too many tariffs to choose from	124 5%	100 4%	15 7%	8 7%	38 6%	60 4%	25 5%	20 3%	45 5%	25 4%	34 7% <i>ah</i>
There are too many suppliers	95 4%	83 4%	5 2%	7 6%	26 4%	44 3%	25 5% <i>f</i>	15 2%	21 2%	26 5% <i>hi</i>	32 6% <i>ahi</i>
The tariffs are all structured differently	62 2%	43 2%	9 4%	9 8% <i>ab</i>	9 1%	38 3%	15 3%	20 3%	16 2%	15 3%	11 2%
The information about tariffs from suppliers is too complicated	60 2%	44 2%	11 5% <i>ab</i>	5 4%	19 3%	25 2%	15 3%	11 2%	21 2%	19 3%	9 2%
You can't trust the information that's available it's misleading	26 1%	19 1%	5 2% <i>ab</i>	1 1%	8 1%	12 1%	6 1%	3 1%	5 1%	8 1%	9 2% <i>hi</i>
Can phone them	22 1% <i>f</i>	15 1%	5 2% <i>ab</i>	2 1%	7 1% <i>f</i>	4 *	11 2% <i>aaf</i>	2 *	10 1%	5 1%	4 1%
There are too few tariffs to choose from	14 1%	12 1%	1 *	2 1%	4 1%	7 1%	4 1%	- -	8 1% <i>h</i>	4 1%	3 1%
Easy to do	14 1%	12 1%	2 1%	- -	3 *	7 1%	4 1%	4 1%	4 *	4 1%	2 *
I understand it	12 *	7 *	2 1%	- -	1 *	9 1%	3 1%	5 1%	2 *	3 1%	2 *
Information on internet (no detail)	9 *	8 *	- -	1 1% <i>ab</i>	4 1%	5 *	- -	2 *	2 *	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	862	553	502
Never had any problems	7	6	2	-	1	3	3	2	2	3	-
	*	*	1%	-	*	*	1%	*	*	1%	-
On TV	7	5	2	-	-	5	-	1	4	1	1
	*	*	1%	-	-	*	-	*	*	*	*
Someone else does it for me	7	5	-	2	1	2	4	2	1	4	1
	*	*	-	1%b	*	*	1%af	*	*	1%	*
There is lots of information available/information is there (if you look)	6	5	-	1	2	1	3	-	3	2	2
	*	*	-	1%	*	-	1%	-	*	*	*
Worked in the industry	6	3	3	-	1	5	-	2	4	-	1
	*	*	1%ab	-	*	*	-	*	*	-	*
Not interested/too lazy	6	4	2	-	1	3	2	1	1	1	2
	*	*	1%b	-	*	*	*	*	*	*	*
In media/press/newspapers	6	3	2	-	-	-	6	2	3	-	1
	*	*	1%b	-	-	-	1%aef	*	*	-	*
That's what I hear/what I've been told	5	5	-	-	-	2	3	3	-	-	2
	*	*	-	-	-	*	1%ef	*	-	-	1
Takes too long/too much time	5	5	-	-	-	4	1	3	-	2	1
	*	*	-	-	-	*	*	*	-	*	*
Happy with current supplier	5	5	-	-	2	3	-	2	2	1	-
	*	*	-	-	*	*	-	*	*	*	-
I have switched/done it before	4	4	-	-	-	2	2	3	-	-	1
	*	*	-	-	-	*	*	*	-	-	*
On (back of) bill/letter	4	3	1	-	-	2	2	2	-	-	2
	*	*	1%	-	-	*	*	*	-	-	*
Online availability	2	2	-	-	1	1	-	-	-	1	1
	*	*	-	-	*	*	-	-	-	*	*
Always changing prices	1	-	1	-	-	1	-	1	-	-	-
	*	-	1%ab	-	-	*	-	*	-	-	-
Small print	1	1	-	-	-	1	-	-	-	1	-
	*	*	-	-	-	*	-	-	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.146 Why do you say that?
Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	862	553	502
Difficult because of my age/getting too old	1	1	-	-	-	-	1	1	-	-	-
Too complicated/don't understand it/confusing	1	-	1	-	-	1	-	-	-	-	1
Do not use/have access to internet	1	1	-	-	-	1	-	-	-	-	1
Not easy to compare like for like	1	1	-	-	1	-	-	-	-	-	1
The amount of information they need	1	-	1	-	-	-	1	-	-	-	1
They are all the same	-	-	-	-	-	-	-	-	-	-	-
Other	33	25	3	4	5	24	3	8	11	8	5
None	1%	1%	1%	4%b	1%	2%	1%	1%	1%	1%	1%
Don't know	90	78	6	6	11	45	34	14	22	20	35
Refused	11	11	-	-	2%	3%	7%aef	2%	3%	4%	7%ahij
	-	-	-	-	1	3	6	4	2	3	2
	-	-	-	-	-	-	1%aef	1%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.146 Why do you say that?
Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2424	739	1399	225	60	305	2038	1405	550	433
Weighted Base	2577	610	1674	234	59*	318	2259	1574	596	372
There is more information available on the internet from price comparison websites	1767 69%bl	335 55%	1239 74%abd	155 66%b	38 63%	181 57%	1585 70%l	1086 69%j	438 74%aj	222 60%
There is more information available on the internet from suppliers	674 26%de	154 25%cd	473 28%de	38 16%	9 14%	76 24%	598 26%	429 27%	144 24%	92 25%
The information from suppliers is clearer these days	462 18%	127 21%cd	294 18%	34 14%	8 14%	69 22%	393 17%	291 19%	94 16%	69 19%
There are too many tariffs to choose from	124 5%	38 6%cd	66 4%	11 5%	9 14%abcd	21 7%	103 5%	54 3%	38 6%h	29 8%ah
There are too many suppliers	95 4%	24 4%	57 3%	12 5%	2 4%	13 4%	82 4%	44 3%	28 5%h	20 5%h
The tariffs are all structured differently	62 2%	16 3%	40 2%	4 2%	2 3%	6 2%	55 2%	35 2%	16 3%	9 3%
The information about tariffs from suppliers is too complicated	60 2%	18 3%	36 2%	5 2%	1 2%	12 4%	48 2%	33 2%	17 3%	10 3%
You can't trust the information that's available \ it's misleading	26 1%	11 2%cd	11 1%	3 1%	1 1%	6 2%	20 1%	13 1%	6 1%	6 2%
Can phone them	22 1%	10 2%cd	8 *	3 1%	-	4 1%	18 1%	11 1%	5 1%	4 1%
There are too few tariffs to choose from	14 1%	5 1%	7 *	2 1%	-	2 1%	12 1%	9 1%	5 1%	1 *
Easy to do	14 1%	6 1%	7 *	1 *	-	2 1%	12 1%	10 1%	-	4 1%l
I understand it	12 *	1 *	9 1%	2 1%	-	*	11 *	8 1%	2 *	2 *
Information on internet (no detail)	9 *	1 *	7 *	1 *	-	1 *	8 *	5 *	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/l/g - a/h/l/j
* small base

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2424	739	1399	226	60	396	2038	1405	550	433
Weighted Base	2577	610	1674	234	59*	318	2259	1574	596	372
Never had any problems	7	4	3	1	-	-	7	4	2	1
	*	7%	*	*	-	-	*	*	*	*
On TV	7	5	2	-	-	3	5	4	1	2
	*	1% ^c	*	-	-	7%	*	*	*	*
Someone else does it for me	7	3	2	2	-	3	3	6	-	1
	*	-	-	7%	-	1% ^{ag}	*	*	-	*
There is lots of information available/information is there (if you look)	6	3	3	-	-	1	5	4	1	2
	*	7%	*	-	-	*	*	*	*	7%
Worked in the industry	6	2	2	2	-	1	5	3	1	2
	*	*	*	1% ^c	-	*	*	*	*	7%
Not interested/too lazy	6	2	3	-	-	*	5	3	-	3
	*	*	*	-	-	*	*	*	-	1% ^{ahj}
In media/press/newspapers	6	2	4	-	-	3	3	6	-	-
	*	*	*	-	-	1% ^g	*	*	-	-
That's what I hear/what I've been told	5	2	2	-	1	1	4	5	-	*
	*	*	*	-	2% ^{acd}	*	*	*	-	*
Takes too long/too much time	5	-	3	2	-	-	5	3	2	1
	*	-	*	1% ^b	-	-	*	*	*	*
Happy with current supplier	5	3	2	1	-	-	5	-	3	1
	*	7%	*	-	-	-	*	-	1% ^h	* ^h
I have switched/done it before	4	2	2	1	-	2	2	2	2	*
	*	*	*	*	-	1% ^g	*	*	*	*
On (back of) bill/letter	4	2	1	1	-	3	1	3	1	*
	*	*	*	*	-	1% ^{ag}	*	*	*	*
Online availability	2	1	1	1	-	-	2	1	-	1
	*	*	*	*	-	-	*	*	-	*
Always changing prices	1	-	1	-	-	-	1	1	-	-
	*	-	*	-	-	-	*	*	-	-
Small print	1	-	-	1	-	-	1	1	-	-
	*	-	-	1% ^c	-	-	*	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2424	739	1399	226	60	306	2036	1405	550	433
Weighted Base	2577	610	1674	234	59*	318	2259	1574	596	372
Difficult because of my age/getting too old	1	-	1	-	-	-	1	1	-	-
Too complicated/don't understand it/confusing	1	1	-	-	-	1	-	-	-	1
Do not use/have access to internet	1	-	-	1	-	-	1	-	1	-
Not easy to compare like for like	1	1	-	-	-	-	1	-	-	1
The amount of information they need	1	1	-	-	-	1	-	-	-	1
They are all the same	-	-	-	-	-	-	-	-	-	-
Other	33	5	21	5	2	3	29	17	9	5
None	1	1	-	-	-	-	1	-	-	1
Don't know	90	29	43	13	5	9	81	58	14	18
Refused	11	4	2	5	-	1	10	6	-	4
	-	1% ^c	-	2% ^{ac}	-	-	-	-	-	1% ^{aj}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.146 Why do you say that?
Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2424	1918	233	254	224	2200	320	124	2185	234
Weighted Base	2577	2151	212	195	215	2362	391	90	2296	275
There is more information available on the internet from price comparison websites	1767 69%cd	1592 74%acd	119 56%cd	47 24%	150 70%	1617 68%	297 76%aa	61 68%	1573 69%	188 68%
There is more information available on the internet from suppliers	674 28%cd	599 28%cd	42 20%	29 15%	58 27%	615 26%	102 26%	19 21%	606 26%	68 25%
The information from suppliers is clearer these days	462 18%	363 17%	43 20%	53 27%ab	46 21%	416 18%	72 18%	14 16%	410 18%	52 19%
There are too many tariffs to choose from	124 5%	99 5%	11 5%	14 7%	12 6%	112 5%	24 6%	5 6%	101 4%	23 8%ai
There are too many suppliers	95 4%	67 3%	10 5%	16 8%ab	6 3%	89 4%	10 3%	7 8%ag	76 3%	18 7%ai
The tariffs are all structured differently	62 2%	49 2%	7 3%	6 3%	5 3%	56 2%	7 2%	2 2%	54 2%	7 3%
The information about tariffs from suppliers is too complicated	60 2%	46 2%	7 4%	7 3%	5 2%	55 2%	8 2%	1 1%	51 2%	8 3%
You can't trust the information that's available \ it's misleading	26 1%	15 1%	4 2%	7 3%ab	3 1%	23 1%	1 *	1 1%	23 1%	3 1%
Can phone them	22 1%	13 1%	1 1%	8 4%abc	4 2%	18 1%	3 1%	1 1%	22 1%	-
There are too few tariffs to choose from	14 1%	12 1%	-	2 1%	2 1%	12 1%	3 1%	-	14 1%	-
Easy to do	14 1%	10 *	2 1%	3 1%	1 *	13 1%	2 1%	1 1%	14 1%	-
I understand it	12 *	8 *	2 1%	2 1%	-	12 *	-	1 1%	11 *	1 *



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2424	1918	233	254	224	2200	320	124	2185	234
Weighted Base	2577	2151	212	195	215	2362	391	90	2296	275
Information on internet (no detail)	9	9	-	-	-	9	2	-	9	-
Never had any problems	7	3	3	2	2	6	1	-	5	2
On TV	7	2	4	1	1	6	-	-	7	-
Someone else does it for me	7	3	1	2	2	5	1	-	7	-
There is lots of information available/information is there (if you look)	6	4	-	3	-	6	-	1	6	-
Worked in the industry	6	4	2	-	1	5	-	1	4	2
Not interested/too lazy	6	5	1	-	-	6	1	-	6	-
In media/press/newspapers	6	4	-	2	-	6	-	-	6	-
That's what I hear/what I've been told	5	3	1	1	1	4	-	-	5	-
Takes too long/too much time	5	4	-	-	-	5	2	1	3	2
Happy with current supplier	5	5	-	-	1	3	-	-	3	2
I have switched/done it before	4	3	-	1	1	3	-	-	4	-
On (back of) bill/letter	4	3	-	1	-	4	-	-	4	-
Online availability	2	2	-	-	1	1	1	-	1	1
Always changing prices	1	1	-	-	-	1	-	-	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2424	1918	233	254	224	2200	320	124	2185	234
Weighted Base	2577	2151	212	195	215	2362	391	90	2296	275
Small print	1	1	-	-	-	1	-	-	1	-
Difficult because of my age/getting too old	1	1	-	-	-	1	-	-	1	-
Too complicated/don't understand it/confusing	1	1	-	-	1	-	-	-	1	-
Do not use/have access to internet	-	-	-	-	-	-	-	-	-	-
Not easy to compare like for like	1	1	-	-	-	1	-	1	1	-
The amount of information they need	1	1	-	-	-	1	-	-	1	-
They are all the same	-	-	-	-	-	-	-	-	-	-
Other	33	26	3	3	3	30	2	-	25	8
None	1%	1%	1%	2%	1%	1%	*	-	1%	3%ai
Don't know	90	49	14	26	7	83	7	4	78	12
Refused	3%ab	2%	7%ab	13%abc	3%	4%	2%	4%	3%	4%
	11	5	2	3	-	11	-	-	11	-
	*	*	1%	2%ab	-	*	-	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/09)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2424	2223	191	10	450	777	848	349	716	484	1188	1780	183	426
Weighted Base	2577	2341	225	12**	501	818	899	359	692	519	1332	1964	178	401
There is more information available on the internet from price comparison websites	1767 69% ^{hlm}	1598 68%	159 71%	9 81%	385 77% ^{afgh}	585 72% ^{igh}	582 65%	214 60%	439 63%	354 68%	949 71% ^{kl}	1383 70% ^{lm}	104 58%	264 66%
There is more information available on the internet from suppliers	674 26% ^c	629 27% ^c	40 16%	5 40%	126 25%	219 27%	243 27%	86 24%	180 26%	151 29%	335 25%	526 27%	43 24%	98 25%
The information from suppliers is clearer these days	462 16% ^j	420 16%	40 16%	2 20%	100 20% ^h	159 19% ^h	154 17%	49 14%	127 16% ^j	71 14%	259 19% ^j	352 16%	40 22% ^{lm}	56 14%
There are too many tariffs to choose from	124 5%	109 5%	13 6%	2 16%	22 4%	34 4%	39 4%	29 8% ^{ae}	50 7% ^{ak}	26 5%	48 4%	85 4%	9 5%	28 7% ^l
There are too many suppliers	95 4%	79 3%	16 7% ^{ab}	-	13 3%	28 3%	27 3%	27 8% ^{ae}	36 5% ^k	21 4%	36 3%	67 3%	6 3%	22 5%
The tariffs are all structured differently	62 2%	55 2%	5 2%	1 9%	12 2%	24 3%	16 2%	9 2%	15 2%	15 3%	31 2%	48 2%	4 2%	10 3%
The information about tariffs from suppliers is too complicated	60 2%	52 2%	6 3%	2 16%	8 2%	14 2%	25 3%	13 4%	15 2%	10 2%	35 3%	49 2%	4 2%	8 2%
You can't trust the information that's available \ it's misleading	26 1%	24 1%	2 1%	-	3 1%	9 1%	11 1%	3 1%	12 2% ^k	5 1%	8 1%	13 1%	5 3% ^{al}	8 2% ^l
Can phone them	22 1%	21 1%	1 *	-	1 *	10 1%	7 1%	3 1%	12 2% ^k	1 *	9 1%	16 1%	1 1%	2 1%
There are too few tariffs to choose from	14 1%	13 1%	2 1%	-	1 *	8 1%	3 *	3 1%	5 1%	4 1%	6 *	10 1%	3 2%	1 *
Easy to do	14 1%	14 1%	-	-	1 *	5 1%	4 *	4 1%	2 *	1 *	11 1%	9 *	1 1%	5 1%
I understand it	12 *	11 *	1 *	-	5 1%	5 1%	2 *	-	2 *	2 *	8 1%	10 1%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 to compare tariffs

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2424	2223	191	10	450	777	848	349	716	484	1188	1780	183	426
Weighted Base	2577	2341	225	12**	501	818	899	359	692	519	1332	1964	178	401
Information on internet (no detail)	9	9	-	-	3	1	4	-	-	2	7	6	-	3
Never had any problems	7	7	-	-	-	2	2	3	-	1	6	6	1	-
On TV	7	7	-	-	-	3	4	-	1	2	4	6	-	1
Someone else does it for me	7	7	-	-	-	1	6	-	1	-	5	6	1	-
There is lots of information available/information is there (if you look)	6	5	1	-	1	-	4	1	1	1	5	3	2	3
Worked in the industry	6	4	2	-	2	2	-	3	1	2	4	5	-	1
Not interested/too lazy	6	6	-	-	-	1	1	-	4	2	-	4	-	2
In media/press/newspapers	6	6	-	-	-	2	2	2	1	-	1	6	-	-
That's what I hear/what I've been told	5	5	-	-	-	1	4	-	1	2	2	3	2	-
Takes too long/too much time	5	2	3	-	1	2	-	2	-	1	4	3	2	1
Happy with current supplier	5	3	2	-	-	-	2	3	2	3	-	3	-	2
I have switched/done it before	4	4	-	-	-	-	2	2	-	3	1	3	1	-
On (back of) bill/letter	4	4	-	-	3	-	-	1	1	2	2	3	-	-
Online availability	2	2	-	-	-	-	-	1	1	1	-	1	-	1
Always changing prices	1	1	-	-	-	-	1	-	-	-	1	1	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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 to compare tariffs

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2424	2223	191	10	450	777	848	349	716	484	1188	1780	183	426
Weighted Base	2577	2341	225	12**	501	818	899	359	692	519	1332	1964	178	401
Small print	1	1	-	-	-	-	1	-	-	-	1	-	1	-
Difficult because of my age/getting too old	1	1	-	-	-	1	-	-	-	-	1	1	1%al	-
Too complicated/don't understand it/confusing	1	1	-	-	1	-	-	-	-	1	-	-	-	1
Do not use/have access to internet	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Not easy to compare like for like	1	1	-	-	-	-	1	-	1	-	-	-	-	1
The amount of information they need	1	1	-	-	-	-	1	-	1	-	-	1	-	-
They are all the same	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	31	2	-	5	9	13	6	7	10	15	24	5	4
None	1%	1%	1%	-	1%	1%	1%	2%	1%	2%	1%	1%	3%	1%
Don't know	90	78	10	2	4	23	39	24	33	21	33	64	7	20
Refused	11	10	1	-	-	2	4	4	4	3	3	9	-	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	868	854	441	496	350	662
Weighted Base	1925	1607	187	132	220	1007	698	536	596	363	429
The information about tariffs from suppliers is too complicated	702 36%k	590 37%	74 39%	38 29%	71 32%	401 40%g	230 33%	207 39%k	221 37%	139 38%k	135 32%
There are too many tariffs to choose from	592 31%c	506 32%c	36 19%	50 38%c	66 30%	304 30%	222 32%	168 31%	181 30%	109 30%	134 31%
The tariffs are all structured differently	568 30%jk	486 30%	49 26%	33 25%	61 28%	323 32%g	184 26%	223 42%aijk	196 33%jk	71 19%	78 18%
There are too many suppliers	331 17%	277 17%	21 11%	34 25%abc	40 18%	150 15%	141 20%l	84 16%	91 15%	71 20%	86 20%l
You can't trust the information that's available - it's misleading	317 16%g	246 15%	44 24%kab	27 21%	35 16%	190 19%g	92 13%	100 19%	94 16%	60 17%	63 15%
There is more information available on the internet from price comparison websites	126 7%	108 7%	10 5%	8 6%	22 10%g	71 7%	33 5%	32 6%	46 8%	20 6%	27 6%
Too complicated/don't understand it/confusing	89 5%	74 5%	11 6%	4 3%	7 3%	48 5%	34 5%	18 3%	25 4%	21 6%	23 5%
There is more information available on the internet from suppliers	46 2%	38 2%	3 1%	6 5%	6 3%	23 2%	17 2%	15 3%	11 2%	8 2%	12 3%
There are too few tariffs to choose from	41 2%	34 2%	3 2%	4 3%	7 3%	19 2%	15 2%	12 2%	9 2%	9 2%	11 2%
Do not use/have access to internet	34 2%	25 2%	6 3%	4 3%	2 1%	9 1%	23 3%af	5 1%	9 1%	7 2%	14 3%ah
The information from suppliers is clearer these days	30 2%	27 2%	3 2%	1 *	1 *	16 2%	13 2%	7 1%	8 1%	5 1%	10 2%
Don't understand jargon/language used	15 1%	15 1%	- -	- -	2 1%	8 1%	4 1%	2 *	1 *	7 2%ahi	5 1%l
Not easy to compare like for like	13 1%	13 1%	- -	- -	- -	8 1%	5 1%	7 1%k	5 1%	1 *	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	868	854	441	498	350	662
Weighted Base	1925	1607	187	132	220	1007	898	536	596	363	429
No/lack of information	13	8	-	5	1	9	3	3	7	1	2
	7%	*	-	4%abc	1%	1%	*	1%	1%	*	*
Takes too long/too much time	11	10	2	-	-	9	2	5	4	1	1
	7%	7%	7%	-	-	7%	*	7%	*	*	*
Too much information (to read)	10	7	1	2	3	2	5	-	5	2	3
	7%	*	*	7%	7%	*	7%	-	7%	*	1%h
Not interested/too lazy	7	7	-	-	-	3	-	1	4	2	-
	*	*	-	-	-	*	-	*	7%	7%	-
Difficult because of my age/getting too old	7	7	-	-	1	-	6	1	3	2	2
	*	*	-	-	*	-	1%f	*	*	*	*
The amount of information they need	7	7	-	-	2	4	-	2	2	1	1
	*	*	-	-	1%g	*	-	*	*	*	*
Have never switched/done it	7	7	-	-	3	4	*	2	4	-	-
	*	*	-	-	1%g	*	*	*	7%	-	-
Not computer literate/not good on the computer	7	5	2	-	-	1	5	1	2	1	2
	*	*	7%	-	-	*	1%f	*	*	*	7%
Too many matrices/calculations	5	5	1	-	2	1	2	1	1	2	1
	*	*	*	-	1%f	*	*	*	*	*	*
Don't know how to do it	5	4	-	1	4	1	1	1	-	1	2
	*	*	-	7%	2%afg	*	*	*	-	*	7%
Information on internet (no detail)	4	4	-	*	-	1	3	-	1	2	1
	*	*	-	*	-	*	*	-	*	7%	*
Difficult to check without internet	4	3	2	-	1	1	2	-	3	-	1
	*	*	7%	-	*	*	*	-	*	-	*
Vision/hearing/learning difficulties/health problems	4	2	1	-	-	3	1	1	-	2	1
	*	*	7%	-	-	*	*	*	-	*	*
They are all the same	3	3	-	-	2	2	-	-	3	-	-
	*	*	-	-	1%g	*	-	-	7%	-	-
Someone else does it for me	3	2	1	-	1	-	2	1	-	-	2
	*	*	-	-	*	-	*	*	-	-	*



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	868	854	441	498	350	662
Weighted Base	1925	1607	187	132	220	1007	698	536	596	363	429
I understand it	3	3	-	-	-	2	1	1	1	-	1
Don't tell you cost of unit	2	2	-	-	-	2	1	2	1	-	-
Always changing prices	2	2	-	-	-	1	1	1	-	1	-
On TV	2	2	-	-	-	2	-	-	2	-	-
I have switched/done it before	1	1	-	-	-	1	-	-	-	1	-
Can phone them	1	1	-	-	-	-	1	-	-	-	1
Small print	1	1	-	-	-	-	1	-	-	1	-
Happy with current supplier	1	-	1	-	-	1	-	-	-	-	1
That's what I hear/what I've been told	1	1	-	-	-	1	-	-	-	1	-
In media/press/newspapers	1	1	-	-	-	1	-	-	-	-	1
On (back of) bill/letter	1	1	-	-	-	-	1	-	-	-	1
Online availability	1	1	-	-	-	-	1	-	-	-	1
Other	31	26	2	3	4	14	12	7	12	5	7
Don't know	76	59	11	6	5	22	48	7	20	19	29
Refused	4	4	-	-	1	2	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1949	693	1006	194	56	462	1487	1290	308	346
Weighted Base	1925	537	1163	179	46*	384	1541	1317	308	268
The information about tariffs from suppliers is too complicated	702 36% <i>d</i>	173 32%	454 39% <i>b</i>	59 33%	16 35%	132 34%	570 37%	508 39% <i>d</i>	89 29%	87 32%
There are too many tariffs to choose from	592 31%	166 31%	362 31%	49 27%	14 31%	120 31%	471 31%	414 31%	91 30%	81 30%
The tariffs are all structured differently	568 30% <i>d</i>	123 23%	386 33% <i>b</i>	50 29%	9 19%	99 26%	469 30%	437 33% <i>a</i> <i>i</i> <i>j</i>	77 25% <i>j</i>	46 17%
There are too many suppliers	331 17%	108 29% <i>c</i>	176 15%	35 19%	13 28% <i>a</i> <i>c</i>	75 19%	266 17%	221 17%	46 15%	62 23% <i>a</i> <i>h</i> <i>i</i>
You can't trust the information that's available \ it's misleading	317 16% <i>e</i>	84 16% <i>e</i>	202 17% <i>e</i>	30 17% <i>e</i>	2 4%	64 17%	254 16%	209 16%	56 18%	46 17%
There is more information available on the internet from price comparison websites	126 7% <i>f</i>	30 6%	78 7%	14 8%	4 8%	11 3%	115 7% <i>f</i>	79 6%	25 8%	20 7%
Too complicated/don't understand it/confusing	89 5%	28 5%	53 5%	6 3%	1 2%	23 6%	65 4%	60 5%	11 4%	17 6%
There is more information available on the internet from suppliers	46 2%	18 3% <i>c</i>	21 2%	5 3%	3 6% <i>c</i>	9 2%	37 2%	32 2%	8 3%	6 2%
There are too few tariffs to choose from	41 2%	15 3%	23 2%	2 1%	-	10 2%	31 2%	20 2%	12 4% <i>h</i>	8 3%
Do not use/have access to internet	34 2%	19 4% <i>a</i> <i>c</i>	12 1%	3 2%	1 2%	12 3% <i>g</i>	23 1%	22 2%	5 1%	6 2%
The information from suppliers is clearer these days	30 2%	10 2%	18 2%	2 1%	1 1%	6 2%	25 2%	18 1%	4 1%	9 3% <i>a</i> <i>h</i>
Don't understand jargon/language used	15 1%	5 1%	9 1%	-	-	5 1%	9 1%	8 1%	4 1%	3 1%
Not easy to compare like for like	13 1%	1 -	12 1%	-	-	1 -	12 1%	12 1%	1 -	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1949	693	1006	194	56	462	1487	1290	308	346
Weighted Base	1925	537	1163	179	46*	384	1541	1317	308	268
No/lack of information	13	4	9	-	-	1	12	8	5	-
1%	7%	1%	1%	-	-	*	1%	1%	2%ij	-
Takes too long/too much time	11	-	11	1	-	1	10	10	-	-
1%	-	-	1%b	-	-	-	1%	1%	-	-
Too much information (to read)	10	6	3	1	-	4	6	5	4	-
1%	1%	1%c	-	1%	-	1%	-	-	1%	-
Not interested/too lazy	7	1	4	1	1	2	5	5	1	-
-	-	-	-	1%	2%abc	1%	-	-	-	-
Difficult because of my age/getting too old	7	6	-	2	-	5	2	5	1	2
-	1%	-	1%c	-	-	1%ag	-	-	-	1%
The amount of information they need	7	1	5	-	-	1	6	3	2	2
-	-	-	-	-	-	-	-	-	1%	1%
Have never switched/done it	7	2	4	1	-	-	7	4	3	-
-	-	-	-	1%	-	-	-	-	1%	-
Not computer literate/not good on the computer	7	3	4	-	-	3	4	5	-	1
-	1%	-	-	-	-	1%	-	-	-	-
Too many metrics/calculations	5	-	4	1	-	1	4	2	2	2
-	-	-	1%	-	-	-	-	-	-	1%h
Don't know how to do it	5	1	4	-	-	1	4	3	1	1
-	-	-	-	-	-	-	-	-	-	-
Information on internet (no detail)	4	2	2	-	-	-	4	4	-	-
-	-	-	-	-	-	-	-	-	-	-
Difficult to check without internet	4	2	2	1	-	3	1	2	2	-
-	-	-	-	-	-	1%g	-	-	1%	-
Vision/hearing/learning difficulties/health problems	4	2	1	1	-	4	-	2	1	1
-	-	-	1%	-	-	1%ag	-	-	-	-
They are all the same	3	-	3	-	-	-	3	2	-	2
-	-	-	-	-	-	-	-	-	-	1%
Someone else does it for me	3	2	-	-	1	1	2	2	1	1
-	-	1%e	-	-	3%abcd	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1949	693	1006	194	56	462	1487	1290	308	346
Weighted Base	1925	537	1163	179	46*	384	1541	1317	308	268
I understand it	3	2	1	-	-	-	3	2	1	-
Don't tell you cost of unit	2	-	2	-	-	-	2	1	2	-
Always changing prices	2	-	2	-	-	-	2	2	-	-
On TV	2	-	2	-	-	-	2	-	2	-
I have switched/done it before	1	-	-	1	-	-	1	1	1 ^{sh}	-
Can phone them	1	1	-	-	-	1	-	-	-	1
Small print	1	-	1	-	-	1	-	1	-	-
Happy with current supplier	1	-	1	-	-	1 ^g	1	-	1	-
That's what I hear/what I've been told	1	-	1	-	-	-	1	1	-	-
In media/press/newspapers	1	1	-	-	-	-	1	1	-	-
On (back of) bill/letter	1	1	-	-	-	-	1	1	-	-
Online availability	1	1	-	-	-	-	1	1	-	-
Other	31	6	23	2	-	5	26	23	6	3
Don't know	76	32	25	14	5	22	53	42	14	19
Refused	4	-	1	2	-	-	4	1	2	-
				1%abc					1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

*small base

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1949	1267	239	429	190	1759	123	77	1762	178
Weighted Base	1925	1388	207	318	186	1740	148	55*	1728	189
The information about tariffs from suppliers is too complicated	702 36%dh	531 38%h	82 39%h	88 28%	76 41%	626 36%	59 40%h	13 24%	649 38%j	52 28%
There are too many tariffs to choose from	592 31%	440 32%	63 30%	88 28%	52 29%	540 31%	45 30%	25 45%ag	545 32%j	45 24%
The tariffs are all structured differently	568 30%h	458 33%acd	50 24%	56 18%	61 33%	508 29%	53 38%h	11 19%	515 30%	51 27%
There are too many suppliers	331 17%	218 16%	49 24%ab	63 20%	27 14%	304 18%	18 12%	12 22%	301 17%	29 15%
You can't trust the information that's available. It's misleading	317 16%h	243 17%h	36 17%	38 12%	42 23%af	275 16%	25 17%	11 20%	278 16%	39 21%
There is more information available on the internet from price comparison websites	126 7%h	101 7%h	14 7%h	10 3%	9 5%	116 7%	10 7%	5 9%	105 6%	19 10%
Too complicated/don't understand it/confusing	89 5%	66 5%	7 4%	15 5%	9 5%	79 5%	5 3%	4 8%	82 5%	6 3%
There is more information available on the internet from suppliers	46 2%	33 2%	6 3%	8 2%	3 2%	43 2%	1 *	3 6%g	36 2%	11 6%ai
There are too few tariffs to choose from	41 2%	31 2%	2 1%	8 3%	6 3%	35 2%	2 1%	1 1%	36 2%	5 2%
Do not use/have access to internet	34 2%h	7 *	2 1%	26 8%abc	4 2%	30 2%	1 *	1 1%	33 2%	1 1%
The information from suppliers is clearer these days	30 2%	20 1%	5 2%	6 2%	3 2%	27 2%	2 1%	11 2%	25 1%	5 3%
Don't understand jargon/language used	15 1%	12 1%	1 *	2 1%	- -	15 1%	1 1%	- -	13 1%	2 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1949	1267	239	429	190	1759	123	77	1762	178
Weighted Base	1925	1388	207	318	186	1740	148	55*	1728	189
Not easy to compare like for like	13	13	-	-	2	11	1	-	13	-
	1%	1%	-	-	1%	1%	1%	-	1%	-
No/lack of information	13	10	1	2	2	11	2	1	13	-
	1%	1%	*	1%	1%	1%	1%	2%	1%	-
Takes too long/too much time	11	10	-	1	2	9	2	-	10	1
	1%	1%	-	*	1%	1%	1%	-	1%	1%
Too much information (to read)	10	8	-	2	3	6	2	-	9	1
	1%	1%	-	1%	2%af	*	1%	-	1%	*
Not interested/too lazy	7	4	-	3	1	6	-	-	7	-
	*	*	-	1%	1%	*	-	-	*	-
Difficult because of my age/getting too old	7	1	2	5	1	7	-	-	7	-
	*	*	1%b	*	*	*	-	-	*	-
The amount of information they need	7	6	-	1	1	6	2	-	6	1
	*	*	-	*	*	*	1%	-	*	*
Have never switched/done it	7	6	-	*	-	7	-	-	4	3
	*	*	-	*	-	*	-	-	*	2%ai
Not computer literate/not good on the computer	7	3	2	2	2	5	-	1	7	-
	*	*	1%	1%	1%	*	-	1%	*	-
Too many matrices/calculations	5	4	-	2	3	2	2	-	5	-
	*	*	-	1%	2%af	*	1%	-	*	-
Don't know how to do it	5	4	-	1	-	5	-	-	4	1
	*	*	-	*	-	*	-	2%a	*	1%
Information on internet (no detail)	4	3	1	*	1	3	-	-	4	-
	*	*	*	*	1%	*	-	-	*	-
Difficult to check without internet	4	1	1	2	-	4	-	-	4	-
	*	*	*	1%b	-	*	-	-	*	-
Vision/hearing/learning difficulties/health problems	4	2	-	2	2	2	-	-	4	-
	*	*	-	1%	1%f	*	-	-	*	-
They are all the same	3	2	2	-	-	3	-	-	3	-
	*	*	1%	-	-	*	-	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/gh - a/ij
* small base

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1949	1267	239	429	190	1759	123	77	1762	178
Weighted Base	1925	1388	207	318	186	1740	148	55*	1728	189
Someone else does it for me	3	1	-	2	-	3	-	-	3	-
I understand it	3	3	-	-	-	3	-	-	2	1
Don't tell you cost of unit	2	2	-	-	-	2	-	-	2	-
Always changing prices	2	2	-	-	-	2	-	-	2	-
On TV	2	2	-	-	-	2	-	-	2	-
I have switched/done it before	1	1	-	-	-	1	-	-	1	-
Can phone them	1	-	1	1	1	1	-	-	1	-
Small print	1	1	-	-	-	1	-	-	1	-
Happy with current supplier	1	1	-	-	-	1	-	-	1	-
That's what I hear/what I've been told	1	-	1	-	-	1	-	-	-	1
In media/press/newspapers	1	-	1	-	-	1	-	1%a	1	-
On (back of) bill/letter	1	-	-	1	-	1	-	-	1	-
Online availability	1	-	1	-	-	1	-	-	1	-
Other	31	23	4	3	2	30	3	1	28	3
	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%
Don't know	76	35	6	33	5	71	4	2	62	14
	4%b	3%	3%	10%abc	3%	4%	3%	4%	4%	7%ai

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1949	1267	239	429	190	1759	123	77	1762	178
Weighted Base	1925	1388	207	318	186	1740	148	55*	1728	189
Refused	4	3	-	*	-	4	-	-	4	-
	*	*	-	*	-	*	-	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1949	1784	161	4	278	577	733	361	648	371	897	1400	214	310
Weighted Base	1925	1752	170	3**	311	587	700	327	581	385	929	1443	191	274
The information about tariffs from suppliers is too complicated	702	645	57	-	113	223	266	100	211	138	344	548	62	84
	36%h	37%	34%	-	36%	38%h	38%h	31%	36%	36%	37%	38%h	32%	31%
There are too many tariffs to choose from	592	550	41	1	97	195	222	78	176	119	288	441	62	90
	31%h	31%	24%	19%	31%	33%h	32%h	24%	30%	31%	31%	31%	33%	33%
The tariffs are all structured differently	568	519	49	1	119	204	191	54	153	123	285	469	56	44
	30%h	30%	29%	19%	38%h	35%h	27%h	16%	26%	32%	31%	32%h	29%h	16%
There are too many suppliers	331	295	36	-	47	100	130	54	115	62	151	238	33	60
	17%	17%	21%	-	15%	17%	19%	17%	20%	16%	16%	16%	17%	22%l
You can't trust the information that's available. It's misleading	317	284	33	1	54	104	117	42	101	75	138	235	39	45
	16%	16%	19%	19%	17%	18%	17%	13%	17%	20%	15%	16%	20%	16%
There is more information available on the internet from price comparison websites	126	107	17	2	26	43	35	22	35	33	52	87	10	24
	7%	6%	10%	53%	8%	7%	5%	7%	6%	9%	6%	6%	5%	9%
Too complicated/don't understand it/confusing	89	86	2	*	14	27	28	20	27	15	46	66	6	16
	5%	5%	1%	13%	4%	5%	4%	6%	5%	4%	5%	5%	3%	6%
There is more information available on the internet from suppliers	46	41	5	-	4	18	16	9	17	3	25	32	4	9
	2%	2%	3%	-	1%	3%	2%	3%	3%j	1%	3%	2%	2%	3%
There are too few tariffs to choose from	41	38	2	-	6	11	17	6	17	1	22	28	2	11
	2%j	2%	1%	-	2%	2%	2%	2%	3%j	-	2%j	2%	1%	4%l
Do not use/have access to internet	34	34	-	-	1	7	18	8	14	6	14	22	4	7
	2%	2%	-	-	*	1%	3%e	2%e	2%	2%	2%	2%	2%	3%
The information from suppliers is clearer these days	30	28	5	-	6	5	14	6	9	5	17	22	2	3
	2%	1%	3%	-	2%	1%	2%	2%	2%	1%	2%	2%	1%	1%
Don't understand jargon/language used	15	14	1	-	-	5	7	3	4	2	7	8	1	5
	1%	1%	*	-	-	1%	1%	1%	1%	*	1%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?
 Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1949	1784	161	4	278	577	733	361	648	371	897	1400	214	310
Weighted Base	1925	1752	170	3**	311	587	700	327	581	385	929	1443	191	274
Not easy to compare like for like	13	12	1	-	3	6	4	-	3	2	9	12	-	1
No/lack of information	13	13	-	-	4	2	4	3	5	-	8	9	1	4
Takes too long/too much time	11	11	-	-	1	2	6	2	5	3	4	10	1	-
Too much information (to read)	10	8	2	-	1	4	4	1	3	2	5	7	2	1
Not interested/too lazy	7	7	-	-	-	-	5	2	-	-	7	7	-	-
Difficult because of my age/getting too old	7	7	-	-	-	5	1	1	2	3	3	6	2	-
The amount of information they need	7	6	1	-	2	4	-	1	3	1	3	5	1	1
Have never switched/done it	7	3	4	-	-	5	-	1	-	-	5	7	-	1
Not computer literate/not good on the computer	7	7	2%ab	-	-	1%g	-	-	-	-	1%	-	-	1%
Too many matrices/calculations	5	5	-	-	2	4	-	-	3	2	1	5	-	1
Don't know how to do it	5	4	1	-	-	-	1	4	1	3	1	2	1	1
Information on internet (no detail)	4	4	-	-	-	1	2	1	1	1	2	4	-	-
Difficult to check without internet	4	4	-	-	-	2	2	1	-	2	1	3	-	-
Vision/hearing/learning difficulties/health problems	4	4	-	-	1	1	2	1	1	2	1	3	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1949	1784	161	4	278	577	733	361	648	371	897	1400	214	310
Weighted Base	1925	1752	170	3**	311	587	700	327	581	385	929	1443	191	274
They are all the same	3	3	-	-	-	2	-	2	3	-	-	3	-	-
Someone else does it for me	3	3	-	-	-	-	-	3	1%k	-	-	-	-	-
I understand it	3	3	-	-	-	-	-	3	1	1	1	2	-	-
Don't tell you cost of unit	2	2	-	-	2	-	-	-	-	-	2	2	1	-
Always changing prices	2	2	-	-	1%ag	-	-	-	-	-	-	-	-	-
On TV	2	2	-	-	-	1	1	-	-	-	2	2	-	-
I have switched/done it before	1	-	1	-	-	-	-	-	-	-	-	-	-	-
Can phone them	1	1	1%ab	-	-	-	-	-	-	-	-	-	1%al	-
Small print	1	1	-	-	-	-	1	-	-	-	1	1	-	-
Happy with current supplier	1	1	-	-	-	1	-	-	1	-	-	-	-	-
That's what I hear/what I've been told	1	-	1	-	-	-	1	-	-	1	-	1	-	1
In media/press/newspapers	1	1	-	-	-	-	1	-	1	-	-	1	-	-
On (back of) bill/letter	1	1	-	-	-	-	1	-	1	-	-	1	-	-
Online availability	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Other	31	31	1	-	9	7	10	6	11	9	17	21	9	6
	2%	2%	*	-	3%	1%	1%	2%	2%	1%	2%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?
 Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1949	1784	161	4	278	577	733	361	648	371	897	1400	214	310
Weighted Base	1925	1752	170	3**	311	587	700	327	581	385	929	1443	191	274
Don't know	76	69	6	*	2	11	26	36	21	17	35	51	12	11
Refused	4	4	-	-	1%	2%	4%	11%ae fg	4%	4%	4%	4%	8%	4%
	*	*	-	-	-	-	-	4	2	1	1	*	2	1
							1%afg	*	*	*	*	*	1%al	1%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a|i/j/k - a|l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Easier	(1) 516 23%g	451 23%	37 20%	28 22%	118 27%g	308 25%g	90 16%	157 22%	160 22%	108 25%	91 24%
About the same as a year ago	(0) 1342 60%	1142 59%	123 65%	77 61%	255 58%	758 61%	330 60%	447 64%k	434 59%	251 58%	211 56%
Harder	(-1) 135 6%eh	110 6%	17 9%	8 6%	14 3%	79 6%e	42 8%e	24 3%	54 7%h	29 7%h	29 8%h
Refused	4 -	4 -	- -	- -	- -	2 -	2 -	- -	2 -	2 1%	- -
Don't know	239 11%l	212 11%	13 7%	13 10%	54 12%l	102 8%	62 11%af	72 10%	83 11%	39 9%	44 12%
Mean Score	0.191g	0.200	0.118	0.176	0.270afg	0.200g	0.103	0.212	0.165	0.205	0.188
Standard Deviation	0.539	0.538	0.541	0.540	0.519	0.546	0.526	0.494	0.551	0.559	0.571
Error Variance	-	-	0.002	0.003	0.001	-	0.001	-	0.001	0.001	0.001



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	305	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Easier	(1) 516	103	353	47	14	79	437	325	113	75
	23%	23%	23%	21%	24%	24%	23%	21%	27%h	32%ah
About the same as a year ago	(0) 1342	241	946	125	30	186	1156	990	225	114
	60%aj	55%	62%b	57%	51%	56%	61%	64%aij	53%	48%
Harder	(-1) 135	40	74	17	5	26	109	88	21	24
	6%	9%ac	5%	8%	8%	8%	6%	6%	5%	10%ahi
Refused	4	-	1	3	-	1	3	2	2	-
	*	-	*	2%abc	-	-	*	*	1	-
Don't know	239	54	149	25	10	39	199	150	62	24
	11%	12%	10%	12%	16%	12%	10%	10%	15%ah	10%
Mean Score	0.191	0.164	0.204	0.159	0.186	0.182	0.193	0.169	0.257h	0.236
Standard Deviation	0.539	0.587	0.519	0.560	0.600	0.574	0.533	0.515	0.556	0.641
Error Variance	-	0.001	-	0.002	0.008	0.001	-	-	0.001	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2112	1709	194	189	226	1886	238	96	1939	162
Weighted Base	2236	1893	177	146	221	2015	283	65*	2040	186
Easier	(1) 516	451	35	25	70	447	82	14	470	46
	23%	24% ^d	20%	17%	32% ^{aef}	22%	29%	21%	23%	25%
About the same as a year ago	(0) 1342	1165	95	76	123	1220	172	35	1229	108
	60% ^d	62% ^{cd}	54%	52%	56%	61%	61%	53%	60%	58%
Harder	(-1) 135	96	22	15	11	124	7	9	125	9
	6% ^g	5%	12% ^{ab}	11% ^{ab}	5%	6%	2%	13% ^{ag}	6%	5%
Refused	4	1	1	1	1	3	-	-	2	-
	-	-	-	1% ^b	-	-	-	-	-	-
Don't know	239	181	24	30	17	222	22	8	213	22
	11%	10%	14%	20% ^{ab}	8%	11%	8%	12%	10%	12%
Mean Score	0.191 ^{cd}	0.208 ^{cd}	0.087	0.082	0.291 ^{af}	0.180	0.290 ^{ah}	0.088	0.189	0.229
Standard Deviation	0.539	0.526	0.608	0.586	0.559	0.586	0.507	0.626	0.539	0.537
Error Variance	-	-	0.062	0.092	0.092	-	0.001	0.005	-	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
* 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2112	1973	138	1	786	1068	234	24	559	469	1042	1704	105	266
Weighted Base	2236	2082	153	1**	866	1109	241	21**	537	502	1157	1853	110*	242
Easier	(1) 516	475	41	1	212	255	48	1	130	116	264	422	15	69
	23% <i>m</i>	23%	27%	100%	24%	23%	20%	6%	24%	23%	23%	23% <i>m</i>	13%	28% <i>m</i>
About the same as a year ago	(0) 1342	1267	75	-	561	652	121	8	291	321	712	1151	70	110
	60% <i>opn</i>	61% <i>oc</i>	49%	-	65% <i>afg</i>	59% <i>kg</i>	50%	40%	54%	64% <i>il</i>	62% <i>il</i>	62% <i>n</i>	63% <i>n</i>	45%
Harder	(-1) 135	120	15	-	43	67	21	4	47	23	60	95	11	22
	6%	6%	10%	-	5%	6%	9% <i>ee</i>	19%	9% <i>ajk</i>	5%	5%	5%	10% <i>il</i>	9% <i>il</i>
Refused	4	4	-	-	-	2	2	-	-	-	1	4	-	-
	-	-	-	-	-	-	1% <i>ee</i>	-	-	-	-	-	-	-
Don't know	239	216	22	-	49	133	49	7	69	43	119	180	14	41
	11% <i>ea</i>	10%	15%	-	6%	12% <i>ee</i>	20% <i>aef</i>	3%	13% <i>j</i>	9%	10%	10%	13%	17% <i>al</i>
Mean Score	0.191 <i>m</i>	0.190	0.199	1.000	0.207	0.193	0.141	-0.197	0.178	0.202	0.197	0.196 <i>m</i>	0.033	0.230 <i>m</i>
Standard Deviation	0.539	0.532	0.621	-	0.520	0.542	0.586	0.616	0.589	0.511	0.524	0.522	0.522	0.634
Error Variance	-	-	0.003	-	-	-	0.002	0.025	0.001	0.001	-	-	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/j/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	624	537	48	39	133	331	160	148	174	128	174
Weighted Base	651	561	54*	36*	132	367	132	181	214	137	119
Internet/online information	130	113	11	6	33	80	15	37	41	26	26
	20%g	20%	21%	15%	25%g	21%g	12%	21%	19%	19%	22%
More (comparison) websites	93	87	2	4	29	55	9	31	32	17	14
	14%g	15%g	3%	12%	22%ag	14%g	7%	17%	15%	12%	12%
More information available	76	70	5	1	11	48	17	26	24	15	12
	12%	12%	9%	4%	9%	12%	13%	14%	11%	11%	10%
Clearer/more transparent information	44	39	3	3	6	25	13	18	17	3	7
	7%j	7%	5%	7%	4%	7%	10%	10%j	8%j	2%	6%
Too complicated/difficult to understand	34	28	5	1	3	18	13	4	17	7	7
	5%	5%	9%	3%	3%	5%	9%af	2%	8%h	5%	6%
It is they have made things easier (general mentions)	29	24	2	3	5	18	5	4	14	5	5
	4%	4%	3%	8%	4%	5%	4%	2%	7%	4%	5%
Too much choice/competition	26	23	4	-	2	19	5	7	9	7	4
	4%	4%	7%	-	2%	5%	4%	4%	4%	5%	4%
More choice/competition	22	17	3	2	10	10	2	8	7	4	3
	3%	3%	5%	6%	8%atg	3%	2%	5%	3%	3%	2%
Government/legislation/Ofgem involvement	16	15	1	1	1	13	2	8	3	2	3
	3%	3%	2%	3%	-	3%	2%	4%	2%	2%	2%
News/media advertising/coverage/publicity	16	14	2	-	1	7	8	6	3	5	2
	2%	3%	4%	-	1%	2%	6%aef	4%	1%	4%	2%
Too many tariffs	15	11	3	1	-	11	4	4	9	2	1
	2%	2%	5%	3%	-	3%	3%e	2%	4%	1%	1%
Standardised/reduced amount of tariffs	14	13	-	1	-	13	2	4	7	2	1
	2%	2%	-	4%	-	3%	1%	2%	3%	2%	1%
I am more knowledgeable/know more about it now	13	12	-	1	5	8	-	4	3	4	3
	2%	2%	-	2%	3%g	2%	-	2%	1%	3%	2%
Improved (comparison) websites	12	11	-	1	6	4	2	6	3	1	2
	2%	2%	-	2%	4%f	1%	1%	3%	2%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 624	537	48	39	133	331	160	148	174	128	174
Weighted Base 651	561	54*	36*	132	367	132	181	214	137	119
Too much information	12 2%	11 2%	-	1 1%	7 2%	4 3%	3 2%	3 1%	3 2%	2 1%
Suppliers have been made to make things easier	11 2%	10 2%	-	1 1%	7 2%	2 2%	2 1%	3 2%	2 2%	3 3%
Clearer/easier to understand bills	9 1%	5 1%	2 4%	1 4%	8 2%	1 1%	3 1%	3 1%	4 3%	-
People know more/are better informed	7 1%	6 1%	1 1%	-	6 2%	1 1%	3 2%	2 1%	2 1%	1 1%
Not so much choice/competition	7 1%	5 1%	-	2 6%ab	-	5 1%	2 1%	2 1%	3 2%	-
No internet access/sability/knowledge	6 1%	3 1%	2 3%	1 3%	1 1%	2 2%	1 *	5 2%	-	1 1%
Personal experience	6 1%	6 1%	-	-	2 1%	4 1%	1 *	2 1%	2 1%	2 2%
Advancing technology	6 1%	5 1%	-	1 2%	1 1%	5 1%	2 1%	2 1%	2 2%	-
Cheaper/prices reduced/better deals	6 1%	4 1%	-	1 3%	2 1%	3 1%	3 1%	3 1%	-	-
Impossible to compare (with different tariffs)	4 1%	4 1%	-	-	-	1 2%af	1 *	1 *	1 1%	2 1%
Mistrust/dishonest/hiding charges	4 1%	3 1%	-	1 3%	-	2 1%	1 1%	2 1%	-	1 1%
You can ring/they will talk to you over the phone	4 1%	4 1%	-	-	3 1%	1 1%	1 *	1 1%	2 1%	-
Too many/constant changes to charges/tariffs/information	3 1%	3 *	-	1 2%	1 1%	2 1%	-	2 1%	-	2 2%
Consistent/uniform wording/information	3 1%	2 *	-	1 3%	1 *	1 1%	1 *	1 1%	1 1%	-
Quicker/faster to do	3 *	3 1%	-	-	2 *	-	2 1%	1 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	624	537	48	39	133	331	160	148	174	128	174
Weighted Base	651	561	54*	36*	132	367	132	181	214	137	119
Jargon/language used	3	2	-	1	1	2	-	-	2	-	1
	*	*	-	2%	*	1%	-	-	1%	-	*
It just is/how I feel	3	1	2	-	2	-	1	-	1	1	1
	*	*	3%ab	-	1%fd	-	1%	-	*	1%	1%
Not enough information	2	2	-	1	1	-	2	-	-	2	-
	*	*	-	3%b	1%	-	1%fd	-	-	2%	-
Have read/studied more	2	1	-	1	-	-	2	-	-	-	2
	*	*	-	2%ab	-	-	*	-	-	-	1%
Not comparing like for like/inconsistency of information	1	1	-	-	-	1	1	-	-	-	1
	*	*	-	-	-	*	*	-	-	-	1%
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	-	1	1	-	-	-
	*	-	2%ab	-	-	-	1%	1%	-	-	-
Other	51	46	4	1	9	30	13	7	13	19	13
	8%	8%	7%	4%	7%	8%	10%	4%	6%	14%ahi	11%h
Nothing	7	3	5	-	1	5	1	1	3	2	2
	1%	*	9%ab	-	*	1%	1%	1%	1%	1%	1%
Don't know	24	21	-	3	10	8	6	5	7	6	6
	4%	4%	-	9%c	7%fd	2%	4%	3%	3%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	624	175	370	61	18	124	500	377	125	116
Weighted Base	651	142	427	63*	19**	105	546	412	134	99
Internet/online information	130 20%	20 14%	93 22%b	11	5 28%	20 19%	110 20%	78 19%	32 24%	19 19%
More (comparison) websites	93 14%	15 10%	72 17%	6	1 5%	14 13%	79 14%	49 12%	29 21%h	15 15%
More information available	76 12%	12 8%	59 14%	4	1 7%	8 6%	68 12%	57 14%	10 7%	8 8%
Clearer/more transparent information	44 7%	11 8%	32 7%	1	1 5%	6 6%	38 7%	29 7%	11 8%	5 5%
Too complicated/difficult to understand	34 5%	8 5%	21 5%	4	1 6%	4 4%	30 6%	27 7%	4 3%	3 3%
It is/they have made things easier (general mentions)	28 4%	4 3%	20 5%	3	2 8%	2 2%	26 5%	18 4%	6 4%	4 4%
Too much choice/competition	26 4%	6 4%	12 3%	7	1 5%	5 5%	22 4%	17 4%	3 3%	5 5%
More choice/competition	22 3%	6 4%	15 3%	1	1 4%	3 3%	19 4%	12 3%	9 7%	2 2%
Government/legislation/O fgem involvement	16 3%	3 2%	12 3%	2	-	4 4%	13 2%	12 3%	1 1%	3 3%
News/media advertising/coverage /publicity	16 2%	4 3%	11 3%	1	-	7 7%ag	9 2%	12 3%	3 2%	-
Too many tariffs	15 2%	2 2%	11 3%	-	2 12%	3 3%	13 2%	13 3%	2 1%	1 1%
Standardised/reduced amount of tariffs	14 2%	2 1%	9 2%	4	-	2 2%	13 2%	12 3%	2 1%	1 1%
I am more knowledgeable/know more about it now	13 2%	3 2%	10 2%	-	-	-	13 2%	6 1%	4 3%	2 2%
Improved (comparison) websites	12 2%	1 1%	10 2%	-	-	4 3%	8 1%	10 2%	1 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	624	175	370	61	18	124	500	377	125	116
Weighted Base	651	142	427	63*	19**	105	546	412	134	99
Too much information	12 2%	7 5%ac	3 1%	2 3%	-	3 3%	9 2%	10 2%	1 1%	1 1%
Suppliers have been made to make things easier	11 2%	2 2%	8 2%	-	-	-	11 2%	8 2%	-	2 2%
Clearer/easier to understand bills	9 1%	3 2%	4 1%	2 3%	-	3 2%	6 1%	7 2%	-	2 2%
People know more/are better informed	7 1%	2 1%	3 1%	-	2 10%	2 2%	5 1%	6 2%	1 1%	-
Not so much choice/competition	7 1%	3 2%	3 1%	1 2%	-	2 2%	5 1%	6 1%	-	1 1%
No internet accessibility/knowledge	6 1%	1 1%	4 1%	2 3%	-	3 3%	4 1%	2 *	1 1%	2 2%
Personal experience	6 1%	1 *	6 1%	-	-	1 1%	5 1%	3 1%	2 1%	1 1%
Advancing technology	6 1%	1 1%	4 1%	1 1%	-	1 1%	5 1%	4 1%	1 1%	1 1%
Cheaper/prices reduced/better deals	6 1%	-	4 1%	2 3%	-	-	6 1%	2 1%	3 2%	-
Impossible to compare (with different tariffs)	4 1%	-	1 *	3 5%abc	-	2 2%	2 *	2 *	-	2 2%
Mistrust/dishonest/hidin g charges	4 1%	1 1%	3 1%	-	-	1 1%	4 1%	3 1%	1 1%	1 1%
You can ring/they will talk to you over the phone	4 1%	-	4 1%	-	-	-	4 1%	2 1%	-	-
Too many/constant changes/tariffs/informat ion	3 1%	2 1%	2 *	-	-	-	3 1%	2 *	1 *	1 1%
Consistent/uniform wording/information	3 1%	1 1%	2 1%	-	-	1 1%	2 *	3 1%	-	-
Quicker/faster to do	3 *	-	3 1%	-	-	-	3 1%	2 *	-	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	624	175	370	61	18	124	500	377	125	116
Weighted Base	651	142	427	63*	19**	105	546	412	134	99
Jargon/language used	3	2	1	-	-	1	2	1	1	1
	-	1%	-	-	-	1%	-	-	-	1%
It just is/how I feel	3	3	-	-	-	1	2	-	1	1
	-	2% ^c	-	-	-	1%	-	-	1%	1% ^h
Not enough information	2	-	2	1	-	-	2	2	1	-
	-	-	-	1%	-	-	-	-	1%	-
Have read/studied more	2	1	1	-	-	1	1	2	-	-
	-	1%	-	-	-	1%	-	-	-	-
Not comparing like for like/inconsistency of information	1	1	-	-	1	-	1	1	-	1
	-	-	-	-	3%	-	-	-	-	1%
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
Other	51	15	26	9	2	13	38	28	11	13
	8%	11%	6%	14% ^c	8%	13% ^g	7%	7%	8%	13% ^h
Nothing	7	4	3	-	-	1	6	4	3	1
	1%	3% ^c	1%	-	-	1%	1%	1%	2%	1%
Don't know	24	7	16	1	-	3	21	12	7	5
	4%	5%	4%	2%	-	3%	4%	3%	6%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	624	503	62	51	84	540	78	34	575	48
Weighted Base	651	547	57*	40*	80*	571	89*	23*	595	55*
Internet/online information	130	117	7	3	15	115	24	3	120	10
	20% ^d	21% ^d	12%	7%	18%	20%	27%	15%	20%	18%
More (comparison) websites	93	87	3	1	8	85	16	2	84	9
	14% ^{cd}	16% ^{cd}	4%	3%	10%	15%	19%	8%	14%	17%
More information available	76	63	8	6	13	63	13	3	68	8
	12%	11%	13%	14%	17%	11%	15%	11%	12%	14%
Clearer/more transparent information	44	38	3	3	6	39	7	-	41	3
	7%	7%	5%	8%	7%	7%	8%	-	7%	5%
Too complicated/difficult to understand	34	26	7	1	1	33	1	2	32	2
	5%	5%	12% ^{ab}	3%	1%	6%	1%	8% ^g	5%	3%
It is/they have made things easier (general mentions)	28	24	2	2	2	27	3	1	26	3
	4%	4%	3%	4%	2%	5%	4%	4%	4%	5%
Too much choice/competition	26	17	7	2	3	24	1	2	26	1
	4%	3%	12% ^{ab}	5%	4%	4%	1%	9% ^g	4%	1%
More choice/competition	22	18	2	3	-	22	9	1	18	5
	3%	3%	3%	7%	-	4%	10% ^a	3%	3%	9%
Government/legislation/Ofgem involvement	16	15	1	-	4	13	-	1	13	3
	3%	3%	3%	-	4%	2%	-	2%	2%	6%
News/media advertising/coverage/publicity	16	12	2	2	1	15	1	-	16	-
	2%	2%	4%	4%	1%	3%	1%	-	3%	-
Too many tariffs	15	10	4	1	3	13	2	-	15	-
	2%	2%	7% ^{ab}	2%	3%	2%	2%	-	3%	-
Standardised/reduced amount of tariffs	14	14	-	-	6	9	-	-	14	-
	2%	3%	-	-	7% ^{af}	2%	-	-	2%	-
I am more knowledgeable/know more about it now	13	13	-	-	-	13	4	1	12	1
	2%	2%	-	-	-	2%	5%	3%	2%	2%
Improved (comparison) websites	12	12	-	-	2	10	2	-	11	1
	2%	2%	-	-	2%	2%	3%	-	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	624	503	62	51	84	540	78	34	575	48
Weighted Base	651	547	57*	40*	80*	571	89*	23*	595	55*
Too much information	12	10	2	-	2	9	1	-	12	-
	2%	2%	3%	-	3%	2%	1%	-	2%	-
Suppliers have been made to make things easier	11	8	3	-	1	9	-	1	9	2
	2%	1%	5%	-	1%	2%	-	5%g	2%	3%
Clearer/easier to understand bills	9	8	1	-	4	5	1	-	9	-
	1%	2%	1%	-	6%af	1%	1%	-	2%	-
People know more/are better informed	7	7	-	-	1	6	3	-	7	-
	1%	1%	-	-	1%	1%	3%	-	1%	-
Not so much choice/competition	7	6	1	-	1	6	-	-	6	1
	1%	1%	2%	-	1%	1%	-	-	1%	2%
No internet access/ability/knowledge	6	3	-	3	-	6	-	-	6	-
	1%	1%	-	8%abc	-	1%	-	-	1%	-
Personal experience	6	6	-	1	1	6	2	-	4	2
	1%	1%	-	1%	1%	1%	2%	-	1%	3%
Advancing technology	6	6	-	-	-	6	1	-	4	2
	1%	1%	-	-	-	1%	1%	-	1%	3%
Cheaper/prices reduced/better deals	6	4	2	-	-	6	1	-	4	2
	1%	1%	3%	-	-	1%	1%	-	1%	3%
Impossible to compare (with different tariffs)	4	3	-	1	-	4	-	-	4	-
	1%	1%	-	3%	-	1%	-	-	1%	-
Mistrust/dishonest/hidin g charges	4	4	-	-	1	3	-	1	4	-
	1%	1%	-	-	1%	1%	-	3%	1%	-
You can ring/they will talk to you over the phone	4	3	-	-	-	4	-	-	4	-
	1%	1%	-	-	-	1%	-	-	1%	-
Too many/constant changes to tariffs/informat ion	3	3	1	-	-	3	-	1	3	-
	1%	1%	1%	-	-	1%	-	5%ag	1%	-
Consistent/uniform wording/information	3	2	1	-	-	3	1	-	3	-
	1%	*	2%	-	-	1%	1%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	624	503	62	51	84	540	78	34	575	48
Weighted Base	651	547	57*	40*	80*	571	89*	23*	595	55*
Quicker/faster to do	3	3	-	-	-	3	1	-	3	-
Jargon/language used	3	1%	-	-	-	1%	2%	-	*	-
It just is/how I feel	3	3	-	-	-	3	-	1	1	2
Not enough information	2	*	-	-	-	*	-	3%	*	3%ai
Have read/studied more	2	2	1	-	1	2	1	-	1	1
Not comparing like for like/inconsistency of information	1	*	1%	-	1%	*	1%	-	*	2%
Companies fined/prosecuted/received too many complaints (before action)	2	1	-	1	-	2	1	-	2	-
Other	1	*	-	2%b	-	*	1%	-	*	-
Nothing	1	1	-	-	-	1	-	-	1	-
Don't know	1	*	-	-	-	*	-	-	*	-
	51	37	5	9	6	45	4	3	47	4
	8%	7%	9%	23%ab	7%	8%	5%	14%	8%	8%
	7	6	-	2	1	6	-	-	7	1
	1%	1%	-	4%	1%	1%	-	-	1%	1%
	24	20	2	2	6	18	4	3	22	3
	4%	4%	3%	6%	8%	3%	5%	14%a	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	624	574	49	1	239	314	64	7	194	129	299	479	27	99
Weighted Base	651	595	55*	1**	255	322	68*	5**	176	138	324	518	26**	91*
Internet/online information	130	118	12	-	48	68	14	-	39	20	66	100	2	24
More (comparison) websites	93	83	10	-	34	51	8	-	20	34	37	75	2	15
More information available	76	71	4	1	30	39	7	1	11	11	53	59	6	9
Clearer/more transparent information	44	43	1	-	25	19	-	-	9	10	25	41	1	4
Too complicated/difficult to understand	34	31	3	-	9	22	3	-	14	4	15	28	1	4
It is they have made things easier (general mentions)	28	24	4	-	10	15	3	-	8	3	16	24	1	1
Too much choice/competition	26	23	4	-	4	17	4	1	10	2	13	20	1	3
More choice/competition	22	20	2	-	8	12	2	-	5	6	12	16	-	4
Government/legislation/Ofgem involvement	16	16	-	-	10	5	2	-	2	7	8	15	1	-
News/media advertising/coverage/publicity	16	16	-	-	2	13	1	-	5	3	8	3	-	2
Too many tariffs	15	13	2	-	8	5	2	-	4	6	5	14	-	1
Standardised/reduced amount of tariffs	14	14	-	-	3	2	2	-	2	4	2	3	2	1
I am more knowledgeable/know more about it now	13	13	-	-	5	7	1	-	4	4	5	7	-	5

