

9822 Small Business Engagements in Energy Markets 2015
Page 1

Table 1	1
S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills? (Base: All Respondents)	
Table 2	8
S3. Which of the following descriptions applies to the energy supply contract(s) at your site? (Base: All Respondents)	
Table 3	15
S4. How many paid employees does your business currently employ across all sites, excluding owners and partners? (Base: All Respondents)	
Table 4	22
S5. Approximately what proportion of the workforce across all sites is employed on a full time basis? (Base: All with employees)	
Table 5	36
A2. What is your main business activity? (Base: All Respondents)	
Table 6	43
A4. Is your business a franchise? (Base: All Respondents)	
Table 7	50
A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now? (Base: All Respondents)	
Table 8	57
A6. Is this site your head office in Great Britain or a branch? (Base: Where multiple sites and NOT a franchise)	
Table 9	64
A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now? (Base: Where multiple sites)	
Table 10	71
A8. How many branches across Great Britain do you have responsibility for? (Base: Where have responsibility for multiple sites but NOT all)	
Table 11	76
A9. Which of these forms of energy do you use? (Base: All Respondents)	
Table 12	83
A10. And for which do you have responsibility, e.g. arranging contracts or paying bills? (Base: Where use gas and electricity)	
Table 13	90

9822 Small Business Engagements in Energy Markets 2015
Page 1

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Table 14 118

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Table 15 134

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Table 16 146

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Table 17 153

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Table 18 174

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Table 19 190

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Table 20 202

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Table 21 209

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Table 22 216

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Table 23 223

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Table 24 230

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Table 25 237

9822 Small Business Engagements in Energy Markets 2015

Page 1

C6. In how much detail have you looked through your current mains gas/electricity contract?
(Base: All Respondents)

Table 26 251

Summary: C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following?
(Base: Where read/ glanced at contract)

Table 27 253

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document
(Base: Where read/ glanced at contract)

Table 28 266

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall
(Base: Where read/ glanced at contract)

Table 29 278

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges
(Base: Where read/ glanced at contract)

Table 30 291

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates
(Base: Where read/ glanced at contract)

Table 31 302

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?
(Base: All Respondents)

Table 32 309

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?
(Base: Where contract is not the first with current supplier)

Table 33 316

C10. Were you made aware that this contract was being extended or rolled over?
(Base: Where had extension/ rollover)

Table 34 323

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?
(Base: Where contract is not the first with current supplier)

Table 35 337

C12. Why were you dissatisfied?
(Base: Where dissatisfied)

Table 36 358

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?
(Base: All Respondents)

Table 37 365

C12b. In how much detail did you look at the contract renewal letter?
(Base: Where received contract renewal letter)

9822 Small Business Engagements in Energy Markets 2015
Page 1

Table 38	374
C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices? (Base: Where read/ glanced at renewal letter)	
Table 39	381
C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption? (Base: Where read/ glanced at renewal letter)	
Table 40	388
C12d. Did you use your energy price/consumption information to do any of the following? (Base: Where saw energy prices/ consumption)	
Table 41	402
C13. Have you received a mains gas/electricity bill in the last 12 months? (Base: All Respondents)	
Table 42	409
C14. The last time you received a mains gas/electricity bill, do you recall seeing the following? (Base: All Respondents)	
Table 43	416
C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity? (Base: All Respondents)	
Table 44	423
C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill? (Base: Where took action and noticed options)	
Table 45	430
D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following? (Base: All Respondents)	
Table 46	437
D2. And how did you mainly choose your current mains gas/electricity contract or tariff? (Base: All Respondents)	
Table 47	444
D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff? (Base: Where used price comparison website/ telephone service)	
Table 48	457
D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months? (Base: All Respondents)	
Table 49	467
Summary: D4. Thinking about the last time you were approached by a broker, would you say? (Base: Where approached by broker)	
Table 50	468

9822 Small Business Engagements in Energy Markets 2015
Page 1

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker? (Base: Where approached by broker)	
Table 51	475
D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered? (Base: Where approached by broker)	
Table 52	482
D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional? (Base: Where approached by broker)	
Table 53	489
D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services? (Base: Where approached by broker)	
Table 54	496
D5. Did the broker charge you for their services? (Base: Where used broker)	
Table 55	503
D6. Were you aware of this charge before using the broker's services? (Base: Where charged for service)	
Table 56	509
D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff? (Base: Where used broker)	
Table 57	520
D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive? (Base: All Respondents)	
Table 58	533
E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years? (Base: All Respondents)	
Table 59	540
E2. Have you switched mains gas/electricity supplier in the last 12 months? (Base: Where switched in last 5 years)	
Table 60	547
E3. Have you ever considered switching mains gas/electricity supplier? (Base: Where have NOT switched)	
Table 61	554
E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes? (Base: Where switched in last 12 months)	
Table 62	566
E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion? (Base: Where switched in last 12 months)	
Table 63	583

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Table 64 600

Summary: E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it?

(Base: Where switched in last 12 months)

Table 65 602

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Table 66 614

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Table 67 625

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Table 68 635

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Table 69 646

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Table 70 660

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Table 71 667

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Table 72 674

Summary: F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following?

(Base: Where contacted supplier)

Table 73 676

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Table 74 690

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Table 75 704

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication
(Base: Where contacted supplier)

Table 76 718

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?
(Base: All Respondents)

Table 77 725

Summary: H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following?
(Base: All Respondents)

Table 78 727

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money
(Base: All Respondents)

Table 79 741

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options
(Base: All Respondents)

Table 80 755

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs
(Base: All Respondents)

Table 81 769

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided
(Base: All Respondents)

Table 82 783

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?
(Base: All Respondents)

Table 83 802

Summary: H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following?
(Base: All Respondents)

Table 84 804

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices
(Base: All Respondents)

Table 85 818

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers
(Base: All Respondents)

Table 86 832

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices
(Base: All Respondents)

Table 87 846

9822 Small Business Engagements in Energy Markets 2015
Page 1

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers (Base: All Respondents)	
Table 88	860
H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers (Base: All Respondents)	
Table 89	874
H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier (Base: All Respondents)	
Table 90	888
H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier (Base: All Respondents)	
Table 91	902
H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers? (Base: All Respondents)	
Table 92	914
I1b. Which of these ranges does your turnover fall into? (Base: All Respondents)	

Table 1

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes, solely responsible	906 60%	303 70%	383 65%	129 51%	816 64%	513 61%	90 41%	603 56%
Yes, jointly responsible	594 40%	129 30%	208 35%	126 49%	463 36%	334 39%	131 59%	465 44%
		a	b	c	d	e	f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes, solely responsible	906 60%	155 57%	51 54%	282 67%	137 67%	187 56%	94 54%	206 56%	700 62%	728 59%	81 70%	96 62%
Yes, jointly responsible	594 40%	117 43%	44 46%	138 33%	69 33%	148 44%	79 46%	161 44%	433 38%	501 41%	34 30%	59 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes, solely responsible	906 60%	826 62%	80 49%	13 64%	896 61%	3 71%	7 25%	704 60%	200 61%	355 59%	547 62%
Yes, jointly responsible	594 40%	508 38%	85 51%	7 36%	572 39%	1 29%	20 75%	464 40%	127 39%	251 41%	341 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes, solely responsible	906 60%	845 60%	51 64%	423 59%	483 61%	258 60%	312 58%	336 63%	356 61%	334 59%	216 62%
Yes, jointly responsible	594 40%	556 40%	29 36%	288 41%	306 39%	169 40%	227 42%	198 37%	223 39%	236 41%	135 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes, solely responsible	906 60%	594 62%	229 61%	298 60%	171 58%	159 65%	435 60%	660 60%	210 65%	17 63%	430 58%	470 62%
Yes, jointly responsible	594 40%	371 38%	148 39%	197 40%	124 42%	85 35%	286 40%	432 40%	114 35%	10 37%	310 42%	283 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes, solely responsible	906 60%	304 62%	554 60%	504 65%	191 60%	57 56%	220 62%	56 58%	9 39%
Yes, jointly responsible	594 40%	190 38%	365 40%	276 35%	128 40%	44 44%	132 38%	41 42%	14 61%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 1 (continuation)

S1. Are you the person within your business who is solely or jointly responsible for arranging mains gas and electricity contracts or paying these bills?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes, solely responsible	906 60%	368 73%	232 60%	125 56%	70 54%	55 47%	158 64%	83 61%	37 57%	27 50%	13 54%
Yes, jointly responsible	594 40%	140 27%	156 40%	99 44%	60 46%	63 53%	87 36%	54 39%	28 43%	27 50%	11 46%
		a				e					

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 2

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
It is a business contract arranged by yourselves or an energy broker	1500 100%	432 100%	591 100%	255 100%	1279 100%	847 100%	221 100%	1068 100%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
It is a business contract arranged by yourselves or an energy broker	1500 100%	272 100%	95 100%	420 100%	205 100%	336 100%	173 100%	367 100%	1133 100%	1229 100%	116 100%	156 100%

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Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
It is a business contract arranged by yourselves or an energy broker	1500 100%	1333 100%	166 100%	21 100%	1469 100%	4 100%	27 100%	1168 100%	327 100%	607 100%	888 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
It is a business contract arranged by yourselves or an energy broker	1500 100%	1401 100%	80 100%	710 100%	790 100%	427 100%	539 100%	534 100%	578 100%	571 100%	351 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
It is a business contract arranged by yourselves or an energy broker	1500 100%	964 100%	377 100%	494 100%	295 100%	244 100%	721 100%	1092 100%	324 100%	27 100%	740 100%	752 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
It is a business contract arranged by yourselves or an energy broker	1500	494	919	780	319	100	352	97	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 2 (continuation)

S3. Which of the following descriptions applies to the energy supply contract(s) at your site?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
It is a business contract arranged by yourselves or an energy broker	1500 100%	508 100%	387 100%	224 100%	130 100%	119 100%	245 100%	138 100%	65 100%	53 100%	23 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 3

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
None (no employees)	432 29%	432 100%	0 0%	0 0%	432 34%	0 0%	0 0%	0 0%
		a	b	c	d	e	f	g
1-4 employees (Very small micro)	591 39%	0 0%	591 100%	0 0%	591 46%	591 70%	0 0%	591 55%
		a	b	c	d	e	f	g
5-9 employees (Larger micro)	255 17%	0 0%	0 0%	255 100%	255 20%	255 30%	0 0%	255 24%
		a	b	c	d	e	f	g
10-49 Employees (Small)	221 15%	0 0%	0 0%	0 0%	0 0%	0 0%	221 100%	221 21%
		a	b	c	d	e	f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
None (no employees)	432 29%	113 42% a	26 28%	129 31%	36 18% d	100 30%	27 16% f	140 38% g	293 26% h	354 29%	34 29%	44 28%
1-4 employees (Very small micro)	591 39%	91 33% a	31 32%	172 41%	89 43%	141 42%	68 39%	121 33% g	470 41% h	490 40%	48 41%	53 34%
5-9 employees (Larger micro)	255 17%	34 12% a	21 23%	74 18%	43 21%	48 14%	36 21%	55 15%	200 18%	210 17%	19 17%	27 17%
10-49 Employees (Small)	221 15%	34 13%	16 17%	46 11% c	37 18%	46 14%	42 24% f	51 14%	171 15%	175 14%	14 13%	32 21% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
None (no employees)	432 29%	397 30%	35 21%	3 16%	431 29%	2 37%	0 0%	348 30%	82 25%	148 24%	283 32%
		a	b		d		f			i	j
1-4 employees (Very small micro)	591 39%	552 41%	40 24%	13 63%	582 40%	0 0%	9 35%	467 40%	124 38%	208 34%	382 43%
		a	b							i	j
5-9 employees (Larger micro)	255 17%	222 17%	33 20%	1 7%	249 17%	0 0%	6 24%	191 16%	62 19%	116 19%	137 15%
										i	
10-49 Employees (Small)	221 15%	162 12%	58 35%	3 14%	207 14%	3 63%	11 41%	161 14%	59 18%	135 22%	86 10%
		a	b		d		f			i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
None (no employees)	432 29%	397 28%	31 39%	184 26% c	248 31% d	119 28%	142 26%	171 32%	170 29%	149 26%	114 32%
1-4 employees (Very small micro)	591 39%	556 40%	29 36%	278 39%	313 40%	158 37%	205 38%	229 43%	215 37%	228 40%	149 42%
5-9 employees (Larger micro)	255 17%	240 17%	12 15%	131 19%	124 16%	71 17%	103 19%	81 15%	99 17%	106 19%	50 14%
10-49 Employees (Small)	221 15%	209 15%	8 10%	117 16%	104 13%	78 18% e	89 17%	54 10% g	94 16%	88 15%	39 11% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
None (no employees)	432 29%	264 27%	104 28%	167 34% c	108 37% d	73 30%	191 27%	297 27% g	102 32%	13 47%	215 29%	217 29%
1-4 employees (Very small micro)	591 39%	374 39%	146 39%	203 41%	108 37%	95 39%	279 39%	443 41%	118 36%	11 41%	293 40%	296 39%
5-9 employees (Larger micro)	255 17%	172 18%	59 16%	72 15%	39 13%	34 14%	138 19% f	188 17%	57 18%	2 6%	120 16%	132 18%
10-49 Employees (Small)	221 15%	155 16%	67 18%	51 10% c	40 14%	42 17%	113 16%	164 15%	47 14%	2 6%	112 15%	107 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
None (no employees)	432 29%	125 25%	282 31%	231 30%	96 30%	25 25%	87 25%	20 20%	7 30%
1-4 employees (Very small micro)	591 39%	197 40%	360 39%	308 39%	130 41%	32 32%	118 34%	35 36%	6 25%
5-9 employees (Larger micro)	255 17%	92 19%	150 16%	128 16%	50 16%	29 29%	66 19%	22 23%	6 26%
10-49 Employees (Small)	221 15%	81 16%	126 14%	114 15%	43 13%	14 14%	81 23%	21 21%	5 19%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 3 (continuation)

S4. How many paid employees does your business currently employ across all sites, excluding owners and partners?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
None (no employees)	432 29%	240 47%	80 21%	41 18%	20 15%	14 12%	86 35%	30 22%	6 9%	5 9%	4 17%
		a	b	c	d	e	f	g	h	i	j
1-4 employees (Very small micro)	591 39%	202 40%	198 51%	85 38%	36 27%	27 22%	93 38%	52 38%	17 27%	16 29%	2 7%
			b	d	e			h			j
5-9 employees (Larger micro)	255 17%	48 9%	68 18%	57 25%	35 27%	19 16%	40 16%	28 21%	19 29%	9 17%	4 18%
		a	c	d				h			
10-49 Employees (Small)	221 15%	18 4%	41 11%	40 18%	40 30%	59 50%	26 10%	27 20%	23 35%	24 45%	14 58%
		a	b	d	e		f	h	i	j	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Size					Has employees
		1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f
Unweighted Bases	1255	472	336	808	808	447	1255
Weighted Bases	1068	591	255	847	847	221	1068
0%	187 18%	159 27%	26 10%	185 22%	185 22%	2 1%	187 18%
1 - 10%	84 8%	35 6%	31 12%	67 8%	67 8%	17 8%	84 8%
11 - 20%	32 3%	1 *%	16 6%	17 2%	17 2%	15 7%	32 3%
21 - 30%	37 3%	19 3%	8 3%	27 3%	27 3%	10 5%	37 3%
31 - 40%	25 2%	9 2%	9 4%	18 2%	18 2%	6 3%	25 2%
41 - 50%	104 10%	70 12%	13 5%	82 10%	82 10%	22 10%	104 10%
51 - 60%	22 2%	4 1%	12 5%	16 2%	16 2%	7 3%	22 2%
61 - 70%	32 3%	14 2%	11 4%	25 3%	25 3%	7 3%	32 3%

Columns tested against total minus each column: a,b,c,d,e,f

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Size					Has employees
		1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f
Unweighted Bases	1255	472	336	808	808	447	1255
Weighted Bases	1068	591	255	847	847	221	1068
71 - 80%	95 9%	32 5%	32 12%	64 8%	64 8%	31 14%	95 9%
		a	b	c	d	e	
81 - 90%	54 5%	8 1%	21 8%	29 3%	29 3%	25 11%	54 5%
		a	b	c	d	e	
91 - 99%	19 2%	1 *%	3 1%	4 1%	4 1%	15 7%	19 2%
		a	b	c	d	e	
100%	364 34%	237 40%	69 27%	306 36%	306 36%	59 27%	364 34%
		a	b	c	d	e	
Don't know	14 1%	2 *%	5 2%	7 1%	7 1%	7 3%	14 1%
		a				e	
Base for stats	1054	589	250	839	839	215	1054
Mean	58.69	55.23	58.26	56.13	56.13	68.68	58.69
		a		c	d	e	
Standard error	1.16	2.00	2.13	1.49	1.49	1.56	1.16

Columns tested against total minus each column: a,b,c,d,e,f

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommodation	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1255	237	146	250	188	240	194	383	872	1024	94	137
Weighted Bases	1068	159	68	292	169	235	145	227	841	875	82	112
0%	187 18%	17 11%	5 7%	66 23%	49 29%	21 9%	29 20%	22 10%	165 20%	153 18%	21 26%	12 11%
		a	b	c	d	e		g	h		j	k
1 - 10%	84 8%	18 11%	2 3%	18 6%	20 12%	13 6%	12 8%	20 9%	64 8%	64 7%	7 9%	12 11%
		a	b		d			g	h			
11 - 20%	32 3%	1 *%	2 2%	7 2%	11 6%	3 1%	9 6%	2 1%	30 4%	25 3%	3 4%	3 3%
		a			d		f	g				
21 - 30%	37 3%	2 2%	1 2%	12 4%	6 4%	7 3%	9 6%	4 2%	33 4%	28 3%	5 6%	5 4%
							f	g				
31 - 40%	25 2%	* *%	* *%	7 2%	6 4%	5 2%	6 4%	1 *%	24 3%	17 2%	3 4%	5 5%
		a						g	h	i		
41 - 50%	104 10%	16 10%	2 3%	28 10%	11 7%	30 13%	16 11%	18 8%	86 10%	88 10%	5 6%	11 10%
			b									
51 - 60%	22 2%	2 1%	1 1%	7 2%	8 4%	3 1%	3 2%	2 1%	20 2%	18 2%	1 2%	3 2%
					d							

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1255	237	146	250	188	240	194	383	872	1024	94	137
Weighted Bases	1068	159	68	292	169	235	145	227	841	875	82	112
61 - 70%	32 3%	5 3%	1 1%	7 2%	3 2%	9 4%	7 5%	5 2%	26 3%	25 3%	2 2%	5 5%
71 - 80%	95 9%	12 7%	9 13%	29 10%	8 5%	25 11%	12 9%	21 9%	74 9%	80 9%	4 4%	12 10%
81 - 90%	54 5%	12 8%	7 10%	12 4%	5 3%	11 5%	7 5%	19 8%	35 4%	45 5%	1 2%	7 6%
91 - 99%	19 2%	4 2%	3 4%	4 2%	1 1%	3 1%	4 3%	6 3%	13 2%	16 2%	1 1%	2 2%
100%	364 34%	68 43%	36 53%	92 31%	38 22%	102 43%	28 20%	105 46%	260 31%	303 35%	28 34%	34 30%
Don't know	14 1%	2 1%	* 1%	3 1%	3 2%	4 2%	3 2%	2 1%	12 1%	12 1%	1 1%	1 1%
Base for stats	1054	157	68	289	166	231	142	225	829	862	81	110
Mean	58.69	67.28	80.52	55.29	41.22	69.67	48.25	71.28	55.27	59.46	49.85	59.14
Standard error	1.16	a 2.59	b 2.66	c 2.62	d 3.03	e 2.35	f 2.83	g 1.95	h 1.39	i 1.28	j 4.52	k 3.32

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1255	1075	178	17	1214	4	35	951	300	586	665
Weighted Bases	1068	936	131	17	1038	3	27	820	245	459	605
0%	187 18%	174 19%	13 10%	4 23%	187 18%	0 0%	0 0%	155 19%	32 13%	64 14%	123 20%
1 - 10%	84 8%	78 8%	6 4%	0 0%	83 8%	0 0%	1 2%	61 7%	22 9%	40 9%	43 7%
11 - 20%	32 3%	27 3%	5 4%	0 0%	30 3%	1 32%	2 6%	21 3%	11 4%	16 3%	16 3%
21 - 30%	37 3%	32 3%	5 4%	0 0%	36 3%	0 0%	1 5%	30 4%	7 3%	18 4%	20 3%
31 - 40%	25 2%	23 2%	2 1%	0 0%	25 2%	0 0%	0 0%	22 3%	2 1%	9 2%	15 3%
41 - 50%	104 10%	90 10%	13 10%	1 8%	100 10%	0 0%	3 13%	70 9%	34 14%	48 10%	56 9%
51 - 60%	22 2%	19 2%	3 2%	0 0%	22 2%	0 0%	0 0%	14 2%	8 3%	12 3%	10 2%
61 - 70%	32 3%	25 3%	6 5%	0 0%	31 3%	0 0%	1 4%	22 3%	9 4%	18 4%	14 2%
71 - 80%	95 9%	76 8%	18 14%	2 14%	91 9%	0 0%	4 15%	75 9%	20 8%	37 8%	56 9%
		a	b					g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1255	1075	178	17	1214	4	35	951	300	586	665
Weighted Bases	1068	936	131	17	1038	3	27	820	245	459	605
81 - 90%	54 5%	47 5%	6 5%	0 0%	52 5%	1 23%	1 5%	40 5%	14 6%	24 5%	30 5%
91 - 99%	19 2%	15 2%	4 3%	1 5%	18 2%	0 0%	1 3%	13 2%	6 2%	13 3%	6 1%
100%	364 34%	319 34%	45 34%	9 50%	352 34%	1 23%	12 44%	288 35%	74 30%	153 33%	211 35%
Don't know	14 1%	10 1%	4 3%	0 0%	12 1%	1 23%	1 4%	7 1%	7 3%	7 2%	5 1%
Base for stats	1054	926	127	17	1026	2	25	813	238	452	600
Mean	58.69	57.55	66.94	69.22	58.22	64.16	77.12	58.54	58.91	60.23	57.52
Standard error	1.16	a 1.26	b 2.75	10.16	d 1.18	f 30.62	4.99	g 1.34	h 2.28	i 1.65	j 1.62

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1255	1182	54	626	629	381	476	398	494	489	272
Weighted Bases	1068	1005	49	527	541	308	397	363	409	422	237
0%	187 18%	178 18%	7 14%	85 16%	102 19%	46 15%	70 18%	72 20%	65 16%	77 18%	45 19%
1 - 10%	84 8%	79 8%	2 5%	45 8%	39 7%	24 8%	39 10%	21 6%	33 8%	35 8%	15 6%
11 - 20%	32 3%	30 3%	1 2%	19 4%	13 2%	8 3%	12 3%	12 3%	12 3%	11 3%	9 4%
21 - 30%	37 3%	34 3%	3 6%	14 3%	23 4%	17 6%	9 2%	11 3%	20 5%	11 3%	6 3%
31 - 40%	25 2%	23 2%	2 3%	9 2%	15 3%	12 4%	7 2%	5 1%	15 4%	8 2%	2 1%
41 - 50%	104 10%	91 9%	12 25%	48 9%	56 10%	28 9%	39 10%	37 10%	38 9%	38 9%	28 12%
51 - 60%	22 2%	20 2%	2 3%	12 2%	10 2%	6 2%	11 3%	5 1%	8 2%	12 3%	3 1%
61 - 70%	32 3%	29 3%	2 3%	13 3%	18 3%	9 3%	11 3%	12 3%	13 3%	11 3%	8 3%
71 - 80%	95 9%	89 9%	4 8%	49 9%	45 8%	32 10%	27 7%	36 10%	40 10%	33 8%	22 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
Column		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1255	1182	54	626	629	381	476	398	494	489	272
Weighted Bases	1068	1005	49	527	541	308	397	363	409	422	237
81 - 90%	54 5%	52 5%	1 3%	25 5%	28 5%	18 6%	22 5%	14 4%	20 5%	24 6%	10 4%
91 - 99%	19 2%	19 2%	* *%	11 2%	8 1%	5 1%	9 2%	5 1%	6 2%	10 2%	3 1%
100%	364 34%	347 35%	13 27%	186 35%	178 33%	100 32%	136 34%	128 35%	136 33%	144 34%	84 35%
Don't know	14 1%	13 1%	1 1%	9 2%	5 1%	4 1%	5 1%	5 1%	5 1%	7 2%	2 1%
Base for stats	1054	992	48	518	536	304	391	359	404	415	235
Mean	58.69	58.82	56.70	59.99	57.43	59.15	58.14	58.89	58.58	58.71	58.85
Standard error	1.16	1.20	4.94	1.65	1.62	2.04	1.91	2.06	1.81	1.88	2.49

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1255	832	338	362	224	201	631	922	268	15	612	633
Weighted Bases	1068	700	273	327	187	171	530	795	222	14	525	535
0%	187 18%	120 17%	49 18%	62 19%	35 19%	31 18%	89 17%	145 18%	30 14%	4 26%	97 19%	90 17%
1 - 10%	84 8%	53 8%	18 6%	28 8%	17 9%	19 11%	34 6% f	58 7%	21 9%	1 8%	41 8%	42 8%
11 - 20%	32 3%	21 3%	8 3%	10 3%	5 3%	7 4%	14 3%	25 3%	6 3%	0 0%	16 3%	15 3%
21 - 30%	37 3%	25 4%	7 3%	10 3%	6 3%	7 4%	18 3%	30 4%	6 3%	0 0%	11 2%	27 5%
31 - 40%	25 2%	16 2%	1 *% b	7 2%	2 1%	2 1%	14 3%	16 2%	7 3%	0 0%	13 2%	11 2%
41 - 50%	104 10%	67 10%	23 9%	35 11%	16 9%	10 6%	57 11%	66 8% g	34 15% h	1 4%	50 9%	54 10%
51 - 60%	22 2%	17 2%	4 2%	5 1%	3 1%	2 1%	15 3% f	15 2%	7 3%	0 0%	11 2%	10 2%
61 - 70%	32 3%	18 3%	10 4%	13 4%	7 4%	7 4%	11 2%	26 3%	4 2%	1 8%	13 2%	19 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1255	832	338	362	224	201	631	922	268	15	612	633
Weighted Bases	1068	700	273	327	187	171	530	795	222	14	525	535
71 - 80%	95 9%	66 9%	27 10%	23 7%	13 7%	16 9%	50 9%	79 10%	14 6%	1 7%	45 9%	46 9%
81 - 90%	54 5%	33 5%	11 4%	16 5%	13 7%	6 4%	26 5%	40 5%	12 5%	0 0%	29 5%	24 5%
91 - 99%	19 2%	15 2%	8 3%	4 1%	2 1%	4 3%	11 2%	15 2%	3 1%	1 4%	12 2%	7 1%
100%	364 34%	241 34%	103 38%	113 34%	65 35%	58 34%	183 34%	270 34%	75 34%	6 43%	179 34%	183 34%
Don't know	14 1%	9 1%	3 1%	3 1%	3 2%	1 *%	8 2%	9 1%	3 1%	0 0%	8 1%	6 1%
Base for stats	1054	692	270	324	184	170	522	786	219	14	517	529
Mean	58.69	59.28	62.11	57.23	58.56	56.49	60.20	58.78	58.75	60.29	58.72	58.39
Standard error	1.16	1.41	2.23	2.18	2.81	2.99	1.60	1.35	2.42	11.74	1.68	1.61

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1255	439	736	642	259	90	344	99	20
Weighted Bases	1068	369	637	549	223	75	265	77	16
0%	187 18%	65 18%	110 17%	81 15%	45 20%	13 17%	34 13%	14 18%	0 0%
1 - 10%	84 8%	28 8%	51 8%	30 5%	20 9%	6 8%	21 8%	6 7%	2 11%
11 - 20%	32 3%	11 3%	20 3%	16 3%	9 4%	1 1%	7 3%	6 8%	0 0%
21 - 30%	37 3%	20 5%	15 2%	16 3%	9 4%	4 5%	7 2%	5 7%	1 9%
31 - 40%	25 2%	9 2%	16 3%	14 3%	5 2%	3 4%	8 3%	0 0%	0 0%
41 - 50%	104 10%	39 10%	55 9%	58 10%	24 11%	5 6%	28 11%	8 11%	3 17%
51 - 60%	22 2%	10 3%	11 2%	15 3%	3 2%	2 2%	8 3%	4 5%	0 0%
61 - 70%	32 3%	8 2%	19 3%	15 3%	3 1%	3 3%	9 3%	4 5%	0 0%
71 - 80%	95 9%	34 9%	55 9%	52 9%	20 9%	7 10%	24 9%	7 9%	3 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1255	439	736	642	259	90	344	99	20
Weighted Bases	1068	369	637	549	223	75	265	77	16
81 - 90%	54 5%	18 5%	32 5%	29 5%	13 6%	3 5%	14 5%	6 7%	0 0%
91 - 99%	19 2%	9 2%	10 1%	12 2%	3 1%	2 3%	8 f 3%	2 3%	1 8%
100%	364 34%	116 31%	235 37% b	208 38% c	70 31%	25 33%	96 36%	16 21% g	6 39%
Don't know	14 1%	4 1%	7 1%	3 1% c	1 *% c	2 3%	1 *% f	0 0%	0 0%
Base for stats	1054	365	630	546	223	73	264	77	16
Mean	58.69	57.10	60.19	63.65 c	54.68	59.35	63.14 f	52.09	70.55
Standard error	1.16	1.94	1.52	1.54	2.58	4.34	2.09	3.90	7.70

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1255	274	329	220	154	162	186	135	79	72	33
Weighted Bases	1068	268	307	183	110	105	160	108	59	49	19
0%	187 18%	54 20%	72 23%	32 18%	15 14%	4 4%	30 19%	15 14%	7 12%	4 9%	2 8%
1 - 10%	84 8%	17 7%	18 6%	10 5%	13 11%	12 12%	11 7%	11 10%	5 9%	4 9%	1 7%
11 - 20%	32 3%	5 2%	3 1%	6 4%	8 7%	6 6%	4 2%	3 3%	3 4%	4 8%	2 8%
21 - 30%	37 3%	7 2%	11 4%	5 3%	3 3%	7 6%	3 2%	3 3%	3 5%	1 1%	3 15%
31 - 40%	25 2%	5 2%	3 1%	6 3%	5 5%	3 3%	3 2%	2 2%	2 4%	1 2%	0 0%
41 - 50%	104 10%	37 14%	26 9%	18 10%	8 7%	12 11%	22 14%	8 7%	9 15%	6 13%	2 8%
51 - 60%	22 2%	5 2%	3 1%	6 3%	4 4%	3 3%	4 3%	4 4%	1 2%	1 3%	1 3%
61 - 70%	32 3%	6 2%	12 4%	4 2%	2 2%	3 3%	5 3%	8 7%	2 3%	1 1%	1 4%
71 - 80%	95 9%	18 7%	30 10%	19 10%	13 12%	8 8%	12 8%	12 11%	4 7%	4 8%	2 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 4 (continuation)

S5. Approximately what proportion of the workforce across all sites is employed on a full time basis?