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	624	574	49	1	239	314	64	7	194	129	299	479	27	99
Weighted Base	651	595	55*	1**	255	322	68*	5**	176	138	324	518	26**	91*
Improved (comparison) websites	12	12	-	-	7	5	-	-	6	3	3	10	-	1
Too much information	12	11	1	-	4	8	-	-	4	-	7	9	-	2
Suppliers have been made to make things easier	2%	2%	2%	-	2%	2%	-	-	2%	-	2%	2%	2%	3%
Clearer/easier to understand bills	11	11	-	-	6	5	-	-	1	7	3	10	-	-
People know more/are better informed	2%	2%	-	-	2%	2%	-	-	*	5%aak	1%	2%	-	-
Not so much choice/competition	9	8	1	-	3	6	-	-	3	4	3	6	2	1
No internet access/ability/knowledge	1%	1%	2%	-	1%	2%	-	-	2%	3%	1%	1%	6%	1%
Personal experience	7	7	-	-	4	3	-	-	3	-	4	7	-	-
Advancing technology	1%	1%	-	-	2%	1%	-	-	2%	-	1%	1%	-	-
Cheaper/prices reduced/better deals	7	7	-	-	4	3	-	-	1	-	6	7	-	-
Impossible to compare (with different tariffs)	1%	1%	-	-	1%	1%	-	-	1%	-	2%	1%	-	-
Mistrust/dishonest/hiding charges	6	6	-	-	1	2	3	-	-	3	4	2	4	1
You can ring/they will talk to you over the phone	1%	1%	-	-	*	1%	4%aef	-	-	2%	1%	*	14%	1%
Too many/constant changes to charges/tariffs/information	6	3	3	-	2	3	2	-	1	-	5	6	-	-
	1%	1%	6%ab	-	1%	1%	3%	-	1%	-	2%	1%	-	-
	6	4	2	-	2	3	1	-	-	-	2	5	-	1
	1%	1%	3%	-	1%	1%	1%	-	-	-	2%	1%	-	1%
	6	4	2	-	2	3	-	-	3	-	3	6	-	1
	1%	1%	3%	-	1%	1%	-	-	2%	-	1%	3%	-	1%
	4	4	-	-	1	4	-	-	1	1	2	3	-	1
	1%	1%	-	-	*	1%	-	-	1%	*	1%	1%	-	1%
	4	4	-	-	2	2	-	1	1	-	3	3	-	1
	1%	1%	-	-	1%	1%	-	11%	1%	-	1%	1%	-	2%
	4	4	-	-	1	3	-	-	2	1	1	2	-	2
	1%	1%	-	-	*	1%	-	-	1%	1%	*	*	-	2%
	3	2	2	-	-	1	2	-	1	2	1	-	-	1
	1%	*	3%b	-	-	*	3%aef	-	1%	1%	*	-	-	1%j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	624	574	49	1	239	314	64	7	194	129	299	479	27	99
Weighted Base	651	595	55*	1**	255	322	68*	5**	176	138	324	518	26**	91*
Consistent/uniform wording/information	3	3	-	-	2	1	-	-	-	-	3	3	-	-
Quicker/faster to do	3	3	-	-	-	3	-	-	-	-	1	2	-	1
Jargon/language used	3	3	-	-	1	2	-	-	2	-	1	1	-	2
It just is/how I feel	3	2	1	-	1	1	1	-	1	1	-	2	-	-
Not enough information	2	2	-	-	1	1	1	-	1	-	1	2	-	-
Have read/studied more	2	2	-	-	1	1	-	-	1	1	-	2	-	-
Not comparing like for like/inconsistency of information	1	1	1	-	-	1	-	-	-	-	1	1	-	1
Companies fined/prosecuted/received too many complaints (before action)	1	1	-	-	1	-	-	-	-	-	1	1	-	-
Other	51	45	6	-	22	18	10	2	16	11	24	38	4	8
Nothing	7	6	1	-	3	2	2	2	2	1	5	6	1	1
Don't know	24	23	2	-	8	11	5	-	9	9	6	18	-	7
	4%	4%	3%	-	3%	3%	7%	-	5%	6%	2%	3%	-	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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 to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	484	420	35	29	113	262	109	127	131	98	128
Weighted Base	516	451	37*	28**	118*	308	90	157	160	108*	91
Internet/online information	128 25%	111 25%	11 30%	6 20%	38 28%	80 26%	15 17%	37 24%	40 25%	25 23%	26 29%
More (comparison) websites	91 18% ^c	85 19% ^d	2 4%	4 16%	29 24% ^g	53 17%	9 11%	31 20%	30 19%	17 15%	14 15%
More information available	74 14%	69 15%	5 12%	1 2%	11 9%	48 15%	16 18%	26 16%	23 14%	15 13%	12 13%
Clearer/more transparent information	44 8%	39 9%	2 5%	3 9%	6 5%	25 8%	12 14% ^e	18 11% ^j	17 11% ^j	3 3%	6 7%
It is/they have made things easier (general mentions)	28 5%	24 5%	2 4%	3 11%	5 4%	18 6%	5 5%	4 2%	14 9% ^h	5 5%	5 6%
Government/legislation/Organs involvement	16 3%	15 3%	1 3%	1 3%	1 *	13 4%	2 3%	8 5%	3 2%	2 2%	3 3%
News/media advertising/coverage/publicity	16 3%	14 3%	2 6%	-	1 1%	7 2%	8 9% ^{aef}	6 4%	3 2%	5 5%	2 2%
More choice/competition	16 3%	12 3%	3 8%	1 3%	7 6%	8 2%	1 1%	5 3%	6 4%	3 3%	2 2%
Standardised/reduced amount of tariffs	14 3%	13 3%	-	1 5%	-	13 4% ^e	2 2%	4 2%	7 4%	2 2%	1 2%
I am more knowledgeable/know more about it now	13 2%	12 3%	-	1 2%	5 4%	8 3%	-	4 2%	3 2%	4 4%	3 3%
Improved (comparison) websites	12 2%	11 2%	-	1 2%	6 5%	4 1%	2 2%	6 4%	3 2%	1 1%	2 2%
Suppliers have been made to make things easier	11 2%	10 2%	-	1 3%	1 1%	7 2%	2 2%	2 1%	3 2%	2 2%	3 4%
Clearer/easier to understand bills	9 2%	5 1%	2 6% ^b	1 5%	-	8 3%	1 1%	3 2%	3 2%	4 3%	-
People know more/are better informed	7 1%	6 1%	1 2%	-	-	6 2%	1 1%	3 2%	2 1%	2 2%	1 1%
Personal experience	6 1%	6 1%	-	-	2 1%	4 1%	1 1%	1 1%	2 1%	2 1%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - 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 to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	484	420	35	29	113	262	109	127	131	98	128
Weighted Base	516	451	37*	28**	118*	308	90	157	160	108*	91
Not so much choice/competition	6 1%	4 1%	-	2 7%	-	5 2%	1 1%	2 1%	2 1%	2 2%	-
Advancing technology	6 1%	5 1%	1 -	3 3%	1 1%	5 2%	-	2 1%	2 1%	2 2%	-
Cheaper/prices reduced/better deals	6 1%	4 1%	-	1 4%	2 1%	3 1%	1 1%	3 2%	3 2%	-	-
You can ring/they will talk to you over the phone	4 1%	4 1%	-	-	-	3 1%	1 1%	1 1%	1 1%	2 1%	-
Consistent/uniform wording/information	3 1%	2 1%	-	1 3%	1 1%	1 -	1 1%	1 1%	1 1%	1 1%	-
Quicker/faster to do	3 1%	3 1%	-	-	1 1%	2 1%	-	2 1%	1 1%	-	-
It just is/how I feel	3 -	1 -	2 5%ab	-	2 2%af	-	1 1%	-	1 1%	1 1%	1 1%
Have read/studied more	2 -	1 -	-	1 3%	-	2 1%	-	-	-	-	2 2%
Companies fined/prosecuted/receive d too many complaints (before action)	1 -	-	1 3%ab	-	-	-	1 1%af	1 1%	-	-	-
Mistrust/dishonest/hidin g charges	1 -	-	-	1 3%	-	-	1 1%	1 1%	-	-	-
Too complicated/difficult to understand	1 -	1 -	-	-	-	1 -	-	-	1 1%	-	-
No internet accessibility/knowledge	1 -	1 -	-	-	1 1%	-	-	-	1 1%	-	-
Too much information	1 -	1 -	-	-	1 1%	-	-	-	1 -	-	-
Other	30 6%	26 6%	4 10%	1 5%	8 6%	15 5%	8 8%	3 2%	6 4%	12 11%hj	9 10%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/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 to compare compared to a year ago

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 484	420	35	29	113	262	109	127	131	98	128
Weighted Base 516	451	37*	28**	118*	308	90	157	160	108*	91
Nothing 3	1	2	-	1	2	*	1	1	-	1
1%	*	6%ab	-	1%	1%	1%	1%	1%	-	1%
Don't know 21	19	-	2	8	8	4	5	5	6	5
4%	4%	-	8%	7%	3%	4%	3%	3%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/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 to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	484	126	304	42	12	91	393	292	102	86
Weighted Base	516	103	353	47*	14**	79*	437	325	113*	75*
Internet/online information	128 25%	18 18%	93 28%	11 24%	5 38%	19 24%	109 25%	76 23%	32 28%	19 25%
More (comparison) websites	91 18%	15 14%	70 20%	6 12%	1 7%	14 18%	77 18%	47 15%	29 25%h	15 20%
More information available	74 14%	12 11%	57 16%	4 9%	1 8%	8 10%	66 15%	56 17%h	10 9%	8 10%
Clearer/more transparent information	44 9%	10 10%	32 9%	1 2%	1 7%	6 8%	38 9%	29 9%	11 9%	4 6%
It is/they have made things easier (general mentions)	28 5%	4 4%	20 6%	3 6%	2 11%	2 2%	26 6%	18 6%	6 5%	4 5%
Government/legislation/O fgem involvement	16 3%	3 3%	12 3%	2 3%	-	4 3%	13 3%	12 4%	1 1%	3 4%
News/media advertising/coverage /publicity	16 3%	4 4%	11 3%	1 2%	-	7 9%ag	9 2%	12 4%	3 2%	-
More choice/competition	16 3%	5 5%	9 3%	1 2%	1 6%	1 1%	15 3%	6 2%	8 7%h	2 2%
Standardised/reduced amount of tariffs	14 3%	2 2%	9 3%	4 8%	-	2 2%	13 3%	12 4%	2 1%	1 2%
I am more knowledgeable/know more about it now	13 2%	3 3%	10 3%	-	-	-	13 3%	6 2%	4 4%	2 2%
Improved (comparison) websites	12 2%	1 1%	10 3%	-	-	4 5%	8 2%	10 3%	1 1%	1 1%
Suppliers have been made to make things easier	11 2%	2 2%	8 2%	-	-	-	11 2%	8 2%	-	2 3%
Clearer/easier to understand bills	9 2%	3 3%	4 1%	2 4%	-	3 3%	6 1%	7 2%	-	2 2%
People know more/are better informed	7 1%	2 2%	3 1%	-	2 13%	2 2%	5 1%	6 2%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/h/g - a/h/i/j
*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 to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	484	126	304	42	12	91	393	292	102	86
Weighted Base	516	103	353	47*	14**	79*	437	325	113*	75*
Personal experience	6	1	6	-	-	1	5	3	2	1
7%		1%	2%	-	-	2%	1%	1%	2%	2%
Not so much choice/competition	6	2	3	1	-	1	5	6	-	-
7%		2%	1%	2%	-	1%	1%	2%	-	-
Advancing technology	6	1	4	1	-	1	5	4	1	1
7%		1%	1%	2%	-	1%	1%	1%	1%	1%
Cheaper/prices reduced/better deals	6	-	4	2	-	-	6	2	3	-
7%		-	1%	4%	-	-	1%	1%	3%	-
You can ring/they will talk to you over the phone	4	-	4	-	-	-	4	2	-	-
7%		-	1%	-	-	-	1%	1%	-	-
Consistent/uniform wording/information	3	1	2	-	-	1	2	3	-	-
7%		1%	1%	-	-	1%	1%	1%	-	-
Quicker/faster to do	3	-	3	-	-	-	3	2	-	1
7%		-	1%	-	-	-	1%	*	-	2%
It just is/how I feel	3	3	-	-	-	1	2	-	1	1
*		2%ac	-	-	-	1%	*	-	1%	2%h
Have read/studied more	2	1	1	-	-	1	1	2	-	-
*		1%	-	-	-	1%	*	*	-	-
Companies fined/prosecuted/receive d too many complaints (before action)	1	-	1	-	-	-	1	1	-	-
*		-	*	-	-	-	*	*	-	-
Mistrust/dishonest/hidin g charges	1	-	1	-	-	-	1	1	-	-
*		-	*	-	-	-	*	*	-	-
Too complicated/difficult to understand	1	-	1	-	-	-	1	1	-	-
*		-	*	-	-	-	*	*	-	-
No internet access/ability/knowledge	1	1	-	-	-	-	1	-	1	-
*		1%	-	-	-	-	*	-	1%	-
Too much information	1	1	-	-	-	-	1	-	1	-
*		1%	-	-	-	-	*	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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 to compare compared to a year ago

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	484	126	304	42	12	91	393	292	102	86
Weighted Base	516	103	353	47*	14**	79*	437	325	113*	75*
Other	30	8	13	8	2	9	21	17	6	7
	6%	8%	4%	17%ac	11%	12%g	5%	5%	6%	9%
Nothing	3	-	3	*	-	*	3	1	1	1
	1%	-	1%	1%	-	1%	1%	*	1%	1%
Don't know	21	6	13	1	-	3	18	11	6	4
	4%	6%	4%	3%	-	3%	4%	3%	5%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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 to compare compared to a year ago

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	484	409	38	32	72	412	71	20	445	39
Weighted Base	516	451	35*	25**	70*	447	82*	14**	470	46*
Internet/online information	128	116	6	3	15	113	24	3	118	10
More (comparison) websites	91	86	3	1	6	85	16	2	82	9
More information available	74	61	7%	5%	9%	19%	20%	13%	17%	20%
Clearer/more transparent information	44	38	3	3	6	38	7	-	41	3
It is/they have made things easier (general mentions)	28	24	2	2	2	27	3	1	26	3
Government/legislation/Ofgem involvement	16	15	1	-	4	13	-	1	13	3
News/media advertising/coverage/publicity	16	12	2	2	1	15	1	-	16	-
More choice/competition	16	13	1	3	-	16	9	1	13	4
Standardised/reduced amount of tariffs	14	14	-	-	6	9	-	-	14	-
I am more knowledgeable/know more about it now	13	13	-	-	-	13	4	1	12	1
Improved (comparison) websites	12	12	-	-	2	10	2	-	11	1
Suppliers have been made to make things easier	11	8	3	-	1	9	-	1	9	2
Clearer/easier to understand bills	9	8	1	-	4	5	1	-	9	-
People know more/are better informed	7	7	-	-	1	6	3	-	7	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
* 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 to compare compared to a year ago

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	484	409	38	32	72	412	71	20	445	39
Weighted Base	516	451	35*	25**	70*	447	82*	14**	470	46*
Personal experience	6	6	-	1	1	6	2	-	4	2
	1%	1%	-	2%	1%	1%	2%	-	1%	4%
Net too much choice/competition	6	5	1	-	1	5	-	-	5	1
	1%	1%	3%	-	1%	1%	-	-	1%	2%
Advancing technology	6	6	-	-	-	6	1	-	4	2
	1%	1%	-	-	-	1%	1%	-	1%	3%
Cheaper/prices reduced/better deals	6	4	2	-	-	6	1	-	4	2
	1%	1%	5% ^b	-	-	1%	1%	-	1%	4%
You can ring/they will talk to you over the phone	4	3	-	-	-	4	-	-	4	-
	1%	1%	-	-	-	1%	-	-	1%	-
Consistent/uniform wording/information	3	2	1	-	-	3	1	-	3	-
	1%	1%	3%	-	-	1%	1%	-	1%	-
Quicker/faster to do	3	3	-	-	-	3	1	-	3	-
	1%	1%	-	-	-	1%	2%	-	1%	-
It just is/how I feel	3	2	1	-	1	2	1	-	1	1
	*	*	2%	-	1%	*	1%	-	*	2%
Have read/studied more	2	2	-	-	-	2	-	-	2	-
	*	*	-	-	-	*	-	-	*	-
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	1	-	-	1	-
	*	-	3% ^{ab}	-	-	*	-	-	*	-
Mistrust/dishonest/hiding charges	1	1	-	-	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	*	-
Too complicated/difficult to understand	1	1	-	-	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	2% ⁱ
No internet access/ability/knowledge	1	1	-	-	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	*	-
Too much information	1	-	1	-	-	1	-	-	1	-
	-	-	2% ^{ab}	-	-	*	1%	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l - a/g/h - a/l/j
 * 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 to compare compared to a year ago

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	484	409	38	32	72	412	71	20	445	39
Weighted Base	516	451	35*	25**	70*	447	82*	14**	470	46*
Other	30	25	1	5	5	25	2	2	29	2
	6%	5%	3%	19%	7%	6%	2%	15%	6%	3%
Nothing	3	3	-	-	1	2	-	-	3	-
	1%	1%	-	-	1%	-	-	-	1%	-
Don't know	21	17	1	2	6	15	4	2	19	1
	4%	4%	3%	10%	9% ^f	3%	5%	11%	4%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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 to compare compared to a year ago

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	484	449	34	1	196	242	44	2	133	108	237	385	15	72
Weighted Base	516	475	41**	1**	212	255	48*	1**	130	116*	264	422	15**	69*
Internet/online information	128	117	11	-	47	67	14	-	37	20	66	99	2	23
Proportions	25%	25%	28%	-	22%	26%	30%	-	29%	18%	25%	23%	11%	34%
More (comparison) websites	91	81	10	-	34	50	8	-	20	34	36	74	2	15
Proportions	18%	17%	25%	-	16%	20%	16%	-	15%	29%a/k	14%	17%	17%	21%
More information available	74	70	4	1	30	37	7	1	10	11	52	58	6	8
Proportions	14%	15%	9%	100%	14%	15%	14%	51%	8%	10%	20%j	14%	43%	12%
Clearer/more transparent information	44	42	1	-	25	19	-	-	8	10	25	40	1	4
Proportions	8%	8%	3%	-	12%g	7%	-	-	6%	8%	9%	9%	4%	6%
It is/they have made things easier (general mentions)	28	24	4	-	10	15	3	-	8	3	16	24	1	1
Proportions	5%	5%	10%	-	5%	6%	6%	-	6%	3%	6%	6%	9%	2%
Government/legislation/Ofgem involvement	16	16	-	-	10	5	2	-	2	7	8	15	1	-
Proportions	3%	3%	-	-	5%	2%	4%	-	1%	6%	3%	4%	7%	-
News/media advertising/coverage	16	16	-	-	2	13	1	-	5	3	8	15	-	2
Proportions	3%	3%	-	-	1%	5%e	2%	-	4%	3%	3%	3%	-	2%
More choice/competition	16	14	2	-	5	9	2	-	3	6	7	12	-	3
Proportions	3%	3%	5%	-	2%	4%	5%	-	2%	5%	3%	3%	-	4%
Standardised/reduced amount of tariffs	14	14	-	-	9	5	-	-	2	2	11	14	-	-
Proportions	3%	3%	-	-	4%	2%	-	-	1%	2%	4%	3%	-	-
I am more knowledgeable/know more about it now	13	13	-	-	5	7	1	-	4	4	5	7	-	5
Proportions	2%	3%	-	-	2%	3%	3%	-	3%	4%	2%	2%	-	8%a/l
Improved (comparison) websites	12	12	-	-	7	5	-	-	6	3	3	10	-	1
Proportions	2%	2%	-	-	3%	2%	-	-	5%k	2%	1%	2%	-	2%
Suppliers have been made to make things easier	11	11	-	-	6	5	-	-	1	7	3	10	-	-
Proportions	2%	2%	-	-	3%	2%	-	-	1%	6%a/k	1%	2%	-	-
Clearer/easier to understand bills	9	8	1	-	3	6	-	-	3	4	3	6	2	1
Proportions	2%	2%	2%	-	1%	3%	-	-	2%	3%	1%	2%	11%	1%
People know more/are better informed	7	7	-	-	4	3	-	-	3	-	4	7	-	-
Proportions	1%	1%	-	-	2%	1%	-	-	3%	-	1%	2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/i/j/k - a/l/m/n
 * 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 to compare compared to a year ago

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	484	449	34	1	196	242	44	2	133	108	237	385	15	72
Weighted Base	516	475	41**	1**	212	255	48*	1**	130	116*	264	422	15**	69*
Personal experience	6	3	3	-	2	3	2	-	1	-	5	6	-	-
Net so much choice/competition	1%	1%	8%	-	1%	1%	4%	-	1%	-	2%	1%	-	-
Advancing technology	6	4	2	-	2	3	1	-	-	-	6	5	-	1
Cheaper/prices reduced/better deals	1%	1%	4%	-	1%	1%	2%	-	-	-	2%	1%	-	1%
You can ring/they will talk to you over the phone	6	4	2	-	2	3	-	-	3	-	3	6	-	1
Consistent/uniform wording/information	1%	1%	4%	-	1%	1%	-	-	2%	-	1%	1%	-	2%
Quicker/faster to do	4	4	-	-	1	3	-	-	2	1	1	2	-	2
It just is/how I feel	1%	1%	-	-	-	1%	-	-	1%	1%	-	-	-	2%
Have read/studied more	3	3	-	-	2	1	-	-	-	-	3	3	-	-
Companies fined/prosecuted/received too many complaints (before action)	1%	1%	-	-	1%	-	-	-	-	-	1%	1%	-	-
Mistrust/dishonest/hiding charges	3	3	-	-	-	3	-	-	-	1	2	2	-	1
Too complicated/difficult to understand	1%	1%	-	-	-	1%	-	-	-	1%	1%	-	-	2%
No internet access/ability/knowledge	3	2	1	-	1	1	1	-	1	1	-	2	-	-
Too much information	-	-	2%	-	-	-	2%	-	1%	1%	-	-	-	-
	1	1	-	-	1	-	-	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	1	-	-	1	-	-	-	-	1	-	-	-
	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
	1	1	-	-	-	1	-	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	6%	-
	1	1	-	-	-	1	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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 to compare compared to a year ago

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	484	449	34	1	196	242	44	2	133	108	237	385	15	72
Weighted Base	516	475	41**	1**	212	255	48*	1**	130	116*	264	422	15**	69*
Other	30	28	2	-	11	11	8	1	10	7	14	25	-	4
	6%	6%	6%	-	5%	4%	16% ^{aef}	49%	8%	6%	5%	6%	-	6%
Nothing	3	3	1	-	3	1	-	-	-	1	3	3	-	1
	1%	1%	1%	-	1%	-	-	-	-	1%	1%	1%	-	1%
Don't know	21	19	2	-	8	9	3	-	8	7	5	16	-	5
	4%	4%	4%	-	4%	4%	6%	-	6% ^k	6%	2%	4%	-	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	140	117	13	10	20	69	51	21	43	30	46
Weighted Base	135	110	17**	8**	14**	79*	42*	24**	54*	29**	29*
Too complicated/difficult to understand	33 25%	27 25%	5 28%	1 14%	3 24%	17 22%	13 30%	4 17%	16 29%	7 23%	7 24%
Too much choice/competition	26 20%	23 21%	4 23%	-	2 18%	19 24%	5 11%	7 28%	9 16%	7 23%	4 15%
Too many tariffs	15 11%	11 10%	3 18%	1 12%	-	11 14%	4 10%	4 16%	9 17%	2 6%	1 3%
Too much information	11 8%	10 9%	-	1 8%	-	7 8%	4 10%	3 14%	2 5%	3 12%	2 6%
More choice/competition	6 5%	5 4%	-	1 14%	3 21%	2 3%	1 2%	3 13%	1 2%	1 3%	1 4%
No internet access/ability/knowledge	6 4%	3 2%	2 11%	1 13%	-	2 3%	3 7%	1 4%	4 8%	-	1 3%
Impossible to compare (with different tariffs)	4 3%	4 4%	-	-	-	1 1%	3 8%	1 4%	1 2%	1 3%	2 6%
Too many/constant changes to charges/tariffs/information	3 3%	3 3%	-	1 8%	1 8%	2 3%	-	-	2 3%	-	2 6%
Mistrust/dishonest/hiding charges	3 2%	3 3%	-	-	-	2 3%	1 2%	-	2 4%	-	1 5%
Jargon/language used	3 2%	2 2%	-	1 7%	1 4%	2 3%	-	-	2 4%	-	1 2%
Not enough information	2 2%	2 1%	-	1 12%	1 5%	-	2 4%	-	-	2 9%	-
Internet online information	2 2%	2 2%	-	-	-	2 3%	-	-	1 2%	1 3%	-
More information available	2 1%	1 1%	-	1 8%	1 4%	1 -	1 3%	-	1 2%	-	1 2%
More (comparison) websites	2 1%	2 1%	-	-	-	2 2%	-	-	2 3%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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 Harder to compare compared to a year ago

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 140	117	13	10	20	69	51	21	43	30	46
Weighted Base 135	110	17**	8**	14**	79*	42*	24**	54*	29**	29*
Not comparing like for like/inconsistency of information	1 1%	- -	- -	- -	1 1%	1 2%	- -	- -	- -	1 5%
Not so much choice/competition	1 1%	- -	- -	- -	- -	1 2%	- -	- -	1 3%	- -
Clearer/more transparent information	1 *	1 4%	- -	- -	- -	2 5%	- -	- -	- -	1 2%
Other	21 16%	21 19%	- -	1 8%	14 18%	5 13%	4 16%	7 13%	7 23%	4 13%
Nothing	4 3%	2 1%	3 16%	- -	3 4%	1 2%	- -	2 4%	2 5%	1 2%
Don't know	3 3%	2 2%	- -	1 12%	2 11%	- -	2 4%	1 2%	1 3%	2 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - 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 Harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	140	49	65	19	6	33	107	85	23	30
Weighted Base	135	40*	74*	17**	5**	26*	109*	88*	21**	24**
Too complicated/difficult to understand	33 25%	8 20%	21 28%	4 22%	1 24%	4 15%	29 27%	26 30%	4 19%	3 13%
Too much choice/competition	26 20%	6 16%	12 16%	7 42%	1 18%	5 19%	22 20%	17 20%	3 16%	5 21%
Too many tariffs	15 11%	2 6%	11 15%	-	2 44%	3 10%	10 12%	13 14%	2 9%	1 3%
Too much information	11 8%	6 15% ^c	3 4%	2 11%	-	3 11%	8 7%	10 12%	-	1 2%
More choice/competition	6 5%	1 2%	5 7%	-	-	2 7%	4 4%	5 6%	1 4%	-
No internet accessibility/knowledge	6 4%	-	4 5%	2 12%	-	3 11%	3 3%	2 2%	-	2 10%
Impossible to compare (with different tariffs)	4 3%	-	1 2%	3 18%	-	2 8%	2 2%	2 2%	-	2 6%
Too many/constant changes to charges/tariffs/information	3 3%	2 5%	2 2%	-	-	-	3 3%	2 2%	1 3%	1 5%
Mistrust/dishonest/hiding charges	3 2%	1 4%	2 3%	-	-	1 2%	3 2%	2 2%	1 4%	1 3%
Jargon/language used	3 2%	2 4%	1 1%	-	-	1 4%	1 1%	1 1%	1 3%	1 5%
Not enough information	2 2%	-	2 2%	1 5%	-	-	2 2%	2 2%	1 4%	-
Internet/online information	2 2%	2 5%	-	-	-	1 4%	1 1%	2 2%	-	-
More information available	2 1%	-	2 2%	-	-	-	2 2%	1 1%	-	1 3%
More (comparison) websites	2 1%	-	2 2%	-	-	-	2 1%	2 2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	140	49	65	19	6	33	107	85	23	30
Weighted Base	135	40*	74*	17**	5**	26*	109*	88*	21**	24**
Not comparing like for like/inconsistency of information	1	1	-	-	1	-	1	1	-	1
1%		2%	-	-	13%	-	1%	1%	-	3%
Not so much choice/competition	1	1	-	-	-	1	-	-	-	1
1%		2%	-	-	-	3%	-	-	-	3%
Clearer/more transparent information	1	1	-	-	-	-	1	-	-	1
-		2%	-	-	-	-	1%	-	-	3%
Other	21	7	13	1	-	4	17	11	4	6
16%		17%	18%	6%	-	16%	15%	12%	21%	24%
Nothing	4	4	-	-	-	1	4	3	2	-
3%		10% ^c	-	-	-	2%	3%	3%	7%	-
Don't know	3	1	3	-	-	-	3	1	2	1
3%		2%	4%	-	-	-	3%	1%	8%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare to a year ago

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	140	94	24	19	12	128	7	14	130	9
Weighted Base	135	96*	22**	15**	11**	124	7**	9**	125	9**
Too complicated/difficult to understand	33 25%	25 26%	7 32%	1 7%	1 6%	33 26%	1 15%	2 20%	32 26%	1 10%
Too much choice/competition	26 20%	17 16%	7 30%	2 13%	3 27%	24 19%	1 18%	2 23%	26 21%	1 8%
Too many tariffs	15 11%	10 11%	4 19%	1 6%	3 24%	13 10%	2 24%	-	15 12%	-
Too much information	11 8%	10 10%	1 5%	-	2 21%	9 7%	-	-	11 9%	-
More choice/competition	6 5%	5 5%	1 4%	-	-	6 5%	-	-	5 4%	1 13%
No internet access/ability/knowledge	6 4%	2 3%	-	3 21%	-	6 5%	-	-	6 5%	-
Impossible to compare (with different tariffs)	4 3%	3 3%	-	1 7%	-	4 4%	-	-	4 4%	-
Too many/constant changes to charges/tariffs/information	3 3%	3 3%	1 3%	-	-	3 3%	-	1 13%	3 3%	-
Mistrust/dishonest/hiding charges	3 2%	3 3%	-	-	1 8%	2 2%	-	1 7%	3 3%	-
Jargon/language used	3 2%	3 3%	-	-	-	3 2%	-	1 7%	1 1%	2 19%
Not enough information	2 2%	1 1%	-	1 6%	-	2 2%	1 12%	-	2 2%	-
Internet/online information	2 2%	1 1%	1 4%	-	-	2 2%	-	-	2 2%	-
More information available	2 1%	2 2%	-	-	-	2 1%	-	1 7%	2 1%	-
More (comparison) websites	2 1%	2 2%	-	-	2 15%	-	-	-	2 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	140	94	24	19	12	128	7	14	130	9
Weighted Base	135	96*	22**	15**	11**	124	7**	9**	125	9**
Not comparing like for like/inconsistency of information	1 1%	1 1%	-	-	-	1 1%	-	-	1 1%	-
Not so much choice/competition	1 1%	1 1%	-	-	-	1 1%	-	-	1 1%	-
Clearer/more transparent information	1 -	-	-	1 4%	-	1 1%	-	-	1 1%	-
Other	21 16%	12 13%	4 19%	4 29%	1 8%	20 16%	2 31%	1 13%	18 15%	3 30%
Nothing	4 3%	3 3%	-	2 10%	-	4 3%	-	-	4 3%	1 7%
Don't know	3 3%	3 3%	1 3%	-	-	3 3%	-	2 18%	2 2%	1 13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/e1 - g/h - a1/j

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

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	140	125	15	-	43	72	20	5	51	21	62	94	12	27
Weighted Base	135	120	15**	..*	43*	67*	21**	4**	47*	23**	60*	95*	11**	22**
Too complicated/difficult to understand	33 25%	31 26%	2 15%	-	9 22%	21 31%	3 13%	-	14 30%	4 20%	14 23%	27 28%	1 7%	4 20%
Too much choice/competition	26 20%	23 19%	4 26%	-	4 9%	17 26%	4 21%	1 16%	10 21%	2 11%	13 21%	20 21%	1 10%	3 12%
Too many tariffs	15 11%	13 11%	2 13%	-	9 19%	5 8%	2 7%	-	4 9%	6 25%	5 9%	14 15%	* 4%	1 3%
Too much information	11 8%	10 8%	1 6%	-	4 9%	7 10%	-	-	3 6%	7 -	7 12%	9 9%	* 4%	2 7%
More choice/competition	6 5%	6 5%	-	-	3 8%	3 4%	-	-	2 4%	-	4 7%	5 5%	-	1 6%
No internet access/ability/knowledge	6 4%	6 5%	-	-	1 3%	2 2%	3 14%	-	-	3 12%	3 5%	2 2%	3 25%	1 3%
Impossible to compare (with different tariffs)	4 3%	4 4%	-	-	1 2%	4 5%	-	-	1 2%	1 3%	2 3%	3 3%	-	1 5%
Too many/constant changes to charges/tariffs/information	3 3%	2 2%	2 11%	-	-	1 2%	2 11%	-	1 3%	2 7%	1 1%	-	-	1 5%
Mistrust/dishonest/hiding charges	3 2%	3 3%	-	-	1 2%	2 3%	-	1 15%	1 3%	-	2 3%	2 2%	-	1 6%
Jargon/language used	3 2%	3 2%	-	-	1 1%	2 3%	-	-	2 4%	-	1 2%	1 1%	-	2 8%
Not enough information	2 2%	2 2%	-	-	1 2%	1 1%	1 5%	-	1 2%	-	1 2%	2 2%	1 7%	-
Internet/online information	2 2%	1 1%	1 8%	-	1 3%	1 1%	-	-	2 4%	-	-	1 1%	-	1 4%
More information available	2 1%	2 1%	-	-	-	2 3%	-	-	2 1%	-	1 2%	1 1%	-	1 3%
More (comparison) websites	2 1%	2 1%	-	-	-	2 2%	-	-	-	-	2 3%	2 2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 *small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	140	125	15	-	43	72	20	5	51	21	62	94	12	27
Weighted Base	135	120	15**	**	43*	67*	21**	4**	47*	23**	60*	95*	11**	22**
Not comparing like for like/inconsistency of information	1 1%	1 1%	1 4%	-	-	1 2%	-	-	-	-	1 1%	1 1%	-	1 3%
Not so much choice/competition	1 1%	1 1%	-	-	1 2%	-	-	-	-	-	1 1%	1 1%	-	-
Clearer/more transparent information	1 *	1 1%	-	-	-	1 1%	-	-	1 1%	-	-	1 1%	-	-
Other	21 16%	17 14%	4 25%	-	11 25% ^f	6 10%	2 12%	1 27%	6 13%	4 18%	11 18%	13 13%	4 35%	4 17%
Nothing	4 3%	4 3%	1 4%	-	-	1 1%	2 8%	2 40%	2 3%	-	2 3%	3 3%	1 9%	-
Don't know	3 3%	3 3%	-	-	-	2 2%	2 9%	-	1 1%	2 8%	1 2%	2 2%	-	2 7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	523	436	59	28	138	283	101	128	188	97	110
	9%	9%	11%	8%	12% ^a g	9%	6%	9%	10% ^k	8%	8%
No	5377	4565	492	319	1021	2778	1577	1311	1677	1113	1276
	90% ^e	90%	89%	90%	87%	89%	92% ^a e ^f	90%	89%	91%	90%
Refused	13	10	2	1	3	5	5	1	6	3	4
	-	-	-	-	-	-	-	-	-	-	-
Don't know	75	62	6	7	9	41	24	14	24	16	21
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	523	133	335	42	13	94	428	309	121	86
	9%	8%	10% ^d	6%	7%	10%	9%	8%	10%	9%
No	5377	1501	3125	580	170	847	4529	3333	1094	868
	90%	91%	89%	90%	88%	89%	90%	90%	89%	89%
Refused	13	-	3	10	-	-	13	8	3	2
	^b	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	75	24	30	10	11	7	67	40	13	19
	1%	1%	1%	2%	5% ^{abcd}	1%	1%	1%	1%	2% ^h

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	523	438	41	37	63	460	68	27	471	49
	9% ^d	10% ^{cd}	7% ^d	4%	13% ^{aef}	8%	10%	12% ^{ah}	9%	7%
No	5377	3958	555	816	431	4946	605	190	4716	643
	90% ^{ah}	89%	91%	94% ^{abc}	86%	90% ^{ae}	89%	86%	90%	92%
Refused	13	4	-	2	-	13	-	1	7	-
	*	*	-	*	-	*	-	*	*	-
Don't know	75	40	11	13	5	70	8	3	58	10
	1%	1%	2% ^b	2%	1%	1%	1%	1%	1%	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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	523	474	48	1	259	200	58	6	168	114	230	379	51	87
9%gh		9%	8%	3%	29%a gh	12%a gh	3%h	*	10%k	9%	8%	9%	9%	9%
No	5377	4793	562	22	623	1469	2087	1196	1522	1145	2618	3921	487	876
90%ef		90%	89%	91%	71%	87%e	96%aef	95%aef	89%	89%	91%a j	90%	89%	89%
Refused	13	12	1	-	-	2	1	10	-	4	-	8	1	1
*k		*	*	-	-	*	*	1%aefg	-	*k	-	*	*	*
Don't know	75	55	18	1	1	11	19	44	18	22	21	42	9	17
1%ek		1%	3%ab	6%	*	1%	1%e	3%aefg	1%	2%k	1%	1%	2%	2%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a|ij/k - a|l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	510	426	54	30	144	244	122	102	154	89	165
Weighted Base	523	436	59*	28**	138	283	101	128*	188	97*	110
Better Energy	1	1	-	-	-	1	-	1	-	-	-
British Gas	129	109	13	7	34	70	26	27	42	26	34
Co-operative Energy	8	8	-	-	1	3	5	1	3	2	2
E.ON	60	52	4	3	12	37	11	10	28	10	10
Economy Energy	1	1	-	1	1	-	-	-	-	-	1
Ecotricity	1	1	-	-	1	1	-	-	-	-	1
EDF	48	44	4	1	17	24	7	13	21	7	8
Extra Energy	8	8	-	-	-	5	3	4	3	-	-
First Utility	25	23	-	2	4	17	3	8	10	5	2
GB Energy Supply	2	-	-	2	-	2	-	2	-	-	-
Green Star Energy	2	2	-	-	-	1	2	1	-	-	1
Marks & Spencer Energy	1	1	-	-	-	-	1	1	-	1	1
Npower	74	68	2	4	24	34	16	18	24	15	16
Ovo	12	8	2	1	3	5	3	5	1	2	4
Sainsbury's Energy	9	9	-	-	-	8	1	2	6	-	1
Scottish Hydro	1	-	1	-	-	-	1	-	-	-	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 510	426	54	30	144	244	122	102	154	89	165
Weighted Base 523	436	59*	28**	138	283	101	128*	188	97*	110
Scottish Power 75 14%	45 10%	26 43%ab	4 13%	20 15%	40 14%	14 14%	20 16%	25 13%	12 12%	18 16%
Southern Electric 14 3%	14 3%	-	-	5 4%	7 3%	1 1%	3 3%	4 2%	6 6%	1 1%
Spark Energy 1 *	1 *	-	-	1 1%	-	-	-	1 *	-	-
SSE (Scottish and Southern Energy) 24 5%	18 4%	6 10%	-	5 3%	15 5%	5 5%	7 6%	8 4%	4 4%	5 4%
Swalec 4 1%	1 *	-	3 10%	3 2%f	-	1 1%	1 1%	1 1%	1 2%	-
Utility Warehouse 1 *	1 *	-	-	-	1 *	-	-	-	-	1 1%
Utilita 3 1%	2 *	-	1 4%	1 *	2 1%	* *	-	1 1%	1 1%	1 1%
Zog Energy 1 *	1 *	-	-	1 1%	-	-	-	-	1 1%	-
Other 7 1%	6 1%	-	1 3%	3 2%	4 1%	-	1 1%	4 2%	2 2%	-
Refused 2 *	2 *	-	-	-	1 *	1 1%	-	-	1 1%	1 1%
Don't know 12 2%	10 2%	2 3%	-	3 2%	7 3%	2 2%	5 4%	5 3%	1 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	281	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	86*
Better Energy	1	-	1	-	-	-	1	1	-	-
British Gas	129	29	86	12	3	28	102	84	22	20
	25%	22%	26%	28%	22%	29%	24%	27%	19%	23%
Co-operative Energy	8	3	5	1	-	1	8	5	1	2
	2%	2%	1%	2%	-	1%	2%	2%	1%	3%
E.ON	60	15	40	1	3	16	43	31	19	9
	11%	12%	12%	3%	22%	17%	10%	10%	15%	10%
Economy Energy	1	1	-	-	-	-	1	-	-	1
	-	1%	-	-	-	-	-	-	-	1%h
Ecotricity	1	1	-	-	-	1	-	-	1	1
	-	1%	-	-	-	1%	-	-	1%	1%
EDF	48	10	33	3	2	7	42	25	14	10
	9%	8%	10%	7%	13%	7%	10%	8%	11%	12%
Extra Energy	9	-	9	-	-	-	9	8	-	-
	1%	-	2%	-	-	-	2%	3%	-	-
First Utility	25	3	17	5	-	1	24	17	6	2
	5%	2%	5%	12%b	-	1%	6%	5%	5%	3%
GB Energy Supply	2	-	2	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	1%	-	-
Green Star Energy	2	1	2	-	-	2	1	1	1	-
	-	1%	-	-	-	2%	-	-	1%	-
Marks & Spencer Energy	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
Npower	74	18	49	4	2	10	63	47	17	10
	14%	14%	15%	11%	16%	11%	15%	15%	14%	12%
Ovo	12	3	8	1	-	5	6	7	2	1
	2%	2%	2%	2%	-	6%g	1%	2%	2%	2%
Sainsbury's Energy	9	1	7	1	-	2	7	6	3	3
	2%	-	2%	3%	-	2%	2%	2%	-	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	281	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	86*
Scottish Hydro	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	1%	-	-	-	-
Scottish Power	75	25	41	6	2	10	64	43	18	12
	14%	19%	12%	15%	16%	11%	15%	14%	14%	14%
Southern Electric	14	7	5	2	-	-	14	3	6	5
	3%	5% ^c	1%	6%	-	-	3%	1%	5% ^h	6% ^h
Spark Energy	1	1	-	-	-	-	1	-	1	-
	-	1%	-	-	-	-	-	-	1%	-
SSE (Scottish and Southern Energy)	24	7	14	2	1	8	16	10	7	7
	5%	5%	4%	5%	4%	9% ^g	4%	3%	6%	8%
Swalec	4	-	3	1	-	3	4	2	1	-
	1%	-	1%	2%	-	-	1%	1%	1%	-
Utility Warehouse	1	1	-	-	-	-	1	-	-	-
	-	1%	-	-	-	-	-	-	-	-
Utilita	3	1	2	-	-	-	3	-	2	1
	1%	1%	1%	-	-	-	1%	-	2% ^h	1%
Zog Energy	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
Other	7	3	4	-	-	2	6	4	3	-
	1%	2%	1%	-	-	2%	1%	1%	3%	-
Refused	2	1	-	1	-	1	1	2	-	-
	-	1%	-	1% ^c	-	1%	-	-	-	-
Don't know	12	1	9	1	1	1	11	9	1	1
	2%	1%	3%	3%	6%	1%	3%	3%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	510	405	43	54	65	445	61	39	463	43
Weighted Base	523	438	41*	37*	63*	460	68*	27*	471	49*
Better Energy	1	1	-	-	-	1	-	-	1	-
British Gas	129	101	14	12	14	115	11	8	120	8
Co-operative Energy	8	7	-	1	3	5	-	7	8	-
E.ON	60	49	6	5	6	53	6	2	54	5
Economy Energy	11%	11%	14%	13%	10%	12%	9%	6%	12%	11%
Ecotricity	1	1	-	-	-	1	-	1	1	-
EDF	48	45	1	3	7	41	10	2%	38	10
Extra Energy	8	8	-	-	1	7	-	-	8%	20%ai
First Utility	25	24	1	-	-	25	6	-	21	3
GB Energy Supply	2	2	-	-	-	2	-	-	5%	7%
Green Star Energy	2	2	-	-	1	1	-	-	2	1
Marks & Spencer Energy	1	-	1	-	1	-	-	-	1	-
Npower	74	59	10	3	9	65	10	6	66	7
Ovo	14%	13%	23%	9%	14%	14%	15%	22%	14%	14%
Sainsbury's Energy	12	12	-	-	-	12	1	1	10	2
	2%	3%	-	-	-	3%	1%	3%	2%	3%
	9	9	-	-	3	6	-	-	9	-
	2%	2%	-	-	4%	1%	-	-	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/gh - a/ij
*small base

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		CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	510	405	43	54	65	445	61	39	463	43
Weighted Base	523	438	41*	37*	63*	460	68*	27*	471	49*
Scottish Hydro	1	-	-	1	-	1	-	-	1	-
	*	-	-	1%ab	-	*	-	-	*	-
Scottish Power	75	61	3	10	12	63	8	6	71	3
	14%	14%	6%	27%abc	18%	14%	13%	21%	15%	6%
Southern Electric	14	12	2	-	2	12	4	-	10	4
	3%	3%	4%	-	3%	3%	6%	-	2%	7%
Spark Energy	1	1	-	-	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	*	-
SSE (Scottish and Southern Energy)	24	19	3	1	1	23	5	1	22	2
	5%	4%	8%	4%	2%	5%	8%	5%	5%	3%
Swalec	4	3	1	-	-	4	1	-	4	-
	1%	1%	2%	-	-	1%	2%	-	1%	-
Utility Warehouse	1	1	-	-	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	*	-
Utilita	3	3	-	-	2	1	1	1	3	-
	1%	1%	1%	-	3%af	*	2%	2%	1%	-
Zog Energy	1	1	-	-	-	1	1	-	1	-
	*	*	-	-	-	*	*	-	*	-
Other	7	7	-	-	2	6	-	-	6	1
	1%	2%	-	-	2%	1%	-	-	1%	3%
Refused	2	1	1	-	-	2	-	-	2	-
	*	*	2%b	-	-	*	-	-	*	-
Don't know	12	10	-	1	-	12	2	-	11	1
	2%	2%	-	3%	-	3%	4%	-	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	510	464	45	1	230	209	64	7	198	109	201	343	54	103
Weighted Base	523	474	48*	1**	259	200	58*	6**	168	114*	230	379	51*	87*
Better Energy	1	1	-	-	1	-	-	-	-	-	1	1	-	-
British Gas	129	117	12	-	50	58	20	1	50	22	53	87	15	24
Co-operative Energy	8	7	1	-	7	7	1	-	30%	20%	23%	23%	4	5
E.ON	60	51	8	-	19	31	10	-	19	11	30	40	6	14
Economy Energy	1	1	1	-	1	-	1	-	-	1	1	-	-	1
Ecotricity	1	1	-	-	1	1	-	-	1	1	-	-	-	1%j
EDF	48	40	8	100%	29	11	8	1	15	14	20	33	8	5
Extra Energy	8	6	2	-	5	3	-	-	2	-	6	7	-	-
First Utility	25	23	2	-	19	4	-	2	3	11	10	22	-	2
GB Energy Supply	2	2	-	-	2	-	-	-	2	-	2	2	-	-
Green Star Energy	2	2	1	-	2	-	-	-	1	1	-	2	-	-
Marks & Spencer Energy	1	1	-	-	1	-	-	-	-	-	1	1	-	-
Npower	74	65	8	-	32	34	7	-	23	11	37	60	4	14
Ovo	12	11	1	-	8	2	1	-	4	3	4	7	1	3
Sainsbury's Energy	9	9	-	-	9	1%	2%	-	3	1	5	9	-	-
	2%	2%	-	-	3%l	-	-	-	2%	1%	2%	2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	510	464	45	1	230	209	64	7	198	109	201	343	54	103
Weighted Base	523	474	48*	1**	259	200	58*	6**	168	114*	230	379	51*	87*
Scottish Hydro	1	1	-	-	-	1	-	-	-	-	1	1	-	-
Scottish Power	75	75	-	-	43	26	4	2	29	19	24	55	10	9
	14%	16%	-	-	16%	13%	7%	30%	17%	16%	10%	14%	19%	10%
Southern Electric	14	12	2	-	6	6	2	-	5	3	6	8	4	3
	3%	2%	5%	-	2%	3%	4%	-	3%	2%	3%	2%	7%	3%
Spark Energy	1	1	-	-	-	1	-	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SSE (Scottish and Southern Energy)	24	21	3	-	12	9	2	-	9	6	9	18	2	2
	5%	4%	6%	-	5%	5%	4%	-	5%	5%	4%	5%	4%	2%
Swalec	4	4	-	-	3	1	-	-	-	-	4	2	-	1
	1%	1%	-	-	1%	-	-	-	-	-	2%	1%	-	2%
Utility Warehouse	1	1	-	-	-	1	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Utilita	3	3	-	-	2	1	1	-	2	-	1	-	-	3
	1%	1%	-	-	1%	-	1%	-	1%	-	-	-	-	4%al
Zog Energy	1	1	-	-	-	1	-	-	-	1	-	1	-	-
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Other	7	7	-	-	2	5	-	-	1	2	4	5	-	4
	1%	2%	-	-	1%	2%	-	-	1%	2%	2%	1%	-	4%al
Refused	2	2	-	-	1	1	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%l
Don't know	12	12	-	-	8	2	1	1	2	4	7	10	-	-
	2%	3%	-	-	3%	1%	2%	13%	1%	3%	3%	3%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	510	426	54	30	144	244	122	102	154	89	165
Weighted Base	523	436	59*	28**	138	263	101	128*	188	97*	110
Very satisfied	(2) 69	59	7	3	19	30	20	15	26	10	18
	13%	14%	12%	12%	13%	11%	20% ^d	12%	14%	11%	17%
Quite satisfied	(1) 110	96	8	6	25	59	26	22	52	15	20
	21%	22%	14%	23%	18%	21%	26%	18%	28%	16%	19%
Neither satisfied nor dissatisfied	(0) 63	56	6	2	21	28	14	20	25	10	8
	12%	13%	9%	6%	15%	10%	14%	16% ^k	13%	10%	7%
Quite satisfied	(-1) 61	51	8	2	13	36	12	18	20	10	13
	12%	12%	13%	9%	9%	13%	11%	14%	10%	10%	12%
Very dissatisfied	(-2) 215	171	30	14	59	127	29	51	85	49	49
	41% ^g	39%	50%	50%	43% ^g	45% ^g	23%	39%	35%	51% ⁱ	45%
SUMMARY CODES											
SATISFIED	180	155	15	10	44	90	46	37	78	26	39
	34%	35%	26%	36%	32%	32%	46% ^{aeaf}	29%	41% ^j	27%	35%
DISSATISFIED	275	222	38	16	72	163	40	69	85	60	62
	53% ^g	51%	63%	59%	52%	58% ^g	40%	54%	45%	62% ^{ki}	56%
Don't know	5	4	1	-	2	3	-	1	1	1	1
	1%	1%	2%	-	1%	1%	-	1%	1%	1%	1%
Mean Score	-0.464	-0.414	-0.768	-0.605	-0.595	-0.604	-0.023 ^{aeaf}	-0.528	-0.250 ^j	-0.765	-0.497
Standard Deviation	1.521	1.517	1.499	1.594	1.522	1.492	1.530	1.458	1.508	1.490	1.606
Error Variance	0.005	0.005	0.042	0.085	0.016	0.009	0.019	0.021	0.015	0.025	0.016

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k
 * 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	291	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	86*
Very satisfied	(2) 69	18	40	10	2	14	55	36	13	18
	13%	14%	12%	23%	13%	15%	13%	12%	11%	21%ahl
Quite satisfied	(1) 110	30	70	7	3	15	95	67	25	18
	21%	23%	21%	17%	26%	16%	22%	22%	21%	21%
Neither satisfied nor dissatisfied	(0) 63	13	40	6	3	7	56	40	17	5
	12%	10%	12%	15%	26%	8%	13%	13%	14%	6%
Quite satisfied	(-1) 61	13	45	3	1	8	53	40	11	9
	12%	9%	13%	7%	6%	8%	12%	13%	9%	10%
Very dissatisfied	(-2) 215	58	138	14	4	50	164	123	53	35
	41%	44%	41%	34%	28%	53%ag	38%	40%	44%	41%
SUMMARY CODES										
SATISFIED	180	48	110	17	5	30	150	103	38	37
	34%	36%	33%	41%	39%	31%	35%	33%	31%	43%
DISSATISFIED	275	71	183	17	5	58	218	164	64	44
	53%	53%	55%	41%	35%	61%	51%	53%	53%	51%
Don't know	5	2	2	1	-	-	5	2	2	-
	1%	1%	1%	2%	-	-	1%	1%	2%	1%
Mean Score	-0.464	-0.478	-0.515	-0.120	-0.105	-0.679	-0.417	-0.486	-0.553	-0.278
Standard Deviation	1.521	1.560	1.493	1.634	1.463	1.591	1.502	1.482	1.494	1.663
Error Variance	0.005	0.014	0.008	0.065	0.126	0.023	0.006	0.008	0.019	0.027

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) = a/b/c/d/e - a1/g - a/h/i/j
 * 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	510	405	43	54	65	445	61	39	463	43
Weighted Base	523	438	41*	37*	63*	460	68*	27*	471	49*
Very satisfied	(2) 69 13%	58 13%	4 9%	8 21%	5 7%	65 14%	5 8%	2 7%	62 13%	7 14%
Quite satisfied	(1) 110 21%	94 22%	7 16%	9 23%	17 27%	93 20%	11 16%	4 14%	97 21%	14 28%
Neither satisfied nor dissatisfied	(0) 63 12%h	53 12%	4 9%	3 8%	9 14%	54 12%	12 18%h	-	52 11%	9 19%
Quite satisfied	(-1) 61 12%	48 11%	6 15%	5 14%	5 8%	56 12%	12 18%	3 11%	55 12%	6 11%
Very dissatisfied	(-2) 215 41%	179 41%	20 50%	13 34%	26 42%	188 41%	27 40%	17 64%ag	200 42%	14 28%
SUMMARY CODES										
SATISFIED	180 34%	152 35%	11 27%	16 44%	22 34%	158 34%	16 24%	6 21%	159 34%	21 42%
DISSATISFIED	275 53%	228 52%	27 65%	18 48%	31 50%	244 53%	39 58%	21 76%a	255 54%	19 38%
Don't know	5 1%	5 1%	-	-	1 2%	3 1%	-	1 4%	5 1%	-
Mean Score	-0.464h	-0.456	-0.785	-0.173	-0.508	-0.459	-0.661	-1.162	-0.503	-0.105
Standard Deviation	1.521	1.521	1.454	1.615	1.464	1.530	1.354	1.395	1.525	1.447
Error Variance	0.005	0.006	0.049	0.048	0.034	0.005	0.030	0.051	0.005	0.049

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/l/j
 * small base

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	510	464	45	1	230	209	64	7	188	109	201	343	54	103
Weighted Base	523	474	48*	1**	259	200	58*	6**	168	114*	230	379	51*	87*
Very satisfied	(2) 69	60	9	-	22	39	6	2	18	17	33	46	7	12
	13%	13%	19%	-	9%	19% ^{aee}	10%	38%	11%	15%	14%	12%	14%	14%
Quite satisfied	(1) 110	103	7	-	57	44	9	1	31	26	50	86	8	13
	21%	22%	15%	-	22%	22%	15%	16%	18%	23%	22%	23%	15%	15%
Neither satisfied nor dissatisfied	(0) 63	53	10	-	27	24	10	1	19	11	30	51	4	8
	12%	11%	20%	-	10%	12%	16%	24%	11%	10%	13%	14%	8%	9%
Quite satisfied	(-1) 61	55	5	1	35	17	7	1	16	18	26	43	9	7
	12%	12%	11%	100%	14%	9%	13%	12%	10%	16%	11%	11%	18%	8%
Very dissatisfied	(-2) 215	198	17	-	115	74	25	1	84	41	88	149	23	47
	41%	42%	35%	-	44%	37%	44%	9%	50% ^{jk}	36%	38%	39%	44%	54% ^{al}
SUMMARY CODES														
SATISFIED	180	164	16	-	79	83	15	3	49	43	84	132	15	25
	34%	34%	34%	-	31%	41% ^{ee}	25%	55%	29%	38%	36%	35%	30%	29%
DISSATISFIED	275	253	22	1	150	91	33	1	100	59	113	192	32	54
	53%	53%	46%	100%	58% ^d	46%	57%	21%	59%	52%	49%	51%	62%	62%
Don't know	5	5	-	-	3	2	-	-	-	1	3	4	-	-
	1%	1%	-	-	1%	1%	-	-	-	1%	1%	1%	-	1%
Mean Score	-0.464	-0.483	-0.277	-1.000	-0.638	-0.218^e	-0.654	0.622	-0.699	-0.350	-0.370	-0.434	-0.616	-0.747
Standard Deviation	1.521	1.520	1.542	-	1.450	1.598	1.430	1.467	1.494	1.524	1.530	1.495	1.528	1.554
Error Variance	0.005	0.005	0.053	-	0.009	0.012	0.032	0.308	0.012	0.022	0.012	0.007	0.043	0.024

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5446	4631	470	345	1003	2435	2008	1069	1397	1050	1930
Weighted Base	5464	4637	500	328	1033	2824	1607	1326	1706	1131	1300
Yes	177	139	27	12	25	107	45	51	46	41	39
	3%	3%	5%ab	4%	2%	4%	3%	4%	3%	4%	3%
No	5202	4425	464	314	989	2678	1535	1259	1636	1071	1236
	95%c	95%c	93%	96%	96%	95%	96%	95%	96%	95%	95%
Refused	14	11	3	1	3	5	6	2	4	4	4
	-	-	1%	-	-	-	-	-	-	-	-
Don't know	71	63	7	1	16	33	21	14	20	16	21
	1%	1%	1%	-	2%	1%	1%	1%	1%	1%	2%

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5446	1823	2714	610	199	1056	4390	3192	1062	1099
Weighted Base	5464	1525	3158	600	181	855	4610	3381	1110	889
Yes	177	55	103	12	7	35	142	112	40	24
	3%	4%	3%	2%	4%	4%	3%	3%	4%	3%
No	5202	1448	3020	568	167	810	4392	3226	1055	841
	95%	95%	96%e	95%	92%	95%	95%	95%	95%	95%
Refused	14	-	2	12	-	-	14	9	3	2
	"b	-	-	2%abc	-	-	-	-	-	-
Don't know	71	22	33	9	7	9	61	33	11	23
	1%	1%	1%	1%	4%abcd	1%	1%	1%	1%	3%ahj

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5446	3618	643	1116	462	4984	496	253	4622	593
Weighted Base	5464	4002	567	832	436	5029	613	194	4781	653
Yes	177	139	16	23	23	154	17	7	158	20
	3%	3%	3%	3%	5%af	3%	3%	4%	3%	3%
No	5202	3819	542	794	411	4792	587	181	4562	622
	95%	95%	96%	95%	94%	95%	96%	93%	95%	95%
Refused	14	4	-	3	-	14	-	1	8	-
	*	*	-	*	-	*	-	*	*	-
Don't know	71	40	9	12	2	69	9	5	53	11
	1%	1%	2%	1%	*	1%	1%	3%	1%	2%

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5446	4894	528	24	572	1421	2127	1326	1678	1137	2505	3792	552	984
Weighted Base	5464	4861	580	23**	625	1481	2106	1252	1540	1170	2639	3972	498	894
Yes	177	158	19	-	28	55	64	31	71	26	78	110	17	47
	3%	3%	3%	-	4%h	4%	3%	2%	5%ajk	2%	3%	3%	3%	5%al
No	5202	4633	547	22	594	1416	2022	1170	1450	1124	2537	3812	471	829
	95%hh	95%	94%	94%	95%	96%h	96%h	93%	94%	96%l	96%l	96%h	95%	93%
Refused	14	13	1	-	-	4	1	9	1	2	1	9	1	1
	*k	-	-	-	-	-	-	1%aeg	-	-	-	-	-	-
Don't know	71	56	13	1	3	6	19	43	18	18	23	41	9	17
	1%fd	1%	2%b	6%	-	-	1%	3%aefg	1%	2%	1%	1%	2%	2%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - I contacted my current or previous energy supplier	474 8%k	410 8%	32 6%	33 9%	106 9%	239 8%	129 8%	147 10%ak	154 8%k	96 8%k	77 5%
Yes - I contacted another energy supplier	130 2%	109 2%	12 2%	10 3%	18 2%	81 3%	31 2%	53 4%aijk	29 2%	23 2%	26 2%
Yes - my current or previous energy supplier contacted me	245 4%k	194 4%	27 5%	23 7%ab	53 4%	119 4%	73 4%	83 6%aik	70 4%	50 4%	42 3%
Yes - another energy supplier contacted me	96 2%	83 2%	7 1%	6 2%	18 2%	61 2%g	17 1%	26 2%	28 2%	18 1%	24 2%
No	5049 84%dh	4286 84%d	482 86%d	282 79%	978 84%	2621 84%	1451 85%	1162 80%	1615 85%h	1041 85%h	1232 87%ah
SUMMARY CODE											
YES	865 14%k	727 14%	71 13%	67 19%abc	180 15%	448 14%	237 14%	277 19%aijk	258 14%k	173 14%k	155 11%
Refused	15 -	12 -	3 -	- -	3 -	7 -	5 -	2 -	5 -	3 -	6 -
Don't know	58 1%	48 1%	4 1%	7 2%	10 1%	32 1%	16 1%	13 1%	17 1%	11 1%	18 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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes - I contacted my current or previous energy supplier	474 8% ^{dj}	115 7%	316 9% ^{bde}	34 5%	9 5%	84 9%	390 8%	316 9% ^j	98 8% ^j	54 6%
Yes - I contacted another energy supplier	130 2%	31 2%	90 3% ^d	6 1%	2 1%	24 3%	106 2%	88 2%	26 2%	17 2%
Yes - my current or previous energy supplier contacted me	245 4% ⁱ	62 4%	158 5%	18 3%	6 3%	39 4%	206 4%	156 4% ^j	57 5% ^j	27 3%
Yes - another energy supplier contacted me	96 2%	22 1%	69 2% ^d	4 1%	1 -	15 2%	82 2%	57 2%	23 2%	14 1%
No	5049 84%	1427 86% ^c	2892 83%	563 88% ^{ac}	167 86%	790 83%	4260 85%	3085 84%	1035 84%	854 87% ^{ahi}
SUMMARY CODE										
YES	865 14% ^{dj}	211 13% ^d	576 16% ^{abde}	59 9%	18 10%	151 16%	713 14%	566 15% ^j	182 15% ^j	104 11%
Refused	15 -	- -	1 -	12 2% ^{abc}	2 1% ^{bc}	- -	15 -	6 -	5 -	4 -
Don't know	59 1%	20 1%	24 1%	8 1%	7 3% ^{abcd}	8 1%	51 1%	32 1%	10 1%	14 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

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes - I contacted my current or previous energy supplier	474 8%cdh	406 9%acd	34 6%	33 4%	60 12%af	415 8%	62 9%h	9 4%	434 8%j	40 6%
Yes - I contacted another energy supplier	130 2%cd	106 2%cd	16 3%cd	8 1%	20 4%af	110 2%	19 3%	3 1%	117 2%	13 2%
Yes - my current or previous energy supplier contacted me	245 4%cd	200 4%cd	13 2%	28 3%	25 6%	217 4%	39 6%	7 3%	217 4%	24 3%
Yes - another energy supplier contacted me	96 2%	80 2%	6 1%	10 1%	12 2%	84 2%	17 2%	2 1%	87 2%	9 1%
No	5049 84%eg	3679 83%	534 88%ab	787 91%ab	388 78%	4661 85%e	547 80%	196 89%g	4414 84%	617 88%ai
SUMMARY CODE										
YES	865 14%cdh	719 16%acd	66 11%	73 8%	107 21%af	757 14%	126 18%ah	20 9%	783 15%j	77 11%
Refused	15 -	5 -	1 -	1 -	- -	15 -	2 -	2 1%	8 -	1 -
Don't know	58 1%	37 1%	6 1%	7 1%	3 1%	55 1%	6 1%	3 1%	46 1%	7 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes - I contacted my current or previous energy supplier	474	444	30	1	241	191	39	3	116	98	254	375	43	57
Yes - I contacted another energy supplier	130	122	9	-	81	41	6	2	26	35	69	97	7	22
Yes - my current or previous energy supplier contacted me	245	231	13	-	54	97	76	17	60	59	121	192	18	33
Yes - another energy supplier contacted me	96	87	9	-	29	35	26	7	25	29	40	74	3	20
No	5049	4470	558	22	529	1327	1999	1194	1481	1070	2404	3631	475	851
SUMMARY CODE														
YES	865	808	56	1	352	342	144	26	214	199	441	679	67	116
Refused	15	12	3	-	-	3	2	10	-	4	1	9	1	1
Don't know	58	45	12	1	2	9	19	28	13	11	24	32	6	12

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	833	698	66	69	177	374	282	225	218	159	231
Weighted Base	865	727	71*	67*	180	448	237	277	258	173	155
British Gas	220	200	7	13	47	116	57	74	70	43	34
	25% <i>c</i>	28% <i>c</i>	9%	20%	26%	26%	24%	27%	27%	25%	22%
Co-operative Energy	9	8	-	1	1	5	3	3	3	2	2
	1%	1%	-	1%	*	1%	1%	1%	1%	1%	1%
E.ON	111	98	2	11	16	64	30	43	28	23	17
	13% <i>c</i>	14% <i>c</i>	2%	16% <i>c</i>	9%	14%	13%	16%	11%	13%	11%
Economy Energy	3	3	-	-	2	1	-	-	-	1	2
	*	*	-	-	1%	*	-	-	-	1%	1%
Ecotricity	11	7	2	2	2	6	2	5	4	1	*
	1%	1%	3%	3%	1%	1%	1%	2%	2%	1%	1%
EDF	67	65	2	-	25	23	19	21	16	16	14
	8% <i>d</i>	9% <i>d</i>	3%	-	14% <i>a</i> <i>f</i>	5%	8%	8%	6%	9%	9%
Extra Energy	6	6	-	-	-	2	4	2	4	-	-
	1%	1%	-	-	-	*	2%	1%	1%	-	-
First Utility	33	26	6	1	4	19	10	11	7	12	3
	4%	4%	9% <i>b</i>	1%	2%	4%	4%	4%	3%	7% <i>k</i>	2%
Flow Energy	6	4	-	2	-	4	1	3	3	-	-
	1%	1%	-	2%	-	1%	*	1%	1%	-	-
GB Energy Supply	2	2	-	-	-	1	1	2	-	-	-
	*	*	-	-	-	*	*	1%	-	-	-
Good Energy	9	9	-	-	4	4	-	3	3	3	-
	1%	1%	-	-	2% <i>g</i>	1%	-	1%	1%	2%	-
Green Star Energy	6	5	1	-	-	2	4	2	2	-	2
	1%	1%	1%	-	-	1%	2%	1%	1%	-	2%
iSupply Energy	1	1	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	*	-	-	*	-
LoCo2	1	-	1	-	-	-	1	-	1	-	-
	*	-	2% <i>a</i> <i>b</i>	-	-	-	*	-	*	-	-
Marks & Spencer Energy	3	3	-	-	-	1	2	-	1	1	1
	*	*	-	-	-	*	1%	-	1%	1%	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Total (a)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base 833	698	66	69	177	374	282	225	218	159	231	
Weighted Base 865	727	71*	67*	180	448	237	277	258	173	155	
Npower	66	58	5	3	13	36	16	17	16	11	22
8%	8%	7%	4%	7%	8%	7%	6%	6%	6%	6%	14%ahij
Ovo	34	32	2	-	7	18	9	12	12	6	4
4%	4%	3%	-	4%	4%	4%	4%	5%	4%	4%	2%
Sainsbury's Energy	10	10	-	1	2	4	5	4	4	1	2
1%	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	1%
Scottish Hydro	3	-	2	1	1	-	2	-	1	1	1
-	-	3%ab	2%ab	1%	-	1%	-	-	1%	1%	1%
Scottish Power	106	73	28	6	21	58	28	34	37	16	20
12%	10%	39%abd	8%	12%	13%	12%	12%	14%	14%	9%	13%
Southern Electric	24	24	-	-	5	11	7	6	11	3	4
3%	3%	-	-	3%	2%	3%	2%	4%	2%	2%	3%
Spark Energy	4	4	-	-	2	2	-	2	-	-	2
*	1%	-	-	1%	*	-	-	1%	-	-	1%
SSE (Scottish and Southern Energy)	50	37	11	1	9	27	13	13	17	10	10
6%	5%	16%abd	2%	5%	6%	6%	5%	7%	6%	6%	6%
Swalec	23	*	-	23	4	11	8	1	7	10	5
3%bh	*	-	34%abc	2%	3%	3%	*	3%h	6%h	3%h	3%h
Utility Warehouse	24	23	1	-	6	14	3	10	3	9	2
3%	3%	-	2%	4%	3%	1%	4%	1%	5%ik	1%	1%
Utilita	6	5	-	1	1	-	-	-	-	4	4
1%	1%	-	1%	2%alg	*	-	-	-	1%	1%	2%ahi
Other	1	1	-	-	-	-	1	-	1	-	1
-	-	-	-	-	-	1%	-	-	-	-	-
Don't know	26	22	2	2	3	15	8	10	8	2	6
3%	3%	3%	2%	2%	3%	3%	3%	3%	3%	1%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	182	104
British Gas	220	47	151	15	7	35	186	156	36	26
	25%	22%	26%	25%	41%	23%	26%	28%	20%	25%
Co-operative Energy	9	1	8	1	-	4	6	7	1	1
	1%	*	1%	2%	-	2%	1%	1%	*	1%
E.ON	111	22	82	6	1	17	94	79	21	9
	13%	10%	14%	10%	5%	11%	13%	14%	12%	9%
Economy Energy	3	-	3	-	-	1	2	-	1	2
	*	-	*	-	-	*	*	-	*	2%ah
Ecotricity	11	2	9	-	-	-	11	7	4	-
	1%	1%	2%	-	-	-	2%	1%	2%	-
EDF	67	17	41	7	2	11	57	35	22	10
	8%	8%	7%	12%	8%	7%	8%	6%	12%h	9%
Extra Energy	6	-	5	1	-	1	5	6	-	-
	1%	-	1%	2%	-	1%	1%	1%	-	-
First Utility	33	6	25	2	1	5	28	19	10	2
	4%	3%	4%	3%	3%	4%	4%	3%	5%	2%
Flow Energy	6	-	3	2	1	-	6	6	-	-
	1%	-	1%	3%b	6%	-	1%	1%	-	-
GB Energy Supply	2	-	2	-	-	-	2	2	-	-
	*	-	*	-	-	-	*	*	-	-
Good Energy	9	-	7	1	-	-	9	6	3	-
	1%	-	1%	2%b	-	-	1%	1%	2%	-
Green Star Energy	6	-	6	-	-	4	2	4	1	1
	1%	-	1%	-	-	3%ag	*	1%	1%	1%
iSupply Energy	1	-	1	-	-	-	1	1	-	-
	*	-	*	-	-	-	*	*	-	-
LoCo2	1	1	-	-	-	1	-	-	-	1
	*	1%	-	-	-	1%g	-	-	-	1%h
Marks & Spencer Energy	3	-	2	1	-	-	3	3	-	-
	*	-	*	1%	-	-	*	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	182	104
Npower	66	17	45	3	1	12	54	45	16	5
	8%	8%	8%	4%	4%	8%	8%	8%	9%	5%
Ovo	34	10	18	4	2	7	27	20	7	6
	4%	5%	3%	6%	10%	4%	4%	3%	4%	5%
Sainsbury's Energy	10	3	5	2	-	2	9	6	2	3
	1%	1%	1%	4%	-	1%	1%	1%	1%	3%
Scottish Hydro	3	-	1	2	-	1	2	2	1	-
	-	-	-	4%abc	-	1%	-	-	1%	-
Scottish Power	106	34	65	5	2	22	84	71	17	18
	12%	16%	11%	9%	12%	15%	12%	13%	9%	17%
Southern Electric	24	7	15	-	1	4	20	11	7	4
	3%	3%	3%	1%	5%	3%	3%	2%	4%	4%
Spark Energy	4	1	3	-	-	-	4	-	4	-
	-	-	1%	-	-	-	1%	-	2%ah	-
SSE (Scottish and Southern Energy)	50	19	28	3	-	11	38	30	10	9
	6%	9%c	5%	6%	-	8%	5%	5%	5%	9%
Swalec	23	8	12	3	-	8	15	14	7	2
	3%	4%	2%	5%	-	5%g	2%	3%	4%	2%
Utility Warehouse	24	4	19	1	-	2	22	18	6	-
	3%	2%	3%	2%	-	1%	3%	3%	3%	-
Utilita	6	4	2	-	-	1	5	1	3	2
	1%	2%c	-	-	-	-	1%	-	2%h	2%h
Other	1	1	1	-	-	1	-	1	-	-
	-	-	-	-	-	1%g	-	-	-	-
Don't know	26	7	17	-	1	3	23	17	4	2
	3%	3%	3%	1%	6%	2%	3%	3%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

*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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	833	655	75	96	106	727	101	30	757	72
Weighted Base	865	719	66*	73*	107*	757	126*	20**	783	77*
British Gas	220	184	14	19	26	194	32	7	203	15
	25%	26%	22%	26%	24%	26%	26%	33%	26%	20%
Co-operative Energy	9	8	-	2	1	8	-	-	8	1
	1%	1%	-	2%	1%	1%	-	-	1%	2%
E.ON	111	96	6	6	13	88	12	2	97	12
	13%	13%	9%	9%	12%	13%	10%	9%	12%	16%
Economy Energy	3	3	-	-	-	3	1	1	3	-
	-	-	-	-	-	-	1%	4%	-	-
Ecotricity	11	11	-	-	2	9	3	-	8	2
	1%	1%	-	-	2%	1%	3%	-	1%	3%
EDF	67	55	6	5	6	61	10	2	58	9
	8%	8%	9%	7%	6%	8%	8%	9%	7%	12%
Extra Energy	6	6	-	-	1	5	-	-	6	-
	1%	1%	-	-	1%	1%	-	-	1%	-
First Utility	33	30	2	1	1	32	9	-	29	4
	4%	4%	3%	2%	1%	4%	7%	-	4%	5%
Flow Energy	6	6	-	-	-	6	-	-	6	-
	1%	1%	-	-	-	1%	-	-	1%	-
GB Energy Supply	2	2	-	-	-	2	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Good Energy	9	9	-	-	1	7	1	-	6	3
	1%	1%	-	-	1%	1%	1%	-	1%	4%ai
Green Star Energy	6	3	1	2	2	4	-	-	6	-
	1%	-	2%	2%	2%	1%	-	-	1%	-
iSupply Energy	1	-	-	1	-	1	-	-	1	-
	-	-	-	1%ab	-	-	-	-	-	-
LoCo2	1	-	-	1	-	1	-	-	1	-
	-	-	-	2%ab	-	-	-	-	-	-
Marks & Spencer Energy	3	1	2	-	-	3	-	-	3	-
	-	-	3%ab	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/lj
 *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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	833	655	75	96	106	727	101	30	757	72
Weighted Base	865	719	66*	73*	107*	757	126*	20**	783	77*
Npower	66	53	8	5	14	52	10	2	60	6
Ovo	34	32	2	-	5	29	7	-	32	2
Sainsbury's Energy	10	8	3	-	1	10	-	-	10	-
Scottish Hydro	3	1	1	1	-	3	-	-	3	-
Scottish Power	106	81	14	11	13	93	16	2	100	7
Southern Electric	24	18	2	3	4	20	5	-	20	3
Spark Energy	4	4	-	-	-	4	-	-	3	1
SSE (Scottish and Southern Energy)	50	41	2	7	8	41	5	1	48	2
Swalec	23	17	1	5	2	21	2	-	18	5
Utility Warehouse	24	23	1	1	3	20	7	-	22	2
Utilita	6	5	-	1	-	6	1	3	5	1
Other	1	1	1	-	-	1	-	-	1	-
Don't know	26	21	1	3	3	23	5	-	23	3
	3%	3%	2%	4%	3%	3%	4%	-	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN				SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	833	779	53	1	318	340	145	30	234	189	398	624	72	132
Weighted Base	865	808	56*	1**	352	342	144	26**	214	199	441	679	67*	116
British Gas	220	205	16	-	71	98	45	6	50	41	125	167	21	32
Co-operative Energy	25%	25%	28%	-	20%	29%e	31%e	24%	23%	21%	28%	25%	31%	28%
E.ON	9	8	1	-	5	3	2	-	1	7	2	8	1	-
Economy Energy	1%	1%	2%	-	1%	1%	1%	-	-	3%a k	-	1%	1%	-
Ecotricity	111	103	8	-	48	49	10	4	21	25	62	93	9	12
EDF	13%	13%	14%	-	14%	14%g	7%	15%	10%	13%	14%	14%	12%	10%
Extra Energy	3	2	1	-	-	2	1	-	2	1	-	-	-	2
First Utility	-	-	1%	-	-	1%	-	-	1%	1%	-	-	-	2%a
Flow Energy	11	11	-	-	1	8	1	-	1	2	7	8	2	-
GB Energy Supply	1%	1%	-	-	-	2%e	1%	-	-	1%	2%	1%	4%n	-
Good Energy	67	59	8	-	30	21	14	2	17	22	27	53	9	3
Green Star Energy	8%n	7%	15%	-	9%	6%	10%	6%	8%	11%k	6%	8%n	13%n	2%
iSupply Energy	6	6	-	-	6	-	-	-	-	-	6	6	-	-
LoCo2	1%	1%	-	-	2%f	-	-	-	-	-	1%	1%	-	-
Marks & Spencer Energy	33	29	4	-	22	7	4	-	8	5	21	30	-	3
	4%	4%	8%	-	6%f	2%	3%	-	4%	2%	5%	4%	-	2%
	6	6	-	-	4	-	-	-	-	3	3	6	-	-
	1%	1%	-	-	1%	-	-	-	-	1%	1%	1%	-	-
	2	2	-	-	1	1	-	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	9	9	-	-	3	6	-	-	2	-	6	7	1	-
	1%	1%	-	-	1%	2%	-	-	1%	-	1%	1%	2%	-
	6	6	-	-	2	4	-	-	1	2	3	5	-	1
	1%	1%	-	-	1%	1%	-	-	1%	1%	1%	1%	-	1%
	1	1	-	-	-	1	-	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	1	-	-	-	-	1	-	-	1	-	-	-	1%l
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
	3	3	-	-	1	2	-	-	-	-	3	3	-	-
	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a|b|c|d - a|e|f|g|h - a|i|j|k - a|l|m|n
 *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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	833	779	53	1	318	340	145	30	234	189	398	624	72	132
Weighted Base	865	808	56*	1**	352	342	144	26**	214	199	441	679	67*	116
Npower	66	61	4	1	32	23	9	2	20	8	38	49	7	14
Ovo	34	34	-	-	3%	7%	6%	10%	9%	4%	9%	7%	10%	12%
Sainsbury's Energy	10	10	-	-	23	10	1	-	9	8	17	25	1	6
Scottish Hydro	3	3	-	-	6%g	3%	1%	-	4%	4%	4%	4%	2%	6%
Scottish Power	106	102	4	-	9	1	-	-	2	4	5	10	-	-
Southern Electric	24	22	2	-	3%h	-	-	-	1%	2%	1%	2%	-	-
Spark Energy	4	3	1	-	1	1	1	-	-	-	3	2	1	-
SSE (Scottish and Southern Energy)	50	46	4	-	-	-	1%	-	-	-	1%	-	2%	-
Swalec	23	23	-	-	43	41	19	3	28	30	48	84	6	17
Utility Warehouse	24	23	1	-	12%	12%	13%	11%	13%	15%	11%	12%	9%	15%
Utilita	6	5	1	-	8	9	6	1	7	4	13	17	2	3
Other	1	1	-	-	2%	3%	4%	2%	3%	2%	3%	2%	3%	2%
Don't know	26	24	2	-	2	-	1	1	1	2	1	2	-	2
	3%	3%	3%	-	5%	8%g	1%	11%	8%k	7%	4%	6%	5%	7%
					5	7	10	1	8	6	8	19	1	4
					1%	2%	7%aef	4%	4%	3%	2%	3%	1%	3%
					7	10	6	1	5	5	13	22	1	-
					3%	3%	4%	2%	3%	3%	3%	3%	2%	-
					1	2	1	1	4	2	-	1	-	4
					-	1%	1%	5%	2%k	1%k	-	-	-	4%al
					1	-	1	-	1	-	1	1	-	1
					-	-	-	-	-	-	-	-	-	-
					8	8	8	2	10	5	10	19	2	3
					2%	2%	6%	6%	5%	3%	2%	3%	4%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	833	698	66	69	177	374	282	225	218	159	231
Weighted Base	865	727	71*	67*	180	448	237	277	258	173	155
Very satisfied	(2) 324 38%	268 37%	22 32%	34 51%abc	66 37%	164 37%	84 40%	102 37%	95 37%	72 41%	56 36%
Quite satisfied	(1) 331 38%	282 39%	27 38%	22 33%	73 40%	163 36%	95 40%	104 38%	102 39%	60 35%	65 42%
Neither satisfied nor dissatisfied	(0) 99 11%	86 12%	8 11%	4 7%	17 9%	59 13%	23 10%	39 14%	29 11%	18 10%	13 8%
Quite dissatisfied	(-1) 59 7%	47 7%	6 8%	5 8%	13 7%	32 7%	14 6%	18 7%	18 7%	8 5%	14 9%
Very dissatisfied	(-2) 50 6%	42 6%	8 11% ^d	1 1%	11 6%	28 6%	12 5%	12 4%	15 6%	16 9%	8 5%
SUMMARY CODES											
SATISFIED	655 76%	550 76%	49 70%	56 84%	139 77%	327 73%	189 80%	207 74%	197 76%	132 76%	120 77%
DISSATISFIED	109 13%	89 12%	14 19%	6 10%	24 13%	59 13%	26 11%	30 11%	33 13%	24 14%	22 14%
Don't know	2 -	2 -	- -	- -	- -	2 -	- -	2 1%	- -	- -	- -
Mean Score	0.950	0.947	0.712	1.237^c	0.941	0.907	1.037	0.968	0.942	0.941	0.942
Standard Deviation	1.135	1.126	1.296	0.993	1.149	1.156	1.081	1.079	1.132	1.236	1.128
Error Variance	0.002	0.002	0.025	0.014	0.007	0.004	0.004	0.005	0.006	0.010	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	182	104
Very satisfied	(2) 324	67	222	29	7	68	256	202	72	45
		38%	32%	49%b	37%	45%g	36%	36%	40%	43%
Quite satisfied	(1) 331	96	212	16	7	51	280	220	65	40
		38%	46%acd	37%	26%	34%	39%	39%	36%	38%
Neither satisfied nor dissatisfied	(0) 99	15	73	9	2	12	87	73	16	9
		11%	7%	13%b	15%	11%	12%	13%	9%	8%
Quite satisfied	(-1) 59	13	39	4	2	9	50	40	12	6
		7%	6%	7%	14%	6%	7%	7%	7%	5%
Very dissatisfied	(-2) 50	20	28	2	1	12	39	29	16	5
		6%	9%c	5%	3%	8%	5%	5%	9%	5%
SUMMARY CODES										
SATISFIED	655	163	434	44	13	119	536	423	137	85
		76%	77%	75%	72%	79%	75%	75%	76%	81%
DISSATISFIED	109	33	67	6	3	21	89	69	28	11
		13%	16%	12%	17%	14%	12%	12%	16%	10%
Don't know	2	-	2	-	-	-	2	2	-	-
		*	*	*	*	*	*	*	*	*
Mean Score	0.950	0.842	0.976	1.101	0.895	1.022	0.935	0.934	0.908	1.094
Standard Deviation	1.135	1.208	1.109	1.101	1.172	1.211	1.118	1.109	1.250	1.081
Error Variance	0.002	0.006	0.002	0.019	0.069	0.008	0.002	0.002	0.009	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	833	655	75	96	106	727	101	30	757	72
Weighted Base	865	719	66*	73*	107*	757	126*	20**	783	77*
Very satisfied	(2) 324	268	24	31	38	286	48	8	305	19
	38%	37%	36%	42%	36%	38%	39%	41%	39%	25%
Quite satisfied	(1) 331	276	26	25	32	299	51	8	284	44
	38%	38%	39%	34%	30%	39%	40%	39%	36%	57% ^{aij}
Neither satisfied nor dissatisfied	(0) 99	81	10	7	17	82	11	1	92	6
	11%	11%	15%	9%	15%	11%	8%	4%	12%	8%
Quite satisfied	(-1) 59	50	5	4	8	51	7	2	53	5
	7%	7%	7%	6%	7%	7%	5%	10%	7%	7%
Very dissatisfied	(-2) 50	43	2	6	12	38	8	1	48	3
	6%	6%	3%	8%	11% ^{af}	5%	7%	6%	6%	3%
SUMMARY CODES										
SATISFIED	655	544	50	56	70	585	99	16	589	63
	76% ^e	76%	75%	77%	66%	77% ^{ae}	79%	81%	75%	82%
DISSATISFIED	109	92	7	10	20	89	15	3	101	8
	13%	13%	10%	14%	19%	12%	12%	16%	13%	10%
Don't know	2	2	-	-	-	2	2	-	2	-
	-	-	-	-	-	1%	-	-	-	-
Mean Score	0.950	0.944	0.969	0.973	0.712	0.984 ^e	1.002	1.007	0.952	0.939
Standard Deviation	1.135	1.139	1.041	1.223	1.329	1.101	1.136	1.197	1.154	0.952
Error Variance	0.002	0.002	0.014	0.016	0.017	0.002	0.013	0.048	0.002	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/l/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	833	779	53	1	318	340	145	30	234	189	398	624	72	132
Weighted Base	865	808	56*	1**	352	342	144	26**	214	199	441	679	67*	116
Very satisfied	(2) 324	312	11	1	127	134	55	8	73	63	185	253	21	45
	38% _c	39% _c	20%	100%	36%	39%	39%	31%	34%	31%	42% _j	37%	31%	39%
Quite satisfied	(1) 331	303	28	-	143	123	54	11	91	81	155	262	32	39
	38%	38%	49%	-	41%	36%	37%	43%	42%	41%	35%	39%	48%	33%
Neither satisfied nor dissatisfied	(0) 99	91	8	-	41	35	18	5	22	28	46	82	5	11
	11%	11%	14%	-	12%	10%	13%	19%	10%	14%	11%	12%	7%	10%
Quite satisfied	(-1) 59	54	5	-	20	29	10	1	16	15	28	48	3	10
	7%	7%	8%	-	6%	8%	7%	3%	7%	8%	6%	7%	5%	9%
Very dissatisfied	(-2) 50	46	5	-	22	21	7	1	12	13	25	34	6	11
	6%	6%	8%	-	6%	6%	5%	4%	6%	6%	6%	5%	9%	9%
SUMMARY CODES														
SATISFIED	655	615	39	1	270	257	109	19	164	143	340	514	53	84
	76%	76%	69%	100%	77%	75%	76%	74%	77%	72%	77%	76%	79%	72%
DISSATISFIED	109	100	9	-	41	50	16	2	28	28	53	81	9	21
	13%	12%	17%	-	12%	14%	11%	7%	13%	14%	12%	12%	14%	18%
Don't know	2	2	-	-	-	2	-	-	-	-	2	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	0.950	0.970	0.643	2.000	0.947	0.940	0.982	0.948	0.918	0.830	1.015	0.962	0.872	0.842
Standard Deviation	1.135	1.132	1.147	-	1.121	1.176	1.103	1.001	1.121	1.147	1.141	1.106	1.176	1.286
Error Variance	0.002	0.002	0.025	-	0.004	0.004	0.008	0.033	0.005	0.007	0.003	0.002	0.019	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- An annual summary or review (containing details about your own energy tariff and energy use)

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	3578	3020	330	228	575	1945	1057	983	1138	703	754
60%	60%	60%	59%	64%	49%	63% ^{aae}	62% ^{ae}	68% ^{aijk}	60% ^k	57% ^{kl}	53%
No	2022	1716	202	104	530	966	526	387	632	443	560
34%	34% ^{lgh}	34%	36% ^d	29%	45% ^{atg}	31%	31%	27%	33% ^h	36% ^h	40% ^{ahij}
Refused	19	16	3	-	3	8	8	2	4	6	7
-	-	-	-	-	-	-	-	-	-	-	-
Don't know	368	320	25	24	63	188	117	82	121	76	89
6%	6%	4%	7%	5%	6%	7%	6%	6%	6%	6%	6%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- An annual summary or review (containing details about your own energy tariff and energy use)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	3578	911	2241	333	93	565	3013	2415	594	511
	60%bdeij	55%	64%abde	52%	48%	60%	60%	65%aij	48%	52%
No	2022	648	1060	238	76	314	1708	1030	564	401
	34%ch	39%ac	30%	37%c	39%c	33%	34%	28%	46%ahj	41%ah
Refused	19	4	1	13	1	1	17	9	5	5
	%c	%c	*	2%abc	%c	*	*	*	*	*
Don't know	368	95	192	58	24	69	300	235	68	59
	6%	6%	5%	9%abc	12%abc	7%	6%	6%	6%	6%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- An annual summary or review (containing details about your own energy tariff and energy use)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	3578 60% ^{g,h}	2727 61% ^d	364 60% ^d	455 52%	313 63%	3265 59%	369 54% ^h	100 45%	3241 62% ^{a,j}	325 46%
No	2022 34%	1480 33%	202 33%	317 37%	161 32%	1862 34%	271 40% ^a	111 50% ^{a,g}	1690 32%	326 46% ^{a,i}
Refused	19 * ^b	3 *	2 * ^b	4 * ^b	-	18 *	-	1 *	10 *	1 *
Don't know	368 6% ^b	229 5%	39 6%	92 11% ^{abc}	25 5%	343 6%	40 6%	9 4%	311 6%	52 7%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- An annual summary or review (containing details about your own energy tariff and energy use)
Base: All who have gas and/or electricity supply and are responsible for it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	3578 60%chm	3289 62%kc	274 44%	15 61%	687 78%afgh	1169 69%lagh	1356 63%ah	367 29%	923 54%	787 61%i	1807 63%al	2760 63%amn	315 57%kn	476 49%
No	2022 34%efn	1720 32%	295 47%ab	8 34%	186 21%	446 27%e	678 31%ef	713 57%aefg	685 40%ajk	414 32%	887 31%	1316 30%	195 38%l	458 47%alm
Refused	19 *k	16 *	3 *	-	-	2 *	3 *	14 1%aefg	2 *	6 *k	1 *	9 *	3 1%	3 *
Don't know	368 6%efn	311 6%	56 9%ab	1 5%	11 1%	65 4%e	127 6%ef	165 13%aefg	99 6%	78 6%	174 6%	266 6%	36 6%	44 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- At least one bill or direct debit / repayment statement

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	4178	3567	351	260	726	2177	1275	1164	1305	776	842
		70%ce	63%	73%cd	62%	70%ef	75%aef	80%aijk	74%aijk	63%	60%
No	1606	1332	191	83	410	827	368	246	447	399	514
		27%gh	34%abd	23%	35%atg	27%g	22%	17%	24%h	32%ahi	36%ahij
Refused	20	17	3	-	4	9	8	2	4	9	6
		-	-	-	-	-	-	-	-	1%hi	-
Don't know	184	156	15	12	32	95	57	42	49	45	48
		3%	3%	3%	3%	3%	3%	3%	3%	4%	3%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- At least one bill or direct debit / repayment statement

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	4178	1042	2599	413	124	657	3521	2807	823	495
	70%bde	63%	74%labde	64%	64%	69%	70%	76%aij	67%j	51%
No	1606	565	799	184	58	262	1344	756	371	445
	27%ch	34%acd	23%	29%c	30%c	28%	27%	20%	30%ah	46%ahi
Refused	20	4	2	14	-	1	19	11	5	4
	c	c	*	2%abce	-	*	*	*	*	*
Don't know	184	47	94	31	12	29	154	115	33	32
	3%	3%	3%	5%abc	6%abc	3%	3%	3%	3%	3%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- At least one bill or direct debit / repayment statement

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	4178	3161	400	591	354	3823	462	99	3715	450
70%ch		71%cd	66%	68%	71%	70%	68%h	45%	71%j	64%
No	1806	1163	183	233	131	1474	202	115	1374	226
27%		26%	30%b	27%	26%	27%	30%	52%ag	28%	32%ai
Refused	20	7	-	5	-	20	-	1	13	-
	-	-	-	1%b	-	-	-	-	-	-
Don't know	184	109	24	41	13	171	16	6	150	27
3%	2%	4%b	5%ab	3%	3%	2%	3%	3%	4%	

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- At least one bill or direct debit / repayment statement

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	4178	3786	379	13	769	1332	1618	459	1050	889	2173	3349	434	383
	70%chn	71%cn	60%	54%	87%afgh	79%aagh	75%ah	36%	61%	69%ai	76%aj	77%an	79%an	39%
No	1606	1375	220	10	111	330	490	676	618	343	610	866	106	565
	27%efgh	26%	35%ab	42%	13%	20%e	23%ef	54%aefg	36%ajk	27%k	21%	20%	19%	58%alm
Refused	20	18	2	-	-	2	2	16	1	8	2	11	2	3
	*k	-	-	-	-	-	-	1%aefg	-	1%ik	-	-	-	-
Don't know	184	156	27	1	4	18	54	108	40	45	84	126	7	30
	3%efm	3%	4%	4%	-	1%	2%ef	9%aefg	2%	3%	3%	3%lm	1%	3%lm

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A price increase notification letter

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	1340	1129	129	82	198	761	382	375	407	273	285
	22%ek	22%	23%	23%	17%	24%ae	22%e	26%ak	21%	22%	20%
No	4226	3594	385	247	903	2128	1195	967	1364	870	1025
	71%h	71%	69%	69%	77%atg	68%	70%	66%	72%h	71%h	73%h
Refused	19	15	3	1	3	9	7	1	3	6	9
	-	-	1%	-	-	-	-	-	-	-	1%h
Don't know	403	334	43	26	68	210	125	111	121	79	92
	7%	7%	8%	7%	6%	7%	7%	8%	6%	6%	7%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A price increase notification letter

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1340	331	858	118	33	235	1105	918	211	195
	22%bde	20%	25%abde	18%	17%	25%	22%	25%aij	17%	20%
No	4226	1221	2397	468	140	646	3579	2504	938	716
	71%h	74%ac	69%	73%c	72%	68%	71%	68%	76%ah	73%h
Refused	19	4	1	13	1	2	17	9	5	5
	%c	%c	%c	2%abc	1%c	%c	%c	%c	%c	1%h
Don't know	403	102	238	43	20	66	337	259	78	60
	7%	6%	7%	7%	10%ab	7%	7%	7%	6%	6%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A price increase notification letter

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	1340	1006	134	184	127	1213	135	42	1196	136
	22%	23%	22%	21%	26%	22%	20%	19%	23%	19%
No	4226	3151	433	610	342	3883	509	165	3702	515
	71%	71%	71%	70%	69%	71%	75%a	75%	70%	73%
Refused	19	4	1	5	1	18	-	1	11	-
	'b	-	-	1%b	-	-	-	-	-	-
Don't know	403	278	41	70	29	374	37	13	343	51
	7%	6%	7%	8%b	6%	7%	5%	6%	7%	7%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A price increase notification letter

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	1340 22% ^{hn}	1209 23%	129 20%	2 8%	294 33% ^{afgh}	459 27% ^{lagh}	452 21% ^h	135 11%	355 21%	300 23%	652 23%	1050 24% ^{lmn}	109 20%	171 17%
No	4226 71% ^{ef}	3762 71%	443 71%	20 84%	572 65%	1138 68%	1553 72% ^{ef}	962 76% ^{afg}	1255 73% ^{ajk}	882 69%	2026 71%	3018 69%	381 63%	755 77% ^{alm}
Refused	19 * ^k	18 .	1 .	- .	- .	2 .	4 .	13 1% ^{efg}	1 .	5 * ^k	2 .	9 .	3 .	4 .
Don't know	403 7% ^{ef}	346 6%	55 9%	2 8%	17 2%	83 5% ^{ef}	154 7% ^{ef}	148 12% ^{afg}	96 6%	97 8% ^{ij}	189 7%	274 6%	56 10% ^{alm}	51 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A letter informing you your fixed term tariff is coming to an end

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	1249	1059	116	64	168	700	381	367	408	245	229
21%ek		21%	21%	18%	14%	23%e	22%e	25%aijk	22%k	20%k	16%
No	4409	3733	411	265	951	2237	1221	1017	1388	913	1091
74%lh		74%	73%	75%	81%atg	72%	71%	70%	73%	74%h	77%ahj
Refused	20	15	4	2	3	12	5	1	6	7	6
-		-	1%	-	-	-	-	-	-	1%h	-
Don't know	308	255	29	25	49	158	101	69	92	62	85
5%		5%	5%	7%	4%	5%	6%e	5%	5%	5%	6%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A letter informing you your fixed term tariff is coming to an end

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4700	3457	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1249	292	785	135	37	192	1057	896	198	140
	21% ^{bj}	18%	22% ^b	21%	19%	20%	21%	24% ^{aij}	16%	14%
No	4409	1284	2542	454	130	701	3708	2596	966	778
	74% ^{eh}	77% ^{acde}	73%	71%	67%	74%	74%	70%	78% ^{ah}	80% ^{ah}
Refused	20	5	2	12	2	1	20	8	7	5
	^c	^c	*	2% ^{abc}	1% ^c	*	*	*	1%	*
Don't know	308	77	165	41	26	55	253	189	60	52
	5%	5%	5%	6%	14% ^{abcd}	6%	5%	5%	5%	5%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.

- A letter informing you your fixed term tariff is coming to an end

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	1249	990	112	129	116	1133	130	22	1132	111
21% ^{dh}		22% ^{cd}	19%	15%	23%	21%	19% ^h	10%	22% ^{ij}	16%
No	4409	3249	459	668	360	4049	517	189	3846	554
		79%	75%	77% ^{ab}	72%	74%	76%	85% ^{ag}	73%	79% ^{ai}
Refused	20	8	-	4	-	20	-	1	13	-
	-	-	-	-	-	-	-	-	-	-
Don't know	308	193	37	68	23	286	34	9	261	38
	5%	4%	6%	8% ^{ab}	5%	5%	5%	4%	5%	5%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	1249	1142	106	1	399	446	318	87	291	281	651	1072	84	85
	21% ^{oqhmm}	21% ^c	17%	6%	45% ^{aefgh}	27% ^{aagh}	15% ^h	7%	17%	22% ^{ij}	23% ^{kl}	25% ^{amm}	15% ⁿ	9%
No	4409	3907	481	22	472	1175	1733	1030	1335	927	2080	3050	434	848
	74% ^{aef}	73%	77%	90%	53%	70% ^e	80% ^{aef}	82% ^{aef}	78% ^{ajk}	72%	73%	70%	79% ^{al}	86% ^{alm}
Refused	20	19	1	-	-	2	5	14	1	7	3	10	2	5
	* ^k	-	-	-	-	-	-	1% ^{aefg}	-	1% ^{ik}	-	-	-	1%
Don't know	308	267	40	1	13	59	109	128	82	68	135	219	29	42
	5% ^{aef}	5%	6%	4%	1%	4% ^e	5% ^{aef}	10% ^{aefg}	5%	5%	5%	5%	5%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3512	2983	299	230	558	1653	1301	800	930	655	1127
Weighted Base	3578	3020	330	228	575	1945	1057	983	1138	703	754
Read it in detail	1390	1190	118	82	171	736	484	454	425	260	251
	39%ek	39%	36%	36%	30%	38%e	46%aef	46%aijk	37%	37%	33%
Glanced over it or skim read it	1776	1487	172	117	315	996	465	470	579	336	391
	50%g	49%	52%	51%	55%ag	51%g	44%	48%	51%	48%	52%
Only saw what it was, but did not read it	393	330	35	28	85	206	102	57	131	101	105
	11%h	11%	11%	12%	15%atg	11%	10%	6%	11%h	14%ah	14%ah
Refused	1	-	1	-	-	-	1	-	-	-	1
	-	-	*ab	-	-	-	*	-	-	-	*
Don't know	18	14	4	1	5	7	5	2	3	6	6
	*	*	1%	*	1%	*	1%	*	*	1%	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3512	1149	1928	333	102	675	2837	2255	569	627
Weighted Base	3578	911	2241	333	93*	565	3013	2415	594	511
Read it in detail	1390	316	901	143	30	231	1160	1017	207	144
	39%kj	35%	40%b	43%b	32%	41%	38%	42%aij	35%j	28%
Glanced over it or skim read it	1776	472	1107	149	47	267	1509	1193	298	262
	50%	52%d	49%	45%	51%	47%	50%	49%	50%	51%
Only saw what it was, but did not read it	393	116	223	38	16	64	329	198	83	102
	11%h	13%c	10%	11%	17%c	11%	11%	8%	14%ah	20%ahj
Refused	1	-	-	1	-	-	1	1	-	-
	*	-	-	*bc	-	-	*	-	-	-
Don't know	18	6	10	2	-	3	15	6	6	5
	-	7%	-	-	-	7%	-	-	1%h	1%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* small base

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3512	2462	410	609	328	3184	306	133	3207	293
Weighted Base	3578	2727	364	455	313	3265	369	100	3241	325
Read it in detail	1390	1047	148	178	145	1245	119	20	1275	108
	39% ^{gh}	38%	40%	39%	46% ^{kaf}	38%	32% ^h	20%	39% ^j	33%
Glanced over it or skim read it	1776	1385	167	214	135	1641	206	61	1629	145
	50% ^{le}	51%	46%	47%	43%	50% ^{ke}	56%	61% ^a	50%	45%
Only saw what it was, but did not read it	393	282	48	61	32	361	41	18	323	70
	11%	10%	13%	13% ^b	10%	11%	11%	18% ^a	10%	21% ^{al}
Refused	-	-	-	-	-	1	-	-	1	-
Don't know	18	13	2	2	-	18	4	1	14	3
	-	-	1%	-	-	1%	1%	1%	-	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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3512	3253	246	13	618	1130	1377	387	986	761	1700	2606	343	529
Weighted Base	3578	3289	274	15**	687	1169	1356	367	923	787	1807	2760	315	476
Read it in detail	1390	1292	92	7	442	559	366	23	302	283	775	1160	95	122
	39%ghmn	39%	33%	45%	64%algh	48%aagh	27%h	6%	33%	36%	43%aij	42%amn	30%	26%
Glanced over it or skim read it	1776	1643	128	5	207	550	881	137	487	429	837	1331	179	256
	50%ehk	50%	47%	37%	30%	47%eh	65%aejh	37%ke	53%k	55%ak	46%	48%	57%al	54%l
Only saw what it was, but did not read it	393	339	52	2	32	57	106	196	127	70	190	260	38	93
	11%efg	10%	19%ab	14%	5%	5%	8%ef	54%aefg	14%ajk	9%	11%	9%	12%	20%alm
Refused	1	1	-	-	-	-	-	1	-	1	-	-	-	1
	-	-	-	-	-	-	-	1aq	-	-	-	-	-	-
Don't know	18	15	3	-	5	3	3	7	7	3	5	9	2	5
	-	-	1%	3%	1%	-	-	2%afg	1%	-	-	-	1%	1%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Very clearly	(2) 636	532	59	46	91	366	190	200	184	115	136
		20%	20%	23%	19%	21%	20%	22%	18%	19%	21%
Quite clearly	(1) 1789	1537	149	103	276	976	537	538	598	315	338
		57% ^k	51%	52%	57%	56%	57%	58% ^k	60% ^k	53%	53%
Neither clearly nor unclearly	(0) 414	344	46	23	67	225	122	115	120	92	87
		13%	16%	12%	14%	13%	13%	12%	12%	15%	14%
Quite unclearly	(-1) 250	198	28	24	42	132	75	55	80	54	61
		8%	7%	12% ^{ab}	9%	8%	8%	6%	8%	9% ^h	9% ^h
Very unclearly	(-2) 77	65	8	4	9	43	25	16	21	20	19
		2%	3%	2%	2%	2%	3%	2%	2%	3%	3%
SUMMARY CODES											
CLEAR	2425	2069	208	148	367	1332	727	739	783	430	474
		77% ^d	72%	74%	76%	77%	77%	80% ^k	78% ^d	72%	74%
UNCLEAR	327	263	36	28	51	175	100	71	101	74	80
		10% ^h	12%	14%	11%	10%	11%	8%	10%	12% ^h	13% ^h
Mean Score	0.839	0.849	0.770	0.811	0.819	0.848	0.834	0.921^{ajk}	0.841	0.841	0.757
Standard Deviation	0.917	0.906	0.971	0.980	0.900	0.917	0.926	0.856	0.888	0.977	0.980
Error Variance	-	-	0.004	0.005	0.002	0.001	0.001	0.001	0.001	0.002	0.001

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Very clearly	(2) 636 20% ^b	135 17%	416 21% ^b	68 23% ^b	18 24%	114 23%	522 20%	423 19%	110 22%	89 22%
Quite clearly	(1) 1789 57% ^d	428 54%	1172 58% ^{bd}	150 51%	39 51%	253 51%	1536 58% ^f	1282 58% ^j	286 57% ^j	200 49%
Neither clearly nor unclearly	(0) 414 13%	115 15%	244 12%	45 15%	10 13%	57 11%	357 13%	284 13%	57 11%	69 17% ^{ah}
Quite unclearly	(-1) 250 8%	87 11% ^{ac}	137 7%	20 7%	6 8%	54 11% ^{ag}	196 7%	176 8%	35 7%	34 8%
Very unclearly	(-2) 77 2%	25 3%	39 2%	9 3%	4 5%	20 4% ^{ag}	57 2%	46 2%	16 3%	14 3%
SUMMARY CODES										
CLEAR	2425 77% ^{dj}	562 71%	1588 79% ^b	218 74%	58 75%	367 74%	2058 77%	1705 77% ^j	397 79% ^j	288 71%
UNCLEAR	327 10%	111 14% ^{ac}	176 9%	30 10%	9 12%	74 15% ^{ag}	253 9%	221 10%	51 10%	48 12%
Mean Score	0.839 ^b	0.711	0.890 ^b	0.842	0.817	0.778	0.851	0.842	0.871	0.777
Standard Deviation	0.917	0.977	0.875	0.966	1.034	1.044	0.891	0.894	0.938	0.996
Error Variance	*	0.001	*	0.003	0.013	0.002	*	*	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3099	2196	354	522	299	2806	268	109	2861	229
Weighted Base	3166	2432	314	392	280	2886	325	81	2903	253
Very clearly	(2) 636	497	57	75	56	581	64	12	590	46
		20%	18%	19%	20%	20%	20%	15%	20%	18%
Quite clearly	(1) 1789	1384	181	212	153	1836	175	44	1641	141
		57%	58%	54%	54%	57%	54%	55%	57%	56%
Neither clearly nor unclearly	(0) 414	312	46	49	40	374	57	13	371	40
		13%	15%	12%	14%	13%	17%	16%	13%	16%
Quite unclearly	(-1) 250	183	22	45	22	227	23	9	231	19
		8%	7%	11%abc	8%	8%	7%	11%	8%	7%
Very unclearly	(-2) 77	55	9	12	9	68	7	2	71	6
		2%	3%	3%	3%	2%	2%	3%	2%	3%
SUMMARY CODES										
CLEAR	2425	1882	238	287	208	2217	238	57	2231	187
		77%	76%	73%	74%	77%	73%	70%	77%	74%
UNCLEAR	327	239	31	56	32	295	30	11	302	25
		10%	10%	14%ab	11%	10%	9%	14%	10%	10%
Mean Score	0.839	0.8574	0.810	0.751	0.797	0.844	0.817	0.678	0.843	0.797
Standard Deviation	0.917	0.905	0.911	0.990	0.960	0.913	0.904	0.960	0.919	0.910
Error Variance	-	-	0.002	0.002	0.003	-	0.003	0.008	-	0.004



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3099	2888	201	10	587	1068	1270	174	843	685	1516	2347	300	420
Weighted Base	3166	2935	219	12**	650	1109	1247	160	789	713	1612	2490	275	378
Very clearly	(2) 636	596	39	2	152	243	215	25	134	114	373	515	38	76
	20%gjm	20%	18%	13%	23%gh	22%g	17%	16%	17%	16%	23%aj	21%lm	14%	20%km
Quite clearly	(1) 1789	1660	122	7	372	665	671	80	439	393	931	1426	161	185
	57%kn	57%	55%	59%	57%	60%gh	54%	50%	56%	55%	58%	57%kn	59%kn	49%
Neither clearly nor unclearly	(0) 414	379	34	1	63	115	210	26	101	134	171	309	41	66
	13%ek	13%	15%	10%	10%	10%	17%aef	16%af	13%	19%ak	11%	12%	15%	17%al
Quite unclearly	(-1) 250	227	22	1	42	66	123	19	87	55	105	182	30	39
	8%fd	8%	10%	8%	6%	6%	10%aef	12%af	11%ajk	8%	7%	11%jd	10%	10%
Very unclearly	(-2) 77	73	3	1	20	20	28	9	27	16	32	58	5	12
	2%	2%	1%	11%	3%	2%	2%	6%afg	3%	2%	2%	2%	2%	3%
SUMMARY CODES														
CLEAR	2425	2256	160	9	525	908	886	106	574	507	1304	1941	199	261
	77%ghjm	77%	73%	72%	81%agh	82%aagh	71%	66%	73%	71%	81%aj	78%mn	72%	69%
UNCLEAR	327	299	25	2	61	96	151	29	114	71	137	240	35	51
	10%id	10%	11%	19%	9%	8%	12%id	19%aefg	14%ajk	10%	9%	10%	13%	13%id
Mean Score	0.839ghjm	0.845	0.780	0.544	0.918gh	0.943agh	0.740	0.580	0.719	0.750	0.935aj	0.866mn	0.719	0.727
Standard Deviation	0.917	0.917	0.903	1.200	0.925	0.849	0.933	1.077	0.984	0.893	0.880	0.904	0.896	1.001
Error Variance	*	*	0.004	0.144	0.001	0.001	0.001	0.007	0.001	0.001	0.001	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Yes	1058	907	86	65	165	591	302	339	364	180	174
	33% ^k	34%	29%	33%	34%	34%	32%	37% ^{jk}	36% ^{jk}	30%	27%
No	2087	1751	205	132	313	1132	643	580	635	409	464
	66%	65%	71%	66%	64%	65%	68%	63%	63%	69% ^{hi}	72% ^{ahj}
Refused	3	1	-	3	1	3	-	-	3	1	-
	-	-	-	1% ^{ab}	-	-	-	-	-	-	-
Don't know	18	18	-	-	7	7	4	5	3	5	4
	1%	1%	-	-	1% ^d	-	-	1%	-	1%	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Yes	1058	220	725	100	12	156	902	778	167	103
	33%be	28%e	36%be	34%e	16%	31%	34%	35%j	33%j	25%
No	2087	562	1272	191	62	337	1750	1420	334	298
	66%	71%ac	63%	65%	81%acd	68%	66%	64%	66%	73%ahi
Refused	3	-	1	-	3	-	3	1	3	-
	*	-	*	-	3%abcd	-	*	*	1%h	-
Don't know	18	6	10	2	-	5	13	11	2	4
	1%	1%	-	1%	-	1%	-	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3099	2196	354	522	293	2806	268	109	2861	229
Weighted Base	3166	2432	314	392	280	2886	325	81	2903	253
Yes	1058	872	84	95	103	955	112	16	953	103
33%cdh		36%cd	27%	24%	37%	33%	34%h	20%	33%	41%ai
No	2087	1541	230	295	176	1911	209	64	1932	148
66%j		63%	73%ab	75%ab	63%	66%	64%	79%ag	67%j	58%
Refused	3	3	-	-	-	3	1	-	3	-
-		-	-	-	-	-	-	-	-	-
Don't know	18	15	-	2	1	16	3	1	16	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?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3099	2888	201	10	587	1068	1270	174	843	685	1516	2347	300	420
Weighted Base	3166	2935	219	12**	650	1109	1247	160	789	713	1612	2490	275	378
Yes	1058	976	81	1	409	406	222	21	239	259	546	915	60	73
	33%ghmn	33%	37%	9%	63%afgh	37%gh	18%	13%	30%	38%	34%	37%amn	22%	19%
No	2087	1942	134	11	239	696	1016	136	545	447	1058	1558	214	300
	66%al	66%	61%	91%	37%	63%e	81%aef	85%aef	69%	63%	66%	63%	78%al	79%al
Refused	3	3	-	-	-	-	3	-	1	1	2	3	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%al
Don't know	18	14	4	-	1	7	6	3	5	5	7	15	1	3
	7%	-	2%ab	-	-	1%	1%	2%e	1%	1%	-	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Yes	500	438	41	21	72	300	129	177	179	78	67
	16%k	16% ^d	14%	11%	15%	17% ^g	14%	19% ^{ajk}	18% ^{jk}	13%	10%
No	2653	2226	249	178	410	1426	817	744	823	515	571
	84% ^h	83%	86%	89% ^b	84%	82%	86% ^f	80%	82%	86% ^{hi}	89% ^{ahi}
Don't know	13	13	-	1	4	6	3	4	3	3	3
	-	-	-	-	1%	-	-	-	-	-	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Yes	500	88	365	43	4	75	425	372	81	43
	16% ^b	11%	18% ^{a,b}	15% ^e	6%	15%	16%	17% ^j	16% ^j	11%
No	2653	695	1636	250	71	420	2232	1826	424	361
	84%	88% ^{a,c}	81%	85%	93% ^{a,c}	84%	84%	83%	84%	89% ^{a,h,i}
Don't know	13	5	6	-	1	2	11	13	-	1
	*	1%	*	-	2% ^d	*	*	1%	-	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* small base

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3099	2196	354	522	293	2806	268	109	2861	229
Weighted Base	3166	2432	314	392	280	2886	325	81	2903	253
Yes	500	446	31	19	58	442	58	5	463	36
16%cdh		18%acd	10%cd	5%	21%af	15%	18%h	6%	16%	14%
No	2653	1976	283	371	219	2433	262	76	2429	215
84%be		61%	90%ab	95%abc	79%	84%e	61%	94%ag	64%	85%
Don't know	13	11	-	1	3	10	5	-	10	2
	-	-	-	-	1%	-	2%a	-	-	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3099	2888	201	10	587	1068	1270	174	843	685	1516	2347	300	420
Weighted Base	3166	2935	219	12**	650	1109	1247	160	789	713	1612	2490	275	378
Yes	500	469	31	-	281	175	42	3	106	134	255	444	18	37
	16%ghmn	16%	14%	-	43%afgh	16%gh	3%	2%	13%	19%	16%	18%mn	7%	10%
No	2653	2457	184	12	369	928	1199	156	679	578	1349	2035	256	340
	84%ae	84%	84%	100%	57%	84%ae	96%aef	98%aef	86%j	81%	84%	82%	93%al	90%al
Don't know	13	9	4	-	-	6	7	1	4	-	8	12	1	1
	-	-	2%ab	-	-	1%	1%	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Yes	449	395	36	19	73	271	105	157	162	69	60
	14% ^{dgc}	15% ^d	13%	9%	15% ^g	18% ^g	11%	17% ^{jk}	16% ^{jk}	12%	9%
No	2707	2272	254	181	410	1456	841	765	842	522	578
	85%	85%	87%	91% ^{ab}	84%	84%	89% ^{aef}	83%	84%	88% ^h	90% ^{ah}
Refused	1	1	-	-	-	1	-	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	*
Don't know	9	9	-	1	2	4	3	2	-	5	2
	*	*	-	*	1%	*	*	*	-	1% ⁱ	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Yes	449	76	326	44	3	58	390	348	66	34
	14%be	10%	16%be	15%be	3%	12%	15%	16%j	13%j	8%
No	2707	707	1678	248	73	436	2271	1855	439	368
	85%	90%acd	84%	85%	95%acd	88%	85%	84%	87%	91%ah
Refused	1	1	-	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	*	-	-
Don't know	9	4	4	-	1	3	7	6	-	3
	-	1%	-	-	2%acd	1%	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3099	2196	354	522	293	2806	268	109	2861	229
Weighted Base	3166	2432	314	392	280	2886	325	81	2903	253
Yes	449 14%cdh	402 17%acd	29 9% ^d	17 4%	48 17%	400 14%	45 14%h	5 6%	414 14%	34 14%
No	2707 85% ^{ab}	2022 83%	285 91% ^{ab}	374 95% ^{abc}	230 82%	2477 86%	278 86%	76 94% ^{ag}	2480 85%	218 88%
Refused	1	1	-	-	1 *af	-	-	-	1	-
Don't know	9	8	-	1	1	9	1	-	8	1
	-	-	-	-	-	-	-	-	-	-

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3099	2888	201	10	587	1068	1270	174	843	685	1516	2347	300	420
Weighted Base	3166	2935	219	12**	650	1109	1247	160	789	713	1612	2490	275	378
Yes	449 14%ghm	412 14%	36 17%	-	252 39%afgh	161 14%gh	35 3%	1 *	107 14%	113 16%	226 14%	389 16%mn	16 6%	41 11%o
No	2707 85%e	2513 86%	182 85%	12 100%	396 61%	946 85%e	1206 97%aef	159 99%aef	677 86%	598 84%	1383 86%	2092 84%	258 94%aln	336 89%l
Refused	1	-	-	-	-	1	-	-	1	-	-	1	-	-
Don't know	9	8	1	-	1	1	6	1	4	2	3	8	1	1
	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Yes	466	408	40	19	80	268	118	163	173	70	61
	15%k	15% ^d	14%	10%	16% ^g	15% ^g	12%	18% ^{jk}	17% ^{jk}	12%	9%
No	2682	2252	251	180	401	1454	827	755	830	521	576
	85%	84%	86%	90% ^{ab}	83%	84%	87% ^{ef}	82%	83%	88% ^{hi}	90% ^{ahj}
Refused	1	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	16	-	1	4	9	3	6	2	5	4
	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?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Yes	466	78	336	47	6	74	393	349	73	43
	15%b)	10%	17%be	16%b	8%	15%	15%	16%h)	14%	11%
No	2682	705	1662	246	70	419	2263	1847	432	360
	85%	89%acd	83%	84%	90%	84%	85%	84%	88%	89%ah
Refused	1	1	-	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	*	-	-
Don't know	16	5	10	-	1	4	12	14	-	3
	1%	1%	-	-	2%d	1%	-	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* small base

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3099	2196	354	522	293	2806	268	109	2861	229
Weighted Base	3166	2432	314	392	280	2886	325	81	2903	253
Yes	466	409	38	18	44	422	42	4	424	41
15%dh		17%bcd	12%cd	5%	16%	15%	13%h	4%	15%	18%
No	2682	2008	276	373	232	2451	281	78	2465	209
85%ab		83%	88%ab	95%abc	83%	85%	86%	96%ag	85%	83%
Refused	1	1	-	-	1	-	-	-	1	-
-	-	-	-	-	af	-	-	-	-	-
Don't know	16	14	-	1	3	13	2	-	13	2
1%	1%	-	-	-	1%	-	1%	-	-	1%

Q.98 Did you take any of the following actions as a result of receiving the annual summary?
- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Base: All received annual summary AND read it in detail/skimmed

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3099	2888	201	10	587	1068	1270	174	843	685	1516	2347	300	420
Weighted Base	3166	2935	219	12**	650	1109	1247	160	789	713	1612	2490	275	378
Yes	466 15%ghn	432 75%	34 76%	-	191 29%afgh	180 16%gh	89 7%	6 4%	121 15%	115 76%	227 14%	398 16%mn	29 71%	36 9%
No	2682 85%ie	2489 85%	181 83%	12 100%	457 70%	922 83%e	1150 92%aef	153 96%aef	662 84%	594 83%	1380 86%	2076 83%	245 89%l	341 90%al
Refused	1	-	-	-	-	1	-	-	1	-	-	1	-	-
Don't know	16 7%	12	4 2%ab	-	1	6 1%	8 1%	1	5 1%	4 1%	6	16 1%	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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	3099	3099	3099	3099
Weighted Base	3166	3166	3166	3166
Yes	1058 33%	500 16%	449 14%	466 15%
No	2087 66%	2653 84%	2707 85%	2682 85%
Refused	3 -	- -	1 -	1 -
Don't know	18 1%	13 -	9 -	16 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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 4079	3491	321	267	679	1825	1575	942	1145	731	1261
Weighted Base 4178	3567	351	260	726	2177	1275	1164	1395	776	842
Read it in detail 1685	1445	133	106	251	818	616	524	532	323	307
40%ek	41%	38%	41%	35%	38%	48%aef	45%aik	38%	42%k	36%
Glanced over it or skim read it 1928	1650	169	109	355	1074	498	525	663	344	397
46%g	46%	48%	42%	49%g	49%ag	39%	45%	47%	44%	47%
Only saw what it was, but did not read it 526	442	43	41	108	274	144	111	186	101	128
13%h	12%	12%	16%	15%g	13%	11%	10%	13%h	13%h	15%ah
Don't know 38	29	6	4	11	11	16	5	15	8	11
1%	1%	2%	1%	2%f	*	1%f	*	1%	1%	1%h

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)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 4079	1313	2222	410	134	793	3286	2626	775	619
Weighted Base 4178	1042	2599	413	124	657	3521	2807	823	495
Read it in detail 1685 40%j	403 39%	1068 41%	166 40%	49 39%	274 42%	1412 40%	1188 42%ij	303 37%	173 35%
Glanced over it or skim read it 1928 46%	495 48%e	1201 46%	185 45%	46 37%	294 45%	1634 46%	1300 46%	378 46%	226 46%
Only saw what it was, but did not read it 526 13%h	132 13%	311 12%	58 14%	25 20%abc	84 13%	442 13%	296 11%	137 17%ah	86 17%ah
Don't know 38 1%	12 1%	19 1%	3 1%	4 3%acd	5 1%	34 1%	23 1%	5 1%	11 2%ahi

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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	4079	2812	448	794	363	3716	373	129	3670	397
Weighted Base	4178	3161	400	591	354	3823	462	99	3715	450
Read it in detail	1685	1258	170	243	164	1522	153	25	1520	158
	40% ^{gh}	40%	42%	41%	46% ^{af}	40%	33%	25%	41% ^j	35%
Glanced over it or skim read it	1928	1479	184	256	157	1771	239	53	1729	194
	46%	47%	46%	43%	44%	46%	52%	54%	47%	43%
Only saw what it was, but did not read it	526	398	43	84	29	497	64	20	431	95
	13% ^{ae}	13%	11%	14%	8%	13% ^{ae}	14%	20% ^{ae}	12%	21% ^{ae}
Don't know	38	25	4	8	5	34	6	1	35	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	4079	3734	333	12	692	1269	1632	486	1128	848	2032	3170	470	422
Weighted Base	4178	3786	379	13**	769	1332	1618	459	1050	889	2173	3349	434	383
Read it in detail	1685	1544	135	6	506	639	505	36	384	335	934	1382	181	119
	40%ghn	41%	36%	44%	66%algh	48%aagh	31%h	8%	37%	38%	43%ij	41%n	42%n	31%
Glanced over it or skim read it	1928	1759	163	5	234	601	930	163	516	446	940	1561	183	179
	46%ehk	46%	43%	40%	30%	45%eh	57%aejh	36%	49%k	50%ak	43%	47%	42%	47%
Only saw what it was, but did not read it	526	447	77	2	29	82	171	245	139	99	282	381	65	77
	13%efg	12%	20%ab	16%	4%	6%e	11%ef	53%aefg	13%	11%	13%	11%	15%l	20%al
Don't know	38	35	3	-	1	10	13	14	11	9	17	24	4	8
	1%e	1%	1%	-	-	1%	1%e	3%aefg	1%	1%	1%	1%	1%	2%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Very clearly	(2) 719 20%	601 19%	73 24%	46 21%	114 19%	371 20%	234 21%	224 21%	221 18%	131 20%	144 20%
Quite clearly	(1) 2082 58%ck	1811 58%k	151 50%	120 56%	374 62%g	1091 58%	617 55%	635 61%k	702 59%k	379 57%	365 52%
Neither clearly nor unclearly	(0) 427 12%	355 11%	45 15%	27 13%	67 11%	229 12%	131 12%	111 11%	138 12%	70 10%	109 15%ahij
Quite unclearly	(-1) 271 8%h	224 7%	27 9%	20 9%	36 6%	141 7%	94 8%	52 5%	95 8%h	59 9%h	66 9%h
Very unclearly	(-2) 90 2%d	85 3%d	4 1%	-	10 2%	48 3%	31 3%	19 2%	32 3%	21 3%	17 2%
SUMMARY CODES											
CLEAR	2801 78%k	2412 78%	224 74%	166 77%	488 80%	1462 77%	851 76%	859 82%ajk	923 77%k	510 76%	509 72%
UNCLEAR	361 10%h	309 10%	32 10%	20 9%	47 8%	189 10%	125 11%e	71 7%	126 11%h	80 12%h	83 12%h
Refused	3 *	3 *	-	-	3 *alg	-	-	1 *	2 *	-	-
Don't know	21 1%	17 1%	1 *	3 1%	2 *	12 1%	7 1%	5 1%	6 *	7 1%	3 *
Mean Score	0.855k	0.851	0.867	0.902	0.906	0.849	0.839	0.853ajk	0.830	0.816	0.788
Standard Deviation	0.909	0.911	0.933	0.841	0.830	0.909	0.948	0.829	0.913	0.957	0.956
Error Variance	-	-	0.003	0.003	0.001	0.001	0.001	0.001	0.001	0.001	0.001



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2468	681	398
Very clearly	(2) 719	171	458	63	27	126	593	470	143	94
	20%	19%	20%	18%	29%abcd	22%	19%	19%	21%	24%h
Quite clearly	(1) 2082	493	1357	190	42	284	1798	1463	394	202
	58%efj	55%	60%lbe	54%	44%	50%	59%kf	59%j	58%ij	51%
Neither clearly nor unclearly	(0) 427	116	249	53	9	67	360	294	73	56
	12%	13%	11%	15%ic	10%	12%	12%	12%	11%	14%
Quite unclearly	(-1) 271	89	144	29	9	59	212	181	51	37
	8%	10%ac	6%	8%	9%	10%ag	7%	7%	7%	9%
Very unclearly	(-2) 90	23	52	10	5	26	64	60	17	9
	2%	3%	2%	3%	5%	5%ag	2%	2%	2%	2%
SUMMARY CODES										
CLEAR	2801	664	1814	253	70	411	2391	1934	538	296
	78%bcd	74%	80%abd	72%	73%	72%	78%kf	78%	79%	74%
UNCLEAR	361	112	196	39	13	85	276	241	67	46
	10%	13%ac	9%	11%	14%	15%ag	9%	10%	10%	11%
Refused	3	-	1	2	-	-	3	3	-	-
	*	-	*	*	-	-	*	*	-	-
Don't know	21	5	8	5	3	4	17	17	3	1
	1%	1%	-	1%ic	3%abc	1%	1%	1%	*	*
Mean Score	0.859bf	0.784	0.896bd	0.775	0.858	0.757	0.874f	0.852	0.880	0.843
Standard Deviation	0.909	0.954	0.874	0.938	1.108	1.059	0.877	0.894	0.909	0.964
Error Variance	-	0.001	-	0.003	0.012	0.002	-	-	0.001	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Very clearly	(2) 719 20%	550 20%	64 18%	98 20%	68 21%	652 20%	66 17%	10 12%	657 20%	61 17%
Quite clearly	(1) 2082 58% ^d	1609 59% ^d	205 58% ^d	255 51%	180 56%	1902 58%	229 58%	46 59%	1865 57%	209 59%
Neither clearly nor unclearly	(0) 427 12%	312 12%	47 13%	85 13%	37 12%	390 12%	53 14%	13 17%	373 11%	51 15%
Quite unclearly	(-1) 271 8%	188 7%	22 6%	61 12% ^{abc}	20 6%	251 8%	31 8%	7 10%	247 8%	24 7%
Very unclearly	(-2) 90 2%	61 2%	13 4%	16 3%	10 3%	79 2%	8 2%	1 2%	83 3%	7 2%
SUMMARY CODES										
CLEAR	2801 78% ^d	2159 79% ^d	269 76%	353 71%	248 77%	2553 78%	295 75%	56 72%	2522 78%	270 77%
UNCLEAR	361 10%	249 9%	35 10%	77 15% ^{abc}	30 9%	330 10%	39 10%	9 11%	330 10%	31 9%
Refused	3 -	3 -	- -	- -	- -	3 -	- -	- -	3 -	- -
Don't know	21 1%	14 1%	2 1%	5 1%	4 1%	17 1%	5 1%	- -	21 1%	- -
Mean Score	0.855^d	0.882^d	0.813	0.726	0.871	0.854	0.808	0.711	0.858	0.834
Standard Deviation	0.909	0.885	0.930	1.017	0.930	0.907	0.886	0.870	0.915	0.862
Error Variance	-	-	0.002	0.002	0.003	-	0.002	0.007	-	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Very clearly	(2) 719	665	53	2	184	268	233	35	154	133	421	594	67	47
	20%g	20%	18%	14%	25%agh	22%g	16%	18%	17%	17%	22%aj	20%	18%	16%
Quite clearly	(1) 2082	1913	161	8	399	749	839	95	509	431	1108	1721	211	156
	58%h	58%	54%	74%	54%	60%eh	58%h	48%	57%	55%	59%	58%h	58%	52%
Neither clearly nor unclearly	(0) 427	375	53	-	72	117	199	39	113	137	168	335	44	54
	12%fk	11%	18%ab	-	10%	9%	14%ef	19%aefg	13%k	18%aik	11%	12%	18%alm	
Quite unclearly	(-1) 271	250	21	-	60	68	122	21	91	59	118	200	31	32
	8%f	8%	7%	-	8%f	6%	9%f	11%f	10%ak	8%	6%	7%	8%	11%al
Very unclearly	(-2) 90	81	8	1	21	30	31	8	28	16	45	73	10	7
	2%	2%	3%	12%	3%	2%	2%	4%	3%	2%	2%	2%	3%	2%
SUMMARY CODES														
CLEAR	2801	2577	214	10	583	1017	1071	131	663	565	1529	2315	278	203
	78%ghijn	78%c	72%	88%	79%h	82%agh	75%h	66%	74%	72%	82%aj	79%h	76%h	68%
UNCLEAR	361	330	29	1	80	98	153	29	119	75	164	274	40	39
	10%l	10%	10%	12%	11%l	8%	11%l	15%al	13%ajk	10%	9%	9%	11%	13%l
Refused	3	1	2	-	-	2	1	-	2	1	-	3	-	-
	-	-	1%ab	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	20	1	-	5	6	9	1	4	3	13	16	2	2
	1%	1%	-	-	1%	-	1%	-	-	-	1%	1%	1%	1%
Mean Score	0.855ghin	0.862	0.780	0.770	0.905gh	0.939agh	0.786	0.650	0.747	0.782	0.936aj	0.876n	0.813	0.691
Standard Deviation	0.909	0.907	0.914	1.148	0.959	0.865	0.894	1.018	0.963	0.889	0.887	0.896	0.924	0.944
Error Variance	-	-	0.003	0.146	0.001	0.001	0.001	0.005	0.001	0.001	-	-	0.002	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Yes	959	821	70	68	173	517	269	298	343	185	132
	27%k	27%	23%	32%	29%	27%	24%	28%k	29%k	28%k	19%
No	2637	2265	231	141	431	1368	838	748	844	479	565
	73% ^d	73% ^d	77% ^d	65%	71%	72%	75%	71%	71%	72%	80% ^{ahij}
Refused	1	1	-	-	-	1	1	-	1	-	1
	*	*	-	-	-	*	*	-	*	-	*
Don't know	16	9	1	7	2	7	7	2	7	3	5
	*	*	*	3% ^{abc}	*	*	1%	*	1%	*	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2488	681	398
Yes	959	197	654	84	23	126	832	691	178	83
	27%blj	22%	29%b	24%	24%	22%	27%lf	28%j	26%	21%
No	2637	696	1608	267	66	438	2199	1788	498	312
	73%	77%ac	71%	76%	70%	77%ag	72%	72%	73%	78%ah
Refused	1	-	1	-	1	-	1	-	1	1
	*	-	*	-	1%ab	-	*	-	*	*
Don't know	16	5	6	-	6	3	13	9	4	3
	-	1%	-	-	6%abcd	1%	-	-	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/l/g - a/h/lj
 * small base

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Yes	959	780	100	72	104	855	112	15	854	102
	27% ^d	28% ^d	28% ^d	14%	32% ^{kaf}	26%	29%	20%	26%	29%
No	2637	1949	250	422	216	2421	279	62	2382	246
	73% ^e	71%	71%	64% ^{abc}	67%	74% ^{ae}	71%	79%	73%	70%
Refused	1	1	-	1	-	1	-	-	1	1
	-	-	-	-	-	-	-	-	-	1
Don't know	16	7	4	5	1	16	1	1	13	3
	-	-	1% ^b	1% ^b	-	-	-	2%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Yes	959	878	79	1	385	363	192	20	230	215	495	839	66	54
	27% ^{ghmn}	27%	27%	10%	52% ^{afgh}	29% ^{hgh}	13%	10%	26%	28%	26%	28% ^{mn}	18%	18%
No	2637	2410	217	10	355	872	1234	176	667	563	1370	2091	297	240
	73% ^{de}	73%	73%	90%	48%	70% ^{de}	86% ^{aef}	88% ^{aef}	74%	72%	73%	71%	81% ^{al}	80% ^{al}
Refused	1	1	1	-	-	-	1	1	1	-	1	1	1	-
	-	-	- ^b	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	16	1	-	-	5	8	3	3	3	8	12	1	5
	-	-	-	-	-	-	1%	2% ^{ae}	-	-	-	-	-	2% ^{al}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Yes	408	358	29	21	53	249	106	141	149	61	57
	11%k	12%	10%	10%	9%	13%eg	9%	13%jk	12%jk	9%	8%
No	3197	2730	273	193	553	1637	1006	904	1044	604	645
	88%	88%	90%	90%	91%f	87%	90%f	86%	87%	91%h	92%ahk
Don't know	9	8	-	1	-	6	3	3	2	2	2
	-	*	-	1%	-	*	*	*	*	*	*

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2488	681	398
Yes	408	72	288	42	5	64	344	304	74	27
	11% ^{bj}	8%	13% ^{bce}	12% ^b	6%	11%	11%	12% ^j	11% ^j	7%
No	3197	822	1978	308	89	501	2695	2177	606	370
	88%	92% ^{ac}	87%	88%	93%	88%	88%	87%	89%	93% ^{kah}
Don't know	9	4	3	1	1	3	6	7	2	1
	*	*	*	*	1% ^c	*	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Yes	408 11% ^d	346 13% ^d	36 10% ^d	21 4%	58 18% ^{ka}	350 11%	47 12%	4 5%	369 11%	38 11%
No	3197 89% ^{la}	2386 87%	316 89%	477 95% ^{abc}	263 82%	2934 89% ^{le}	343 86%	74 95% ^{ag}	2872 88%	314 89%
Don't know	9 -	5 -	2 1%	2 -	- -	9 -	1 -	- -	9 -	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Yes	408	373	35	-	214	143	48	3	103	103	196	364	19	26
11%ghm		71%	72%	-	29%afgh	12%gh	3%	7%	71%	73%	10%	12%lm	5%	9%
No	3197	2922	263	11	524	1095	1383	195	796	678	1672	2571	345	272
88%a		88%	88%	100%	71%	88%e	96%aef	98%aef	88%	67%	89%	87%	95%al	91%
Don't know	9	8	1	-	1	2	3	2	1	-	6	8	1	-
-		-	-	-	-	-	-	7%	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Yes	359	308	32	19	54	216	89	115	134	60	50
	10%gk	10%	11%	9%	9%	11%g	8%	11%k	11%k	9%	7%
No	3242	2777	270	196	551	1671	1021	930	1058	606	649
	90%	90%	89%	91%	91%	88%	92%l	89%	89%	91%	92%ahi
Don't know	12	11	-	1	1	6	5	3	3	1	5
	*	*	-	1%	*	*	*	*	*	*	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2488	681	398
Yes	359	60	267	31	2	52	307	269	63	27
10% base		7%	12%abe	9%e	2%	9%	10%	11%g	9%	7%
No	3242	836	1996	320	91	514	2728	2213	615	369
90%		93%ac	88%	91%	95%c	91%	90%	89%	90%	93%h
Don't know	12	2	7	-	3	1	11	6	4	3
*		*	*	-	3%abcd	*	*	*	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* small base

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Yes	359	315	29	13	38	321	41	6	333	25
10% ^d		12% ^d	8% ^d	3%	12%	10%	10%	7%	10%	7%
No	3242	2415	322	484	282	2960	350	71	2907	325
		98%	91%	97% ^{abc}	88%	90%	89%	91%	89%	82%
Don't know	12	7	2	2	-	12	2	1	9	2
	-	-	1%	-	-	-	-	2% ^a	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* small base

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Yes	359	331	28	-	195	119	43	2	100	73	183	319	14	21
	10%ghm	10%	9%	-	26%afgh	10%gh	3%	1%	11%	9%	10%	11%mn	4%	7%
No	3342	2963	268	11	545	1117	1385	195	797	705	1688	2615	349	275
	90%ah	90%	90%	100%	74%	90%ae	97%aef	88%aef	89%	90%	90%	89%	96%al	92%
Don't know	12	9	2	-	-	4	5	2	3	3	3	9	1	2
	-	-	1%	-	-	-	-	1%ae	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Yes	419	359	37	23	72	234	114	138	153	74	54
	12%k	12%	12%	11%	12%	12%	10%	13%k	13%k	11%k	8%
No	3185	2728	265	192	533	1655	997	909	1038	592	645
	88%	88%	88%	89%	88%	87%	89%	87%	87%	89%	92%ahj
Refused	1	1	-	-	-	1	-	-	1	-	-
	*	*	-	-	-	*	-	-	*	-	-
Don't know	9	7	-	1	2	3	4	1	3	1	4
	*	*	-	1%	*	*	*	*	*	*	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2488	681	398
Yes	419	69	300	44	6	69	350	310	70	39
12%b		8%	13%b	12%b	7%	12%	12%	12%	10%	10%
No	3185	827	1964	307	87	497	2687	2172	609	357
88%		92%acd	87%	87%	92%	88%	88%	87%	89%	90%
Refused	1	-	1	-	-	-	1	-	1	-
*	*	-	*	-	-	-	*	-	*	-
Don't know	9	2	4	1	2	2	7	6	1	2
-	-	-	-	-	2%abc	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Yes	419 12% ^d	356 13% ^d	38 11% ^d	23 5%	48 15%	371 11%	46 12%	7 9%	378 12%	40 11%
No	3185 89%	2376 87%	313 89%	474 95% ^{abc}	272 85%	2912 88%	345 88%	70 90%	2864 88%	310 88%
Refused	1 -	1 -	- -	- -	- -	1 -	- -	- -	- -	1 -
Don't know	9 -	4 -	2 1%	2 -	- -	9 -	1 -	1 1%	8 -	1 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

**Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking**
Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Yes	419 12% ^{gh}	378 11%	41 14%	-	159 22% ^{aafgh}	154 12% ^{gh}	95 7%	11 5%	109 12%	89 11%	214 11%	353 12%	38 10%	28 9%
No	3185 88% ^{ie}	2919 88%	254 85%	11 100%	581 79%	1083 87% ^{ie}	1335 93% ^{aef}	186 93% ^{aef}	788 88%	691 90%	1657 88%	2584 88%	325 89%	270 90%
Refused	1	-	1	-	-	-	1	-	1	-	-	1	-	-
Don't know	9	6	2	-	-	2	4	2	2	1	3	6	1	1
	-	-	1%	-	-	-	-	1% ^{aefg}	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Yes	254	226	14	15	41	172	41	72	80	50	53
	7%g	7%	5%	7%	7%g	9%ag	4%	7%	7%	7%	7%
No	3315	2836	283	196	560	1698	1057	963	1098	614	640
	92%f	92%	94%	91%	92%	90%	95%af	92%	92%	92%	91%
Refused	5	4	-	1	-	-	5	3	1	1	1
	-	-	-	-	-	-	*af	-	-	-	-
Don't know	39	29	5	4	5	23	11	11	15	3	10
	1%	1%	2%	2%	1%	1%	1%	1%	1%	-	1%j

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2269	351	95*	568	3046	2488	681	398
Yes	254	57	156	34	7	33	221	172	44	36
	7%	6%	7%	10%	8%	6%	7%	7%	6%	9%
No	3315	824	2090	315	86	526	2789	2286	627	358
	92%	92%	92%	90%	90%	93%	92%	92%	92%	90%
Refused	5	3	2	1	-	1	4	5	1	-
	*	*	*	*	-	*	*	*	*	-
Don't know	39	14	22	1	2	8	31	25	9	4
	1%	2%	1%	*	2%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j

* small base

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3528	2444	393	670	330	3198	318	102	3206	312
Weighted Base	3613	2737	354	499	320	3293	392	78*	3249	352
Yes	254 7%cd	219 8%cd	14 4%	19 4%	27 8%	227 7%	26 7%	6 8%	223 7%	31 9%
No	3315 92%	2488 91%	335 95%ab	472 95%ab	293 92%	3022 92%	362 92%	72 92%	2987 92%	316 90%
Refused	5 -	4 -	-	1 -	-	5 -	-	-	3 -	2 1%
Don't know	39 1%	27 1%	5 1%	7 1%	-	39 1%	3 1%	1 1%	36 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3528	3250	269	9	665	1178	1467	218	959	745	1763	2787	398	327
Weighted Base	3613	3304	299	11**	740	1240	1434	199	900	781	1874	2943	365	298
Yes	254 7%g	230 7%	24 8%	-	65 9%g	97 8%g	77 5%	15 7%	65 7%	48 6%	134 7%	206 7%	22 6%	20 7%
No	3315 92%	3035 92%	270 90%	11 100%	672 91%	1130 91%	1336 93%h	177 89%	820 91%	727 93%	1721 92%	2699 92%	340 93%	275 92%
Refused	5	5	1	-	-	2	3	1	1	-	4	4	-	1
Don't know	39 1%	34 1%	4 1%	-	3	11 1%	18 1%	6 3%aetg	14 2%	6 1%	15 1%	34 1%	3 1%	2 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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	I used the QR code to find out more about my existing tariff or to compare tariffs
Unweighted Base	3528	3528	3528	3528	3528
Weighted Base	3613	3613	3613	3613	3613
Yes	959 27%	408 11%	359 10%	419 12%	254 7%
No	2637 73%	3197 88%	3242 90%	3185 88%	3315 92%
Refused	1	-	-	1	5
Don't know	16	9	12	9	39
	-	-	-	-	1%