(Base: All with employees)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1255	274	329	220	154	162	186	135	79	72	33
Weighted Bases	1068	268	307	183	110	105	160	108	59	49	19
81 - 90%	54 5%	10 4%	13 4%	14 7%	5 5%	7 7%	8 5%	6 6%	2 3%	3 5%	1 7%
91 - 99%	19 2%	3 1%	7 2%	3 2%	1 1%	4 4%	2 1%	4 4%	2 3%	3 6%	2 8%
100%	364 34%	99 37%	109 35%	58 32%	32 29%	31 30%	55 34%	31 28%	18 31%	16 33%	4 20%
Don't know	14 1%	2 1%	1 *%	* *%	0 0%	5 5%	1 *%	1 1%	1 1%	1 2%	0 0%
Base for stats	1054	266	306	183	110	100	159	106	58	48	19
Mean	58.69	58.33	57.80	59.77	55.52	61.75	58.61	59.68	58.22	62.71	57.65
Standard error	1.16	2.50	2.33	2.67	3.20	2.97	2.96	3.39	4.38	4.60	6.46

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 5

A2. What is your main business activity?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
ABCDE - Primary	272 18%	113 26%	91 15%	34 13%	238 19%	124 15%	34 15%	159 15%
F - Construction	95 6%	26 6%	31 5%	21 8%	78 6%	52 6%	16 7%	68 6%
G - Retail/wholesale	420 28%	129 30%	172 29%	74 29%	374 29%	246 29%	46 21% f	292 27%
HI - Transport, food and accommodation	205 14%	36 8% a	89 15%	43 17%	168 13%	132 16% e	37 17% f	169 16% g
JKLMN - Business services	336 22%	100 23%	141 24%	48 19%	290 23%	190 22%	46 21%	235 22%
PQRS - Other services	173 12%	27 6% a	68 11%	36 14%	131 10% d	103 12%	42 19% f	145 14% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommodation	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
ABCDE - Primary	272 18%	272 100%	0 0%	0 0%	0 0%	0 0%	0 0%	272 74%	0 0%	218 18%	20 18%	33 21%
		a	b	c	d	e	f	g	h			
F - Construction	95 6%	0 0%	95 100%	0 0%	0 0%	0 0%	0 0%	95 26%	0 0%	81 7%	8 7%	6 4%
		a	b	c	d	e	f	g	h			
G - Retail/wholesale	420 28%	0 0%	0 0%	420 100%	0 0%	0 0%	0 0%	0 0%	420 37%	336 27%	37 32%	47 30%
		a	b	c	d	e	f	g	h			
HI - Transport, food and accommodation	205 14%	0 0%	0 0%	0 0%	205 100%	0 0%	0 0%	0 0%	205 18%	166 14%	25 21%	14 9%
		a	b	c	d	e	f	g	h		j	
JKLMN - Business services	336 22%	0 0%	0 0%	0 0%	0 0%	336 100%	0 0%	0 0%	336 30%	287 23%	17 15%	31 20%
		a	b	c	d	e	f	g	h		j	
PQRS - Other services	173 12%	0 0%	0 0%	0 0%	0 0%	0 0%	173 100%	0 0%	173 15%	140 11%	9 7%	24 16%
		a	b	c	d	e	f	g	h			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
ABCDE - Primary	272 18%	241 18%	30 18%	1 3%	267 18%	0 0%	4 14%	237 20%	35 11%	67 11%	205 23%
F - Construction	95 6%	79 6%	16 10%	0 0%	93 6%	0 0%	2 6%	65 6%	30 9%	48 8%	47 5%
G - Retail/wholesale	420 28%	365 27%	55 33%	5 23%	410 28%	1 20%	9 34%	353 30%	64 20%	129 21%	287 32%
HI - Transport, food and accommodation	205 14%	194 15%	11 7%	7 31%	203 14%	2 52%	0 0%	139 12%	66 20%	113 19%	92 10%
JKLMN - Business services	336 22%	297 22%	38 23%	5 22%	327 22%	1 28%	8 29%	244 21%	92 28%	170 28%	165 19%
PQRS - Other services	173 12%	157 12%	16 10%	4 20%	168 11%	0 0%	4 17%	131 11%	41 13%	80 13%	93 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
ABCDE - Primary	272 18%	255 18%	15 18%	115 16%	157 20%	70 16%	103 19%	99 18%	97 17%	108 19%	67 19%
F - Construction	95 6%	89 6%	5 6%	44 6%	51 6%	33 8%	29 5%	33 6%	50 9%	23 4%	22 6%
G - Retail/wholesale	420 28%	397 28%	17 21%	216 30%	204 26%	113 27%	154 29%	153 29%	158 27%	174 30%	88 25%
HI - Transport, food and accommodation	205 14%	200 14%	4 5%	102 14%	103 13%	74 17%	79 15%	52 10%	88 15%	86 15%	32 9%
JKLMN - Business services	336 22%	303 22%	28 35%	158 22%	178 23%	88 20%	106 20%	142 27%	121 21%	110 19%	105 30%
PQRS - Other services	173 12%	157 11%	12 14%	76 11%	96 12%	49 12%	69 13%	55 10%	65 11%	71 12%	37 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
ABCDE - Primary	272 18%	173 18%	67 18%	94 19%	54 18%	39 16%	135 19%	194 18%	61 19%	4 16%	135 18%	136 18%
F - Construction	95 6%	56 6%	22 6%	34 7%	19 6%	10 4%	46 6%	55 5%	30 9%	4 16%	35 5%	60 8%
G - Retail/wholesale	420 28%	285 30%	115 31%	127 26%	71 24%	82 34%	203 28%	313 29%	95 29%	3 11%	211 28%	208 28%
HI - Transport, food and accommodation	205 14%	125 13%	37 10%	73 15%	52 18%	25 10%	100 14%	153 14%	42 13%	1 2%	109 15%	94 13%
JKLMN - Business services	336 22%	219 23%	90 24%	106 22%	68 23%	56 23%	163 23%	253 23%	60 18%	9 35%	170 23%	164 22%
PQRS - Other services	173 12%	105 11%	46 12%	60 12%	31 10%	32 13%	73 10%	124 11%	36 11%	5 19%	81 11%	90 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
ABCDE - Primary	272 18%	85 17%	169 18%	158 20%	47 15%	20 20%	38 11%	8 8%	4 16%
F - Construction	95 6%	20 4%	65 7%	54 7%	13 4%	8 8%	28 8%	4 5%	2 9%
G - Retail/wholesale	420 28%	154 31%	244 27%	220 28%	86 27%	31 31%	79 23%	15 16%	4 17%
HI - Transport, food and accommodation	205 14%	80 16%	118 13%	84 11%	66 21%	12 12%	61 17%	28 29%	5 21%
JKLMN - Business services	336 22%	103 21%	215 23%	188 24%	63 20%	22 22%	105 30%	21 21%	7 30%
PQRS - Other services	173 12%	52 11%	108 12%	77 10%	45 14%	8 8%	40 11%	20 21%	2 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 5 (continuation)

A2. What is your main business activity?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
ABCDE - Primary	272 18%	81 16%	67 17%	48 21%	29 22%	30 25%	25 10%	12 9%	9 14%	5 9%	5 22%
F - Construction	95 6%	54 11%	20 5%	9 4%	4 3%	2 1%	28 11%	12 9%	1 1%	1 2%	0 0%
G - Retail/wholesale	420 28%	156 31%	117 30%	61 27%	29 22%	23 20%	73 30%	24 17%	12 19%	4 8%	3 14%
HI - Transport, food and accommodation	205 14%	26 5%	53 14%	50 22%	38 29%	24 20%	15 6%	37 27%	23 36%	22 41%	4 18%
JKLMN - Business services	336 22%	134 26%	84 22%	32 14%	16 12%	30 25%	75 30%	38 27%	11 17%	11 21%	6 26%
PQRS - Other services	173 12%	57 11%	47 12%	24 11%	15 12%	10 8%	30 12%	15 11%	9 14%	10 19%	5 20%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 6
A4. Is your business a franchise?
 (Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	21 1%	3 1%	13 2%	1 1%	18 1%	15 2%	3 1%	17 2%
No	1479 99%	429 99%	578 98%	254 99%	1261 99%	832 98%	218 99%	1050 98%
Don't know	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	* *%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	21 1%	1 *%	0 0%	5 1%	7 3% d	5 1%	4 2%	1 *% g	20 2%	18 1%	1 1%	1 1%
No	1479 99%	271 100%	94 100%	415 99%	199 97% d	331 99%	168 98%	366 100% g	1113 98%	1210 98%	114 99%	154 99%
Don't know	* *%	0 0%	* *% b	0 0%	0 0%	0 0%	0 0%	* *%	0 0%	* *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	21 1%	18 1%	2 1%	21 100%	19 1%	0 0%	2 6%	17 1%	4 1%	10 2%	10 1%
No	1479 99%	1315 99%	163 98%	0 0%	1450 99%	4 100%	25 93%	1151 99%	323 99%	596 98%	877 99%
Don't know	* *%	0 0%	* *%	0 0%	0 0%	0 0%	* 1%	* *%	0 0%	* *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	21 1%	18 1%	2 2%	9 1%	11 1%	8 2%	2 *% f	11 2%	9 2%	3 1% i	8 2%
No	1479 99%	1384 99%	78 98%	701 99%	778 99%	419 98%	537 100% f	523 98%	569 98%	568 99% i	342 98%
Don't know	* *%	0 0%	* *%	0 0%	* *%	0 0%	0 0%	* *%	0 0%	0 0%	* *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	21 1%	12 1%	6 2%	9 2%	3 1%	4 1%	8 1%	17 2%	3 1%	1 4%	8 1%	12 2%
No	1479 99%	952 99%	371 98%	485 98%	291 99%	240 99%	712 99%	1075 98%	321 99%	26 96%	732 99%	740 98%
Don't know	* *%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	* *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	21 1%	7 1%	14 1%	9 1%	10 3%	1 1%	6 2%	2 2%	1 3%
No	1479 99%	487 99%	905 99%	771 99%	309 97%	99 99%	347 98%	94 98%	23 97%
Don't know	* *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	* *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 6 (continuation)

A4. Is your business a franchise?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	21 1%	6 1%	3 1%	2 1%	8 6%	1 1%	3 1%	2 2%	0 0%	4 7%	0 0%
No	1479 99%	502 99%	384 99%	222 99%	123 94%	117 99%	242 99%	135 98%	65 100%	50 93%	23 100%
Don't know	* *%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 7

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
1	1333 89%	397 92%	552 93%	222 87%	1171 92%	774 91%	162 73%	936 88%
			b		d	e	f	g
2	116 8%	27 6%	29 5%	26 10%	81 6%	54 6%	35 16%	89 8%
			b		d	e	f	g
3	28 2%	2 1%	6 1%	5 2%	13 1%	11 1%	15 7%	26 2%
					d		f	g
4	6 *%	0 0%	3 *%	2 1%	4 *%	4 *%	2 1%	6 1%
								g
5+	15 1%	6 1%	2 *%	1 *%	9 1%	4 *%	6 3%	10 1%
						e	f	
Don't know	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%
							f	
Base for stats	1499	432	591	255	1279	847	221	1067
Mean	1.23	1.16	1.10	1.18	1.14	1.13	1.77	1.26
Standard error	.09	.05	.02	.03	.02	.02	.45	.12

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
1	1333 89%	241 89%	79 83%	365 87%	194 95%	297 89%	157 91%	320 87%	1014 89%	1091 89%	109 95%	133 86%
2	116 8%	22 8%	12 13%	43 10%	6 3%	25 7%	10 6%	34 9%	83 7%	98 8%	3 3%	15 10%
3	28 2%	4 2%	2 3%	8 2%	2 1%	8 2%	4 2%	7 2%	22 2%	22 2%	1 1%	5 3%
4	6 *%	1 *%	0 0%	2 *%	1 1%	1 *%	1 *%	1 *%	5 *%	4 *%	1 *%	1 1%
5+	15 1%	3 1%	2 2%	3 1%	2 1%	4 1%	2 1%	5 1%	11 1%	13 1%	1 1%	1 *%
Don't know	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	* *%	0 0%	* *%
Base for stats	1499	271	95	420	205	336	173	366	1133	1228	116	155
Mean	1.23	1.19	1.99	1.18	1.11	1.22	1.16	1.40	1.18	1.19	1.68	1.20
Standard error	.09	.04	1.16	.03	.04	.06	.04	.34	.02	.02	1.21	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
1	1333 89%	1333 100%	0 0%	18 87%	1333 91%	0 0%	0 0%	1050 90%	280 86%	523 86%	807 91%
		a	b		d		f	g	h	i	j
2	116 8%	0 0%	116 70%	2 11%	100 7%	1 28%	15 58%	82 7%	33 10%	57 9%	58 7%
		a	b		d		f	g	h	i	j
3	28 2%	0 0%	28 17%	0 0%	21 1%	1 34%	5 20%	21 2%	7 2%	14 2%	14 2%
		a	b		d		f	g	h	i	j
4	6 *%	0 0%	6 4%	0 0%	2 *%	0 0%	4 14%	3 *%	3 1%	4 1%	2 *%
		a	b		d		f	g	h	i	j
5+	15 1%	0 0%	15 9%	0 0%	12 1%	2 37%	2 7%	11 1%	4 1%	9 1%	6 1%
		a	b		d		f	g	h	i	j
Don't know	1 *%	0 0%	0 0%	* 2%	0 0%	0 0%	0 0%	* *%	* *%	* *%	* *%
		a			d			g	h	i	j
Base for stats	1499	1333	166	20	1469	4	27	1167	327	606	888
Mean	1.23	1.00	3.09	1.12	1.20	3.46	2.86	1.23	1.25	1.26	1.21
					d		f				
Standard error	.09	.00	.78	.08	.10	.64	.25	.12	.06	.04	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
1	1333 89%	1251 89%	67 84%	627 88%	706 89%	371 87%	486 90%	476 89%	505 87%	516 90%	312 89%
2	116 8%	107 8%	8 10%	53 8%	63 8%	37 9%	39 7%	40 7%	46 8%	44 8%	26 8%
3	28 2%	24 2%	3 4%	20 3%	8 1%	10 2%	9 2%	9 2%	13 2%	8 1%	7 2%
4	6 *%	6 *%	0 0%	2 *%	4 *%	4 1%	0 0%	2 *%	4 1%	0 0%	2 1%
5+	15 1%	12 1%	2 3%	7 1%	8 1%	5 1%	4 1%	6 1%	9 2%	3 1%	3 1%
Don't know	1 *%	1 *%	0 0%	* *%	* *%	0 0%	* *%	* *%	* *%	* *%	0 0%
Base for stats	1499	1400	80	710	789	427	539	534	578	571	351
Mean	1.23	1.22	1.44	1.28	1.19	1.21	1.15	1.32	1.24	1.14	1.37
Standard error	.09	.10	.19	.19	.03	.03	.03	.27	.04	.02	.41

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
1	1333 89%	852 88%	322 86%	448 91%	262 89%	214 88%	637 88%	972 89%	294 91%	19 69%	657 89%	670 89%
2	116 8%	79 8%	33 9%	33 7%	19 6%	19 8%	60 8%	90 8%	17 5%	6 22%	52 7%	64 8%
3	28 2%	21 2%	15 4%	6 1%	6 2%	8 3%	14 2%	19 2%	8 2%	0 0%	21 3%	7 1%
4	6 *%	3 *%	3 1%	3 1%	1 *%	1 *%	3 *%	5 *%	0 0%	0 0%	2 *%	4 1%
5+	15 1%	8 1%	3 1%	5 1%	6 2%	2 1%	6 1%	6 1%	5 1%	2 9%	8 1%	7 1%
Don't know	1 *%	1 *%	* *%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%
Base for stats	1499	964	377	494	295	244	720	1092	323	27	740	752
Mean	1.23	1.18	1.23	1.30	1.49	1.19	1.18	1.22	1.18	2.02	1.29	1.17
Standard error	.09	.02	.03	.29	.48	.04	.02	.13	.04	.58	.19	.03

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
1	1333 89%	424 86%	834 91%	677 87%	299 94%	89 89%	298 84%	89 92%	17 74%
2	116 8%	51 10%	55 6%	73 9%	15 5%	7 7%	38 11%	6 7%	3 13%
3	28 2%	9 2%	18 2%	19 2%	4 1%	1 1%	11 3%	1 1%	1 3%
4	6 *%	1 *%	5 1%	3 *%	0 0%	0 0%	2 1%	0 0%	0 0%
5+	15 1%	9 2%	7 1%	8 1%	1 *%	2 2%	4 1%	* *%	2 10%
Don't know	1 *%	* *%	* *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%
Base for stats	1499	494	919	780	319	100	352	97	23
Mean	1.23	1.39	1.15	1.28	1.09	1.31	1.24	1.11	2.10
Standard error	.09	.28	.02	.18	.02	.14	.04	.05	.56

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 7 (continuation)

A5. How many sites in Great Britain, by which I mean across England, Scotland and Wales, does your business operate from, including the site where you are now?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
Unweighted Bases	1500	a	b	c	d	e	f	g	h	i	j
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
1	1333 89%	473 93%	348 90%	196 88%	112 86%	92 77%	213 87%	127 92%	55 85%	46 85%	15 64%
2	116 8%	29 6%	32 8%	18 8%	9 7%	15 12%	27 11%	6 4%	7 11%	3 6%	3 13%
3	28 2%	3 1%	5 1%	7 3%	5 4%	6 5%	3 1%	2 1%	2 3%	3 6%	1 6%
4	6 *%	0 0%	2 1%	1 *%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%
5+	15 1%	3 1%	* *%	2 1%	3 2%	6 5%	2 1%	1 1%	* *%	1 1%	4 17%
Don't know	1 *%	0 0%	* *%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	* 1%	0 0%
Base for stats	1499	508	387	224	130	119	245	138	65	53	23
Mean	1.23	1.09	1.29	1.18	1.27	1.60	1.17	1.15	1.20	1.28	2.59
Standard error	.09	.02	.36	.04	.07	.13	.03	.06	.06	.11	.51

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 8

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	b	c	d	e	f	g
Unweighted Bases	192	16	31	36	83	67	109	176
Weighted Bases	163	35	38	33	106	71	57	129
Head office	136 83%	33 95%	29 77%	25 75%	88 83%	54 76%	48 84%	102 80%
Branch	28 17%	2 5%	9 23%	8 25%	19 17%	17 24%	9 16%	26 20%
								g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	*b	c	*d	e	*f	g	h	i	*j	*k
Unweighted Bases	192	43	22	48	15	39	25	65	127	157	10	25
Weighted Bases	163	30	16	54	11	37	16	46	117	136	6	22
Head office	136 83%	28 92%	16 100%	40 74%	9 87%	29 80%	13 83%	44 95% g	92 78% h	111 82%	6 100%	18 84%
Branch	28 17%	2 8%	0 0%	14 26%	1 13%	7 20%	3 17%	2 5% g	25 22% h	24 18%	0 0%	4 16%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	No. Of Sites		Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
	Total	Multi-site	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	b	*c	d	e	f	g	h	i	*j
Unweighted Bases	192	192	153	5	34	138	52	104	87	176	13
Weighted Bases	163	163	134	4	25	115	47	84	78	148	13
Head office	136	136	115	3	18	95	39	72	62	121	13
	83%	83%	86%	66%	73%	83%	83%	86%	80%	81%	100%
Branch	28	28	19	1	7	20	8	12	16	28	0
	17%	17%	14%	34%	27%	17%	17%	14%	20%	19%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	192	104	88	61	70	61	80	67	45
Weighted Bases	163	82	81	55	53	56	72	55	37
Head office	136 83%	68 83%	68 83%	43 79%	41 78%	51 92% e	58 80%	43 79%	35 95% h
Branch	28 17%	14 17%	14 17%	12 21%	12 22%	4 8% e	14 20%	12 21%	2 5% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	192	130	69	49	35	37	93	143	34	3	100	90
Weighted Bases	163	111	53	45	31	29	82	118	29	8	82	80
Head office	136 83%	89 80%	43 80%	40 89%	28 92%	29 98%	60 74%	95 81%	24 84%	8 100%	64 78%	71 88%
Branch	28 17%	22 20%	11 20%	5 11%	3 8%	1 2%	21 26%	22 19%	5 16%	0 0%	18 22%	9 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	*d	*e	f	*g	*h
Unweighted Bases	192	76	104	119	26	10	68	12	5
Weighted Bases	163	68	84	101	20	11	55	8	6
Head office	136	59	68	84	16	11	48	7	6
	83%	86%	81%	83%	81%	100%	88%	92%	100%
Branch	28	9	16	17	4	0	6	1	0
	17%	14%	19%	17%	19%	0%	12%	8%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 8 (continuation)

A6. Is this site your head office in Great Britain or a branch?

(Base: Where multiple sites and NOT a franchise)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	b	c	*d	e	f	*g	*h	*i	*j
Unweighted Bases	192	25	47	37	24	36	33	18	16	11	8
Weighted Bases	163	34	39	27	18	26	33	11	10	7	8
Head office	136	32	34	18	16	22	30	10	9	5	7
	83%	94%	86%	65%	92%	84%	91%	89%	94%	67%	81%
Branch	28	2	5	10	1	4	3	1	1	2	2
	17%	6%	14%	35%	8%	16%	9%	11%	6%	33%	19%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 9

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	b	c	d	e	f	g
Unweighted Bases	194	16	32	36	84	68	110	178
Weighted Bases	166	35	40	33	108	73	58	131
Entire organisation	135	33	31	27	91	57	45	102
	82%	96%	77%	80%	84%	78%	77%	78%
More than one branch, but not entire organisation	4	2	0	0	2	0	3	3
	2%	4%	0%	0%	1%	0%	4%	2%
Just the single branch	27	0	9	6	16	16	11	27
	16%	0%	23%	20%	15%	22%	19%	20%
							f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	*b	c	*d	e	*f	g	h	i	*j	*k
Unweighted Bases	194	43	22	49	15	40	25	65	129	159	10	25
Weighted Bases	166	30	16	55	11	38	16	46	120	138	6	22
Entire organisation	135 82%	26 87%	14 90%	45 82%	9 81%	29 77%	11 72%	41 88%	95 79%	113 82%	5 85%	17 80%
More than one branch, but not entire organisation	4 2%	0 0%	0 0%	1 1%	2 19%	1 3%	0 0%	0 0%	4 3%	3 2%	0 0%	1 4%
Just the single branch	27 16%	4 13%	2 10%	9 16%	0 0%	8 20%	4 28%	5 12%	21 18%	22 16%	1 15%	4 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	No. Of Sites		Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	c	*d	e	f	g	h	i	j	*k
Unweighted Bases	194	194	2	154	5	35	140	52	104	89	177	13
Weighted Bases	166	166	2	135	4	27	117	47	84	81	149	13
Entire organisation	135 82%	135 82%	1 34%	135 100%	0 0%	0 0%	96 82%	38 80%	65 78%	68 85%	121 81%	12 93%
More than one branch, but not entire organisation	4 2%	4 2%	0 0%	0 0%	4 100%	0 0%	1 1%	3 6%	3 4%	1 1%	4 3%	0 0%
Just the single branch	27 16%	27 16%	2 66%	0 0%	0 0%	27 100%	20 17%	7 14%	15 18%	11 14%	24 16%	1 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	194	105	89	62	70	62	81	67	46
Weighted Bases	166	83	83	56	53	57	73	55	38
Entire organisation	135 82%	70 84%	65 79%	42 76%	45 86%	48 84%	57 79%	44 81%	34 88%
More than one branch, but not entire organisation	4 2%	1 1%	3 4%	2 4%	1 3%	1 1%	2 3%	1 3%	1 2%
Just the single branch	27 16%	12 15%	14 17%	12 21%	6 12%	9 15%	13 18%	9 17%	4 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	194	131	70	50	36	37	94	145	34	3	101	91
Weighted Bases	166	112	54	47	33	29	83	120	29	8	83	82
Entire organisation	135 82%	91 81%	42 78%	40 85%	27 84%	25 85%	66 80%	98 81%	23 78%	8 100%	71 86%	63 76%
More than one branch, but not entire organisation	4 2%	1 1%	1 1%	2 4%	2 6%	0 0%	1 2%	1 1%	2 8%	0 0%	1 1%	3 4%
Just the single branch	27 16%	20 18%	12 21%	5 11%	3 9%	4 15%	16 19%	21 18%	4 14%	0 0%	10 12%	16 20%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	*d	*e	f	*g	*h
Unweighted Bases	194	77	105	120	27	10	68	12	5
Weighted Bases	166	70	85	103	20	11	55	8	6
Entire organisation	135	56	68	87	17	10	46	6	5
	82%	81%	80%	85%	84%	91%	83%	80%	87%
More than one branch, but not entire organisation	4	3	1	3	0	0	2	1	0
	2%	4%	2%	3%	0%	0%	4%	8%	0%
Just the single branch	27	11	15	12	3	1	7	1	1
	16%	16%	18%	12%	16%	9%	13%	12%	13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 9 (continuation)

A7. Do you have responsibility for arranging energy contracts or paying bills for your entire organisation across Great Britain, or just the site where you are now?

(Base: Where multiple sites)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	b	c	*d	e	f	*g	*h	*i	*j
Unweighted Bases	194	26	47	37	24	37	33	18	16	11	8
Weighted Bases	166	35	39	27	18	27	33	11	10	7	8
Entire organisation	135	28	34	20	14	24	27	8	8	5	8
	82%	80%	87%	75%	80%	91%	83%	75%	80%	72%	100%
More than one branch, but not entire organisation	4	2	0	1	0	0	2	0	1	0	0
	2%	4%	0%	5%	0%	0%	5%	0%	6%	0%	0%
Just the single branch	27	5	5	6	4	2	4	3	1	2	0
	16%	15%	13%	20%	20%	9%	12%	25%	14%	28%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 10

A8. How many branches across Great Britain do you have responsibility for?

(Base: Where have responsibility for multiple sites but NOT all)

Column	Total	Size			Has employees
		0 employees	0 - 9 employees	10 - 49 employees	
		*a	*b	*c	*d
Unweighted Bases	5	1	1	4	4
Weighted Bases	4	2	2	3	3
1	1 14%	0 0%	0 0%	1 23%	1 23%
2	3 71%	2 100%	2 100%	1 54%	1 54%
5+	1 14%	0 0%	0 0%	1 23%	1 23%

Columns tested against total minus each column: a,b,c,d

Table 10 (continuation)

A8. How many branches across Great Britain do you have responsibility for?