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1319	1126	112	81	196	656	467	306	339	255	419
Weighted Base	1340	1129	129	82*	198	761	382	375	407	273	285
Read it in detail	585	500	55	30	70	329	185	188	185	109	101
	44%ek	44%	43%	37%	35%	43%	49%e	50%ajk	48%k	40%	38%
Glanced over it or skim read it	568	481	55	33	90	344	134	151	171	117	129
	42%g	43%	43%	40%	46%g	45%g	35%	40%	42%	43%	45%
Only saw what it was, but did not read it	152	122	15	16	30	77	45	28	43	42	40
	11%	11%	11%	19%ab	15%	10%	12%	8%	10%	15%h	14%h
Refused	2	2	-	-	-	1	1	-	-	-	2
	-	-	-	-	-	-	-	-	-	-	1%
Don't know	33	26	4	3	8	9	16	7	8	5	13
	2%	2%	3%	4%	4%j	1%	4%j	2%	2%	2%	5%ahj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1319	414	755	116	34	278	1041	858	210	233
Weighted Base	1340	331	858	118	33*	255	1105	918	211	195
Read it in detail	585	124	387	63	11	110	475	432	79	67
44% ^{bj}		37%	45% ^b	53% ^b	34%	47%	43%	47% ^{ij}	37%	34%
Glanced over it or skim read it	568	145	370	41	12	92	476	382	100	79
42%		44%	43%	35%	35%	39%	43%	42%	47%	40%
Only saw what it was, but did not read it	152	51	81	11	10	24	128	84	24	44
17%		15% ^{ac}	9%	9%	31% ^{abcd}	10%	12%	9%	11%	23% ^{ahj}
Refused	2	1	-	1	-	-	2	-	2	-
*		*	-	1% ^c	-	-	*	-	1% ^h	-
Don't know	33	10	20	2	-	8	25	20	7	5
2%		3%	2%	2%	-	3%	2%	2%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1319	911	150	243	136	1183	116	56	1185	128
Weighted Base	1340	1006	134	184	127	1213	135	42*	1196	136
Read it in detail	585	445	60	73	60	525	49	10	531	50
	44%h	44%	45%	40%	47%	43%	36%	24%	44%	37%
Glanced over it or skim read it	568	438	51	72	50	518	67	24	505	60
	42%	44%	38%	39%	39%	43%	50%	56%	42%	44%
Only saw what it was, but did not read it	152	106	17	28	15	137	17	7	129	24
	11%	11%	13%	15%b	12%	11%	13%	16%	11%	18%j
Refused	2	1	-	1	1	1	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Don't know	33	16	6	10	2	31	1	2	30	2
	2%	2%	4%b	5%ab	2%	3%	1%	4%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/gh - a/ij
 * 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1319	1196	121	2	281	450	460	148	378	293	616	999	119	190
Weighted Base	1340	1209	129	2**	294	459	452	135	355	300	652	1050	109	171
Read it in detail	585	536	49	-	205	232	135	11	145	117	311	500	37	46
	44%ghmn	44%	38%	-	70%algh	51%aagh	30%h	9%	41%	39%	48%ij	48%lmn	34%	27%
Glanced over it or skim read it	568	512	55	1	71	187	254	56	156	149	250	425	52	87
	42%ie	42%	43%	42%	24%	41%ie	56%aeft	41%ie	44%	50%ak	38%	40%	47%	51%al
Only saw what it was, but did not read it	152	130	21	1	14	27	50	61	46	25	75	100	17	33
	11%ef	11%	16%	58%	5%	6%	11%ef	45%aefg	13%	8%	12%	10%	16%j	19%al
Refused	2	2	-	-	-	-	1	1	-	-	2	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	2%al	-
Don't know	33	30	3	-	3	12	12	6	8	8	14	25	2	6
	2%	2%	3%	-	1%	3%	3%	4%e	2%	3%	2%	2%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** 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 who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Very clearly	(2) 244	214	15	14	35	142	66	81	60	43	59
	21%	22%	14%	23%	22%	21%	21%	24% ^{kl}	17%	19%	25% ^{kl}
Quite clearly	(1) 628	530	67	31	83	359	185	196	196	121	115
	54%	54%	61%	49%	52%	53%	58%	58%	55%	53%	50%
Neither clearly nor unclearly	(0) 162	134	15	12	26	105	31	40	56	38	28
	14% ^g	14%	14%	19%	16%	16% ^g	10%	12%	16%	17%	12%
Quite unclearly	(-1) 88	71	12	5	12	49	27	16	36	17	19
	8%	7%	11%	8%	8%	7%	8%	5%	10% ^h	7%	8%
Very unclearly	(-2) 25	24	1	-	2	16	7	7	6	5	7
	2%	2%	1%	-	2%	2%	2%	2%	2%	2%	3%
SUMMARY CODES											
CLEAR	872	745	82	45	118	502	252	277	256	164	174
	76%	76%	74%	72%	74%	75%	79%	81% ^{aj}	72%	72%	76%
UNCLEAR	113	95	13	5	15	64	34	23	42	22	26
	10%	10%	12%	8%	9%	10%	11%	7%	12%	10%	11%
Don't know	7	6	-	1	2	2	3	-	3	2	2
	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%
Mean Score	0.852	0.861	0.754	0.872	0.857	0.841	0.872	0.962l	0.761	0.799	0.879
Standard Deviation	0.316	0.325	0.352	0.366	0.303	0.319	0.317	0.360	0.306	0.320	0.363
Error Variance	0.001	0.001	0.007	0.013	0.005	0.001	0.002	0.003	0.003	0.004	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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 who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	866	753	173	180
Weighted Base	1153	269	757	104*	23**	202	951	813	179	145
Very clearly	(2) 244	55	158	23	8	48	196	159	43	34
		21%	20%	21%	36%	24%	21%	20%	24%	24%
Quite clearly	(1) 628	145	421	52	10	106	522	461	87	73
		54%	54%	50%	43%	52%	55%	57%	49%	50%
Neither clearly nor unclearly	(0) 162	36	105	18	3	18	143	106	30	24
		14%	13%	14%	11%	9%	15%	13%	17%	16%
Quite unclearly	(-1) 88	22	58	8	1	20	68	62	14	12
		8%	8%	8%	3%	10%	7%	8%	8%	8%
Very unclearly	(-2) 25	8	13	3	2	9	16	19	4	2
		2%	3%	2%	3%	5%	2%	2%	2%	2%
SUMMARY CODES										
CLEAR	872	200	579	75	18	154	718	621	129	107
		76%	74%	76%	79%	76%	76%	76%	72%	74%
UNCLEAR	113	30	70	11	2	29	85	81	18	14
		10%	11%	9%	10%	14%	9%	10%	10%	10%
Don't know	7	3	3	-	-	2	5	6	1	-
		1%	1%	-	-	1%	1%	1%	1%	-
Mean Score	0.852	0.817	0.867	0.801	0.995	0.813	0.860	0.842	0.843	0.860
Standard Deviation	0.916	0.951	0.890	0.968	1.109	1.049	0.885	0.908	0.951	0.928
Error Variance	0.001	0.003	0.001	0.009	0.049	0.005	0.001	0.001	0.005	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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 who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1123	795	126	190	117	1006	99	43	1016	102
Weighted Base	1153	883	111	145	110	1043	116*	34*	1036	110*
Very clearly	(2) 244 21%g	187 21%	25 22%	29 20%	20 18%	224 21%	14 12%	6 18%	218 21%	26 24%
Quite clearly	(1) 628 54%	472 53%	62 56%	86 59%	55 50%	573 55%	65 56%	15 45%	575 55%j	48 43%
Neither clearly nor unclearly	(0) 162 14%k	132 15%k	19 14%k	10 7%	13 12%	148 14%	25 22%a	8 24%	132 13%	28 25%a
Quite unclearly	(-1) 88	69	4	15	16	72	10	2	80	8
Very unclearly	(-2) 25	18	4	4	4	21	2	1	25	1
		2%	3%	3%	4%	2%	2%	4%	2%	1%
SUMMARY CODES										
CLEAR	872 76%	659 75%	87 78%	115 79%	75 68%	797 76%	79 68%	21 63%	792 77%j	73 67%
UNCLEAR	113 10%	87 10%	7 7%	19 13%	20 18%a	93 9%	11 10%	3 10%	105 10%	8 8%
Don't know	7 1%	5 1%	1 1%	1 1%	2 1%	5 1%	1 1%	1 4%a	7 1%	-
Mean Score	0.852e	0.844	0.915	0.847	0.650	0.873e	0.689	0.696	0.856	0.819
Standard Deviation	0.916	0.916	0.895	0.953	1.067	0.896	0.851	0.996	0.920	0.900
Error Variance	0.001	0.001	0.006	0.005	0.010	0.001	0.007	0.024	0.001	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1123	1024	98	1	245	407	399	72	315	261	525	871	94	147
Weighted Base	1153	1048	104*	1**	276	420	390	67*	301	267	561	925	88*	132
Very clearly	(2) 244	217	25	1	51	100	84	9	65	47	128	198	13	29
Quite clearly	(1) 628	583	45	-	159	235	202	33	154	136	325	514	46	63
Neither clearly nor unclearly	(0) 162	139	23	-	35	47	65	14	43	62	51	115	20	29
Quite unclearly	(-1) 88	80	9	-	25	32	25	6	28	16	42	74	6	7
Very unclearly	(-2) 25	24	1	-	6	5	10	4	9	5	12	20	3	2
SUMMARY CODES														
CLEAR	872	800	71	1	210	335	285	42	220	183	453	712	60	92
UNCLEAR	113	103	10	-	31	38	34	10	37	21	54	93	9	9
Don't know	7	6	1	-	-	1	5	1	1	1	4	4	-	2
Mean Score	0.852h	0.854	0.817	2.000	0.807	0.935h	0.845h	0.554	0.799	0.764	0.925j	0.867	0.696	0.845
Standard Deviation	0.916	0.913	0.946	-	0.919	0.877	0.920	1.050	0.980	0.880	0.897	0.914	0.921	0.877
Error Variance	0.001	0.001	0.009	-	0.003	0.002	0.002	0.016	0.003	0.003	0.002	0.001	0.009	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	396	346	32	18	62	241	93	126	138	72	60
	34%k	35%	29%	29%	39%g	36%g	29%	37%k	39%k	32%	26%
No	753	631	79	43	97	430	226	211	219	153	170
	65%	64%	71%	69%	61%	64%	71%ef	62%	61%	68%	74%ahj
Don't know	4	3	-	1	1	2	1	3	-	-	1
	*	*	-	2%	*	*	*	1%	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1123	337	662	99	25	237	886	753	173	180
Weighted Base 1153	269	757	104*	23**	202	951	813	179	145
Yes 396 34% ^b	63	295	32	6	61	335	289	65	37
No 753 65%	23% 206	39% ^b 461	30% 70	28% 16	30% 140	35% 613	36% ^j 522	36% ^j 114	26% 107
Don't know 4	76% ^{ac} 1	61% 2	68% 2	72% -	69% 1	64% 3	64% 3	64% -	74% ^{ah} 1
	*	*	2% ^{ac}	-	1%	*	*	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1123	795	126	190	117	1006	99	43	1016	102
Weighted Base	1153	883	111	145	110	1043	116*	34*	1036	110*
Yes	396 34% ^d	337 38% ^{ucd}	29 26%	26 18%	44 40%	351 34%	46 39%	7 22%	357 34%	37 34%
No	753 65%	542 61%	82 74% ^{lb}	119 82% ^{ab}	65 60%	688 66%	69 60%	26 76%	676 65%	71 64%
Don't know	4 *	4 *	-	-	-	4 *	1 1%	1 2%	3 *	2 2% ^{ji}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1123	1024	98	1	245	407	399	72	315	261	525	871	94	147
Weighted Base	1153	1048	104*	1**	276	420	390	67*	301	267	561	925	88*	132
Yes	396	363	33	-	181	146	59	10	101	90	196	345	22	30
	34%ghn	35%	32%	-	65%afgh	35%gh	15%	15%	34%	34%	35%	37%mn	25%	22%
No	753	682	70	1	96	271	330	57	199	175	363	576	67	102
	65%ie	65%	67%	100%	35%	65%ie	85%aef	85%aef	66%	66%	65%	62%	75%l	77%al
Don't know	4	3	1	-	-	3	1	-	1	1	2	4	-	1
	*	*	1%	-	-	1%	*	-	*	*	*	*	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	242	216	19	9	39	152	51	74	97	40	31
	21% ^{gh}	22%	17%	12%	24% ^{gh}	23% ^{gh}	16%	22% ^{kl}	27% ^{aijk}	19%	14%
No	906	760	92	54	120	519	267	264	260	186	197
	79% ^{hi}	78%	83%	86%	75%	77%	84% ^{aeef}	77%	73%	82% ^{il}	86% ^{ahik}
Refused	2	2	-	-	2	-	1	2	-	-	1
	*	*	-	-	1% ^f	-	*	*	-	-	*
Don't know	3	2	-	1	-	2	1	1	-	-	2
	*	*	-	2% ^{ab}	-	*	*	*	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	269	757	104*	23**	202	951	813	179	145
Yes	242	36	183	19	4	29	213	190	34	18
21%blj		14%	24%b	18%	18%	14%	22%l	23%j	19%	12%
No	906	232	572	83	19	173	734	622	143	127
79%		86%ac	76%	80%	82%	85%ag	77%	76%	80%	87%ah
Refused	2	-	2	1	-	-	2	1	2	-
*	-	-	*	1%	-	-	*	-	15%h	-
Don't know	3	1	-	2	-	1	2	2	1	1
-	-	-	2%ac	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1123	795	126	190	117	1006	99	43	1016	102
Weighted Base	1153	883	111	145	110	1043	116*	34*	1036	110*
Yes	242 21% ^{dh}	214 24% ^{cd}	16 14% ^d	9 6%	31 28%	212 20%	33 29% ^h	3 8%	216 21%	25 23%
No	906	665	95	136	79	827	82	31	817	83
Refused	2 79%	2 75%	-	1 93% ^{abc}	-	2 79%	-	79%	2 79%	-
Don't know	3	2	-	-	-	3	1	-	1	2
	-	-	-	-	-	-	7%	-	-	2% ^{ai}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1123	1024	98	1	245	407	399	72	315	261	525	871	94	147
Weighted Base	1153	1048	104*	1**	276	420	390	67*	301	267	561	925	88*	132
Yes	242 21% ^{gh}	221 21%	21 20%	-	126 46% ^{aefgh}	89 21% ^{igh}	25 6%	2 3%	57 19%	56 21%	123 22%	209 23% ⁿ	13 14%	19 14%
No	906 79% ^{de}	822 78%	83 80%	1 100%	149 54%	329 78% ^{de}	364 93% ^{aef}	65 96% ^{aef}	243 81%	210 79%	436 78%	711 77%	76 86%	113 85% ^l
Refused	2 -	2 -	- -	- -	2 1%	- -	1 -	- -	1 -	- -	2 -	2 -	- -	- -
Don't know	3 -	2 -	1 -	- -	- -	2 -	1 -	* 1%	1 -	2 1%	- -	2 -	- -	1 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	206	187	15	4	37	129	40	68	78	29	31
	18% ^{dq}	19% ^d	13%	7%	23% ^g	19% ^g	12%	20% ^{jk}	22% ^{jk}	13%	13%
No	940	789	94	57	123	538	279	268	278	197	198
	82%	81%	85%	91%	77%	80%	87% ^{aef}	79%	78%	87% ^{hi}	86% ^{hi}
Don't know	7	4	2	1	-	5	1	4	1	-	2
	1%	*	2%	2%	-	1%	*	1%	*	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	269	757	104*	23**	202	951	813	179	145
Yes	206	32	155	15	4	31	175	159	31	17
	18%b	12%	21%b	14%	18%	15%	18%	19%	17%	12%
No	940	237	598	87	19	168	772	650	148	127
	82%	88%ac	79%	83%	82%	83%	81%	80%	83%	87%h
Don't know	7	1	4	3	-	3	4	5	1	1
	1%	-	-	3%abc	-	2%g	-	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1123	795	126	190	117	1006	99	43	1016	102
Weighted Base	1153	883	111	145	110	1043	116*	34*	1036	110*
Yes	206 18% ^d	181 20% ^{ucd}	13 12%	9 6%	27 25%	179 17%	30 26% ^h	3 9%	184 18%	21 19%
No	940 82% ^g	697 79%	96 80%	136 94% ^{abc}	82 75%	856 82%	85 73%	31 91% ^g	848 82%	86 79%
Don't know	7 1%	5 1%	2 2%	-	-	7 1%	1 1%	-	4 -	3 2% ⁱ

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1123	1024	98	1	245	407	399	72	315	261	525	871	94	147
Weighted Base	1153	1048	104*	1**	276	420	390	67*	301	267	561	925	88*	132
Yes	206	192	15	-	118	72	14	3	52	45	105	174	11	18
	18% ^{gh}	18%	14%	-	43% ^{aefgh}	17% ^{gh}	4%	4%	17%	17%	19%	19%	12%	14%
No	940	851	88	1	159	346	371	65	247	221	432	745	78	113
	82% ^{ab}	81%	85%	100%	57%	82% ^{ae}	95% ^{aef}	96% ^{aef}	82%	83%	81%	81%	88%	85%
Don't know	7	5	1	-	-	2	5	-	2	1	4	5	-	1
	1%	1%	1%	-	-	-	1%	-	1%	-	1%	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	211	184	20	7	38	132	42	61	81	35	34
	18%g	19%	18%	11%	24%g	20%g	13%	18%	23%jk	15%	15%
No	938	793	90	55	123	539	277	278	274	191	195
	81%	81%	82%	87%	76%	80%	86%aef	82%	77%	85%kl	85%kl
Don't know	4	3	-	1	-	3	1	1	1	-	2
	*	*	-	2%	-	*	*	*	*	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	269	757	104*	23**	202	951	813	179	145
Yes	211	37	155	17	3	32	179	151	32	27
	18%	14%	20% ^b	16%	13%	16%	19%	19%	18%	18%
No	938	231	602	85	20	170	768	660	146	117
	81%	86% ^c	80%	81%	87%	84%	81%	81%	82%	81%
Don't know	4	1	-	3	-	1	4	2	1	1
	*	1% ^c	-	3% ^{ac}	-	*	*	*	*	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1123	795	126	190	117	1006	99	43	1016	102
Weighted Base	1153	883	111	145	110	1043	116*	34*	1036	110*
Yes	211 18% ^d	183 21% ^{cd}	13 12%	14 9%	25 22%	187 18%	31 26%	4 11%	196 19%	16 14%
No	938 81% ^g	696 79%	98 88% ^b	131 91% ^{ab}	85 79%	853 82%	85 73%	30 89% ^g	839 81%	92 84%
Don't know	4 -	4 -	- -	- -	- -	4 -	1 1%	- -	2 -	3 2% ^{ai}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1123	1024	98	1	245	407	399	72	315	261	525	871	94	147
Weighted Base	1153	1048	104*	1**	276	420	390	67*	301	267	561	925	88*	132
Yes	211 18% ^{gh}	191 18%	20 19%	-	96 35% ^{aefgh}	79 19% ^{gh}	35 9%	1 2%	58 19%	44 16%	105 19%	175 19%	13 14%	20 15%
No	938 81% ^{de}	854 81%	83 80%	1 100%	180 65%	338 81% ^{ef}	354 91% ^{aef}	66 98% ^{aefg}	242 80%	221 83%	456 81%	747 81%	76 86%	111 84%
Don't know	4 -	3 -	1 1%	-	1 -	2 -	1 -	-	2 1%	2 1% ^k	-	3 -	-	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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	1123	1123	1123	1123
Weighted Base	1153	1153	1153	1153
Yes	396 34%	242 21%	206 18%	211 18%
No	753 65%	906 79%	940 82%	938 81%
Refused	-	2	-	-
Don't know	4	3	7	4
	-	-	1%	-

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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1203	1038	98	67	157	586	460	301	329	231	342
Weighted Base 1249	1069	116*	64*	168	700	381	367	408	245	229
Read it in detail 636 51% ^{ajk}	543 51%	56 49%	36 57%	66 39%	348 50% ^{ae}	222 58% ^{aef}	223 61% ^{ajk}	216 53% ^{jk}	107 44%	91 40%
Glanced over it or skim read it 471 38% ^{gh}	406 38%	46 40%	18 29%	73 44% ^g	284 41% ^g	114 30%	112 30%	139 34%	113 46% ^{ahi}	107 47% ^{ahi}
Only saw what it was, but did not read it 105 8%	91 9%	8 7%	6 10%	22 13% ^f	52 7%	31 8%	26 7%	42 10%	16 6%	21 9%
Refused 2 -	2 -	1 1%	-	-	2 -	1 -	-	2 -	-	1 -
Don't know 34 3%	26 2%	5 5%	3 4%	7 4%	14 2%	13 3%	6 2%	9 2%	9 4%	9 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1203	357	675	134	37	222	981	842	184	164
Weighted Base	1249	292	785	135	37*	192	1057	896	198	140
Read it in detail	636	123	414	81	19	105	531	490	86	51
51% ^{klj}		42%	53% ^{lb}	60% ^{lb}	52%	55%	50%	55% ^{ij}	43%	36%
Glanced over it or skim read it	471	124	294	40	12	69	402	326	82	59
38%		42% ^d	38%	29%	34%	36%	38%	36%	42%	42%
Only saw what it was, but did not read it	105	34	56	11	4	16	90	59	23	22
8%		12% ^c	7%	8%	11%	8%	8%	7%	11% ^{kh}	16% ^{kah}
Refused	2	1	2	-	-	-	2	-	2	1
*	*	*	*	-	-	-	*	-	1% ^h	1% ^h
Don't know	34	11	19	3	1	2	32	21	5	7
3%		4%	2%	3%	3%	1%	3%	2%	3%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/ij
 * 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1203	890	128	168	129	1074	103	31	1095	103
Weighted Base	1249	990	112	129	116	1133	130*	22**	1132	111*
Read it in detail	636 51%	513 52%	57 51%	59 46%	77 66% ^{kl}	560 49%	61 47%	7 33%	594 52% ^{lj}	39 35%
Glanced over it or skim read it	471 38%	377 38%	36 32%	51 39%	34 30%	436 39%	54 41%	11 50%	414 37%	54 49% ^{kl}
Only saw what it was, but did not read it	105 8%	77 8%	15 13%	14 11%	4 4%	101 9%	11 8%	1 6%	93 8%	13 12%
Refused	2	2	-	1	-	2	-	-	2	-
Don't know	34	23	5	5	1	33	5	3	29	5
	3%	2%	4%	4%	1%	3%	4%	12%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1203	1105	96	2	360	435	320	88	306	264	607	1005	92	96
Weighted Base	1249	1142	106*	1**	399	446	318	87*	291	281	651	1072	84*	85*
Read it in detail	636	593	43	-	278	241	106	11	131	136	360	571	34	26
	51%ghn	52%ic	41%	-	70%algh	54%igh	33%h	13%	45%	48%	55%i	53%lmn	41%	31%
Glanced over it or skim read it	471	428	43	-	99	172	168	32	124	121	212	390	38	41
	38%ek	37%	41%	-	25%	39%ie	53%aeft	37%ie	42%k	43%k	33%	36%	45%	48%j
Only saw what it was, but did not read it	105	90	14	1	14	23	30	38	29	17	59	81	10	13
	8%ef	8%	14%	100%	4%	5%	9%ef	44%aefg	10%	6%	9%	8%	12%	16%al
Refused	2	2	-	-	-	-	2	1	-	1	2	-	-	1
	-	-	-	-	-	-	1%	1%	-	-	-	-	-	1%
Don't know	34	29	5	-	8	10	13	4	8	7	18	28	2	4
	3%	3%	5%	-	2%	2%	4%	5%	3%	3%	3%	3%	2%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/j/h - a/i/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Very clearly	(2) 285 26%	232 24%	30 29%	23 42%ab	38 27%	167 26%	80 24%	106 32%ij	80 22%	46 21%	53 27%
Quite clearly	(1) 615 56%cd	550 58%cd	47 46%	18 33%	78 56%	351 55%	186 55%	183 55%	210 59%k	122 56%	99 50%
Neither clearly nor unclearly	(0) 140 13%h	109 11%	20 20%b	11 20%	16 12%	84 13%	40 12%	27 8%	48 14%h	36 16%h	29 15%h
Quite unclearly	(-1) 48 4%	41 4%	5 5%	2 3%	3 2%	20 3%	26 8%aef	15 4%	12 4%	10 5%	11 5%
Very unclearly	(-2) 15 1%	14 1%	-	1 2%	2 1%	9 1%	4 1%	3 1%	3 1%	5 2%	4 2%
SUMMARY CODES											
CLEAR	900 81%	792 82%	77 75%	41 75%	116 84%	518 82%	266 79%	289 86%jk	299 82%	169 77%	153 77%
UNCLEAR	63 6%	55 6%	5 5%	3 5%	5 3%	29 5%	29 9%aef	18 5%	16 4%	15 7%	15 7%
Don't know	4 -	4 -	-	-	2 1%	2 -	1 -	1 -	1 -	1 -	2 1%
Mean Score	1.004	1.000	0.990	1.101	1.081	1.026	0.932	1.120ijk	0.992	0.890	0.957
Standard Deviation	0.325	0.316	0.336	0.351	0.756	0.610	0.373	0.303	0.764	0.861	0.304
Error Variance	0.001	0.001	0.008	0.016	0.005	0.001	0.002	0.002	0.002	0.004	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/ij/k
 * 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1086	302	613	118	33	200	866	757	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Very clearly	(2) 285	53	170	46	15	56	229	188	51	37
		26%	24%	38%abc	48%	32%g	25%	23%	31%	34%h
Quite clearly	(1) 615	131	427	47	11	92	523	479	86	46
		56%dj	53%bd	60%bd	39%	53%	56%	59%j	51%	42%
Neither clearly nor unclearly	(0) 140	39	80	18	3	15	125	101	21	17
		13%	16%	11%	15%	9%	13%	12%	13%	16%
Quite unclearly	(-1) 48	17	21	9	2	8	41	37	6	5
		4%	7%c	8%c	5%	4%	4%	5%	4%	5%
Very unclearly	(-2) 15	6	7	1	-	3	11	9	2	4
		1%	3%	1%	-	2%	1%	1%	1%	3%h
SUMMARY CODES										
CLEAR	900	184	596	93	27	148	752	667	138	83
		81%b	75%	84%b	77%	85%	81%	82%	82%	75%
UNCLEAR	63	24	28	10	2	11	52	46	8	9
		6%	10%ac	4%	8%c	6%	6%	6%	5%	8%
Don't know	4	-	4	-	-	-	4	3	1	1
		-	1%	-	-	-	-	-	1%	1%
Mean Score	1.004b	0.842	1.039b	1.062b	1.273	1.088	0.988	0.984	1.070	0.981
Standard Deviation	0.825	0.931	0.750	0.852	0.868	0.855	0.817	0.796	0.836	1.003
Error Variance	0.001	0.003	0.001	0.008	0.023	0.004	0.001	0.001	0.004	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 ** 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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1066	804	106	142	123	943	90	25	974	88
Weighted Base	1107	889	93*	109	111	996	114*	18**	1008	93*
Very clearly	(2) 285	228	24	27	31	254	27	6	257	28
		26%	26%	25%	28%	25%	24%	34%	25%	30%
Quite clearly	(1) 615	501	53	55	61	554	58	8	568	43
		56%	57%	50%	55%	56%	51%	45%	56%	47%
Neither clearly nor unclearly	(0) 140	111	11	14	14	125	23	1	121	16
		12%	11%	13%	13%	13%	20%a	7%	12%	17%
Quite unclearly	(-1) 48	34	4	11	4	45	4	1	46	2
		4%	4%	10%ab	3%	4%	4%	6%	5%	3%
Very unclearly	(-2) 15	12	-	2	1	13	1	1	13	2
		1%	1%	2%	1%	1%	1%	4%	1%	2%
SUMMARY CODES										
CLEAR	900	730	77	82	92	808	85	14	825	71
		81%	82%	75%	83%	81%	74%	79%	82%	77%
UNCLEAR	63	45	5	13	5	58	5	2	59	4
		6%	5%	12%ab	5%	6%	4%	10%	6%	5%
Don't know	4	4	1	-	-	4	1	1	3	2
		*	1%	-	-	*	1%	4%	*	2%
Mean Score	1.004	1.017	1.046	0.864	1.045	0.999	0.938	1.033	1.005	1.021
Standard Deviation	0.825	0.809	0.779	0.976	0.813	0.827	0.816	1.045	0.821	0.877
Error Variance	0.001	0.001	0.006	0.007	0.005	0.001	0.007	0.046	0.001	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i - a/g/h - a/l/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1066	986	80	-	340	401	280	45	267	239	537	900	79	77
Weighted Base	1107	1021	86*	**	377	413	274	44*	255	256	572	960	72*	67*
Very clearly	(2) 285	262	22	-	90	118	65	12	65	57	158	247	18	13
	26%	26%	26%	-	24%	29%	24%	27%	26%	22%	28%	26%	26%	19%
Quite clearly	(1) 615	568	47	-	225	232	141	17	134	136	334	546	36	30
	56%h	56%	55%	-	60%h	56%h	52%	38%	53%	53%	58%	57%	49%	45%
Neither clearly nor unclearly	(0) 140	127	12	-	41	40	50	9	36	48	50	112	13	19
	13%k	12%	14%	-	11%	10%	18%aef	21%f	14%k	19%ak	19%	12%	18%	28%al
Quite unclearly	(-1) 48	46	2	-	16	17	13	2	13	12	24	39	5	2
	4%	5%	2%	-	4%	4%	5%	6%	5%	5%	4%	4%	6%	3%
Very unclearly	(-2) 15	14	1	-	4	4	5	2	7	2	5	12	1	2
	1%	1%	1%	-	1%	1%	2%	5%	3%	1%	1%	1%	1%	4%
SUMMARY CODES														
CLEAR	900	830	70	-	315	350	206	28	200	193	492	793	54	43
	81%ghm	81%	81%	-	84%gh	85%gh	75%	65%	78%	75%	86%aj	83%n	75%	64%
UNCLEAR	63	60	3	-	20	21	17	5	20	15	29	51	5	5
	6%	6%	3%	-	5%	5%	6%	10%	6%	6%	5%	5%	7%	7%
Don't know	4	3	2	-	1	2	-	2	-	1	1	4	-	1
	-	-	2%	-	-	-	-	4%aefg	-	-	-	-	-	1%
Mean Score	1.004n	1.000	1.045	-	1.015	1.076gh	0.913	0.793	0.934	0.913	1.078ij	1.021n	0.927	0.727
Standard Deviation	0.825	0.830	0.765	-	0.782	0.798	0.867	1.079	0.918	0.823	0.780	0.809	0.872	0.941
Error Variance	0.001	0.001	0.008	-	0.002	0.002	0.003	0.027	0.003	0.003	0.001	0.001	0.010	0.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/i/j/h - a/i/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	496	428	40	29	48	293	154	173	184	81	57
	45%	45%	39%	51%	36%	46% ^e	46% ^e	52% ^{ajk}	52% ^{ajk}	37%	29%
No	601	512	63	27	90	331	181	161	166	137	139
	54% ^l	54%	61%	49%	64% ^{atg}	52%	54%	48%	47%	62% ^{hi}	70% ^{ahi}
Refused	3	3	-	-	-	3	-	-	3	-	-
	*	*	-	-	-	1%	-	-	1%	-	-
Don't know	6	6	-	-	1	5	-	1	1	2	2
	1%	1%	-	-	1%	1%	-	-	-	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	757	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	496	91	357	37	11	80	416	404	55	30
	45%bdj	37%	50%abd	30%	35%	46%	45%	49%ij	33%	28%
No	601	153	345	83	20	95	507	405	110	80
	54%k	62%ac	49%	69%ac	65%	54%	54%	50%	66%ah	72%ah
Refused	3	-	3	-	-	-	3	2	2	-
	*	-	*	-	-	-	*	*	1%	-
Don't know	6	2	3	1	-	-	6	5	1	-
	1%	1%	-	1%	-	-	1%	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1066	804	106	142	123	943	90	25	974	88
Weighted Base	1107	889	93*	109	111	996	114*	18**	1008	93*
Yes	496 45%cd	426 48%cd	31 33%	34 31%	63 57%af	433 43%	49 43%	2 13%	458 45%	37 39%
No	601 54%a	453 51%	62 67%ab	76 69%ab	47 43%	554 56%e	63 55%	16 87%	542 54%	55 59%
Refused	3 -	3 -	-	-	-	3 -	2 1%	-	3 -	-
Don't know	6 1%	6 1%	-	-	-	6 1%	1 1%	-	5 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
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	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1066	986	80	-	340	401	280	45	267	239	537	900	79	77
Weighted Base	1107	1021	86*	**	377	413	274	44*	255	256	572	960	72*	67*
Yes	496	459	37	-	268	168	53	7	93	119	281	450	26	17
	45%ghm	45%	43%	-	71%afgh	41%gh	20%	16%	36%	48%ij	49%ij	47%ln	37%	25%
No	601	553	48	-	107	243	216	36	160	136	289	500	46	50
	54%a	54%	56%	-	28%	59%ae	79%aef	82%aef	63%ajk	53%	51%	52%	63%	75%al
Refused	3	3	-	-	-	-	3	-	-	-	2	3	-	-
	-	-	-	-	-	-	1%ef	-	-	-	-	-	-	-
Don't know	6	6	1	-	2	2	1	1	2	2	*	6	-	-
	1%	1%	1%	-	1%	1%	*	2%	1%	1%	*	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/ij/h - a/ij/k - a/l/m/n
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 - I looked into switching tariffs with my current supplier

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	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	355	310	30	16	31	220	104	137	125	49	44
	32%ejk	33%	29%	29%	22%	35%e	31%	41%ajk	35%jk	22%	22%
No	742	630	73	39	108	403	231	194	226	169	152
	67%h	66%	71%	71%	78%af	64%	69%	58%	64%	77%ahi	77%ahi
Refused	3	3	-	-	-	3	-	-	3	-	-
	*	*	-	-	-	1%	-	-	1%	-	-
Don't know	6	6	-	-	-	6	1	3	-	2	2
	1%	1%	-	-	-	1%	*	1%	-	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	757	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	355	54	265	28	7	50	305	298	36	20
	32% ^{bj}	22%	37% ^{abd}	24%	24%	29%	33%	37% ^{ij}	21%	18%
No	742	190	437	91	24	124	618	512	129	90
	67% ^c	77% ^{ac}	62%	76% ^c	76%	71%	66%	63%	77% ^{ah}	81% ^{ah}
Refused	3	-	3	-	-	-	3	2	2	-
	*	-	*	-	-	-	*	*	1%	-
Don't know	6	3	3	1	-	-	6	4	1	1
	1%	1%	-	1%	-	-	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
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	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1066	804	106	142	123	943	90	25	974	88
Weighted Base	1107	889	93*	109	111	996	114*	18**	1008	93*
Yes	355 32% ^d	316 36% ^{ucd}	21 22%	15 13%	56 50% ^{kaf}	300 30%	33 29%	3 19%	331 33%	23 25%
No	742 67% ^{la}	564 63%	72 78% ^{lab}	94 86% ^{ab}	56 50%	687 69% ^{ae}	78 68%	15 81%	669 66%	69 74%
Refused	3	3	-	-	-	3	2	-	3	-
Don't know	6 1%	6 1%	-	1 1%	-	6 1%	2 1%	-	5 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1066	986	80	-	340	401	280	45	267	239	537	900	79	77
Weighted Base	1107	1021	86*	**	377	413	274	44*	255	256	572	960	72*	67*
Yes	355	333	22	-	218	111	26	-	65	87	200	324	17	13
	32%ghn	33%	25%	-	58%afgh	27%igh	10%h	-	26%	34%	35%l	34%n	23%	19%
No	742	678	64	-	158	299	243	42	187	167	370	629	55	54
	67%ad	68%	75%	-	42%	73%e	89%aef	95%aef	73%k	65%	65%	65%	78%	81%al
Refused	3	3	-	-	-	-	3	-	-	-	2	3	-	-
	-	-	-	-	-	-	1%ef	-	-	-	-	-	-	-
Don't know	6	6	1	-	-	3	1	2	2	3	-	4	1	-
	1%	1%	-	-	-	1%	1%	5%aetg	1%k	1%k	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	278	246	22	11	36	164	79	102	104	37	35
	25% ^{jk}	26%	21%	21%	26%	26%	23%	31% ^{jk}	29% ^{jk}	17%	18%
No	820	695	81	43	101	464	255	231	246	183	161
	74%	73%	79%	79%	72%	73%	76%	69%	69%	83% ^{ahi}	81% ^{ahi}
Refused	2	2	-	-	-	2	-	-	2	-	-
	*	*	-	-	-	*	-	-	*	-	-
Don't know	7	7	-	-	2	3	2	1	3	1	2
	1%	1%	-	-	2%	*	1%	*	1%	*	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	757	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	278	43	203	27	5	42	236	231	28	19
	25% ^{bj}	17%	29% ^b	22%	17%	24%	25%	28% ^{ij}	16%	17%
No	820	203	499	93	25	131	689	581	136	91
	74%	82% ^{ac}	71%	77%	79%	75%	74%	71%	81% ^h	83% ^{ah}
Refused	2	-	2	-	-	-	2	-	2	-
	*	-	*	-	-	-	*	-	1% ^h	-
Don't know	7	1	4	1	1	2	6	5	2	-
	1%	1%	1%	1%	3%	1%	1%	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1066	804	106	142	123	943	90	25	974	88
Weighted Base	1107	889	93*	109	111	996	114*	18**	1008	93*
Yes	278	252	15	9	42	236	30	3	258	19
25% ^d		28% ^{ucd}	16%	9%	38% ^{kaf}	24%	26%	19%	26%	20%
No	820	629	78	99	69	751	81	15	741	74
74% ^{ka}		71%	84% ^{lab}	91% ^{ab}	62%	75% ^{ae}	71%	81%	74%	80%
Refused	2	2	-	-	-	2	2	-	2	-
-		-	-	-	-	-	1% ^a	-	-	-
Don't know	7	7	-	1	-	7	-	-	7	-
1%		1%	-	1%	-	1%	2%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
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	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1066	986	80	-	340	401	280	45	267	239	537	900	79	77
Weighted Base	1107	1021	86*	**	377	413	274	44*	255	256	572	960	72*	67*
Yes	278	257	21	-	192	74	12	-	58	66	152	261	8	11
	25%lghm	25%	24%	-	51%afgh	18%gh	4%	-	23%	26%	27%	27%lm	11%	17%
No	820	755	65	-	184	335	258	43	195	188	419	690	64	56
	74%e	74%	76%	-	49%	81%aef	94%aef	98%aef	77%	73%	73%	72%	69%al	83%l
Refused	2	2	-	-	-	-	2	-	-	-	-	2	-	-
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Don't know	7	7	2	-	1	4	2	1	2	2	1	7	-	-
	1%	1%	-	-	-	1%	1%	2%	1%	1%	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
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Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	252	230	15	7	25	145	82	87	103	30	32
	23% ^{jk}	24% ^c	14%	13%	18%	23%	24%	26% ^{jk}	29% ^{aijk}	14%	16%
No	848	712	88	48	111	483	254	246	249	189	164
	77% ^{kl}	75%	86% ^b	87%	80%	76%	75%	74%	70%	86% ^{ahi}	83% ^{ahi}
Refused	2	2	-	-	-	2	-	-	2	-	-
	*	*	-	-	-	*	-	-	*	-	-
Don't know	6	6	-	-	3	2	-	1	1	2	2
	1%	1%	-	-	2% ^{afg}	*	*	*	*	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
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 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	757	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	252	37	184	24	6	46	206	202	30	18
23%b		15%	28%b	20%	19%	26%	22%	25%	18%	17%
No	848	209	518	96	26	128	719	610	135	91
77%		85%ac	73%	79%	81%	74%	77%	75%	81%	83%
Refused	2	-	2	-	-	-	2	-	2	-
*	*	-	*	-	-	-	*	-	15%h	-
Don't know	6	*	4	1	-	-	6	4	1	1
1%		*	1%	1%	-	-	1%	*	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1066	804	106	142	123	943	90	25	974	88
Weighted Base	1107	889	93*	109	111	996	114*	18**	1008	93*
Yes	252	224	15	12	30	223	18	2	235	17
23% ^d		25% ^d	16%	11%	27%	22%	16%	11%	23%	19%
No	848	658	78	97	81	767	93	16	767	75
		77%	84% ^{ab}	89% ^{ab}	73%	77%	82%	85%	78%	80%
Refused	2	2	-	-	-	2	2	-	2	-
		-	-	-	-	-	1% ^a	-	-	-
Don't know	6	6	-	-	-	5	1	1	5	1
	1%	1%	-	-	-	1%	1%	4%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1066	986	80	-	340	401	280	45	267	239	537	900	79	77
Weighted Base	1107	1021	86*	**	377	413	274	44*	255	256	572	960	72*	67*
Yes	252 23%ghn	235 23%	17 20%	-	142 38%afgh	86 21%gh	23 8%	1 1%	46 18%	65 25%	139 24%	232 24%ln	12 16%	8 12%
No	848 77%de	781 77%	66 77%	-	233 62%	323 78%e	249 91%aef	42 97%aef	209 82%k	191 74%	431 75%	721 75%	61 84%	59 88%al
Refused	2	2	-	-	-	-	2	-	-	-	-	2	-	-
Don't know	6 1%	3	2 3%ab	-	1	4 1%	-	1 2%g	-	1	2	6 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/ij/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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	1066	1066	1066	1066
Weighted Base	1107	1107	1107	1107
Yes	496 45%	355 32%	278 25%	252 23%
No	601 54%	742 67%	820 74%	848 77%
Refused	3 *	3 *	2 *	2 *
Don't know	6 1%	6 1%	7 1%	6 1%

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	2047	1750	183	114	302	1112	632	644	707	358	338
	34% ^{ajk}	35%	33%	32%	26%	36% ^{ae}	37% ^{ae}	44% ^{aijk}	37% ^{aijk}	29% ^{ik}	24%
No	3610	3035	357	217	808	1832	970	750	1076	800	983
	60% ^{ghl}	60%	64%	61%	69% ^{atg}	59%	57%	52%	57% ^h	65% ^{ahi}	70% ^{ahij}
Refused	25	21	4	-	3	14	8	4	7	6	7
	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	306	266	16	24	58	150	98	56	105	64	81
	5% ^c	5% ^c	3%	7% ^c	5%	5%	6%	4%	6%	5%	6% ^h

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3457	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	2047	471	1368	165	43	350	1697	1449	356	214
	34%bdeij	28%	39%abde	26%	22%	37%	34%	39%aij	29%j	22%
No	3610	1103	1961	415	131	556	3054	2034	810	711
	60%ch	67%ac	56%	65%ac	67%ac	59%	61%	55%	66%ah	73%ahi
Refused	25	3	7	14	-	1	24	13	6	5
	*	*	*	2%abce	-	*	*	*	1%	*
Don't know	306	80	158	48	21	43	263	194	58	46
	5%	5%	5%	7%abc	11%abc	5%	5%	5%	5%	5%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	2047	1651	195	194	229	1818	211	35	1905	139
34% ^{dh}		37% ^{acd}	32% ^{cd}	22%	46% ^{kaf}	33%	31% ^h	16%	36% ^{aj}	20%
No	3610	2576	375	616	255	3355	439	178	3078	519
60% ^{de}		58%	62%	71% ^{abc}	51%	61% ^{ke}	65%	81% ^{ag}	59%	74% ^{ai}
Refused	25	9	2	4	-	25	2	1	16	1
-		-	-	-	-	-	-	-	-	-
Don't know	306	203	35	55	15	291	29	7	253	43
5% ^e		5%	6%	6% ^b	3%	5% ^e	4%	3%	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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	2047	1903	140	3	549	772	593	133	499	431	1094	1673	173	175
	34% ^{oqhn}	36% ^c	22%	14%	62% ^{afgh}	46% ^{aagh}	27% ^h	71%	29%	34% ⁱ	38% ^{aj}	38% ^{am}	32% ⁿ	18%
No	3610	3160	431	19	326	851	1458	975	1138	769	1634	2451	347	756
	60% ^{efkl}	59%	69% ^{ab}	78%	37%	51% ^e	67% ^{aef}	77% ^{aefg}	67% ^{ajk}	60%	57%	56%	63% ⁱ	77% ^{alm}
Refused	25	22	2	-	-	4	6	15	1	6	5	14	3	3
	1	-	-	-	-	-	-	1% ^{aefg}	-	1	-	-	1%	-
Don't know	306	250	54	2	9	54	108	136	70	77	137	214	26	46
	5% ^{ef}	5%	9% ^{ab}	8%	1%	3% ^e	5% ^{ef}	11% ^{aefg}	4%	6% ⁱ	5%	5%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
Annual summary	560	483	57	21	47	339	174	164	191	107	98
	27% ^{dk}	28% ^d	31% ^d	18%	16%	31% ^e	28% ^e	25%	27%	30%	23%
Bill	734	647	53	34	107	377	250	244	244	124	122
	36%	37%	29%	30%	35%	34%	39% ^f	38%	35%	35%	36%
Price increase letter	99	86	8	4	9	53	37	28	31	19	20
	5%	5%	4%	4%	3%	5%	6%	4%	4%	5%	6%
End of fixed term letter	160	136	15	9	14	93	52	56	54	28	22
	8%	8%	8%	8%	5%	8%	8%	9%	8%	8%	7%
Internet/online (nms)	106	87	8	10	13	59	35	25	51	18	12
	5%	5%	5%	9%	4%	5%	5%	4%	7% ^{hk}	5%	4%
Letter/separate letter	104	83	8	12	19	49	35	30	33	20	21
	5%	5%	5%	10% ^{ab}	6%	4%	6%	5%	5%	6%	6%
Email from supplier	4	4	-	-	-	2	2	2	1	-	1
	-	-	-	-	-	-	-	-	-	-	-
Email	186	162	12	12	39	117	30	62	80	28	17
	9% ^{ghk}	9%	7%	10%	13% ^g	11% ^g	5%	10% ^k	11% ^k	8%	5%
Text message	6	3	4	-	2	5	-	1	2	2	2
	-	-	2% ^{ab}	-	1%	-	-	-	-	-	1%
By phone	53	47	3	3	17	22	15	11	23	7	11
	3%	3%	2%	3%	5% ^{afg}	2%	2%	2%	3%	2%	3%
Leaflet	18	16	2	1	7	7	4	3	4	4	7
	1%	1%	1%	1%	2% ^{afg}	1%	1%	-	1%	1%	2% ^{ahj}
On TV	20	17	3	-	3	10	6	5	6	1	8
	1%	1%	2%	-	1%	1%	1%	1%	1%	-	2% ^{ahj}
Supplier website	6	6	-	-	1	5	-	3	2	-	-
	-	-	-	-	-	-	-	-	-	-	-
Letter from supplier	5	5	-	-	1	1	2	1	2	1	-
	-	-	-	-	-	-	-	-	-	-	-
Online account	15	14	-	1	3	8	3	7	5	2	-
	1%	1%	-	1%	1%	1%	1%	1% ^k	1%	1%	-
Verbally/face to face	1	1	-	-	-	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
Statement	7	4	1	2	1	4	1	3	3	1	-
	-	-	1%	2%ab	-	-	-	-	-	-	-
When signing up	12	12	1	-	2	8	3	9	1	1	1
	1%	1%	1%	-	1%	1%	-	1% <i>d</i>	-	-	-
Informed by speaking to supplier/customer service adviser	2	1	1	-	1	1	-	-	-	-	2
	-	-	-	-	-	-	-	-	-	-	1%ah <i>i</i>
Website (no detail)	22	20	-	2	6	15	2	9	10	2	1
	1%	1%	-	2%	2%g	1%g	-	1%	1%k	1%	-
Mail/post	12	12	-	-	6	6	1	2	4	6	-
	1%	1%	-	-	2%afg	-	-	-	1%	2%k	-
App	6	6	-	-	1	5	-	-	5	1	1
	-	-	-	-	-	-	-	-	-	-	-
Newspaper/magazine	7	7	-	-	1	4	2	4	2	1	1
	-	-	-	-	-	-	-	1%	-	-	-
Other	33	27	1	4	5	19	9	11	14	5	3
	2%	2%	1%	4%	2%	2%	1%	2%	2%	1%	1%
Refused	1	1	-	-	-	1	-	1	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	137	95	27	15	17	64	55	52	37	24	24
	7%	5%	15%ab	13%ab	6%	6%	9% <i>d</i>	8%	5%	7%	7%

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1981	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
Annual summary	560	131	385	34	9	91	469	415	77	58
	27%	28%	28%	21%	21%	26%	28%	29%	22%	27%
Bill	734	164	487	66	17	140	594	535	127	61
	36%	35%	36%	40%	40%	40%	35%	37%	36%	28%
Price increase letter	99	23	67	8	*	11	88	71	10	17
	5%	5%	5%	5%	1%	3%	5%	5%	3%	8%
End of fixed term letter	160	34	112	9	5	25	135	136	13	10
	8%	7%	8%	5%	11%	7%	8%	9%	4%	4%
Internet/online (rms)	106	29	60	12	3	25	81	87	6	12
	5%	6%	4%	8%	8%	7%	5%	6%	2%	6%
Letter/separate letter	104	27	65	9	2	24	80	68	22	14
	5%	6%	5%	6%	4%	7%	5%	5%	6%	6%
Email from supplier	4	1	3	-	-	1	3	4	-	-
	*	*	*	-	-	*	*	*	-	-
Email	186	30	137	16	2	24	162	130	44	10
	9%	6%	10%	10%	6%	7%	10%	9%	12%	5%
Text message	6	1	5	-	-	1	6	2	4	-
	*	*	*	-	-	*	*	*	1%	-
By phone	53	13	36	4	-	9	44	31	16	6
	3%	3%	3%	3%	-	3%	3%	2%	4%	3%
Leaflet	18	6	8	3	1	5	13	7	5	6
	1%	1%	1%	2%	2%	1%	1%	*	1%	3%
On TV	20	5	12	2	1	8	12	8	4	6
	1%	1%	1%	1%	2%	2%	1%	1%	1%	3%
Supplier website	6	1	4	1	-	1	5	4	2	1
	*	*	*	1%	-	*	*	*	*	*
Letter from supplier	5	1	3	-	-	*	4	4	1	-
	*	*	*	-	-	*	*	*	*	-
Online account	15	2	13	-	-	2	13	6	6	2
	1%	*	1%	-	-	1%	1%	*	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1981	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
Verbally/face to face	1	-	1	-	-	-	1	-	1	-
Statement	7	-	7	-	-	-	7	3	3	-
When signing up	12	1	11	1	-	5	8	6	5	1
Informed by/speaking to supplier/customer service adviser	2	1	1	-	-	1	1	-	1	1
Website (no detail)	22	5	17	-	-	2	20	16	5	1
Mailpost	12	-	10	1	-	-	12	5	3	5
App	6	2	3	1	-	2	4	4	2	-
Newspaper/magazine	7	-	6	-	1	1	-	7	-	1
Other	33	8	24	-	-	6	27	22	7	4
Refused	1	-	-	1	-	1	-	1	-	-
Don't know	137	34	82	16	5	23	113	92	21	23
	7%	7%	6%	10%	11%	7%	7%	6%	6%	11%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1961	1484	217	254	234	1727	169	50	1838	121
Weighted Base	2047	1651	195	194	229	1818	211	35*	1905	139
Annual summary	560	453	60	45	73	487	60	7	525	35
Bill	734	557	81	92	72	662	65	10	687	46
Price increase letter	99	74	10	15	8	91	11	1	95	4
End of fixed term letter	160	133	18	10	19	140	17	2	152	7
Internet/online (nms)	106	100	4	2	7	98	5	3	96	9
Letter/separate letter	104	75	13	15	10	93	10	2	93	11
Email from supplier	4	4	-	-	4	4	-	-	4	-
Email	186	176	8	2	31	155	29	2	165	20
Text message	6	5	-	1	1	6	2	1	5	2
By phone	53	38	10	4	5	48	4	3	47	6
Leaflet	18	13	2	3	2	16	5	2	13	5
On TV	20	12	3	4	3	17	1	1	20	-
Supplier website	6	6	-	-	1	5	-	1	5	2
Letter from supplier	5	4	-	-	-	5	-	-	5	-
Online account	15	15	-	-	-	15	4	-	15	-
	1%	1%	-	-	-	1%	2%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/gh - a/ij
* small base

Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1961	1484	217	254	234	1727	169	50	1838	121
Weighted Base	2047	1651	195	194	229	1818	211	35*	1905	139
Verbally/face to face	1	1	-	-	-	1	1	-	1	-
Statement	7	5	-	1	-	7	3	-	7	-
When signing up	12	12	-	-	2	11	2	-	12	-
Informed by/speaking to supplier/customer service adviser	2	2	-	-	-	2	-	1	1	1
Website (no detail)	22	21	1	-	1	21	5	-	20	3
Mail/post	12	11	1	-	3	10	3	-	11	1
App	6	6	-	-	-	6	-	-	6	-
Newspaper/magazine	7	6	-	1	2	6	1	-	7	-
Other	33	26	3	4	3	30	1	1	31	2
Refused	1	1	-	-	-	1	-	-	1	-
Don't know	137	95	18	24	20	117	9	2	132	5
	7%	6%	8%	12%ab	8%	6%	4%	6%	7%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * small base



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1961	1835	122	4	499	733	585	144	517	407	1013	1564	179	187
Weighted Base	2047	1903	140	3**	549	772	593	133	499	431	1094	1673	173	175
Annual summary	560	531	28	1	168	226	155	12	123	128	302	464	35	52
Bill	734	685	48	1	185	275	239	35	182	151	393	601	92	32
Price increase letter	99	89	9	-	29	41	26	3	29	22	48	77	7	12
End of fixed term letter	160	150	10	-	78	56	24	2	33	40	86	139	7	10
Internet/online (nms)	106	101	5	-	34	41	19	12	18	25	63	95	6	2
Letter/separate letter	104	90	14	-	17	32	36	19	25	18	58	73	16	17
Email from supplier	4	4	-	-	-	3	1	-	1	2	1	4	-	-
Email	186	175	11	-	62	83	33	8	38	38	111	170	8	8
Text message	6	6	-	-	-	3	2	1	3	3	1	10%lmm	5%	5%
By phone	53	49	4	-	10	21	20	2	16	12	25	44	3	4
Leaflet	18	14	4	-	3	4	10	1	6	4	8	11	-	8
On TV	20	17	2	-	2	11	6	1	9	4	5	9	3	6
Supplier website	6	5	2	-	3	2	-	1	2	3	2	5	-	1
Letter from supplier	5	5	-	-	-	2	-	2	1	-	3	4	1	-
Online account	15	12	2	-	9	2	3	-	5	3	7	12	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1961	1835	122	4	499	733	585	144	517	407	1013	1564	179	187
Weighted Base	2047	1903	140	3**	549	772	593	133	499	431	1094	1673	173	175
Verbally/face to face	1	-	1	-	-	-	1	-	1	-	-	-	-	1
	*	-	1%ab	-	-	-	*	-	*	-	-	-	-	1%al
Statement	7	7	-	-	3	1	1	2	1	-	5	4	1	2
	*	-	-	-	*	-	-	1%fd	*	-	*	-	1%	1%
When signing up	12	12	-	-	8	-	5	-	3	3	7	8	-	5
	1%fd	1%	-	-	1%fd	-	1%fd	-	1%	1%	1%	*	-	3%alm
Informed by speaking to supplier/customer service adviser	2	1	1	-	-	2	-	-	-	1	1	1	-	1
	*	*	*	-	-	*	-	-	-	*	*	*	-	1%al
Website (no detail)	22	19	3	-	6	4	10	2	5	4	13	21	-	-
	1%	1%	2%	-	1%	*	2%fd	1%	1%	1%	1%	1%	-	-
Mail/post	12	11	1	-	3	4	1	4	5	4	4	11	-	1
	1%	1%	1%	-	*	1%	*	3%aefg	1%	1%	*	1%	-	1%
App	6	6	-	-	1	3	2	1	-	2	4	6	-	-
	*	*	-	-	*	*	*	1%	-	*	*	*	-	-
Newspaper/magazine	7	7	-	-	3	2	2	1	1	1	6	7	-	1
	*	*	-	-	*	*	*	1%	*	*	*	*	-	1%
Other	33	31	2	-	6	15	3	9	9	8	16	28	1	5
	2%g	2%	1%	-	1%	2%g	*	7%aefg	2%	2%	1%	2%	1%	3%
Refused	1	1	-	-	1	-	-	-	-	1	-	1	-	-
	*	*	-	-	*	-	-	-	-	*	-	*	-	-
Don't know	137	125	11	1	22	39	51	25	30	27	78	108	11	21
	7%e	7%	8%	37%	4%	5%	9%ef	19%aefg	6%	6%	7%	6%	6%	12%al

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	251	218	27	7	33	149	89	92	95	37	27
	12%k	12%	15% ^d	6%	11%	13%	11%	14% ^k	13% ^k	10%	8%
Somewhat	460	383	43	34	73	267	119	142	162	81	75
	22%	22%	23%	30%	24%	24% ^g	19%	22%	23%	22%	22%
Very little	262	221	28	13	45	145	73	89	90	45	38
	13%	13%	15%	11%	15%	13%	12%	14%	13%	13%	11%
Not at all	1050	907	84	59	148	541	361	319	348	190	193
	51%	52%	46%	52%	49%	49%	57% ^{ae}	50%	49%	53%	57% ^{ah}
Refused	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	*
Don't know	22	20	1	1	2	10	10	2	11	4	4
	1%	1%	1%	1%	1%	1%	2%	-	2% ^h	1%	1%

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1981	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
To a great extent	251 12%k	37 8%	189 14%b	22 13%	4 10%	39 11%	212 12%	193 13%j	40 11%	16 8%
Somewhat	460 22%	98 21%	311 23%	40 24%	11 25%	81 23%	379 22%	328 23%	90 25%	38 18%
Very little	262 13%	56 12%	183 13%	19 11%	5 11%	39 11%	223 13%	180 12%	56 16%	26 12%
Not at all	1050 51%	270 57%ac	674 49%	84 51%	23 53%	188 54%	863 51%	736 51%	166 47%	129 60%ah
Refused	1 -	-	1 -	-	-	-	1 -	-	1 -	-
Don't know	22 1%	10 2%c	10 1%	1 1%	1 1%	2 1%	19 1%	12 1%	3 1%	5 2%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * 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 (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1961	1484	217	254	234	1727	169	50	1838	121
Weighted Base	2047	1651	195	194	229	1818	211	35*	1905	139
To a great extent	251 12% ^d	216 13% ^d	21 11%	11 6%	30 13%	222 12%	29 14%	3 9%	236 12%	15 11%
Somewhat	460 22% ^d	393 24% ^d	34 18%	31 16%	60 26%	400 22%	46 22%	10 29%	419 22%	40 28%
Very little	262 13% ^d	225 14% ^d	23 12%	13 7%	24 10%	208 13%	30 14%	5 14%	238 12%	24 17%
Not at all	1050 51%	798 48%	114 59% ^b	137 71% ^{abc}	115 50%	936 51%	103 49%	16 45%	991 52%	60 43%
Refused	1 -	-	-	-	-	1 *	-	-	1 -	-
Don't know	22 1%	18 1%	1 1%	2 1%	1 *	21 1%	3 1%	1 2%	21 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1961	1835	122	4	499	733	585	144	517	407	1013	1564	179	187
Weighted Base	2047	1903	140	3**	549	772	593	133	499	431	1094	1673	173	175
To a great extent	251	229	22	-	139	81	27	5	56	52	141	231	6	12
	12%ghmn	12%	16%	-	25%algh	11%gh	5%	4%	11%	12%	13%	14%lmn	3%	7%
Somewhat	460	419	40	-	165	189	96	10	112	118	226	389	38	32
	22%gh	22%	29%	-	30%afgh	25%gh	16%h	7%	22%	27%ak	21%	23%	22%	18%
Very little	262	233	29	-	52	91	97	22	61	56	140	223	24	19
	13%	12%	21%ab	-	10%	12%	16%aef	17%a	12%	13%	13%	13%	14%	11%
Not at all	1050	999	48	3	189	404	364	93	264	199	576	814	105	110
	51%ce	52%c	34%	100%	34%	52%e	61%aef	70%aef	53%	46%	53%j	49%	60%al	63%al
Refused	1	1	-	-	-	1	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	21	1	-	4	6	9	3	6	4	11	15	1	3
	1%	1%	1%	-	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	193	162	25	6	21	123	49	70	71	30	23
	9%	9%	14% ^d	5%	7%	11% ^g	8%	11% ^k	10%	9%	7%
Somewhat	403	350	30	23	62	253	88	137	137	71	58
	20% ^g	20%	17%	20%	20% ^g	23% ^g	14%	21%	19%	20%	17%
Very little	261	217	30	14	50	135	77	84	100	43	35
	13%	12%	16%	12%	16%	12%	12%	13%	14%	12%	10%
Not at all	1169	1003	97	70	167	595	408	353	391	210	215
	57%	57%	53%	61%	55%	53%	65% ^{aef}	55%	55%	59%	63% ^{ahj}
Refused	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	*
Don't know	20	17	1	2	2	7	11	1	8	4	7
	1%	1%	1%	1%	1%	1%	2%	*	1% ^h	1% ^h	2% ^h

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1981	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
To a great extent	193	24	143	20	6	30	163	152	25	15
	9%b	5%	10%b	12%b	13%b	8%	10%	10%	7%	7%
Somewhat	403	71	296	29	6	53	350	299	72	28
	20%bfj	15%	22%b	18%	14%	15%	21%f	21%j	20%j	13%
Very little	261	62	173	20	6	42	219	183	53	25
	13%	13%	13%	12%	13%	12%	13%	13%	15%	11%
Not at all	1169	304	740	94	26	223	947	800	203	141
	57%	64%ac	55%	57%	60%	64%ag	56%	56%	57%	66%ahj
Refused	1	-	1	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	20	10	9	2	-	2	18	9	3	6
	1%	2%ac	1%	1%	-	1%	1%	1%	1%	3%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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 (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1961	1484	217	254	234	1727	169	50	1838	121
Weighted Base	2047	1651	195	194	229	1818	211	35*	1905	139
To a great extent	193	169	16	5	29	164	28	2	182	10
	9% ^d	10% ^d	8% ^d	3%	13%	9%	13%	6%	10%	7%
Somewhat	403	359	28	16	50	353	44	6	365	38
	20% ^d	22% ^{cd}	14% ^d	8%	22%	19%	21%	18%	19%	27% ^{ij}
Very little	261	218	22	18	22	239	35	7	245	15
	13%	13%	11%	10%	10%	13%	17%	19%	13%	11%
Not at all	1169	890	128	151	127	1042	102	18	1094	75
	57% ^g	54%	66% ^{ab}	78% ^{abc}	55%	57%	49%	52%	57%	54%
Refused	1	-	-	-	-	1	-	-	1	-
	-	-	-	-	-	*	-	-	-	-
Don't know	20	15	1	4	2	18	1	2	19	1
	1%	1%	1%	2%	1%	1%	*	6% ^{ag}	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1961	1835	122	4	499	733	585	144	517	407	1013	1564	179	187
Weighted Base	2047	1903	140	3**	549	772	593	133	499	431	1094	1673	173	175
To a great extent	193	180	13	-	115	62	13	3	46	37	108	177	6	11
	9%ghm	9%	9%	-	21%algh	8%gh	2%	2%	9%	9%	10%	11%lm	4%	6%
Somewhat	403	362	40	1	170	156	67	10	100	100	200	349	31	21
	20%ghm	19%	28%ab	31%	31%algh	20%gh	11%	8%	20%	23%k	18%	21%lm	18%	12%
Very little	261	237	24	-	49	114	84	15	61	50	144	220	20	20
	13%e	12%	17%	-	9%	15%e	14%e	11%	12%	12%	13%	13%	12%	11%
Not at all	1169	1104	63	2	212	437	420	101	287	240	632	915	114	121
	57%ce	58%c	45%	69%	39%	57%e	71%aef	76%aef	58%	56%	58%	55%	66%al	69%al
Refused	1	1	-	-	-	1	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	19	1	-	3	3	9	4	5	4	9	11	2	3
	1%	1%	1%	-	1%	1%	2%df	3%aef	1%	1%	1%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	194	172	17	5	23	125	46	66	70	33	25
	9%	10%	9%	5%	8%	11%g	7%	10%	10%	9%	7%
Somewhat	323	281	26	15	55	186	81	109	117	53	43
	16%	16%	14%	13%	18%g	17%g	13%	17%	17%	15%	13%
Very little	248	216	21	10	40	144	64	73	90	52	33
	12%	12%	12%	9%	13%	13%	10%	11%	13%	14%k	10%
Not at all	1262	1061	117	83	179	648	435	392	423	216	231
	62%	61%	64%	73%ab	59%	58%	69%aef	61%	60%	60%	68%ahj
Refused	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	*
Don't know	20	19	1	-	4	10	6	3	6	5	6
	1%	1%	1%	-	1%	1%	1%	*	1%	1%	2%h

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1981	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
To a great extent	194 9% ^{h,j}	28 6%	145 11% ^b	15 9%	6 14% ^b	30 8%	165 10%	153 11% ^j	29 8%	10 5%
Somewhat	323 16% ^b	56 12%	229 17% ^b	33 20% ^b	4 10%	50 14%	273 16%	240 17%	57 16%	25 12%
Very little	248 12%	58 12%	167 12%	18 11%	6 13%	38 11%	210 12%	175 12%	49 14%	20 9%
Not at all	1262 62%	324 69% ^{a,c,d}	813 59%	98 59%	27 62%	230 66%	1022 61%	870 60%	215 60%	156 73% ^{a,h,i}
Refused	1 -	-	1 -	-	-	-	1 -	-	1 -	-
Don't know	20 1%	6 1%	13 1%	1 1%	-	2 1%	18 1%	11 1%	5 1%	4 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * 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 (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1961	1484	217	254	234	1727	169	50	1838	121
Weighted Base	2047	1651	195	194	229	1818	211	35*	1905	139
To a great extent	194	167	18	6	24	170	22	3	181	11
	9% ^d	10% ^d	9% ^d	3%	10%	9%	11%	7%	10%	8%
Somewhat	323	283	26	14	45	277	32	6	295	28
	16% ^d	17% ^d	13% ^d	7%	20%	15%	15%	16%	15%	20%
Very little	248	214	20	12	28	219	39	6	229	18
	12% ^d	13% ^d	10%	6%	12%	12%	18% ^{ca}	18%	12%	13%
Not at all	1252	969	131	161	128	1133	116	19	1181	81
	62%	59%	67% ^{lb}	83% ^{abc}	56%	62%	55%	53%	62%	58%
Refused	1	-	-	-	-	1	-	-	1	-
	-	-	-	-	-	*	-	-	-	-
Don't know	20	18	-	2	3	17	2	2	18	1
	1%	1%	-	1%	1%	1%	1%	6% ^{ag}	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1961	1835	122	4	499	733	585	144	517	407	1013	1564	179	187
Weighted Base	2047	1903	140	3**	549	772	593	133	499	431	1094	1673	173	175
To a great extent	194	180	14	-	111	63	18	1	48	35	108	182	6	5
	9%ghmn	9%	10%	-	20%algh	8%igh	3%	1%	10%	8%	10%	11%mn	4%	3%
Somewhat	323	297	25	-	142	114	59	8	82	81	157	278	23	19
	16%gh	16%	18%	-	26%algh	15%igh	10%	6%	17%	19%k	14%	17%	13%	11%
Very little	248	218	30	-	50	101	82	14	60	53	132	201	24	24
	12%	11%	21%ab	-	9%	13%e	14%e	10%	12%	12%	12%	12%	14%	14%
Not at all	1262	1188	70	3	243	486	425	108	303	259	688	997	119	126
	62%ce	62%c	50%	100%	44%	63%e	72%aef	81%aefg	61%	60%	63%	60%	69%l	72%al
Refused	1	1	-	-	-	1	-	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	19	1	-	2	7	9	2	6	3	9	14	1	1
	1%	1%	1%	-	*	1%	1%	2%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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
Unweighted Base	1961	1961	1961
Weighted Base	2047	2047	2047
To a great extent	251 12%	193 9%	194 9%
Somewhat	460 22%	403 20%	323 16%
Very little	262 13%	261 13%	248 12%
Not at all	1050 51%	1169 57%	1262 62%
Refused	1 -	1 -	1 -
Don't know	22 1%	20 1%	20 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	1203 20%ek	1035 20%	99 18%	69 20%	172 15%	683 22%e	348 20%e	364 25%aijk	397 21%k	227 18%k	216 15%
No	4276 71%h	3806 71%h	424 76%abd	245 69%	921 79%atg	2171 70%	1184 69%	969 67%	1348 71%h	896 73%h	1064 75%ahi
Refused	29 -	23 -	4 -	2 -	4 -	16 -	9 -	4 -	9 -	7 -	8 -
Don't know	479 8%	408 8%	32 6%	39 11%e	74 6%	238 8%	167 10%ef	117 8%	141 7%	99 8%	122 8%

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1203	278	794	104	27	179	1024	855	191	141
	20%bdeij	17%	23%abde	16%	14%	19%	20%	23%aij	15%	14%
No	4276	1249	2434	455	137	687	3589	2521	936	755
	71%h	75%acd	70%	71%	71%	72%	71%	68%	76%ah	77%ah
Refused	29	6	7	15	1	2	27	14	10	5
	*	*	*	2%abc	1%	*	1%	*	1%	*
Don't know	479	125	259	67	29	81	398	299	95	75
	8%	8%	7%	10%abc	15%abc	9%	8%	8%	8%	8%

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	1203	956	126	110	125	1078	117	17	1087	109
20%dh		22% ^d	21% ^d	13%	25% ^{ka} f	20%	17% ^h	8%	21% ^j	16%
No	4276	3149	431	662	335	3943	502	190	3743	526
		71% ^a	71%	76% ^{abc}	67%	72% ^{ae}	74%	86% ^{ag}	71%	75%
Refused	29	12	3	4	1	28	2	1	20	1
	-	-	-	-	-	1%	-	-	-	-
Don't know	479	322	48	93	40	440	60	13	401	67
	8%	7%	8%	11% ^{ab}	8%	8%	9%	6%	8%	10%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	1203	1125	77	2	374	477	289	64	300	253	632	978	99	114
	20% ^{cghn}	21% ^c	12%	7%	42% ^{aefgh}	28% ^{aagh}	13% ^h	5%	18%	20%	22% ⁱ	22% ^{amnn}	18% ⁿ	12%
No	4276	3778	481	18	471	1099	1685	1021	1291	915	2001	3017	396	796
	71% ^{efl}	71%	76% ^{ab}	75%	53%	65% ^e	78% ^{aef}	81% ^{aefg}	78% ^{ajk}	71%	70%	69%	72%	81% ^{alm}
Refused	29	25	4	-	-	5	6	17	2	8	6	15	4	4
	1%	-	1%	-	-	-	-	1% ^{aefg}	-	1% ⁱ	-	-	1%	-
Don't know	479	408	67	4	39	101	183	156	116	109	230	341	50	67
	8% ^{ef}	8%	11% ^{ab}	18%	4%	6%	8% ^{ef}	12% ^{aefg}	7%	8%	8%	8%	9%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
Bill	380	342	23	16	45	213	123	129	125	62	64
	32%	33%	23%	22%	26%	31%	35%e	36%	32%	27%	30%
Annual summary	342	289	34	19	44	193	105	107	108	63	64
	28%	28%	35%	27%	25%	28%	30%	30%	27%	28%	30%
On my energy supplier(s) website	163	148	10	5	37	96	30	39	70	31	23
	14%g	14%	10%	7%	22%aafg	14%g	9%	11%	18%hk	14%	10%
Via a leaflet or letter sent directly to you	150	119	11	19	19	84	46	44	41	33	32
	12%	12%	12%	28%abc	11%	12%	13%	12%	10%	15%	15%
Via email	85	74	5	5	19	49	17	33	29	17	6
	7%k	7%	5%	8%	11%g	7%	5%	9%k	7%k	7%k	3%
On another website	48	39	6	3	14	25	9	17	23	2	6
	4%j	4%	6%	4%	8%afg	4%	2%	5%j	6%j	1%	3%
End of fixed term letter	46	37	6	2	2	27	17	16	16	7	6
	4%	4%	6%	3%	1%	4%	5%e	4%	4%	3%	3%
On another energy supplier website	35	30	3	2	4	21	10	14	13	5	3
	3%	3%	3%	3%	2%	3%	3%	4%	3%	2%	1%
Somewhere else (e.g. a newspaper article or advertisement)	34	30	1	3	1	20	13	7	7	11	9
	3%	3%	1%	4%	1%	3%	4%e	2%	2%	5%	4%
Price increase letter	22	18	1	3	1	14	7	6	5	3	8
	2%	2%	1%	5%	1%	2%	2%	2%	1%	2%	3%j
On TV	7	7	-	-	1	3	3	-	3	1	4
	1%	1%	-	-	1%	1%	1%	-	1%	1%	2%h
On the phone	7	7	-	-	6	1	-	-	2	2	3
	1%	1%	-	-	3%afg	1%	-	-	1%	1%	1%h
Online/internet (no detail)	4	3	-	-	1	1	-	-	2	1	1
	*	*	-	-	1%	1%	1%	-	1%	1%	1%
Salesperson/rep	4	4	-	-	2	1	1	2	2	-	1
	*	*	-	-	1%	1%	1%	1%	1%	-	1%
Friends or family	2	2	-	-	1	1	-	-	-	1	1
	-	-	-	-	1%	1%	-	-	-	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1157	996	87	74	156	583	418	298	324	209	326
Weighted Base 1203	1035	99*	69*	172	683	348	364	397	227	216
Online account 1	-	1	-	-	1	-	1	-	-	-
-	-	1%ab	-	-	*	-	*	-	-	-
Other 11	11	-	-	-	7	5	5	3	4	-
7%	1%	-	-	-	1%	1%	1%	1%	2%	-
Refused 4	3	1	-	-	3	1	1	2	-	1
*	*	1%	-	-	*	*	*	*	-	*
Don't know 42	34	6	2	5	19	17	13	9	9	11
3%	3%	6%	3%	3%	3%	5%	3%	2%	4%	5%l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
Bill	380	81	259	34	8	59	321	293	56	28
	32%	29%	33%	32%	29%	33%	31%	34%	30%	20%
Annual summary	342	81	237	20	4	44	298	254	46	37
	28%	29%	30%	19%	15%	25%	29%	30%	24%	26%
On my energy supplier(s) website	163	31	117	16	-	18	145	120	23	19
	14%	11%	15%	15%	-	10%	14%	14%	12%	14%
Via a leaflet or letter sent directly to you	150	41	92	9	7	30	120	84	34	29
	12%	15%	12%	9%	28%	17%	12%	10%	18%	21%
Via email	85	15	62	6	1	4	81	63	14	8
	7%	5%	8%	6%	5%	2%	8%	7%	7%	6%
On another website	48	5	32	10	1	8	39	35	12	1
	4%	2%	4%	9%	2%	5%	4%	4%	6%	-
End of fixed term letter	46	15	27	2	2	7	39	38	5	3
	4%	5%	3%	2%	8%	4%	4%	4%	2%	2%
On another energy supplier website	35	7	18	8	2	3	32	29	3	3
	3%	2%	2%	8%	7%	2%	3%	3%	1%	2%
Somewhere else (e.g. a newspaper article or advertisement)	34	13	15	4	2	12	22	18	5	8
	3%	5%	2%	4%	6%	7%	2%	2%	3%	6%
Price increase letter	22	7	9	4	1	3	19	19	1	1
	2%	3%	1%	4%	4%	2%	2%	2%	-	1%
On TV	7	3	4	-	-	-	7	4	-	4
	1%	1%	1%	-	-	-	1%	-	-	3%
On the phone	3	3	2	1	-	-	7	-	6	1
	1%	1%	-	1%	-	-	1%	-	3%	1%
Online/internet (no detail)	4	3	1	-	-	2	3	2	-	2
	-	1%	-	-	-	1%	-	-	-	1%
Salesperson/rep	4	-	4	-	-	2	2	3	1	-
	-	-	1%	-	-	1%	-	-	-	-
Friends or family	2	1	-	1	-	-	2	1	-	1
	-	-	-	1%	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
Online account	1	1	-	-	-	-	1	1	-	-
	*	*	-	-	-	-	*	*	-	-
Other	11	-	10	1	-	-	11	9	3	-
	1%	-	1%	1%	-	-	1%	1%	1%	-
Refused	4	2	1	-	1	1	3	3	-	1
	*	1%	-	-	5%	-	*	*	-	*
Don't know	42	8	29	2	2	8	34	28	9	5
	3%	3%	4%	2%	9%	5%	3%	3%	5%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1157	863	138	147	130	1027	92	24	1054	98
Weighted Base	1203	956	126	110	125	1078	117*	17**	1087	109*
Bill	380	298	42	37	37	343	30	2	351	28
	32%	31%	33%	34%	30%	32%	26%	11%	32%	26%
Annual summary	342	270	39	33	26	316	40	5	311	31
	28%	28%	31%	30%	21%	29%	34%	26%	29%	28%
On my energy supplier(s) website	163	155	7	1	16	148	14	3	145	18
	14%cd	16%cd	6%cd	1%	12%	14%	12%	18%	13%	17%
Via a leaflet or letter sent directly to you	150	101	23	25	16	134	20	1	136	13
	12%	11%	18%ab	22%ab	13%	12%	17%	3%	13%	12%
Via email	85	79	5	1	9	76	13	1	76	9
	7%cd	8%cd	4%	1%	7%	7%	11%	3%	7%	8%
On another website	48	48	-	-	4	44	5	2	40	8
	4%cd	5%cd	-	-	3%	4%	4%	10%	4%	7%
End of fixed term letter	46	38	4	3	6	39	3	1	44	2
	4%	4%	4%	3%	5%	4%	3%	3%	4%	2%
On another energy supplier website	35	31	2	-	2	33	5	-	28	5
	3%cd	3%cd	2%	-	2%	3%	4%	-	3%	5%
Somewhere else (e.g. a newspaper article or advertisement)	34	22	4	7	5	29	-	-	32	2
	3%	2%	4%	6%ab	4%	3%	-	-	3%	2%
Price increase letter	22	11	3	6	2	20	-	-	17	3
	2%	1%	2%	6%ab	1%	2%	-	-	2%	3%
On TV	7	2	2	3	1	6	-	1	7	-
	1%	*	2%b	3%ab	1%	1%	-	3%	1%	-
On the phone	7	7	1	-	-	7	-	2	6	1
	1%	1%	*	-	-	1%	-	14%	1%	1%
Online/internet (no detail)	4	3	1	-	1	3	-	-	4	-
	*	*	1%	-	1%	*	-	-	*	-
Salesperson/rep	4	4	-	-	1	3	-	-	4	-
	*	*	-	-	1%	*	-	-	*	-
Friends or family	2	2	-	-	-	2	-	-	2	-
	*	*	-	-	-	*	-	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1157	863	138	147	130	1027	92	24	1054	98
Weighted Base	1203	956	126	110	125	1078	117*	17**	1087	109*
Online account	1	1	-	-	-	1	-	-	1	-
Other	11	8	3	-	1	10	-	-	11	-
Refused	4	2	-	1	-	4	-	-	4	-
Don't know	42	30	5	6	4	38	4	1	35	5
	3%	3%	4%	5%	3%	3%	3%	7%	3%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/e1 - g/gh - a1/j
* 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1157	1083	72	2	335	452	306	64	306	243	591	913	107	121
Weighted Base	1203	1125	77*	2**	374	477	289	64*	300	253	632	978	99*	114
Bill	380	361	18	1	128	139	105	8	79	78	219	313	44	15
Annual summary	342	326	15	1	107	150	79	7	72	82	185	278	27	31
On my energy supplier(s) website	163	148	15	-	65	65	26	7	34	31	96	140	10	13
Via a leaflet or letter sent directly to you	150	140	9	1	36	59	41	14	51	26	72	108	11	25
Via email	85	78	7	-	34	35	12	4	16	17	49	74	5	6
On another website	48	41	7	-	24	14	6	3	14	12	21	47	-	2
End of fixed term letter	46	44	1	-	17	25	4	-	9	19	18	41	3	1
On another energy supplier website	35	33	3	-	20	10	1	3	9	5	18	35	-	1
Somewhere else (e.g. a newspaper article or advertisement)	34	30	4	-	4	9	13	7	16	5	13	25	4	5
Price increase letter	22	19	3	-	6	4	9	3	3	5	11	16	4	1
On TV	7	7	1	-	1	4	1	2	2	2	3	5	-	2
On the phone	7	6	2	-	2	1	2	1	1	3	1	5	-	1
Online/internet (no detail)	4	4	-	-	2	2	-	-	-	2	-	4	-	-
Salesperson/rep	4	4	-	-	1	2	2	-	-	1	3	2	-	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1157	1083	72	2	335	452	306	64	306	243	591	913	107	121
Weighted Base	1203	1125	77*	2**	374	477	289	64*	300	253	632	978	99*	114
Friends or family	2	2	-	-	-	1	1	-	2	-	-	1	-	1
Online account	1	1	-	-	-	1	-	-	1%k	-	-	-	-	1%l
Other	11	11	-	-	1	6	4	1	1	4	6	8	2	2
Refused	4	4	-	-	-	1%	1%	2%	-	2%	1%	1%	2%	2%
Don't know	42	40	2	-	7	11	20	4	2	1	-	3	-	-
	3%	4%	3%	-	2%	2%	7%ae	6%	5%	2%	3%	3%	3%	8%af

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	663	348	364	397	227	216
To a great extent	153	130	16	8	22	107	25	53	54	29	17
	13% ^{gk}	13%	16%	11%	13%	16% ^g	7%	15% ^{kh}	14% ^{kh}	13%	8%
Somewhat	313	268	21	24	57	181	75	103	96	65	49
	26%	26%	21%	34%	33% ^g	26%	22%	28%	24%	29%	23%
Very little	114	94	14	6	15	65	33	35	42	17	20
	9%	9%	15%	8%	9%	10%	10%	10%	11%	8%	9%
Not at all	599	522	48	30	75	313	212	166	201	110	122
	50%	50%	48%	43%	44%	46%	61% ^{aef}	46%	51%	49%	57% ^{ah}
Don't know	24	21	-	3	3	17	3	7	4	5	7
	2%	2%	-	4%	2%	3%	1%	2%	1%	2%	3% ⁱ

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
To a great extent	153 13%j	26 9%	117 15%b	9 9%	1 2%	18 10%	134 13%	113 13%j	32 17%j	9 6%
Somewhat	313 26%	67 24%	213 27%	27 26%	6 21%	37 21%	276 27%	234 27%	44 23%	30 21%
Very little	114 9%	29 10%	78 10%	7 6%	1 2%	21 12%	93 9%	86 10%j	9 5%	18 13%j
Not at all	599 50%	152 55%c	375 47%	56 54%	16 61%	97 54%	503 49%	407 48%	101 53%	80 57%h
Don't know	24 2%	4 2%	11 1%	5 5%c	4 14%	6 3%	18 2%	15 2%	4 2%	4 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/i/g - a/h/i/j
 * 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1157	863	138	147	130	1027	92	24	1054	98
Weighted Base	1203	956	126	110	125	1078	117*	17**	1087	109*
To a great extent	153 13% ^d	137 14% ^d	11 9%	4 4%	26 21% ^{aaf}	127 12%	20 17%	-	141 13%	12 11%
Somewhat	313 26% ^d	270 28% ^d	26 21%	15 14%	28 22%	285 26%	28 24%	7 41%	274 25%	39 36% ^{aij}
Very little	114 9%	85 9%	14 12%	14 13%	9 7%	105 10%	15 13%	2 11%	100 9%	14 13%
Not at all	599 50%	449 47%	72 58% ^{ab}	75 68% ^{ab}	62 50%	537 50%	51 44%	8 48%	555 51% ^{aj}	43 39%
Don't know	24 2%	15 2%	2 1%	2 2%	-	24 2%	3 2%	-	17 2%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

* 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1157	1083	72	2	335	452	306	64	306	243	591	913	107	121
Weighted Base	1203	1125	77*	2**	374	477	289	64*	300	253	632	978	99*	114
To a great extent	153	141	12	-	91	49	12	1	30	37	84	137	11	6
	13%ghn	13%	15%	-	24%algh	10%gh	4%	2%	10%	15%	13%	14%ln	11%	5%
Somewhat	313	285	28	-	118	130	58	8	87	80	142	253	23	29
	26%gh	25%	37%b	-	31%gh	27%gh	20%	13%	29%k	32%k	22%	26%	24%	26%
Very little	114	105	9	-	32	53	23	6	20	25	62	90	13	12
	9%	9%	12%	-	8%	11%	8%	9%	9%	10%	10%	9%	13%	10%
Not at all	599	574	24	2	131	233	189	47	147	108	336	481	50	63
	50%ce	51%ce	31%	100%	35%	49%e	65%aef	74%aef	49%	43%	53%j	49%	51%	56%
Don't know	24	20	4	-	3	12	7	2	10	3	7	18	1	4
	2%	2%	5%	-	1%	2%	2%	2%	3%k	1%	1%	2%	1%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 * 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	663	348	364	397	227	216
To a great extent	138	114	16	8	18	94	25	47	52	25	16
	11%gk	11%	16%	11%	11%	14%g	7%	13%k	13%k	10%	7%
Somewhat	270	235	16	18	50	165	55	97	79	57	37
	22%g	23%	16%	26%	29%g	24%g	16%	27%k	20%	25%k	17%
Very little	117	103	8	6	20	61	36	30	48	19	20
	10%	10%	8%	9%	12%	10%	10%	8%	12%	8%	9%
Not at all	659	567	58	34	81	349	230	184	215	124	136
	55%	55%	59%	49%	47%	51%	66%aef	51%	54%	55%	63%ahj
Refused	1	1	-	-	-	1	-	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	1%
Don't know	18	14	1	3	3	13	2	6	3	4	6
	2%	1%	1%	5%b	2%	2%	1%	2%	1%	2%	3%i

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	634	101	28	221	936	736	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
To a great extent	138 11% ^{kj}	19 7%	108 14% ^b	9 9%	2 6%	15 9%	122 12%	107 12% ^j	25 13% ^j	6 5%
Somewhat	270 22%	57 21%	189 24%	21 20%	3 10%	38 21%	232 23%	201 24%	41 22%	23 16%
Very little	117 10%	27 10%	73 9%	14 13%	3 12%	20 11%	96 9%	82 10%	16 8%	19 13%
Not at all	659 55%	173 62% ^{ac}	415 52%	57 54%	15 56%	102 57%	557 54%	452 53%	108 55%	90 64% ^{ah}
Refused	1 -	-	1 -	-	-	-	1 -	1 -	-	-
Don't know	18 2%	3 1%	8 1%	3 3%	4 16%	3 2%	15 2%	12 1%	4 2%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
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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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1157	863	138	147	130	1027	92	24	1054	98
Weighted Base	1203	956	126	110	125	1078	117*	17**	1087	109*
To a great extent	138 11% ^d	124 13% ^d	12 9% ^d	2 2%	22 18% ^f	116 11%	19 17%	-	129 12%	9 8%
Somewhat	270 22% ^d	237 25% ^{cd}	20 16%	12 11%	26 21%	243 23%	28 24%	5 30%	233 21%	36 33% ^{aij}
Very little	117 10%	88 9%	14 11%	14 13%	8 6%	109 10%	12 10%	3 15%	106 10%	11 10%
Not at all	659 55%	495 52%	80 63% ^b	81 73% ^{ab}	68 54%	592 55%	55 47%	10 55%	607 56%	51 47%
Refused	1 -	1 -	-	-	-	1 -	-	-	1 -	-
Don't know	18 2%	11 1%	1 1%	2 2%	1 1%	18 2%	3 2%	-	11 1%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1157	1083	72	2	335	452	306	64	306	243	591	913	107	121
Weighted Base	1203	1125	77*	2**	374	477	289	64*	300	253	632	978	99*	114
To a great extent	138	128	10	-	91	36	11	-	27	37	72	124	7	5
	11%lghn	11%	13%	-	24%algh	8%lgh	4%	-	9%	14%	11%	13%ln	7%	5%
Somewhat	270	250	20	-	112	112	40	5	72	62	133	223	24	20
	22%gh	22%	26%	-	30%lgh	23%gh	14%	9%	24%	24%	21%	23%	24%	17%
Very little	117	109	7	-	27	63	19	8	24	29	62	93	11	14
	10%	10%	10%	-	7%	13%aeg	6%	13%	8%	12%	10%	10%	11%	12%
Not at all	659	622	35	2	142	255	214	48	168	123	361	523	55	71
	55%e	55%	46%	100%	38%	54%e	74%aef	75%aef	56%	49%	57%j	54%	56%	62%
Refused	1	1	-	-	-	1	-	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	18	14	4	-	1	9	6	2	8	2	4	12	2	4
	2%	1%	5%ab	-	*	2%	2%	3%e	3%k	1%	1%	1%	2%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 *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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1157	996	87	74	156	583	418	298	324	209	326
Weighted Base 1203	1035	99*	69*	172	683	348	364	397	227	216
To a great extent 127 111%g	108 10%	13 14%	6 8%	14 8%	90 13%g	23 7%	43 12%	48 12%	19 9%	17 8%
Somewhat 222 18%g	197 19%	13 13%	12 17%	50 29%afg	131 19%g	41 12%	80 22%	65 16%	42 19%	34 16%
Very little 108 9%	91 9%	13 13%	3 4%	17 10%	61 9%	30 9%	31 9%	40 10%	21 9%	15 7%
Not at all 722 60%	620 60%	59 60%	43 63%	89 51%	384 56%	250 72%aef	203 56%	235 59%	139 62%	145 67%ahj
Don't know 24 2%	19 2%	-	5 7%abc	3 2%	17 3%	4 1%	6 2%	9 2%	5 2%	4 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
To a great extent	127	21	98	7	1	17	110	95	21	8
	11%	8%	12%b	7%	2%	9%	11%	11%	11%	6%
Somewhat	222	50	152	16	4	25	196	164	35	22
	18%	18%	19%	16%	17%	14%	19%	19%	18%	16%
Very little	108	20	78	8	2	21	87	78	18	12
	9%	7%	10%	7%	6%	12%	8%	9%	9%	9%
Not at all	722	184	457	66	16	113	609	502	113	94
	60%	66%c	58%	64%	59%	63%	60%	59%	60%	67%
Don't know	24	4	9	7	4	3	21	16	4	5
	2%	1%	1%	6%abc	16%	2%	2%	2%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
* 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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1157	863	138	147	130	1027	92	24	1054	98
Weighted Base	1203	956	126	110	125	1078	117*	17**	1087	109*
To a great extent	127 11% ^d	114 12% ^d	10 8% ^d	2 2%	24 19% ^{aef}	103 10%	12 11%	-	121 11%	5 5%
Somewhat	222 18% ^{cd}	197 21% ^{cd}	13 10%	10 9%	20 16%	202 19%	24 21%	7 41%	193 18%	29 26% ^{kl}
Very little	108 9%	83 9%	13 10%	11 10%	9 7%	96 9%	18 15%	11 8%	94 9%	13 12%
Not at all	722 60%	546 57%	87 69% ^b	86 78% ^{ab}	69 56%	653 61%	60 52%	9 52%	661 61%	60 55%
Don't know	24 2%	15 2%	4 3%	-	2 2%	22 2%	3 2%	-	17 2%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1157	1083	72	2	335	452	306	64	306	243	591	913	107	121
Weighted Base	1203	1125	77*	2**	374	477	289	64*	300	253	632	978	99*	114
To a great extent	127	119	8	-	83	36	8	-	27	36	64	110	9	7
Somewhat	222	200	22	-	89	90	39	5	67	50	100	180	17	20
Very little	108	100	7	-	33	49	22	4	17	32	59	86	12	10
Not at all	722	685	36	2	166	289	215	52	177	132	405	582	60	72
Don't know	24	20	4	-	3	13	5	3	12	4	5	19	2	4
	2%	2%	5%	-	1%	3%	2%	5%e	4%k	1%	1%	2%	2%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 * 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...? - 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	1157	1157	1157
Weighted Base	1203	1203	1203
To a great extent	153 13%	138 11%	127 11%
Somewhat	313 26%	270 22%	222 18%
Very little	114 9%	117 10%	108 9%
Not at all	599 50%	659 55%	722 60%
Refused	-	-	-
Don't know	24 2%	18 2%	24 2%

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	2010	1727	182	100	308	1104	588	659	651	371	329
		34%de	34%cd	33%	28%	36%e	35%e	45%aijk	34%jk	30%k	23%
No	3567	3015	336	216	789	1807	972	706	1122	778	962
		60%gh	59%	60%	67%afg	58%	57%	49%	59%h	63%ahi	68%ahj
Refused	25	19	4	2	5	13	8	2	6	9	9
	-	-	1%	1%	-	-	-	-	-	1%h	1%h
Don't know	385	311	37	37	70	184	130	87	117	70	111
	6%	6%	7%	10%ab	6%	6%	8%f	6%	6%	6%	8%ahj

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3457	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	2010	436	1390	146	37	330	1680	1469	317	200
	34%bdeij	26%e	40%abde	23%	19%	35%	33%	40%aij	26%ij	20%
No	3567	1115	1912	417	124	550	3017	1980	830	697
	60%ch	67%ac	55%	65%ac	64%c	58%	60%	54%	67%ah	71%ahi
Refused	25	5	3	17	-	3	22	10	8	6
	c	-	-	3%abce	-	-	-	-	-	1%
Don't know	385	101	189	61	33	66	319	231	77	73
	6%	6%	5%	10%abc	17%abcd	7%	6%	6%	6%	7%

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	2010	1640	164	199	228	1782	207	39	1883	124
	34%cdh	37%acd	27%	23%	46%af	32%	30%h	18%	36%aj	18%
No	3567	2552	399	581	245	3323	419	167	3041	518
	60%be	57%	66%ab	67%ab	49%	61%e	62%	75%ag	58%	74%ai
Refused	25	8	1	5	-	25	2	1	15	1
	*	*	*	1%b	-	-	*	*	*	*
Don't know	385	241	44	83	27	358	52	14	312	60
	6%b	5%	7%	10%ab	5%	7%	8%	6%	6%	8%j

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	2010	1898	109	4	585	763	561	101	463	437	1086	1645	175	172
No	3567	3094	457	16	277	841	1454	995	1143	745	1615	2434	325	744
Refused	25	23	2	-	1	4	4	17	1	9	1	13	3	3
Don't know	385	321	60	4	21	73	146	144	101	94	167	259	46	62
		6%	10%ab	16%	2%	4%e	7%ef	11%aefg	6%	7%	6%	6%	8%l	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	1933	161	100	287	931	715	544	543	347	499	
Weighted Base	2010	1727	100*	308	1104	598	659	651	371	329	
Annual summary	718 36%e	614 36%	71 39%	33 33%	97 28%	403 37%e	228 38%	235 36%	237 36%	122 33%	125 38%
Bill	584 29%	513 30%	43 24%	28 28%	84 27%	314 28%	186 31%	195 30%	182 28%	107 29%	99 30%
Via a leaflet or letter sent directly to you	264 13%	219 13%	24 13%	21%ab	53 17%f	116 11%	94 16%f	77 12%	76 12%	54 15%	57 17%ah
On my energy supplier(s) website	225 11%gk	196 11%	17 9%	12%l	48 16%g	132 12%g	45 7%	80 12%k	84 13%k	40 11%k	22 7%
Via email	168 8%k	152 9%	8 4%	7%l	31 10%	96 9%	40 7%	52 8%k	64 10%k	37 10%k	15 4%
End of fixed term letter	63 3%	53 3%	5 3%	5%l	3 1%	40 4%e	20 3%	25 4%	19 3%	10 3%	9 3%
On another website	40 2%	32 2%	7 4%	1%l	10 3%g	25 2%	6 1%	17 3%k	14 2%	6 2%	2 1%
On another energy supplier website	33 2%	25 1%	5 2%	4%l	3 1%	24 2%	7 1%	14 2%	9 1%	6 2%	4 1%
Price increase letter	30 2%	28 2%	1 1%	2%l	5 2%	16 1%	9 1%	6 1%	8 1%	8 2%	8 3%h
On the phone	19 1%	17 1%	1 1%	-	1 1%	12 1%	5 1%	8 1%	8 1%	1 1%	2 1%
Somewhere else (e.g. a newspaper article or advertisement)	10 1%	8 1%	2 1%	-	2 1%	5 1%	3 1%	-	5 1%h	3 1%h	2 1%h
On an App	6 -	6 -	-	-	2 1%g	4 -	-	-	3 -	2 1%	1 -
Salesperson/rep	5 -	5 -	-	-	1 -	2 -	2 -	1 -	-	2 1%	2 1%
Online account	2 -	1 -	1 1%	-	1 -	1 -	-	-	2 -	-	-
Online	1 -	1 -	-	-	-	-	1 -	-	1 -	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base 2010	1727	182	100*	308	1104	598	659	651	371	329
Other 10	8	2	-	2	7	1	4	4	2	1
Refused 1%	-	1%	-	1%	1%	-	1%	1%	1%	-
Don't know 73	54	13	5	9	40	24	13	25	16	19
	4%	3%	7%ab	3%	4%	4%	2%	4%	4%h	6%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1933	553	1195	145	39	305	1540	1388	298	243
Weighted Base	2010	436	1390	146	37*	330	1680	1469	317	200
Annual summary	718	151	513	40	14	115	603	549	90	71
	36% <i>a</i>	35%	37% <i>d</i>	27%	37% <i>d</i>	35%	36%	37% <i>a</i>	28%	36%
Bill	584	129	397	49	8	98	485	434	103	41
	29% <i>a</i>	30%	29%	33%	22%	30%	29%	30% <i>a</i>	32% <i>a</i>	21%
Via a leaflet or letter sent directly to you	264	78	164	16	5	61	203	154	55	48
	13% <i>ah</i>	18% <i>ac</i>	12%	11%	15%	19% <i>ag</i>	12%	10%	17% <i>ah</i>	24% <i>ah</i>
On my energy supplier(s) website	225	29	172	19	5	20	205	175	35	15
	11% <i>af</i>	7%	12% <i>b</i>	13% <i>b</i>	13%	6%	12% <i>d</i>	12%	11%	7%
Via email	169	25	135	7	1	20	148	123	30	14
	8% <i>b</i>	6%	10% <i>b</i>	5%	3%	6%	9%	8%	9%	7%
End of fixed term letter	63	16	44	2	-	10	53	56	2	4
	3% <i>a</i>	4%	3%	1%	-	3%	3%	4% <i>a</i>	1%	2%
On another website	40	6	31	4	-	3	37	31	7	2
	2%	1%	2%	-	-	1%	2%	2%	2%	1%
On another energy supplier website	33	4	22	6	2	4	29	25	5	3
	2%	1%	2%	4% <i>b</i>	6% <i>b</i>	1%	2%	2%	2%	2%
Price increase letter	30	10	18	2	-	4	27	20	2	8
	2%	2%	1%	2%	-	1%	2%	1%	1%	4% <i>ah</i>
On the phone	18	3	13	1	2	4	15	11	5	3
	1%	1%	1%	1%	5% <i>abc</i>	1%	1%	1%	2%	1%
Somewhere else (e.g. a newspaper article or advertisement)	10	3	7	-	-	1	9	4	2	3
	1%	1%	-	-	-	-	1%	-	1%	1% <i>h</i>
On an App	6	1	3	1	-	1	5	4	1	1
	-	-	-	1% <i>c</i>	-	-	-	-	-	-
Salesperson/rep	5	1	3	-	-	-	5	3	1	-
	-	-	-	-	-	-	-	-	-	-
Online account	2	1	-	1	-	1	1	1	1	-
	-	-	-	1% <i>c</i>	-	-	-	-	-	-
Online	1	-	1	-	-	1	-	1	-	-
	-	-	-	-	-	1% <i>g</i>	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.175 And where did you see this?
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 2010	553 436	1196 1390	145 146	39 37*	305 330	1540 1680	1368 1469	298 317	243 200
Other	10	3	8	-	3	7	6	4	-
Refused	7%	1%	1%	-	1%	-	-	1%	-
Don't know	4	1	4	-	1	4	3	2	-
	*	*	*	-	*	*	*	1%	-
	73	19	34	15	5	14	52	11	7
	4%	4% ^c	2%	10% ^{abc}	14% ^{abc}	4%	3%	4%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.175 And where did you see this?
Base: All who are aware of PP

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1933	1479	198	260	228	1705	171	56	1822	109
Weighted Base	2010	1640	164	199	228	1782	207	39*	1883	124*
Annual summary	718	575	69	71	64	654	67	15	670	47
	36%e	35%	42%	36%	28%	37%e	32%	39%	36%	38%
Bill	584	448	48	86	52	532	54	6	543	41
	29%h	27%	29%	43%abc	23%	30%e	26%	15%	29%	33%
Via a leaflet or letter sent directly to you	264	200	30	32	37	227	30	14	253	11
	13%	12%	18%b	16%	16%	13%	15%	35%ag	13%	9%
On my energy supplier(s) website	225	211	10	4	27	198	24	3	207	18
	11%cd	13%cd	6%cd	2%	12%	11%	12%	7%	11%	14%
Via email	168	159	7	2	25	143	21	1	160	7
	8%cd	10%cd	4%cd	1%	11%	8%	10%	3%	9%	6%
End of fixed term letter	63	52	5	5	10	53	4	1	60	3
	3%	3%	3%	3%	4%	3%	2%	1%	3%	2%
On another website	40	39	1	-	2	38	5	1	39	1
	2%cd	2%cd	-	-	1%	2%	2%	2%	2%	1%
On another energy supplier website	33	32	2	-	4	29	2	-	29	4
	2%cd	2%cd	1%	-	2%	2%	1%	-	2%	3%
Price increase letter	30	23	4	4	2	29	5	2	30	-
	2%	1%	2%	2%	1%	2%	2%	4%	2%	-
On the phone	18	15	2	1	3	15	-	1	18	-
	1%	1%	1%	1%	1%	1%	-	2%	1%	-
Somewhere else (e.g. a newspaper article or advertisement)	10	8	2	1	1	9	1	1	9	1
	1%	-	1%	-	-	1%	-	2%	-	1%
On an App	6	5	1	-	-	6	-	-	6	-
	-	-	1%	-	-	-	-	-	-	-
Salesperson/rep	5	5	-	-	1	4	-	1	5	-
	-	-	-	-	-	-	-	1%	-	-
Online account	2	2	-	-	-	2	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Online	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/lj
* small base



Q.175 And where did you see this?
Base: All who are aware of PP

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1933	1479	198	260	228	1705	171	56	1822	109
Weighted Base	2010	1640	164	199	228	1782	207	39*	1883	124*
Other	10	8	1	1	2	8	-	-	10	-
	1%	1%	1%	-	1%	-	-	-	1%	-
Refused	4	4	-	1	1	4	-	-	4	-
	-	-	-	-	-	-	-	-	-	-
Don't know	73	49	11	11	12	61	9	-	66	6
	4%	3%	7%ab	6%b	5%	3%	4%	-	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

Q.175 And where did you see this?
Base: All who are aware of PP

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1933	1830	100	3	526	727	576	104	488	414	1005	1540	185	188
Weighted Base	2010	1898	109*	4**	585	763	561	101*	463	437	1086	1645	175	172
Annual summary	718	680	37	1	182	298	218	19	155	156	396	584	58	72
Bill	584	557	25	2	192	202	171	19	132	124	324	459	82	33
Via a leaflet or letter sent directly to you	264	247	16	-	44	85	86	48	70	52	133	190	24	41
On my energy supplier(s) website	225	202	24	-	88	94	36	7	47	47	127	210	9	7
Via email	168	159	9	-	57	63	41	6	39	40	88	155	4	8
End of fixed term letter	63	59	3	-	32	19	11	-	10	22	30	54	5	5
On another website	40	38	2	-	24	13	2	1	4	9	26	38	1	1
On another energy supplier website	33	31	3	-	12	12	9	1	6	11	16	29	3	1
Price increase letter	30	28	3	-	6	14	10	*	8	6	16	21	1	6
On the phone	18	18	-	-	12	5	2	1	1	6	11	17	-	4%all
Somewhere else (e.g. a newspaper article or advertisement)	10	8	2	-	3	2	6	-	5	1	4	9	1	-
On an App	6	6	-	-	1	1	3	-	4	2	1	5	1	1
Salesperson/rep	5	5	1	-	1	3	1	-	1	1	3	4	-	1*
Online account	2	2	-	-	-	1	1	-	1	-	-	2	-	-
Online	1	1	-	-	-	1	-	-	-	-	1	1	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
*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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1933	1830	100	3	526	727	576	104	498	414	1005	1540	185	188
Weighted Base	2010	1898	109*	4**	585	763	561	101*	463	437	1086	1645	175	172
Other	10	10	-	-	5	3	3	-	3	3	4	6	1	1
	1%	1%	-	-	1%	-	-	-	1%	1%	-	-	1%	1%
Refused	4	4	-	-	2	3	-	-	2	3	-	4	-	-
	*	*	-	-	*	*	-	-	*	1%k	-	*	-	-
Don't know	73	67	4	2	11	25	29	8	22	16	32	56	7	8
	4%	4%	3%	44%	2%	3%	5%e	8%af	5%	4%	3%	3%	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 * small base; ** 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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base 2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent 205 10%k	170 10%	24 13%	10 10%	29 10%	123 11%	53 9%	81 12%k	82 13%k	27 7%	15 5%
Somewhat 431 21%g	379 22%	28 15%	25 25%	75 24%g	251 23%g	105 18%	149 23%	136 21%	85 23%	61 19%
Very little 207 10%	177 10%	19 10%	12 12%	35 11%	121 11%	51 9%	63 10%	64 10%	43 12%	37 11%
Not at all 1138 57%	976 57%	108 59%	53 53%	165 54%	588 53%	384 64%aef	362 55%	352 54%	212 57%	212 64%ahij
Refused 4 *	4 *	- -	- -	1 *	3 *	- -	- -	3 *	- -	1 *
Don't know 25 1%	21 1%	3 2%	1 1%	3 1%	18 2%	5 1%	4 1%	13 2%	4 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1933	553	1195	145	39	305	1548	1388	298	243
Weighted Base	2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent	205	26	163	14	2	34	170	162	31	12
	10%kj	6%	12%b	9%	6%	10%	10%	11%j	10%	6%
Somewhat	431	80	310	36	6	65	366	326	75	29
	21%j	18%	22%	25%	15%	20%	22%	22%j	24%kj	14%
Very little	207	52	135	20	1	46	161	147	32	25
	10%	12%	10%	13%	2%	14%g	10%	10%	10%	12%
Not at all	1139	273	765	71	28	181	957	815	169	134
	57%	63%acd	55%	49%	77%acd	55%	57%	55%	53%	67%ahj
Refused	4	1	1	2	-	1	3	3	-	1
	-	-	-	1%ac	-	-	-	-	-	-
Don't know	25	5	16	4	-	4	22	17	9	-
	1%	1%	1%	3%	-	1%	1%	1%	3%hj	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1933	1479	198	260	228	1705	171	56	1822	109
Weighted Base	2010	1640	164	199	228	1782	207	39*	1883	124*
To a great extent	205	181	12	11	20	184	29	-	198	7
	10%dh	11% ^d	7%	6%	9%	10%	14% ^h	-	11%	5%
Somewhat	431	375	32	22	55	376	57	7	390	41
	21% ^d	23% ^d	19% ^d	11%	24%	21%	28%	17%	21%	33% ^{aij}
Very little	207	177	13	17	14	183	19	7	191	16
	10%	11%	8%	9%	6%	11% ^a	9%	18%	10%	13%
Not at all	1138	884	108	144	133	1004	101	25	1078	59
	57%	54%	66% ^{ab}	72% ^{ab}	59%	56%	49%	64%	57%	47%
Refused	4	2	-	-	-	4	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Don't know	25	21	-	5	4	21	1	1	25	1
	1%	1%	-	2% ^c	2%	1%	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1933	1830	100	3	526	727	576	104	498	414	1005	1540	185	188
Weighted Base	2010	1898	109*	4**	585	763	561	101*	463	437	1086	1645	175	172
To a great extent	205	193	11	-	125	65	15	-	36	44	122	185	10	8
	10%ghn	10%	10%	-	21%algh	9%gh	3%	-	8%	10%	11%	11%mn	6%	4%
Somewhat	431	394	38	-	169	186	70	6	100	108	216	379	29	27
	21%gh	21%	35%ab	-	29%agh	24%gh	12%	6%	22%	25%	20%	23%n	16%	16%
Very little	207	185	21	-	41	89	53	14	50	52	96	165	21	20
	10%e	10%	19%ab	-	7%	12%e	11%e	14%a	13%k	12%	9%	10%	12%	11%
Not at all	1138	1098	36	4	245	412	402	79	261	227	638	889	113	117
	57%ce	58%c	33%	100%	42%	54%e	72%aef	78%aef	56%	52%	59%j	54%	64%l	68%al
Refused	4	2	2	-	-	4	-	-	2	-	-	4	-	-
	-	-	2%ab	-	-	1%	-	-	*k	-	-	-	-	-
Don't know	25	25	1	-	5	7	11	2	5	6	13	22	3	1
	1%	1%	1%	-	1%	1%	2%	2%	1%	1%	1%	1%	2%	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base 2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent	186 9%k	19 10%	7 7%	21 7%	118 11%	48 8%	74 11%k	70 11%k	26 7%	16 5%
Somewhat	366 18%g	320 19%	27 15%	67 22%g	220 20%g	80 13%	132 20%	118 18%	65 18%	51 15%
Very little	214 11%	191 11%	12 7%	36 12%	124 11%	54 9%	71 11%	67 10%	44 12%	32 10%
Not at all	1212 60%	1030 60%	60 59%	179 58%	622 56%	411 69%aef	378 57%	379 58%	229 62%	225 68%ahj
Refused	4 *	4 *	- -	- -	4 *	- -	- -	2 *	- -	2 1%
Don't know	28 1%	23 1%	3 3%	6 2%	16 1%	6 1%	3 *	16 2%h	6 2%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
* 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1933	553	1195	145	39	305	1548	1398	298	243
Weighted Base	2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent	186 9% ^{kj}	17 4%	153 11% ^b	14 9% ^b	3 7%	24 7%	162 10%	152 10% ^j	24 8%	10 5%
Somewhat	366 18% ^{kj}	71 16%	266 19%	25 17%	5 14%	56 17%	310 18%	275 19% ^j	65 21% ^j	24 12%
Very little	214 11%	47 11%	144 10%	22 15%	2 5%	46 14% ^g	169 10%	149 10%	38 12%	22 11%
Not at all	1212 60%	296 68% ^{kacd}	810 58%	79 54%	27 73% ^d	201 61%	1010 60%	871 59%	160 57%	143 71% ^{ahj}
Refused	4 -	1 -	1 -	2 1% ^{ac}	-	-	4 -	3 -	-	1 -
Don't know	28 1%	5 1%	17 1%	6 4% ^{abc}	-	3 1%	25 1%	19 1%	9 3% ^j	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1933	1479	198	260	228	1705	171	56	1822	109
Weighted Base	2010	1640	164	199	228	1782	207	39*	1883	124*
To a great extent	186	169	8	8	22	164	25	-	183	4
	9%dh	10%cd	5%	4%	10%	9%	12%h	-	10%j	3%
Somewhat	366	326	26	13	44	323	45	7	331	35
	18%cd	20%cd	16%cd	7%	19%	18%	22%	17%	18%	28%ai
Very little	214	185	15	14	20	195	25	7	200	14
	11%	11%	9%	7%	9%	11%	12%	17%	11%	11%
Not at all	1212	934	116	160	136	1075	109	26	1144	67
	60%	57%	70%ab	80%abc	60%	60%	53%	65%	61%	54%
Refused	4	2	-	-	-	4	-	-	2	-
	-	-	-	-	-	-	-	-	-	-
Don't know	28	23	-	4	5	22	4	1	24	4
	1%	1%	-	2%	2%	1%	2%	1%	1%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1933	1830	100	3	526	727	576	104	498	414	1005	1540	185	188
Weighted Base	2010	1898	109*	4**	585	763	561	101*	463	437	1086	1645	175	172
To a great extent	186	178	8	-	115	59	12	-	28	47	111	172	8	5
	9%ghmn	9%	7%	-	20%algh	8%gh	2%	-	6%	11%j	10%k	10%lmn	4%	3%
Somewhat	366	336	31	-	151	157	54	4	84	86	191	322	24	22
	18%gh	18%	28%ab	-	26%algh	21%gh	10%	4%	18%	20%	18%	20%lmn	14%	13%
Very little	214	193	21	1	55	92	56	13	51	57	103	175	18	21
	11%	10%	19%ab	28%	9%	12%	10%	12%	11%	13%	11%	11%	9%	12%
Not at all	1212	1164	45	3	256	445	429	81	294	239	666	949	123	121
	60%ce	61%ce	42%	72%	44%	58%e	77%aef	80%aef	64%j	55%	61%j	58%	70%al	71%al
Refused	4	2	2	-	-	4	-	-	1	-	-	4	-	-
	-	-	2%ab	-	-	-	-	-	-	-	-	-	-	-
Don't know	28	26	2	-	6	7	10	3	4	8	15	23	2	3
	1%	1%	2%	-	1%	1%	2%	3%l	1%	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/g/h - a/l/j/k - a/l/m/n
 * small base; ** 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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base 2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent	171 9%	20 11%	10 10%	18 6%	111 10%eg	42 7%	86 10%k	62 10%k	24 6%	19 6%
Somewhat	310 15%gk	276 16%	19 10%	60 19%g	185 17%g	66 11%	117 18%k	102 16%	52 14%	38 12%
Very little	225 11%	195 11%	18 10%	40 13%	128 12%	57 10%	70 11%	76 12%	51 14%k	28 8%
Not at all	1274 63%	1090 63%	61 61%	187 61%	659 60%	428 72%aef	402 61%	395 61%	240 65%	237 72%ahj
Refused	4 *	4 *	- -	1 *	4 *	- *	- *	3 *	- *	2 1%
Don't know	26 1%	19 1%	3 3%	3 1%	17 2%	5 1%	4 1%	12 2%	4 1%	5 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
* 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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1933	553	1195	145	39	305	1540	1398	298	243
Weighted Base	2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent	171	18	141	11	2	26	146	139	23	10
	9%b	4%	10%b	7%	6%	8%	9%	9%j	7%	5%
Somewhat	310	57	228	22	4	45	264	236	51	21
	15%j	13%	16%	15%	11%	14%	16%	16%j	16%	10%
Very little	225	46	153	23	2	45	180	166	36	20
	11%	11%	11%	16%	5%	14%	11%	11%	11%	10%
Not at all	1274	309	853	83	29	210	1064	911	198	146
	63%	71%acd	61%	57%	77%cd	64%	63%	62%	62%	73%ahj
Refused	4	1	1	2	-	1	4	3	-	1
	-	-	-	1%ac	-	-	-	-	-	1%
Don't know	26	5	16	5	-	4	22	15	9	1
	1%	1%	1%	3%	-	1%	1%	1%	3%ah	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* 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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1933	1479	198	260	228	1705	171	56	1822	109
Weighted Base	2010	1640	164	199	228	1782	207	39*	1883	124*
To a great extent	171	155	8	8	20	151	24	-	165	6
	9% ^{dh}	9% ^{cd}	5%	4%	9%	8%	11% ^h	-	9%	5%
Somewhat	310	272	21	14	38	271	33	6	278	30
	15% ^{cd}	17% ^{cd}	13% ^d	7%	17%	15%	16%	14%	15%	25% ^{kai}
Very little	225	195	15	15	24	201	29	7	211	14
	11%	12% ^d	9%	7%	11%	11%	14%	17%	11%	11%
Not at all	1274	994	121	158	141	1133	121	26	1202	72
	63%	61%	73% ^{ab}	79% ^{ab}	62%	64%	58%	66%	64%	58%
Refused	4	3	-	-	-	4	-	-	3	-
	-	-	-	-	-	-	-	-	-	-
Don't know	26	21	-	5	4	22	1	1	25	1
	1%	1%	-	2% ^c	2%	1%	-	3%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1933	1830	100	3	526	727	576	104	498	414	1005	1540	185	188
Weighted Base	2010	1898	109*	4**	585	763	561	101*	463	437	1086	1645	175	172
To a great extent	171	163	8	-	102	55	13	1	32	39	100	159	5	5
	9%ghmn	9%	7%	-	17%algh	7%gh	2%	1%	7%	9%	9%	10%lmn	3%	3%
Somewhat	310	284	26	-	133	130	40	6	70	74	161	266	25	23
	15%gh	15%	24%ab	-	23%algh	17%gh	7%	6%	15%	17%	15%	16%	14%	13%
Very little	225	200	25	-	57	93	61	14	50	63	103	179	25	20
	11%	11%	23%ab	-	10%	12%	11%	13%	12%	14%uk	9%	11%	14%	12%
Not at all	1274	1223	47	4	288	474	434	79	298	255	708	1014	118	123
	63%ce	64%sc	43%	100%	49%	62%se	77%aef	78%aef	64%	58%	65%j	62%	67%	72%al
Refused	4	3	2	-	-	4	-	-	2	-	-	4	-	-
	-	-	2%ab	-	-	1%	-	-	k	-	-	-	-	-
Don't know	26	25	1	-	5	7	12	2	5	7	13	22	3	1
	1%	1%	1%	-	1%	1%	2%	2%	1%	2%	1%	1%	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/l/gh - a/l/j/k - a/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing



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	1933	1933	1933
Weighted Base	2010	2010	2010
To a great extent	205 10%	186 9%	171 9%
Somewhat	431 21%	366 18%	310 15%
Very little	207 10%	214 11%	225 11%
Not at all	1138 57%	1212 60%	1274 63%
Refused	4 *	4 *	4 *
Don't know	25 1%	28 1%	26 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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Internet or broadband provider	536	471	31	34	137	336	62	135	185	110	106
		9%g	5%	10%c	12%ag	11%ag	4%	9%	10%k	9%	7%
Mobile phone network	418	372	22	24	106	245	66	124	157	66	70
		7%g	4%	7%	9%ag	8%g	4%	9%jk	8%jk	5%	5%
Landline phone calls	400	337	35	28	88	236	77	90	136	89	85
		7%g	6%	8%	8%g	8%g	4%	6%	7%	7%	6%
Current account	210	178	23	10	62	114	34	60	69	48	33
		4%gk	4%	3%	5%aag	4%g	2%	4%k	4%k	4%k	2%
Cash ISA	164	145	11	8	24	95	45	71	68	17	7
		3%jk	2%	2%	2%	3%	3%	5%ajk	4%jk	1%k	1%
Balance transfer on a credit card	129	118	9	3	37	78	14	53	46	20	10
		2%gk	2%	1%	3%ag	3%g	1%	4%ajk	2%k	2%k	1%
None	4537	3825	442	270	827	2269	1441	1046	1410	954	1127
		76%efh	75%	76%	71%	73%	84%aef	72%	74%	78%h	80%ahi
Refused	105	85	16	4	23	53	29	20	34	19	32
		2%	3%	1%	2%	2%	2%	1%	2%	2%	2%
Don't know	84	63	9	11	11	39	34	17	25	15	28
		1%	2%	3%ab	1%	1%	2%e	1%	1%	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Internet or broadband provider	536 9%be	108 6%	368 11%abe	50 8%	9 5%	82 9%	454 9%	301 8%	147 12%ahj	78 8%
Mobile phone network	418 7%b	77 5%	296 8%abd	34 5%	11 5%	61 6%	357 7%	251 7%	107 9%ahj	56 6%
Landline phone calls	400 7%	93 6%	267 8%bd	32 5%	9 5%	66 7%	335 7%	226 6%	94 8%	74 8%
Current account	210 4%b	37 2%	155 4%abd	15 2%	3 2%	29 3%	181 4%	122 3%	55 4%	30 3%
Cash ISA	164 3%bj	11 1%	135 4%abd	13 2%b	5 2%b	21 2%	143 3%	132 4%ajj	22 2%	8 1%
Balance transfer on a credit card	129 2%bjf	15 1%	105 3%abd	8 1%	1 1%	5 1%	124 2%f	94 3%j	27 2%j	5 1%
None	4537 76%ci	1356 82%acd	2535 73%	498 78%c	148 76%	733 77%	3804 76%	2797 76%i	884 72%	785 80%ahi
Refused	105 2%c	31 2%c	38 1%	29 5%abc	8 4%ac	14 1%	92 2%	57 2%	29 2%	17 2%
Don't know	84 1%c	30 2%c	27 1%	10 2%	17 9%abcd	19 2%	65 1%	56 2%	11 1%	17 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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Internet or broadband provider	536 9%cd	501 11%acd	26 4%cd	8 1%	58 12%ef	477 9%	83 12%a	29 13%a	468 9%	67 10%
Mobile phone network	418 7%cd	377 8%acd	22 4%cd	17 2%	46 9%	372 7%	70 10%a	17 8%	360 7%	55 8%
Landline phone calls	400 7%cd	343 8%cd	26 4%	29 3%	47 9%af	353 6%	57 8%	15 7%	366 7%	35 5%
Current account	210 4%cd	181 4%cd	13 2%	14 2%	19 4%	191 3%	36 5%a	8 3%	182 3%	29 4%
Cash ISA	164 3%dh	141 3%cd	13 2%	8 1%	16 3%	148 3%	18 3%h	1 -	158 3%j	5 1%
Balance transfer on a credit card	129 2%cdh	122 3%cd	4 1%	3 -	12 2%	118 2%	26 4%ah	1 -	115 2%	15 2%
None	4537 75%deg	3208 72%	515 85%ab	779 90%abc	349 70%	4188 76%a	461 68%	163 74%	3987 76%	538 77%
Refused	105 2%	65 1%	8 1%	15 2%	6 1%	100 2%	18 3%	2 1%	86 2%	10 1%
Don't know	84 1%b	40 1%	14 2%b	18 2%b	7 1%	77 1%	8 1%	5 2%	72 1%	4 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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Internet or broadband provider	536 9%gh	482 9%	51 8%	2 10%	132 15%afgh	179 11%aagh	155 7%	70 6%	139 8%	118 9%	274 10%	383 9%	41 7%	104 11%lm
Mobile phone network	418 7%gh	363 7%	54 9%	1 4%	93 10%aagh	143 8%gh	118 5%	64 5%	129 8%	80 6%	201 7%	316 7%	29 5%	65 7%
Landline phone calls	400 7%h	361 7%	38 6%	2 6%	99 11%afgh	117 7%h	128 6%	55 4%	129 8%	78 6%	191 7%	292 7%	32 6%	76 8%
Current account	210 4%gm	192 4%	18 3%	-	55 6%aagh	77 5%g	40 2%	39 3%g	47 3%	38 3%	120 4%l	178 4%lm	9 2%	27 3%
Cash ISA	164 3%ghm	153 3%	10 2%	-	59 7%afgh	65 4%aagh	26 1%	14 1%	15 1%	30 2%j	117 4%aj	148 3%ln	11 2%ln	3 *
Balance transfer on a credit card	129 2%hm	107 2%	23 4%ab	-	39 4%afgh	44 3%gh	32 1%	14 1%	32 2%	28 2%	69 2%	116 3%mm	6 1%	6 1%
None	4537 76%af	4048 76%	469 75%	20 84%	556 63%	1218 72%e	1758 81%aef	1006 80%aef	1322 77%	987 77%	2156 75%	3258 75%	444 81%al	753 77%
Refused	105 2%g	93 2%	13 2%	-	11 1%	30 2%	23 1%	41 3%aefg	20 1%	25 2%	43 2%	75 2%	9 2%	15 1%
Don't know	84 1%	73 1%	11 2%	-	7 1%	16 1%	36 2%	24 2%l	17 1%	21 2%	30 1%	61 1%	5 1%	14 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/l/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- It's too hard to work out whether I would save or not if I switched

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 693 12%e	549 11%	92 17%ab	52 15%b	85 7%	344 11%e	284 15%aef	153 11%	212 11%	135 11%	194 14%ahj
Tend to agree	(1) 1662 28%e	1427 28%	150 27%	85 24%	274 23%	832 27%e	556 33%aef	380 26%	505 27%	347 28%	430 30%ahi
Neither agree nor disagree	(0) 1158 19%gh	953 19%	120 21%	85 24%ab	272 23%aag	600 19%g	286 17%	229 16%	363 19%h	257 21%h	308 22%ah
Tend to disagree	(-1) 1441 24%abh	1258 25%bc	103 18%	79 22%	311 27%g	789 25%g	341 20%	405 28%ak	472 25%k	300 24%k	263 19%
Disagree strongly	(-2) 773 13%gk	648 13%	79 14%	46 13%	174 15%g	442 14%g	157 9%	250 17%ajk	267 14%k	139 11%k	116 8%
SUMMARY CODES											
AGREE	2355 39%e	1976 39%	242 43%	137 38%	359 31%	1176 38%e	821 48%aef	533 37%	716 38%	482 39%	624 44%ahj
DISAGREE	2213 37%gk	1907 38%c	182 32%	125 35%	485 41%ag	1231 40%ag	497 29%	655 45%ajk	739 39%k	439 36%k	379 27%
Refused	33 1%	28 1%	5 1%	-	9 1%	18 1%	7 1%	5 1%	13 1%	5 1%	10 1%
Don't know	228 4%ch	208 4%c	10 2%	9 3%	47 4%f	82 3%	98 6%aef	31 2%	62 3%	45 4%h	89 6%ahj
Mean Score	0.011efh	-0.006	0.136ab	0.052	-0.193	-0.051e	0.269aef	-0.155	-0.043h	0.033h	0.245ahj
Standard Deviation	1.251	1.243	1.307	1.265	1.190	1.258	1.240	1.292	1.260	1.217	1.189
Error Variance	-	-	0.003	0.004	0.001	0.001	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?
- It's too hard to work out whether I would save or not if I switched

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 693	237	356	78	23	159	534	419	115	143
	12% <i>i</i>	14% <i>ac</i>	10%	12%	12%	17% <i>ag</i>	11%	11%	9%	15% <i>ahi</i>
Tend to agree	(1) 1662	533	928	145	56	301	1361	1044	311	282
	28% <i>d</i>	32% <i>acd</i>	27% <i>d</i>	23%	29%	32% <i>ag</i>	27%	28%	25%	29%
Neither agree nor disagree	(0) 1158	335	618	156	49	147	1010	645	278	217
	19% <i>h</i>	20% <i>c</i>	18%	24% <i>abc</i>	25% <i>ac</i>	16%	20% <i>f</i>	17%	23% <i>ah</i>	22% <i>ah</i>
Tend to disagree	(-1) 1441	324	969	121	27	188	1253	951	302	171
	24% <i>bde</i> <i>fj</i>	20%	28% <i>abde</i>	19%	14%	20%	25% <i>f</i>	26% <i>h</i>	25% <i>h</i>	17%
Disagree strongly	(-2) 773	136	531	88	17	105	668	506	168	91
	13% <i>bj</i>	8%	15% <i>abe</i>	14% <i>b</i>	9%	11%	13%	14% <i>h</i>	14% <i>h</i>	9%
SUMMARY CODES										
AGREE	2355	769	1284	222	79	460	1895	1464	426	425
	39% <i>cd</i>	46% <i>acd</i>	37%	35%	41%	48% <i>ag</i>	38%	40% <i>i</i>	35%	44% <i>ahi</i>
DISAGREE	2213	460	1500	209	44	293	1920	1457	470	262
	37% <i>bde</i> <i>fj</i>	28%	43% <i>abde</i>	33% <i>be</i>	23%	31%	38% <i>f</i>	39% <i>aj</i>	38% <i>h</i>	27%
Refused	33	3	9	20	1	1	33	13	9	10
	1% <i>f</i>	*	*	3% <i>abce</i>	1%	*	1% <i>f</i>	*	1%	1% <i>h</i>
Don't know	228	90	83	34	21	48	180	110	49	61
	4% <i>c</i>	5% <i>ac</i>	2%	5% <i>c</i>	11% <i>abcd</i>	5% <i>g</i>	4%	3%	4%	6% <i>ahi</i>
Mean Score	0.011 <i>ci</i>	0.262 <i>acd</i>	-0.115	0.005 <i>c</i>	0.239 <i>acd</i>	0.246 <i>ag</i>	-0.033	-0.023	-0.083	0.237 <i>ahi</i>
Standard Deviation	1.251	1.197	1.260	1.258	1.171	1.287	1.240	1.264	1.217	1.218
Error Variance	*	0.001	0.001	0.003	0.007	0.002	*	*	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- It's too hard to work out whether I would save or not if I switched

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 693 12%bg	451 10%	74 12%	165 19%abc	69 14%	624 11%	54 8%	30 13%g	609 12%	84 12%
Tend to agree	(1) 1662 28%	1159 26%	215 35%ab	282 32%ab	136 27%	1526 28%	166 24%	50 23%	1460 28%	199 28%
Neither agree nor disagree	(0) 1158 19%a	828 19%	138 23%ab	179 21%	74 15%	1084 20%a	144 21%	54 24%a	981 19%	176 25%ai
Tend to disagree	(-1) 1441 24%cd	1204 27%acd	118 19%cd	115 13%	138 28%	1303 24%	192 28%a	51 23%	1311 25%j	128 18%
Disagree strongly	(-2) 773 13%cd	676 15%acd	46 8%	49 6%	66 13%	707 13%	101 15%h	20 9%	696 13%	77 11%
SUMMARY CODES										
AGREE	2355 39%bg	1610 36%	289 48%ab	447 51%ab	205 41%	2150 39%	219 32%	80 36%	2069 39%	283 40%
DISAGREE	2213 37%cd	1879 42%acd	163 27%cd	194 19%	204 41%	2010 37%	292 43%ah	72 32%	2006 38%j	205 29%
Refused	33 1%b	11 *	- -	3 *	- -	33 1%	6 1%	1 1%	18 *	2 *
Don't know	228 4%b	111 3%	17 3%	76 9%abc	17 3%	211 4%	19 3%	14 6%ag	178 3%	37 5%i
Mean Score	0.011bg	-0.114	0.251ab	0.506abc	0.008	0.011	-0.183	0.085g	-0.005	0.127ai
Standard Deviation	1.251	1.256	1.144	1.154	1.300	1.247	1.207	1.211	1.257	1.204
Error Variance	-	-	0.002	0.001	0.003	-	0.003	0.005	-	0.002

**Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- It's too hard to work out whether I would save or not if I switched
Base: All who have gas and/or electricity supply and are responsible for it**

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 693	600	91	2	44	148	297	205	277	116	291	472	86	119
	12%afg	71%	15%b	10%	5%	9%e	14%aef	16%aefg	16%ajk	9%	10%	71%	16%al	12%
Tend to agree	(1) 1662	1475	183	4	166	434	676	385	580	320	747	1198	152	290
	28%a	28%	29%	16%	19%	26%e	31%aef	31%ef	34%ajk	25%	26%	28%	28%	30%
Neither agree nor disagree	(0) 1158	1011	138	9	110	280	449	238	293	368	478	783	135	227
	19%efik	19%	22%	37%	12%	17%e	21%ef	25%aefg	17%	29%aik	17%	18%	25%al	23%al
Tend to disagree	(-1) 1441	1328	110	2	307	519	457	158	349	286	793	1104	114	199
	24%cghn	25%c	18%	8%	35%agh	31%agh	21%h	13%	20%	22%	28%aj	25%mn	21%	20%
Disagree strongly	(-2) 773	711	200	3	248	268	200	57	144	139	481	639	33	92
	13%cghmn	13%c	9%	13%	28%algh	16%lagh	9%h	5%	8%	11%i	17%aj	15%am	6%	9%o
SUMMARY CODES														
AGREE	2355	2074	274	6	210	582	973	590	857	436	1038	1671	238	410
	39%efk	39%	44%b	26%	24%	35%e	45%aef	47%aef	50%ajk	34%	36%	38%	43%l	42%
DISAGREE	2213	2040	169	5	555	786	657	215	493	425	1273	1743	147	291
	37%cghjmn	38%c	27%	21%	63%algh	47%lagh	30%h	17%	29%	33%i	44%aj	40%am	27%	30%
Refused	33	27	5	2	1	5	8	19	3	6	2	19	5	3
	1%k	1%	1%	7%	-	-	-	1%aefg	-	1%k	-	-	1%	-
Don't know	228	183	43	2	7	28	77	116	63	50	79	135	25	50
	4%efk	3%	7%ab	8%	1%	2%	4%ef	9%aefg	4%	4%	3%	3%	5%	5%
Mean Score	0.011efkl	-0.015	0.239ab	0.035	-0.628	-0.196e	0.199aef	0.465aefg	0.302ajk	-0.010k	-0.153	-0.057	0.278al	0.158al
Standard Deviation	1.251	1.253	1.217	1.203	1.217	1.244	1.209	1.097	1.225	1.150	1.279	1.267	1.162	1.189
Error Variance	-	-	0.003	0.072	0.002	0.001	0.001	0.001	0.001	0.001	0.001	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/e/f/g/h - a/l/j/k - a/l/m/n
** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 415	318	74	23	57	228	130	79	122	90	124
	7%e	6%	13%abd	7%	5%	7%e	8%e	5%	6%	7%	9%ahi
Tend to agree	(1) 1719	1473	166	80	315	903	502	425	505	372	417
	29% <i>d</i>	29% <i>d</i>	30% <i>d</i>	23%	27%	29%	29%	29%	27%	30% <i>i</i>	30%
Neither agree nor disagree	(0) 1315	1085	128	102	276	671	369	276	429	277	333
	22% <i>h</i>	21%	23%	29% <i>ab</i>	24%	22%	22%	19%	23% <i>h</i>	23% <i>h</i>	24% <i>h</i>
Tend to disagree	(-1) 1455	1277	98	80	336	751	368	383	497	295	280
	24% <i>agk</i>	25% <i>kc</i>	18%	23%	29% <i>aefg</i>	24% <i>g</i>	22%	25% <i>ik</i>	25% <i>ik</i>	24% <i>ik</i>	20%
Disagree strongly	(-2) 618	520	69	30	105	373	139	209	195	105	108
	10% <i>gk</i>	10%	12%	8%	9%	12% <i>aag</i>	8%	14% <i>ajk</i>	10% <i>k</i>	9%	8%
SUMMARY CODES											
AGREE	2134	1791	240	103	372	1130	631	504	627	462	541
	36% <i>de</i>	35% <i>d</i>	43% <i>abd</i>	29%	32%	36% <i>e</i>	37% <i>ie</i>	35%	33%	38% <i>i</i>	38% <i>ahi</i>
DISAGREE	2073	1797	167	110	442	1124	507	592	693	401	388
	35% <i>cgk</i>	35% <i>c</i>	30%	31%	38% <i>g</i>	36% <i>g</i>	30%	41% <i>ajk</i>	37% <i>jk</i>	33% <i>k</i>	28%
Refused	33	27	6	-	10	15	8	3	16	5	9
	1%	1%	-	-	1%	-	-	-	1% <i>h</i>	-	1%
Don't know	432	372	19	40	72	167	193	79	129	84	140
	7% <i>ch</i>	7% <i>c</i>	3%	11% <i>abc</i>	6%	5%	11% <i>aef</i>	5%	7%	7%	10% <i>ahij</i>
Mean Score	-0.025 <i>eh</i>	-0.045	0.145 <i>abd</i>	-0.041	-0.108	-0.048	0.076 <i>aef</i>	-0.159	-0.080	0.041 <i>hi</i>	0.134 <i>ahij</i>
Standard Deviation	1.150	1.142	1.242	1.088	1.089	1.177	1.134	1.184	1.138	1.127	1.128
Error Variance	-	-	0.003	0.004	0.001	0.001	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?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 415	144	203	54	14	78	337	245	74	88
	7%	9%ac	6%	8%c	7%	8%	7%	7%	6%	9%ahi
Tend to agree	(1) 1719	494	1006	172	47	260	1459	1055	337	297
	29%	30%	29%	27%	24%	27%	29%	29%	27%	30%
Neither agree nor disagree	(0) 1315	363	733	163	56	208	1107	780	289	230
	22%	22%	21%	25%c	29%abc	22%	22%	21%	23%	24%
Tend to disagree	(-1) 1455	366	944	116	29	207	1249	947	306	163
	24%de	22%de	27%abde	18%	15%	22%	25%f	26%j	25%j	19%
Disagree strongly	(-2) 618	116	439	48	15	98	521	407	122	77
	10%bdg	7%	13%abde	8%	8%	10%	10%	11%j	10%	8%
SUMMARY CODES										
AGREE	2134	638	1209	226	60	338	1796	1300	412	385
	36%	39%ace	35%	35%	31%	36%	36%	35%	33%	39%ahi
DISAGREE	2073	483	1383	164	43	304	1769	1354	428	261
	35%bde	29%e	40%abde	26%	22%	32%	33%	37%j	35%j	27%
Refused	33	6	8	19	-	1	32	12	14	7
	1%c	*	*	3%abce	-	*	1%f	*	1%ah	1%
Don't know	432	169	160	68	34	97	334	244	89	93
	7%c	10%ac	5%	11%ac	18%abcd	10%ag	7%	7%	7%	9%ah
Mean Score	-0.026c	0.124ac	-0.123	0.122ac	0.101c	0.016	-0.034	-0.063	-0.057	0.153ahi
Standard Deviation	1.150	1.126	1.159	1.117	1.088	1.173	1.146	1.157	1.125	1.132
Error Variance	*	0.001	*	0.002	0.007	0.001	*	*	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 415 7%	286 6%	49 8%	79 9%ab	45 9%	370 7%	43 6%	14 7%	364 7%	51 7%
Tend to agree	(1) 1719 29%	1239 28%	196 32%ab	275 32%ab	134 27%	1585 29%	183 27%	65 29%	1512 29%	203 29%
Neither agree nor disagree	(0) 1315 22%	947 21%	152 25%ab	204 23%	102 20%	1214 22%	158 23%	62 28%a	1124 21%	189 27%ai
Tend to disagree	(-1) 1455 24%acd	1199 27%acd	122 20%cd	131 15%	128 26%	1327 24%	174 25%	46 21%	1320 25%kj	135 19%
Disagree strongly	(-2) 618 10%cd	530 12%acd	48 8%cd	39 4%	63 13%	555 10%	75 11%	16 7%	563 11%kj	55 8%
SUMMARY CODES										
AGREE	2134 36%	1525 34%	245 40%ab	354 41%ab	179 36%	1955 36%	225 33%	80 36%	1876 36%	254 36%
DISAGREE	2073 35%cdh	1729 39%acd	170 28%cd	20% 2%	191 39%	1882 34%	249 38%h	62 28%	1884 36%kj	190 27%
Refused	33 1%b	11 *	- -	5 1%	- -	33 1%	6 1%	1 *	19 *	1 *
Don't know	432 7%b	228 5%	41 7%	136 16%abc	27 5%	405 7%	44 6%	17 8%	349 7%	70 10%ai
Mean Score	-0.026b	-0.107	0.134ab	0.307abc	-0.065	-0.022	-0.087	0.081	-0.042	0.096ai
Standard Deviation	1.150	1.160	1.108	1.054	1.212	1.144	1.141	1.068	1.157	1.094
Error Variance	*	*	0.002	0.001	0.003	*	0.003	0.004	*	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 415	371	44	-	39	99	161	115	158	69	184	254	61	93
	7%af	7%	7%	-	4%	6%	7%e	9%aef	9%ajk	5%	6%	6%	11%al	9%al
Tend to agree	(1) 1719	1536	177	6	200	472	642	405	537	332	832	1212	175	302
	29%a	29%	28%	26%	23%	28%e	30%e	32%aef	31%aj	26%	29%	28%	32%	31%
Neither agree nor disagree	(0) 1315	1140	167	8	128	302	531	355	344	430	522	928	141	217
	22%ak	21%	27%ab	34%	14%	18%e	25%aef	28%aefg	20%	33%aik	18%	21%	26%al	22%
Tend to disagree	(-1) 1455	1328	124	3	290	509	514	142	385	269	783	1133	142	214
	24%chm	25%c	20%	14%	33%agh	30%agh	24%h	11%	23%	21%	27%aj	26%mn	17%	22%lm
Disagree strongly	(-2) 618	565	52	2	212	219	135	53	160	100	354	519	25	67
	10%ghmm	11%	8%	6%	24%algh	13%agh	6%h	4%	9%	8%	12%aj	12%amm	5%	7%
SUMMARY CODES														
AGREE	2134	1907	221	6	239	572	803	521	696	401	1016	1467	236	394
	36%af	36%	35%	26%	27%	34%e	37%e	41%aefg	41%ajk	31%	35%j	34%	43%al	40%al
DISAGREE	2073	1893	176	5	502	728	649	194	545	369	1137	1652	118	280
	35%cgijmm	35%c	28%	20%	57%afgh	43%agh	30%h	15%	32%	29%	40%aj	38%amm	21%	29%lm
Refused	33	27	4	2	1	8	7	16	3	7	2	22	4	1
	1%k	1%	1%	7%	-	-	-	1%aefg	-	1%k	-	1%	1%	-
Don't know	432	368	61	3	13	73	174	171	120	79	192	282	50	88
	7%ef	7%	10%ab	12%	2%	4%e	8%ef	14%aefg	7%	6%	7%	6%	9%j	9%j
Mean Score	-0.026efkl	-0.036	0.065	-	-0.501	-0.172e	0.090aef	0.363aefg	0.094ajk	0.001k	-0.109	-0.111	0.313alm	0.157al
Standard Deviation	1.150	1.156	1.101	0.926	1.213	1.174	1.083	1.004	1.174	1.032	1.162	1.154	1.069	1.127
Error Variance	-	-	0.002	0.045	0.002	0.001	0.001	0.001	0.001	0.001	0.001	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 986	785	118	83	166	497	324	237	299	196	253
		15%	21%ab	23%ab	14%	16%	19%aef	16%	16%	16%	18%
Tend to agree	(1) 1767	1524	145	97	361	858	548	394	545	386	442
		30%	26%	27%	31%	28%	32%af	27%	29%	31%h	31%h
Neither agree nor disagree	(0) 955	796	103	56	212	492	251	205	297	193	261
		16%	18%	16%	18%g	16%	15%	14%	16%	16%	19%ahi
Tend to disagree	(-1) 1276	1116	90	71	226	707	344	336	427	252	261
		21%dk	22%k	20%	19%	23%eg	20%	23%k	23%k	21%	18%
Disagree strongly	(-2) 816	685	89	42	170	475	172	256	269	163	129
		14%gk	16%	12%	14%g	15%g	10%	18%ajk	14%k	13%k	9%
SUMMARY CODES											
AGREE	2754	2309	263	181	527	1355	871	632	845	582	695
		46%	47%	51%	45%	44%	51%aef	43%	45%	47%	49%ahi
DISAGREE	2093	1801	179	113	395	1182	516	592	695	416	389
		35%gk	35%	32%	34%	38%aeg	30%	41%ajk	37%k	34%k	28%
Refused	28	22	6	-	9	13	6	4	12	4	8
		*	1%b	-	1%	*	*	*	7%	*	1%
Don't know	157	144	9	6	29	65	64	22	45	34	56
		3%h	3%	1%	2%	2%	4%af	1%	2%	3%h	4%ahi
Mean Score	0.143h	0.124	0.207	0.310ab	0.113	0.064	0.310aef	0.015	0.098	0.167h	0.320ahij
Standard Deviation	1.322	1.312	1.383	1.350	1.300	1.340	1.288	1.376	1.326	1.311	1.247
Error Variance	-	-	0.004	0.005	0.002	0.001	0.001	0.002	0.001	0.002	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Switching is a hassle that I've not got time for