(Base: Where have responsibility for multiple sites but NOT all)

Column	Total	Sector				Nation		No. Of Sites	Extent Of Responsibility	Fuel (Responsibility)	
		G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	Services (G-S)	England	Scotland			Multi-site	Part
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Bases	5	1	2	2	5	4	1	5	5	2	3
Weighted Bases	4	1	2	1	4	3	1	4	4	1	3
1	1 14%	0 0%	0 0%	1 50%	1 14%	1 18%	0 0%	1 14%	1 14%	0 0%	1 22%
2	3 71%	1 100%	2 72%	1 50%	3 71%	2 64%	1 100%	3 71%	3 71%	1 100%	2 57%
5+	1 14%	0 0%	1 28%	0 0%	1 14%	1 18%	0 0%	1 14%	1 14%	0 0%	1 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 10 (continuation)

A8. How many branches across Great Britain do you have responsibility for?

(Base: Where have responsibility for multiple sites but NOT all)

Column	Total	Fuel (Usage)		Fixed Term Contract	Shopped Around Last Year		Broker Usage			TPI Usage		
		Use both	Use electricity only	Have one	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Bases	5	4	1	5	1	4	2	2	1	2	2	1
Weighted Bases	4	3	1	4	1	3	2	1	1	2	1	1
1	1 14%	1 18%	0 0%	1 14%	0 0%	1 18%	0 0%	1 42%	0 0%	0 0%	1 42%	0 0%
2	3 71%	2 64%	1 100%	3 71%	1 100%	2 64%	2 100%	1 58%	0 0%	2 100%	1 58%	0 0%
5+	1 14%	1 18%	0 0%	1 14%	0 0%	1 18%	0 0%	0 0%	1 100%	0 0%	0 0%	1 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 10 (continuation)

A8. How many branches across Great Britain do you have responsibility for?

(Base: Where have responsibility for multiple sites but NOT all)

Column	Total	Switching					Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Infrequent	First/New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Bases	5	2	1	2	2	2	2	2	2	3	3	2
Weighted Bases	4	1	1	2	2	1	1	2	1	3	3	1
1	1 14%	0 0%	0 0%	1 28%	0 0%	0 0%	1 50%	0 0%	0 0%	1 20%	1 22%	0 0%
2	3 71%	1 100%	1 100%	2 72%	2 72%	1 100%	1 50%	2 100%	1 50%	2 80%	2 78%	1 58%
5+	1 14%	0 0%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	1 42%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 10 (continuation)

A8. How many branches across Great Britain do you have responsibility for?

(Base: Where have responsibility for multiple sites but NOT all)

Column	Total	Electricity Usage (% Of All Costs)	Gas Usage (% Of All Costs)		Electricity Expenditure		Gas Expenditure	
		Less than 10% *a	Less than 10% *b	10 - 39% *c	Up to £1,000 *d	£2.5K - £5K *e	Up to £1,000 *f	£2.5K - £5K *g
Unweighted Bases	5	4	2	1	1	2	1	1
Weighted Bases	4	3	2	1	2	1	2	1
1	1 14%	1 17%	1 28%	0 0%	0 0%	1 42%	0 0%	1 100%
2	3 71%	3 83%	2 72%	1 100%	2 100%	1 58%	2 100%	0 0%
5+	1 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 11

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Mains electricity	1495	430	590	253	1273	843	221	1064
	100%	100%	100%	99%	100%	100%	100%	100%
Mains gas	612	150	209	119	477	328	135	463
	41%	35%	35%	46%	37%	39%	61%	43%
		a	b	c	d	e	f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Mains electricity	1495 100%	272 100%	94 100%	416 99% c	205 100%	335 100%	173 100%	366 100%	1128 100%	1223 100%	116 100%	156 100%
Mains gas	612 41%	67 25% a	48 50% b	133 32% c	113 55% d	171 51% e	80 46% f	115 31% g	497 44% h	529 43% i	33 29% j	50 32% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Mains electricity	1495	1329	164	21	1463	4	27	1168	322	607	888
	100%	100%	99%	100%	100%	100%	100%	100%	98%	100%	100%
								g	h	i	j
Mains gas	612	527	85	10	593	3	15	282	327	607	0
	41%	39%	51%	50%	40%	80%	57%	24%	100%	100%	0%
		a	b				f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Mains electricity	1495 100%	1398 100%	78 98%	707 100%	787 100%	424 99%	538 100%	532 100%	574 99%	570 100%	350 100%
Mains gas	612 41%	567 40%	36 45%	280 39%	332 42%	215 50%	206 38%	191 36%	269 47%	216 38%	127 36%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Mains electricity	1495 100%	961 100%	377 100%	492 100%	292 99%	244 100%	717 100%	1091 100%	320 99%	27 100%	738 100%	748 99%
Mains gas	612 41%	419 43%	150 40%	177 36%	110 37%	102 42%	317 44%	455 42%	118 37%	16 60%	302 41%	307 41%
		a		c			f					

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mains electricity	1495 100%	491 99%	916 100%	780 100%	319 100%	100 100%	348 99%	97 100%	23 100%
Mains gas	612 41%	216 44%	353 38%	289 37%	137 43%	43 43%	352 100%	97 100%	23 100%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 11 (continuation)

A9. Which of these forms of energy do you use?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Mains electricity	1495	508	387	224	130	119	242	136	65	53	23
	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	97%
							f				j
Mains gas	612	189	145	80	62	60	245	138	65	53	23
	41%	37%	37%	36%	47%	51%	100%	100%	100%	100%	100%
						e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 12

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Mains electricity	1492	430	589	252	1271	841	220	1061
	99%	100%	100%	99%	99%	99%	100%	99%
Mains gas	600	150	206	113	469	319	131	450
	40%	35%	35%	44%	37%	38%	59%	42%
			b		d		f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Mains electricity	1492 99%	272 100%	94 100%	416 99%	205 100%	333 99%	172 100%	366 100%	1125 99%	1221 99%	116 100%	156 100%
Mains gas	600 40%	65 24%	48 50%	129 31%	113 55%	167 50%	78 45%	113 31%	487 43%	521 42%	31 27%	48 31%
		a	b	c	d	e		g	h	i	j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Mains electricity	1492	1327	164	21	1460	4	27	1168	319	604	888
	99%	99%	99%	100%	99%	100%	100%	100%	97%	100%	100%
								g	h		j
Mains gas	600	517	83	10	583	3	14	269	327	594	0
	40%	39%	50%	48%	40%	80%	51%	23%	100%	98%	0%
		a	b					g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Mains electricity	1492 99%	1396 100%	77 96%	706 99%	786 99%	423 99%	538 100%	530 99%	573 99%	570 100%	349 99%
Mains gas	600 40%	556 40%	35 43%	278 39%	322 41%	212 50%	200 37%	188 35%	265 46%	210 37%	124 35%
		a	b			e		g	h	i	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Mains electricity	1492 99%	960 100%	376 100%	491 99%	292 99%	244 100%	716 99%	1088 100%	320 99%	27 100%	737 100%	747 99%
Mains gas	600 40%	411 43%	148 39%	173 35%	109 37%	101 42%	310 43%	445 41%	116 36%	16 60%	298 40%	299 40%
		a		c			f					

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mains electricity	1492	490	914	780	319	100	347	95	23
	99%	99%	99%	100%	100%	100%	98%	98%	100%
Mains gas	600	212	344	280	136	43	352	97	23
	40%	43%	37%	36%	43%	43%	100%	100%	100%
			b	c			f	g	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 12 (continuation)

A10. And for which do you have responsibility, e.g. arranging contracts or paying bills?

(Base: Where use gas and electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Mains electricity	1492	508	387	224	130	119	241	135	65	53	23
	99%	100%	100%	100%	100%	100%	98%	98%	100%	99%	97%
Mains gas	600	187	140	79	59	60	245	138	65	53	23
	40%	37%	36%	36%	45%	50%	100%	100%	100%	100%	100%
					e		f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Axis Telecom	3 *%	0 0%	1 *%	2 1%	3 *%	3 *%	0 0%	3 *%
BES Commercial	39 3%	4 1%	22 4%	8 3%	34 3%	30 4%	5 2%	35 3%
British Gas	267 18%	79 18%	84 14%	60 24%	223 18%	144 17%	44 20%	188 18%
Corona Energy	2 *%	0 0%	1 *%	0 0%	1 *%	1 *%	1 *%	2 *%
Dual Energy	24 2%	13 3%	4 1%	2 1%	19 1%	6 1%	5 2%	11 1%
E.ON	297 20%	86 20%	123 21%	50 20%	259 20%	173 21%	38 17%	211 20%
Ecotricity	8 1%	2 *%	4 1%	1 *%	7 1%	5 1%	1 1%	6 1%
EDF Energy	81 5%	20 5%	32 5%	17 7%	68 5%	48 6%	13 6%	61 6%
Extra Energy	53 4%	10 2%	23 4%	6 3%	40 3%	30 4%	13 6%	43 4%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Gazprom	2 *%	0 0%	0 0%	1 *%	1 *%	1 *%	1 1% f	2 *%
GDF Suez	2 *%	0 0%	1 *%	0 0%	1 *%	1 *%	1 *%	2 *%
Good Energy	2 *%	0 0%	0 0%	1 1% c	1 *%	1 *%	1 *%	2 *%
Haven Power	36 2%	7 2%	11 2%	8 3%	26 2%	19 2%	10 4% f	28 3%
Hudson Energy	1 *%	0 0%	0 0%	1 *%	1 *%	1 *%	* *%	1 *%
LoCO2 Energy	1 *%	0 0%	1 *%	0 0%	1 *%	1 *%	0 0%	1 *%
npower	124 8%	45 11%	49 8%	16 7%	111 9%	66 8%	13 6% f	79 7% g
Opus Energy	133 9%	38 9%	67 11% b	19 7%	123 10%	85 10%	10 5% f	96 9%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Scottish and Southern Electricity (SSE)	103 7%	30 7%	36 6%	18 7%	84 7%	54 6%	19 9%	73 7%
Scottish Gas	21 1%	7 2%	6 1%	3 1%	16 1%	9 1%	5 2% f	14 1%
Scottish Power	137 9%	44 10%	62 10%	16 6% c	122 10%	78 9%	15 7% f	93 9%
SEEBoard Energy	5 *%	4 1%	1 *%	0 0%	5 *%	1 *%	* *%	2 *% g
SWALEC	14 1%	6 1%	3 *%	2 1%	11 1%	4 1%	3 2%	8 1%
Total Gas and Power	42 3%	10 2%	17 3%	5 2%	32 3%	22 3%	10 4% f	31 3%
Utility Warehouse	13 1%	5 1%	4 1%	2 1%	12 1%	6 1%	1 1%	8 1%
Unicom	11 1%	1 *%	9 1% b	1 *%	11 1%	10 1%	0 0% f	10 1% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Other	24 2%	6 1%	11 2%	2 1%	19 1%	13 2%	5 2%	18 2%
Don't know	40 3%	11 3%	15 2%	10 4%	35 3%	24 3%	4 2%	28 3%
Refused	9 1%	2 *%	5 1%	1 1%	8 1%	6 1%	1 1%	7 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Axis Telecom	3 *%	0 0%	0 0%	3 1% c	0 0%	0 0%	0 0%	0 0%	3 *%	3 *%	0 0%	0 0%
BES Commercial	39 3%	3 1%	* *%	13 3%	13 6% d	4 1%	5 3%	4 1% g	35 3% h	31 3%	1 1%	7 4% k
British Gas	267 18%	53 20%	30 31% b	65 16%	33 16%	54 16%	32 19%	83 23% g	184 16% h	228 19%	30 26% j	9 6% k
Corona Energy	2 *%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	2 *%	2 *%	0 0%	0 0%
Dual Energy	24 2%	6 2%	1 1%	8 2%	2 1%	3 1%	4 2%	7 2%	17 1%	16 1%	4 4%	4 2%
E.ON	297 20%	43 16% a	15 16%	96 23%	34 17%	80 24%	29 17%	58 16% g	238 21% h	263 22% i	13 12% j	21 13% k
Ecotricity	8 1%	3 1%	0 0%	1 *%	1 1%	3 1%	0 0%	3 1%	5 *%	7 1%	1 1%	0 0%
EDF Energy	81 5%	12 4%	7 8%	22 5%	14 7%	17 5%	8 5%	19 5%	61 5%	75 6% i	3 3%	2 1% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Extra Energy	53 4%	14 5%	2 3%	9 2%	6 3%	16 5%	5 3%	17 5%	36 3%	42 3%	4 3%	7 5%
Gazprom	2 *%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	1 *%	2 *%	0 0%	0 0%
GDF Suez	2 *%	0 0%	0 0%	0 0%	1 *%	0 0%	1 1%	0 0%	2 *%	1 *%	1 1%	0 0%
Good Energy	2 *%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	2 *%	2 *%	0 0%	0 0%
Haven Power	36 2%	9 3%	1 2%	9 2%	7 3%	6 2%	3 2%	11 3%	25 2%	32 3%	2 1%	2 1%
Hudson Energy	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%	* *%
LoCO2 Energy	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 *%	1 *%	0 0%	0 0%
npower	124 8%	31 11%	10 10%	37 9%	8 4%	27 8%	12 7%	41 11%	84 7%	112 9%	2 2%	11 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommod.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Opus Energy	133 9%	12 5% a	8 8%	45 11%	20 10%	33 10%	15 9%	20 6% g	113 10% h	105 9%	12 11%	16 11%
Scottish and Southern Electricity (SSE)	103 7%	17 6%	3 4%	23 6%	16 8%	30 9%	14 8%	20 6%	83 7%	78 6%	5 5%	20 13% k
Scottish Gas	21 1%	0 0% a	1 1%	6 2%	4 2%	8 2%	2 1%	1 *% g	20 2%	2 *% i	0 0%	19 12% k
Scottish Power	137 9%	39 14% a	8 9%	36 9%	24 12%	19 6% e	11 6%	47 13% g	89 8% h	96 8% i	17 15% j	24 15% k
SEEBoard Energy	5 *%	* *%	0 0%	5 1% c	0 0%	0 0%	0 0%	* *%	5 *%	4 *%	0 0%	1 1%
SWALEC	14 1%	2 1%	1 1%	7 2%	2 1%	0 0%	2 1%	3 1%	11 1%	7 1% i	7 6% j	1 1% k
Total Gas and Power	42 3%	8 3%	2 2%	6 2%	8 4%	9 3%	7 4%	10 3%	31 3%	38 3%	3 3%	1 *% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Utility Warehouse	13 1%	3 1%	0 0%	5 1%	1 1%	2 *%	1 1%	3 1%	10 1%	11 1%	2 2%	0 0%
Unicom	11 1%	3 1%	1 1%	4 1%	0 0%	2 1%	1 *%	4 1%	7 1%	7 1%	0 0%	3 2% k
Other	24 2%	3 1%	1 1%	3 1%	3 1%	8 2%	7 4% f	3 1%	21 2%	19 2%	3 3%	2 1%
Don't know	40 3%	5 2%	1 1%	9 2%	7 3%	10 3%	8 5% f	5 1%	34 3%	29 2%	4 4%	7 4%
Refused	9 1%	2 1%	1 1%	3 1%	0 0%	1 *%	1 1%	3 1%	6 *%	9 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1492	1297	193	19	1450	5	35	1154	333	661	831
Weighted Bases	1492	1327	164	21	1460	4	27	1168	319	604	888
Axis Telecom	3 *%	1 *%	2 1%	0 0%	3 *%	0 0%	0 0%	1 *%	0 0%	2 *%	1 *%
BES Commercial	39 3%	37 3%	2 1%	0 0%	38 3%	0 0%	1 3%	27 2%	12 4%	18 3%	21 2%
British Gas	267 18%	231 17%	35 21%	6 28%	263 18%	1 14%	2 9%	190 16%	77 24%	138 23%	129 15%
Corona Energy	2 *%	1 *%	1 1%	0 0%	2 *%	0 0%	0 0%	2 *%	0 0%	1 *%	1 *%
Dual Energy	24 2%	23 2%	1 1%	0 0%	24 2%	0 0%	* 1%	21 2%	3 1%	9 1%	15 2%
E.ON	297 20%	268 20%	29 18%	5 23%	290 20%	0 0%	7 27%	238 20%	59 19%	103 17%	193 22%
Ecotricity	8 1%	7 1%	1 *%	0 0%	8 1%	0 0%	0 0%	6 1%	2 *%	4 1%	4 *%
EDF Energy	81 5%	74 6%	6 4%	1 7%	78 5%	0 0%	3 10%	70 6%	11 3%	22 4%	59 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	f	g	h	i	j	
Unweighted Bases	1492	1297	193	19	1450	5	35	1154	333	661	831
Weighted Bases	1492	1327	164	21	1460	4	27	1168	319	604	888
Extra Energy	53 4%	45 3%	8 5%	0 0%	51 3%	0 0%	2 8%	41 3%	12 4%	29 5%	24 3%
Gazprom	2 *%	1 *%	* *%	0 0%	2 *%	0 0%	0 0%	1 *%	* *%	1 *%	1 *%
GDF Suez	2 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	2 *%
Good Energy	2 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	2 *%	0 0%	1 *%	1 *%
Haven Power	36 2%	30 2%	6 3%	0 0%	35 2%	1 14%	0 0%	31 3%	4 1%	10 2%	25 3%
Hudson Energy	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	* *%	1 *%	0 0%
LoCO2 Energy	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%
npower	124 8%	108 8%	17 10%	0 0%	120 8%	0 0%	4 16%	100 9%	24 8%	45 8%	79 9%
Opus Energy	133 9%	116 9%	18 11%	2 7%	132 9%	0 0%	1 4%	101 9%	32 10%	50 8%	84 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1492	1297	193	19	1450	5	35	1154	333	661	831
Weighted Bases	1492	1327	164	21	1460	4	27	1168	319	604	888
Scottish and Southern Electricity (SSE)	103 7%	90 7%	13 8%	2 7%	102 7%	0 0%	1 2%	87 7%	16 5%	35 6%	68 8%
Scottish Gas	21 1%	19 1%	2 1%	0 0%	20 1%	1 20%	0 0%	17 1%	4 1%	11 2%	10 1%
Scottish Power	137 9%	124 9%	13 8%	2 9%	135 9%	0 0%	2 8%	123 11%	14 4%	43 7%	94 11%
SEEBoard Energy	5 *%	5 *%	0 0%	0 0%	5 *%	0 0%	0 0%	5 *%	* *%	* *%	5 1%
SWALEC	14 1%	14 1%	* *%	1 7%	14 1%	0 0%	0 0%	11 1%	3 1%	4 1%	10 1%
Total Gas and Power	42 3%	39 3%	2 1%	0 0%	40 3%	1 14%	1 2%	28 2%	13 4%	27 4%	15 2%
Utility Warehouse	13 1%	12 1%	1 *%	0 0%	13 1%	0 0%	0 0%	8 1%	5 2%	7 1%	5 1%
Unicom	11 1%	11 1%	0 0%	0 0%	11 1%	0 0%	0 0%	8 1%	3 1%	4 1%	6 1%
Other	24 2%	21 2%	3 2%	0 0%	24 2%	0 0%	* 1%	15 1%	9 3%	17 3%	8 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1492	1297	193	19	1450	5	35	1154	333	661	831
Weighted Bases	1492	1327	164	21	1460	4	27	1168	319	604	888
Don't know	40 3%	36 3%	4 2%	2 10%	36 2%	2 37%	2 6%	25 2%	12 4%	20 3%	20 2%
Refused	9 1%	8 1%	1 *%	0 0%	8 1%	0 0%	1 3%	7 1%	2 1%	3 *%	6 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Axis Telecom	3 *%	3 *%	0 0%	1 *%	2 *%	1 *%	0 0%	2 *%	1 *%	0 0%	2 *%
BES Commercial	39 3%	38 3%	1 1%	20 3%	18 2%	15 4%	9 2%	14 3%	24 4%	8 1%	7 2%
British Gas	267 18%	248 18%	14 18%	117 17%	150 19%	69 16%	108 20%	90 17%	94 16%	109 19%	64 18%
Corona Energy	2 *%	2 *%	0 0%	2 *%	0 0%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%
Dual Energy	24 2%	22 2%	2 2%	12 2%	12 2%	12 3%	7 1%	6 1%	13 2%	7 1%	4 1%
E.ON	297 20%	287 21%	7 9%	134 19%	163 21%	83 20%	114 21%	100 19%	103 18%	124 22%	71 20%
Ecotricity	8 1%	4 *%	4 5%	6 1%	2 *%	2 *%	2 *%	4 1%	4 1%	1 *%	3 1%
EDF Energy	81 5%	71 5%	8 10%	30 4%	50 6%	14 3%	30 6%	37 7%	20 3%	38 7%	23 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Extra Energy	53 4%	53 4%	0 0%	41 6%	12 2%	15 4%	24 5%	13 2%	22 4%	23 4%	8 2%
		a	b	c	d						
Gazprom	2 *%	2 *%	0 0%	* *%	1 *%	1 *%	0 0%	1 *%	1 *%	0 0%	1 *%
GDF Suez	2 *%	2 *%	0 0%	1 *%	1 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%
				e							
Good Energy	2 *%	1 *%	1 2%	0 0%	2 *%	0 0%	1 *%	1 *%	0 0%	1 *%	1 *%
		a	b								
Haven Power	36 2%	36 3%	0 0%	20 3%	15 2%	7 2%	18 3%	10 2%	11 2%	19 3%	6 2%
Hudson Energy	1 *%	1 *%	0 0%	1 *%	* *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%
LoCO2 Energy	1 *%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%
npower	124 8%	119 9%	5 7%	65 9%	59 8%	23 5%	43 8%	59 11%	41 7%	51 9%	32 9%
				e				g			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Opus Energy	133 9%	129 9%	3 4%	70 10%	63 8%	35 8%	54 10%	45 9%	48 8%	56 10%	30 8%
Scottish and Southern Electricity (SSE)	103 7%	95 7%	7 9%	50 7%	53 7%	41 10%	22 4%	40 7%	50 9%	24 4%	29 8%
Scottish Gas	21 1%	18 1%	2 3%	13 2%	9 1%	5 1%	9 2%	7 1%	7 1%	9 2%	4 1%
Scottish Power	137 9%	130 9%	7 9%	65 9%	72 9%	29 7%	53 10%	55 10%	46 8%	62 11%	29 8%
SEEBoard Energy	5 *%	3 *%	2 2%	2 *%	3 *%	3 1%	0 0%	2 *%	3 1%	0 0%	2 1%
SWALEC	14 1%	14 1%	0 0%	5 1%	9 1%	4 1%	7 1%	3 1%	4 1%	8 1%	2 1%
Total Gas and Power	42 3%	39 3%	2 3%	12 2%	29 4%	29 7%	8 2%	4 1%	31 5%	6 1%	4 1%
Utility Warehouse	13 1%	4 *%	7 9%	4 *%	9 1%	1 *%	2 *%	11 2%	1 *%	3 1%	9 3%
		a	b	c	d	e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Unicom	11 1%	11 1%	0 0%	4 1%	6 1%	2 *%	2 *%	6 1%	3 *%	3 1%	5 1%
Other	24 2%	22 2%	2 2%	13 2%	11 1%	10 2%	9 2%	6 1%	15 3% h	6 1%	3 1%
Don't know	40 3%	35 3%	2 3%	14 2%	25 3%	17 4% e	11 2%	11 2%	23 4% h	8 1% i	9 3%
Refused	9 1%	8 1%	1 1%	3 *%	6 1%	1 *%	4 1%	4 1%	2 *%	4 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Axis Telecom	3 *%	1 *%	0 0%	2 *%	0 0%	0 0%	1 *%	2 *%	1 *%	0 0%	1 *%	2 *%
BES Commercial	39 3%	27 3%	11 3%	11 2%	8 3%	2 1%	25 4% f	38 3% g	1 *% h	1 2% i	26 3% j	13 2% k
British Gas	267 18%	139 14%	40 11%	123 25%	78 27%	39 16%	100 14%	174 16%	69 22%	14 52%	116 16%	148 20%
Corona Energy	2 *%	2 *%	2 *%	0 0%	0 0%	1 *%	1 *%	2 *%	0 0%	0 0%	1 *%	1 *%
Dual Energy	24 2%	23 2%	13 4%	0 0%	* *%	9 4%	14 2%	22 2%	1 *%	0 0%	10 1%	12 2%
E.ON	297 20%	184 19%	62 17% b	107 22%	61 21%	36 15% e	148 21%	196 18% g	86 27% h	2 6%	135 18%	161 21%
Ecotricity	8 1%	6 1%	2 *%	2 *%	2 1%	3 1%	3 *%	8 1%	0 0%	0 0%	5 1%	3 *%
EDF Energy	81 5%	36 4%	16 4%	41 8% c	23 8% d	10 4%	26 4% f	65 6%	11 4%	0 0%	37 5%	43 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Extra Energy	53 4%	51 5%	37 10%	2 *%	2 1%	26 11%	25 3%	48 4%	4 1%	2 6%	39 5%	14 2%
		a	b	c	d	e		g	h		j	k
Gazprom	2 *%	2 *%	0 0%	0 0%	0 0%	0 0%	2 *%	2 *%	0 0%	0 0%	1 *%	1 *%
GDF Suez	2 *%	2 *%	0 0%	0 0%	0 0%	1 *%	1 *%	2 *%	0 0%	0 0%	1 *%	1 *%
Good Energy	2 *%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%	2 *%	0 0%	0 0%	1 *%	1 *%
Haven Power	36 2%	28 3%	5 1%	5 1% c	5 2%	6 2%	22 3%	23 2%	10 3%	0 0%	27 4% j	8 1% k
Hudson Energy	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%	* *%	1 *%	* *%	0 0%	0 0%	1 *%
LoCO2 Energy	1 *%	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%
npower	124 8%	80 8%	45 12%	40 8%	28 10%	26 10%	55 8%	94 9%	24 8%	1 2%	62 8%	63 8%
Opus Energy	133 9%	96 10%	32 9%	29 6% a c	21 7%	25 10%	71 10%	106 10%	25 8%	0 0%	65 9%	68 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Scottish and Southern Electricity (SSE)	103 7%	62 6%	31 8%	36 7%	24 8%	10 4%	52 7%	77 7%	16 5%	4 15%	49 7%	53 7%
Scottish Gas	21 1%	11 1%	4 1%	9 2%	6 2%	1 1%	9 1%	13 1%	6 2%	1 4%	10 1%	11 1%
Scottish Power	137 9%	90 9%	34 9%	46 9%	20 7%	23 9%	67 9%	87 8%	43 13%	4 13%	84 11%	53 7%
SEEBoard Energy	5 *%	2 *%	* *%	4 1%	0 0%	* *%	1 *%	5 *%	0 0%	0 0%	2 *%	3 *%
SWALEC	14 1%	6 1%	2 1%	7 1%	5 2%	2 1%	5 1%	10 1%	2 1%	0 0%	6 1%	8 1%
Total Gas and Power	42 3%	36 4%	10 3%	5 1%	2 1%	7 3%	29 4%	36 3%	5 2%	0 0%	16 2%	25 3%
Utility Warehouse	13 1%	9 1%	1 *%	4 1%	2 1%	1 1%	8 1%	11 1%	2 1%	0 0%	5 1%	7 1%
Unicom	11 1%	11 1%	1 *%	0 0%	0 0%	2 1%	8 1%	6 1%	3 1%	0 0%	4 1%	6 1%
		a		c	d		f	g	h		j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Other	24 2%	21 2%	9 2%	3 1%	2 1%	5 2%	16 2%	23 2%	0 0%	0 0%	14 2%	11 1%
Don't know	40 3%	a 27 3%	b 17 5%	c 11 2%	4 2%	7 3%	19 3%	g 28 3%	h 9 3%	0 0%	15 2%	24 3%
Refused	9 1%	5 *%	0 0%	4 1%	1 *%	0 0%	5 1%	7 1%	2 *%	0 0%	5 1%	4 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Axis Telecom	3 *%	3 1%	0 0%	1 *%	0 0%	2 2%	0 0%	0 0%	2 6%
BES Commercial	39 3%	25 5%	14 2%	16 2%	10 3%	4 4%	10 3%	3 3%	3 12%
British Gas	267 18%	124 25%	127 14%	127 16%	70 22%	15 15%	75 22%	23 25%	4 15%
Corona Energy	2 *%	0 0%	2 *%	1 *%	1 *%	0 0%	0 0%	1 1%	0 0%
Dual Energy	24 2%	16 3%	6 1%	8 1%	4 1%	3 3%	5 2%	2 2%	0 0%
E.ON	297 20%	78 16%	200 22%	173 22%	56 18%	20 20%	60 17%	19 20%	2 9%
Ecotricity	8 1%	2 *%	5 1%	5 1%	2 1%	0 0%	2 *%	1 1%	0 0%
EDF Energy	81 5%	14 3%	63 7%	47 6%	18 6%	* *%	13 4%	4 4%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Extra Energy	53 4%	16 3%	36 4%	24 3%	13 4%	4 4%	21 6%	3 3%	1 2%
Gazprom	2 *%	2 *%	0 0%	2 *%	0 0%	0 0%	1 *%	0 0%	0 0%
GDF Suez	2 *%	1 *%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%
Good Energy	2 *%	0 0%	2 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%
Haven Power	36 2%	7 2%	26 3%	19 2%	6 2%	6 6%	6 2%	2 2%	0 0%
Hudson Energy	1 *%	1 *%	0 0%	* *%	1 *%	0 0%	1 *%	0 0%	0 0%
LoCO2 Energy	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%
npower	124 8%	33 7%	87 10%	60 8%	23 7%	10 10%	23 7%	6 6%	2 10%
Opus Energy	133 9%	70 14%	56 6%	73 9%	29 9%	7 7%	29 8%	10 11%	2 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Scottish and Southern Electricity (SSE)	103 7%	18 4%	77 8%	60 8%	21 7%	9 9%	20 6%	5 6%	3 13%
Scottish Gas	21 1%	10 2%	11 1%	9 1%	6 2%	1 1%	10 3%	0 0%	0 0%
Scottish Power	137 9%	23 5%	105 11%	65 8%	29 9%	9 9%	17 5%	5 5%	3 14%
SEEBoard Energy	5 *%	2 *%	4 *%	2 *%	1 *%	0 0%	* *%	0 0%	0 0%
SWALEC	14 1%	2 *%	12 1%	9 1%	4 1%	0 0%	3 1%	1 1%	0 0%
Total Gas and Power	42 3%	16 3%	22 2%	24 3%	7 2%	4 4%	17 5%	4 4%	2 9%
Utility Warehouse	13 1%	0 0%	9 1%	9 1%	4 1%	0 0%	7 2%	1 1%	0 0%
Unicom	11 1%	0 0%	9 1%	5 1%	2 *%	2 2%	3 1%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Other	24 2%	8 2%	16 2%	16 2%	5 1%	1 1%	11 3%	4 4%	0 0%
Don't know	40 3%	18 4%	19 2%	19 2%	7 2%	1 1%	12 4%	1 1%	1 3%
Refused	9 1%	3 1%	6 1%	4 *%	1 *%	0 0%	1 *%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Axis Telecom	3 *%	1 *%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	2 2%	0 0%	0 0%
BES Commercial	39 3%	18 4%	7 2%	7 3%	3 2%	2 2%	8 3%	2 1%	3 5%	4 8%	0 0%
British Gas	267 18%	87 17%	62 16%	40 18%	36 28%	23 19%	44 18%	31 23%	22 33%	15 29%	7 31%
Corona Energy	2 *%	0 0%	0 0%	0 0%	1 1%	1 *%	0 0%	0 0%	0 0%	1 1%	0 0%
Dual Energy	24 2%	6 1%	6 2%	6 3%	3 2%	1 1%	3 1%	3 2%	1 1%	1 2%	0 0%
E.ON	297 20%	122 24%	75 19%	41 18%	23 18%	19 16%	49 20%	16 12%	16 25%	5 10%	3 14%
Ecotricity	8 1%	2 *%	3 1%	0 0%	1 1%	2 2%	0 0%	0 0%	1 1%	2 3%	0 0%
EDF Energy	81 5%	21 4%	21 5%	11 5%	10 8%	9 7%	8 3%	4 3%	3 5%	4 7%	0 0%
Extra Energy	53 4%	14 3%	11 3%	14 6%	6 5%	4 3%	14 6%	6 4%	2 3%	2 5%	3 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Gazprom	2 *%	0 0%	0 0%	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	1 2%	0 0%
GDF Suez	2 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Good Energy	2 *%	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%
Haven Power	36 2%	12 2%	6 2%	5 2%	2 1%	8 6%	2 1%	4 3%	0 0%	2 3%	1 6%
Hudson Energy	1 *%	0 0%	0 0%	0 0%	1 *%	* *%	1 *%	0 0%	0 0%	* 1%	0 0%
LoCO2 Energy	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
npower	124 8%	43 9%	38 10%	14 6%	11 8%	5 4%	28 12%	7 5%	4 7%	1 3%	0 0%
Opus Energy	133 9%	56 11%	36 9%	18 8%	6 5%	6 5%	22 9%	15 11%	3 5%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Scottish and Southern Electricity (SSE)	103 7%	29 6%	28 7%	17 8%	6 4%	14 12%	13 5%	8 6%	3 4%	4 7%	4 17%
Scottish Gas	21 1%	6 1%	6 2%	5 2%	3 2%	1 1%	2 1%	4 3%	1 1%	3 6%	1 4%
Scottish Power	137 9%	31 6%	42 11%	26 12%	13 10%	12 10%	14 6%	11 8%	3 5%	1 3%	1 3%
SEEBoard Energy	5 *%	2 *%	2 *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%
SWALEC	14 1%	6 1%	3 1%	1 1%	1 *%	3 3%	2 1%	0 0%	0 0%	1 1%	1 4%
Total Gas and Power	42 3%	15 3%	14 4%	7 3%	2 1%	1 1%	6 3%	14 11%	1 1%	2 4%	* 2%
Utility Warehouse	13 1%	7 1%	3 1%	2 1%	1 1%	0 0%	7 3%	0 0%	0 0%	0 0%	0 0%
Unicom	11 1%	5 1%	4 1%	2 1%	0 0%	0 0%	2 1%	2 2%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 13 (continuation)