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 986	307	528	117	35	194	792	601	173	191
	16% <i>i</i>	19% <i>ac</i>	15%	18%	18%	20% <i>ag</i>	16%	16%	14%	20% <i>ah</i>
Tend to agree	(1) 1767	547	998	159	63	291	1476	1063	372	299
	30% <i>d</i>	33% <i>acd</i>	29%	25%	33% <i>d</i>	31%	29%	29%	30%	31%
Neither agree nor disagree	(0) 955	265	521	130	39	135	820	551	227	172
	16%	16%	15%	20% <i>abc</i>	20%	14%	16%	15%	18% <i>ah</i>	18% <i>h</i>
Tend to disagree	(-1) 1276	320	626	105	25	173	1103	838	264	158
	21% <i>de</i>	19% <i>e</i>	24% <i>abde</i>	16%	13%	19%	22% <i>f</i>	23% <i>j</i>	21% <i>j</i>	16%
Disagree strongly	(-2) 816	161	562	79	15	126	690	547	148	108
	14% <i>be</i>	10%	16% <i>abde</i>	12%	7%	13%	14%	15% <i>ij</i>	12%	11%
SUMMARY CODES										
AGREE	2754	854	1526	275	98	486	2268	1664	545	491
	46% <i>c</i>	52% <i>acd</i>	44%	43%	51%	51% <i>ag</i>	45%	45%	44%	50% <i>ah</i>
DISAGREE	2093	482	1388	183	40	299	1794	1386	412	266
	35% <i>bde</i>	29% <i>e</i>	40% <i>abde</i>	29% <i>e</i>	21%	31%	36% <i>f</i>	38% <i>aij</i>	33% <i>j</i>	27%
Refused	29	2	7	19	-	1	28	10	9	9
	0% <i>b</i>	0%	0%	3% <i>abce</i>	0%	0%	1% <i>f</i>	0%	1% <i>h</i>	1% <i>h</i>
Don't know	157	55	51	34	17	29	129	78	38	38
	3% <i>c</i>	3% <i>c</i>	1%	5% <i>abc</i>	9% <i>abc</i>	3%	3%	2%	3%	4% <i>ah</i>
Mean Score	0.143c	0.323ac	0.030	0.220c	0.449acd	0.278ag	0.118	0.092	0.133	0.331ahi
Standard Deviation	1.322	1.268	1.341	1.315	1.197	1.350	1.315	1.340	1.267	1.293
Error Variance	-	0.001	0.001	0.003	0.007	0.002	-	0.001	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Switching is a hassle that I've not got time for

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

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 986 16%ab	660 15%	107 18%	214 25%abc	88 18%	898 16%	97 14%	35 16%	883 17%	103 15%
Tend to agree	(1) 1767 30%	1263 28%	206 34%ab	290 33%ab	145 29%	1623 30%	200 29%	77 35%	1528 29%	235 33%ai
Neither agree nor disagree	(0) 955 16%	693 16%	104 17%	147 17%	84 17%	871 16%	98 14%	44 20%g	814 16%	138 20%ai
Tend to disagree	(-1) 1276 21%dh	1033 23%ad	126 21%d	115 13%	99 20%	1177 21%	156 23%h	36 16%	1160 22%j	116 16%
Disagree strongly	(-2) 816 14%cd	708 16%acd	54 9%cd	51 6%	75 15%	741 14%	109 16%h	23 10%	738 14%	78 11%
SUMMARY CODES										
AGREE	2754 46%b	1923 43%	313 51%ab	503 58%abc	232 47%	2521 46%	298 44%	112 51%	2412 46%	338 48%
DISAGREE	2093 35%cdh	1741 39%acd	180 30%cd	19% 19%	175 35%	1916 35%	265 39%h	59 26%	1898 36%j	194 28%
Refused	28 .b	8 .c	- .	3 .	1 .	27 .	6 1%	1 .	13 .	1 .
Don't know	157 3%b	74 2%	11 2%	50 6%abc	7 1%	151 3%	14 2%	6 3%	114 2%	31 4%ai
Mean Score	0.143b	0.031	0.310ab	0.611abc	0.144	0.143	0.033	0.307ag	0.129	0.251i
Standard Deviation	1.322	1.335	1.242	1.192	1.345	1.320	1.338	1.231	1.332	1.242
Error Variance	.	.	0.002	0.001	0.003	.	0.003	0.005	.	0.003

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 986	883	102	2	53	216	447	270	328	174	472	659	119	185
	16%af	7%b	16%c	8% d	6% e	13%f	21%aef	21%aef	19%ajk	7%j	16%k	15% l	22%alm	19%ln
Tend to agree	(1) 1767	1565	194	8	181	466	702	418	601	352	794	1277	178	284
	30%a	29%b	31% c	32% d	20% e	28%f	32%aef	33%aef	35%ajk	27% j	28% k	29% l	33% alm	29% ln
Neither agree nor disagree	(0) 955	810	137	8	100	244	345	266	221	339	376	643	107	205
	16%ak	15%b	22%abc	34% d	11% e	14%f	16%e	21%aefg	13% j	26%aik	13% k	15% l	19%alm	21%ln
Tend to disagree	(-1) 1276	1173	101	2	270	450	428	246	337	246	681	977	88	182
	21%chm	22%cb	16% c	7% d	31%ag	27%agh	20%h	10% i	20% j	19% k	24%ail	22%lmn	16% m	19% n
Disagree strongly	(-2) 816	757	58	1	274	276	191	76	182	134	493	682	32	90
	14%oghjmm	14%cb	9% c	4% d	31%algh	16%lgh	9%h	6% i	11% j	10% k	17%aj	16%amm	6% m	9%n
SUMMARY CODES														
AGREE	2754	2448	296	10	234	683	1149	687	929	527	1266	1936	298	469
	46%af	46%b	47% c	40% d	29% e	41%f	53%aef	55%aef	54%ajk	41% j	44% k	44% l	54%alm	49% ln
DISAGREE	2093	1931	160	3	544	726	619	204	519	380	1174	1659	120	272
	35%cgijmm	36%cb	25% c	11% d	62%algh	43%lgh	29%h	16% i	30% j	30% k	41%aj	38%amm	22% m	28%n
Refused	28	23	3	2	1	6	6	15	-	4	3	16	3	2
	*ik	-	1% c	7% d	-	-	-	1%aefg	-	-	-	-	1% m	-
Don't know	157	123	32	2	4	23	45	86	39	34	51	96	22	33
	3%ek	2%b	5%abc	8% d	-	1%e	2%e	7%aefg	2% j	3% k	2% l	2% m	4%ln	3%n
Mean Score	0.143efkl	0.124	0.304ab	0.396	-0.604	-0.062e	0.372aef	0.585aefg	0.333ajk	0.150k	0.025	0.060	0.506alm	0.308al
Standard Deviation	1.322	1.333	1.220	0.957	1.261	1.330	1.267	1.151	1.294	1.204	1.376	1.340	1.166	1.249
Error Variance	-	-	0.003	0.046	0.002	0.001	0.001	0.001	0.001	0.001	0.001	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- I worry that if I switch things will go wrong

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 694	541	101	51	99	331	265	147	211	141	195
	12%e	11%	18%ab	14%b	8%	11%e	15%aef	10%	11%	11%	14%ahi
Tend to agree	(1) 1476	1237	132	107	267	728	481	317	458	308	393
	25%h	24%	24%	30%abc	23%	23%	28%aef	22%	24%	25%	28%ahi
Neither agree nor disagree	(0) 992	828	104	60	247	493	252	205	305	218	264
	17%h	16%	19%	17%	21%aig	16%	15%	14%	16%	18%h	19%ahi
Tend to disagree	(-1) 1558	1376	104	78	298	856	404	437	499	316	307
	26%cbk	27%cd	19%	22%	25%	28%g	24%	30%aijk	26%k	26%k	22%
Disagree strongly	(-2) 1062	901	100	54	219	615	229	316	366	203	177
	18%gk	18%	19%	15%	19%g	20%ag	13%	22%ajk	19%k	17%k	13%
SUMMARY CODES											
AGREE	2170	1779	233	158	366	1059	745	464	669	448	589
	36%eh	35%	42%ab	45%ab	31%	34%	44%aef	32%	35%	37%ch	42%ahij
DISAGREE	2620	2277	212	131	517	1471	633	753	865	519	483
	44%cdgk	45%cd	38%	37%	44%g	47%ag	37%	52%aijk	46%k	42%k	34%
Refused	25	21	5	-	7	12	6	3	11	4	8
	-	-	1%	-	1%	-	-	-	1%	-	1%
Don't know	179	168	6	5	35	72	72	29	45	39	67
	3%c	3%c	1%	2%	3%	2%	4%af	2%	2%	3%	5%ahij
Mean Score	-0.142efh	-0.176	0.028ab	0.070ab	-0.240	-0.230	0.091aef	-0.322	-0.191h	-0.112h	0.093ahij
Standard Deviation	1.312	1.298	1.399	1.315	1.252	1.313	1.321	1.316	1.319	1.294	1.277
Error Variance	-	-	0.004	0.005	0.001	0.001	0.001	0.002	0.001	0.002	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 694	230	350	84	29	159	535	413	112	149
	12%cd	14%ac	10%	13%c	15%c	17%ag	11%	11%	9%	15%ahi
Tend to agree	(1) 1476	486	806	130	55	277	1199	892	301	260
	25%cd	29%acd	23%	20%	28%cd	29%ag	24%	24%	24%	27%
Neither agree nor disagree	(0) 992	284	515	155	38	137	854	564	240	174
	17%cd	17%cd	15%	24%abc	19%	14%	17%	15%	19%ah	18%
Tend to disagree	(-1) 1558	398	1004	121	35	196	1362	1021	313	206
	26%de	24%cd	29%abde	19%	18%	21%	27%ef	28%ij	25%ij	21%
Disagree strongly	(-2) 1062	190	751	104	18	142	920	705	218	131
	18%be	11%	21%abde	16%be	9%	15%	18%ef	19%ij	18%ij	13%
SUMMARY CODES										
AGREE	2170	716	1156	214	84	437	1734	1305	412	409
	36%cd	43%acd	33%	43%acd	40%cd	46%ag	34%	35%	33%	42%ahi
DISAGREE	2620	588	1755	225	52	338	2282	1726	531	337
	44%bde	35%de	50%abde	35%de	27%	36%	45%ef	47%aij	43%ij	35%
Refused	25	3	5	18	-	-	25	9	9	7
	cf	-	-	3%abce	-	-	1%ef	-	-	1%h
Don't know	179	67	63	29	20	37	143	86	40	49
	3%cd	4%ac	2%	5%ac	10%abcd	4%	3%	2%	3%	5%ahi
Mean Score	-0.142c	0.106acd	-0.292	-0.052c	0.250acd	0.127ag	-0.192	-0.199	-0.190	0.098ahi
Standard Deviation	1.312	1.267	1.315	1.300	1.242	1.352	1.298	1.318	1.264	1.310
Error Variance	-	0.001	0.001	0.003	0.008	0.002	-	0.001	0.001	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 694 12%bg	422 9%	107 18%ab	162 19%ab	80 16%af	614 11%	53 8%	29 13%g	616 12%	78 11%
Tend to agree	(1) 1476 25%	1037 23%	179 30%ab	255 29%ab	119 24%	1357 25%	155 23%	59 26%	1283 24%	190 27%
Neither agree nor disagree	(0) 992 17%	708 16%	108 18%	161 18%b	74 15%	918 17%	108 16%	45 20%	841 16%	150 21%ai
Tend to disagree	(-1) 1558 26%dj	1261 28%acd	139 23%cd	153 18%	130 26%	1428 26%	191 28%	51 23%	1408 27%j	147 21%
Disagree strongly	(-2) 1062 18%cd	921 21%acd	59 10%	81 9%	89 18%	973 18%	152 22%ah	31 14%	960 18%j	103 15%
SUMMARY CODES										
AGREE	2170 36%bg	1459 33%	286 47%ab	417 48%ab	199 40%	1971 36%	208 31%	88 40%g	1899 36%	268 38%
DISAGREE	2620 44%cdh	2182 49%acd	199 33%cd	234 27%	219 44%	2402 44%	343 50%ah	82 37%	2368 45%j	259 36%
Refused	25 b	6 -	- -	3 -	- -	25 -	5 1%	1 -	12 -	- -
Don't know	179 3%b	85 2%	15 2%	55 6%abc	7 1%	172 3%a	17 2%	6 3%	132 3%	34 5%ai
Mean Score	-0.142bg	-0.281	0.230ab	0.325ab	-0.060	-0.149	-0.356	0.022ag	-0.159	-0.010ai
Standard Deviation	1.312	1.298	1.287	1.264	1.372	1.306	1.282	1.279	1.317	1.261
Error Variance	*	*	0.002	0.001	0.004	*	0.003	0.006	*	0.003



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- I worry that if I switch things will go wrong
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (j)	Neutral (l)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 694	623	67	5	54	170	294	176	270	132	281	473	87	126
	12%ak	12%	11%	20%	6%	10%e	14%aef	14%aef	16%ajk	10%	10%	11%	16%al	13%
Tend to agree	(1) 1476	1310	160	6	167	388	584	337	512	289	659	1048	138	269
	25%a	25%	25%	24%	19%	23%e	27%aef	27%aef	30%ajk	23%	23%	24%	25%	27%al
Neither agree nor disagree	(0) 992	855	130	7	80	226	406	280	244	329	401	670	113	191
	17%afk	16%	21%ab	29%	9%	13%e	19%aef	22%aefg	14%	26%aik	14%	15%	21%al	19%al
Tend to disagree	(-1) 1558	1417	139	2	285	521	527	224	410	314	817	1198	125	203
	26%hn	27%c	22%	7%	32%agh	31%agh	24%h	18%	24%	24%	28%aj	28%mn	23%	21%
Disagree strongly	(-2) 1062	965	96	2	290	351	293	129	226	173	653	844	58	146
	18%ghjmn	18%	15%	6%	33%algh	21%lagh	14%h	10%	13%	13%	23%aj	19%amn	11%	15%o
SUMMARY CODES														
AGREE	2170	1933	227	10	222	558	878	513	782	421	940	1521	226	395
	36%afk	36%	36%	43%	25%	33%e	41%aef	41%aef	46%ajk	33%	33%	35%	41%al	40%al
DISAGREE	2620	2382	235	3	576	872	820	355	636	487	1470	2042	183	349
	44%cgjmn	45%c	37%	14%	65%afgh	52%lagh	38%h	28%	37%	38%	51%aj	47%amm	33%	36%
Refused	25	21	3	2	1	5	6	14	-	3	2	15	3	1
	*k	*	*	7%	*	*	*	1%aefg	*	*	*	*	1%	*
Don't know	179	143	35	2	6	22	54	98	46	45	55	103	24	44
	3%afk	3%	6%ab	7%	1%	1%	2%ef	8%aefg	3%	3%k	2%	2%	4%l	5%al
Mean Score	-0.142efkl	-0.153	-0.063	0.500	-0.673	-0.299e	0.028aef	0.181aefg	0.115ajk	-0.086k	-0.321	-0.211	0.137al	0.029al
Standard Deviation	1.312	1.316	1.296	1.179	1.260	1.311	1.262	1.233	1.310	1.211	1.323	1.316	1.267	1.292
Error Variance	*	*	0.003	0.066	0.002	0.001	0.001	0.001	0.001	0.001	0.001	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/l/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- I don't think I'd be able to switch even if I wanted to

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 191	150 3%h	35 6%abd	6 2%	29 3%	100 3%	61 4%	30 2%	60 3%	42 3%	60 4%ah
Tend to agree	(1) 523	436 9%h	52 9%	35 10%	104 9%	253 8%	166 10%	83 6%	149 8%h	118 10%h	173 12%ahij
Neither agree nor disagree	(0) 750	581 13%h	89 16%ab	80 22%abc	180 15%aig	371 12%	199 12%	100 7%	223 12%h	187 15%ahi	241 17%ahi
Tend to disagree	(-1) 1786	1557 30%h	140 31%cd	89 25%	350 30%	893 29%	543 32%f	449 31%	558 29%	379 31%	401 29%
Disagree strongly	(-2) 2505	2138 42%gjk	227 41%	140 39%	463 40%	1363 45%aag	640 38%	764 53%aijk	832 44%jk	455 37%k	453 32%
SUMMARY CODES											
AGREE	713	586 12%h	87 16%ab	40 11%	133 11%	352 11%	228 13%f	112 8%	208 11%h	159 13%h	233 17%ahij
DISAGREE	4291	3695 72%cdk	367 66%	229 64%	813 69%	2287 74%aeg	1192 70%	1213 83%aijk	1390 73%jk	834 68%k	854 61%
Refused	29	23 +	6 +	- -	6 1%	14 +	8 +	3 -	10 1%	6 +	10 1%h
Don't know	204	187 3%h	10 4%g	6 2%	39 3%	83 3%	82 5%af	26 2%	63 3%h	42 3%h	73 5%ahij
Mean Score	-1.024h	-1.049	-0.923ab	-0.923b	-0.988f	-1.072	-0.959af	-1.288	-1.073h	-0.922ahj	-0.764hij
Standard Deviation	1.107	1.092	1.238	1.082	1.084	1.102	1.129	0.971	1.093	1.120	1.181
Error Variance	*	*	0.003	0.003	0.001	*	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?

- I don't think I'd be able to switch even if I wanted to

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 191	78	85	21	7	44	147	92	46	49
	3%	5%ac	2%	3%	3%	5%ag	3%	3%	4%h	5%ah
Tend to agree	(1) 523	187	253	52	30	91	431	253	131	127
	9%ch	11%acd	7%	8%	15%acd	70%	9%	7%	11%ah	13%ah
Neither agree nor disagree	(0) 750	244	334	128	45	114	636	364	196	180
	13%ch	15%ac	10%	20%abc	23%abc	12%	13%	10%	16%ah	18%ah
Tend to disagree	(-1) 1786	552	1044	147	43	304	1483	1134	346	282
	30%de	33%acde	30%de	23%	22%	32%	29%	31%e	28%	29%
Disagree strongly	(-2) 2505	514	1702	237	52	357	2148	1732	459	278
	42%bdefij	31%	49%abde	37%be	27%	38%	43%f	47%aij	37%j	29%
SUMMARY CODES										
AGREE	713	265	339	73	36	135	578	345	177	176
	12%ch	16%acd	10%	11%	19%acd	14%ag	11%	9%	14%ah	18%ahi
DISAGREE	4291	1067	2746	384	94	660	3831	2867	804	561
	72%bdefij	64%e	79%abde	60%e	19	70%	72%	78%aij	65%j	57%
Refused	29	5	5	19	-	3	26	12	9	8
	*c	*	*	3%abce	-	*	1%	*	1%	1%h
Don't know	204	77	71	37	19	37	167	102	46	50
	3%c	5%ac	2%	6%ac	10%abc	4%	3%	3%	4%	5%ah
Mean Score	-1.024ch	-0.786acd	-1.177	-0.901ac	-0.587abcd	-0.922ag	-1.043	-1.164	-0.884ah	-0.670ahi
Standard Deviation	1.107	1.164	1.042	1.138	1.187	1.160	1.096	1.037	1.157	1.195
Error Variance	*	0.001	*	0.002	0.007	0.001	*	*	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 191 3%g	129 3%	19 3%	40 5%ab	17 3%	173 3%	10 1%	8 4%g	159 3%	31 4%
Tend to agree	(1) 523 9%b	317 7%	82 13%ab	120 14%ab	38 8%	484 9%	53 9%	32 15%ag	415 8%	107 15%ai
Neither agree nor disagree	(0) 750 13%b	481 11%	96 16%ab	161 18%ab	53 11%	697 13%	83 12%	50 23%ag	614 12%	135 19%ai
Tend to disagree	(-1) 1786 30%j	1344 30%	190 31%	248 29%	161 32%	1625 30%	208 31%	61 28%	1609 31%j	177 25%
Disagree strongly	(-2) 2505 42%cdh	2060 46%acd	204 34%cd	235 27%	217 44%	2287 42%	294 43%h	62 28%	2286 44%j	216 31%
SUMMARY CODES										
AGREE	713 12%b	446 10%	101 17%ab	160 18%ab	55 11%	658 12%	62 9%	40 18%ag	575 11%	138 20%ai
DISAGREE	4291 72%cdh	3404 77%acd	394 65%cd	463 56%	379 76%af	3912 71%	503 74%h	123 56%	3895 74%aj	393 56%
Refused	29 b	4 -	2 -	1 1%b	6 -	28 1%	5 1%	3 1%	14 -	1 -
Don't know	204 3%b	104 2%	15 2%	59 7%abc	11 2%	193 4%	28 4%	5 2%	154 3%	36 5%ai
Mean Score	-1.024bi	-1.129	-0.810ab	-0.645abc	-1.075	-1.019	-1.119	-0.639ag	-1.071	-0.661ai
Standard Deviation	1.107	1.063	1.140	1.190	1.087	1.109	1.014	1.162	1.084	1.216
Error Variance	-	-	0.002	0.001	0.002	-	0.002	0.005	-	0.002



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 191	165	25	-	15	53	57	64	95	32	61	107	28	49
	3%aki	3%	4%	-	2%	3%	3%	5%aefg	6%ajk	3%	2%	2%	5%al	5%al
Tend to agree	(1) 523	430	90	3	28	115	192	188	195	114	207	332	63	115
	9%akl	8%	14%ab	12%	3%	7%e	9%ef	15%aefg	11%ajk	9%	7%	8%	11%al	12%al
Neither agree nor disagree	(0) 750	625	119	6	43	131	300	275	261	244	230	472	89	173
	13%efl	12%	19%ab	27%	5%	8%e	14%ef	22%aefg	15%ak	19%aik	8%	11%	16%al	18%al
Tend to disagree	(-1) 1786	1617	164	5	210	546	691	339	533	372	861	1316	161	274
	30%eh	30%e	26%	21%	24%	32%eh	27%	23%	31%	29%	30%	30%	29%	28%
Disagree strongly	(-2) 2505	2314	185	6	581	804	850	269	572	471	1434	1992	180	317
	42%chjmn	43%e	29%	24%	66%algh	48%lgh	39%h	21%	33%	37%	50%aj	46%amn	33%	32%
SUMMARY CODES														
AGREE	713	595	115	3	44	168	249	252	291	146	269	439	91	164
	12%ekl	11%	18%ab	12%	5%	10%e	12%e	20%aefg	17%ajk	11%	9%	10%	17%al	17%al
DISAGREE	4291	3931	349	11	791	1359	1542	607	1105	843	2294	3307	341	591
	72%chjmn	74%ac	55%	46%	90%algh	80%lgh	71%h	49%	65%	66%	80%aj	76%amn	62%	60%
Refused	29	25	3	2	1	6	10	12	3	5	1	19	3	3
	*k	-	-	7%	-	-	-	1%e	-	-	*k	-	1%	-
Don't know	204	159	43	2	4	25	63	111	48	46	75	115	25	49
	3%ef	3%	7%ab	8%	-	2%e	3%ef	9%aefg	3%	4%	3%	3%	5%l	5%al
Mean Score	-1.024efkl	-1.065	-0.673ab	-0.695	-1.496	-1.171e	-0.997ef	-0.493aefg	-0.779ajk	-0.92lak	-1.217	-1.127	-0.771al	-0.748al
Standard Deviation	1.107	1.090	1.195	1.061	0.868	1.053	1.079	1.181	1.202	1.067	1.021	1.054	1.198	1.199
Error Variance	-	-	0.003	0.056	0.001	0.001	0.001	0.001	0.001	0.001	-	-	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 526 9%g	426 8%	58 10%	42 12%b	104 9%	303 10%g	119 7%	138 10%	169 9%	97 8%	122 9%
Tend to agree	(1) 1782 30%cd	1574 31%cd	131 23%	77 22%	379 32%f	883 28%	519 30%	430 30%	547 29%	371 30%	434 31%
Neither agree nor disagree	(0) 1970 33%	1633 32%	209 37%ab	128 36%	389 33%	1051 34%	531 31%	465 32%	661 35%k	406 33%	438 31%
Tend to disagree	(-1) 763 13%	656 13%	60 11%	48 13%	148 13%	416 13%	199 12%	205 14%	228 12%	162 13%	169 12%
Disagree strongly	(-2) 372 6%g	294 6%	58 10%abd	21 6%	61 5%	242 8%aag	70 4%	103 7%	118 6%	77 6%	75 5%
SUMMARY CODES											
AGREE	2308 39%c	2000 39%cd	189 34%	119 33%	484 41%g	1186 38%	639 37%	568 39%	717 38%	468 38%	555 39%
DISAGREE	1136 19%g	950 19%	118 21%	68 19%	209 18%	657 21%aag	269 16%	307 21%k	346 19%	238 19%	244 17%
Refused	36 1%	30 1%	6 1%	-	12 1%l	13 *	12 1%	6 *	14 1%	6 *	9 1%
Don't know	536 9%ef	459 9%	37 7%	40 11%c	79 7%	201 6%	258 15%aef	107 7%	156 8%	110 9%	164 12%ahj
Mean Score	0.245c	0.258c	0.139	0.227	0.294f	0.204	0.291f	0.221	0.244	0.225	0.290
Standard Deviation	1.036	1.024	1.118	1.068	1.007	1.077	0.970	1.070	1.029	1.026	1.019
Error Variance	-	-	0.003	0.003	0.001	-	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?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4700	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 526	141	309	58	18	107	419	318	104	92
	9%	8%	9%	9%	9%	11%ag	8%	9%	8%	9%
Tend to agree	(1) 1782	502	1085	157	38	279	1503	1083	387	281
	30%de	30%de	31%de	24%	20%	29%	30%	29%	31%	29%
Neither agree nor disagree	(0) 1970	526	1164	212	69	277	1893	1230	405	319
	33%e	32%	33%	33%	35%	29%	34%e	33%	33%	33%
Tend to disagree	(-1) 763	193	475	67	28	115	648	500	149	106
	13%	12%	14%e	10%	14%	12%	13%	14%j	12%	11%
Disagree strongly	(-2) 372	94	229	42	7	62	310	225	77	62
	6%	6%	7%	7%	4%	7%	6%	6%	6%	6%
SUMMARY CODES										
AGREE	2308	643	1394	215	56	386	1922	1401	490	373
	39%de	39%de	40%de	34%	29%	41%	38%	38%	40%	38%
DISAGREE	1136	287	704	109	35	177	958	726	226	168
	19%	17%	20%b	17%	18%	19%	19%	20%	18%	17%
Refused	36	7	9	19	2	4	32	15	10	11
	1%c	-	-	3%abc	1%	-	1%	-	1%	1%h
Don't know	536	195	222	87	33	104	433	318	101	105
	9%c	12%ac	6%	14%ac	17%abc	11%ag	9%	9%	8%	11%hi
Mean Score	0.245	0.277	0.236	0.228	0.196	0.302	0.234	0.229	0.259	0.273
Standard Deviation	1.036	1.023	1.041	1.057	1.003	1.088	1.026	1.033	1.028	1.046
Error Variance	-	0.001	-	0.002	0.006	0.001	-	-	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 526 9%	420 9% ^d	43 7%	61 7%	52 11%	474 9%	51 8%	18 8%	470 9%	55 8%
Tend to agree	(1) 1782 30%	1328 30%	205 34% ^{ad}	244 28%	152 31%	1630 30%	185 27%	72 33%	1544 29%	237 34% ^{aj}
Neither agree nor disagree	(0) 1970 33%	1507 34% ^d	184 30%	261 30%	163 33%	1808 33%	239 35%	71 32%	1739 33%	226 32%
Tend to disagree	(-1) 763 13% ^j	579 13%	83 14%	99 11%	57 11%	706 13%	99 15%	28 13%	698 13% ^j	64 9%
Disagree strongly	(-2) 372 6%	287 6%	41 7%	44 5%	32 6%	340 6%	49 7%	13 6%	341 6%	32 5%
SUMMARY CODES										
AGREE	2308 39% ^d	1748 39% ^d	249 41% ^d	305 35%	205 41%	2103 39%	237 35%	90 41%	2015 38%	292 42%
DISAGREE	1136 19% ^d	867 20% ^d	124 20% ^d	142 16%	89 19%	1047 19%	149 22%	41 19%	1039 20% ^j	96 14%
Refused	36 1% ^b	11 -	2 -	1% ^b	3 1%	33 1%	8 1%	- -	22 -	1 -
Don't know	536 9% ^b	307 7%	49 8%	155 18% ^{abc}	39 8%	498 9%	49 7%	19 9%	437 8%	87 12% ^{ai}
Mean Score	0.245 ^g	0.246	0.229	0.254	0.298	0.240	0.144	0.265	0.231	0.357 ^{ai}
Standard Deviation	1.036	1.043	1.036	1.006	1.054	1.035	1.039	1.024	1.045	0.964
Error Variance	-	-	0.002	0.001	0.002	-	0.002	0.004	-	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- Some energy suppliers are more trustworthy than others
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 526	475	50	1	114	180	178	55	179	84	258	391	45	88
	9%h	9%	8%	4%	13%agh	11%agh	8%h	4%	10%aj	7%	9%	9%	8%	9%
Tend to agree	(1) 1782	1572	205	5	272	519	664	327	548	317	905	1321	145	286
	30%h	29%	33%	19%	31%h	31%h	31%h	26%	32%	25%	32%	30%	28%	29%
Neither agree nor disagree	(0) 1970	1749	211	10	287	512	736	435	518	582	840	1433	173	323
	33%k	33%	34%	42%	32%	30%	34%l	35%l	30%	45%kaik	29%	33%	31%	33%
Tend to disagree	(-1) 763	704	57	2	117	245	262	139	206	142	402	567	77	117
	13%k	13%k	9%	10%	13%	15%kgh	12%	11%	12%	11%	14%j	13%	14%	12%
Disagree strongly	(-2) 372	332	38	2	58	119	121	74	116	58	194	273	32	65
	6%j	6%	6%	9%	7%	7%	6%	6%	7%j	5%	7%j	6%	6%	7%
SUMMARY CODES														
AGREE	2308	2048	255	6	386	699	842	381	727	401	1163	1712	190	374
	39%h	38%	41%	23%	44%agh	42%ah	39%h	30%	43%aj	31%	41%j	39%am	35%	38%
DISAGREE	1136	1036	95	5	174	364	384	215	321	200	596	841	109	182
	19%j	19%k	15%	19%	20%	22%agh	18%	17%	19%j	16%	21%j	19%	20%	19%
Refused	36	32	2	2	3	8	9	16	3	6	7	21	2	4
	1%k	1%	-	7%	-	-	-	1%aelg	-	-	-	-	-	-
Don't know	536	469	65	2	33	98	192	213	139	95	263	344	75	97
	9%ef	9%	10%	8%	4%	6%e	9%ef	17%aelg	8%	7%	9%	8%	14%aln	10%j
Mean Score	0.245h	0.239	0.306	-0.019	0.316h	0.251h	0.262h	0.144	0.299j	0.192	0.243	0.248	0.199	0.244
Standard Deviation	1.036	1.040	1.002	1.004	1.001	1.007	1.007	0.965	1.070	0.912	1.068	1.039	1.041	1.047
Error Variance	-	-	0.002	0.050	0.002	0.001	0.001	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Changing tariff with your existing supplier is a good way to save money

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Agree strongly	(2) 730	615	79	36	134	449	147	226	247	129	128
	12%gk	12%	14%	10%	11%g	14%aeg	9%	16%ajk	13%k	10%	9%
Tend to agree	(1) 2522	2166	205	150	500	1361	661	642	836	528	516
	42%cpk	43%c	37%	42%	43%g	44%g	39%	44%k	44%k	43%k	37%
Neither agree nor disagree	(0) 1565	1289	175	101	346	777	442	357	482	330	396
	26%	25%	31%ab	29%	30%aag	25%	26%	25%	25%	27%	28%h
Tend to disagree	(-1) 527	445	52	30	90	243	193	111	147	109	160
	9%	9%	9%	9%	8%	8%	11%aef	8%	8%	9%	11%ahj
Disagree strongly	(-2) 117	93	17	7	9	66	42	22	30	30	34
	2%e	2%	3%	2%	1%	2%e	2%	2%	2%	2%	2%
SUMMARY CODES											
AGREE	3251	2781	284	186	633	1810	808	867	1083	656	644
	54%gk	55%	51%	52%	54%g	58%aeg	47%	60%ajk	57%k	53%k	46%
DISAGREE	644	538	68	37	100	309	235	133	177	140	194
	11%e	11%	12%	11%	8%	10%	14%aef	9%	9%	11%	14%ahi
Refused	30	24	6	-	7	16	7	3	11	6	10
	*	*	*	*	1%	1%	*	*	1%	*	1%h
Don't know	497	441	26	30	85	196	217	94	142	96	155
	8%ch	9%e	5%	9%e	7%	6%	13%aef	6%	7%	8%	12%ahj
Mean Score	0.590gk	0.600	0.527	0.547	0.610g	0.650ag	0.457	0.691ajk	0.645jk	0.546k	0.440
Standard Deviation	0.912	0.906	0.967	0.889	0.839	0.918	0.936	0.899	0.887	0.912	0.939
Error Variance	-	-	0.002	0.002	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?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4700	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 730	138	486	92	15	101	629	464	158	96
	12%be	8%	14%abe	14%be	7%	11%	12%	13%j	13%j	10%
Tend to agree	(1) 2522	648	1593	217	64	346	2175	1635	495	362
	42%bdefj	39%d	46%abde	34%	33%	37%	43%f	44%ij	40%	37%
Neither agree nor disagree	(0) 1565	471	845	186	64	244	1321	920	339	287
	26%	28%c	24%	29%ic	33%ac	26%	26%	25%	27%	29%ah
Tend to disagree	(-1) 527	168	300	46	12	115	412	332	106	78
	9%	10%d	9%	7%	6%	12%ag	8%	9%	9%	8%
Disagree strongly	(-2) 117	37	62	18	1	31	86	66	22	25
	2%	2%	2%	3%	-	3%ag	2%	2%	2%	3%
SUMMARY CODES										
AGREE	3251	786	2079	309	78	447	2804	2098	654	458
	54%bdefj	47%	60%abde	48%	40%	47%	56%f	57%aij	53%ij	47%
DISAGREE	644	205	362	64	13	146	498	398	128	103
	11%	12%ce	10%	10%	7%	15%ag	10%	11%	10%	11%
Refused	30	4	6	21	-	1	29	9	11	9
	- ^c	-	-	3%abce	-	-	1%	-	1%h	1%h
Don't know	497	193	202	63	40	110	387	264	100	120
	8%c	12%ac	6%	10%ic	20%abcd	12%ag	8%	7%	8%	12%ahi
Mean Score	0.590bfj	0.467	0.652ab	0.570b	0.512	0.444	0.616f	0.614j	0.591j	0.503
Standard Deviation	0.912	0.905	0.966	0.792	0.966	0.993	0.894	0.905	0.913	0.914
Error Variance	-	-	-	0.002	0.004	0.001	-	-	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Agree strongly	(2) 730 12%cd	628 14%acd	49 8%	50 6%	62 12%	668 12%	97 14%	22 10%	645 12%	85 12%
Tend to agree	(1) 2522 42%cd	1975 44%acd	264 43%cd	272 31%	199 40%	2322 42%	294 43%	89 40%	2242 43%	277 39%
Neither agree nor disagree	(0) 1565 26%	1133 26%	166 27%	251 29%b	139 28%	1426 26%	175 26%	68 31%	1362 26%	200 28%
Tend to disagree	(-1) 527 9%	362 8%	65 11%b	100 11%ab	52 11%	474 9%	44 7%	20 9%	461 9%	65 9%
Disagree strongly	(-2) 117 2%	76 2%	14 2%	26 3%ab	12 2%	105 2%	11 2%	4 2%	106 2%	11 2%
SUMMARY CODES										
AGREE	3251 54%cd	2603 59%acd	313 52%cd	322 37%	261 52%	2990 54%	391 57%	111 50%	2887 55%	362 51%
DISAGREE	644 11%	438 10%	79 13%b	126 14%ab	64 13%	580 11%	55 8%	23 11%	567 11%	77 11%
Refused	30 b	8 -	2 -	3 -	1 -	29 7%	5 7%	2 7%	14 -	2 -
Don't know	497 8%b	258 6%	47 8%	167 19%abc	33 7%	464 8%	56 8%	16 7%	422 8%	63 9%
Mean Score	0.590cd	0.651acd	0.481d	0.315	0.531	0.595	0.680ah	0.521	0.594	0.562
Standard Deviation	0.912	0.900	0.902	0.932	0.947	0.906	0.962	0.890	0.913	0.907
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.003	-	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- Changing tariff with your existing supplier is a good way to save money
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Agree strongly	(2) 730	651	77	2	222	251	181	75	186	140	394	600	30	86
	12%ghmn	12%	12%	9%	25%afgh	15%aagh	8%h	6%	71%	71%	14%aj	14%amm	5%	9%im
Tend to agree	(1) 2522	2265	247	9	450	799	876	398	745	490	1258	1903	214	368
	42%hjn	42%	39%	39%	51%afgh	48%aagh	40%h	32%	44%aj	38%	44%aj	44%amm	33%	37%
Neither agree nor disagree	(0) 1565	1371	187	7	127	370	656	413	433	449	660	1100	167	287
	26%ak	26%	30%ib	30%	14%	22%e	30%aef	33%aef	25%	35%aik	23%	25%	30%al	29%al
Tend to disagree	(-1) 527	474	50	2	54	145	213	114	149	92	280	374	46	92
	9%e	9%	8%	9%	6%	9%e	10%e	9%e	9%	7%	10%j	9%	8%	9%
Disagree strongly	(-2) 117	108	9	-	14	26	45	33	41	20	55	59	18	35
	2%l	2%	1%	-	2%	2%	2%	3%	2%	2%	2%	1%	3%al	4%al
SUMMARY CODES														
AGREE	3251	2916	324	11	671	1050	1057	473	931	631	1652	2503	244	453
	54%ghmm	55%	52%	48%	76%afgh	62%aagh	49%h	38%	54%aj	49%	58%aj	58%amm	44%	46%
DISAGREE	644	582	60	2	69	171	258	147	190	112	335	433	64	127
	11%aj	11%	9%	9%	8%	10%	12%e	12%e	11%aj	9%	12%aj	10%	12%	13%al
Refused	30	25	3	2	1	6	3	15	2	4	3	17	4	2
	*k	*	1%	7%	*	*	*	1%aefg	*	*	*	*	1%	*
Don't know	497	441	54	2	16	85	186	210	153	89	220	299	70	111
	8%ef	8%	9%	7%	2%	5%e	9%ef	17%aefg	9%	7%	8%	7%	13%al	11%al
Mean Score	0.590ghmn	0.591	0.581	0.560	0.937afgh	0.694agh	0.475h	0.357	0.570	0.536	0.626j	0.647amm	0.405	0.434
Standard Deviation	0.912	0.915	0.897	0.832	0.890	0.900	0.886	0.805	0.913	0.861	0.932	0.894	0.889	0.949
Error Variance	*	*	0.002	0.033	0.001	0.001	*	0.001	*	*	*	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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		5956	5956	5956	5956	5956	5956	5956
Weighted Base		5987	5987	5987	5987	5987	5987	5987
Agree strongly	(2)	693 12%	415 7%	986 16%	694 12%	191 3%	526 9%	730 12%
Tend to agree	(1)	1662 28%	1719 29%	1767 30%	1476 25%	523 9%	1782 30%	2522 42%
Neither agree nor disagree	(0)	1158 19%	1315 22%	955 16%	992 17%	750 13%	1970 33%	1565 26%
Tend to disagree	(-1)	1441 24%	1455 24%	1276 21%	1558 26%	1786 30%	763 13%	527 9%
Disagree strongly	(-2)	773 13%	618 10%	816 14%	1062 18%	2505 42%	372 6%	117 2%
SUMMARY CODES								
AGREE		2355 39%	2134 36%	2754 46%	2170 36%	713 12%	2308 39%	3251 54%
DISAGREE		2213 37%	2073 35%	2093 35%	2620 44%	4291 72%	1136 19%	644 11%
Refused		33 1%	33 1%	28 -	25 -	29 -	36 1%	30 -
Don't know		228 4%	432 7%	157 3%	179 3%	204 3%	536 9%	497 8%
Mean Score		0.011	-0.026	0.143	-0.142	-1.024	0.245	0.590
Standard Deviation		1.251	1.150	1.322	1.312	1.107	1.036	0.912
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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Tariff price	4728	4056	406	266	994	2557	1177	1155	1526	986	1060
	79%cp	80%cd	73%	75%	85%ag	82%ag	69%	79%k	81%k	80%k	75%
Customer service	2008	1709	168	130	366	1067	575	512	629	376	491
	34%	34%	30%	37%	31%	34%	34%	35%j	33%	31%	35%j
The reputation of the supplier	678	555	67	57	115	350	213	194	208	136	139
	11%	11%	12%	16%ab	10%	11%	12%e	13%k	11%	11%	10%
A supplier I know	275	221	22	32	30	131	113	55	80	56	84
	5%e	4%	4%	9%abc	3%	4%e	7%aef	4%	4%	5%	6%ahi
Having a greener tariff	261	225	23	13	61	143	56	91	95	41	34
	4%gk	4%	4%	4%	5%g	5%g	3%	6%ajk	5%k	3%	2%
Having a fixed term tariff	256	226	19	12	63	141	52	60	86	60	49
	4%g	4%	3%	3%	5%g	5%g	3%	4%	5%	5%	4%
Having an online tariff	223	201	13	9	55	120	48	62	97	39	25
	4%k	4%	2%	2%	5%g	4%	3%	4%k	5%ajk	3%k	2%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	125	27	15	22	77	68	58	44	26	37
	3%	2%	5%ab	4%	2%	2%	4%aef	4%ajk	2%	2%	3%
Getting a smart meter \ in home display	126	109	15	2	37	74	15	30	39	26	31
	2%g	2%	3%	1%	3%ag	2%g	1%	2%	2%	2%	2%
Other incentives (e.g. Nectar points, wine)	95	85	9	1	26	58	11	34	21	19	21
	2%dg	2%cd	2%	-	2%g	2%g	1%	2%i	1%	2%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	61	11	6	22	46	11	24	30	14	10
	1%gk	1%	2%	2%	2%g	1%g	1%	2%k	2%k	1%	1%
Reliability	71	54	6	11	5	36	31	30	23	11	8
	1%ek	1%	1%	3%abc	-	1%e	2%ae	2%ajk	1%k	1%	1%
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	46	34	10	2	6	29	11	9	19	11	7
	1%	1%	2%ab	1%	1%	1%	1%	1%	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Clarity/simplicity (of pricing/information/bill)	32	27	3	3	2	20	10	18	9	3	2
	1%k	1%	1%	1%	*	1%	1%	1%aijk	*	*	*
Payment options	22	20	2	-	9	9	4	6	6	4	6
	*	*	*	*	1%	*	*	*	*	*	*
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	13	3	2	-	5	13	4	6	2	6
	*	*	1%	1%	*	*	1%aef	*	*	*	*
No problems/hassle free/easy	17	14	2	2	2	7	8	9	4	1	3
	*	*	*	*	*	*	*	1%	*	*	*
Getting the supply/permanent supply/don't get cut off	17	12	4	1	2	7	8	2	6	2	7
	*	*	1%b	*	*	*	*	*	*	*	*
Honesty/trustworthy	14	14	1	-	-	9	6	4	6	1	3
	*	*	*	*	*	*	*	*	*	*	*
Ease of contact/being able to speak to someone/not being left on hold	13	11	1	1	-	8	5	6	4	1	2
	*	*	*	*	*	*	*	*	*	*	*
British company/UK based call centre/English speaking	12	9	1	1	3	4	5	2	7	1	2
	*	*	*	*	*	*	*	*	*	*	*
Value/value for money	12	10	-	2	1	8	3	3	5	2	2
	*	*	*	*	*	*	*	*	*	*	*
Convenience	11	11	-	-	2	8	1	6	-	3	1
	*	*	*	*	*	*	*	1	*	1	*
Communication/keeping me informed	8	6	1	2	3	4	2	4	3	1	*
	*	*	*	*	*	*	*	*	*	*	*
Company ethics	8	6	1	2	2	4	2	2	6	-	-
	*	*	*	*	*	*	*	*	1%k	*	*
Ease/speed of switching	8	7	-	2	2	5	1	7	1	-	*
	*	*	*	*	*	*	*	1%ijk	*	*	*

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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Saving money	8	5	1	1	1	7	-	3	3	1	1
Not my decision/not my choice (council/rented property etc)	8	8	-	-	1	3	4	3	2	1	2
Deal/good/better/best deal	8	4	2	1	2	2	3	2	4	-	2
Online availability	8	7	-	1	2	5	1	5	1	-	1
Accurate billing	7	5	2	-	-	5	2	3	2	2	1
Recommendation/word of mouth	6	6	-	-	3	2	1	2	1	2	2
Money (no detail)	5	5	-	-	1	4	-	2	1	3	-
Source of the energy	5	5	-	-	4	2	-	1	3	1	-
Pre-payment (meter)	5	4	1	1	1	4	1	-	-	-	5
Standing charge/no standing charge	5	4	-	1	-	3	2	-	1	2	2
Reliability of supply	5	4	1	-	2	2	1	3	1	-	1
Stable prices/long term deals	4	3	-	1	3	1	-	-	1	1	1
Safe/secure	3	1	2	-	-	3	1	3	-	-	1
Reliability of service	3	3	-	-	2	-	1	2	1	-	1
Regular/frequency of bills	3	1	2	-	-	2	1	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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Efficiency	3	2	1	-	-	-	3	2	-	-	1
Regular/frequency of meter readings	3	3	-	-	-	2	1	2	-	-	1
Service (no detail)	3	2	1	-	-	2	1	2	-	1	-
Dual fuel (discount)	2	2	-	-	-	2	1	-	2	-	1
Cheap/cheaper/cheapest	2	2	-	-	-	1	2	-	-	1	1
Environmental/sources/awareness	2	2	-	-	-	2	-	2	-	-	-
Fairness	2	1	1	-	-	1	1	-	1	-	1
No exit fee	2	2	-	-	-	2	-	1	-	1	-
Someone else deals with this (partner/family etc)	1	1	-	-	-	-	1	-	1	-	-
Contract not tied into (long) contract	1	1	-	-	-	1	-	-	1	-	-
Discounts (for low incomes)	1	-	1	-	-	1	-	-	-	-	1
Freephone number/0800 number	1	1	-	-	1	-	-	-	-	1	-
Other	41	31	6	5	6	20	15	16	12	5	9
Refused	69	58	12	-	11	27	31	10	24	11	25
None/nothing	12	9	2	1	3	4	4	5	3	-	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

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Don't know 398	320	50	29	71	166	161	57	112	98	131
7% ^{fh}	6%	9% ^b	8%	6%	5%	9% ^{aef}	4%	6% ^h	8% ^{hi}	9% ^{ahk}



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Tariff price	4728	1255	2875	462	136	683	4044	2899	1040	725
	79%bdefj	76%	82%abde	72%	70%	72%	80%f	79%j	84%ahj	74%
Customer service	2008	566	1186	198	57	309	1699	1251	396	332
	34%	34%	34%	31%	30%	33%	34%	34%	32%	34%
The reputation of the supplier	678	177	409	72	20	123	555	453	129	86
	11%k	11%	12%	11%	11%	13%	11%	12%j	10%	9%
A supplier I know	275	89	134	39	12	68	206	164	39	63
	5%l	5%c	4%	6%c	6%	7%ag	4%	4%	3%	6%ahi
Having a greener tariff	261	59	181	15	6	30	230	180	55	24
	4%cdj	4%	5%bd	2%	3%	3%	5%	5%j	4%j	2%
Having a fixed term tariff	256	62	167	23	4	30	226	160	60	33
	4%	4%	5%	4%	2%	3%	4%	4%	5%	3%
Having an online tariff	223	39	167	15	2	24	198	155	47	19
	4%be	2%	5%abde	2%	*	3%	4%f	4%j	4%j	2%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	46	102	15	4	36	131	116	23	25
	3%	3%	3%	2%	2%	4%g	3%	3%j	2%	3%
Getting a smart meter \ in home display	126	34	80	9	3	20	106	60	37	27
	2%	2%	2%	1%	2%	2%	2%	2%	3%h	3%h
Other incentives (e.g. Nectar points, wine)	95	21	64	8	2	7	88	50	24	21
	2%l	1%	2%	1%	1%	1%	2%l	1%	2%	2%
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	20	52	5	1	8	70	48	17	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Reliability	71	16	53	2	-	15	56	59	4	7
	1%k	1%	2%d	*	-	2%	1%	2%ij	*	1%
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	12	31	2	1	12	35	32	8	6
	1%	1%	1%	*	1%	1%	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Clarity/simplicity (of pricing/information/bill)	32	5	24	3	-	4	28	28	2	2
	1%	*	1%	*	-	*	1%	1%	*	*
Payment options	22	11	11	-	1	5	17	11	8	2
	*	1% ^d	*	-	*	1%	*	*	1%	*
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	13	3	1	1	8	10	12	1	4
	*	1% ^{ac}	*	*	*	1% ^{ag}	*	*	*	*
No problems/hassle free/easy	17	2	14	1	-	7	10	12	2	2
	*	*	*	*	-	1% ^{ag}	*	*	*	*
Getting the supply/permanent supply/don't get cut off	17	12	4	1	-	7	10	11	2	4
	*	1% ^{ac}	*	*	-	1% ^{ag}	*	*	*	*
Honesty/trustworthy	14	3	10	2	-	5	9	12	*	2
	*	*	*	*	-	1% ^g	*	*	*	*
Ease of contact/being able to speak to someone/not being left on hold	13	5	8	-	-	3	10	11	2	-
	*	*	*	*	-	*	*	*	*	*
British company/UK based call centre/English speaking	12	2	7	4	-	5	7	9	2	1
	*	*	1% ^b	*	-	1% ^{ag}	*	*	*	*
Value/value for money	12	3	9	-	-	3	9	9	1	2
	*	*	*	-	-	*	*	*	*	*
Convenience	11	1	8	2	-	2	9	10	-	1
	*	*	*	*	-	*	*	*	*	*
Communication/keeping me informed	8	3	6	-	-	3	6	5	3	-
	*	*	*	-	-	*	*	*	*	*
Company ethics	8	-	8	-	-	2	6	6	1	-
	*	-	1% ^b	-	-	*	*	*	*	*
Ease/speed of switching	8	-	6	-	2	-	8	8	-	-
	*	-	*	-	1% ^{abd}	-	*	*	-	*

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Saving money	8	-	8	-	-	-	8	6	1	1
Not my decision/not my choice (council/rented property etc)	8	4	4	-	-	2	5	5	2	1
Deal/good/better/best deal	8	3	5	-	-	2	6	4	2	1
Online availability	8	1	5	2	-	2	5	6	-	1
Accurate billing	7	1	5	-	-	-	7	5	-	1
Recommendation/word of mouth	6	2	3	2	-	-	6	4	1	1
Money (no detail)	5	1	4	-	-	2	3	2	3	-
Source of the energy	5	-	4	1	-	2	4	3	2	-
Pre-payment (meter)	5	2	2	1	1	3	2	1	2	2
Standing charge/no standing charge	5	2	2	1	-	3	2	4	-	1
Reliability of supply	5	1	4	-	-	1	3	4	-	1
Stable prices/long term deals	4	1	3	-	-	-	4	-	2	1
Safe/secure	3	1	3	-	-	-	3	3	-	-
Reliability of service	3	2	1	-	-	1	2	1	2	-
Regular/frequency of bills	3	-	3	-	-	-	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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Efficiency	3	1	2	-	-	1	2	2	1	-
Regular/frequency of meter readings	3	-	2	1	-	1	2	3	-	-
Service (no detail)	3	-	2	-	1	-	3	3	-	-
Dual fuel (discount)	2	1	2	-	-	-	2	2	1	-
Cheap/cheaper/cheapest	2	1	1	-	-	1	2	1	-	1
Environmental/sources/law areness	2	-	2	-	-	1	1	2	-	-
Fairness	2	-	2	-	-	1	1	1	1	-
No exit fee	2	1	-	1	-	-	2	1	1	-
Someone else deals with this (partner/family etc)	1	-	1	-	-	-	1	-	1	-
Contract not tied into (long) contract	1	-	1	-	-	-	1	1	-	-
Discounts (for low incomes)	1	1	-	-	-	1	-	1	-	-
Freephone number/0800 number	1	1	-	-	-	-	1	-	1	-
Other	41	10	23	7	1	6	35	29	4	8
Refused	69	13	18	36	2	7	62	31	15	20
None/nothing	12	3	7	1	1	1	10	6	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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5986	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
Don't know 398	141	169	56	31	72	327	228	73	88
7% ^c	9% ^{ac}	5%	9% ^c	16% ^{abcd}	8%	6%	6%	6%	9% ^{ahj}

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Tariff price	4728	3710	459	541	404	4324	609	178	4144	580
	79% ^d	84% ^{acd}	76% ^d	62%	81%	79%	89% ^{ah}	81%	79%	82% ^{kai}
Customer service	2008	1487	230	282	199	1809	225	70	1739	266
	34%	33%	38% ^{abd}	32%	40% ^{kaf}	33%	33%	32%	33%	38% ^{kai}
The reputation of the supplier	678	506	63	107	64	614	63	15	592	85
	11% ^h	11%	10%	12%	13%	11%	9%	7%	11%	12%
A supplier I know	275	177	27	70	18	257	19	9	240	35
	5%	4%	4%	8% ^{abc}	4%	5%	3%	4%	5%	5%
Having a greener tariff	261	223	18	19	20	241	38	5	225	35
	4% ^d	5% ^{cd}	3%	2%	4%	4%	6% ^h	2%	4%	5%
Having a fixed term tariff	256	216	19	21	25	230	38	8	216	40
	4% ^d	5% ^{cd}	3%	2%	5%	4%	6%	4%	4%	6%
Having an online tariff	223	205	13	4	23	200	30	5	197	26
	4% ^{cd}	5% ^{acd}	2% ^d	*	5%	4%	4%	2%	4%	4%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	115	23	29	16	151	17	3	157	10
	3% ^j	3%	4%	3%	3%	3%	3%	1%	3% ^j	1%
Getting a smart meter \\ in home display	126	107	12	7	20	106	30	8	108	18
	2% ^d	2% ^d	2%	1%	4% ^{kaf}	2%	4% ^{ka}	4%	2%	3%
Other incentives (e.g. Nectar points, wine)	95	77	13	4	8	87	14	4	76	19
	2% ^d	2% ^d	2% ^d	1%	2%	2%	2%	2%	1%	3% ^j
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	65	6	7	11	67	16	2	63	14
	1%	1%	1%	1%	2%	1%	2% ^a	1%	1%	2%
Reliability	71	57	7	7	9	62	4	1	64	7
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	39	1	6	6	40	1	-	45	1
	1%	1%	*	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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Clarity/simplicity (of pricing/information/bill)	32 1%	25 1%	4 1%	3 *	3 1%	29 1%	-	-	29 1%	3 *
Payment options	22 *	18 *	-	3 *	2 *	20 *	2 *	1 1%	20 *	2 *
I am not changing/have never changed/happy with present company/have supplier that I have always had	18 *	6 *	3 *	9 1%ab	1 *	17 *	-	-	17 *	1 *
No problems/hassle free/easy	17 *	11 *	2 *	5 1%	2 *	15 *	-	-	17 *	1 *
Getting the supply/permanent supply/don't get cut off	17 *	7 *	3 1%	7 1%ab	1 *	16 *	1 *	-	16 *	1 *
Honesty/trustworthy	14 *	11 *	-	4 *	-	14 *	-	-	14 *	-
Ease of contact/being able to speak to someone/not being left on hold	13 *	8 *	4 1%abd	1 *	2 *	11 *	-	-	13 *	-
British company/UK based call centre/English speaking	12 *	12 *	-	-	3 1%af	9 *	1 *	-	12 *	-
Value/value for money	12 *	11 *	1 *	1 *	1 *	11 *	2 *	-	12 *	-
Convenience	11 *	9 *	-	1 *	2 *	9 *	2 *	1 1%	11 *	-
Communication/keeping me informed	8 *	8 *	-	1 *	-	8 *	-	-	7 *	1 *
Company ethics	8 *	8 *	-	-	-	8 *	2 *	-	8 *	-
Ease/speed of switching	8 *	7 *	2 *	-	2 *	7 *	3 *	-	6 *	2 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Saving money	8	6	2	-	-	8	1	1	7	1
Not my decision/not my choice (council/rented property etc)	8	4	2	2	-	8	-	1%	8	-
Deal/good/better/best deal	8	5	2	1	1	7	-	1	8	-
Online availability	8	6	-	1	-	8	2	-	7	1
Accurate billing	7	6	-	1	-	7	2	-	7	-
Recommendation/word of mouth	6	6	-	-	1	5	-	-	6	-
Money (no detail)	5	5	-	-	1	4	-	-	5	-
Source of the energy	5	5	-	-	3	2	1	-	4	2
Pre-payment (meter)	5	4	1	-	1	5	-	1	4	1
Standing charge/no standing charge	5	3	-	2	-	5	-	-	5	-
Reliability of supply	5	4	-	1	-	5	1	1	5	-
Stable prices/long term deals	4	3	1	-	-	4	1	1	4	-
Safe/secure	3	2	1	1	-	3	-	-	3	-
Reliability of service	3	2	-	1	-	3	-	-	3	-
Regular/frequency of bills	3	3	-	-	-	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

	INTERNET USER				CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Efficiency	3	2	1	-	-	3	-	-	3	-
Regular/frequency of meter readings	3	3	-	-	-	3	-	-	3	-
Service (no detail)	3	2	-	1	-	3	-	-	3	-
Dual fuel (discount)	2	2	-	1	-	2	-	-	2	-
Cheap/cheaper/cheapest	2	2	-	1	1	1	-	1	2	1
Environmental/sources/awareness	2	2	-	-	-	2	1	-	2	-
Fairness	2	2	-	-	-	2	-	-	2	-
No exit fee	2	2	-	-	1	1	-	-	2	-
Someone else deals with this (partner/family etc)	1	-	-	1	-	1	-	-	1	-
Contract/not tied into (long) contract	1	1	-	-	-	1	-	-	1	-
Discounts (for low incomes)	1	1	-	-	-	1	-	-	1	-
Freephone number/0800 number	1	1	-	-	-	1	1	-	1	-
Other	41	27	6	8	2	39	3	2	35	7
Refused	69	28	3	14	2	67	4	2	52	2
None/nothing	12	7	2	3	1	11	-	-	12	-

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Don't know	398	206	48	118	18	380	26	21	332	53
	7% ^{bbg}	5%	8% ^b	14% ^{abc}	4%	7% ^e	4%	9% ^g	6%	8%

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Tariff price	4728	4200	513	14	818	1437	1653	820	1408	1023	2247	3515	385	752
Customer service	2008	1745	250	12	334	577	735	362	559	457	972	1485	181	300
The reputation of the supplier	579	599	80	-	91	195	275	117	165	136	350	519	70	87
A supplier I know	275	247	26	1	21	53	122	80	79	44	151	170	45	53
Having a greener tariff	261	234	25	1	43	75	104	39	54	65	137	225	20	20
Having a fixed term tariff	256	209	47	-	61	76	72	46	66	71	117	200	16	40
Having an online tariff	223	192	31	-	63	71	69	19	45	47	130	193	12	14
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	157	10	-	24	50	66	26	37	27	103	119	28	27
Getting a smart meter \ in home display	126	107	20	-	19	35	49	23	46	33	48	75	5	47
Other incentives (e.g. Nectar points, wine)	95	77	17	-	13	33	24	25	38	14	43	65	10	19
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	60	17	1	13	24	32	9	29	25	24	58	4	15
Reliability	71	66	5	1	14	24	29	4	13	14	44	58	8	5
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	41	6	-	4	23	14	6	12	7	28	35	4	9

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Clarity/simplicity (of pricing/information/bill)	32 1% ^{hlm}	32 1%	1 -	-	9 1% ^h	13 1% ^h	9 -	1 -	3 -	10 1% ^l	20 1% ^l	31 1% ⁿ	1 -	* -
Payment options	22 -	21 -	1 -	-	2 -	10 1%	6 -	4 -	6 -	2 -	14 -	15 -	4 1%	6 1%
I am not changing/have never changed/happy with present company/have supplier that I have always had	18 -	18 -	- -	-	- -	1 -	8 -	8 1% ^{ef}	4 -	4 -	10 -	14 -	2 -	1 -
No problems/hassle free/easy	17 -	17 -	- -	-	3 -	5 -	8 -	2 -	1 -	3 -	13 1% ⁱ	16 -	1 -	* -
Getting the supply/permanent supply/don't get cut off	17 -	16 -	1 -	-	- -	4 -	8 -	5 -	5 -	4 -	9 -	10 -	3 1%	2 -
Honesty/trustworthy	14 -	14 -	- -	-	2 -	10 1% ^{agh}	3 -	- -	4 -	2 -	8 -	13 -	1 -	2 -
Ease of contact/being able to speak to someone/not being left on hold	13 -	13 -	- -	-	3 -	4 -	2 -	3 -	2 -	1 -	11 -	11 -	2 -	- -
British company/UK based call centre/English speaking	12 -	12 -	- -	-	3 -	6 -	3 -	* -	6 -	1 -	5 -	9 -	3 1%	2 -
Value/value for money	12 -	11 -	1 -	-	2 -	6 -	3 -	1 -	1 -	4 -	7 -	10 -	- -	1 -
Convenience	11 -	9 -	2 -	-	1 -	1 -	7 -	2 -	2 -	4 -	5 -	8 -	- -	3 -
Communication/keeping me informed	8 -	8 -	- -	-	- -	4 -	4 -	1 -	- -	2 -	6 -	7 -	- -	3 -
Company ethics	8 -	8 -	- -	-	2 -	4 -	3 -	- -	- -	4 1% ^j	5 -	6 -	1 -	- -
Ease/speed of switching	8 -	8 -	- -	-	- -	3 -	5 -	- -	2 -	1 -	5 -	7 -	2 -	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Saving money	8	8	-	-	2	1	2	3	1	4	3	4	-	4
Not my decision/not my choice (council/rented property etc)	8	8	-	-	-	1	-	7	2	-	5	4	4	-
Deal/good/better/best deal	8	8	-	-	-	6	1	-	2	1	4	6	-	1
Online availability	8	5	2	-	2	4	1	1	1	-	7	7	-	1
Accurate billing	7	7	-	-	4	1	1	-	2	3	2	7	-	-
Recommendation/word of mouth	6	5	-	1	1	1	4	1	1	-	6	3	2	1
Money (no detail)	5	5	-	-	-	2	4	-	-	-	5	3	1	1
Source of the energy	5	5	-	-	-	4	1	-	3	-	3	4	1	2
Pre-payment (meter)	5	5	-	-	1	-	2	2	3	1	1	-	-	5
Standing charge/no standing charge	5	5	-	-	1	1	1	2	2	1	2	3	1	1
Reliability of supply	5	5	-	-	-	2	1	1	2	-	2	4	-	1
Stable prices/long term deals	4	4	-	-	-	1	1	1	1	1	1	3	-	1
Safe/secure	3	3	-	-	-	-	3	-	2	-	1	3	3	-
Reliability of service	3	1	2	-	1	-	2	-	2	1	1	3	-	-
Regular/frequency of bills	3	3	-	-	3	-	-	-	-	2	1	3	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Efficiency	3	3	-	-	-	-	3	-	-	-	3	2	-	1
Regular/frequency of meter readings	3	3	-	-	1	2	-	-	1	1	1	2	-	-
Service (no detail)	3	3	-	-	-	-	1	2	-	3	-	3	-	-
Dual fuel (discount)	2	2	-	-	-	2	-	1	-	-	2	2	1	-
Cheap/cheaper/cheapest	2	2	-	-	-	-	-	2	2	-	-	2	-	1
Environmental/sources/law awareness	2	2	-	-	-	1	1	-	-	-	-	2	-	-
Fairness	2	2	-	-	-	1	1	-	1	-	1	1	-	-
No exit fee	2	2	-	-	2	-	-	-	-	2	-	2	-	-
Someone else deals with this (partner/family etc)	1	1	-	-	-	-	1	-	-	-	1	1	-	-
Contract/not tied into (long) contract	1	1	-	-	1	-	-	-	-	-	1	1	-	-
Discounts (for low incomes)	1	1	-	-	-	-	1	-	1	-	-	1	-	-
Freephone number/0800 number	1	1	-	-	1	-	-	-	1	-	-	1	-	-
Other	41	34	7	-	7	16	13	6	9	6	26	25	7	8
Refused	69	61	7	2	2	12	23	33	11	19	11	43	7	11
None/nothing	12	12	-	-	-	3	7	3	3	1	8	8	1	3

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Don't know	398	345	48	5	11	54	138	195	110	82	164	247	54	85
	7%af	6%	8%	22%	1%	3%ae	6%af	16%aefg	6%	6%	6%	8%	10%al	9%al

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2337	1984	206	147	654	958	725	332	584	468	953
Weighted Base	2276	1934	205	137	642	1066	568	413	705	507	650
Very confident	(2) 223 10%	176 9%	20 10%	27 19%abc	62 10%	92 9%	68 12%f	31 8%	60 8%	59 12%	72 11%
Fairly confident	(1) 711 31%f	606 31%	61 30%	44 32%	201 31%	294 28%	217 38%aef	117 28%	235 33%	158 31%	202 31%
Neutral	(0) 718 32%g	610 32%	69 33%	39 29%	232 36%ag	344 32%g	142 25%	137 33%	224 32%	158 31%	199 31%
Not very confident	(-1) 326 14%deb	293 15%d	22 11%	11 8%	71 11%	182 17%eg	73 13%	73 18%k	104 15%	75 15%	74 11%
Not confident at all	(-2) 144 6%g	116 6%	21 10%cab	6 4%	39 6%g	67 6%g	18 3%	38 9%ij	40 6%	24 5%	41 6%
SUMMARY CODES											
CONFIDENT	934 41%f	792 40%	81 40%	71 52%abc	263 41%	386 36%	295 50%aef	148 36%	294 42%	217 43%	274 42%
NOT CONFIDENT	469 21%dg	409 21%d	44 21%d	17 12%	110 17%	269 25%aeg	91 16%	111 27%aijk	143 20%	100 20%	115 18%
Refused	19 1%	14 1%	4 2%b	1 1%	5 1%	8 1%	6 1%	1 *	5 1%	5 1%	8 1%
Don't know	135 6%	118 6%	7 3%	9 7%	32 5%	59 6%	43 8%	16 4%	38 5%	27 5%	54 8%ahij
Mean Score	0.256h	0.240	0.185	0.589abc	0.291f	0.123	0.472aef	0.077	0.258h	0.320h	0.323h
Standard Deviation	1.055	1.044	1.122	1.061	1.018	1.086	1.001	1.084	1.023	1.046	1.068
Error Variance	0.001	0.001	0.007	0.008	0.002	0.001	0.002	0.004	0.002	0.003	0.001



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2337	913	1017	306	101	451	1886	1075	586	627
Weighted Base	2276	721	1176	288	90*	356	1920	1124	590	516
Very confident	(2) 223	75	100	37	10	53	170	93	57	63
		10%	9%	13% ^c	11%	15% ^{ag}	9%	8%	10%	12% ^h
Fairly confident	(1) 711	219	373	90	30	111	600	383	173	148
		31%	30%	32%	31%	31%	31%	34% ^j	29%	29%
Neutral	(0) 718	233	364	86	35	80	638	322	204	178
		32% ^{af}	31%	30%	39%	22%	33% ^{af}	29%	35% ^h	34% ^h
Not very confident	(-1) 326	98	192	29	7	61	265	191	74	55
		14% ^j	14%	16% ^{de}	10%	7%	14%	17% ^{ij}	13%	11%
Not confident at all	(-2) 144	43	84	16	*	27	116	65	46	30
		6% ^e	7% ^e	6% ^e	1%	8%	6%	6%	8%	6%
SUMMARY CODES										
CONFIDENT	934	294	473	127	40	164	770	476	230	212
		41%	40%	44%	44%	46% ^g	40%	42%	39%	41%
NOT CONFIDENT	469	141	276	46	7	88	381	256	120	85
		21% ^{ef}	20% ^e	23% ^{bde}	8%	25% ^g	20%	23% ^j	20%	16%
Refused	19	3	2	14	1	2	17	7	4	8
		1% ^c	*	5% ^{abc}	1%	1%	1%	1%	1%	2%
Don't know	135	50	62	15	7	22	113	65	32	34
		6%	5%	5%	8%	6%	6%	6%	5%	7%
Mean Score	0.256	0.278	0.192	0.393^c	0.518^{abc}	0.305	0.247	0.236	0.218	0.339
Standard Deviation	1.055	1.051	1.065	1.067	0.841	1.181	1.031	1.043	1.069	1.049
Error Variance	0.001	0.001	0.001	0.004	0.008	0.003	0.001	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - a/h/i/j
 * 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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2337	1527	270	498	189	2148	229	195	1985	333
Weighted Base	2276	1634	235	370	174	2102	275	139	1904	356
Very confident	(2) 223	153	22	45	17	206	21	17	192	30
	10%	9%	9%	12%	10%	10%	8%	12%	10%	8%
Fairly confident	(1) 711	506	75	128	58	653	99	39	622	90
	31%	31%	32%	34%	33%	31%	36%	28%	33%	25%
Neutral	(0) 718	517	83	110	48	670	84	46	575	139
	32%	32%	35%	30%	27%	32%	31%	33%	30%	39%
Not very confident	(-1) 326	261	31	33	27	299	42	14	271	55
	14% ^d	16% ^d	13%	9%	16%	14%	15%	10%	14%	15%
Not confident at all	(-2) 144	117	13	13	17	127	14	12	126	18
	6% ^d	7% ^d	6%	4%	10%	6%	5%	9%	7%	5%
SUMMARY CODES										
CONFIDENT	934	660	97	173	75	859	119	56	814	119
	41%	40%	41%	47% ^{ab}	43%	41%	43%	40%	43% ^j	34%
NOT CONFIDENT	469	378	44	46	44	425	56	26	397	73
	21% ^d	23% ^d	19% ^d	12%	25%	20%	20%	19%	21%	20%
Refused	19	6	1	2	-	19	1	1	11	2
	1%	-	-	1%	-	1%	-	1%	1%	-
Don't know	135	73	10	38	7	128	15	11	107	23
	6%	4%	4%	10% ^{abc}	4%	6%	5%	8%	6%	6%
Mean Score	0.256	0.204	0.271	0.483^{abc}	0.186	0.262	0.271	0.265	0.271	0.177
Standard Deviation	1.055	1.072	1.012	0.983	1.136	1.048	1.006	1.124	1.068	0.991
Error Variance	0.001	0.001	0.004	0.002	0.007	0.001	0.005	0.007	0.001	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2337	2014	307	16	163	503	907	754	856	494	921	1316	324	658
Weighted Base	2276	1933	329	15**	176	498	878	723	765	501	953	1355	292	602
Very confident	(2) 223	202	20	*	31	62	86	43	81	37	99	130	18	65
Fairly confident	(1) 711	627	81	4	66	186	296	163	223	151	330	471	74	158
Neutral	(0) 719	573	137	8	43	121	254	290	233	200	272	412	99	205
Not very confident	(-1) 326	278	47	1	19	71	140	96	127	53	144	198	47	82
Not confident at all	(-2) 144	122	21	-	14	44	47	39	65	25	53	66	29	48
SUMMARY CODES														
CONFIDENT	934	829	101	4	97	248	382	206	304	188	429	601	92	223
NOT CONFIDENT	469	400	69	1	33	114	187	135	192	78	197	264	77	130
Refused	19	16	4	-	-	-	7	13	2	5	2	8	3	3
Don't know	135	114	19	2	3	14	38	79	34	30	53	69	22	40
Mean Score	0.256chm	0.282c	0.101	0.294	0.468ah	0.314h	0.281h	0.121	0.174	0.260	0.311i	0.314mn	0.015	0.197m
Standard Deviation	1.055	1.069	0.976	0.671	1.149	1.145	1.042	0.957	1.119	0.952	1.053	1.020	1.079	1.079
Error Variance	0.001	0.001	0.003	0.035	0.008	0.003	0.001	0.001	0.002	0.002	0.001	0.001	0.004	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3063	2544	307	212	773	1255	1035	480	744	605	1234
Weighted Base	2976	2465	311	200	770	1393	812	592	894	658	833
Very confident	(2) 324 11%	250 10%	38 12%	36 18%ab	74 10%	199 10%	112 14%aef	51 9%	95 10%	75 11%	104 13%h
Fairly confident	(1) 998 34%l	826 34%	105 34%	67 34%	254 33%	417 30%	327 40%aef	180 30%	326 36%h	212 32%	280 34%
Neutral	(0) 860 29%g	721 29%	84 27%	55 28%	274 36%aefg	402 29%g	184 23%	177 30%	252 28%	189 29%	241 29%
Not very confident	(-1) 429 14%k	368 15%	37 12%	23 12%	91 12%	240 17%aeg	97 12%	115 19%aik	125 14%k	99 15%k	90 11%
Not confident at all	(-2) 180 6%g	138 6%	34 11%abd	9 4%	40 5%	112 8%aag	28 3%	47 8%	50 6%	37 6%	46 6%
SUMMARY CODES											
CONFIDENT	1322 44%fh	1076 44%	142 46%	103 52%b	327 42%	556 40%	439 54%aef	232 39%	419 47%h	297 44%	384 46%h
NOT CONFIDENT	609 20%egk	507 21%	71 23%	31 16%	131 17%	353 25%aeg	125 15%	162 27%aijk	175 20%	136 21%k	136 16%
Refused	21 7%	16 1%	4 1%	-	5 1%	9 1%	6 1%	1 *	5 1%	5 1%	9 1%
Don't know	165 6%h	145 6%h	9 3%	10 5%	33 4%	73 5%	58 7%e	19 3%	43 5%	40 6%h	62 7%ahj
Mean Score	0.307h	0.296	0.255	0.530abc	0.315f	0.175	0.531aef	0.131	0.329h	0.316h	0.402ah
Standard Deviation	1.067	1.052	1.173	1.063	0.997	1.112	1.016	1.092	1.046	1.071	1.056
Error Variance	-	-	0.005	0.006	0.001	0.001	0.001	0.003	0.002	0.002	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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3063	1226	1347	365	124	636	2427	1452	760	786
Weighted Base	2976	973	1541	350	111	504	2471	1501	778	640
Very confident	(2) 324 71%	120 12% ^c	142 9%	48 14% ^c	14 13%	88 18% ^{ag}	235 10%	153 10%	73 9%	81 13% ⁱ
Fairly confident	(1) 998 34%	323 33%	534 35%	107 30%	34 31%	176 35%	822 33%	540 36% ^{ai}	241 31%	205 32%
Neutral	(0) 860 29% ^{af}	281 29%	435 28%	106 30%	38 34%	103 20%	757 31% ^{af}	392 26%	252 32% ^{ah}	200 31% ^{ah}
Not very confident	(-1) 429 14% ^{cd}	129 13%	258 17% ^{bde}	33 9%	9 8%	72 14%	357 14%	239 16% ^{aj}	112 14%	70 11%
Not confident at all	(-2) 180 6%	54 6%	102 7% ^e	22 6%	2 2%	38 7%	142 6%	84 6%	56 7%	37 6%
SUMMARY CODES										
CONFIDENT	1322 44%	443 46%	676 44%	155 44%	48 43%	264 52% ^{ag}	1057 43%	694 46% ^{ai}	314 40%	286 45%
NOT CONFIDENT	609 20% ^{de}	183 19% ^e	360 23% ^{abde}	55 16%	11 10%	110 22%	499 20%	323 22% ^{aj}	169 22% ^{aj}	107 17%
Refused	21 1% ^b	1 *	3 *	15 4% ^{abc}	1 1%	1 *	20 1%	7 *	5 1%	8 1% ^h
Don't know	165 6%	64 7% ^c	67 4%	20 6%	14 12% ^{abcd}	27 5%	138 6%	85 6%	38 5%	38 6%
Mean Score	0.307	0.359^c	0.242	0.401^c	0.510^c	0.431^{ag}	0.282	0.312	0.220	0.3771
Standard Deviation	1.067	1.067	1.070	1.083	0.916	1.180	1.041	1.063	1.066	1.058
Error Variance	-	0.001	0.001	0.004	0.008	0.002	-	0.001	0.002	0.002

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	3053	1955	378	679	253	2810	290	222	2616	423
Weighted Base	2976	2099	328	504	233	2743	352	159	2497	458
Very confident	(2) 324 11%g	221 11%	34 10%	66 13%	27 12%	297 11%	21 6%	19 12%g	282 11%	41 9%
Fairly confident	(1) 998 34%h	689 33%	113 34%	194 38%ab	74 32%	924 34%	128 36%h	40 26%	878 35%j	120 26%
Neutral	(0) 860 29%	619 29%	102 31%	132 26%	67 29%	793 29%	104 30%	56 35%	691 28%	164 36%ai
Not very confident	(-1) 429 14%d	338 16%h	42 13%	48 9%	35 15%	393 14%	57 16%	17 11%	345 14%	83 18%i
Not confident at all	(-2) 180 6%h	141 7%h	21 6%	19 4%	22 10%af	158 6%	25 7%	14 9%	158 6%	22 5%
SUMMARY CODES										
CONFIDENT	1322 44%	910 43%	147 45%	260 52%abc	101 43%	1221 45%	149 43%	60 38%	1160 46%j	161 35%
NOT CONFIDENT	609 20%h	479 23%h	63 19%h	66 13%	58 25%	551 20%	82 23%	31 20%	504 20%	105 23%
Refused	21 1%	7 -	1 -	1 -	- -	20 1%	3 1%	1 1%	12 1%	2 -
Don't know	165 6%h	84 4%	15 5%	44 9%abc	7 3%	158 6%	13 4%	11 7%	129 5%	26 6%
Mean Score	0.307	0.255	0.313	0.527abc	0.212	0.315	0.189	0.233	0.331j	0.176
Standard Deviation	1.067	1.081	1.051	0.997	1.147	1.060	1.036	1.116	1.076	1.014
Error Variance	-	0.001	0.003	0.002	0.005	-	0.004	0.006	-	0.003

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	3053	2673	373	17	253	690	1176	944	1093	638	1250	1775	408	799
Weighted Base	2976	2550	410	15**	273	669	1139	894	970	651	1282	1815	369	727
Very confident	(2) 324	300	23	*	56	98	107	63	103	56	157	201	26	80
	11%chm	12%c	6%	3%	21%afgh	15%agh	9%	7%	11%	9%	12%j	11%lm	7%	11%mn
Fairly confident	(1) 998	887	107	4	102	269	400	226	298	212	479	667	106	215
	34%chm	35%c	26%	24%	37%h	40%agh	35%h	25%	31%	30%	37%al	37%amm	29%	30%
Neutral	(0) 860	698	154	8	56	145	327	333	269	240	335	493	117	235
	29%ef	27%	38%ab	51%	20%	22%	29%ef	37%aefg	28%	37%alk	27%	27%	32%j	32%j
Not very confident	(-1) 429	355	72	1	36	88	183	122	168	74	184	271	57	95
	14%	14%	18%	10%	13%	13%	16%	14%	17%aj	11%	14%	15%	15%	13%
Not confident at all	(-2) 180	155	25	-	20	49	65	46	89	29	62	85	36	54
	6%	6%	6%	-	7%	7%	6%	5%	9%akj	4%	5%	5%	10%al	7%j
SUMMARY CODES														
CONFIDENT	1322	1188	130	4	158	367	507	289	402	268	635	868	131	295
	44%chm	47%c	32%	27%	58%agh	55%agh	45%h	32%	41%	41%	50%aj	48%amm	36%	41%
NOT CONFIDENT	609	510	97	1	56	137	247	169	257	103	246	356	94	149
	20%j	20%	24%	10%	20%	20%	22%	19%	28%ajk	16%	19%	20%	25%al	20%
Refused	21	17	4	-	-	1	7	13	2	5	1	9	4	3
	1%k	1%	1%	-	-	1%	1%	1%af	-	1%k	-	-	1%	-
Don't know	165	138	25	2	4	20	50	90	40	35	64	89	23	45
	6%ef	5%	6%	12%	1%	3%	4%e	10%aefg	4%	5%	5%	5%	6%	6%
Mean Score	0.307chm	0.343c	0.082	0.232	0.516agh	0.430agh	0.279h	0.174	0.172	0.314i	0.397ai	0.366mn	0.079	0.255m
Standard Deviation	1.067	1.078	0.984	0.713	1.174	1.128	1.048	0.982	1.141	0.963	1.053	1.039	1.095	1.088
Error Variance	-	-	0.003	0.036	0.006	0.002	0.001	0.001	0.001	0.002	0.001	0.001	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2876	2501	214	161	366	1420	1090	689	802	531	854
Weighted Base	2995	2595	245	154	393	1710	891	860	995	566	573
Very confident	(2) 500 17%	415 16%	45 19%	40 26%ab	65 17%	284 17%	151 17%	154 18%	146 15%	85 15%	114 20%ajj
Fairly confident	(1) 1353 45%	1176 45%	117 48%	60 39%	188 48%	752 44%	414 46%	385 45%	462 46%	261 46%	245 43%
Neutral	(0) 589 20%	511 20%	48 19%	31 20%	92 23%	333 19%	164 18%	148 17%	211 21%	108 19%	122 21%kh
Not very confident	(-1) 351 12%	318 12%	19 8%	14 9%	32 8%	224 13%e	95 11%	121 14%ik	105 11%	69 12%	55 10%
Not confident at all	(-2) 129 4%e	116 4%	11 4%	3 2%	8 2%	62 5%e	39 4%e	42 5%	41 4%	26 5%	18 3%
SUMMARY CODES											
CONFIDENT	1853 62%	1591 61%	162 66%	100 65%	253 64%	1036 61%	564 63%	539 63%	609 61%	346 61%	359 63%
NOT CONFIDENT	480 16%ek	434 17%	29 12%	17 11%	40 10%	306 18%e	134 15%e	163 19%ik	147 15%	96 17%k	74 13%
Refused	11 *	11 *	- -	- -	2 *	6 *	3 *	3 *	4 *	2 *	3 *
Don't know	62 2%h	50 2%	5 2%	7 4%b	7 2%	29 2%	26 3%l	6 1%	26 3%h	15 3%h	15 3%h
Mean Score	0.597	0.574	0.701	0.810ab	0.708f	0.555	0.628	0.574	0.587	0.559	0.685d
Standard Deviation	1.044	1.047	1.008	1.007	0.915	1.072	1.038	1.090	1.011	1.054	1.014
Error Variance	-	-	0.005	0.007	0.002	0.001	0.001	0.002	0.001	0.002	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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2876	860	1641	263	92	528	2346	2008	423	410
Weighted Base	2995	678	1943	290	84*	443	2551	2181	453	329
Very confident	(2) 500 17%	106 16%	331 17%	48 16%	16 19%	74 17%	426 17%	344 16%	85 19%	63 19%
Fairly confident	(1) 1353 45%	319 47%	880 45%	122 42%	32 39%	210 47%	1143 45%	1004 46%	197 44%	140 42%
Neutral	(0) 589 20%	131 19%	378 19%	62 21%	18 22%	74 17%	515 20%	411 19%	100 22%	73 22%
Not very confident	(-1) 351 12%	76 11%	243 12%	26 9%	6 8%	51 12%	299 12%	272 12%	43 10%	31 9%
Not confident at all	(-2) 129 4%	29 4%	82 4%	15 5%	4 4%	21 5%	109 4%	107 5%	12 3%	8 2%
SUMMARY CODES										
CONFIDENT	1853 62%	425 63%	1211 62%	169 58%	48 58%	284 64%	1569 62%	1347 62%	282 62%	203 62%
NOT CONFIDENT	480 16%	105 16%	324 17%	41 14%	10 12%	72 16%	408 16%	380 17%	56 12%	39 12%
Refused	11 *	1 *	2 *	8 3%abc	- -	- -	11 *	5 *	3 1%	2 1%
Don't know	62 2%	16 2%	28 1%	11 4%c	7 9%abc	14 3%	48 2%	37 2%	12 3%	12 4%ah
Mean Score	0.597	0.599	0.594	0.594	0.654	0.616	0.593	0.563	0.683h	0.694h
Standard Deviation	1.044	1.027	1.048	1.056	1.054	1.054	1.042	1.060	0.986	0.983
Error Variance	-	0.001	0.001	0.004	0.013	0.002	-	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d/e - a1/g - ah/ij

* small base

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	2876	2058	307	485	279	2603	264	78	2656	209
Weighted Base	2995	2329	279	360	265	2729	325	61*	2742	240
Very confident	(2) 500	390 17%	36 13%	73 20% ^c	43 16%	457 17%	44 14%	10 16%	462 17%	38 16%
Fairly confident	(1) 1353	1049 45% ^h	132 47%	167 46%	113 43%	1240 45%	155 48% ^h	17 28%	1264 46% ^j	88 37%
Neutral	(0) 589	459 20%	58 21%	69 19%	64 24%	525 19%	67 20%	18 29%	514 19%	74 31% ^{ai}
Not very confident	(-1) 351	296 12% ^d	32 13% ^d	23 11% ^d	32 12%	319 12%	44 14%	13 21% ^a	329 12%	21 9%
Not confident at all	(-2) 129	102 4%	15 5%	12 3%	10 4%	120 4%	9 3%	2 3%	119 4%	10 4%
SUMMARY CODES										
CONFIDENT	1853	1438 62% ^h	168 60%	239 66%	156 59%	1697 62%	199 61% ^h	27 44%	1726 63% ^j	126 53%
NOT CONFIDENT	480	398 16% ^d	46 17% ^d	34 10%	41 16%	439 16%	53 16%	15 24%	449 16%	32 13%
Refused	11	1	-	1	-	11	-	-	4	-
Don't know	62	33 2%	7 1%	17 2% ^{ab}	3 1%	59 2%	6 2%	2 3%	50 2%	8 4%
Mean Score	0.597 ^h	0.579	0.526	0.777 ^{abc}	0.566	0.600	0.566	0.346	0.602	0.530
Standard Deviation	1.044	1.052	1.034	0.969	1.021	1.046	0.987	1.095	1.046	1.014
Error Variance	-	0.001	0.004	0.002	0.004	-	0.004	0.016	-	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

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

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	2876	2672	196	8	548	939	1008	381	765	607	1451	2353	196	282
Weighted Base	2995	2771	215	9**	608	1011	1017	357	729	632	1582	2529	178	247
Very confident	(2) 500 17%gm	468 17%	32 15%	1 7%	137 23%agb	194 19%gh	119 12%	51 14%	104 14%	89 14%	302 19%ij	430 17%lm	16 9%	41 17%mn
Fairly confident	(1) 1353 45%kh	1265 46%	85 40%	3 32%	306 50%agb	478 47%gh	450 44%h	119 33%	301 41%	279 44%	782 48%kl	1158 46%	84 47%	98 40%
Neutral	(0) 589 20%ek	529 19%	58 27%lab	2 21%	83 14%	166 16%	243 24%aef	97 27%aef	159 22%k	165 26%ak	255 16%	485 19%	39 22%	56 23%
Not very confident	(-1) 351 12%	328 12%	22 10%	-	61 10%	113 11%	130 13%	46 13%	102 14%	67 11%	180 11%	295 12%	23 13%	32 13%
Not confident at all	(-2) 129 4%	124 4%	5 2%	1 10%	18 3%	42 4%	52 5%	18 5%	43 6%j	20 3%	62 4%	105 4%	12 7%	11 5%
SUMMARY CODES														
CONFIDENT	1853 62%gh	1733 63%bc	117 54%	3 39%	443 73%algh	671 66%lagh	569 56%h	170 47%	405 56%	368 58%	1064 67%aij	1587 63%	99 56%	139 56%
NOT CONFIDENT	480 16%	452 16%	27 13%	1 10%	79 13%	154 15%	183 18%e	64 18%	145 20%ajk	88 14%	242 15%	400 16%	35 20%	43 17%
Refused	11 *k	7	2	2	1	6	3	1	-	-	-	11	-	-
Don't know	62 2%e	50 2%	11 5%ab	1 11%	2	13	20	26	20	12	20	46	5	9
Mean Score	0.597ghim	0.599	0.576	0.382	0.797afgh	0.674gh	0.456	0.420	0.454	0.563	0.680aij	0.611lm	0.393	0.531
Standard Deviation	1.044	1.049	0.963	1.234	0.999	1.044	1.032	1.074	1.092	0.975	1.037	1.039	1.057	1.072
Error Variance	-	-	0.005	0.254	0.002	0.001	0.001	0.003	0.002	0.002	0.001	-	0.006	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Strongly agree	(2) 428 7%gh	346 7%	45 8%	38 11%ab	90 8%g	266 9%ag	72 4%	45 3%	85 4%	101 8%hi	197 14%ahij
Tend to agree	(1) 1280 21%gh	1073 21%	128 23%	79 22%	297 25%ag	697 22%g	286 17%	161 11%	349 18%h	310 25%ahi	461 33%ahij
Neither agree nor disagree	(0) 1284 21%	1075 21%	128 23%	81 23%	277 24%g	677 22%g	330 19%	307 21%	441 23%	247 20%	289 21%
Tend to disagree	(-1) 1853 31%dek	1618 32%ec	129 23%	105 30%c	324 28%	903 29%	625 37%aef	528 36%ajk	621 33%k	393 32%k	311 22%
Strongly disagree	(-2) 1016 17%ajk	850 17%	118 21%abd	49 14%	155 13%	514 17%e	347 20%aef	303 27%ajk	355 19%k	155 13%k	110 8%
SUMMARY CODES											
AGREE	1708 29%gh	1419 28%	173 31%	117 33%	387 33%ag	964 31%ag	358 21%	205 14%	434 23%h	411 33%ahi	657 47%ahij
DISAGREE	2869 48%ek	2468 49%	247 44%	154 43%	479 41%	1417 46%e	973 57%aef	921 63%ajk	977 52%ajk	550 45%k	421 30%
Refused	64 1%	59 1%	4 1%	- -	13 1%	24 1%	26 2%l	9 1%	24 1%	9 1%	21 1%h
Don't know	62 1%	51 1%	9 1%	3 1%	15 1%	25 1%	21 1%	10 1%	19 1%	11 1%	22 2%h
Mean Score	-0.298gh	-0.313	-0.270	-0.133ab	-0.138fg	-0.228ag	-0.536	-0.740	-0.440h	-0.162ahl	0.236ahij
Standard Deviation	1.196	1.187	1.259	1.223	1.176	1.222	1.127	1.075	1.133	1.189	1.186
Error Variance	-	-	0.003	0.004	0.001	0.001	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?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 428	243	144	31	10	127	302	129	131	150
	7%cdgh	15%acde	4%	5%	5%	13%ag	6%	3%	11%ah	15%ahi
Tend to agree	(1) 1280	537	605	93	45	237	1043	573	349	334
	21%cdh	32%acde	17%	15%	23%cd	25%ag	21%	16%	28%ah	34%ahi
Neither agree nor disagree	(0) 1284	319	757	165	43	159	1125	808	272	191
	21%af	19%	22%ab	26%abc	22%	17%	22%f	22%	22%	20%
Tend to disagree	(-1) 1853	421	1203	180	49	277	1575	1316	322	198
	31%bj	25%	34%abde	28%	25%	29%	31%	36%aj	26%j	20%
Strongly disagree	(-2) 1016	121	745	120	31	135	881	791	131	78
	17%bfij	7%	21%ab	19%b	16%b	14%	17%f	21%aj	11%j	8%
SUMMARY CODES										
AGREE	1708	781	749	124	55	364	1344	701	479	484
	29%cdgh	47%acde	21%	19%	28%cd	38%ag	27%	19%	39%ah	50%ahi
DISAGREE	2869	541	1948	300	80	412	2457	2107	454	276
	48%bfij	33%	56%abde	47%b	41%b	43%	49%f	57%aj	37%j	28%
Refused	64	5	17	39	2	7	57	35	14	13
	1%bc	*	*	6%abce	1%	1%	1%	1%	1%	1%
Don't know	62	12	22	14	14	6	55	38	13	11
	1%	1%	1%	2%abc	7%abcd	1%	1%	1%	1%	1%
Mean Score	-0.298cdh	0.221acde	-0.521	-0.449	-0.262c	-0.060ag	-0.344	-0.572	0.020ah	0.294ahi
Standard Deviation	1.196	1.193	1.132	1.136	1.173	1.291	1.172	1.101	1.195	1.198
Error Variance	*	0.001	*	0.002	0.007	0.001	*	*	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Strongly agree	(2) 428 7%	291 7%	51 8%	85 10%ab	51 10%af	377 7%	42 6%	35 16%ag	367 7%	61 9%
Tend to agree	(1) 1280 21%	928 21%	153 25%ab	195 22%	113 23%	1167 21%	156 23%	88 40%ag	1081 21%	198 28%ai
Neither agree nor disagree	(0) 1284 21%	984 22%cd	126 21%	167 19%	120 24%	1164 21%	152 22%	47 21%	1138 22%	145 21%
Tend to disagree	(-1) 1853 31%ehi	1384 31%	185 30%	281 32%	132 26%	1721 31%e	210 31%h	36 16%	1672 32%j	181 26%
Strongly disagree	(-2) 1016 17%cdh	807 18%cd	83 14%	126 14%	78 16%	939 17%	104 15%h	9 4%	909 17%	107 15%
SUMMARY CODES										
AGREE	1708 29%	1219 27%	205 34%ab	280 32%ab	164 33%af	1544 28%	198 29%	122 55%ag	1448 28%	260 37%ai
DISAGREE	2869 48%eh	2191 49%cd	263 44%	407 47%	210 42%	2659 48%e	314 48%h	45 20%	2581 49%j	288 41%
Refused	64 1%b	29 1%	3 -	9 1%	1 -	62 1%	5 1%	2 1%	48 1%	2 -
Don't know	62 1%b	16 -	6 1%b	7 1%	3 1%	59 1%	11 2%	5 2%a	36 1%	8 1%
Mean Score	-0.298	-0.339	-0.160ab	-0.196ab	-0.146af	-0.312	-0.269	0.483ag	-0.324	-0.107ai
Standard Deviation	1.196	1.188	1.200	1.229	1.233	1.192	1.167	1.077	1.190	1.230
Error Variance	*	*	0.002	0.001	0.003	*	0.003	0.004	*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/09)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



**Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
- Financially things are a bit of a struggle for me
Base: All who have gas and/or electricity supply and are responsible for it**

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Strongly agree	(2) 428	377	50	1	36	111	157	124	428	-	-	210	32	170
	7%ajk	7%	8%	5%	4%	7%e	7%e	10%aefg	25%ajk	-	-	5%	6%	17%alm
Tend to agree	(1) 1280	1092	181	7	141	313	498	328	1280	-	-	808	142	303
	21%efjd	20%	29%ab	28%	16%	19%	23%ef	26%aef	75%ajk	-	-	19%	28%al	31%alm
Neither agree nor disagree	(0) 1284	1116	164	4	212	345	455	272	-	1284	-	946	108	206
	21%ik	21%	26%ab	18%	24%	21%	21%	-	-	100%aik	-	22%	19%	21%
Tend to disagree	(-1) 1853	1718	130	4	279	572	684	318	-	-	1853	1465	163	202
	31%chjm	32%c	21%	18%	32%h	34%ah	32%h	25%	-	-	65%aj	34%an	30%n	21%
Strongly disagree	(-2) 1016	933	81	3	201	309	334	172	-	-	1016	836	93	84
	17%chjm	17%c	13%	11%	23%algh	18%gh	15%	14%	-	-	35%aj	19%an	17%n	9%
SUMMARY CODES														
AGREE	1708	1469	231	8	178	424	655	451	1708	-	-	1018	174	473
	29%afjd	28%	37%ab	33%	20%	25%e	30%ef	36%aefg	100%ajk	-	-	23%	32%aj	48%alm
DISAGREE	2869	2651	211	7	480	881	1018	490	-	-	2869	2301	258	298
	48%chjm	50%c	34%	29%	54%agh	52%agh	47%h	39%	-	-	100%aj	53%amm	47%n	29%
Refused	64	55	6	3	8	23	14	19	-	-	-	44	5	7
	1%jk	1%	1%	12%	1%	1%	1%	2%	-	-	-	1%	1%	1%
Don't know	62	44	16	2	6	17	13	26	-	-	-	42	8	7
	1%jk	1%	3%ab	8%	1%	1%	1%	2%aefg	-	-	-	7%	1%	1%
Mean Score	-0.298efkl	-0.332	-0.017ab	-0.010	-0.536	-0.397e	-0.254ef	-0.072aefg	1.251ajk	0.000ak	-1.354	-0.448	-0.266l	0.282alm
Standard Deviation	1.196	1.195	1.174	1.202	1.135	1.183	1.199	1.225	0.434	0.000	0.478	1.146	1.199	1.224
Error Variance	*	*	0.003	0.072	0.002	0.001	0.001	0.001	*	0.000	*	*	*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?

- I always like to look for ways that I can save money, even if it is only a little

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Strongly agree	(2) 1530	1276	160	95	315	837	378	340	467	334	389
		25%	29%	27%	27%g	27%g	22%	23%	25%	27%h	28%h
Tend to agree	(1) 2754	2347	239	168	573	1423	758	648	883	568	654
		46%	43%	47%	49%g	46%	44%	45%	47%	46%	46%
Neither agree nor disagree	(0) 788	659	74	54	148	414	227	216	243	155	175
		13%	13%	15%	13%	13%	13%	15%	13%	13%	12%
Tend to disagree	(-1) 689	603	59	27	105	328	256	199	232	125	133
		12%dek	11%	8%	9%	11%	15%aef	14%ajk	12%k	10%	9%
Strongly disagree	(-2) 151	123	18	9	16	71	63	42	48	32	29
		3%e	3%	3%	1%	2%	4%aef	3%	3%	3%	2%
SUMMARY CODES											
AGREE	4284	3623	398	253	888	2260	1137	987	1351	903	1043
		72%gh	71%	74%	76%ag	73%g	67%	68%	71%	74%h	74%ah
DISAGREE	840	726	78	37	121	399	320	240	280	158	162
		14%ek	14%	10%	10%	13%e	19%aef	17%ajk	15%k	13%	12%
Refused	28	24	4	-	7	11	10	4	8	5	10
		-	-	-	1%	-	1%	-	-	-	1%
Don't know	47	40	5	1	9	23	16	7	14	7	20
		1%	1%	-	1%	1%	1%	-	1%	1%	1%ahj
Mean Score	0.816gh	0.809	0.839	0.882	0.921ag	0.855g	0.673	0.724	0.796	0.862h	0.899ahj
Standard Deviation	1.027	1.026	1.064	0.978	0.940	1.011	1.096	1.058	1.031	1.017	0.987
Error Variance	-	-	0.002	0.003	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?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 1530	464	857	168	42	254	1276	843	380	279
	26% ^{ah}	28% ^{ac}	25%	26%	21%	27%	25%	23%	31% ^{ah}	29% ^{ah}
Tend to agree	(1) 2754	770	1631	271	82	406	2348	1738	554	431
	46%	46%	47%	42%	42%	43%	47% ^{af}	47%	45%	44%
Neither agree nor disagree	(0) 788	185	467	106	30	117	671	494	147	132
	13% ^{ab}	11%	13% ^{ab}	16% ^{ab}	16%	12%	13%	13%	12%	13%
Tend to disagree	(-1) 689	193	429	45	22	126	561	466	119	90
	12% ^{cd}	12% ^d	12% ^d	7%	11%	14% ^g	11%	13% ^{ij}	10%	9%
Strongly disagree	(-2) 151	34	87	21	8	37	114	107	15	28
	3% ^{ai}	2%	3%	3%	4%	4% ^{ag}	2%	3% ^{ai}	1%	3% ^{ai}
SUMMARY CODES										
AGREE	4284	1234	2487	439	124	660	3624	2581	935	710
	72% ^{ae}	74% ^{acde}	71% ^{ae}	68%	64%	70%	72%	70%	76% ^{ah}	73%
DISAGREE	840	227	517	67	30	165	675	573	134	117
	14% ^{df}	14% ^d	15% ^d	10%	15%	17% ^{ag}	13%	16% ^{ij}	11%	12%
Refused	28	2	7	17	2	1	27	14	7	5
	0% ^b	*	*	3% ^{abc}	*	1% ^{bc}	*	1%	1%	1%
Don't know	47	10	15	14	8	6	41	27	9	11
	1%	1%	*	2% ^{abc}	4% ^{abc}	1%	1%	1%	1%	1%
Mean Score	0.816 ^h	0.874 ^{ace}	0.789	0.848	0.698	0.756	0.827 ^f	0.752	0.959 ^{ah}	0.881 ^h
Standard Deviation	1.027	1.017	1.029	1.019	1.078	1.110	1.010	1.039	0.967	1.024
Error Variance	*	*	*	0.002	0.006	0.001	*	*	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Strongly agree	(2) 1530 26% ^d	1179 27% ^d	154 25%	196 23%	140 28%	1391 25%	184 27%	64 29%	1324 25%	206 29% ⁱ
Tend to agree	(1) 2754 46%	2080 47% ^d	295 49% ^d	372 43%	237 46%	2517 46%	341 50%	104 47%	2429 46%	324 46%
Neither agree nor disagree	(0) 788 13%	561 13%	83 14%	132 15% ^b	62 12%	726 13%	74 11%	31 14%	683 13%	102 15%
Tend to disagree	(-1) 689 12% ^{gh}	513 12%	56 9%	120 14% ^{abc}	51 10%	638 12%	54 8%	14 6%	635 12% ^j	54 8%
Strongly disagree	(-2) 151 3%	93 2%	19 3%	38 4% ^{ab}	8 2%	142 3%	17 2%	4 2%	141 3%	10 1%
SUMMARY CODES										
AGREE	4284 72% ^d	3259 73% ^d	449 74% ^d	569 65%	377 75% ^d	3908 71%	524 77% ^a	168 79%	3753 71%	530 75% ⁱ
DISAGREE	940 14% ^{gh}	606 14%	75 12%	158 18% ^{abc}	60 12%	781 14%	71 10%	17 8%	776 15% ^j	64 9%
Refused	28 b	4 -	- -	2 -	- -	28 1%	5 1%	1 -	13 -	- -
Don't know	47 1% ^{bc}	10 -	- -	9 1% ^{bc}	- -	47 1%	7 1%	4 2% ^a	26 -	6 1%
Mean Score	0.816 ^d	0.845 ^d	0.837 ^d	0.663	0.899	0.806	0.926 ^a	0.979 ^a	0.798	0.951 ^{ai}
Standard Deviation	1.027	1.011	1.009	1.106	0.979	1.031	0.365	0.919	1.037	0.938
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.003	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Strongly agree	(2) 1530	1359	169	2	302	460	481	288	548	253	720	1106	121	287
	26%aj	25%	27%	10%	34%afgh	27%gh	22%	23%	32%ajk	20%	25%j	29%	22%	29%alm
Tend to agree	(1) 2754	2455	288	11	424	804	1007	519	836	584	1301	2031	234	423
	46%ih	46%	46%	45%	46%ih	48%h	47%h	41%	49%ak	45%	45%	47%	43%	43%
Neither agree nor disagree	(0) 788	688	96	4	75	196	301	216	143	319	312	555	93	135
	13%akl	13%	15%	18%	9%	12%e	14%e	17%aefg	8%	25%aik	11%i	13%	17%al	14%
Tend to disagree	(-1) 689	635	53	2	68	178	292	152	143	107	434	503	77	98
	12%cej	12%c	8%	7%	8%	11%e	13%aef	12%e	8%	8%	15%aj	12%	14%ln	10%
Strongly disagree	(-2) 151	145	6	-	9	27	66	48	29	18	100	108	18	28
	3%cef	3%c	1%	-	1%	2%	3%ef	4%aef	2%	1%	3%aj	2%	3%	3%
SUMMARY CODES														
AGREE	4284	3814	457	13	726	1264	1487	807	1384	837	2021	3137	354	710
	72%ghim	71%	73%	55%	82%afgh	75%aagh	69%h	64%	81%ajk	65%	70%j	72%im	65%	72%im
DISAGREE	840	780	59	2	77	205	358	200	172	125	534	611	94	126
	14%cej	15%c	9%	7%	9%	12%e	17%aef	16%af	10%	10%	19%aj	14%	17%an	13%
Refused	28	21	3	3	1	8	9	9	1	1	1	18	2	3
	ijk	-	1%	12%	-	-	-	1%	-	-	-	-	-	-
Don't know	47	32	14	2	4	9	8	26	8	2	1	31	6	8
	1%jk	1%	2%ab	8%	-	1%	-	2%aefg	-	-	-	1%	1%	1%
Mean Score	0.816ghkm	0.804	0.919ab	0.728	1.071afgh	0.896agh	0.719	0.693	1.018ajk	0.738	0.735	0.819m	0.670	0.869m
Standard Deviation	1.027	1.038	0.926	0.801	0.911	0.973	1.053	1.001	0.940	0.917	1.100	1.023	1.072	1.039
Error Variance	-	-	0.002	0.032	0.001	0.001	0.001	0.001	-	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?

- I often make a decision on impulse

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Strongly agree	(2) 429	356	51	22	98	236	95	80	140	94	115
	7%g	7%	9%	6%	8%g	8%g	6%	6%	7%	8%h	8%h
Tend to agree	(1) 1215	1048	108	58	289	642	283	226	389	269	331
	20%gh	21%	19%	16%	25%atg	21%g	17%	16%	21%h	22%h	23%ahi
Neither agree nor disagree	(0) 830	697	66	67	222	424	183	203	240	166	222
	14%g	14%	12%	19%abc	19%atg	14%g	11%	14%	13%	13%	16%ai
Tend to disagree	(-1) 2090	1798	170	122	352	1067	671	566	649	430	445
	35%deb	35%bc	30%	34%	30%	34%e	39%aef	39%aik	34%	35%	32%
Strongly disagree	(-2) 1336	1099	155	82	192	695	440	367	457	251	261
	22%ek	22%	28%ab	23%	16%	22%e	26%aef	25%ajk	24%jk	20%	19%
SUMMARY CODES											
AGREE	1644	1404	159	80	387	879	378	307	528	363	446
	27%gh	28%cd	28%	23%	33%atg	28%g	22%	21%	28%h	30%h	32%ahi
DISAGREE	3426	2897	325	204	544	1762	1120	933	1106	681	706
	57%ek	57%	58%	57%	46%	57%e	66%aef	64%aijk	58%k	55%k	50%
Refused	29	25	4	-	6	15	8	3	9	5	12
	-	-	1%	-	-	-	-	-	-	-	1%h
Don't know	59	49	5	5	12	27	20	9	11	13	26
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%ahi
Mean Score	-0.456gh	-0.447	-0.490	-0.523	-0.217afg	-0.438g	-0.652	-0.633	-0.477h	-0.393h	-0.295ahij
Standard Deviation	1.245	1.239	1.330	1.194	1.232	1.258	1.199	1.179	1.265	1.251	1.255
Error Variance	-	-	0.003	0.004	0.001	0.001	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?

- I often make a decision on impulse

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 429 7%dh	133 8%de	262 7%de	27 4%	8 4%	98 10%ag	332 7%	216 6%	109 9%h	94 10%ah
Tend to agree	(1) 1215 20%dh	377 23%acd	705 20%cd	87 14%	46 23%cd	183 19%	1032 20%	673 18%	280 23%h	249 26%ah
Neither agree nor disagree	(0) 830 14%	219 13%	441 13%	135 21%abc	34 17%	111 12%	719 14%f	465 13%	198 16%h	157 16%h
Tend to disagree	(-1) 2090 35%dj	576 35%cd	1261 36%cd	195 30%	57 30%	329 35%	1761 35%	1403 38%aj	374 30%	283 29%
Strongly disagree	(-2) 1336 22%bj	331 20%	801 23%b	163 25%b	39 20%	221 23%	1114 22%	890 24%ij	249 20%	169 17%
SUMMARY CODES										
AGREE	1644 27%dh	510 31%acd	967 28%cd	114 18%	53 27%cd	281 30%	1363 27%	889 24%	389 32%ah	343 35%ah
DISAGREE	3426 57%ej	909 55%	2062 59%be	358 56%	97 50%	550 58%	2876 57%	2293 62%aj	623 51%	463 46%
Refused	29 0.5%	2 0.1%	6 0.2%	20 3%abce	- 0%	1 0.1%	27 0.5%	10 0.3%	8 0.7%	10 1%ah
Don't know	59 1%c	17 1%c	17 0.5%	15 2%abc	11 5%abcd	6 0.7%	53 1%	32 0.9%	13 1%	14 1%
Mean Score	-0.456dh	-0.365acd	-0.471d	-0.627	-0.409d	-0.418	-0.463	-0.570	-0.310ah	-0.195ahi
Standard Deviation	1.245	1.259	1.263	1.152	1.195	1.314	1.231	1.207	1.276	1.276
Error Variance	-	0.001	0.001	0.002	0.007	0.001	-	-	0.001	0.001

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 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Strongly agree	(2) 429 7%	339 8% ^d	40 7%	50 6%	31 6%	398 7%	43 6%	26 12% ^{ag}	400 8% ^j	30 4%
Tend to agree	(1) 1215 20% ^d	949 21% ^d	135 22% ^d	129 15%	97 19%	1118 20%	161 24%	67 30% ^{ag}	1047 20%	167 24% ⁱ
Neither agree nor disagree	(0) 830 14%	623 14%	82 14%	120 14%	56 11%	774 14%	102 15%	38 17%	698 13%	130 19% ^{ai}
Tend to disagree	(-1) 2090 35% ^{hj}	1540 35%	210 35%	335 39% ^{ab}	170 34%	1920 35%	221 32%	59 27%	1883 36% ^j	207 29%
Strongly disagree	(-2) 1336 22% ^h	968 22%	138 23%	222 26% ^{ab}	142 29% ^{af}	1193 22%	144 21% ^h	22 10%	1180 22%	154 22%
SUMMARY CODES										
AGREE	1644 27% ^d	1289 29% ^d	174 29% ^d	179 21%	128 26%	1515 28%	204 30%	93 42% ^{ag}	1447 28%	196 28%
DISAGREE	3406 57% ^{hj}	2508 56%	349 57%	557 64% ^{abc}	313 63% ^{af}	3113 57%	364 54% ^h	82 37%	3063 58% ^j	362 51%
Refused	29 0% ^b	4 0%	3 0% ^b	2 0%	1 0%	28 0% ^f	3 0%	2 1%	13 0%	1 0%
Don't know	59 1% ^{bc}	16 0%	-	11 1% ^{bc}	1 0%	58 1% ^f	8 1%	6 3% ^a	31 1%	13 2% ⁱ
Mean Score	-0.456 ^{de}	-0.418 ^d	-0.449 ^d	-0.642	-0.594	-0.443 ^e	-0.389	0.070 ^{ag}	-0.460	-0.422
Standard Deviation	1.245	1.254	1.243	1.194	1.260	1.243	1.239	1.225	1.251	1.199
Error Variance	-	-	0.002	0.001	0.003	-	0.003	0.005	-	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Strongly agree	(2) 429 7%j	398 7%c	30 5%	1 3%	51 6%	119 7%	162 7%	98 8%	168 10%ajk	70 5%	188 7%	270 6%	36 7%	109 11%alm
Tend to agree	(1) 1215 20%el	1062 20%	146 25%	7 30%	123 14%	310 18%e	472 22%ef	306 25%aef	436 25%ajk	214 17%	553 19%	821 19%	104 19%	265 27%alm
Neither agree nor disagree	(0) 830 14%k	703 13%	122 19%ab	4 17%	120 14%	213 13%	292 14%	204 16%fg	208 12%k	345 27%aik	267 9%	570 13%	90 16%j	142 14%
Tend to disagree	(-1) 2090 35%chm	1905 36%c	178 28%	6 26%	338 38%h	616 37%h	761 35%h	375 30%	554 32%	411 32%	1100 38%aj	1634 38%amm	174 32%n	264 27%
Strongly disagree	(-2) 1336 22%hijn	1203 23%	131 21%	2 9%	248 28%algh	405 24%h	460 21%h	223 18%	328 19%	240 19%	753 26%aj	1005 23%n	134 24%n	182 19%
SUMMARY CODES														
AGREE	1644 27%ajl	1460 27%	176 28%	8 33%	174 20%	429 26%e	634 29%ef	407 32%aef	604 35%ajk	284 22%	741 26%j	1091 25%	140 26%	374 38%alm
DISAGREE	3426 57%chjm	3108 58%c	309 49%	8 35%	586 66%algh	1021 61%agh	1221 56%h	596 47%	883 52%	651 51%	1853 65%aj	2639 61%amm	308 56%n	446 45%
Refused	29 *j	24 *	3 1%	2 7%	1 *	6 *	9 *	14 1%aefg	3 *	1 *	2 *	19 *	3 1%	4 *
Don't know	59 1%gkj	40 1%	18 3%ab	2 8%	3 *	13 1%	8 *	36 3%aefg	11 1%k	4 *	7 *	32 7%	9 2%j	14 1%j
Mean Score	-0.456ekl	-0.465	-0.383	-0.089	-0.693	-0.528e	-0.412ef	-0.261aefg	-0.259ajk	-0.419k	-0.586	-0.531	-0.493	-0.151alm
Standard Deviation	1.245	1.230	1.204	1.139	1.165	1.240	1.250	1.245	1.300	1.152	1.245	1.215	1.240	1.320
Error Variance	*	*	0.003	0.062	0.002	0.001	0.001	0.001	0.001	0.001	0.001	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/l/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Strongly agree	(2) 1234	988	147	99	154	568	512	235	335	294	380
	21%efhi	19%	26%ab	28%ab	13%	18%e	30%aef	16%	19%	23%hi	27%ahij
Tend to agree	(1) 2107	1783	181	142	361	1061	684	452	650	471	534
	35%efh	35%	32%	40%c	31%	34%	40%aef	31%	34%	38%hi	38%ahi
Neither agree nor disagree	(0) 1005	865	97	43	232	582	190	277	329	189	209
	17%dgk	17%kd	17%	12%	20%ag	19%ag	11%	19%jk	17%k	15%	15%
Tend to disagree	(-1) 1114	989	76	49	277	613	223	339	394	186	193
	19%cdgk	19%cd	14%	14%	24%afg	20%g	13%	23%ajk	21%jk	15%	14%
Strongly disagree	(-2) 435	365	51	19	127	237	71	137	155	80	62
	7%gk	7%	9%cd	5%	11%afg	8%g	4%	9%ajk	8%k	7%k	4%
SUMMARY CODES											
AGREE	3340	2771	328	241	515	1629	1196	687	985	754	914
	56%efhi	55%	59%	68%abc	44%	52%e	70%aef	47%	52%h	61%ahi	65%ahj
DISAGREE	1549	1354	127	67	404	850	294	476	549	268	256
	26%cdgk	27%kd	23%	19%	34%afg	27%g	17%	33%ajk	29%ajk	22%k	18%
Refused	28	24	4	-	4	16	7	4	9	4	11
	+	+	1%	-	+	1%	+	+	+	+	1%
Don't know	66	58	4	4	16	30	20	10	23	13	20
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	0.440efhi	0.409	0.539b	0.720abc	0.120	0.363e	0.799aef	0.214	0.330h	0.570ahi	0.708ahj
Standard Deviation	1.219	1.214	1.270	1.166	1.231	1.212	1.136	1.240	1.226	1.192	1.145
Error Variance	-	-	0.003	0.004	0.001	0.001	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?

- Everything seems to be getting more complicated these days

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 1234	472	584	130	48	312	922	728	238	240
	21%cg	28%acd	17%	20%c		33%ag	18%	20%	19%	25%ahi
Tend to agree	(1) 2107	657	1161	210	79	358	1748	1298	395	376
	35%	40%acd	33%	33%	41%cd	38%	35%	35%	32%	39%ai
Neither agree nor disagree	(0) 1005	212	644	122	27	114	891	626	218	150
	17%bf	13%	19%b	19%b	14%	12%	18%f	17%	18%	15%
Tend to disagree	(-1) 1114	223	782	89	21	109	1005	729	255	123
	19%bdefj	13%	22%abde	14%	11%	11%	20%f	20%j	21%j	13%
Strongly disagree	(-2) 435	75	294	56	9	50	385	263	100	66
	7%bf	5%	8%b	9%b	5%	5%	8%f	7%	8%	7%
SUMMARY CODES										
AGREE	3340	1129	1744	340	127	670	2670	2026	633	616
	56%cg	68%acd	50%	53%	65%acd	71%ag	53%	55%	51%	63%ahi
DISAGREE	1549	298	1076	145	30	159	1390	992	355	189
	26%bde	18%	31%abde	23%be	15%	17%	28%f	27%j	29%aj	19%
Refused	28	3	6	17	2	1	27	10	9	9
	0.4%	0.2%	0.2%	3%abc	1%g	0.2%	0.5%	0.3%	0.8%	0.8%
Don't know	66	16	24	17	9	5	60	36	17	12
	1%	1%	1%	3%abc	5%abc	1%	1%	1%	1%	1%
Mean Score	0.440cgj	0.749acd	0.276	0.443c	0.744acd	0.821ag	0.367	0.412	0.345	0.629ahi
Standard Deviation	1.219	1.145	1.224	1.238	1.115	1.166	1.215	1.215	1.242	1.188
Error Variance	-	0.001	0.001	0.002	0.006	0.001	-	-	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
- Everything seems to be getting more complicated these days
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Strongly agree	(2) 1234 21%bg	753 17%	168 28%ab	310 36%abc	130 26%af	1104 20%	106 16%	50 23%g	1099 21%	135 19%
Tend to agree	(1) 2107 35%ab	1465 33%	269 44%ab	363 42%ab	178 36%	1929 35%	218 32%	78 35%	1866 36%	239 34%
Neither agree nor disagree	(0) 1005 17%cd	822 19%acd	81 13%	95 11%	75 15%	929 17%	119 18%	32 14%	883 17%	120 17%
Tend to disagree	(-1) 1114 19%cd	984 22%acd	59 10%	70 8%	79 16%	1035 19%	141 21%	39 18%	977 19%	136 19%
Strongly disagree	(-2) 435 7%cd	383 9%acd	26 4%	22 3%	36 7%	399 7%	82 12%ah	13 6%	376 7%	58 8%
SUMMARY CODES										
AGREE	3340 56%bg	2218 50%	438 72%ab	672 77%abc	308 62%af	3032 55%	324 49%	128 58%g	2965 56%	374 53%
DISAGREE	1549 26%cd	1367 31%acd	85 14%cd	93 11%	115 23%	1433 26%	223 33%ah	52 24%	1353 26%	195 28%
Refused	28 .b	5 .c	1 .c	2 .c	. .	28 .f	3 .g	2 .g	13 .h	1 .h
Don't know	66 1%bej	27 1%	3 .c	7 1%	. .	65 1%e	12 2%	7 3%a	37 1%	13 2%j
Mean Score	0.440bg	0.277	0.819ab	1.009abc	0.575af	0.427	0.187	0.530g	0.449	0.371
Standard Deviation	1.219	1.229	1.079	1.016	1.233	1.217	1.279	1.213	1.217	1.238
Error Variance	.*	.*	0.002	0.001	0.003	.*	0.003	0.005	.*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
- Everything seems to be getting more complicated these days
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Strongly agree	(2) 1234	1108	122	4	130	309	480	315	519	202	499	840	136	240
	21%ajk	21%	19%	15%	15%	18%e	22%ef	25%aef	30%ajk	16%	17%	19%	25%al	24%al
Tend to agree	(1) 2107	1889	208	9	255	584	813	454	718	442	920	1491	218	357
	35%ak	35%	33%	38%	29%	35%e	38%e	38%e	42%ajk	34%	32%	34%	40%al	38%
Neither agree nor disagree	(0) 1005	878	119	7	188	261	335	221	192	418	384	751	74	154
	17%ik	16%	19%	29%	21%afgh	16%	15%	18%	11%	33%aik	13%i	17%lm	13%	16%
Tend to disagree	(-1) 1114	1002	112	-	209	359	394	152	218	152	734	868	85	142
	19%hjn	19%	18%	-	24%agh	21%agh	18%h	12%	13%	12%	26%aj	20%lmn	15%	15%
Strongly disagree	(-2) 435	389	45	1	94	152	117	73	50	61	318	343	22	73
	7%gjm	7%	7%	4%	11%agh	9%agh	5%	6%	3%	5%i	11%aj	8%lm	4%	7%lm
SUMMARY CODES														
AGREE	3340	2998	330	13	386	892	1293	769	1237	644	1419	2331	354	597
	56%aki	56%	53%	53%	44%	53%e	60%aef	61%aef	72%ajk	50%	49%	54%	64%al	61%al
DISAGREE	1549	1391	157	1	304	510	510	225	289	213	1052	1211	107	215
	26%ghjmn	26%	25%	4%	34%agh	30%agh	24%h	18%	16%	17%	37%aj	28%lmn	19%	22%
Refused	28	23	3	2	1	7	8	12	1	3	-	20	4	2
	*ik	-	1%	7%	-	-	-	1%aeg	-	*k	-	-	1%	-
Don't know	66	45	19	1	5	11	18	31	10	6	15	40	11	13
	1%jk	1%	3%ab	6%	1%	1%	1%	2%aefg	1%	-	1%	1%	2%j	1%
Mean Score	0.440efkl	0.442	0.413	0.702	0.135	0.324e	0.538aef	0.647aefg	0.847ajk	0.449k	0.192	0.377	0.676al	0.569al
Standard Deviation	1.219	1.221	1.206	0.830	1.240	1.252	1.191	1.165	1.085	1.044	1.299	1.229	1.137	1.221
Error Variance	-	-	0.003	0.039	0.002	0.001	0.001	0.001	0.001	0.001	0.001	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Strongly agree	(2) 2791 47%ek	2351 46%	265 47%	174 49%	460 39%	1395 45%e	936 55%aef	758 52%aijk	904 48%k	556 45%k	573 41%
Tend to agree	(1) 2119 35%cpn	1823 36%c	169 30%	127 36%	461 39%ag	1120 36%g	538 31%	464 32%	673 36%	454 37%h	528 37%h
Neither agree nor disagree	(0) 415 7%	348 7%	45 8%	22 6%	87 7%	225 7%	102 6%	80 6%	113 6%	91 7%	131 9%ahi
Tend to disagree	(-1) 398 7%g	342 7%	35 6%	22 6%	99 8%ag	224 7%g	76 4%	99 7%	133 7%	78 6%	88 6%
Strongly disagree	(-2) 171 3%g	132 3%	33 6%abd	6 2%	41 4%g	103 3%g	27 2%	42 3%	48 3%	34 3%	47 3%
SUMMARY CODES											
AGREE	4910 82%cek	4174 82%c	435 78%	301 85%c	922 79%	2515 81%	1473 86%aef	1222 84%k	1577 83%k	1010 82%k	1101 78%
DISAGREE	570 10%g	474 9%	68 12%	28 8%	140 12%ag	327 11%g	103 6%	142 10%	181 10%	112 9%	135 10%
Refused	37 1%	33 1%	3 *	1 *	9 1%	17 1%	11 1%	5 *	12 1%	3 *	17 1%ahj
Don't know	56 1%	44 1%	9 2%	3 1%	13 1%	23 1%	19 1%	5 *	12 1%	12 1%	27 2%ahj
Mean Score	1.181ek	1.185	1.093	1.256c	1.044	1.135e	1.358aef	1.244k	1.204k	1.171k	1.092
Standard Deviation	1.021	1.009	1.166	0.949	1.069	1.051	0.903	1.030	1.009	1.006	1.037
Error Variance	-	-	0.003	0.002	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?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 2791	724	1672	314	80	487	2303	1840	531	377
	47% ^{bj}	44%	48% ^b	49% ^b	41%	51% ^{ag}	46%	50% ^{aij}	43% ^{ij}	39%
Tend to agree	(1) 2119	638	1226	194	61	302	1818	1278	462	353
	35% ^{df}	38% ^{acd}	35% ^d	30%	32%	32%	36% ^f	35%	37%	36%
Neither agree nor disagree	(0) 415	116	209	65	25	58	357	209	88	110
	7% ^h	7%	6%	10% ^{abc}	13% ^{abc}	6%	7%	6%	7%	11% ^{ahi}
Tend to disagree	(-1) 398	104	261	20	13	54	345	225	95	70
	7% ^d	6% ^d	7% ^d	3%	7% ^d	6%	7%	6%	8%	7%
Strongly disagree	(-2) 171	52	104	12	3	32	140	94	34	38
	3%	3%	3%	2%	2%	3%	3%	3%	3%	4% ^h
SUMMARY CODES										
AGREE	4910	1362	2898	508	142	789	4121	3118	993	730
	82% ^{ef}	82% ^e	83% ^{de}	79%	73%	83%	82%	85% ^{aij}	81% ^{ij}	75%
DISAGREE	570	156	365	32	16	85	484	319	130	108
	10% ^d	9% ^d	10% ^d	5%	8%	9%	10%	9%	11%	11% ^h
Refused	37	4	7	24	2	5	32	17	9	10
	1% ^c	*	*	4% ^{abc}	1% ^{bc}	1%	1%	*	1%	1% ^h
Don't know	56	20	14	12	9	11	44	26	12	17
	1% ^c	1% ^c	*	2% ^{ac}	5% ^{abcd}	1%	1%	1%	1%	2% ^{ah}
Mean Score	1.181 ^j	1.150	1.181	1.284 ^{abce}	1.112	1.243 ^g	1.169	1.246 ^{aij}	1.123 ^j	1.012
Standard Deviation	1.021	1.016	1.039	0.930	0.999	1.031	1.019	0.991	1.033	1.083
Error Variance	*	0.001	*	0.001	0.005	0.001	*	*	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Strongly agree	(2) 2791 47%h	2110 48%	276 45%	400 46%	250 50%	2540 46%	313 46%	88 40%	2475 47%	316 45%
Tend to agree	(1) 2119 35%	1582 36%	232 34%	300 35%	162 32%	1958 36%	237 35%	83 37%	1866 36%	252 36%
Neither agree nor disagree	(0) 415 7%	275 6%	45 7%	87 10%ab	36 7%	379 7%	39 6%	19 8%	341 6%	72 10%ai
Tend to disagree	(-1) 398 7%	315 7% ^d	38 6%	44 5%	33 7%	365 7%	54 8%	16 7%	361 7%	36 5%
Strongly disagree	(-2) 171 3%	136 3%	15 2%	20 2%	15 3%	156 3%	25 4%	9 4%	152 3%	19 3%
SUMMARY CODES										
AGREE	4910 82%h	3692 83% ^d	507 83%	700 81%	412 83%	4498 82%	550 81%	170 77%	4340 83%	568 81%
DISAGREE	570 10% ^d	451 10% ^d	54 9%	64 7%	48 10%	522 10%	79 12%	24 11%	513 10%	55 8%
Refused	37 1% ^b	8 -	1 -	4 * ^b	1 -	36 1%	6 1%	1 1%	24 -	- -
Don't know	56 1% ^{bc}	15 -	1 -	13 1% ^{bc}	2 -	54 1%	8 1%	7 3% ^{ag}	34 1%	7 1%
Mean Score	1.181 ^h	1.180	1.179	1.193	1.209	1.178	1.136	1.055	1.184	1.165
Standard Deviation	1.021	1.034	0.988	0.977	1.034	1.020	1.064	1.079	1.024	0.993
Error Variance	-	-	0.001	0.001	0.002	-	0.002	0.004	-	0.002

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Strongly agree	(2) 2791 47% ^{hjn}	2515 47%	268 43%	7 31%	518 59% ^{afgh}	878 52% ^{agah}	965 45% ^h	429 34%	752 44% ^j	514 40%	1497 52% ^{aij}	2128 49% ^{lan}	244 44%	397 40%
Tend to agree	(1) 2119 35% ^{ak}	1879 35%	230 37%	10 40%	263 30%	559 33%	825 38% ^{aeaf}	472 38% ^{af}	671 39% ^{ak}	484 38% ^{ak}	941 33%	1524 35%	204 37%	340 35%
Neither agree nor disagree	(0) 415 7% ^{ak}	346 6%	68 11% ^{ab}	2 6%	35 4%	86 5%	133 6% ^e	161 13% ^{afg}	100 6%	181 14% ^{ak}	129 4%	265 6%	43 8%	94 10% ^{al}
Tend to disagree	(-1) 398 7% ^j	365 7%	33 5%	-	43 5%	102 6%	153 7% ^e	101 8% ^e	127 7% ^j	65 5%	205 7% ^j	273 6%	28 5%	87 9% ^{alm}
Strongly disagree	(-2) 171 3% ^c	163 3% ^c	7 1%	1 5%	21 2%	35 2%	60 3%	54 4% ^{aeifg}	48 3%	35 3%	88 3%	106 2%	15 3%	48 5% ^{alm}
SUMMARY CODES														
AGREE	4910 82% ^{hjn}	4394 82%	499 79%	17 71%	781 88% ^{agh}	1437 85% ^{agah}	1790 83% ^h	902 72%	1423 83% ^j	998 79%	2437 85% ^{aij}	3652 84% ^{lan}	448 82% ^{ln}	736 75%
DISAGREE	570 10% ^c	528 10% ^c	40 6%	1 5%	64 7%	137 8%	214 10% ^e	155 12% ^{afg}	175 10% ^j	100 8%	293 10% ^j	379 9%	43 8%	135 14% ^{alm}
Refused	37 1% ^{ak}	28 1%	6 1%	3 12%	1 -	10 1%	13 1% ^e	13 1% ^e	1 -	2 -	1 -	23 1%	4 1%	5 1%
Don't know	56 1% ^{jk}	39 1%	15 2% ^{ab}	1 6%	-	11 1%	15 1%	27 2% ^{aeifg}	9 1%	3 -	9 -	31 1%	11 2% ^{al}	10 1%
Mean Score	1.181 ^{hjn}	1.180	1.188	1.131	1.379 ^{afgh}	1.291 ^{agah}	1.161 ^h	0.922	1.150	1.078	1.243 ^{aij}	1.232 ^{lan}	1.189 ⁿ	0.983
Standard Deviation	1.021	1.033	0.916	0.991	0.946	0.965	1.015	1.100	1.016	0.983	1.036	0.990	0.982	1.148
Error Variance	-	-	0.002	0.047	0.001	0.001	-	0.001	0.001	0.001	-	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** very small base (under 30) ineligible for sig testing



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		5956	5956	5956	5956	5956
Weighted Base		5987	5987	5987	5987	5987
Strongly agree	(2)	428	1530	429	1234	2791
		7%	26%	7%	21%	47%
Tend to agree	(1)	1280	2754	1215	2107	2119
		21%	46%	20%	35%	35%
Neither agree nor disagree	(0)	1284	788	830	1005	415
		21%	13%	14%	17%	7%
Tend to disagree	(-1)	1853	689	2090	1114	398
		31%	12%	35%	19%	7%
Strongly disagree	(-2)	1016	151	1336	435	171
		17%	3%	22%	7%	3%
SUMMARY CODES						
AGREE		1708	4284	1644	3340	4910
		29%	72%	27%	56%	82%
DISAGREE		2869	840	3426	1549	570
		48%	14%	57%	26%	10%
Refused		64	28	29	28	37
		1%	*	*	*	1%
Don't know		62	47	59	66	56
		1%	1%	1%	1%	1%
Mean Score		-0.298	0.816	-0.456	0.440	1.181
Standard Deviation		1.196	1.027	1.245	1.219	1.021
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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Roughly every day	4440	3829	372	238	1100	2621	718	1249	1536	887	768
	74%cdgk	75%cd	67%	67%	94%afg	84%ag	42%	88%aijk	81%aijk	72%k	54%
At least once a week	449	373	42	33	33	214	202	70	119	111	149
	7%ah	7%	8%	9%	3%	7%e	12%aef	5%	6%	9%hi	11%ahi
At least once a month	80	70	8	1	4	37	39	13	17	20	30
	1%e	1%	2%	-	-	1%e	2%aef	1%	1%	2%	2%ahi
Less than once per month	79	70	6	4	8	33	38	15	15	17	32
	1%	1%	1%	1%	1%	1%	2%aef	1%	1%	1%	2%ahi
Never - but I do have access	158	120	28	10	-	43	115	31	43	35	49
	3%af	2%	5%ab	3%	-	1%e	7%aef	2%	2%	3%	4%ahi
Never - and I do not have access	711	552	94	65	11	128	571	66	145	147	353
	12%efhi	11%	17%ab	18%ab	1%	4%e	33%aef	5%	8%h	12%hi	25%ahij
SUMMARY CODES											
USE	5047	4342	429	277	1145	2905	997	1346	1687	1036	979
	84%cdgk	88%cd	77%	78%	98%afg	93%ag	58%	93%aijk	89%aijk	84%k	69%
HAVE ACCESS	5205	4462	457	287	1145	2949	1112	1377	1730	1070	1028
	87%cdgk	88%cd	82%	81%	98%afg	95%ag	65%	95%aijk	91%aijk	87%k	73%
Refused	28	22	5	1	7	10	11	3	10	4	12
	-	-	1%	-	1%	-	1%	-	1%	-	1%h
Don't know	43	36	4	2	9	20	14	8	10	8	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%aj