B1. What is the name of your organisation's/site's current electricity supplier?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Other	24 2%	10 2%	8 2%	2 1%	1 1%	2 2%	9 4%	2 1%	1 1%	1 2%	1 2%
Don't know	40 3%	14 3%	7 2%	3 1%	1 1%	3 3%	7 3%	6 4%	0 0%	1 2%	1 4%
Refused	9 1%	1 *%	2 1%	2 1%	0 0%	0 0%	1 *%	1 1%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 14

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Less than £500 (250)	185 12%	103 24%	64 11%	16 6%	183 14%	80 9%	2 1%	82 8%
Between £500 and £1,000 (750)	323 22%	137 32%	138 23%	32 13%	307 24%	170 20%	16 7%	186 18%
Between £1,001 and £2,500 (1750)	387 26%	80 19%	198 34%	68 27%	346 27%	266 32%	41 19%	307 29%
Between £2,501 and £5,000 (3750)	224 15%	41 10%	85 15%	57 23%	183 14%	142 17%	40 18%	183 17%
Between £5,001 and £10,000 (7500)	130 9%	20 5%	36 6%	35 14%	91 7%	71 8%	40 18%	110 10%
Between £10,001 and £15,000 (12500)	57 4%	6 1%	10 2%	16 6%	32 2%	26 3%	25 11%	51 5%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Between £15,001 and £25,000 (20000)	31 2%	2 1%	11 2%	1 1%	15 1%	12 1%	16 7%	28 3%
Between £25,001 and £50,000 (37500)	21 1%	4 1%	4 1%	1 *% c	9 1%	5 1%	12 5%	17 2%
More than £50,000 (62500)	10 1%	2 *%	2 *%	1 *% c	5 *% d	3 *%	6 3%	8 1%
Don't know	117 8%	33 8%	40 7%	22 9%	95 7%	61 7%	22 10%	84 8%
Refused	7 *%	2 *%	1 *%	3 1% c	6 *%	4 1%	1 *%	5 *%
Base for stats	1368	395	548	227	1170	775	198	973
Mean	4047.72	2423.73	3012.46	4192.21	3042.74	3358.23	9993.10	4707.14
Standard error	208.07	a 407.88	b 264.93	c 336.88	d 187.61	e 208.04	f 645.32	g 241.43

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Sector							
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)
		a	b	c	d	e	f	g	h
Unweighted Bases	1492	307	151	315	211	280	228	458	1034
Weighted Bases	1492	272	94	416	205	333	172	366	1125
Less than £500 (250)	185 12%	26 9%	17 18% b	68 16% c	8 4% d	50 15%	15 9%	43 12%	142 13%
Between £500 and £1,000 (750)	323 22%	55 20%	36 39% b	88 21%	18 9% d	84 25%	41 24%	91 25% g	232 21%
Between £1,001 and £2,500 (1750)	387 26%	67 25%	20 21% b	117 28%	53 26% d	84 25% e	47 27%	87 24%	300 27%
Between £2,501 and £5,000 (3750)	224 15%	48 18%	9 9% b	61 15%	50 24% d	32 10% e	24 14%	57 16%	167 15%
Between £5,001 and £10,000 (7500)	130 9%	29 11%	4 4% b	29 7% b	38 19% d	16 5% e	15 9%	33 9%	97 9%
Between £10,001 and £15,000 (12500)	57 4%	11 4%	1 1% b	9 2% b	13 7% d	16 5%	6 3%	12 3%	44 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Sector							
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)
		a	b	c	d	e	f	g	h
Unweighted Bases	1492	307	151	315	211	280	228	458	1034
Weighted Bases	1492	272	94	416	205	333	172	366	1125
Between £15,001 and £25,000 (20000)	31 2%	7 3%	0 0%	6 1%	6 3%	8 2%	4 2%	7 2%	23 2%
Between £25,001 and £50,000 (37500)	21 1%	7 3%	* *%	5 1%	3 2%	5 2%	0 0%	8 2%	13 1%
More than £50,000 (62500)	10 1%	4 2%	0 0%	4 1%	1 *%	2 *%	1 *%	4 1%	6 1%
Don't know	117 8%	17 6%	5 6%	26 6%	14 7%	36 11%	18 11%	22 6%	95 8%
Refused	7 *%	1 *%	1 1%	3 1%	0 0%	1 *%	1 1%	2 *%	5 *%
Base for stats	1368	255	88	386	191	296	152	343	1025
Mean	4047.72	5424.22	1754.11	3524.34	5468.05	3712.83	3270.41	4481.89	3902.61
Standard error	208.07	596.24	237.29	443.59	502.48	477.43	372.22	435.31	234.94

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Nation			No. Of Sites			Extent Of Responsibility		
		England	Wales	Scotland	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)
		a	b	c	d	e	*f	g	*h	i
Unweighted Bases	1492	1215	114	163	1297	193	19	1450	5	35
Weighted Bases	1492	1221	116	156	1327	164	21	1460	4	27
Less than £500 (250)	185 12%	147 12%	18 16%	20 13%	175 13%	10 6%	2 7%	183 13%	2 37%	1 2%
Between £500 and £1,000 (750)	323 22%	271 22%	25 22%	27 18%	298 22%	25 15%	4 19%	318 22%	0 0%	5 18%
Between £1,001 and £2,500 (1750)	387 26%	307 25%	33 29%	47 30%	348 26%	39 24%	3 16%	382 26%	0 0%	5 20%
Between £2,501 and £5,000 (3750)	224 15%	176 14%	21 18%	27 18%	196 15%	27 17%	2 11%	217 15%	1 34%	6 21%
Between £5,001 and £10,000 (7500)	130 9%	110 9%	6 5%	14 9%	112 8%	18 11%	8 36%	126 9%	0 0%	4 13%
Between £10,001 and £15,000 (12500)	57 4%	45 4%	4 3%	8 5%	46 3%	10 6%	1 4%	57 4%	0 0%	0 0%
Between £15,001 and £25,000 (20000)	31 2%	22 2%	5 4%	4 3%	26 2%	5 3%	0 0%	29 2%	0 0%	2 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Nation			No. Of Sites			Extent Of Responsibility		
		England	Wales	Scotland	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)
		a	b	c	d	e	*f	g	*h	i
Unweighted Bases	1492	1215	114	163	1297	193	19	1450	5	35
Weighted Bases	1492	1221	116	156	1327	164	21	1460	4	27
Between £25,001 and £50,000	(37500)	21	20	*	12	9	*	20	0	1
	1%	2%	*%	1%	1%	5%	2%	1%	0%	4%
More than £50,000	(62500)	10	8	0	8	3	0	10	0	0
	1%	1%	0%	1%	1%	2%	0%	1%	0%	0%
Don't know	117	110	2	5	99	18	1	111	1	4
	8%	9%	2%	3%	7%	11%	5%	8%	29%	16%
Refused	7	5	2	0	6	1	0	7	0	0
	*%	*%	1%	0%	*%	*%	0%	*%	0%	0%
Base for stats	1368	1105	112	151	1221	146	20	1342	3	22
Mean	4047.72	4092.16	3175.90	4368.02	3661.88	7266.71	4931.05	4024.93	1924.20	5681.18
Standard error	208.07	236.37	455.91	663.96	199.85	918.60	1348.19	210.78	1248.32	1515.62

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract		Shopped Around Last Year	
		Electricity	Gas	Use both	Use electricity only	Have one	Do not	Have done	Have not
		a	b	c	d	e	f	g	h
Unweighted Bases	1492	1154	333	661	831	1401	69	725	767
Weighted Bases	1492	1168	319	604	888	1396	77	706	786
Less than £500 (250)	185 12%	153 13%	32 10%	61 10%	124 14%	161 12%	22 29%	69 10%	116 15%
Between £500 and £1,000 (750)	323 22%	244 21%	79 25%	128 21%	195 22%	302 22%	16 21%	134 19%	189 24%
Between £1,001 and £2,500 (1750)	387 26%	309 26%	77 24%	145 24%	243 27%	369 26%	14 19%	202 29%	185 24%
Between £2,501 and £5,000 (3750)	224 15%	181 16%	42 13%	80 13%	144 16%	214 15%	8 11%	110 16%	114 14%
Between £5,001 and £10,000 (7500)	130 9%	99 8%	31 10%	62 10%	69 8%	128 9%	2 2%	79 11%	52 7%
Between £10,001 and £15,000 (12500)	57 4%	41 3%	14 4%	28 5%	28 3%	55 4%	1 1%	33 5%	23 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract		Shopped Around Last Year		
	Total	Electricity	Gas	Use both	Use electricity only	Have one	Do not	Have done	Have not
		a	b	c	d	e	f	g	h
Unweighted Bases	1492	1154	333	661	831	1401	69	725	767
Weighted Bases	1492	1168	319	604	888	1396	77	706	786
Between £15,001 and £25,000 (20000)	31 2%	23 2%	8 2%	17 3%	13 2%	30 2%	1 1%	20 3%	11 1%
Between £25,001 and £50,000 (37500)	21 1%	17 1%	4 1%	11 2%	10 1%	18 1%	2 3%	6 1%	15 2%
More than £50,000 (62500)	10 1%	7 1%	1 *%	4 1%	7 1%	9 1%	0 0%	8 1%	3 *%
Don't know	117 8%	88 8%	29 9%	66 11%	51 6%	106 8%	9 12%	44 6%	73 9%
Refused	7 *%	5 *%	2 1%	2 *%	5 1%	5 *%	1 2%	2 *%	5 1%
Base for stats	1368	1075	288	536	832	1286	66	660	708
Mean	4047.72	3957.49	3950.17	4614.89	3682.55	4059.71	2985.44	4515.35	3611.81
Standard error	208.07	231.13	393.73	335.43	264.31	209.43	930.55	315.24	272.74

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Broker Usage			TPI Usage		
		Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f
Unweighted Bases	1492	441	562	489	579	581	332
Weighted Bases	1492	423	538	530	573	570	349
Less than £500 (250)	185 12%	40 10%	65 12%	80 15%	68 12%	59 10%	58 17%
Between £500 and £1,000 (750)	323 22%	a 87 21%	b 101 19%	c 135 25%	d 122 21%	e 112 20%	f 89 26%
Between £1,001 and £2,500 (1750)	387 26%	104 25%	151 28%	132 25%	144 25%	164 29%	79 23%
Between £2,501 and £5,000 (3750)	224 15%	62 15%	86 16%	76 14%	82 14%	92 16%	49 14%
Between £5,001 and £10,000 (7500)	130 9%	50 12%	55 10%	25 5%	56 10%	57 10%	17 5%
Between £10,001 and £15,000 (12500)	57 4%	a 25 6%	b 22 4%	c 10 2%	d 27 5%	e 22 4%	f 8 2%

Columns tested against total minus each column: a,b,c,d,e,f

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Broker Usage			TPI Usage		
		Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f
Unweighted Bases	1492	441	562	489	579	581	332
Weighted Bases	1492	423	538	530	573	570	349
Between £15,001 and £25,000 (20000)	31 2%	16 4%	11 2%	4 1%	17 3%	10 2%	4 1%
Between £25,001 and £50,000 (37500)	21 1%	7 2%	8 2%	6 1%	12 2%	7 1%	2 1%
More than £50,000 (62500)	10 1%	5 1%	4 1%	2 *%	5 1%	4 1%	2 *%
Don't know	117 8%	27 6%	32 6%	58 11%	40 7%	40 7%	37 11%
Refused	7 *%	1 *%	3 1%	3 1%	1 *%	3 1%	3 1%
Base for stats	1368	396	503	469	532	527	309
Mean	4047.72	5190.68	4229.65	2888.13	4739.09	4023.12	2898.52
Standard error	208.07	a 448.87	b 336.84	c 291.56	d 377.02	e 314.68	f 361.31

Columns tested against total minus each column: a,b,c,d,e,f

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge
		a	b	c	d	e	f	g	h	*i
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27
Less than £500 (250)	185 12%	108 11%	43 11%	74 15% c	35 12%	20 8% e	88 12%	128 12%	45 14%	6 23%
Between £500 and £1,000 (750)	323 22%	206 22%	74 20%	112 23%	65 22%	39 16% e	167 23%	230 21%	81 25%	2 7%
Between £1,001 and £2,500 (1750)	387 26%	245 26%	96 25%	134 27%	83 28%	68 28%	177 25%	288 26%	75 24%	8 31%
Between £2,501 and £5,000 (3750)	224 15%	160 17% a	58 15%	60 12% c	37 13%	44 18%	115 16%	161 15%	47 15%	3 12%
Between £5,001 and £10,000 (7500)	130 9%	98 10% a	31 8%	29 6% c	21 7%	36 15% e	61 9%	101 9%	26 8%	2 8%
Between £10,001 and £15,000 (12500)	57 4%	39 4%	19 5%	17 3%	10 3%	11 4%	28 4%	44 4%	10 3%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge
		a	b	c	d	e	f	g	h	*j
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27
Between £15,001 and £25,000 (20000)	31 2%	23 2%	12 3%	6 1%	6 2%	8 3%	16 2%	28 3% g	2 1% h	1 2%
Between £25,001 and £50,000 (37500)	21 1%	12 1%	4 1%	8 2%	6 2%	3 1%	9 1%	12 1%	5 2%	2 9%
More than £50,000 (62500)	10 1%	8 1%	6 2% b	2 *%	2 1%	5 2%	3 *%	9 1%	* *%	0 0%
Don't know	117 8%	57 6% a	33 9%	45 9%	26 9%	9 4%	49 7%	80 7%	27 8%	2 6%
Refused	7 *%	3 *%	1 *%	4 1%	1 *%	0 0%	3 *%	5 *%	2 *%	0 0%
Base for stats	1368	899	342	442	265	235	664	1002	291	25
Mean	4047.72	4284.36	4915.23	3494.70	4104.80	5648.88	3801.54	4226.15	3259.71	6062.33
Standard error	208.07	262.52	504.98 b	351.26	499.93	680.89 e	260.47	251.46	349.27 h	2524.53

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
Unweighted Bases	1492	730	752	508	891	769	318	103	383	110	24
Weighted Bases	1492	737	747	490	914	780	319	100	347	95	23
Less than £500 (250)	185 12%	71 10%	114 15%	55 11%	114 12%	137 18%	22 7%	7 7%	43 12%	7 7%	1 5%
Between £500 and £1,000 (750)	323 22%	154 21%	168 23%	106 22%	203 22%	193 25%	73 23%	16 16%	74 21%	24 25%	5 23%
Between £1,001 and £2,500 (1750)	387 26%	195 26%	191 26%	117 24%	252 28%	210 27%	86 27%	38 38%	89 26%	22 23%	6 25%
Between £2,501 and £5,000 (3750)	224 15%	114 16%	104 14%	69 14%	145 16%	113 14%	49 15%	14 14%	49 14%	15 15%	3 13%
Between £5,001 and £10,000 (7500)	130 9%	70 9%	60 8%	59 12%	65 7%	63 8%	43 13%	8 8%	39 11%	15 16%	1 5%
Between £10,001 and £15,000 (12500)	57 4%	34 5%	22 3%	21 4%	33 4%	23 3%	17 5%	4 4%	16 5%	6 6%	3 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
Unweighted Bases	1492	730	752	508	891	769	318	103	383	110	24
Weighted Bases	1492	737	747	490	914	780	319	100	347	95	23
Between £15,001 and £25,000 (20000)	31 2%	23 3%	8 1%	16 3%	14 1%	8 1%	14 4%	5 5%	12 4%	2 3%	0 0%
Between £25,001 and £50,000 (37500)	21 1%	9 1%	11 2%	14 3%	6 1%	7 1%	6 2%	3 3%	4 1%	2 2%	2 10%
More than £50,000 (62500)	10 1%	6 1%	4 1%	6 1%	4 *%	2 *%	2 1%	2 2%	2 1%	1 1%	* 2%
Don't know	117 8%	56 8%	61 8%	26 5%	75 8%	22 3%	8 3%	2 2%	17 5%	2 3%	1 4%
Refused	7 *%	4 1%	2 *%	2 *%	5 1%	0 0%	0 0%	2 2%	0 0%	0 0%	0 0%
Base for stats	1368	677	683	463	834	758	311	97	329	93	22
Mean	4047.72	4536.15	3571.35	5372.61	3343.94	3068.40	4973.94	6162.87	4401.11	5091.29	8240.97
Standard error	208.07	317.18	273.00	449.88	213.03	211.58	457.20	1168.16	403.58	848.19	2788.29

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Less than £500 (250)	185 12%	185 36%	0 0%	0 0%	0 0%	0 0%	54 23%	2 2%	0 0%	0 0%	0 0%
		a	b	c	d	e	f	g	h	i	j
Between £500 and £1,000 (750)	323 22%	323 64%	0 0%	0 0%	0 0%	0 0%	100 42%	21 16%	2 2%	1 3%	1 2%
		a	b	c	d	e	f	g	h	i	j
Between £1,001 and £2,500 (1750)	387 26%	0 0%	387 100%	0 0%	0 0%	0 0%	49 20%	72 54%	11 17%	3 6%	0 0%
		a	b	c	d	e	f	g	h	i	j
Between £2,501 and £5,000 (3750)	224 15%	0 0%	0 0%	224 100%	0 0%	0 0%	23 10%	19 14%	26 39%	7 14%	1 5%
		a	b	c	d	e	f	g	h	i	j
Between £5,001 and £10,000 (7500)	130 9%	0 0%	0 0%	0 0%	130 100%	0 0%	9 4%	12 9%	13 20%	21 40%	4 16%
		a	b	c	d	e	f	g	h	i	j
Between £10,001 and £15,000 (12500)	57 4%	0 0%	0 0%	0 0%	0 0%	57 48%	2 1%	3 2%	10 16%	7 12%	6 28%
		a	b	c	d	e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 14 (continuation)

B2a. To the best of your knowledge, approximately how much has the organisation as a whole/ the branches/site you have responsibility for spent on electricity in the last 12 months? This should include VAT.

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Between £15,001 and £25,000 (20000)	31 2%	0 0%	0 0%	0 0%	0 0%	31 26%	1 *%	3 2%	2 4%	10 19%	1 2%
		a	b	c	d	e				i	j
Between £25,001 and £50,000 (37500)	21 1%	0 0%	0 0%	0 0%	0 0%	21 18%	0 0%	* *%	1 1%	1 2%	8 35%
		a	b	c		e					j
More than £50,000 (62500)	10 1%	0 0%	0 0%	0 0%	0 0%	10 9%	* *%	0 0%	0 0%	1 2%	3 11%
		a				e					j
Don't know	117 8%	0 0%	0 0%	0 0%	0 0%	0 0%	3 1%	1 1%	1 1%	2 3%	0 0%
		a	b	c	d	e	f	g	h		
Refused	7 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
Base for stats	1368	508	387	224	130	119	238	133	64	51	23
Mean	4047.72	567.98	1750.00	3750.00	7500.00	23232.45	1641.59	3125.30	6412.17	11142.36	25653.05
		a					f		h	i	j
Standard error	208.07	12.00	.00	.00	.00	1167.94	218.08	328.56	599.33	1169.95	3248.14

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 15

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1492	244	470	333	1047	803	445	1248
Weighted Bases	1492	430	589	252	1271	841	220	1061
Less than 10%	780 52%	231 54%	308 52%	128 51%	666 52%	435 52%	114 52%	549 52%
Between 10% and 19%	216 14%	61 14%	91 15%	35 14%	187 15%	126 15%	29 13%	155 15%
Between 20% and 29%	75 5%	26 6%	29 5%	10 4%	66 5%	39 5%	9 4%	49 5%
Between 30% and 39%	28 2%	8 2%	10 2%	5 2%	23 2%	15 2%	5 2%	19 2%
Between 40% and 49%	18 1%	0 0%	9 2%	5 2%	14 1%	14 2%	4 2%	18 2%
50% or more	83 6%	25 6%	23 4%	24 9%	72 6%	47 6%	11 5%	57 5%
Don't know	289 19%	79 18%	118 20%	44 18%	241 19%	162 19%	48 22%	210 20%
Refused	3 *%	0 0%	1 *%	1 1%	2 *%	2 *%	1 *%	3 *%
Base for stats	1199	351	470	207	1028	676	171	848
Mean	14.02	13.81	12.85	17.26	14.07	14.20	13.71	14.10
Standard error	.53	1.30	.85	1.37	.64	.73	.97	.59

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Less than 10%	780 52%	158 58% a	54 57%	220 53%	84 41% d	188 56%	77 45% f	212 58% g	568 51% h	632 52%	63 55%	85 54%
Between 10% and 19%	216 14%	30 11% a	10 11%	63 15%	45 22% d	37 11%	32 18%	40 11% g	176 16%	180 15%	14 12%	22 14%
Between 20% and 29%	75 5%	11 4%	1 2% b	20 5%	19 9% d	16 5%	7 4%	13 3%	62 6%	62 5%	8 7%	5 3%
Between 30% and 39%	28 2%	6 2%	1 1%	3 1%	2 1%	10 3%	6 4% f	6 2%	21 2%	18 2% i	4 3%	6 4%
Between 40% and 49%	18 1%	5 2%	2 2%	4 1%	2 1%	2 1%	2 1%	8 2% g	10 1%	15 1%	0 0%	3 2%
50% or more	83 6%	14 5%	6 6%	27 6%	10 5%	20 6%	6 4%	20 5%	63 6%	64 5%	7 6%	12 8%
Don't know	289 19%	47 17%	19 20%	79 19%	42 21%	60 18%	41 24%	67 18%	222 20%	246 20%	20 17%	23 15%
Refused	3 *%	* *%	1 1% b	0 0%	0 0%	1 *%	1 1%	1 *%	2 *%	3 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1492	307	151	315	211	280	228	458	1034	1215	114	163
Weighted Bases	1492	272	94	416	205	333	172	366	1125	1221	116	156
Base for stats	1199	224	74	336	162	273	130	298	901	971	96	133
Mean	14.02	13.35	13.57	14.24	15.06	14.00	13.58	13.40	14.22	13.77	14.05	15.83
Standard error	.53	1.14	1.78	1.21	1.34	1.28	1.23	.96	.64	.58	1.92	1.77

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1492	1297	193	19	1450	5	35	1154	333	661	831
Weighted Bases	1492	1327	164	21	1460	4	27	1168	319	604	888
Less than 10%	780 52%	677 51%	103 63%	9 41%	764 52%	3 86%	12 47%	615 53%	163 51%	289 48%	491 55%
Between 10% and 19%	216 14%	201 15%	15 9%	6 26%	213 15%	0 0%	3 12%	170 15%	46 14%	92 15%	125 14%
Between 20% and 29%	75 5%	71 5%	4 2%	3 16%	75 5%	0 0%	0 0%	60 5%	15 5%	33 5%	42 5%
Between 30% and 39%	28 2%	26 2%	1 1%	1 6%	28 2%	0 0%	0 0%	21 2%	7 2%	13 2%	15 2%
Between 40% and 49%	18 1%	16 1%	2 1%	1 4%	18 1%	0 0%	0 0%	14 1%	4 1%	7 1%	11 1%
50% or more	83 6%	74 6%	9 5%	0 0%	82 6%	0 0%	1 4%	69 6%	12 4%	37 6%	46 5%
Don't know	289 19%	259 20%	30 18%	1 6%	278 19%	1 14%	10 38%	217 19%	70 22%	132 22%	157 18%
Refused	3 *%	3 *%	1 *%	0 0%	3 *%	0 0%	0 0%	1 *%	2 1%	2 *%	1 *%
Base for stats	1199	1065	134	19	1179	3	17	949	247	470	729
Mean	14.02	14.26	12.14	14.47	14.09	5.00	11.14	14.25	12.77	15.03	13.37
Standard error	.53	.57	1.45	2.72	.54	.00	3.61	.62	1.02	.85	.69

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Less than 10%	780 52%	726 52%	44 57%	359 51%	421 54%	227 54%	281 52%	272 51%	302 53%	288 51%	190 54%
Between 10% and 19%	216 14%	203 15%	10 14%	106 15%	110 14%	76 18%	79 15%	61 12%	89 16%	88 15%	39 11%
Between 20% and 29%	75 5%	73 5%	1 1%	46 7%	29 4%	27 6%	28 5%	20 4%	31 5%	30 5%	14 4%
Between 30% and 39%	28 2%	23 2%	4 5%	10 1%	18 2%	6 2%	9 2%	12 2%	10 2%	8 1%	9 3%
Between 40% and 49%	18 1%	18 1%	0 0%	9 1%	9 1%	4 1%	9 2%	4 1%	6 1%	9 2%	2 1%
50% or more	83 6%	78 6%	5 6%	32 5%	50 6%	19 4%	22 4%	42 8%	39 7%	25 4%	18 5%
Don't know	289 19%	274 20%	11 15%	142 20%	147 19%	63 15%	107 20%	118 22%	94 16%	120 21%	75 22%
Refused	3 *%	1 *%	1 2%	2 *%	1 *%	1 *%	2 *%	1 *%	1 *%	2 *%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	1401	69	725	767	441	562	489	579	581	332
Weighted Bases	1492	1396	77	706	786	423	538	530	573	570	349
Base for stats	1199	1121	64	561	638	359	429	411	478	448	273
Mean	14.02	14.08	13.97	13.55	14.43	13.10	13.14	15.73	14.97	13.42	13.34
Standard error	.53	.55	2.58	.72	.79	.86	.79	1.10 ^g	.90	.80	1.14

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Less than 10%	780 52%	509 53%	200 53%	256 52%	152 52%	118 48%	392 55%	552 51% g	185 58% h	16 58%	369 50%	408 55%
Between 10% and 19%	216 14%	146 15%	45 12%	66 13%	42 14%	49 20% e	96 13%	158 14%	49 15%	4 16%	111 15%	103 14%
Between 20% and 29%	75 5%	51 5%	25 7%	23 5%	15 5%	10 4%	42 6%	61 6%	13 4%	0 0%	44 6%	31 4%
Between 30% and 39%	28 2%	18 2%	6 1%	9 2%	6 2%	4 2%	14 2%	22 2%	6 2%	0 0%	12 2%	16 2%
Between 40% and 49%	18 1%	12 1%	4 1%	5 1%	2 1%	2 1%	11 1%	12 1%	5 2%	0 0%	7 1%	10 1%
50% or more	83 6%	59 6%	16 4%	23 5%	8 3% d	20 8%	39 5%	56 5%	17 5%	5 18%	49 7%	32 4% k
Don't know	289 19%	163 17% a	79 21%	107 22%	66 22%	42 17%	121 17% f	225 21% g	45 14% h	2 8%	142 19%	146 20%
Refused	3 *%	2 *% a	1 *%	1 *%	1 *%	0 0%	2 *% f	2 *% g	1 *% h	0 0%	3 *%	* *% k
Base for stats	1199	796	296	382	226	202	594	860	274	25	592	600

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1492	974	394	456	283	242	732	1088	322	20	730	752
Weighted Bases	1492	960	376	491	292	244	716	1088	320	27	737	747
Mean	14.02	14.45	13.06	13.24	11.84	16.01	13.92	14.00	13.23	20.19	15.08	12.79
Standard error	.53	.67	.96	.93	1.00	1.46	.74	.61	1.08	6.51	.81	.69

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Less than 10%	780 52%	252 51%	483 53%	780 100%	0 0%	0 0%	261 75%	11 12%	0 0%
Between 10% and 19%	216 14%	72 15%	136 15%	0 0%	216 68%	0 0%	47 14%	39 41%	1 4%
Between 20% and 29%	75 5%	27 5%	46 5%	0 0%	75 24%	0 0%	9 3%	21 22%	2 9%
Between 30% and 39%	28 2%	7 1%	18 2%	0 0%	28 9%	0 0%	3 1%	7 7%	3 12%
Between 40% and 49%	18 1%	5 1%	12 1%	0 0%	0 0%	18 18%	1 *%	1 1%	5 20%
50% or more	83 6%	30 6%	50 5%	0 0%	0 0%	83 82%	7 2%	15 16%	13 54%
Don't know	289 19%	97 20%	167 18%	0 0%	0 0%	0 0%	19 5%	1 1%	0 0%
Refused	3 *%	* *%	3 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Base for stats	1199	393	744	780	319	100	328	95	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1492	508	891	769	318	103	383	110	24
Weighted Bases	1492	490	914	780	319	100	347	95	23
Mean	14.02	14.48	13.99	5.00	18.59	69.63	8.82	27.18	56.73
Standard error	.53	.95	.68	.00	d .36	e 1.15	f .60	g 2.17	h 4.37

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Less than 10%	780 52%	330 65%	210 54%	113 50%	63 48%	41 35%	130 54%	66 49%	30 46%	27 51%	7 30%
Between 10% and 19%	216 14%	67 13%	65 17%	29 13%	25 19%	25 21%	42 17%	21 16%	9 14%	9 18%	6 28%
Between 20% and 29%	75 5%	17 3%	18 5%	13 6%	13 10%	12 10%	9 4%	5 4%	11 16%	5 10%	3 11%
Between 30% and 39%	28 2%	10 2%	3 1%	7 3%	4 3%	2 2%	5 2%	6 4%	1 2%	1 1%	* 2%
Between 40% and 49%	18 1%	3 1%	5 1%	3 1%	3 2%	2 1%	2 1%	1 1%	* 1%	1 2%	1 5%
50% or more	83 6%	19 4%	33 8%	11 5%	5 4%	12 11%	14 6%	9 7%	7 11%	3 5%	2 11%
Don't know	289 19%	61 12%	53 14%	47 21%	17 13%	24 20%	39 16%	27 20%	6 10%	7 13%	3 14%
Refused	3 *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	* 1%	0 0%
Base for stats	1199	447	334	176	113	94	202	108	59	46	20
Mean	14.02	11.18	15.62	14.34	14.47	20.62	13.82	15.39	19.54	14.22	21.90
		a	b	c	d	e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 15 (continuation)

B3. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on electricity?

(Base: Where responsible for electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1492	403	378	245	166	169	225	149	83	74	34
Weighted Bases	1492	508	387	224	130	119	241	135	65	53	23
Standard error	.53	.81	1.17	1.30	1.34	1.95	1.33	1.82	2.65	2.15	4.17

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 16

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	646	78	158	150	386	308	260	568
Weighted Bases	591	148	203	110	461	314	130	444
Yes	329 56%	81 55%	111 54%	65 59%	257 56%	176 56%	72 55%	248 56%
No	255 43%	64 43%	89 44%	45 41%	197 43%	133 43%	58 44%	191 43%
Unsure	8 1%	3 2%	4 2%	0 0%	7 2%	4 1%	1 1%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	646	98	74	99	120	145	110	172	474	545	38	63
Weighted Bases	591	65	47	124	113	165	77	113	479	512	31	48
Yes	329 56%	34 52%	20 42% b	62 50%	68 60%	103 62%	42 55%	54 48% g	275 57%	288 56%	18 58%	23 47%
No	255 43%	31 48%	27 58% b	58 46%	44 39%	60 36%	35 45%	59 52% g	196 41%	219 43%	10 34%	26 53%
Unsure	8 1%	0 0%	* *% b	4 3%	2 1%	2 1%	0 0%	* *% g	8 2%	5 1%	3 9% j	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Have one	Do not
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	646	543	102	10	622	4	19	309	333	646	605	31
Weighted Bases	591	510	81	10	574	3	14	269	319	591	551	31
Yes	329 56%	289 57%	40 49%	2 22%	320 56%	1 36%	7 55%	141 52%	187 59%	329 56%	306 55%	18 59%
No	255 43%	213 42%	41 50%	8 78%	246 43%	2 64%	6 45%	125 47%	127 40%	255 43%	238 43%	13 41%
Unsure	8 1%	8 2%	* *%	0 0%	8 1%	0 0%	0 0%	3 1%	5 2%	8 1%	8 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	646	305	341	229	234	183	279	238	129
Weighted Bases	591	274	318	208	200	184	259	210	122
Yes	329 56%	140 51%	188 59%	89 43%	110 55%	129 70%	119 46%	118 57%	91 74%
No	255 43%	132 48%	123 39%	115 55%	88 44%	52 28%	136 53%	90 43%	28 23%
Unsure	8 1%	1 *%	7 2%	4 2%	1 1%	3 2%	4 2%	1 1%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	646	441	167	178	119	109	332	477	128	11	315	327
Weighted Bases	591	407	146	169	107	101	305	441	112	16	295	293
Yes	329 56%	202 50%	69 47%	118 70%	72 68%	46 45%	156 51%	244 55%	70 63%	5 33%	170 58%	156 53%
		a	b	c	d	e	f		h			
No	255 43%	198 49%	76 52%	50 29%	34 32%	54 53%	144 47%	194 44%	39 34%	11 67%	123 42%	131 45%
Unsure	8 1%	7 2%	2 1%	1 1%	* *%	2 2%	5 2%	3 1%	3 3%	0 0%	2 1%	6 2%
								g				

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	646	238	362	310	143	48	383	110	24
Weighted Bases	591	209	339	280	136	43	347	95	23
Yes	329 56%	113 54%	185 55%	157 56%	70 52%	25 59%	185 53%	57 60%	10 44%
No	255 43%	94 45%	149 44%	120 43%	64 47%	18 41%	157 45%	38 40%	12 49%
Unsure	8 1%	2 1%	5 2%	3 1%	2 2%	0 0%	5 1%	0 0%	2 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 16 (continuation)

B4. Is your mains gas supplier the same as your electricity supplier?

(Base: Where responsible for gas AND electricity)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	646	152	149	99	86	87	225	149	83	74	34
Weighted Bases	591	187	140	79	59	60	241	135	65	53	23
Yes	329 56%	106 57%	87 62%	45 56%	25 43%	24 40%	134 56%	73 54%	40 62%	28 53%	5 23%
No	255 43%	78 42%	52 37%	33 42%	33 57%	36 59%	107 44%	57 43%	25 38%	24 46%	18 77%
Unsure	8 1%	3 1%	1 1%	2 2%	0 0%	1 1%	0 0%	4 3%	0 0%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 17

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	295	36	75	63	174	138	121	259
Weighted Bases	271	69	95	48	212	143	59	202
BES Commercial	4 1%	0 0%	1 1%	2 4%	3 1%	3 2%	1 1%	4 2%
British Gas	74 27%	20 28%	27 28%	12 25%	58 28%	39 27%	15 26%	54 27%
Corona Energy	6 2%	1 1%	3 3%	0 0%	4 2%	3 2%	2 4%	5 3%
DONG Energy	3 1%	0 0%	1 2%	2 3%	3 1%	3 2%	0 0%	3 1%
Dual Energy	1 *%	0 0%	1 1%	0 0%	1 *%	1 1%	0 0%	1 *%
E.ON	26 9%	8 11%	8 8%	5 11%	21 10%	13 9%	5 9%	18 9%
EDF Energy	2 1%	1 1%	1 1%	0 0%	2 1%	1 1%	0 0%	1 1%
Extra Energy	4 2%	0 0%	1 1%	2 3%	3 1%	3 2%	1 2%	4 2%
Gazprom	10 4%	2 3%	4 4%	2 5%	8 4%	6 4%	2 3%	8 4%
GDF Suez	2 1%	0 0%	1 1%	0 0%	1 *%	1 1%	1 2%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	295	36	75	63	174	138	121	259
Weighted Bases	271	69	95	48	212	143	59	202
Hudson Energy	4 2%	4 6%	0 0%	0 0%	4 2%	0 0%	0 0%	0 0%
npower	15 5%	3 4%	6 7%	2 4%	11 5%	8 6%	4 6%	12 6%
Opus Energy	17 6%	2 3%	9 9%	2 5%	13 6%	11 8%	5 8%	16 8%
Scottish and Southern Electricity (SSE)	8 3%	2 3%	4 4%	1 1%	7 3%	4 3%	1 2%	6 3%
Scottish Gas	3 1%	2 3%	1 1%	0 0%	3 1%	1 1%	0 0%	1 *
Scottish Power	6 2%	1 1%	4 5%	1 1%	6 3%	5 3%	* 1%	5 3%
SEEBoard Energy	1 *%	0 0%	0 0%	1 1%	1 *%	1 *%	0 0%	1 *%
Total Gas and Power	25 9%	7 10%	5 5%	5 10%	16 8%	10 7%	9 15%	18 9%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	295	36	75	63	174	138	121	259
Weighted Bases	271	69	95	48	212	143	59	202
Utility Warehouse	1 *%	0 0%	0 0%	1 1%	1 *%	1 *%	0 0%	1 *%
Contract Natural Gas (CNG)	33 12%	10 14%	8 9%	8 17%	26 12%	17 12%	7 11%	23 11%
Other	7 3%	2 3%	1 1%	1 3%	5 2%	3 2%	2 4%	5 2%
Don't know	18 7%	5 7%	8 8%	2 5%	15 7%	10 7%	3 5%	13 6%
Refused	2 1%	0 0%	1 1%	0 0%	1 *%	1 1%	1 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	295	52	37	53	51	52	50	89	206	249	15	31
Weighted Bases	271	31	28	67	46	64	36	59	212	232	13	26
BES Commercial	4 1%	1 2%	1 4%	1 1%	1 2%	1 1%	0 0%	2 3%	2 1%	3 1%	0 0%	1 4%
British Gas	74 27%	9 27%	4 16%	15 22%	13 28%	24 37%	9 26%	13 22%	61 29%	69 30%	2 12%	3 12%
Corona Energy	6 2%	0 0%	0 0%	0 0%	3 6%	2 2%	2 5%	0 0%	6 3%	6 3%	0 0%	0 0%
DONG Energy	3 1%	0 0%	0 0%	2 2%	1 3%	0 0%	0 0%	0 0%	3 1%	3 1%	0 0%	0 0%
Dual Energy	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	1 *%	0 0%	0 0%	1 4%
E.ON	26 9%	7 21% a	6 23% b	4 5%	6 12%	2 2%	2 6%	13 22% g	13 6% h	23 10%	1 4%	2 7%
EDF Energy	2 1%	0 0%	0 0%	1 2%	0 0%	0 0%	1 2%	0 0%	2 1%	2 1%	0 0%	0 0%
Extra Energy	4 2%	0 0%	* 1%	3 4%	1 1%	1 1%	0 0%	* *%	4 2%	3 2%	0 0%	1 2%
Gazprom	10 4%	* 1%	1 4%	4 5%	1 2%	4 6%	1 2%	2 3%	9 4%	9 4%	* 3%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	295	52	37	53	51	52	50	89	206	249	15	31
Weighted Bases	271	31	28	67	46	64	36	59	212	232	13	26
GDF Suez	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	2 6% f	0 0%	2 1%	2 1%	1 4%	0 0%
Hudson Energy	4 2%	0 0%	4 16% b	0 0%	0 0%	0 0%	0 0%	4 7% g	0 0% h	4 2%	0 0%	0 0%
npower	15 5%	2 8%	1 2%	5 7%	3 6%	2 2%	3 8%	3 5%	12 5%	13 5%	1 11%	1 2%
Opus Energy	17 6%	3 11%	1 5%	5 8%	3 6%	3 4%	2 6%	5 8%	12 6%	15 6%	1 8%	1 5%
Scottish and Southern Electricity (SSE)	8 3%	1 2%	0 0%	1 2%	1 2%	4 6%	2 4%	1 1%	7 3%	6 2%	0 0%	2 9% k
Scottish Gas	3 1%	0 0%	0 0%	2 3%	0 0%	0 0%	1 3%	0 0%	3 1%	0 0%	0 0%	3 11% k
Scottish Power	6 2%	2 5%	0 0%	0 0%	0 0%	4 6%	1 2%	2 3%	5 2%	5 2%	2 12%	0 0%
SEEBoard Energy	1 *%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 3% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	295	52	37	53	51	52	50	89	206	249	15	31
Weighted Bases	271	31	28	67	46	64	36	59	212	232	13	26
Total Gas and Power	25 9%	3 10%	5 18%	6 8%	1 3%	7 11%	3 9%	8 13%	17 8%	23 10%	1 7%	1 4%
Utility Warehouse	1 *%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%
Contract Natural Gas (CNG)	33 12%	2 6%	2 7%	12 17%	5 11%	9 15%	3 8%	4 6%	29 14%	28 12%	1 4%	4 15%
Other	7 3%	2 6%	0 0%	2 3%	2 4%	1 1%	1 2%	2 3%	5 3%	3 1%	1 8%	3 13%
Don't know	18 7%	* 1%	* 1%	7 10%	6 13%	2 3%	3 8%	1 1%	17 8%	13 6%	4 27%	1 5%
Refused	2 1%	0 0%	1 4%	0 0%	0 0%	1 1%	0 0%	1 2%	1 *%	2 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Have one	Do not
		a	b	*c	d	*e	*f	g	h	i	j	*k
Unweighted Bases	295	247	47	7	282	2	10	142	150	290	275	14
Weighted Bases	271	228	43	8	262	2	6	129	140	266	251	16
BES Commercial	4 1%	4 2%	0 0%	0 0%	4 1%	0 0%	0 0%	2 2%	2 1%	4 1%	4 1%	0 0%
British Gas	74 27%	58 26%	16 36%	3 37%	71 27%	1 28%	3 44%	38 30%	35 25%	71 27%	59 23%	13 81%
Corona Energy	6 2%	5 2%	2 4%	1 19%	6 2%	0 0%	0 0%	2 1%	4 3%	6 2%	6 2%	0 0%
DONG Energy	3 1%	3 1%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	3 2%	3 1%	3 1%	0 0%
Dual Energy	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 1%	0 0%	1 *%	1 *%	0 0%
E.ON	26 9%	18 8%	7 17%	0 0%	26 10%	0 0%	0 0%	15 12%	10 7%	26 10%	25 10%	1 3%
EDF Energy	2 1%	2 1%	0 0%	0 0%	2 1%	0 0%	0 0%	1 1%	1 1%	2 1%	1 *%	1 7%
Extra Energy	4 2%	4 2%	* *%	0 0%	4 2%	0 0%	0 0%	1 *%	3 2%	4 2%	4 2%	0 0%
Gazprom	10 4%	9 4%	2 4%	0 0%	10 4%	0 0%	0 0%	5 4%	5 4%	9 3%	10 4%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Have one	Do not
		a	b	*c	d	*e	*f	g	h	i	j	*k
Unweighted Bases	295	247	47	7	282	2	10	142	150	290	275	14
Weighted Bases	271	228	43	8	262	2	6	129	140	266	251	16
GDF Suez	2 1%	2 1%	1 1%	0 0%	2 1%	0 0%	1 9%	1 1%	1 1%	2 1%	2 1%	0 0%
Hudson Energy	4 2%	4 2%	0 0%	0 0%	4 2%	0 0%	0 0%	4 3%	0 0%	4 2%	4 2%	0 0%
npower	15 5%	11 5%	3 8%	0 0%	14 5%	0 0%	1 16%	4 3%	9 6%	15 6%	14 6%	* 1%
Opus Energy	17 6%	16 7%	2 4%	0 0%	17 6%	0 0%	1 9%	9 7%	9 6%	17 7%	17 7%	0 0%
Scottish and Southern Electricity (SSE)	8 3%	8 4%	0 0%	0 0%	8 3%	0 0%	0 0%	5 4%	3 2%	8 3%	8 3%	0 0%
Scottish Gas	3 1%	3 1%	0 0%	1 13%	3 1%	0 0%	0 0%	3 2%	0 0%	3 1%	3 1%	0 0%
Scottish Power	6 2%	6 3%	0 0%	0 0%	6 2%	0 0%	0 0%	2 1%	4 3%	6 2%	6 2%	0 0%
SEEBoard Energy	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 1%	0 0%	1 *%	1 *%	0 0%
Total Gas and Power	25 9%	19 8%	6 14%	0 0%	24 9%	0 0%	1 13%	12 9%	13 10%	24 9%	25 10%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Have one	Do not
		a	b	*c	d	*e	*f	g	h	i	j	*k
Unweighted Bases	295	247	47	7	282	2	10	142	150	290	275	14
Weighted Bases	271	228	43	8	262	2	6	129	140	266	251	16
Utility Warehouse	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%
Contract Natural Gas (CNG)	33 12%	30 13%	2 5%	2 20%	32 12%	0 0%	1 9%	12 10%	20 15%	33 12%	31 12%	1 7%
Other	7 3%	7 3%	* 1%	0 0%	7 3%	0 0%	0 0%	4 3%	4 3%	7 3%	7 3%	0 0%
Don't know	18 7%	15 7%	2 5%	1 12%	16 6%	2 72%	0 0%	7 6%	11 8%	18 7%	17 7%	0 0%
Refused	2 1%	2 1%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	2 1%	2 1%	2 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	295	151	144	128	104	63	150	104	41
Weighted Bases	271	138	134	122	90	58	146	92	33
BES Commercial	4 1%	1 *%	3 2%	1 1%	3 3%	0 0%	1 1%	3 3%	0 0%
British Gas	74 27%	33 24%	41 31%	21 17%	30 33%	23 40%	31 21%	32 35%	10 32%
Corona Energy	6 2%	4 3%	3 2%	3 3%	3 3%	0 0%	3 2%	3 3%	0 0%
DONG Energy	3 1%	3 2%	0 0%	1 1%	0 0%	2 3%	3 2%	0 0%	0 0%
Dual Energy	1 *%	1 1%	0 0%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%
E.ON	26 9%	13 10%	12 9%	13 11%	10 12%	2 3%	15 10%	9 10%	2 6%
EDF Energy	2 1%	1 1%	1 1%	0 0%	1 1%	1 2%	0 0%	1 1%	1 4%
Extra Energy	4 2%	3 2%	1 1%	1 *%	0 0%	3 6%	1 *%	2 2%	2 6%
Gazprom	10 4%	8 6%	2 2%	7 6%	2 2%	1 2%	8 6%	2 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	295	151	144	128	104	63	150	104	41
Weighted Bases	271	138	134	122	90	58	146	92	33
GDF Suez	2 1%	1 1%	1 1%	2 2%	0 0%	0 0%	2 1%	0 0%	0 0%
Hudson Energy	4 2%	4 3%	0 0%	4 4%	0 0%	0 0%	4 3%	0 0%	0 0%
npower	15 5%	5 4%	9 7%	3 2%	8 9%	4 7%	3 2%	9 10%	3 9%
Opus Energy	17 6%	8 6%	9 7%	9 7%	7 7%	2 3%	9 6%	7 7%	2 6%
Scottish and Southern Electricity (SSE)	8 3%	3 2%	5 4%	4 3%	3 4%	1 2%	4 2%	3 4%	1 4%
Scottish Gas	3 1%	2 1%	1 1%	0 0%	0 0%	3 5%	0 0%	1 1%	2 6%
Scottish Power	6 2%	3 2%	3 2%	3 2%	1 1%	2 4%	5 4%	1 1%	0 0%
SEEBoard Energy	1 *%	0 0%	1 1%	0 0%	1 1%	0 0%	0 0%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	295	151	144	128	104	63	150	104	41
Weighted Bases	271	138	134	122	90	58	146	92	33
Total Gas and Power	25 9%	11 8%	14 10%	14 12%	8 9%	3 4%	15 10%	9 10%	1 3%
Utility Warehouse	1 *%	0 0%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	1 2% h
Contract Natural Gas (CNG)	33 12%	19 14%	13 10%	21 18%	8 9%	3 5%	26 18%	4 4%	3 10%
Other	7 3%	3 2%	4 3%	4 3%	1 1%	2 4%	4 3%	1 1%	2 7%
Don't know	18 7%	9 6%	9 7%	9 7%	4 4%	5 9%	11 7%	4 5%	3 8%
Refused	2 1%	1 1%	1 *%	0 0%	2 2%	0 0%	0 0%	2 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	295	221	89	60	47	58	163	219	54	5	138	157
Weighted Bases	271	209	79	55	37	55	154	201	46	11	128	143
BES Commercial	4 1%	3 1%	0 0%	1 1%	0 0%	1 1%	2 2%	2 1%	1 3%	0 0%	0 0%	4 3%
British Gas	74 27%	43 20%	19 24%	26 47%	19 53%	9 16%	34 22%	53 27%	13 29%	4 36%	41 32%	33 23%
Corona Energy	6 2%	6 3%	2 3%	0 0%	0 0%	2 4%	4 3%	3 2%	1 3%	2 14%	3 2%	3 2%
DONG Energy	3 1%	1 1%	0 0%	2 3%	0 0%	1 3%	0 0%	3 1%	0 0%	0 0%	1 1%	2 1%
Dual Energy	1 *%	1 *%	1 1%	0 0%	0 0%	0 0%	1 1%	1 *%	0 0%	0 0%	1 1%	0 0%
E.ON	26 9%	21 10%	3 4%	4 7%	3 9%	4 8%	16 11%	15 8%	5 11%	4 40%	11 9%	14 10%
EDF Energy	2 1%	2 1%	0 0%	0 0%	0 0%	0 0%	2 1%	2 1%	0 0%	0 0%	1 1%	1 1%
Extra Energy	4 2%	4 2%	1 2%	0 0%	0 0%	2 4%	2 1%	4 2%	0 0%	0 0%	1 1%	3 2%
Gazprom	10 4%	10 5%	6 7%	0 0%	* 1%	4 7%	6 4%	10 5%	0 0%	0 0%	3 2%	8 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	295	221	89	60	47	58	163	219	54	5	138	157
Weighted Bases	271	209	79	55	37	55	154	201	46	11	128	143
GDF Suez	2 1%	2 1%	1 1%	0 0%	0 0%	0 0%	2 1%	2 1%	0 0%	0 0%	1 1%	1 1%
Hudson Energy	4 2%	4 2%	4 6%	0 0%	0 0%	0 0%	4 3%	4 2%	0 0%	0 0%	4 3%	0 0%
npower	15 5%	12 6%	4 5%	2 4%	1 2%	2 4%	10 6%	11 5%	3 7%	1 9%	9 7%	5 4%
Opus Energy	17 6%	15 7%	7 9%	2 4%	1 3%	5 8%	11 7%	14 7%	3 7%	0 0%	7 6%	10 7%
Scottish and Southern Electricity (SSE)	8 3%	5 2%	1 2%	3 5%	3 8%	3 5%	2 1%	8 4%	1 1%	0 0%	5 4%	3 2%
Scottish Gas	3 1%	2 1%	0 0%	1 2%	0 0%	0 0%	2 1%	2 1%	1 2%	0 0%	3 2%	0 0%
Scottish Power	6 2%	6 3%	1 2%	0 0%	0 0%	2 3%	5 3%	5 3%	1 2%	0 0%	3 3%	3 2%
SEEBoard Energy	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	295	221	89	60	47	58	163	219	54	5	138	157
Weighted Bases	271	209	79	55	37	55	154	201	46	11	128	143
Total Gas and Power	25 9%	22 11%	9 11%	2 4%	2 5%	6 11%	16 11%	21 10%	2 5%	0 0%	9 7%	16 11%
Utility Warehouse	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%
Contract Natural Gas (CNG)	33 12%	29 14%	12 15%	3 5%	3 9%	10 18%	19 13%	28 14%	4 9%	0 0%	11 9%	21 15%
Other	7 3%	4 2%	3 4%	3 5%	1 2%	0 0%	4 3%	5 3%	2 4%	0 0%	5 4%	3 2%
Don't know	18 7%	12 6%	5 7%	6 11%	3 9%	4 7%	8 5%	5 2%	6 12%	0 0%	7 5%	11 8%
Refused	2 1%	2 1%	0 0%	0 0%	0 0%	0 0%	2 1%	0 0%	2 4%	0 0%	2 1%	0 0%
								g	h			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	g	*h
Unweighted Bases	295	113	167	134	70	19	183	45	12
Weighted Bases	271	99	159	123	66	18	167	39	13
BES Commercial	4 1%	2 2%	2 1%	3 2%	1 2%	0 0%	4 2%	0 0%	0 0%
British Gas	74 27%	23 23%	50 31%	34 28%	20 30%	4 22%	48 29%	13 32%	3 23%
Corona Energy	6 2%	3 3%	3 2%	2 1%	4 7%	0 0%	5 3%	2 4%	0 0%
DONG Energy	3 1%	2 2%	1 1%	2 1%	1 2%	0 0%	3 2%	0 0%	0 0%
Dual Energy	1 *%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	1 2%	0 0%
E.ON	26 9%	8 8%	12 8%	11 9%	3 5%	2 12%	17 10%	1 2%	1 8%
EDF Energy	2 1%	0 0%	2 1%	1 1%	1 1%	0 0%	2 1%	0 0%	0 0%
Extra Energy	4 2%	1 1%	3 2%	2 2%	1 1%	0 0%	3 2%	1 1%	0 0%
Gazprom	10 4%	4 4%	6 3%	5 4%	0 0%	1 6%	4 2%	2 6%	1 8%
GDF Suez	2 1%	0 0%	2 1%	1 1%	1 1%	0 0%	2 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	g	*h
Unweighted Bases	295	113	167	134	70	19	183	45	12
Weighted Bases	271	99	159	123	66	18	167	39	13
Hudson Energy	4 2%	0 0%	4 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
npower	15 5%	4 4%	9 6%	8 6%	2 3%	2 11%	8 5%	1 3%	2 14%
Opus Energy	17 6%	10 10%	7 4%	5 4%	8 12%	3 15%	11 7%	2 5%	3 20%
Scottish and Southern Electricity (SSE)	8 3%	3 3%	5 3%	6 5%	1 1%	0 0%	5 3%	2 4%	0 0%
Scottish Gas	3 1%	0 0%	3 2%	2 2%	0 0%	0 0%	2 1%	0 0%	0 0%
Scottish Power	6 2%	2 2%	5 3%	2 2%	2 3%	1 7%	3 2%	2 6%	1 9%
SEEBoard Energy	1 *%	0 0%	1 *%	0 0%	0 0%	1 4%	1 *%	0 0%	0 0%
Total Gas and Power	25 9%	16 16%	8 5%	12 10%	8 12%	2 8%	14 8%	7 17%	0 0%
Utility Warehouse	1 *%	0 0%	1 *%	1 1%	0 0%	0 0%	0 0%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	g	*h
Unweighted Bases	295	113	167	134	70	19	183	45	12
Weighted Bases	271	99	159	123	66	18	167	39	13
Contract Natural Gas (CNG)	33 12%	11 11%	20 13%	15 12%	9 13%	1 7%	20 12%	4 11%	1 5%
Other	7 3%	3 3%	4 3%	3 2%	0 0%	2 9%	3 2%	0 0%	2 12%
Don't know	18 7%	6 6%	11 7%	9 7%	2 3%	0 0%	12 7%	2 4%	0 0%
Refused	2 1%	1 1%	1 1%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	295	64	56	40	46	54	107	65	31	37	26
Weighted Bases	271	81	53	35	33	36	112	64	25	25	18
BES Commercial	4 1%	2 2%	1 2%	0 0%	1 4%	0 0%	3 3%	1 1%	0 0%	0 0%	0 0%
British Gas	74 27%	17 21%	18 34%	8 23%	9 27%	10 29%	28 25%	22 35%	5 20%	5 21%	5 30%
Corona Energy	6 2%	1 1%	0 0%	1 4%	2 5%	2 6%	2 2%	0 0%	1 2%	1 5%	2 12%
DONG Energy	3 1%	2 2%	0 0%	0 0%	1 4%	0 0%	2 1%	0 0%	1 6%	0 0%	0 0%
Dual Energy	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%
E.ON	26 9%	5 7%	2 4%	7 21%	1 4%	5 15%	7 7%	6 10%	1 6%	2 9%	4 20%
EDF Energy	2 1%	2 2%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%	0 0%	0 0%	0 0%
Extra Energy	4 2%	1 1%	2 3%	0 0%	1 4%	1 2%	1 1%	1 1%	2 6%	0 0%	1 3%
Gazprom	10 4%	5 6%	1 1%	1 2%	1 2%	2 5%	6 5%	2 3%	1 3%	1 3%	* 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	295	64	56	40	46	54	107	65	31	37	26
Weighted Bases	271	81	53	35	33	36	112	64	25	25	18
GDF Suez	2 1%	1 1%	0 0%	1 2%	0 0%	1 2%	1 1%	0 0%	1 2%	0 0%	1 3%
Hudson Energy	4 2%	4 5%	0 0%	0 0%	0 0%	0 0%	0 0%	4 7%	0 0%	0 0%	0 0%
npower	15 5%	4 5%	4 7%	3 8%	1 3%	3 9%	5 5%	4 5%	4 18%	1 2%	1 5%
Opus Energy	17 6%	7 9%	4 7%	2 6%	3 7%	2 5%	13 11%	2 4%	1 4%	1 2%	1 4%
Scottish and Southern Electricity (SSE)	8 3%	0 0%	4 7%	1 2%	3 10%	* 1%	1 1%	2 3%	* 1%	4 17%	0 0%
Scottish Gas	3 1%	0 0%	0 0%	2 5%	0 0%	0 0%	2 2%	0 0%	0 0%	0 0%	0 0%
Scottish Power	6 2%	4 5%	2 3%	0 0%	* 1%	0 0%	6 5%	0 0%	0 0%	0 0%	0 0%
SEEBoard Energy	1 *%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 17 (continuation)