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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Roughly every day	4440	919	3002	421	98	500	3939	2727	1072	586
	74%bdefj	55%	86%abde	66%be	50%	53%	78%af	74%j	87%ahj	60%
At least once a week	449	161	205	59	24	90	359	297	54	91
	7%ci	10%ac	6%	9%c	12%ac	10%ag	7%	8%i	4%	9%ai
At least once a month	80	32	37	7	3	16	63	47	7	25
	1%a	2%c	1%	1%	2%	2%	1%	1%	1%	3%ahj
Less than once per month	79	31	33	11	4	21	59	41	16	18
	1%	2%c	1%	2%	2%	2%ag	1%	1%	1%	2%
Never - but I do have access	158	66	64	23	5	49	109	110	11	28
	3%ci	4%ac	2%	4%c	2%	5%ag	2%	3%i	1%	3%i
Never - and I do not have access	711	436	139	86	50	267	444	431	57	209
	12%cgj	26%acd	4%	13%c	26%acd	28%ag	9%	12%i	5%	21%ahj
SUMMARY CODES										
USE	5047	1143	3277	499	129	627	4420	3112	1150	720
	84%bdefj	69%	94%abde	78%be	66%	66%	88%af	84%j	93%ahj	74%
HAVE ACCESS	5205	1209	3341	522	133	676	4529	3222	1160	747
	87%bdefj	73%	96%abde	81%be	69%	77%	90%af	87%j	94%ahj	77%
Refused	28	4	4	19	-	2	25	12	5	10
	0%c	-	-	3%abce	-	-	1%	-	-	1%ah
Don't know	43	8	9	15	11	3	40	24	9	9
	1%c	-	-	2%abc	6%abcd	-	1%	1%	1%	1%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Roughly every day	4440	4440	-	-	374	4066	649	186	3843	597
	74%cd	100%acd	-	-	75%	74%	95%ah	84%a	73%	85%ai
At least once a week	449	-	449	-	49	400	16	14	408	40
	7%bdg	-	74%abd	-	10%	7%	2%	6%g	8%	6%
At least once a month	80	-	80	-	8	72	1	3	70	9
	1%bdg	-	13%abd	-	2%	1%	*	1%g	1%	1%
Less than once per month	79	-	79	-	5	74	3	8	71	8
	1%bd	-	13%abd	-	1%	1%	*	3%ag	1%	1%
Never - but I do have access	158	-	-	158	21	137	-	3	154	4
	3%bcg	-	-	18%abc	4%af	2%	-	1%g	3%j	1%
Never - and I do not have access	711	-	-	711	41	670	3	2	674	37
	12%bcghj	-	-	82%abc	8%	12%ae	*	1%	13%j	5%
SUMMARY CODES										
USE	5047	4440	608	-	436	4612	668	211	4392	654
	84%cd	100%ad	100%ad	-	87%	84%	98%ah	95%a	84%	93%ai
HAVE ACCESS	5205	4440	608	158	457	4749	668	213	4546	658
	87%cd	100%ad	100%ad	19%	92%af	87%	98%a	96%a	87%	94%ai
Refused	28	-	-	-	-	28	3	1	12	1
	*bd	-	-	-	-	1%	*	*	*	*
Don't know	43	-	-	-	1	42	7	5	20	6
	1%bcd	-	-	-	*	1%	1%	2%a	*	1%



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Roughly every day	4440	3894	531	15	799	1343	1509	788	1219	984	2191	3325	325	741
	74%ghm	73%	85%ab	62%	90%afgh	80%lagh	70%h	63%	71%	77%i	76%ai	76%am	59%	76%lm
At least once a week	449	414	33	2	43	131	175	101	152	98	192	328	43	74
	7%ae	8%bc	5%	9%	5%	8%e	8%e	8%e	9%k	8%	7%	8%	8%	8%
At least once a month	80	68	12	-	7	17	33	23	25	12	39	53	12	10
	1%	1%	2%	-	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%
Less than once per month	79	71	7	1	4	21	24	30	27	16	37	50	7	19
	1%	1%	1%	4%	-	1%	1%	2%	2%	1%	1%	1%	1%	2%
Never - but I do have access	158	151	6	1	6	41	66	46	53	26	74	119	16	20
	3%ce	3%cd	1%	4%	1%	2%e	3%e	4%e	3%	2%	3%	3%	3%	2%
Never - and I do not have access	711	687	23	1	23	111	337	240	227	140	333	436	135	103
	12%ceff	13%cd	4%	5%	3%	7%e	16%aef	19%aefg	13%	11%	12%	10%	25%kain	10%
SUMMARY CODES														
USE	5047	4447	583	18	853	1512	1740	942	1424	1110	2460	3756	387	845
	84%ghm	83%	93%ab	75%	97%afgh	90%lagh	80%h	75%	83%	86%i	86%ai	86%am	70%	86%lm
HAVE ACCESS	5205	4598	588	19	859	1553	1805	988	1477	1136	2534	3874	403	865
	87%ghm	86%	94%ab	79%	97%afgh	92%lagh	83%h	79%	86%	89%	89%	89%am	73%	88%lm
Refused	28	20	5	3	1	7	10	10	2	4	1	17	4	4
	*k	-	1%	12%	-	-	-	1%e	-	*k	-	-	1%	-
Don't know	43	30	12	1	2	10	11	20	3	4	1	24	7	9
	1%k	1%	2%ab	4%	-	1%	1%	2%aefg	-	*k	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - English only	4853	4107	497	249	842	2477	1534	1166	1522	1008	1157
		81%dk	89%abd	70%	72%	80%e	90%aef	80%	80%	82%	82%
Yes - English first/main and speaks other languages	399	325	33	40	82	200	117	124	149	68	58
		7%k	6%	11%abc	7%	6%	7%	9%ajk	8%jk	6%	4%
No - Another first/main language	503	455	10	38	170	301	33	80	145	122	156
		8%cgh	9%c	11%c	15%aig	10%g	2%	6%	8%h	10%hi	11%ahi
Bilingual - consider both languages as main	199	158	13	28	72	112	16	79	70	24	27
		3%ghk	3%	2%	6%aig	4%g	1%	5%ajk	4%jk	2%	2%
Refused	17	13	5	-	2	9	6	3	6	2	7
		-	1%ab	-	-	-	-	-	-	-	-
Don't know	15	14	1	-	4	8	4	3	3	4	6
		-	-	-	-	-	-	-	-	-	-

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes - English only	4853	1386	2831	485	150	832	4021	3161	818	805
81% ^d		84% ^{acde}	81% ^d	76%	77%	88% ^{ag}	80%	86% ^{ahj}	66%	83% ⁱ
Yes - English first/main and speaks other languages	399	98	248	41	12	71	327	253	93	42
7% ^j		6%	7%	6%	6%	8%	6%	7% ^j	8% ^{ij}	4%
No - Another first/main language	503	137	277	67	21	31	472	165	236	98
9% ^h		8%	8%	10% ^c	11%	3%	9% ^f	4%	19% ^{ahj}	10% ^h
Bilingual - consider both languages as main	199	33	134	28	4	14	185	89	80	26
3% ^{bh}		2%	4% ^b	4% ^b	2%	1%	4% ^f	2%	6% ^{ahj}	3%
Refused	17	3	1	14	-	-	17	8	4	4
^c		-	-	2% ^{abce}	-	-	-	-	-	-
Don't know	15	1	1	6	7	-	15	13	2	1
^c		-	-	1% ^{abc}	4% ^{abcd}	-	-	-	-	-

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		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes - English only	4853	3529	511	784	433	4420	457	158	4853	-
	81%ghi	79%	84%b	90%abc	87%af	81%	67%	72%	92%aj	-
Yes - English first/main and speaks other languages	399	314	38	43	39	360	50	8	399	-
	7%dhj	7%cd	6%	5%	8%	7%	7%h	4%	8%j	-
No - Another first/main language	503	415	51	33	16	488	105	45	-	503
	8%dei	9%cd	8%cd	4%	3%	9%a	15%a	20%a	-	72%ai
Bilingual - consider both languages as main	199	182	7	9	11	188	66	8	-	199
	3%cdi	4%cd	1%	1%	2%	3%	10%ah	4%	-	28%ai
Refused	17	-	1	-	-	17	2	1	-	-
	bi	-	b	-	-	*	*	*	-	-
Don't know	15	-	-	-	-	15	2	1	-	-
	bi	-	-	-	-	*	*	*	-	-

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes - English only	4853	4655	183	15	748	1414	1795	895	1349	1045	2382	3579	402	785
	81%chm	87%kac	29%	64%	85%ah	84%lah	83%h	71%	79%	81%	83%al	82%lm	73%	80%lm
Yes - English first/main and speaks other languages	399	295	103	1	78	107	132	82	99	93	199	311	37	40
	7%bn	6%	16%lab	6%	9%afg	6%	6%	7%	6%	7%	7%	7%ln	7%ln	4%
No - Another first/main language	503	252	246	5	29	103	173	198	204	100	195	298	88	114
	8%bekl	5%	39%lab	20%	3%	6%e	8%ef	16%aefg	12%ajk	8%	7%	7%	16%aln	12%al
Bilingual - consider both languages as main	199	113	86	*	27	48	57	68	56	45	93	139	18	40
	3%b	2%	14%lab	2%	3%	3%	3%	5%aefg	3%	4%	3%	3%	3%	4%
Refused	17	12	3	2	1	5	3	8	1	1	-	13	1	2
	*k	-	1%	9%	-	-	-	1%g	-	-	-	-	-	-
Don't know	15	8	7	-	1	5	3	6	-	-	-	11	3	-
	*k	-	1%lab	-	-	-	-	-	-	-	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Post graduate degree (MA, MSc, PhD etc.)	505 8%dgk	443 9%cd	43 8%	19 5%	105 9%g	323 10%ag	77 5%	299 21%ajk	162 9%jk	27 2%k	16 1%
Degree	1086 18%dqk	959 19%cd	86 15%	42 12%	274 23%ag	659 21%ag	153 9%	489 34%ajk	397 21%ajk	102 8%	99 7%
Professional qualifications	621 10%cek	563 11%cd	32 6%	27 8%	83 7%	323 10%e	215 13%aef	204 14%ajk	233 12%ajk	117 10%k	67 5%
HND/HNC	373 6%bk	266 5%	84 15%abd	23 6%	68 6%	216 7%g	90 5%	98 7%k	154 8%ajk	69 6%k	53 4%
A Levels/AS Levels	705 12%ghk	603 12%	68 12%	34 9%	246 21%afg	350 11%g	110 6%	117 8%	295 16%ahk	161 13%hk	132 9%
GCSE/O Levels/CSE	1262 21%kh	1074 21%	102 18%	85 24%c	223 19%	690 22%e	349 20%	119 8%	357 19%h	365 30%ahi	416 30%ahi
ONC/OND/City & Guilds	294 5%eh	242 5%	31 6%	21 6%	36 3%	161 5%e	97 6%e	29 2%	74 4%h	113 9%ahik	79 6%hi
GNVQ	177 3%gh	156 3%c	8 1%	13 4%c	59 5%afg	85 3%	32 2%	18 1%	45 2%h	48 4%hi	67 5%ahi
None	865 14%efhi	699 14%	89 16%	78 22%abc	67 6%	266 9%e	532 31%aef	69 5%	158 8%h	205 17%hi	434 31%ahij
Refused	46 1%	34 1%	10 2%ab	2 1%	7 1%	19 1%	21 1%f	7 -	9 -	9 1%	22 2%ahij
Don't know	52 1%	34 1%	6 1%	11 3%ab	4 -	16 1%	31 2%aef	7 -	11 1%	9 1%	25 2%ahij

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Post graduate degree (MA, MSc, PhD etc.)	505 8%bbf	47 3%	391 11%abe	63 10%be	4 2%	53 6%	452 9%f	364 10%aj	120 10%j	17 2%
Degree	1086 18%bfj	131 8%	816 23%abde	107 17%b	31 16%b	92 10%	994 20%af	727 20%j	274 22%aj	73 8%
Professional qualifications	621 10%bee	122 7%	425 12%abe	63 10%	11 6%	86 9%	535 11%	463 13%aj	87 7%	62 6%
HND/HNC	373 6%bg	68 4%	264 8%abd	33 5%	8 4%	62 7%	311 6%	262 7%j	72 6%j	32 3%
A Levels/AS Levels	705 12%fh	204 12%	416 12%	65 10%	20 3%	72 8%	633 13%f	370 10%	226 18%ahj	103 11%
GCSE/O Levels/CSE	1262 21%	431 26%acde	674 19%	121 19%	36 19%	210 22%	1053 21%	731 20%	229 19%	281 29%ahi
ONC/OND/City & Guilds	294 5%	91 5%e	173 5%	26 4%	4 2%	53 6%	241 5%	189 5%j	45 4%	57 6%j
GNVQ	177 3%h	80 5%acde	83 2%	11 2%	3 1%	32 3%	145 3%	64 2%	44 4%h	66 7%ahi
None	865 14%cgh	452 27%acd	226 6%	126 20%ac	61 31%acd	274 29%ag	592 12%	459 12%j	122 10%	263 27%ahi
Refused	46 1%c	11 1%	12 -	23 4%abce	1 -	5 1%	41 1%	30 1%	8 1%	7 1%
Don't know	52 1%c	22 1%c	11 -	4 1%	15 8%abcc	11 1%	41 1%	31 1%	5 -	14 1%j

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			CAREER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Post graduate degree (MA, MSc, PhD etc.)	505	475	18	7	26	479	96	2	368	134
Degree	1086	994	59	30	88	999	202	19	893	190
Professional qualifications	621	492	65	63	66	555	74	12	558	63
HND/HNC	373	307	37	27	25	347	39	6	350	21
A Levels/AS Levels	705	607	61	33	47	658	88	28	610	95
GCSE/O Levels/CSE	1262	912	145	195	108	1154	107	73	1195	66
ONC/OND/City & Guilds	294	192	49	50	40	254	20	12	280	14
GNVQ	177	130	18	28	21	156	32	21	167	10
None	865	304	145	402	75	790	19	42	765	95
Refused	46	12	5	1	1	45	4	1	28	6
Don't know	52	15	6	23	-	52	1	2	38	8

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2705	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Post graduate degree (MA, MSc, PhD etc.)	505	377	128	-	92	156	170	87	93	108	298	422	44	26
Degree	1086	893	184	9	231	325	360	171	241	248	586	886	85	113
Professional qualifications	821	565	56	-	112	199	214	96	138	149	326	509	39	77
HND/HNC	373	352	22	-	76	128	122	47	89	76	199	296	28	42
A Levels/AS Levels	705	609	95	2	107	201	248	149	206	153	337	506	65	125
GCSE/O Levels/CSE	1262	1195	62	5	150	342	495	275	453	251	535	856	109	269
ONC/OND/City & Guilds	294	285	10	-	39	78	112	65	83	67	136	194	31	58
GNVQ	177	170	6	1	20	58	60	39	74	42	60	98	13	69
None	865	801	60	4	50	181	343	291	313	165	367	527	126	188
Refused	46	39	5	2	5	5	14	21	3	17	6	27	5	8
Don't know	52	49	2	1	-	9	26	17	16	9	21	32	6	6

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes, I do	949	739	116	94	61	400	488	176	231	175	358
	16%ah	15%	21%ab	27%ab	5%	13%e	29%aef	12%	12%	14%	28%ahij
Yes, my husband/wife/partner does	308	260	29	20	18	136	154	69	75	82	82
	5%e	5%	5%	6%	2%	4%e	9%aef	5%	4%	7%ai	6%i
No	4780	4120	413	246	1090	2592	1097	1221	1599	985	975
	80%cdgk	81%cd	74%	69%	93%afg	83%ag	54%	84%ajk	84%ajk	80%k	69%
Refused	20	10	8	2	2	8	10	4	6	3	7
	-	-	1%ab	-	-	-	1%af	-	-	-	-
Don't know	9	9	-	-	2	3	3	-	1	4	4
	-	-	-	-	-	-	-	-	-	-	1%h

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes, I do	949	477	355	84	33	949	-	523	134	260
	16%cp	29%acde	10%	13%c	17%c	100%ag	-	14%i	11%	27%ahj
Yes, my husband/wife/partner does	308	101	176	20	11	78	230	209	36	57
	5%cd	6%d	5%d	3%	6%	8%ag	5%	6%i	3%	6%j
No	4790	1109	3001	527	144	-	4790	2985	1069	673
	80%bfj	67%	86%abde	82%be	74%b	-	95%af	81%j	87%ahj	69%
Refused	20	1	3	14	1	-	20	14	2	2
	0.3% c	-	-	2%abc	-	-	-	-	-	-
Don't know	9	-	1	6	1	-	9	7	2	-
	0.1% e	-	-	3%abcd	0.5% e	-	-	-	-	-

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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes, I do	949	500	127	316	143	805	26	19	903	45
	16% ^{bg}	11%	21% ^{ab}	36% ^{abc}	29% ^{kaf}	15%	4%	9% ^g	17% ^j	6%
Yes, my husband/wife/partner does	308	176	64	68	103	205	16	6	299	9
	5% ^{bf}	4%	11% ^{ab}	8% ^{ab}	21% ^{kaf}	4%	2%	3%	6% ^j	1%
No	4780	3798	436	497	265	4515	638	196	4113	649
	80% ^{cde}	86% ^{acd}	72% ^d	57%	53%	82% ^{ae}	94% ^{ah}	89% ^a	78%	92% ^{kai}
Refused	20	6	2	3	-	20	3	-	10	2
	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	-	-	1	8	2	-	1	-
	0.1%	0%	-	-	0.1%	0%	0%	-	0%	-

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes, I do	949	907	37	5	120	270	362	196	364	159	412	637	99	183
	16% <i>cj</i>	17% <i>c</i>	6%	19%	14%	16%	17% <i>e</i>	16%	21% <i>ajk</i>	12%	14%	15%	18% <i>l</i>	19% <i>al</i>
Yes, my husband/wife/partner does	308	293	14	1	55	100	98	55	111	63	132	223	31	55
	5% <i>c</i>	5% <i>c</i>	2%	4%	6%	6%	5%	4%	6% <i>ak</i>	5%	5%	5%	6%	6%
No	4780	4185	577	18	718	1327	1725	1010	1267	1071	2348	3521	425	760
	80% <i>i</i>	78%	92% <i>ab</i>	75%	81%	79%	80%	80%	74%	83% <i>ai</i>	82% <i>al</i>	81% <i>n</i>	77%	77%
Refused	20	18	2	-	2	4	6	9	2	3	4	14	2	1
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Don't know	9	6	2	*	1	3	3	2	-	-	1	7	1	-
	-	-	-	2%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1695	1228	1410
Yes	499	411	48	39	56	309	134	113	129	116	140
	8%e	8%	9%	11%	5%	10%aag	8%e	8%	7%	9%i	10%ahi
No	5461	4642	504	315	1109	2788	1564	1339	1759	1103	1260
	91%fk	92%	90%	89%	95%atg	90%	92%if	92%k	93%jk	90%	89%
Refused	16	9	7	-	2	5	8	-	4	5	7
	*	*	1%abd	-	*	*	*	-	*	*h	*h
Don't know	11	10	-	1	4	5	2	2	3	3	4
	*	*	-	*	*	*	*	*	*	*	*

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (g)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3457	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	499	155	288	36	20	143	355	307	71	113
	8%dg	9%d	8%d	6%	10%d	15%ag	7%	8%h	6%	12%ahj
No	5461	1501	3202	592	166	804	4657	3365	1155	859
	91%efj	91%e	92%e	92%e	85%	85%	92%af	91%h	94%ahj	88%
Refused	16	1	1	13	1	-	16	9	3	3
	0%	0%	0%	2%abc	0%	0%	0%	0%	0%	0%
Don't know	11	-	3	-	7	2	10	8	3	-
	0%	0%	0%	0%	4%abcd	0%	0%	0%	0%	0%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	499	374	62	62	499	-	38	23	472	27
	8%g	8%	10% ^d	7%	100% ^{kaf}	-	6%	11% ^g	9% ^j	4%
No	5461	4060	543	804	-	5461	636	198	4769	673
	91% ^{ae}	91%	89%	93% ^c	-	100% ^{ae}	90% ^h	89%	91% ⁱ	96% ^{ai}
Refused	16	4	2	2	-	16	3	-	8	1
	-	-	-	-	-	-	-	-	-	-
Don't know	11	2	1	-	-	11	3	-	3	2
	0% ^{bi}	-	-	-	-	-	-	-	-	0% ⁱ

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

	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT			
	Total (a)	White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	499	467	27	5	115	158	144	81	164	120	210	361	32	92
	8%cpm	9%c	4%	23%	13%afgh	9%gh	7%	6%	10%k	9%k	7%	8%	6%	9%lm
No	5461	4850	593	18	767	1515	2014	1165	1541	1162	2655	3972	515	886
	91%a	91%a	94%ab	75%	67%	90%e	93%aef	93%ef	90%	90%	93%aij	91%	94%an	90%
Refused	16	12	4	-	1	3	3	10	2	2	2	10	1	1
	-	-	1%	-	-	-	-	1%aefg	-	-	-	-	-	-
Don't know	11	6	5	-	1	5	3	2	1	2	2	8	1	2
	-	-	1%ab	2%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	5956											
Weighted Base	5987	5057	524	375	1147	2579	2130	1171	1551	1139	2095	
		5072	559	355	1172	3107	1708	1454	1895	1228	1410	
A: Under £100 \ Under £400 \ Under £5,000	154	131	13	9	56	72	26	10	50	19	75	
	3%gh	3%	2%	3%	5%atg	2%	2%	1%	3%h	2%	5%ahj	
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482	398	54	31	100	166	216	19	84	89	290	
	8%fh	8%	10%	9%	9%t	5%	13%aef	1%	4%h	7%hi	21%ahj	
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684	547	95	41	133	273	278	56	202	169	257	
	11%fh	11%	17%abd	12%	11%t	9%	16%aef	4%	11%h	14%ahi	18%ahj	
D: £309 - £389 \ £1,334 - £1,849 \ £16,000 - £19,999	409	347	33	29	80	196	132	59	125	111	114	
	7%h	7%	6%	8%	7%	6%	8%	4%	7%h	9%ahi	8%h	
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	422	41	33	118	257	121	94	169	145	87	
	8%hk	8%	7%	9%	10%g	8%	7%	6%	9%hk	12%ahik	6%	
F: £490 - £679 \ £2,100 - £2,999 \ £25,000 - £34,999	559	481	51	27	145	300	114	169	197	127	66	
	9%gk	9%	9%	8%	12%atg	10%g	7%	12%ak	10%k	10%k	5%	
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	355	39	17	83	258	69	165	138	89	21	
	7%gk	7%	7%	5%	7%g	8%ag	4%	11%ajk	7%k	7%k	1%	
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	333	31	17	82	265	34	157	136	70	18	
	6%gk	7%	6%	5%	7%g	9%ag	2%	11%ajk	7%k	6%k	1%	
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268	245	15	8	47	196	25	149	94	19	5	
	4%gk	5%cd	3%	2%	4%g	6%aeg	1%	10%ajk	5%k	2%k	-	
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283	252	27	5	30	229	23	193	66	21	3	
	5%degijk	5%cd	5%cd	1%	3%g	7%aeg	1%	13%ajk	3%k	2%k	-	
Nothing/no work or scheme	19	14	4	2	8	9	4	2	9	1	9	
	-	-	1%	-	1%	-	-	-	-	-	1%j	
Refused	1388	1215	109	64	193	696	499	321	468	278	321	
	23%de	24%cd	20%	18%	16%	22%e	29%aef	22%	25%	23%	23%	



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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5986	5057	524	375	1147	2579	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Don't know	454	333	48	73	98	190	167	60	159	89	145
	8%h	7%	9%	20%abc	8%f	6%	10%af	4%	8%h	7%h	10%ahj

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
A: Under £100 \ Under £400 \ Under £5,000	154	154	-	-	-	40	114	37	57	54
		3%cd ^{eh}	9%acde	-	-	4%ag	2%	1%	5%ah	6%ah
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482	482	-	-	-	165	317	159	111	200
		8%cd ^{egh}	29%acde	-	-	17%ag	6%	4%	9%h	20%ah ⁱ
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684	684	-	-	-	182	502	341	151	171
		11%cd ^{egh}	41%acde	-	-	19%ag	10%	9%	12%h	18%ah ⁱ
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409	-	409	-	-	74	335	235	95	74
		7%bde	12%abde	-	-	8%	7%	6%	8%	8%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	-	496	-	-	66	430	304	120	68
		8%bde	14%abde	-	-	7%	9%	8%	10%j	7%
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	559	-	559	-	-	71	487	358	148	50
		9%bde ⁱ	16%abde	-	-	8%	10% ⁱ	10% ^j	12%ah ^j	5%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	-	410	-	-	26	385	308	75	23
		7%bde ^{fj}	12%abde	-	-	3%	8% ⁱ	8%ai ^j	6% ^j	2%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	-	381	-	-	29	352	291	59	28
		6%bde ^{fj}	11%abde	-	-	3%	7% ⁱ	8%ai ^j	5% ^j	3%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268	-	268	-	-	18	250	219	41	7
		4%bde ^{fj}	8%abde	-	-	2%	5% ⁱ	6%ai ^j	3% ^j	1%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283	-	283	-	-	18	265	245	31	4
		5%bde ^{fj}	8%abde	-	-	2%	5% ⁱ	7%ai ^j	3% ^j	*
Nothing/no work or scheme	19	11	6	1	1	4	15	10	8	1
		1%ac	*	*	*	*	*	*	1% ^j	*
Refused	1388	206	513	614	55	176	1212	924	238	203
		23%bcd ⁱ	15%b	96%abce	28%bc	19%	24% ⁱ	25% ^j	19%	21%



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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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Don't know	454	121	168	27	138	80	374	258	98	93
	8%cd	7%cd	5%	4%	71%abcd	8%	7%	7%	8%	10%ah

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)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
A: Under £100 \ Under £400 \ Under £5,000	154 3%g	101 2%	18 3%	34 4%ab	17 3%	137 2%	7 1%	13 6%ag	136 3%	18 3%
B: £100 - £199 \ £400 - £929 \ £5,000 - £9,999	482 8%hgj	236 5%	69 11%ab	170 20%abc	42 8%	440 8%	14 2%	39 18%ag	442 8%j	39 6%
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684 11%hg	434 10%	89 15%ab	160 18%abc	72 14%f	612 11%	43 6%	46 21%ag	599 11%	84 12%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409 7%	303 7%	52 9%	52 6%	49 10%af	360 7%	37 5%	16 7%	356 7%	53 7%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496 8%cd	402 9%cd	52 9%cd	42 5%	45 9%	452 8%	65 10%	23 10%	417 8%	79 11%ai
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	559 9%cd	494 11%acd	40 7%cd	22 3%	61 12%af	497 9%	100 15%ah	21 9%	492 9%	66 9%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410 7%cdh	375 8%acd	21 3%cd	14 2%	24 5%	387 7%	68 10%ah	1 1%	372 7%	38 5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381 6%cdahj	351 8%acd	22 4%cd	8 1%	19 4%	362 7%e	71 10%ah	3 1%	359 7%j	23 3%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268 4%cdhj	260 6%acd	5 1%	3 *	24 5%	244 4%	49 7%ah	-	252 5%j	16 2%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283 5%cdh	271 6%acd	6 1%	5 1%	24 5%	259 5%	66 10%ah	-	246 5%	37 5%
Nothing no work or scheme	19 *	16 *	2 *	1 *	- *	19 *	2 *	2 1%a	17 *	3 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



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

	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Refused	1388	940	167	242	87	1301	122	36	1186	181
	23% ^{bgh}	21%	27% ^{ab}	28% ^{ab}	17%	24% ^a	18%	16%	23%	26%
Don't know	454	256	66	114	36	418	37	21	379	66
	8% ^b	6%	11% ^{ab}	13% ^{ab}	7%	8%	5%	10% ^g	7%	9%

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

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
A: Under £100 \ Under £400 \ Under £5,000	154	131	23	-	13	37	55	50	94	26	33	63	20	56
	3%kl	2%	4%	-	1%	2%	3%	4%aefg	6%ajk	2%k	1%	1%	4%l	6%al
B: £100 - £199 \ £400 - £929 \ £5,000 - £9,999	482	445	35	2	33	111	209	129	253	90	134	243	60	153
	8%ek	8%c	6%	7%	4%	7%e	10%aef	10%aef	15%ajk	7%k	5%	6%	11%al	16%alm
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684	619	64	1	74	192	262	156	290	127	265	456	77	145
	11%ek	12%	10%	3%	8%	11%e	12%e	12%e	17%ajk	10%	9%	10%	14%l	15%al
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409	364	44	-	49	134	161	65	139	92	173	280	43	84
	7%h	7%	7%	2%	6%	8%eh	7%h	5%	8%k	7%	6%	6%	8%	9%j
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	453	43	-	71	164	173	88	190	95	206	357	40	95
	8%	8%	7%	-	8%	10%h	8%	7%	11%ajk	7%	7%	8%	7%	10%
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	559	507	51	1	127	182	172	78	141	130	283	431	31	99
	9%hm	10%	8%	4%	14%afgh	11%gh	8%	6%	8%	10%	10%	10%lm	8%	10%lm
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	378	32	1	81	131	133	65	73	93	242	341	24	45
	7%himn	7%	5%	4%	9%agh	8%h	6%	5%	4%	7%i	8%al	8%mn	4%	5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	344	37	-	93	113	138	38	46	80	251	322	21	30
	6%himn	6%	6%	-	10%afgh	7%h	6%h	3%	3%	6%i	9%aj	7%mn	4%	3%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268	248	20	-	64	94	81	29	26	53	188	239	8	16
	4%himn	5%	3%	-	7%agh	6%gh	4%h	2%	2%	4%i	7%aj	5%amn	2%	2%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283	242	41	-	92	84	76	30	20	48	214	259	14	9
	5%ghimn	5%	7%b	-	10%afgh	5%gh	4%	2%	1%	4%i	7%aj	6%amn	3%n	1%
Nothing no work or scheme	19	16	4	-	3	4	5	7	6	6	7	15	1	4
	-	-	1%	-	-	-	-	1%	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/gh - a/ij/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1256	1708	1284	2869	4351	549	981
Refused	1388	1178	195	15	152	325	530	382	294	334	685	1042	149	165
	23%efin	22%	31%ab	62%	17%	19%	25%ef	30%aefg	17%	26%ai	24%j	24%n	27%an	17%
Don't know	454	410	39	4	32	111	169	141	136	109	188	305	61	81
	8%e	8%	6%	19%	4%	7%e	8%e	11%aefg	8%	9%k	7%	7%	11%al	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1913	1599	159	155	286	789	838	325	518	350	720
Weighted Base	1862	1562	161	138	297	895	670	383	636	369	474
Less than £16,000	338	276	44	19	60	110	188	23	75	69	172
	18%th	18%	27%abd	14%	20%f	12%	25%af	6%	12%h	19%hi	36%ahij
£16,000 or more	687	588	62	37	101	397	188	194	268	142	84
	37%dgk	38%d	39%d	27%	34%	44%aeg	28%	51%aijk	42%ak	38%k	18%
Refused	642	539	47	55	101	309	232	136	226	120	159
	34%	35%	30%	40%	34%	35%	35%	36%	36%	33%	33%
Don't know	194	159	8	27	35	78	81	30	66	38	60
	10%c	10%c	5%	20%abc	12%	9%	12%f	8%	10%	10%	13%h

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)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1913	445	630	652	216	329	1584	1181	338	360
Weighted Base	1862	338	687	642	194	261	1601	1192	344	297
Less than £16,000	338	338	-	-	-	90	248	163	81	87
	18%cdgfh	100%acde	-	-	-	35%ag	15%	14%	24%ah	29%ah
£16,000 or more	687	-	687	-	-	53	634	508	108	66
	37%bdefj	-	100%abde	-	-	20%	40%f	43%aij	32%ij	22%
Refused	642	-	-	642	-	84	557	416	115	98
	34%bce	-	-	100%abce	-	32%	35%	35%	34%	33%
Don't know	194	-	-	-	194	33	162	105	39	46
	10%bcd	-	-	-	100%abcd	13%	12%	9%	11%	15%ah

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	1913	1112	267	474	129	1784	135	75	1649	233
Weighted Base	1862	1212	235	358	123	1738	161	59*	1582	250
Less than £16,000	338	148	49	138	25	313	17	18	308	29
	18%bg	12%	21%b	39%abc	20%	18%	11%	30%ag	19%j	12%
£16,000 or more	687	545	78	57	42	645	72	18	586	100
	37%cd	45%acd	33%cd	16%	34%	37%	45%	30%	37%	40%
Refused	642	421	79	108	35	605	50	19	527	96
	34%	35%	33%	30%	29%	35%	31%	33%	33%	38%
Don't know	194	98	31	54	20	174	22	4	162	25
	10%b	8%	13%b	15%ab	16%f	10%	14%	7%	10%	10%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j
 * 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 (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	1913	1679	216	18	177	436	736	564	491	451	865	1340	239	284
Weighted Base	1862	1604	238	19**	187	440	705	530	436	450	879	1362	210	249
Less than £16,000	338	306	31	2	14	66	140	118	144	75	109	213	46	68
£16,000 or more	18%ek	19%lc	13%	8%	8%	15%e	20%ef	22%aef	33%ajk	17%k	12%	16%	22%l	27%al
Refused	687	603	79	5	93	170	268	156	114	166	391	565	54	64
Don't know	37%himm	38%	33%	26%	50%afgh	39%h	38%h	29%	26%	37%i	44%aj	41%amm	26%	26%
	642	525	105	11	64	162	221	195	124	165	300	455	83	87
	34%l	33%	44%ab	56%	34%	37%	31%	37%	28%	37%j	34%l	33%	39%	35%
	194	170	22	2	16	42	75	61	55	43	80	129	28	29
	10%	11%	9%	10%	9%	10%	11%	11%	13%	10%	9%	9%	13%	12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - once	629	548	51	31	339	238	51	133	240	109	147
	11%g	11%	9%	9%	29%afg	8%g	3%	9%	13%ahjk	9%	10%
Yes - more than once	30	28	3	-	26	5	-	1	15	7	8
	1%gh	1%	1%	-	2%afg	*	-	*	1%h	1%h	1%h
No	5305	4479	501	325	801	2857	1646	1320	1635	1107	1243
	89%el	88%	90%	91%	68%	92%ae	96%aef	91%aik	86%	90%i	88%
Refused	18	12	5	-	3	5	10	-	4	3	10
	*	*	1%ab	-	*	*	1%l	-	*	*	1%ahl
Don't know	6	6	-	-	2	2	1	-	1	3	2
	*	*	-	-	*	*	*	-	*	*	*

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes - once	629	176	394	37	22	65	564	199	329	91
	11% ^{djh}	11% ^d	11% ^d	6%	11% ^d	7%	11% ^f	5%	27% ^{ahj}	9% ^h
Yes - more than once	30	13	15	2	-	2	29	4	23	4
	1% ^h	7%	-	-	-	-	1%	-	2% ^{ahj}	* ^h
No	5305	1469	3084	586	166	882	4423	3474	875	875
	89% ^{ai}	89%	88%	91% ^{ice}	85%	93% ^{ag}	88%	94% ^{aij}	71%	90% ^{il}
Refused	18	-	-	16	1	-	18	8	4	5
	* ^{bc}	-	-	3% ^{abc}	1% ^{bc}	-	-	-	-	1%
Don't know	6	-	-	-	6	-	6	4	1	-
	-	-	-	-	3% ^{abcd}	-	-	-	-	-

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes - once	629	564	33	27	41	588	112	41	506	122
	11%cd	13%acd	5% ^d	3%	8%	11%	16% ^a	18% ^a	10%	17% ^{ai}
Yes - more than once	30	30	1	-	3	27	3	2	26	5
	1% ^d	1% ^d	-	-	1%	-	-	1%	-	1%
No	5305	3842	572	838	455	4850	564	178	4710	575
	89% ^{bq}	87%	94% ^{ab}	96% ^{abc}	91%	89%	83%	89%	90% ^j	82%
Refused	18	4	2	4	-	18	1	-	10	1
	* ^b	-	-	* ^b	-	-	-	-	-	-
Don't know	6	-	-	-	-	6	2	-	-	-
	* ⁱ	-	-	-	-	-	-	-	-	-

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes - once	629	547	81	1	139	179	187	123	199	146	272	412	61	146
	11%g	10%	13%	6%	16%a gh	11%	9%	10%	12%k	11%	9%	9%	11%	15%a lm
Yes - more than once	30	25	5	-	4	14	4	9	11	8	12	21	3	7
	7%	-	1%	-	-	1%g	-	1%g	1%	1%	-	-	1%	1%
No	5305	4745	537	23	739	1484	1965	1117	1490	1126	2582	3902	483	824
	89%can	89%c	85%	94%	84%	88%e	91%aef	89%e	88%	88%	90%j	90%n	88%n	84%
Refused	18	15	3	-	-	2	7	8	2	3	3	12	1	3
	-	-	-	-	-	-	-	1%ef	-	-	-	-	-	-
Don't know	6	3	3	-	1	3	1	1	-	-	-	4	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a|i/j/k - a|l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5967	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes 1477	1226	140	111	310	858	398	405	473	325	273
25% ^{gk}	24%	25%	31% ^{ab}	26% ^g	28% ^{aag}	18%	28% ^{ak}	25% ^k	28% ^{ak}	13%
No 4511	3847	419	245	861	2250	1400	1049	1422	903	1137
75% ^{djh}	76% ^d	75%	69%	74%	72%	82% ^{aef}	72%	75%	74%	81% ^{ahj}

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)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1477	382	999	70	26	283	1194	886	321	249
25%de		23%de	29%abde	11%	13%	30%ag	24%	24%	26%	26%
No	4511	1276	2495	572	168	666	3844	2804	911	727
75%cf		77%cf	71%	89%abc	87%abc	70%	76%cf	78%	74%	74%

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			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Yes	1477	1245	116	112	174	1302	192	56	1361	112
	25%cd	28%acd	19%d	13%	35%af	24%	28%	25%	26%j	16%
No	4511	3194	492	757	325	4186	489	166	3891	590
	75%ba	72%	81%ab	87%abc	65%	76%a	72%	75%	74%	84%ai

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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Yes	1477	1371	104	1	356	484	446	190	436	310	720	1078	101	285
	25% ^{cghm}	26% ^c	17%	6%	40% ^{aefgh}	29% ^{aagh}	21% ^h	15%	26%	24%	25%	25% ^{lm}	18%	29% ^{alm}
No	4511	3964	524	22	528	1197	1717	1068	1272	974	2149	3273	448	696
	75% ^{efn}	74%	83% ^{ab}	94%	60%	71% ^{ae}	79% ^{aef}	85% ^{aefg}	74%	76%	75%	75% ⁿ	82% ^{alm}	71%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
NATION											
England	5072	5072	-	-	1011	2650	1411	1248	1638	1013	1174
	85%cdg	100%acd	-	-	86%g	85%g	83%	86%j	86%k	82%	83%
Scotland	559	-	559	-	103	277	179	151	153	124	131
	9%bd	-	100%abd	-	9%	9%	10%	10%i	8%	10%	9%
Wales	355	-	-	355	57	180	117	56	103	91	105
	6%bch	-	-	100%abc	5%	6%	7%e	4%	5%	7%hi	7%ahi
AGE											
16-34	1172	1011	103	57	1172	-	-	184	441	249	298
	20%fgh	20%	18%	16%	100%afg	-	-	13%	23%ah	20%h	21%h
35-64	3107	2650	277	180	-	3107	-	852	955	676	624
	52%eag	52%	49%	51%	-	100%aeg	-	59%aik	50%k	55%ik	44%
65+	1708	1411	179	117	-	-	1708	418	498	303	489
	29%efg	28%	32%	33%b	-	-	100%aef	29%j	26%	25%	35%ahj
SOCIAL GRADE											
AB	1454	1248	151	56	184	852	418	1454	-	-	-
	24%deijk	25%d	27%d	16%	16%	27%aeg	24%e	100%aijk	-	-	-
C1	1895	1638	153	103	441	955	498	-	1895	-	-
	32%ghjk	32%c	27%	29%	38%afg	31%	29%	-	100%ahjk	-	-
C2	1228	1013	124	91	249	676	303	-	-	1228	-
	21%ghk	20%	22%	26%ab	21%g	22%g	18%	-	-	100%ahik	-
DE	1410	1174	131	105	298	624	489	-	-	-	1410
	24%hi	23%	23%	30%abc	25%f	20%	29%af	-	-	-	100%ahij
INCOME											
Below £16,000p.a.	1658	1351	206	101	348	621	688	108	411	345	795
	28%fh	27%	37%abd	28%	30%f	20%	40%aef	7%	22%h	28%hi	56%ahij
£16,000p.a. or more	3493	3023	298	172	688	2099	707	1180	1191	725	397
	58%cdgk	60%cd	53%	49%	59%g	68%aeg	41%	81%aijk	63%ak	59%k	28%
Refused	642	539	47	55	101	309	232	136	226	120	159
	11%e	11%	8%	15%abc	9%	10%	14%aef	9%	12%h	10%	11%
Don't know	194	159	8	27	35	78	81	30	66	38	60
	3%ch	3%c	1%	8%abc	3%	3%	5%aef	2%	3%h	3%	4%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
DISABILITY											
Disabled	949	739	116	94	61	400	488	176	231	175	368
	16%efhi	15%	21%ab	27%ab	5%	13%e	29%aef	12%	12%	14%	26%ahij
Not disabled	5038	4334	444	261	1111	2707	1220	1278	1664	1053	1043
	84%cdgk	85%cd	79%	73%	95%aifg	87%ag	71%	88%ak	88%ak	86%k	74%
TENURE											
Owned/ Mortgage	3690	3136	337	217	319	2026	1345	1214	1246	734	496
	62%ek	62%	60%	61%	27%	65%ae	79%aef	83%aijk	66%ajk	60%k	35%
Rent private	1232	1067	86	79	584	562	85	175	456	258	343
	21%cfgh	21%c	15%	22%c	50%afg	18%g	5%	12%	24%ah	21%h	24%ahj
Rent local authority	976	800	118	58	252	478	246	52	170	216	538
	16%ghi	16%	21%ab	16%	21%afg	15%	14%	4%	9%h	18%hi	38%ahij
INTERNET USER											
Uses internet frequently	4440	3829	372	238	1100	2621	718	1249	1536	887	768
	74%cdgk	75%cd	67%	67%	94%afg	84%ag	42%	86%aijk	81%ajk	72%k	54%
Uses internet infrequently	608	513	56	38	45	284	279	98	151	149	211
	10%ehi	10%	10%	11%	4%	9%e	16%aef	7%	8%	12%hi	15%ahij
Does not use internet	869	671	122	75	11	172	686	97	188	181	403
	15%efhi	13%	22%ab	21%ab	1%	6%e	40%aef	7%	10%h	15%hi	29%ahij
CARER											
Carer	499	411	48	39	56	309	134	113	129	116	140
	8%e	8%	9%	11%	5%	10%aeg	8%e	8%	7%	9%i	10%ahi
Non-carer	5488	4661	511	316	1115	2798	1575	1341	1766	1112	1270
	92%fk	92%	91%	89%	95%afg	90%	92%f	92%k	93%jk	91%	90%
FAMILY											
Child under 5 AND ABC1C2	681	585	56	40	327	350	4	199	284	197	-
	11%gk	12%	10%	11%	28%afg	11%g	-	14%ak	15%ak	16%ak	-
Child under 5 AND DE	221	186	18	17	150	71	-	-	-	-	221
	4%ghj	4%	3%	5%	13%afg	2%g	-	-	-	-	16%ahj
ENGLISH AS ONLY MAIN LANGUAGE											
Yes	5252	4432	530	290	924	2677	1650	1290	1671	1076	1215
	88%de	87%cd	95%abd	81%	79%	86%e	97%aef	89%k	89%	88%	86%
No	703	614	23	66	242	412	48	159	214	146	183
	12%cd	12%c	4%	19%abc	21%afg	13%g	3%	11%	11%	12%	13%

Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
ETHNIC ORIGIN											
White	5335	4434	549	352	958	2706	1671	1327	1642	1122	1243
		89%be	87%	98%ab	82%	87%e	98%aef	91%aik	87%	91%aik	88%
Non-white	628	615	10	3	210	385	33	122	242	106	158
		10%cdgh	12%acd	2%	18%aifg	12%aig	2%	8%	13%aihj	9%	11%hij
Refused	24	24	-	-	3	16	5	5	10	-	9
		j	-	-	-	1%	-	-	1%j	-	1%j
SEGMENTS											
Switched on	884	758	75	51	138	534	212	341	289	149	105
		15%egk	15%	14%	12%	17%aeg	12%	23%aijk	15%jk	12%k	7%
Tuned in	1682	1451	138	92	332	892	458	458	576	331	316
		28%k	29%	25%	28%	29%	27%	32%ajk	30%k	27%k	22%
On Standby	2164	1832	201	131	393	1092	679	477	685	455	546
		36%h	36%	37%	34%	35%	40%aef	33%	36%	37%h	39%ah
Unplugged	1258	1031	146	81	309	590	360	177	345	294	442
		21%fhj	20%	26%ab	26%afg	19%	21%	12%	18%h	24%ahi	31%ahij
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE											
Agree	1708	1419	173	117	387	964	358	206	434	411	657
		23%ghj	29%	31%	33%ag	31%ag	21%	14%	23%h	33%ahi	47%ahij
Neutral	1284	1075	128	81	277	677	330	307	441	247	289
		21%	23%	23%	24%g	22%g	19%	21%	23%	20%	21%
Disagree	2869	2468	247	154	479	1417	973	921	977	550	421
		48%ek	49%	43%	41%	46%e	57%aef	63%aijk	52%ajk	45%k	30%
METHOD OF PAYMENT											
Direct Debit	4351	3717	400	234	705	2268	1378	1282	1506	837	726
		73%dek	73%cd	66%	60%	73%e	81%aef	86%aijk	79%ajk	66%k	51%
Standard Credit	549	476	47	27	85	253	210	95	153	132	168
		9%h	9%	8%	7%	8%	12%aef	7%	8%	11%hi	12%ahi
PPM	981	806	86	86	382	525	93	68	209	256	449
		16%ghj	16%	24%abc	31%afg	17%g	5%	5%	11%h	21%ahi	32%ahij

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
NATION										
England	5072	1351	3023	539	159	739	4334	3136	1067	800
	85%bfj	82%	87%ab	84%	82%	78%	86%f	85%j	87%j	82%
Scotland	559	206	298	47	8	116	444	337	86	118
	9%eh	12%acde	9%e	7%	4%	12%ag	9%	9%j	7%	12%ahj
Wales	355	101	172	55	27	94	261	217	79	58
	6%	6%	5%	9%abc	14%abcd	10%ag	5%	6%	6%	6%
AGE										
16-34	1172	348	688	101	35	61	1111	319	584	252
	20%dlh	21%d	20%cd	16%	18%	6%	22%af	9%	47%ahj	26%ah
35-64	3107	621	2099	309	78	400	2707	2026	562	478
	52%befi	37%	60%abde	48%b	40%	42%	54%f	55%ajj	46%	49%
65+	1708	688	707	232	81	488	1220	1345	85	246
	29%ceg	42%acd	20%	36%ac	42%ac	51%ag	24%	36%ajj	7%	25%j
SOCIAL GRADE										
AB	1454	108	1180	136	30	176	1278	1214	175	52
	24%bfej	7%	34%abde	21%b	15%b	19%	25%f	33%ajj	14%j	5%
C1	1895	411	1191	228	66	231	1864	1246	456	170
	32%bfj	25%	34%ab	35%b	34%b	24%	33%f	34%ajj	37%ajj	17%
C2	1228	345	725	120	38	175	1053	734	258	216
	21%	21%	21%	19%	21%	18%	21%	20%	21%	22%
DE	1410	795	397	159	60	368	1043	496	343	538
	24%ceg	48%acde	11%	25%c	31%ac	39%ag	21%	13%	28%ah	55%ahj
INCOME										
Below £16,000p.a.	1658	1658	-	-	-	477	1181	699	400	512
	28%cdgfh	100%acde	-	-	-	50%ag	23%	19%	32%ah	52%ahj
£16,000p.a. or more	3493	-	3493	-	-	355	3139	2470	678	320
	58%bdefij	-	100%abde	-	-	37%	62%af	67%ajj	55%j	33%
Refused	642	-	-	642	-	84	557	416	115	98
	11%bce	-	-	100%abce	-	9%	11%f	11%	9%	10%
Don't know	194	-	-	-	194	33	162	105	39	46
	3%bcd	-	-	-	100%abcd	3%	3%	3%	3%	5%ah

Q. Breaks X Breaks

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
DISABILITY										
Disabled	949	477	355	84	33	949	-	523	134	260
	16%cpn	29%acde	10%	17%ic	100%ag	-	14%j	14%	71%	27%ahj
Not disabled	5038	1181	3139	557	162	-	5038	3167	1097	715
	84%bfj	71%	90%abde	87%b	83%b	-	100%af	86%aj	89%ahj	73%
TENURE										
Owned/ Mortgage	3690	699	2470	416	105	523	3167	3690	-	-
	62%beij	42%	71%abde	65%be	54%b	55%	63%if	100%ajj	-	-
Rent private	1232	400	678	115	39	134	1097	-	1232	-
	21%bfj	24%acd	19%	19%	20%	14%	22%if	-	100%ahj	-
Rent local authority	976	512	320	98	46	260	715	-	-	976
	16%cpn	31%acde	9%	15%ic	24%acd	27%ag	14%	-	-	100%ahj
INTERNET USER										
Uses Internet frequently	4440	919	3002	421	98	500	3939	2727	1072	586
	74%bdefj	55%	86%abde	66%be	50%	53%	78%af	74%j	87%ahj	60%
Uses Internet infrequently	608	224	275	78	31	127	481	386	77	134
	10%cd	14%ac	8%	12%ic	16%ac	13%ag	10%	10%j	6%	14%ahj
Does not use Internet	869	502	204	108	54	316	553	541	68	237
	15%cp	30%acd	6%	17%ic	28%acd	33%ag	11%	15%j	5%	24%ahj
CARER										
Carer	499	155	288	36	20	143	355	307	71	113
	8%dg	9%d	8%d	6%	10%d	15%ag	7%	8%j	6%	12%ahj
Non-carer	5488	1503	3206	605	174	805	4683	3382	1161	863
	92%j	91%	92%	94%abce	90%	85%	93%af	92%j	94%ahj	88%
FAMILY										
Child under 5 AND ABC1C2	681	81	528	50	22	26	655	328	239	107
	11%bdm	5%	15%abd	8%b	11%b	3%	13%af	9%	19%ahj	11%h
Child under 5 AND DE	221	116	82	19	4	19	202	19	96	104
	4%cfh	7%acde	2%	3%	2%	2%	4%f	1%	8%ah	11%ahj
ENGLISH AS ONLY MAIN LANGUAGE										
Yes	5252	1484	3080	527	162	903	4349	3414	910	847
	88%cp	90%ade	88%de	82%	83%	95%ag	88%	93%ajj	74%	87%j

Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1165	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
No	703 12%fh	170 10%	411 12%	96 15%abc	25 13%	45 5%	657 13%f	255 7%	315 26%ahj	124 13%h
ETHNIC ORIGIN										
White	5335 89%dj	1501 91%d	3138 90%cd	526 82%	170 88%	907 96%ag	4428 88%	3433 93%aij	983 80%	839 86%j
Non-white	628 10%fh	153 9%	348 10%	105 16%abc	22 11%	37 4%	591 12%f	247 7%	243 20%ahj	129 13%ah
Refused	24 -	4 -	7 -	11 2%abc	- 1%c	5 -	19 -	10 -	6 -	7 1%h
SEGMENTS										
Switched on	984 15%bdeij	134 8%	670 19%abde	64 10%	16 8%	120 13%	763 15%f	657 18%aij	142 12%j	69 7%
Tuned in	1682 28%bj	405 24%	1073 31%abde	162 25%	42 22%	270 28%	1412 28%	1151 31%aij	313 25%j	200 20%
On Standby	2164 36%	666 40%acd	1202 34%	221 34%	75 39%	362 38%	1801 36%	1335 36%	439 36%	349 36%
Unplugged	1258 21%ch	453 27%ac	549 16%	195 30%ac	61 31%ac	196 21%	1062 21%	536 15%	337 27%ah	358 37%ahi
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE										
Agree	1708 29%cdgh	781 47%acde	749 21%	124 19%	55 28%cd	364 38%ag	1344 27%	701 19%	479 39%ah	484 50%ahi
Neutral	1284 21%bf	319 19%	757 22%b	165 26%abc	43 22%	159 17%	1125 22%f	808 22%	272 22%	191 20%
Disagree	2869 48%efi	541 33%	1948 56%abde	300 47%b	80 41%b	412 43%	2457 49%f	2107 57%aij	454 37%j	276 28%
METHOD OF PAYMENT										
Direct Debit	4351 73%bfij	974 59%	2793 80%abde	455 71%b	129 66%b	637 67%	3715 74%f	3171 86%aij	758 62%j	375 38%
Standard Credit	549 9%c	202 12%ac	236 7%	83 13%ac	28 14%ac	99 10%	450 9%	316 9%	113 9%	104 11%h
PPM	981 16%ch	422 25%acde	442 13%	87 14%	29 15%	183 19%ag	798 16%	172 5%	341 28%ah	441 45%ahi

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j



Q. Breaks X Breaks

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	627	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
NATION										
England	5072	3829	513	671	411	4661	585	186	4432	614
	85% ^d	86% ^{ad}	84% ^d	77%	52%	85%	86%	84%	84%	87%
Scotland	559	372	59	122	48	511	56	18	530	23
	9% ^j	8%	9%	14% ^{abc}	10%	9%	8%	8%	10% ^j	3%
Wales	355	238	38	75	39	316	40	17	290	66
	6%	5%	6%	9% ^{ab}	8%	6%	6%	8%	6%	9% ^{ai}
AGE										
16-34	1172	1100	45	11	56	1115	327	150	924	242
	20% ^{cde}	25% ^{acd}	7% ^d	1%	11%	20% ^{ee}	48% ^a	68% ^{ag}	16%	34% ^{ai}
35-64	3107	2621	284	172	305	2786	350	71	2677	412
	52% ^{cdeh}	59% ^{acd}	47% ^d	20%	62% ^{aef}	51% ^f	51% ^{ch}	32%	51%	59% ^{ai}
65+	1708	718	279	686	134	1575	4	-	1650	48
	29% ^{bg}	16%	46% ^{ab}	79% ^{abc}	27%	29%	1%	-	31% ^{aj}	7%
SOCIAL GRADE										
AB	1454	1249	98	97	113	1341	199	-	1290	159
	24% ^{cdeh}	28% ^{acd}	16% ^d	11%	23%	24%	29% ^{ah}	-	25%	23%
C1	1895	1536	151	188	129	1766	284	-	1671	214
	32% ^{cdeh}	35% ^{acd}	25%	22%	26%	32% ^{ae}	42% ^{ah}	-	32%	31%
C2	1228	887	149	181	116	1112	197	-	1076	146
	21% ^h	20%	24% ^{ab}	21%	23%	20%	29% ^{ah}	-	20%	21%
DE	1410	768	211	403	140	1270	-	221	1215	183
	24% ^{bg}	17%	35% ^{ab}	46% ^{abc}	28% ^{aef}	23%	-	100% ^{ag}	23%	26%
INCOME										
Below £16,000p.a.	1659	919	224	502	155	1503	81	116	1484	170
	28% ^{bg}	21%	37% ^{ab}	58% ^{abc}	31%	27%	12%	52% ^{ag}	28% ^{aj}	24%
£16,000p.a. or more	3493	3002	275	204	288	3206	528	82	3080	411
	58% ^{cdeh}	68% ^{acd}	45% ^d	23%	58%	58%	78% ^{ah}	37%	59%	59%
Refused	642	421	78	108	36	605	70	19	527	96
	11% ^{eg}	9%	13% ^b	12% ^b	7%	11% ^e	7%	9%	10%	14% ^{ai}

Q. Breaks X Breaks

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

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	627	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Don't know	194	98	31	54	20	174	22	4	162	25
	3%ab	2%	5%ab	6%ab	4%	3%	3%	2%	3%	4%
DISABILITY										
Disabled	949	500	127	316	143	805	26	19	903	45
	16%bgj	11%	21%ab	36%abc	29%af	15%	4%	9%g	17%j	6%
Not disabled	5038	3939	481	553	355	4683	655	202	4349	657
	84%cdde	89%acd	79%cd	64%	71%	85%ae	96%ah	91%a	83%	94%kai
TENURE										
Owned/ Mortgage	3690	2727	386	541	307	3382	329	19	3414	255
	62%ghj	61%	63%	62%	62%	62%	48%h	9%	65%aj	36%
Rent private	1232	1072	77	68	71	1161	239	96	910	315
	21%cdel	24%acd	13%cd	8%	14%	21%ae	35%a	43%ag	17%	45%kai
Rent local authority	976	586	134	237	113	863	107	104	847	124
	16%ab	13%	22%ab	27%abc	23%af	16%	16%	47%ag	16%	18%
INTERNET USER										
Uses Internet frequently	4440	4440	-	-	374	4066	649	186	3843	597
	74%cd	100%acd	-	-	75%	74%	95%ah	84%a	73%	85%kai
Uses Internet infrequently	608	-	608	20	62	546	20	25	549	57
	10%bdg	-	100%abd	-	12%	10%	3%	11%g	10%	8%
Does not use Internet	869	-	-	869	62	807	3	5	828	41
	15%bcghj	-	-	100%abc	12%	15%	-	2%g	16%j	6%
CARER										
Carer	499	374	62	62	499	-	38	23	472	27
	8%ga	8%	10%cd	7%	100%af	-	6%	11%g	9%j	4%
Non-carer	5488	4066	546	807	-	5488	642	198	4780	676
	92%e	92%	90%	93%e	-	100%ae	94%ah	89%	91%	96%kai
FAMILY										
Child under 5 AND ABC1C2	681	649	20	3	38	642	681	-	507	170
	11%cdeni	15%acd	3%cd	-	6%	12%ae	100%ah	-	10%	24%kai
Child under 5 AND DE	221	186	25	5	23	198	-	221	166	53
	4%dg	4%cd	4%cd	7%	5%	4%	-	100%ag	3%	8%kai

Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE	
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
ENGLISH AS ONLY MAIN LANGUAGE										
Yes	5252	3843	549	828	472	4780	507	166	5252	-
	88%gh	87%	90%b	95%abc	95%af	87%	75%	75%	100%aj	-
No	703	597	57	41	27	676	170	53	-	703
	12%de	13%acd	9%b	5%	5%	12%a	25%a	24%a	-	100%ai
ETHNIC ORIGIN										
White	5335	3894	553	838	467	4868	523	174	4950	385
	89%ghj	88%	91%b	96%abc	94%af	89%	77%	79%	94%aj	52%
Non-white	628	531	52	29	27	602	157	46	286	332
	10%de	12%acd	9%b	3%	5%	11%a	23%a	21%a	5%	47%ai
Refused	24	15	3	2	5	18	1	2	17	5
	-	-	1%	-	1%af	-	-	1%	-	1%
SEGMENTS										
Switched on	884	799	54	28	115	768	99	16	826	55
	15%cdj	18%acd	9%b	3%	23%af	14%	15%h	7%	16%j	8%
Tuned in	1682	1343	169	152	158	1523	212	47	1521	151
	28%dh	30%ad	28%b	18%	32%	28%	31%h	21%	29%j	21%
On Standby	2164	1509	231	403	144	2020	246	76	1928	230
	36%be	34%	38%	46%abc	29%	37%a	36%	35%	37%	33%
Unplugged	1258	788	154	286	81	1177	123	82	978	266
	21%bej	18%	25%ab	33%abc	16%	21%a	18%	37%ag	19%	38%ai
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE										
Agree	1708	1219	205	280	164	1544	198	122	1448	260
	29%	27%	34%ab	32%ab	33%af	28%	29%	55%ag	28%	37%ai
Neutral	1284	984	126	167	120	1164	152	47	1138	145
	21%	22%b	21%	19%	24%	21%	22%	21%	22%	21%
Disagree	2869	2191	268	407	210	2659	314	45	2581	288
	48%eh	49%b	44%	47%	42%	48%a	46%h	20%	49%j	41%
METHOD OF PAYMENT										
Direct Debit	4351	3325	431	555	361	3990	481	66	3890	437
	73%dh	75%acd	71%b	64%	72%	73%	71%h	30%	74%j	62%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j



Q. Breaks X Breaks**Base: All who have gas and/or electricity supply and are responsible for it**

	Total (a)	INTERNET USER		CARER		FAMILY		ENGLISH AS ONLY MAIN LANGUAGE		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Carer (e)	Non-carer (f)	Child under 5 AND ABC1C2 (g)	Child under 5 AND DE (h)	Yes (i)	No (j)
Unweighted Base	5956	4023	686	1170	527	5429	557	302	5285	636
Weighted Base	5987	4440	608	869	499	5488	681	221	5252	703
Standard Credit	549	325	62	152	32	517	43	22	439	107
PPM	9%	7%	10% ^b	17% ^{abc}	6%	9% ^e	8%	10%	8%	15% ^{ai}
	981	741	104	123	92	885	149	129	825	154
	16%	17% ^d	17%	14%	19%	16%	22% ^a	58% ^{ag}	16%	22% ^{aj}

Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
NATION														
England	5072	4434	615	24	758	1451	1832	1031	1419	1075	2468	3717	476	806
	85%bhn	83%	98%ab	100%	86%h	86%h	85%	82%	83%	84%	86%l	85%n	87%h	82%
Scotland	559	549	10	-	75	138	201	146	173	128	247	400	47	89
	9%c	10%c	2%	-	8%	8%	9%	12%aefg	10%	10%	9%	9%	9%	9%
Wales	355	352	3	-	51	92	131	81	117	81	154	234	27	86
	6%c	7%c	1%	-	6%	5%	6%	6%	7%k	6%	5%	5%	5%	9%alm
AGE														
16-34	1172	958	210	3	138	332	393	309	387	277	479	705	86	362
	20%bcklm	18%	33%ab	12%	16%	20%e	18%	25%aefg	23%ak	22%k	17%	16%	16%	37%alm
35-64	3107	2706	385	16	534	892	1092	590	964	677	1417	2268	253	525
	52%hkm	51%	81%ab	68%	60%afgh	53%h	50%	47%	56%ak	53%	49%	52%lm	46%	54%lm
65+	1708	1671	33	5	212	458	679	360	358	330	973	1378	210	93
	29%cein	31%ac	5%	19%	24%	27%	31%aef	29%e	21%	26%j	34%aj	32%an	38%aln	9%
SOCIAL GRADE														
AB	1454	1327	122	5	341	458	477	177	206	307	921	1282	95	68
	24%cdhmn	25%c	19%	21%	39%afgh	27%kagh	22%h	14%	12%	24%j	32%ajj	29%amm	17%h	7%
C1	1895	1642	242	10	289	576	685	345	434	441	977	1506	153	209
	32%hin	31%	39%ab	42%	33%h	34%h	32%h	27%	25%	34%j	34%al	35%amm	28%h	21%
C2	1228	1122	106	-	149	331	455	294	411	247	550	837	132	256
	21%e	21%c	17%	-	17%	20%	21%e	23%aef	24%ajk	19%	19%	19%	24%j	26%al
DE	1410	1243	158	9	105	546	546	442	657	289	421	726	168	449
	24%efi	23%	25%	37%	12%	19%e	25%ef	35%aefg	38%ajk	23%k	15%	17%	31%al	46%alm
INCOME														
Below £16,000p.a.	1559	1501	153	4	134	405	666	453	781	319	541	974	202	422
	28%efi	28%	24%	16%	15%	24%e	31%aef	36%aefg	46%ajk	25%k	19%	22%	37%al	43%alm
£16,000p.a. or more	3493	3138	348	7	670	1073	1202	549	749	757	1948	2793	236	442
	58%ghmn	59%	55%	31%	76%afgh	64%kagh	56%h	44%	44%	59%j	68%ajj	64%amm	43%	45%
Refused	642	526	105	11	64	162	221	195	124	165	300	455	83	87
	11%ei	10%	17%ab	45%	7%	10%	10%e	15%aefg	7%	13%alk	10%j	10%	15%aln	9%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k - a/l/m/n
 ** 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)	ETHNIC ORIGIN			SEGMENTS				FINANCIALLY THINGS ARE A BIT OF A STRUGGLE			METHOD OF PAYMENT		
		White (b)	Non-white (c)	Refused (d)	Switched on (e)	Tuned in (f)	On Standby (g)	Unplugged (h)	Agree (i)	Neutral (j)	Disagree (k)	Direct Debit (l)	Standard Credit (m)	PPM (n)
Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Don't know	194	170	22	2	16	42	75	61	55	43	80	129	28	29
	3%e	3%	3%	8%	2%	3%	3%e	5%aef	3%	3%	3%	3%	5%aln	3%
DISABILITY														
Disabled	949	907	37	5	120	270	362	196	364	159	412	637	99	183
	16%cj	17%c	6%	19%	14%	16%	17%e	16%	21%ajk	12%	14%	15%	18%j	19%al
Not disabled	5038	4428	591	19	763	1412	1801	1062	1344	1125	2457	3715	450	798
	84%in	83%	94%ab	81%	86%g	84%	83%	84%	79%	88%ai	86%i	85%mn	82%	81%
TENURE														
Owned/ Mortgage	3690	3433	247	10	657	1151	1335	536	701	608	2107	3171	316	172
	62%chn	64%ac	39%	40%	76%afgh	68%agh	62%h	43%	41%	63%j	73%am	58%n	17%	
Rent private	1232	983	243	6	142	313	439	337	479	272	454	758	113	341
	21%bed	18%	39%ab	23%	16%	19%	20%e	27%aefg	28%ajk	21%k	16%	17%	21%	35%alm
Rent local authority	976	839	129	7	69	200	349	358	484	191	276	375	104	441
	16%ekl	16%	21%ab	29%	8%	12%e	16%ef	28%aefg	28%ajk	15%k	10%	9%	19%j	45%alm
INTERNET USER														
Uses Internet frequently	4440	3894	531	15	799	1343	1509	788	1219	984	2191	3325	325	741
	74%ghm	73%	85%ab	62%	90%afgh	80%agh	70%h	63%	71%	77%j	76%al	76%am	59%	76%am
Uses Internet infrequently	608	553	52	3	54	169	231	154	205	126	268	431	62	104
	10%e	10%	8%	13%	6%	10%e	11%e	12%ae	12%ak	10%	9%	10%	11%	11%
Does not use Internet	869	838	29	2	28	152	403	286	280	167	407	555	152	123
	15%cefl	16%c	5%	8%	3%	9%e	19%aef	23%aefg	16%j	13%	14%	13%	28%aln	12%
CARER														
Carer	499	467	27	5	115	158	144	81	164	120	210	361	32	92
	8%ghm	9%c	4%	23%	13%afgh	9%gh	7%	6%	10%k	9%k	7%	8%	6%	9%am
Non-carer	5488	4868	602	18	768	1523	2020	1177	1544	1164	2659	3990	517	888
	92%e	91%	96%ab	77%	87%	91%e	93%aef	94%aef	90%	91%	93%j	92%	94%an	91%
FAMILY														
Child under 5 AND ABC1C2	681	523	157	1	99	212	246	123	198	152	314	481	43	149
	11%km	10%	25%ab	4%	11%	13%h	11%	10%	12%	12%	11%	11%km	8%	15%alm
Child under 5 AND DE	221	174	46	2	16	47	76	82	122	47	45	66	22	129
	4%ekl	3%	7%ab	7%	2%	3%	4%e	7%aefg	7%ajk	4%k	2%	2%	4%j	13%alm

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Unweighted Base	5956	5358	573	25	802	1630	2191	1333	1866	1246	2706	4135	606	1087
Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
ENGLISH AS ONLY MAIN LANGUAGE														
Yes	5252	4950	286	17	826	1521	1928	978	1448	1138	2581	3890	439	825
	88%chmn	93%ac	45%	69%	93%afgh	90%ah	89%h	78%	85%	89%j	90%ai	89%amm	80%	84%lm
No	703	365	332	5	55	151	230	286	260	145	288	437	107	154
	12%bckl	7%	53%ab	21%	6%	9%e	11%e	21%aefg	15%ajk	71%	10%	10%	19%al	16%al
ETHNIC ORIGIN														
White	5335	5335	-	-	841	1559	1911	1024	1469	1116	2651	3933	468	836
	89%chmn	100%ac	-	-	95%afgh	93%agh	96%h	81%	86%	87%	92%aj	90%mm	85%	85%
Non-white	628	-	628	-	42	122	239	225	231	164	211	402	79	140
	10%bckl	-	100%ab	-	5%	7%e	11%ef	18%aefg	14%ak	13%ak	7%	9%	14%al	14%al
Refused	24	-	-	24	1	-	14	9	8	4	7	17	2	5
	*bf	-	-	100%	*	-	1%f	1%f	*	*	*	*	*	1%
SEGMENTS														
Switched on	884	841	42	1	884	-	-	-	178	212	480	785	42	51
	15%cdhmn	16%c	7%	4%	100%afgh	-	-	-	10%	17%j	17%ai	18%amm	8%	5%
Tuned in	1682	1559	122	-	-	1682	-	-	424	345	881	1359	104	205
	28%ceghmn	29%c	19%	-	-	100%aagh	-	-	25%	27%	31%aj	31%amm	19%	21%
On Standby	2164	1911	239	14	-	-	2164	-	655	455	1018	1514	255	358
	36%efh	36%	38%	59%	-	-	100%aeth	-	38%	35%	35%	35%	46%aln	36%
Unplugged	1258	1024	225	9	-	-	-	1258	451	272	490	694	148	367
	21%belgkl	19%	36%ab	37%	-	-	-	100%aefg	26%ajk	21%k	17%	16%	27%al	37%alm
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE														
Agree	1708	1469	231	8	178	424	655	451	1708	-	-	1018	174	473
	29%efjd	28%	37%ab	33%	20%	25%e	30%ef	36%aefg	100%ajk	-	-	23%	32%j	48%alm
Neutral	1284	1116	164	4	212	345	455	272	-	1284	-	946	106	206
	21%ik	21%	26%ab	18%	24%	21%	21%	22%	-	100%aik	-	22%	19%	21%
Disagree	2869	2651	211	7	480	881	1018	490	-	-	2869	2301	256	286
	48%chjn	50%c	34%	29%	54%agh	52%agh	47%h	39%	-	-	100%aj	53%amm	47%n	29%
METHOD OF PAYMENT														
Direct Debit	4351	3933	402	17	785	1359	1514	694	1018	946	2301	4351	24	89
	73%cphtmn	74%c	64%	69%	89%afgh	81%agh	70%h	55%	60%	74%j	80%aj	100%amm	4%	9%lm

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Weighted Base	5987	5335	628	24**	884	1682	2164	1258	1708	1284	2869	4351	549	981
Standard Credit	549	468	79	2	42	104	255	148	174	106	256	24	549	34
PPM	981	836	140	5	51	205	358	367	473	296	286	89	34	981
	16%efkm	16%	22%ab	21%	6%	12%e	17%ef	29%aefg	28%ajk	16%k	10%	2%	6%l	100%alm

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