B5. What is the name of your organisation's/site's current gas supplier?

(Base: Where responsible of gas ONLY or gas supplier is different from electricity supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	295	64	56	40	46	54	107	65	31	37	26
Weighted Bases	271	81	53	35	33	36	112	64	25	25	18
Total Gas and Power	25 9%	9 11%	4 8%	3 8%	3 10%	4 11%	12 11%	4 6%	2 6%	4 16%	2 9%
Utility Warehouse	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%
Contract Natural Gas (CNG)	33 12%	13 17%	7 14%	2 6%	4 13%	1 2%	14 13%	9 14%	3 14%	2 8%	1 7%
Other	7 3%	1 1%	2 3%	1 2%	1 2%	2 5%	1 1%	* 1%	3 12% h	1 3%	1 4%
Don't know	18 7%	3 3%	4 7%	4 11%	1 3%	3 7%	4 3%	5 8%	0 0%	4 14% i	0 0%
Refused	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 18

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	654	79	160	153	392	313	262	575
Weighted Bases	600	150	206	113	469	319	131	450
Less than £500 (250)	100 17%	45 30%	33 16%	13 12%	91 19%	46 14%	9 7%	55 12%
Between £500 and £1,000 (750)	146 24%	41 27%	61 30%	27 24%	129 28%	88 28%	17 13%	105 23%
Between £1,001 and £2,500 (1750)	138 23%	30 20%	52 25%	28 25%	110 24%	81 25%	27 21%	108 24%
Between £2,501 and £5,000 (3750)	65 11%	6 4%	17 8%	19 17%	42 9%	36 11%	23 17%	59 13%
Between £5,001 and £10,000 (7500)	53 9%	5 3%	16 8%	9 8%	30 6%	25 8%	24 18%	49 11%
Between £10,001 and £15,000 (12500)	13 2%	2 1%	0 0%	3 3%	5 1%	3 1%	8 6%	11 2%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	654	79	160	153	392	313	262	575
Weighted Bases	600	150	206	113	469	319	131	450
Between £15,001 and £25,000 (20000)	7 1%	2 2%	2 1%	0 0%	4 1%	2 *%	3 2%	4 1%
More than £25,000 (32500)	4 1%	0 0%	0 0%	1 1%	1 *%	1 *%	3 3%	4 1%
Don't know	72 12%	17 12%	25 12%	12 10%	54 12%	37 12%	18 14%	55 12%
Refused	3 *%	2 1%	1 *%	0 0%	3 1%	1 *%	0 0%	1 *%
Base for stats	525	131	180	101	412	281	113	394
Mean	2744.46	1687.46	1988.84	2763.98	2083.80	2267.78	5150.71	3094.42
Standard error	176.05	a 384.75	b 221.19	317.69	d 167.68	e 184.79	f 418.94	g 198.24

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Sector							
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)
		a	b	c	d	e	f	g	h
Unweighted Bases	654	98	75	102	121	147	111	173	481
Weighted Bases	600	65	48	129	113	167	78	113	487
Less than £500 (250)	100 17%	9 14%	7 16%	32 25% c	8 7% d	29 17%	13 17%	16 15%	83 17%
Between £500 and £1,000 (750)	146 24%	17 25%	20 43% b	40 31%	7 6% d	46 27%	16 21%	37 33% g	109 22%
Between £1,001 and £2,500 (1750)	138 23%	12 19%	12 25%	24 19%	37 33% d	38 23%	15 19%	24 21%	114 23%
Between £2,501 and £5,000 (3750)	65 11%	9 13%	1 2% b	12 9%	23 21% d	11 6%	9 12%	10 9%	55 11%
Between £5,001 and £10,000 (7500)	53 9%	5 7%	1 2% b	4 3% c	22 19% d	11 7%	10 13%	6 5% g	48 10%
Between £10,001 and £15,000 (12500)	13 2%	2 4%	0 0%	2 2%	3 3%	2 1%	3 4%	2 2%	10 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Sector							
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)
		a	b	c	d	e	f	g	h
Unweighted Bases	654	98	75	102	121	147	111	173	481
Weighted Bases	600	65	48	129	113	167	78	113	487
Between £15,001 and £25,000 (20000)	7 1%	1 1%	0 0%	1 1%	0 0%	4 2%	1 1%	1 1%	6 1%
More than £25,000 (32500)	4 1%	2 3%	0 0%	0 0%	1 1%	0 0%	1 1%	2 2%	2 *%
Don't know	72 12%	7 11%	5 10%	12 10%	12 10%	26 16%	10 12%	12 11%	60 12%
Refused	3 *%	2 2%	1 2%	0 0%	0 0%	0 0%	0 0%	3 2%	0 0%
Base for stats	525	56	42	116	102	141	68	98	427
Mean	2744.46	3851.02	1186.25	1761.78	3958.49	2405.85	3347.35	2717.11	2750.72
Standard error	176.05	a 710.56	b 156.98	c 283.86	d 415.31	e 344.65	f 477.16	g 430.16	h 191.50

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

	Total	Nation			No. Of Sites			Extent Of Responsibility		
		England	Wales	Scotland	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)
Column		a	b	c	d	e	*f	g	*h	*i
Unweighted Bases	654	553	38	63	550	103	10	630	4	19
Weighted Bases	600	521	31	48	517	83	10	583	3	14
Less than £500 (250)	100 17%	89 17%	4 12%	7 14%	85 16%	15 18%	0 0%	97 17%	2 46%	1 7%
Between £500 and £1,000 (750)	146 24%	131 25%	6 20%	9 19%	128 25%	18 22%	3 30%	143 25%	0 0%	3 23%
Between £1,001 and £2,500 (1750)	138 23%	113 22%	11 36%	13 27%	127 25%	11 13%	2 22%	135 23%	0 0%	3 19%
Between £2,501 and £5,000 (3750)	65 11%	54 10%	4 11%	8 16%	55 11%	10 12%	0 0%	63 11%	1 18%	1 10%
Between £5,001 and £10,000 (7500)	53 9%	42 8%	4 13%	7 15%	46 9%	7 9%	4 39%	51 9%	0 0%	2 16%
Between £10,001 and £15,000 (12500)	13 2%	11 2%	1 2%	1 3%	9 2%	4 5%	0 0%	13 2%	0 0%	0 0%
Between £15,001 and £25,000 (20000)	7 1%	6 1%	* 1%	0 0%	3 1%	4 5%	0 0%	7 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Nation			No. Of Sites			Extent Of Responsibility		
		England	Wales	Scotland	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)
		a	b	c	d	e	*f	g	*h	*i
Unweighted Bases	654	553	38	63	550	103	10	630	4	19
Weighted Bases	600	521	31	48	517	83	10	583	3	14
More than £25,000	4	4	0	0	3	1	0	4	0	0
	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%
Don't know	72	68	1	3	58	14	1	68	1	3
	12%	13%	4%	6%	11%	17%	10%	12%	36%	25%
Refused	3	3	0	0	3	0	0	3	0	0
	*%	1%	0%	0%	1%	0%	0%	*%	0%	0%
Base for stats	525	450	30	45	456	69	9	512	2	10
Mean	2744.46	2722.73	2813.87	2915.42	2545.95	4031.13	3877.72	2746.70	1218.59	2776.95
Standard error	176.05	199.90	552.94	390.72	d 174.90	e 641.58	1115.57	180.21	1535.31	713.43

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract		Shopped Around Last Year		Broker Usage		
		Electricity	Gas	Use both	Have one	Do not	Have done	Have not	Used	Used but not main	Not used
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	654	309	341	649	611	33	309	345	233	235	186
Weighted Bases	600	269	327	594	556	35	278	322	212	200	188
Less than £500 (250)	100 17%	42 16%	57 17%	98 17%	93 17%	3 9%	43 15%	57 18%	29 14%	38 19%	33 18%
Between £500 and £1,000 (750)	146 24%	56 21%	89 27%	144 24%	130 23%	13 39%	66 24%	80 25%	41 19%	48 24%	57 30%
Between £1,001 and £2,500 (1750)	138 23%	56 21%	80 24%	136 23%	132 24%	5 15%	64 23%	74 23%	60 28%	43 21%	35 19%
Between £2,501 and £5,000 (3750)	65 11%	32 12%	32 10%	65 11%	61 11%	3 10%	28 10%	37 11%	24 11%	25 13%	16 9%
Between £5,001 and £10,000 (7500)	53 9%	29 11%	24 7%	53 9%	53 10%	0 0%	37 13%	17 5%	29 14%	18 9%	7 4%
Between £10,001 and £15,000 (12500)	13 2%	9 3%	4 1%	12 2%	12 2%	0 0%	8 3%	4 1%	6 3%	5 2%	1 1%
Between £15,001 and £25,000 (20000)	7 1%	4 1%	3 1%	7 1%	4 1%	2 7%	2 1%	5 2%	2 1%	2 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract		Shopped Around Last Year		Broker Usage		
		Electricity	Gas	Use both	Have one	Do not	Have done	Have not	Used	Used but not main	Not used
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	654	309	341	649	611	33	309	345	233	235	186
Weighted Bases	600	269	327	594	556	35	278	322	212	200	188
More than £25,000 (32500)	4 1%	1 1%	3 1%	4 1%	4 1%	0 0%	2 1%	2 1%	3 1%	1 1%	0 0%
Don't know	72 12%	38 14%	34 10%	72 12%	67 12%	5 16%	27 10%	45 14%	18 9%	20 10%	34 18%
Refused	3 *%	2 1%	1 *%	3 *%	1 *%	2 5%	1 *%	2 1%	0 0%	1 1%	2 1%
Base for stats	525	230	292	519	488	28	250	275	193	180	152
Mean	2744.46	3115.35	2454.67	2749.17	2741.05	2919.10	3017.57	2496.56	3378.55	2759.03	1919.47
Standard error	176.05	267.67	235.37	176.95	179.17	1050.71	253.70	244.07	336.26	289.98	245.73

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	TPI Usage			Switching					
		Used broker/ PCW/ telephone service	Used but not main	Not used any	Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent
		a	b	c	d	e	f	g	h	i
Unweighted Bases	654	284	239	131	446	169	181	121	109	337
Weighted Bases	600	265	210	124	411	148	173	109	101	310
Less than £500 (250)	100 17%	37 14%	37 17%	26 21%	75 18%	30 20%	23 14%	15 14%	17 16%	59 19%
Between £500 and £1,000 (750)	146 24%	65 25%	49 23%	32 26%	105 25%	31 21%	40 23%	16 15%	27 27%	77 25%
Between £1,001 and £2,500 (1750)	138 23%	66 25%	47 22%	24 19%	98 24%	35 24%	36 21%	23 21%	21 21%	77 25%
Between £2,501 and £5,000 (3750)	65 11%	26 10%	28 13%	11 8%	38 9%	8 6%	27 15%	17 15%	10 10%	28 9%
Between £5,001 and £10,000 (7500)	53 9%	31 12%	18 8%	5 4%	37 9%	17 12%	15 9%	14 13%	14 13%	23 8%
Between £10,001 and £15,000 (12500)	13 2%	8 3%	3 2%	1 1%	10 2%	5 3%	3 2%	3 3%	3 3%	7 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	TPI Usage			Switching					
		Used broker/ PCW/ telephone service	Used but not main	Not used any	Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent
		a	b	c	d	e	f	g	h	i
Unweighted Bases	654	284	239	131	446	169	181	121	109	337
Weighted Bases	600	265	210	124	411	148	173	109	101	310
Between £15,001 and £25,000	(20000)									
	7	4	2	0	4	1	2	2	2	2
	1%	2%	1%	0%	1%	*%	1%	2%	2%	1%
More than £25,000	(32500)									
	4	3	1	0	3	2	1	1	1	2
	1%	1%	*%	0%	1%	1%	1%	1%	1%	1%
Don't know										
	72	24	25	23	40	19	24	18	6	34
	12%	9%	12%	19%	10%	13%	14%	17%	6%	11%
Refused										
	3	0	1	2	1	0	2	0	0	1
	*%	0%	*%	1%	*%	0%	1%	0%	0%	*%
Base for stats	525	241	185	99	370	128	148	91	95	275
Mean	2744.46	3271.85	2613.26	1707.32	2650.19	2954.76	2971.99	3731.63	3228.85	2449.22
Standard error										
	176.05	a	c							
		312.68	263.25	211.17	207.15	389.26	352.63	499.79	459.81	228.41

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Contract Rollover			Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)		
		First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+
		a	b	*c	d	e	f	g	h	i	j
Unweighted Bases	654	481	132	11	318	332	242	366	310	143	48
Weighted Bases	600	445	116	16	298	299	212	344	280	136	43
Less than £500 (250)	100 17%	81 18%	18 15%	0 0%	44 15%	54 18%	40 19%	50 15%	53 19%	27 20%	7 15%
Between £500 and £1,000 (750)	146 24%	108 24%	28 25%	5 34%	64 21%	82 28%	44 21%	90 26%	77 27%	29 21%	10 22%
Between £1,001 and £2,500 (1750)	138 23%	103 23%	25 21%	2 13%	69 23%	68 23%	45 21%	88 26%	66 24%	32 23%	10 23%
Between £2,501 and £5,000 (3750)	65 11%	47 11%	14 12%	3 16%	38 13%	27 9%	26 12%	33 10%	30 11%	21 15%	8 18%
Between £5,001 and £10,000 (7500)	53 9%	43 10%	9 8%	1 3%	31 10%	22 7%	26 12%	25 7%	27 10%	15 11%	3 8%
Between £10,001 and £15,000 (12500)	13 2%	9 2%	3 3%	0 0%	7 2%	5 2%	3 1%	10 3%	5 2%	4 3%	1 2%
Between £15,001 and £25,000 (20000)	7 1%	3 1%	0 0%	4 24%	5 2%	2 1%	6 3%	1 *0%	1 *0%	3 2%	3 6%
		a					f	g			j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Contract Rollover			Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)		
		First/ New contract	Rollover with knowledge	Rollover without knowledge	Contracted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+
		a	b	*c	d	e	f	g	h	i	j
Unweighted Bases	654	481	132	11	318	332	242	366	310	143	48
Weighted Bases	600	445	116	16	298	299	212	344	280	136	43
More than £25,000	4	3	1	0	1	3	3	1	1	2	0
	1%	1%	1%	0%	*%	1%	1%	*%	*%	2%	0%
Don't know	72	49	17	0	38	34	20	45	20	2	3
	12%	11%	14%	0%	13%	11%	9%	13%	7%	1%	6%
Refused	3	0	1	2	1	2	0	3	0	2	0
	*%	0%	1%	10%	*%	1%	0%	1%	0%	1%	0%
Base for stats	525	396	98	15	259	263	192	296	260	133	40
Mean	2744.46	2641.71	2659.05	6900.04	3007.51	2484.42	3441.41	2351.08	2355.16	3461.13	3540.08
Standard error	176.05	193.69	387.83	2666.54	251.64	248.44	367.43	178.70	196.58	458.77	770.96

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	e	f	g	h
Unweighted Bases	654	389	111	24	152	149	99	86	87
Weighted Bases	600	352	97	23	187	140	79	59	60
Less than £500 (250)	100 17%	81 23%	9 9%	1 2%	66 35%	19 13%	8 10%	2 4%	2 4%
Between £500 and £1,000 (750)	146 24%	93 26%	22 23%	5 23%	89 48%	30 21%	15 19%	6 10%	1 1%
Between £1,001 and £2,500 (1750)	138 23%	87 25%	23 24%	4 18%	23 13%	72 52%	19 24%	12 20%	7 11%
Between £2,501 and £5,000 (3750)	65 11%	35 10%	15 15%	7 30%	2 1%	11 8%	26 32%	13 22%	13 22%
Between £5,001 and £10,000 (7500)	53 9%	31 9%	14 15%	2 9%	1 1%	3 2%	7 9%	21 36%	19 31%
Between £10,001 and £15,000 (12500)	13 2%	5 2%	5 5%	1 3%	1 *	0 0%	1 1%	2 3%	8 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	e	f	g	h
Unweighted Bases	654	389	111	24	152	149	99	86	87
Weighted Bases	600	352	97	23	187	140	79	59	60
Between £15,001 and £25,000 (20000)	7 1%	2 *%	2 2%	3 12%	0 0%	0 0%	0 0%	2 3%	5 8% h
More than £25,000 (32500)	4 1%	1 *%	2 2% b	0 0%	0 0%	0 0%	0 0%	0 0%	4 7% h
Don't know	72 12%	17 5%	3 3%	1 4%	5 3%	5 4%	3 4%	1 2%	1 1% h
Refused	3 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% h
Base for stats	525	335	94	22	182	135	76	58	59
Mean	2744.46	2236.96	4348.98	5190.17	813.41	1609.39	2780.50	4975.23	9083.25
Standard error	176.05	174.26	596.60	1297.95	85.87	105.09	243.42	434.67	881.87

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e
Unweighted Bases	654	229	151	83	75	35
Weighted Bases	600	245	138	65	53	23
Less than £500 (250)	100 17%	100 41%	0 0%	0 0%	0 0%	0 0%
		a	b	c	d	e
Between £500 and £1,000 (750)	146 24%	146 59%	0 0%	0 0%	0 0%	0 0%
		a	b	c	d	e
Between £1,001 and £2,500 (1750)	138 23%	0 0%	138 100%	0 0%	0 0%	0 0%
		a	b	c	d	e
Between £2,501 and £5,000 (3750)	65 11%	0 0%	0 0%	65 100%	0 0%	0 0%
		a	b	c	d	e
Between £5,001 and £10,000 (7500)	53 9%	0 0%	0 0%	0 0%	53 100%	0 0%
		a	b	c	d	e
Between £10,001 and £15,000 (12500)	13 2%	0 0%	0 0%	0 0%	0 0%	13 55%
		a	b			e

Columns tested against total minus each column: a,b,c,d,e

Table 18 (continuation)

B6a. To the best of your knowledge, approximately how much has the organisation as a whole/ branches/site you have responsibility for spent on gas in the last 12 months? This should include VAT.

(Base: Where responsible for gas)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e
Unweighted Bases	654	229	151	83	75	35
Weighted Bases	600	245	138	65	53	23
Between £15,001 and £25,000	7	0	0	0	0	7
	1%	0%	0%	0%	0%	28%
		a				e
More than £25,000	4	0	0	0	0	4
	1%	0%	0%	0%	0%	17%
		a				e
Don't know	72	0	0	0	0	0
	12%	0%	0%	0%	0%	0%
		a	b	c	d	e
Refused	3	0	0	0	0	0
	*%	0%	0%	0%	0%	0%
Base for stats	525	245	138	65	53	23
Mean	2744.46	547.15	1750.00	3750.00	7500.00	18019.85
		a		c		
Standard error	176.05	16.26	.00	*	.00	1263.39

Columns tested against total minus each column: a,b,c,d,e

Table 19

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	654	79	160	153	392	313	262	575
Weighted Bases	600	150	206	113	469	319	131	450
Less than 10%	352 59%	87 58%	118 57%	66 58%	271 58%	184 58%	81 62%	265 59%
Between 10% and 19%	53 9%	12 8%	20 10%	10 8%	42 9%	30 9%	11 9%	41 9%
Between 20% and 29%	26 4%	2 2%	11 5%	7 6%	20 4%	17 5%	6 5%	23 5%
Between 30% and 39%	18 3%	5 4%	4 2%	6 5%	15 3%	9 3%	3 2%	12 3%
Between 40% and 49%	7 1%	2 2%	0 0%	3 3%	6 1%	3 1%	1 1%	5 1%
50% or more	17 3%	5 3%	6 3%	3 2%	13 3%	9 3%	3 3%	12 3%
Don't know	125 21%	36 24%	45 22%	19 17%	100 21%	64 20%	25 19%	89 20%
Refused	2 *%	0 0%	2 1%	0 0%	2 *%	2 1%	0 0%	2 *%
Base for stats	473	114	159	94	366	253	106	359
Mean	11.27	11.48	10.75	12.64	11.46	11.45	10.62	11.20
Standard error	.65	2.03	1.28	1.36	.85	.93	.96	.67

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	654	98	75	102	121	147	111	173	481	553	38	63
Weighted Bases	600	65	48	129	113	167	78	113	487	521	31	48
Less than 10%	352 59%	38 59%	28 59%	79 62%	61 54%	105 63%	40 52%	67 59%	286 59%	299 58%	20 64%	33 69%
Between 10% and 19%	53 9%	3 5%	2 4%	4 3% c	20 18% d	15 9%	9 11%	5 4% g	48 10%	48 9%	2 5%	4 8%
Between 20% and 29%	26 4%	2 2%	1 2%	4 3%	5 4%	5 3%	10 13% f	2 2%	23 5%	21 4%	3 10%	2 3%
Between 30% and 39%	18 3%	3 5%	2 4%	8 6%	3 2%	1 *% e	2 2%	5 4%	13 3%	17 3%	0 0%	1 1%
Between 40% and 49%	7 1%	1 1%	0 0%	2 2%	0 0%	3 2%	1 1%	1 1%	6 1%	6 1%	1 2%	0 0%
50% or more	17 3%	3 4%	2 4%	2 1%	5 4%	4 2%	1 1%	5 4%	12 2%	13 2%	0 0%	4 8% k
Don't know	125 21%	14 22%	12 25%	30 23%	19 17%	34 20%	16 20%	26 23%	99 20%	114 22%	6 19%	5 11% k
Refused	2 *%	1 2% a	1 2% b	0 0%	0 0%	0 0%	0 0%	2 2% g	0 0% h	2 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	654	98	75	102	121	147	111	173	481	553	38	63
Weighted Bases	600	65	48	129	113	167	78	113	487	521	31	48
Base for stats	473	50	35	99	94	133	62	85	388	405	25	43
Mean	11.27	12.71	11.56	10.45	12.63	10.03	11.83	12.24	11.06	11.20	8.89	13.30
Standard error	.65	2.02	2.26	1.49	1.64	1.28	1.29	1.50	.72	.69	1.52	2.74

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Have one	Do not
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	654	550	103	10	630	4	19	309	341	649	611	33
Weighted Bases	600	517	83	10	583	3	14	269	327	594	556	35
Less than 10%	352 59%	298 58%	55 66%	6 57%	343 59%	2 64%	7 52%	150 56%	201 61%	348 59%	327 59%	17 48%
Between 10% and 19%	53 9%	48 9%	5 6%	2 22%	52 9%	1 18%	1 7%	29 11%	24 7%	53 9%	49 9%	4 11%
Between 20% and 29%	26 4%	24 5%	2 2%	0 0%	26 4%	0 0%	0 0%	12 5%	13 4%	26 4%	23 4%	3 9%
Between 30% and 39%	18 3%	17 3%	1 1%	0 0%	18 3%	0 0%	0 0%	8 3%	10 3%	18 3%	17 3%	1 3%
Between 40% and 49%	7 1%	2 *%	5 7%	0 0%	6 1%	0 0%	1 6%	4 2%	1 *%	7 1%	5 1%	2 7%
50% or more	17 3%	16 3%	1 1%	1 8%	17 3%	0 0%	0 0%	9 3%	8 2%	17 3%	17 3%	0 0%
Don't know	125 21%	110 21%	14 17%	1 13%	119 20%	1 18%	5 36%	56 21%	68 21%	124 21%	117 21%	8 22%
Refused	2 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	0 0%	2 1%	2 *%	2 *%	0 0%
Base for stats	473	404	69	9	461	3	9	213	257	468	437	27
Mean	11.27	11.41	10.41	13.90	11.32	7.06	9.62	12.25	10.29	11.33	11.26	13.14
Standard error	.65	.72	1.43	7.52	.66	2.86	3.38	1.00	.83	.65	.68	2.53

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	654	309	345	233	235	186	284	239	131
Weighted Bases	600	278	322	212	200	188	265	210	124
Less than 10%	352 59%	162 58%	191 59%	144 68% c	116 58%	92 49% e	169 64% f	121 57%	63 51% h
Between 10% and 19%	53 9%	30 11%	23 7%	25 12% c	12 6%	16 8%	25 10%	17 8%	11 9%
Between 20% and 29%	26 4%	9 3%	17 5%	9 4%	7 3%	10 5%	12 5%	5 3%	8 6%
Between 30% and 39%	18 3%	10 4%	8 2%	1 1% c	11 5% d	6 3%	5 2%	11 5% g	2 2%
Between 40% and 49%	7 1%	1 *% a	6 2% b	2 1%	1 1%	4 2%	4 2%	1 1%	2 1%
50% or more	17 3%	5 2%	12 4%	2 1% c	7 3%	8 4%	5 2%	7 3%	5 4%
Don't know	125 21%	61 22%	64 20%	28 13% c	45 22%	53 28% e	44 17% f	47 22%	34 27%
Refused	2 *%	1 *%	1 *%	0 0%	2 1% d	0 0%	0 0%	2 1% g	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	654	309	345	233	235	186	284	239	131
Weighted Bases	600	278	322	212	200	188	265	210	124
Base for stats	473	216	257	184	154	135	221	161	91
Mean	11.27	10.18	12.19	8.66	12.05	13.93	10.23	11.74	12.97
Standard error	.65	.79	1.00	c .69	e 1.20	e 1.53	.83	1.16	1.74

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	654	446	169	181	121	109	337	481	132	11	318	332
Weighted Bases	600	411	148	173	109	101	310	445	116	16	298	299
Less than 10%	352 59%	257 63%	92 62%	89 51%	57 53%	65 64%	193 62%	259 58%	71 62%	11 66%	169 57%	181 61%
Between 10% and 19%	53 9%	41 10%	11 7%	12 7%	7 6%	15 15%	26 8%	42 10%	7 6%	2 10%	30 10%	23 8%
Between 20% and 29%	26 4%	15 4%	5 4%	10 6%	5 5%	4 4%	11 3%	18 4%	6 5%	0 0%	10 3%	16 5%
Between 30% and 39%	18 3%	12 3%	4 2%	5 3%	3 3%	3 3%	9 3%	11 3%	6 5%	0 0%	6 2%	11 4%
Between 40% and 49%	7 1%	2 1%	1 1%	4 2%	2 2%	1 1%	1 *%	5 1%	0 0%	2 15%	3 1%	4 1%
50% or more	17 3%	12 3%	2 2%	5 3%	2 2%	2 2%	10 3%	11 2%	6 5%	0 0%	11 4%	5 2%
Don't know	125 21%	70 17%	32 22%	47 27%	32 29%	11 11%	59 19%	98 22%	18 16%	2 10%	67 22%	58 19%
Refused	2 *%	2 1%	1 1%	0 0%	0 0%	0 0%	2 1%	1 *%	1 1%	0 0%	1 *%	1 *%
Base for stats	473	339	115	126	77	90	249	346	96	15	230	240

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	654	446	169	181	121	109	337	481	132	11	318	332
Weighted Bases	600	411	148	173	109	101	310	445	116	16	298	299
Mean	11.27	10.73	9.50	12.81	11.66	10.35	10.86	10.86	12.90	12.51	11.85	10.58
Standard error	.65	.74	1.03	1.38	1.60	1.22	.91	.72	1.70	4.75	1.03	.78

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	654	242	366	310	143	48	389	111	24
Weighted Bases	600	212	344	280	136	43	352	97	23
Less than 10%	352 59%	124 58%	202 59%	261 93%	59 44%	8 18%	352 100%	0 0%	0 0%
Between 10% and 19%	53 9%	18 9%	33 10%	7 3%	42 31%	4 9%	0 0%	53 55%	0 0%
Between 20% and 29%	26 4%	8 4%	16 5%	4 1%	15 11%	5 13%	0 0%	26 27%	0 0%
Between 30% and 39%	18 3%	8 4%	8 2%	0 0%	11 8%	7 16%	0 0%	18 18%	0 0%
Between 40% and 49%	7 1%	5 2%	1 *%	0 0%	0 0%	7 16%	0 0%	0 0%	7 30%
50% or more	17 3%	4 2%	12 4%	0 0%	6 4%	11 24%	0 0%	0 0%	17 70%
Don't know	125 21%	45 21%	70 20%	7 3%	4 3%	1 3%	0 0%	0 0%	0 0%
Refused	2 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%
Base for stats	473	168	273	272	132	42	352	97	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	654	242	366	310	143	48	389	111	24
Weighted Bases	600	212	344	280	136	43	352	97	23
Mean	11.27	11.31	11.57	5.53	15.70	37.49	5.00	20.83	65.93
Standard error	.65	1.02	.90	c	d	e	.00	g	2.91

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	654	152	149	99	86	87	229	151	83	75	35
Weighted Bases	600	187	140	79	59	60	245	138	65	53	23
Less than 10%	352 59%	118 63%	89 63%	49 61%	39 67%	35 59%	174 71%	87 63%	35 54%	31 58%	8 36%
Between 10% and 19%	53 9%	16 8%	12 8%	5 7%	10 18%	8 14%	17 7%	14 10%	9 13%	6 11%	7 31%
Between 20% and 29%	26 4%	8 4%	4 3%	5 6%	4 8%	3 4%	6 2%	6 5%	3 5%	7 14%	2 11%
Between 30% and 39%	18 3%	7 4%	5 4%	5 6%	* *%	0 0%	9 3%	3 2%	3 5%	1 3%	0 0%
Between 40% and 49%	7 1%	1 *%	1 1%	1 1%	1 1%	4 7%	1 1%	0 0%	2 4%	0 0%	3 15%
50% or more	17 3%	6 3%	5 4%	2 3%	1 1%	2 3%	5 2%	4 3%	5 7%	2 4%	0 0%
Don't know	125 21%	31 17%	24 17%	13 16%	3 5%	8 14%	35 14%	23 17%	8 12%	6 11%	2 8%
Refused	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Base for stats	473	155	116	66	56	52	211	114	57	48	21
Mean	11.27	11.15	11.44	11.94	9.68	12.79	9.26	10.66	16.36	13.07	16.79
							f		h		j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 19 (continuation)

B7. To the best of your knowledge, what percentage of your total organisation's/site's costs is spent on gas?

(Base: Where responsible for gas)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	654	152	149	99	86	87	229	151	83	75	35
Weighted Bases	600	187	140	79	59	60	245	138	65	53	23
Standard error	.65	1.32	1.44	1.67	1.13	1.80	.87	1.28	2.41	1.94	2.43

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 20

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Direct debit	1292 86%	374 87%	497 84%	223 87%	1094 86%	721 85%	198 89%	918 86%
Standing order	45 3%	7 2%	24 4%	10 4%	41 3%	34 4%	4 2%	37 3%
Pay only on receipt of bill with cash/check/credit card/BACS	148 10%	48 11%	60 10%	21 8%	129 10%	81 10%	19 9%	100 9%
Prepayment meter	7 *%	2 *%	6 1%	0 0%	7 1%	6 1%	0 0%	6 1%
Other	7 *%	2 *%	4 1%	1 *%	7 1%	5 1%	* *%	5 *%
Don't know	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	* *%
Refused	1 *%	0 0%	0 0%	1 *%	1 *%	1 *%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Direct debit	1292 86%	232 85%	81 86%	380 90% c	176 86%	275 82% e	148 86%	313 85%	979 86%	1056 86%	102 89%	133 86%
Standing order	45 3%	6 2%	0 0% b	13 3%	7 3%	13 4%	5 3%	6 2%	38 3%	37 3%	3 3%	4 3%
Pay only on receipt of bill with cash/ check/credit card/ BACS	148 10%	30 11%	13 14%	26 6% c	17 8%	44 13% e	19 11%	43 12%	105 9%	123 10%	7 6%	18 12%
Prepayment meter	7 *%	2 1%	0 0%	1 *% d	3 1%	2 *%	0 0%	2 *%	6 *%	7 1%	0 0%	0 0%
Other	7 *%	2 1%	0 0%	0 0% d	3 1% d	2 *%	0 0%	2 1%	4 *%	4 *%	3 3% j	0 0%
Don't know	* *%	0 0%	* *% b	0 0%	0 0%	0 0%	0 0%	* *%	0 0%	* *%	0 0%	0 0%
Refused	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Direct debit	1292	1151	141	17	1269	4	19	991	296	529	761
	86%	86%	85%	80%	86%	100%	71%	85%	90%	87%	86%
Standing order	45	39	5	2	41	0	4	38	6	16	28
	3%	3%	3%	9%	3%	0%	14%	3%	2%	3%	3%
Pay only on receipt of bill with cash/check/credit card/BACS	148	131	17	2	144	0	4	123	25	59	87
	10%	10%	10%	10%	10%	0%	15%	11%	8%	10%	10%
Prepayment meter	7	6	2	0	7	0	0	7	0	0	7
	*%	*%	1%	0%	*%	0%	0%	1%	0%	0%	1%
Other	7	7	*	0	7	0	0	7	0	3	4
	*%	*%	*%	0%	*%	0%	0%	1%	0%	1%	*%
Don't know	*	0	*	0	*	0	0	*	0	0	*
	*%	0%	*%	0%	*%	0%	0%	*%	0%	0%	*%
Refused	1	1	0	0	1	0	0	1	0	0	1
	*%	*%	0%	0%	*%	0%	0%	*%	0%	0%	*%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Direct debit	1292	1229	49	632	660	388	472	432	527	487	279
	86%	88%	61%	89%	84%	91%	87%	81%	91%	85%	79%
		a	b	c	d	e		g	h		j
Standing order	45	41	2	19	26	16	14	15	20	16	9
	3%	3%	2%	3%	3%	4%	3%	3%	3%	3%	3%
Pay only on receipt of bill with cash/check/credit card/BACS	148	119	25	52	96	21	49	78	30	60	58
	10%	9%	32%	7%	12%	5%	9%	15%	5%	10%	17%
		a	b	c	d	e		g	h		j
Prepayment meter	7	7	0	4	3	1	2	4	1	5	1
	*%	1%	0%	1%	*%	*%	*%	1%	*%	1%	*%
Other	7	4	3	4	3	1	3	4	1	3	3
	*%	*%	4%	1%	*%	*%	1%	1%	*%	1%	1%
		a	b								
Don't know	*	*	0	0	*	*	0	0	*	0	0
	*%	*%	0%	0%	*%	*%	0%	0%	*%	0%	0%
Refused	1	0	1	0	1	0	0	1	0	0	1
	*%	0%	1%	0%	*%	0%	0%	*%	0%	0%	*%
		a	b								

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Direct debit	1292 86%	866 90%	341 90%	389 79%	245 83%	221 91%	645 89%	960 88%	263 81%	21 79%	638 86%	647 86%
Standing order	45 3%	30 3%	8 2%	15 3%	8 3%	10 4%	20 3%	28 3%	13 4%	0 0%	20 3%	25 3%
Pay only on receipt of bill with cash/ check/credit card/ BACS	148 10%	64 7%	29 8%	81 16%	35 12%	12 5%	52 7%	92 8%	45 14%	6 21%	73 10%	75 10%
Prepayment meter	7 *%	1 *%	0 0%	6 1%	5 2%	1 1%	0 0%	4 *%	3 1%	0 0%	5 1%	3 *%
Other	7 *%	3 *%	0 0%	3 1%	2 1%	0 0%	3 *%	6 1%	1 *%	0 0%	4 *%	3 *%
Don't know	* *%	* *%	* *%	0 0%	0 0%	0 0%	* *%	* *%	0 0%	0 0%	0 0%	* *%
Refused	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Direct debit	1292	434	776	676	280	86	311	84	21
	86%	88%	84%	87%	88%	86%	88%	87%	90%
Standing order	45	19	26	21	11	3	11	3	0
	3%	4%	3%	3%	3%	3%	3%	3%	0%
Pay only on receipt of bill with cash/check/credit card/BACS	148	35	108	74	26	11	31	10	2
	10%	7%	12%	9%	8%	11%	9%	10%	10%
Prepayment meter	7	4	3	6	1	0	0	0	0
	*%	1%	*%	1%	*%	0%	0%	0%	0%
Other	7	2	5	4	0	0	0	0	0
	*%	*%	1%	1%	0%	0%	0%	0%	0%
Don't know	*	0	*	*	0	0	0	0	0
	*%	0%	*%	*%	0%	0%	0%	0%	0%
Refused	1	0	1	0	0	0	0	0	0
	*%	0%	*%	0%	0%	0%	0%	0%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 20 (continuation)

C1. How does your organisation pay for mains gas/electricity?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Direct debit	1292 86%	442 87%	327 85%	195 87%	120 92%	106 90%	219 89%	121 88%	52 80%	47 88%	23 97%
Standing order	45 3%	13 3%	16 4%	5 2%	2 2%	1 1%	6 2%	6 4%	2 3%	1 2%	1 3%
Pay only on receipt of bill with cash/ check/credit card/BACS	148 10%	47 9%	40 10%	23 10%	7 5%	11 10%	21 9%	11 8%	11 17%	5 10%	0 0%
Prepayment meter	7 *%	3 1%	3 1%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	7 *%	3 1%	2 *%	1 *%	1 1%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	* *%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Refused	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 21

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	1401 93%	397 92%	556 94%	240 94%	1192 93%	796 94%	209 94%	1005 94%
No	80 5%	31 7%	29 5%	12 5%	72 6%	41 5%	8 4%	49 5%
Unsure	19 1%	4 1%	7 1%	3 1%	14 1%	10 1%	4 2%	14 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	1401 93%	255 94%	89 94%	397 95%	200 97% d	303 90% e	157 91%	344 94%	1057 93%	1151 94%	104 90%	147 94%
No	80 5%	15 5%	5 5%	17 4%	4 2% d	28 8% e	12 7%	20 5%	60 5%	61 5%	12 10% j	7 5%
Unsure	19 1%	2 1%	1 1%	6 1%	1 1%	4 1%	4 3% f	3 1%	16 1%	17 1%	0 0%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	1401 93%	1251 94%	149 90%	18 84%	1372 93%	4 100%	24 91%	1088 93%	308 94%	563 93%	834 94%
No	80 5%	67 5%	13 8%	2 8%	79 5%	0 0%	1 3%	65 6%	16 5%	34 6%	44 5%
Unsure	19 1%	15 1%	3 2%	2 7%	17 1%	0 0%	2 6%	15 1%	4 1%	9 1%	10 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	1401 93%	1401 100%	0 0%	684 96%	718 91%	421 99%	520 96%	461 86%	560 97%	550 96%	291 83%
		a	b	c	d	e	f	g	h	i	j
No	80 5%	0 0%	80 100%	20 3%	60 8%	4 1%	14 3%	62 12%	15 3%	16 3%	49 14%
		a	b	c	d	e	f	g	h	i	j
Unsure	19 1%	0 0%	0 0%	7 1%	12 2%	2 *%	5 1%	12 2%	3 1%	5 1%	11 3%
		a						g	h		j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	1401 93%	933 97%	366 97%	429 87%	257 87%	238 98%	695 96%	1021 94%	305 94%	23 85%	700 95%	695 92%
No	80 5%	22 2%	7 2%	57 12%	31 11%	4 2%	19 3%	57 5%	16 5%	4 15%	35 5%	44 6%
Unsure	19 1%	9 1%	4 1%	9 2%	6 2%	2 1%	7 1%	13 1%	3 1%	0 0%	5 1%	14 2%
											j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	1401 93%	476 96%	844 92%	726 93%	300 94%	95 95%	327 93%	88 91%	21 90%
No	80 5%	13 3%	66 7%	44 6%	15 5%	5 5%	17 5%	8 8%	2 10%
Unsure	19 1%	5 1%	9 1%	10 1%	4 1%	0 0%	8 2%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 21 (continuation)

C2. Do you have a fixed term contract for your mains gas/electricity supply?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	1401 93%	463 91%	369 95%	214 95%	128 98%	113 95%	223 91%	132 96%	61 94%	53 99%	20 86%
No	80 5%	38 8%	14 4%	8 4%	2 1%	4 3%	17 7%	5 4%	3 5%	0 0%	2 10%
Unsure	19 1%	7 1%	4 1%	2 1%	1 *%	2 2%	6 2%	1 *%	1 1%	1 1%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 22

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1407	225	444	316	985	760	422	1182
Weighted Bases	1401	397	556	240	1192	796	209	1005
12 months	450 32%	124 31%	170 31%	82 34%	376 32%	252 32%	74 35%	326 32%
18 months	30 2%	12 3%	7 1%	7 3%	26 2%	14 2%	4 2%	19 2%
2 years	475 34%	128 32%	188 34%	86 36%	403 34%	275 35%	72 35%	347 35%
3 years	284 20%	86 22%	120 22%	38 16%	244 20%	158 20%	40 19%	198 20%
4 years	26 2%	6 2%	12 2%	6 3%	25 2%	18 2%	2 1%	20 2%
5 or more years	40 3%	10 3%	20 4%	3 1%	33 3%	23 3%	6 3%	30 3%
Other	6 *%	2 *%	3 *%	1 1%	6 *%	4 *%	* *%	4 *%
Unsure	90 6%	28 7%	36 6%	15 6%	79 7%	51 6%	11 5%	62 6%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1407	293	140	301	205	261	207	433	974	1152	102	153
Weighted Bases	1401	255	89	397	200	303	157	344	1057	1151	104	147
12 months	450 32%	80 31%	25 28%	126 32%	50 25% d	127 42% e	42 27%	105 31%	345 33%	376 33%	30 29%	43 30%
18 months	30 2%	11 4% a	3 4%	6 1%	3 1%	5 2%	3 2%	14 4% g	16 2% h	25 2%	2 2%	4 3%
2 years	475 34%	83 32%	39 44% b	151 38%	69 34%	80 26% e	53 34%	122 36%	353 33%	385 33%	39 38%	51 35%
3 years	284 20%	58 23%	12 14% b	74 19%	47 23%	54 18%	40 25%	71 21%	213 20%	227 20%	21 20%	36 24%
4 years	26 2%	4 1%	1 1%	9 2%	5 2%	6 2%	1 1%	5 1%	21 2%	19 2%	2 2%	5 4%
5 or more years	40 3%	6 2%	* *% d	6 1%	14 7% d	9 3%	4 3%	7 2%	33 3%	37 3%	1 1%	3 2%
Other	6 *%	2 1%	1 1%	1 *%	0 0%	2 1%	0 0%	2 1%	3 *%	6 1%	0 0%	0 0%
Unsure	90 6%	12 5%	6 7%	26 6%	14 7%	20 6%	13 8%	18 5%	72 7%	77 7%	9 8%	5 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one
		a	b	*c	d	*e	f	g	h	i	j	k
Unweighted Bases	1407	1228	177	16	1368	5	32	1081	321	621	782	1407
Weighted Bases	1401	1251	149	18	1372	4	24	1088	308	563	834	1401
12 months	450 32%	393 31%	56 38%	9 52%	437 32%	1 34%	11 45%	360 33%	87 28%	180 32%	268 32%	450 32%
18 months	30 2%	28 2%	2 1%	2 9%	30 2%	0 0%	0 0%	25 2%	5 2%	13 2%	17 2%	30 2%
2 years	475 34%	428 34%	47 32%	3 17%	470 34%	0 0%	6 24%	359 33%	116 38%	190 34%	283 34%	475 34%
3 years	284 20%	261 21%	22 15%	2 13%	277 20%	2 51%	5 19%	226 21%	58 19%	109 19%	175 21%	284 20%
4 years	26 2%	25 2%	1 1%	0 0%	26 2%	0 0%	0 0%	25 2%	1 *%	6 1%	20 2%	26 2%
5 or more years	40 3%	38 3%	2 1%	0 0%	38 3%	1 14%	1 2%	22 2%	17 5%	26 5%	14 2%	40 3%
Other	6 *%	6 *%	0 0%	2 9%	6 *%	0 0%	0 0%	6 1%	* *%	2 *%	3 *%	6 *%
Unsure	90 6%	71 6%	19 13%	0 0%	88 6%	0 0%	2 9%	66 6%	24 8%	36 6%	54 6%	90 6%
		a	b									

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	1407	701	706	436	543	428	566	561	280
Weighted Bases	1401	684	718	421	520	461	560	550	291
12 months	450 32%	277 40%	173 24%	111 26%	184 36%	154 34%	156 28%	197 36%	97 33%
		a	b	c	d		f	g	
18 months	30 2%	13 2%	17 2%	6 1%	10 2%	14 3%	8 1%	15 3%	8 3%
2 years	475 34%	238 35%	237 33%	128 30%	192 37%	156 34%	184 33%	197 36%	94 32%
3 years	284 20%	105 15%	179 25%	113 27%	93 18%	77 17%	137 24%	97 18%	50 17%
		a	b	c		e	f	g	
4 years	26 2%	15 2%	11 2%	12 3%	10 2%	4 1%	14 2%	10 2%	3 1%
				c		e			
5 or more years	40 3%	12 2%	28 4%	26 6%	7 1%	6 1%	26 5%	7 1%	6 2%
		a	b	c	d	e	f	g	
Other	6 *%	5 1%	1 *%	0 0%	3 *%	3 1%	1 *%	2 *%	3 1%
		a	b						
Unsure	90 6%	18 3%	72 10%	24 6%	20 4%	46 10%	34 6%	26 5%	30 10%
		a	b		d	e		g	h

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1407	945	384	405	255	237	708	1027	308	18	693	706
Weighted Bases	1401	933	366	429	257	238	695	1021	305	23	700	695
12 months	450 32%	320 34%	168 46%	115 27%	73 29%	136 57%	184 27%	325 32%	110 36%	7 31%	262 37%	185 27%
		a	b	c		e	f				j	k
18 months	30 2%	18 2%	6 2%	11 3%	4 1%	2 1%	16 2%	23 2%	5 2%	2 7%	19 3%	11 2%
2 years	475 34%	300 32%	100 27%	164 38%	104 40%	69 29%	231 33%	338 33%	110 36%	5 21%	221 32%	252 36%
		a	b	c	d							
3 years	284 20%	207 22%	69 19%	71 17%	43 17%	23 9%	184 27%	222 22%	54 18%	1 2%	130 19%	153 22%
		a		c		e	f	g				
4 years	26 2%	18 2%	6 2%	8 2%	5 2%	2 1%	16 2%	21 2%	3 1%	2 8%	16 2%	10 1%
5 or more years	40 3%	23 2%	4 1%	15 4%	9 3%	4 2%	19 3%	32 3%	5 1%	2 7%	25 4%	14 2%
			b									
Other	6 *%	2 *%	2 1%	4 1%	3 1%	2 1%	0 0%	6 1%	0 0%	0 0%	4 1%	2 *%
				d		f						
Unsure	90 6%	45 5%	11 3%	41 10%	16 6%	1 1%	43 6%	55 5%	18 6%	5 23%	22 3%	67 10%
		a	b	c		e		g			j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1407	498	824	719	299	100	363	102	23
Weighted Bases	1401	476	844	726	300	95	327	88	21
12 months	450 32%	143 30%	284 34%	229 32%	96 32%	31 32%	108 33%	30 34%	4 19%
18 months	30 2%	7 2%	20 2%	14 2%	9 3%	5 5%	9 3%	0 0%	2 8%
2 years	475 34%	161 34%	295 35%	245 34%	108 36%	32 34%	102 31%	30 34%	9 40%
3 years	284 20%	111 23%	157 19%	155 21%	58 19%	16 17%	70 21%	19 21%	1 5%
4 years	26 2%	7 1%	18 2%	15 2%	4 1%	4 4%	4 1%	2 2%	0 0%
5 or more years	40 3%	20 4%	18 2%	21 3%	12 4%	3 4%	14 4%	5 6%	5 25%
Other	6 *%	1 *%	4 *%	5 1%	0 0%	0 0%	2 *%	0 0%	0 0%
Unsure	90 6%	26 5%	48 6%	42 6%	14 5%	4 5%	19 6%	3 3%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 22 (continuation)

C3. What is the total term of your mains gas/electricity contract?

(Base: Where have fixed term contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1407	367	358	233	162	162	209	142	78	74	33
Weighted Bases	1401	463	369	214	128	113	223	132	61	53	20
12 months	450 32%	153 33%	110 30%	64 30%	43 34%	38 34%	72 32%	37 28%	18 29%	20 39%	3 17%
18 months	30 2%	10 2%	8 2%	4 2%	2 2%	3 2%	4 2%	4 3%	2 3%	1 2%	0 0%
2 years	475 34%	154 33%	126 34%	73 34%	48 37%	44 39%	80 36%	43 33%	21 34%	14 27%	10 50% j
3 years	284 20%	99 21%	76 21%	51 24%	29 22%	16 14% e	43 19%	29 22%	15 24%	12 22%	4 19%
4 years	26 2%	9 2%	4 1%	6 3%	0 0%	5 4% e	3 1%	* *%	1 2%	2 3%	0 0%
5 or more years	40 3%	11 2%	17 5% b	3 1%	4 3%	3 3%	8 4%	9 7% g	3 5%	3 6%	1 6%
Other	6 *%	2 *%	0 0%	1 1%	1 *%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%
Unsure	90 6%	26 6%	28 7%	11 5%	1 1%	3 3%	11 5%	10 8%	1 2%	1 1%	1 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 23

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1407	225	444	316	985	760	422	1182
Weighted Bases	1401	397	556	240	1192	796	209	1005
Yes - exactly (i.e. know month)	830 59%	232 59%	308 55%	144 60%	684 57%	452 57%	146 70%	598 60%
Yes - knows approximately	328 23%	86 22%	150 27%	59 24%	295 25%	209 26%	34 16%	243 24%
Don't know when it ends	243 17%	79 20%	97 18%	38 16%	214 18%	135 17%	29 14%	164 16%
							f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1407	293	140	301	205	261	207	433	974	1152	102	153
Weighted Bases	1401	255	89	397	200	303	157	344	1057	1151	104	147
Yes - exactly (i.e. know month)	830 59%	162 63%	41 46% b	219 55%	116 58%	193 64%	99 63%	203 59%	627 59%	671 58%	63 61%	96 65%
Yes - knows approximately	328 23%	54 21%	20 23%	101 26%	59 30% d	64 21%	30 19%	74 21%	254 24%	278 24%	24 24%	25 17%
Don't know when it ends	243 17%	40 16%	27 31% b	77 19%	25 13%	46 15%	27 17%	67 20%	176 17%	201 17%	17 16%	25 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one
Column		a	b	*c	d	*e	f	g	h	i	j	k
Unweighted Bases	1407	1228	177	16	1368	5	32	1081	321	621	782	1407
Weighted Bases	1401	1251	149	18	1372	4	24	1088	308	563	834	1401
Yes - exactly (i.e. know month)	830 59%	744 59%	86 58%	13 76%	810 59%	1 34%	18 76%	661 61% g	167 54% h	324 57%	506 61%	830 59%
Yes - knows approximately	328 23%	298 24%	30 20%	2 9%	324 24%	2 51%	2 9% f	251 23%	77 25%	129 23%	197 24%	328 23%
Don't know when it ends	243 17%	209 17%	33 22%	3 15%	238 17%	1 14%	4 16%	177 16% g	64 21%	110 20% i	131 16%	243 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	1407	701	706	436	543	428	566	561	280
Weighted Bases	1401	684	718	421	520	461	560	550	291
Yes - exactly (i.e. know month)	830 59%	476 70%	354 49%	246 59%	352 68%	232 50%	323 58%	357 65%	150 52%
Yes - knows approximately	328 23%	132 19%	196 27%	115 27%	98 19%	115 25%	143 25%	108 20%	77 27%
Don't know when it ends	243 17%	76 11%	167 23%	60 14%	70 13%	113 25%	95 17%	84 15%	64 22%
		a	b	c	d	e			h

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1407	945	384	405	255	237	708	1027	308	18	693	706
Weighted Bases	1401	933	366	429	257	238	695	1021	305	23	700	695
Yes - exactly (i.e. know month)	830 59%	594 64%	250 68%	219 51%	145 57%	175 73%	419 60%	615 60%	180 59%	6 25%	455 65%	374 54%
		a	b	c		e					j	k
Yes - knows approximately	328 23%	213 23%	81 22%	106 25%	55 21%	40 17%	173 25%	251 25%	61 20%	5 23%	157 22%	169 24%
						e						
Don't know when it ends	243 17%	126 13%	35 10%	104 24%	57 22%	23 10%	102 15%	155 15%	65 21%	12 53%	89 13%	151 22%
		a	b	c	d	e	f	g	h		j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1407	498	824	719	299	100	363	102	23
Weighted Bases	1401	476	844	726	300	95	327	88	21
Yes - exactly (i.e. know month)	830 59%	298 63%	486 58%	450 62%	186 62%	56 59%	191 58%	61 69%	13 60%
Yes - knows approximately	328 23%	103 22%	216 26%	171 24%	67 22%	17 18%	73 22%	20 22%	5 26%
Don't know when it ends	243 17%	75 16%	143 17%	105 14%	47 16%	22 23%	64 19%	8 9%	3 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 23 (continuation)

C4. Do you know when your mains gas/electricity contract ends?

(Base: Where have fixed term contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1407	367	358	233	162	162	209	142	78	74	33
Weighted Bases	1401	463	369	214	128	113	223	132	61	53	20
Yes - exactly (i.e. know month)	830 59%	257 56%	225 61%	131 62%	88 69%	84 75%	124 55%	75 57%	34 55%	39 73%	16 78%
Yes - knows approximately	328 23%	115 25%	85 23%	52 24%	29 23%	19 17%	61 27%	25 19%	16 26%	11 21%	3 12%
Don't know when it ends	243 17%	90 20%	59 16%	31 14%	11 8%	9 8%	39 17%	32 24%	11 19%	3 5%	2 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 24

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1407	225	444	316	985	760	422	1182
Weighted Bases	1401	397	556	240	1192	796	209	1005
Yes - exactly (know the exact date)	219 16%	63 16%	75 14%	37 15%	175 15%	112 14%	44 21% f	156 16%
Yes - knows approximately (i.e. know the month)	640 46%	176 44%	257 46%	107 45%	540 45%	364 46%	100 48%	464 46%
Don't know when it can be terminated	542 39%	158 40%	224 40%	96 40%	478 40%	320 40%	65 31% f	384 38%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1407	293	140	301	205	261	207	433	974	1152	102	153
Weighted Bases	1401	255	89	397	200	303	157	344	1057	1151	104	147
Yes - exactly (know the exact date)	219 16%	51 20% a	11 13%	59 15%	26 13%	47 16%	24 16%	62 18%	157 15%	165 14% i	19 18%	35 24% k
Yes - knows approximately (i.e. know the month)	640 46%	113 44%	27 30% b	178 45%	106 53% d	146 48%	70 45%	139 41% g	500 47%	535 46%	43 41%	62 42%
Don't know when it can be terminated	542 39%	91 36%	51 57% b	160 40%	68 34%	110 36%	62 40%	142 41%	400 38%	451 39%	42 40%	49 34%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one
Column		a	b	*c	d	*e	f	g	h	i	j	k
Unweighted Bases	1407	1228	177	16	1368	5	32	1081	321	621	782	1407
Weighted Bases	1401	1251	149	18	1372	4	24	1088	308	563	834	1401
Yes - exactly (know the exact date)	219 16%	197 16%	22 15%	3 18%	214 16%	0 0%	6 23%	183 17% g	33 11% h	82 14%	137 16%	219 16%
Yes - knows approximately (i.e. know the month)	640 46%	568 45%	72 48%	10 60%	629 46%	1 14%	10 40%	484 44%	155 51% h	271 48%	367 44%	640 46%
Don't know when it can be terminated	542 39%	486 39%	56 38%	4 22%	530 39%	3 86%	9 37%	421 39%	119 39%	211 37%	330 40%	542 39%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	1407	701	706	436	543	428	566	561	280
Weighted Bases	1401	684	718	421	520	461	560	550	291
Yes - exactly (know the exact date)	219 16%	135 20% a	84 12% b	71 17%	99 19% d	49 11% e	89 16%	97 18%	33 11% h
Yes - knows approximately (i.e. know the month)	640 46%	348 51% a	291 41% b	209 50% c	249 48%	181 39% e	270 48%	259 47%	111 38% h
Don't know when it can be terminated	542 39%	200 29% a	342 48% b	141 33% c	171 33% d	230 50% e	202 36%	193 35% g	147 50% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1407	945	384	405	255	237	708	1027	308	18	693	706
Weighted Bases	1401	933	366	429	257	238	695	1021	305	23	700	695
Yes - exactly (know the exact date)	219 16%	177 19%	77 21%	40 9%	23 9%	57 24%	121 17%	158 16%	53 17%	2 7%	139 20%	80 12%
		a	b	c	d	e					j	k
Yes - knows approximately (i.e. know the month)	640 46%	457 49%	182 50%	172 40%	111 43%	127 53%	330 48%	466 46%	149 49%	4 17%	340 49%	298 43%
		a		c		e					j	k
Don't know when it can be terminated	542 39%	298 32%	107 29%	217 51%	123 48%	54 23%	244 35%	397 39%	104 34%	17 76%	221 32%	317 46%
		a	b	c	d	e	f				j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1407	498	824	719	299	100	363	102	23
Weighted Bases	1401	476	844	726	300	95	327	88	21
Yes - exactly (know the exact date)	219 16%	68 14%	140 17%	117 16%	47 16%	15 16%	48 15%	15 17%	7 32%
Yes - knows approximately (i.e. know the month)	640 46%	233 49%	372 44%	336 46%	147 49%	52 55%	166 51%	48 54%	8 40%
Don't know when it can be terminated	542 39%	175 37%	333 39%	273 38%	106 35%	28 29%	114 35%	25 28%	6 28%
						e		g	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 24 (continuation)

C5. Do you know by when you have to give notice of termination to your mains gas/electricity supplier?

(Base: Where have fixed term contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1407	367	358	233	162	162	209	142	78	74	33
Weighted Bases	1401	463	369	214	128	113	223	132	61	53	20
Yes - exactly (know the exact date)	219 16%	55 12%	52 14%	42 19%	34 27%	26 23%	26 12%	16 12%	15 24%	13 25%	4 20%
Yes - knows approximately (i.e. know the month)	640 46%	203 44%	180 49%	96 45%	62 49%	63 56%	111 50%	66 50%	28 46%	30 57%	12 61%
Don't know when it can be terminated	542 39%	205 44%	136 37%	76 36%	31 25%	23 21%	86 39%	51 38%	18 30%	10 19%	4 19%
		a			d	e			h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Size						
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	Has employees
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
You read it in detail	361 24%	91 21%	133 23%	74 29%	298 23%	207 25%	63 28%	270 25%
You glanced at it or skim read it	795 53%	237 55%	317 54%	123 48%	677 53%	440 52%	118 53%	558 52%
You saw it, but did not read it	148 10%	42 10%	55 9%	31 12%	127 10%	85 10%	21 9%	106 10%
Or have you not noticed it at all	136 9%	44 10%	62 11%	19 7%	125 10%	81 10%	11 5%	92 9%
Someone else read it for me (unprompted)	14 1%	5 1%	5 1%	2 1%	12 1%	7 1%	2 1%	9 1%
I discussed it/talked it through with someone (unprompted)	17 1%	6 1%	5 1%	5 2%	16 1%	10 1%	1 *%	11 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Not currently received it (unprompted)	7 *%	2 *%	3 *%	2 1%	6 *%	4 *%	1 *%	5 *%
Other	5 *%	0 0%	1 *%	1 *%	2 *%	2 *%	3 1%	5 *%
Don't know	17 1%	5 1%	10 2%	0 0%	15 1%	10 1%	2 1%	12 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
You read it in detail	361 24%	76 28%	21 22%	81 19% c	46 22%	83 25%	53 31% f	97 27%	264 23%	288 23%	34 30%	39 25%
You glanced at it or skim read it	795 53%	139 51%	59 63% b	220 52%	101 49%	196 58% e	80 46% f	198 54%	597 53%	648 53%	60 52%	87 56%
You saw it, but did not read it	148 10%	27 10%	6 6%	49 12%	32 15% d	18 5% e	17 10%	32 9%	116 10%	123 10%	10 9%	16 10%
Or have you not noticed it at all	136 9%	22 8%	7 7%	48 12%	16 8%	28 8%	15 8%	29 8%	107 9%	115 9%	10 9%	11 7%
Someone else read it for me (unprompted)	14 1%	4 1%	* *%	5 1%	0 0%	2 *%	3 2%	4 1%	10 1%	14 1%	0 0%	0 0%
I discussed it/talked it through with someone (unprompted)	17 1%	1 *%	0 0%	7 2%	6 3% d	1 *%	2 1%	1 *% g	16 1%	14 1%	1 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Not currently received it (unprompted)	7 *%	0 0%	* *%	5 1%	1 1%	1 *%	0 0%	* *%	7 1%	6 1%	1 *%	0 0%
Other	5 *%	* *%	0 0%	1 *%	1 *%	2 1%	1 1%	* *%	5 *%	5 *%	0 0%	0 0%
Don't know	17 1%	3 1%	1 1%	3 1%	3 1%	6 2%	1 *%	4 1%	13 1%	16 1%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
You read it in detail	361 24%	317 24%	44 26%	2 7%	353 24%	1 29%	7 26%	272 23%	89 27%	150 25%	210 24%
You glanced at it or skim read it	795 53%	710 53%	84 51%	12 59%	779 53%	2 51%	13 50%	626 54%	166 51%	319 53%	473 53%
You saw it, but did not read it	148 10%	134 10%	14 9%	1 3%	146 10%	1 20%	2 6%	115 10%	33 10%	55 9%	93 11%
Or have you not noticed it at all	136 9%	121 9%	15 9%	5 24%	131 9%	0 0%	5 17%	107 9%	28 8%	53 9%	81 9%
Someone else read it for me (unprompted)	14 1%	12 1%	2 1%	0 0%	14 1%	0 0%	* 1%	12 1%	2 1%	5 1%	9 1%
I discussed it/talked it through with someone (unprompted)	17 1%	14 1%	3 2%	0 0%	17 1%	0 0%	0 0%	11 1%	6 2%	10 2%	7 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Not currently received it (unprompted)	7 *%	7 1%	0 0%	0 0%	7 *%	0 0%	0 0%	7 1%	0 0%	3 1%	3 *%
Other	5 *%	4 *%	1 1%	0 0%	5 *%	0 0%	0 0%	5 *%	1 *%	2 *%	3 *%
Don't know	17 1%	14 1%	3 2%	1 7%	17 1%	0 0%	0 0%	14 1%	3 1%	8 1%	9 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
You read it in detail	361 24%	340 24%	15 19%	216 30% c	145 18% d	107 25%	139 26%	116 22%	135 23%	148 26%	78 22%
You glanced at it or skim read it	795 53%	759 54% a	33 41% b	368 52%	426 54%	224 53%	301 56%	269 50%	307 53%	315 55%	173 49%
You saw it, but did not read it	148 10%	139 10%	7 9%	62 9%	86 11%	41 10%	59 11%	48 9%	54 9%	59 10%	35 10%
Or have you not noticed it at all	136 9%	112 8% a	20 25% b	34 5% c	102 13% d	33 8%	24 4% f	79 15% g	54 9%	29 5% i	53 15% j
Someone else read it for me (unprompted)	14 1%	14 1%	0 0%	7 1%	7 1%	8 2% e	3 1%	4 1%	9 2% h	1 *% i	4 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
I discussed it/talked it through with someone (unprompted)	17 1%	15 1%	1 1%	8 1%	9 1%	6 1%	6 1%	5 1%	10 2%	7 1%	0 0% j
Not currently received it (unprompted)	7 *%	6 *%	1 1%	6 1%	1 *%	3 1%	4 1%	* *%	3 1%	4 1%	* *%
Other	5 *%	4 *%	1 1%	3 *%	2 *%	2 *%	1 *%	2 *%	3 *%	1 *%	2 *%
Don't know	17 1%	12 1%	3 3%	6 1%	11 1%	3 1%	3 *%	11 2%	4 1%	7 1%	6 2%
		a						g			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
You read it in detail	361 24%	250 26%	109 29%	105 21%	68 23%	68 28%	182 25%	290 27%	61 19%	3 10%	213 29%	147 20%
		a	b					g	h		j	k
You glanced at it or skim read it	795 53%	524 54%	203 54%	253 51%	147 50%	136 56%	389 54%	567 52%	193 60%	12 44%	387 52%	403 54%
									h			
You saw it, but did not read it	148 10%	89 9%	32 9%	54 11%	34 11%	22 9%	67 9%	103 9%	33 10%	1 2%	60 8%	88 12%
											j	k
Or have you not noticed it at all	136 9%	64 7%	19 5%	64 13%	34 12%	11 5%	52 7%	88 8%	29 9%	11 39%	53 7%	83 11%
		a	b	c		e	f	g			j	k
Someone else read it for me (unprompted)	14 1%	11 1%	7 2%	3 1%	2 1%	1 *%	10 1%	11 1%	0 0%	0 0%	4 1%	10 1%
			b				f		h			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
I discussed it/talked it through with someone (unprompted)	17 1%	14 1%	2 *%	3 1%	1 *%	5 2%	9 1%	15 1%	1 *%	0 0%	8 1%	8 1%
Not currently received it (unprompted)	7 *%	4 *%	1 *%	1 *%	1 *%	0 0%	4 1%	4 *%	2 1%	0 0%	5 1%	1 *%
Other	5 *%	2 *%	1 *%	1 *%	2 1%	1 *%	2 *%	4 *%	0 0%	0 0%	3 *%	2 *%
Don't know	17 1%	6 1%	3 1%	9 2%	6 2%	0 0%	6 1%	11 1%	4 1%	1 4%	7 1%	10 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
You read it in detail	361 24%	127 26%	217 24%	176 23%	84 26%	23 23%	85 24%	18 19%	9 39%
You glanced at it or skim read it	795 53%	263 53%	482 52%	438 56%	175 55%	49 49%	198 56%	57 58%	8 32%
You saw it, but did not read it	148 10%	45 9%	96 10%	76 10%	27 8%	9 9%	32 9%	12 12%	1 2%
Or have you not noticed it at all	136 9%	36 7%	92 10%	64 8%	22 7%	17 17%	27 8%	3 3%	6 26%
Someone else read it for me (unprompted)	14 1%	6 1%	6 1%	9 1%	1 *%	0 0%	4 1%	0 0%	0 0%
I discussed it/talked it through with someone (unprompted)	17 1%	11 2%	6 1%	7 1%	4 1%	0 0%	4 1%	2 2%	0 0%
		a	b						

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Not currently received it (unprompted)	7 *%	2 *%	5 1%	2 *%	1 *%	2 2%	1 *%	2 2%	0 0%
Other	5 *%	1 *%	2 *%	4 1%	1 *%	0 0%	1 *%	1 1%	0 0%
Don't know	17 1%	3 1%	12 1%	4 *%	4 1%	0 0%	1 *%	3 3%	0 0%
				c			f	g	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
You read it in detail	361 24%	115 23%	85 22%	56 25%	37 28%	42 36%	58 24%	36 27%	16 24%	19 36%	3 15%
You glanced at it or skim read it	795 53%	293 58%	211 55%	122 54%	60 46%	55 47%	140 57%	74 54%	29 45%	24 44%	12 52%
You saw it, but did not read it	148 10%	45 9%	42 11%	20 9%	15 12%	10 8%	22 9%	13 9%	8 13%	5 10%	3 12%
Or have you not noticed it at all	136 9%	43 8%	36 9%	16 7%	10 8%	9 7%	19 8%	10 7%	7 11%	1 1%	4 18%
Someone else read it for me (unprompted)	14 1%	5 1%	2 *%	3 1%	0 0%	0 0%	2 1%	0 0%	1 1%	0 0%	0 0%
I discussed it/talked it through with someone (unprompted)	17 1%	5 1%	4 1%	3 1%	4 3%	1 1%	3 1%	4 3%	2 3%	0 0%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 25 (continuation)

C6. In how much detail have you looked through your current mains gas/electricity contract?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Not currently received it (unprompted)	7 *%	1 *%	3 1%	0 0%	0 0%	1 *%	2 1%	0 0%	1 2% h	0 0%	0 0%
Other	5 *%	0 0%	1 *%	2 1% c	1 1%	1 1%	0 0%	0 0%	1 1%	1 3% i	0 0%
Don't know	17 1%	2 *%	3 1%	2 1%	3 3%	0 0%	0 0%	1 *%	0 0%	3 5% i	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 26

Summary: C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following?

(Base: Where read/ glanced at contract)

	Total	1 - Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Summary: Dissatisfied	Summary: Satisfied	Mean
The length/size of the contract document	1156	65 6%	87 7%	363 31%	307 27%	287 25%	47 4%	152 13%	594 51%	3.60
The clarity of the contract document overall	1156	74 6%	98 8%	304 26%	390 34%	257 22%	33 3%	172 15%	647 56%	3.59
The clarity of costs and charges	1156	68 6%	75 6%	260 23%	388 34%	351 30%	13 1%	143 12%	740 64%	3.77
The clarity on the duration of the contract	1156	53 5%	44 4%	194 17%	360 31%	488 42%	16 1%	97 8%	848 73%	4.04

Table 26 (continuation)

Summary: C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following?

(Base: Where read/ glanced at contract)

	Total	Base for stats	Standard error
The length/size of the contract document	1156	1109	.03
The clarity of the contract document overall	1156	1123	.03
The clarity of costs and charges	1156	1143	.03
The clarity on the duration of the contract	1156	1140	.03

Table 27

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
1 - Very dissatisfied	65 6%	21 7%	25 6%	9 5%	55 6%	34 5%	10 5%	44 5%
2	87 7%	21 6%	44 10% b	10 5%	75 8%	54 8%	12 6%	65 8%
3	363 31%	117 36%	135 30%	53 27%	304 31%	188 29%	59 32%	246 30% g
4	307 27%	83 25%	117 26%	61 31%	260 27%	177 27%	47 26%	224 27%
5 - Very satisfied	287 25%	76 23%	111 25%	51 26%	239 24%	162 25%	49 27%	211 25%
Don't know	47 4%	9 3%	20 4%	13 7% c	42 4%	33 5%	5 3%	38 5% g
Summary: Dissatisfied	152 13%	43 13%	69 15%	19 9% c	130 13%	88 14%	21 12%	109 13%
Summary: Satisfied	594 51%	159 49%	228 50%	112 57% c	499 51%	340 52%	95 53%	435 53%
Base for stats	1109	319	431	184	934	615	175	790

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
Mean	3.60	3.54	3.57	3.74	3.59	3.62	3.64	3.62
Standard error	.03	.08	.06	^c .07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommod.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
1 - Very dissatisfied	65 6%	10 4%	7 8%	18 6%	12 8%	13 5%	6 4%	16 5%	49 6%	50 5%	3 4%	11 9%
2	87 7%	15 7%	1 2% b	29 10%	11 8%	20 7%	10 7%	16 6%	70 8%	63 7% i	5 6%	18 14% k
3	363 31%	66 31%	35 43% b	95 32%	44 30%	92 33%	31 23% f	101 34%	262 30%	307 33% i	23 24%	33 26%
4	307 27%	62 29%	18 22%	75 25%	35 24%	79 28%	38 28%	80 27%	227 26%	248 26%	31 33%	28 22%
5 - Very satisfied	287 25%	53 24%	20 25%	75 25%	37 25%	63 23%	41 30%	72 24%	215 25%	227 24%	27 28%	33 27%
Don't know	47 4%	9 4%	* *% b	9 3%	8 5%	12 4%	9 7% f	9 3%	38 4%	41 4%	5 5%	1 1%
Summary: Dissatisfied	152 13%	25 11%	8 10%	48 16%	23 16%	33 12%	15 11%	33 11%	119 14%	113 12% i	9 9%	30 24% k
Summary: Satisfied	594 51%	115 53%	38 47%	150 50%	72 49%	142 51%	78 59% f	152 52%	442 51%	475 51%	57 61%	62 49%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
Base for stats	1109	206	80	293	139	267	124	286	823	895	89	124
Mean	3.60	3.65	3.53	3.54	3.52	3.60	3.79	3.61	3.59	3.60	3.81	3.43
Standard error	.03	.07	.10	.08	.10	.07	.09	.06	.04	.04	.11	.11

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1170	1017	151	13	1137	4	27	900	267	525	641
Weighted Bases	1156	1027	128	14	1132	3	20	898	255	469	682
1 - Very dissatisfied	65 6%	59 6%	6 5%	0 0%	65 6%	0 0%	0 0%	44 5%	21 8% h	30 6%	35 5%
2	87 7%	75 7%	12 9%	1 5%	82 7%	1 18%	4 22%	66 7%	20 8%	36 8%	51 8%
3	363 31%	319 31%	44 34%	6 41%	354 31%	0 0%	9 43%	297 33%	66 26%	139 30%	223 33%
4	307 27%	272 26%	35 27%	5 35%	302 27%	2 46%	3 15%	242 27%	63 25%	116 25%	191 28%
5 - Very satisfied	287 25%	257 25%	30 24%	2 18%	282 25%	1 36%	4 19%	213 24%	73 29%	123 26%	162 24%
Don't know	47 4%	46 5%	1 *%	0 0%	47 4%	0 0%	0 0%	35 4%	12 5%	26 6%	21 3%
Summary: Dissatisfied	152 13%	134 13%	18 14%	1 5%	147 13%	1 18%	4 22%	111 12%	41 16%	65 14%	86 13%
Summary: Satisfied	594 51%	529 51%	66 51%	7 54%	585 52%	3 82%	7 35%	456 51%	136 53%	239 51%	353 52%
Base for stats	1109	981	127	14	1085	3	20	863	243	443	661

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1170	1017	151	13	1137	4	27	900	267	525	641
Weighted Bases	1156	1027	128	14	1132	3	20	898	255	469	682
Mean	3.60	3.60	3.57	3.67	3.60	4.00	3.33	3.60	3.61	3.60	3.59
Standard error	.03	.04	.09	.24	.03	.62	.20	.04	.08	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/PCW/telephone service h	Used but not main i	Not used any j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
1 - Very dissatisfied	65 6%	63 6%	1 3%	45 8%	20 3%	21 6%	24 5%	19 5%	27 6%	27 6%	11 4%
2	87 7%	85 8%	1 2%	50 8%	37 6%	23 7%	33 8%	31 8%	30 7%	42 9%	15 6%
3	363 31%	347 32%	14 29%	169 29%	194 34%	115 35%	131 30%	118 31%	153 35%	137 29%	73 29%
4	307 27%	291 26%	14 29%	153 26%	154 27%	97 29%	121 28%	89 23%	126 29%	122 26%	59 23%
5 - Very satisfied	287 25%	273 25%	12 24%	138 24%	149 26%	63 19%	114 26%	111 29%	91 21%	116 25%	80 32%
Don't know	47 4%	40 4%	6 13%	29 5%	18 3%	12 4%	17 4%	17 4%	14 3%	20 4%	13 5%
Summary: Dissatisfied	152 13%	148 13%	2 5%	95 16%	57 10%	44 13%	57 13%	50 13%	57 13%	69 15%	26 10%
Summary: Satisfied	594 51%	563 51%	25 53%	291 50%	303 53%	160 48%	235 53%	199 52%	217 49%	238 51%	139 55%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/ PCW/ telephone service h	Used but not main i	Not used any j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
Base for stats	1109	1059	42	555	554	319	423	367	427	444	238
Mean	3.60	3.59	3.80	3.52	3.68	3.49	3.63	3.65	3.52	3.58	3.77
Standard error	.03	.03	.16	c .05	d .04	e .06	.05	.06	.05	.05	j .07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
1 - Very dissatisfied	65 6%	41 5%	18 6%	22 6%	20 9%	15 7%	27 5%	49 6%	10 4%	5 34%	41 7%	23 4%
2	87 7%	60 8%	25 8%	26 7%	20 9%	18 9%	42 7%	65 8%	20 8%	0 0%	47 8%	39 7%
3	363 31%	245 32%	116 37%	108 30%	71 33%	59 29%	187 33%	266 31%	81 32%	7 47%	176 29%	187 34%
4	307 27%	219 28%	77 25%	82 23%	52 24%	65 32%	154 27%	228 27%	68 27%	2 15%	156 26%	149 27%
5 - Very satisfied	287 25%	176 23%	68 22%	106 30%	42 20%	43 21%	133 23%	207 24%	72 28%	1 4%	158 26%	128 23%
Don't know	47 4%	33 4%	9 3%	14 4%	10 5%	5 2%	28 5%	42 5%	4 2%	0 0%	22 4%	25 5%
Summary: Dissatisfied	152 13%	101 13%	43 14%	49 14%	41 19%	32 16%	69 12%	114 13%	30 12%	5 34%	88 15%	62 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
Summary: Satisfied	594 51%	395 51%	145 46%	188 52%	94 43%	108 53%	287 50%	435 51%	140 55%	3 19%	314 52%	277 50%
Base for stats	1109	742	303	344	206	199	543	815	250	15	578	526
Mean	3.60	3.58	3.50	3.65	3.36	3.52	3.60	3.59	3.69	2.54	3.59	3.61
Standard error	.03	.04	.06	.07	.08	.08	.05	.04	.07	.38	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
1 - Very dissatisfied	65 6%	29 8%	32 5%	22 4%	21 8%	7 10%	12 4%	4 6%	3 19%
2	87 7%	21 5%	60 9%	44 7%	21 8%	5 7%	17 6%	5 7%	2 15%
3	363 31%	127 33%	219 31%	205 33%	78 30%	17 24%	86 30%	24 32%	5 30%
4	307 27%	92 24%	195 28%	169 28%	71 27%	18 25%	70 25%	22 29%	2 12%
5 - Very satisfied	287 25%	101 26%	166 24%	160 26%	57 22%	21 30%	84 30%	16 21%	4 24%
Don't know	47 4%	19 5%	27 4%	14 2%	11 4%	3 5%	14 5%	4 5%	0 0%
Summary: Dissatisfied	152 13%	50 13%	92 13%	66 11%	42 16%	12 17%	29 10%	10 13%	6 34%
Summary: Satisfied	594 51%	194 50%	361 52%	329 54%	127 49%	39 55%	154 54%	37 50%	6 36%
Base for stats	1109	371	672	600	248	68	269	71	17

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
Mean	3.60	3.58	3.60	3.67	3.49	3.61	3.73	3.55	3.07
Standard error	.03	.06	.04	^c .04	.07	.15	^f .06	.12	.33

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 27 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The length/size of the contract document

(Base: Where read/ glanced at contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
	a	b	c	d	e	f	g	h	i	*j	
Unweighted Bases	1170	321	296	197	125	140	188	122	59	63	26
Weighted Bases	1156	407	296	178	97	98	198	111	45	43	16
1 - Very dissatisfied	65 6%	16 4%	19 6%	9 5%	7 7%	8 8%	11 5%	2 2%	4 9%	5 11%	3 18%
2	87 7%	28 7%	20 7%	13 7%	11 11%	6 6%	12 6%	8 8%	5 12%	4 10%	0 0%
3	363 31%	141 35%	93 31%	53 30%	25 26%	31 32%	65 33%	40 36%	8 18%	14 33%	1 10%
4	307 27%	106 26%	69 23%	57 32%	28 29%	29 30%	43 22%	26 23%	14 30%	9 20%	6 38%
5 - Very satisfied	287 25%	102 25%	82 28%	41 23%	22 22%	22 22%	52 26%	32 29%	13 29%	10 22%	5 31%
Don't know	47 4%	14 4%	13 4%	5 3%	5 5%	2 2%	15 7%	2 2%	1 2%	2 4%	1 4%
Summary: Dissatisfied	152 13%	44 11%	39 13%	22 12%	17 18%	14 14%	23 12%	11 10%	9 21%	9 21%	3 18%
Summary: Satisfied	594 51%	208 51%	151 51%	98 55%	50 52%	51 52%	95 48%	58 53%	27 60%	18 42%	11 69%
Base for stats	1109	393	283	173	92	96	183	109	44	41	15
Mean	3.60	3.64	3.62	3.62	3.52	3.53	3.62	3.71	3.60	3.33	3.66
Standard error	.03	.06	.07	.08	.11	.10	.09	.10	.17	.16	.29

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 28

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
1 - Very dissatisfied	74 6%	27 8%	29 6%	9 5%	65 7%	38 6%	9 5%	47 6%
2	98 8%	35 11%	35 8%	12 6%	82 8%	46 7%	16 9%	63 8%
3	304 26%	86 26%	129 29%	47 24%	262 27%	177 27%	42 23%	219 26%
4	390 34%	119 36%	136 30%	73 37%	328 34%	209 32%	61 34%	270 33%
5 - Very satisfied	257 22%	54 17%	105 23%	50 25%	209 21%	155 24%	48 26%	203 25%
Don't know	33 3%	7 2%	16 4%	6 3%	29 3%	22 3%	4 2%	26 3%
Summary: Dissatisfied	172 15%	62 19%	64 14%	21 11%	147 15%	85 13%	25 14%	110 13%
Summary: Satisfied	647 56%	174 53%	241 54%	123 62%	538 55%	364 56%	109 60%	473 57%
Base for stats	1123	321	435	191	946	625	176	802

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
Mean	3.59	3.43	3.58	3.75	3.57	3.63	3.70	3.65
Standard error	.03	.09	.06	.07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
1 - Very dissatisfied	74 6%	10 5%	5 7%	22 7%	13 9%	18 7%	5 4%	15 5%	59 7%	59 6%	4 4%	11 9%
2	98 8%	19 9%	12 15% b	22 7%	9 6%	25 9%	11 8%	31 11%	67 8%	75 8%	8 9%	14 11%
3	304 26%	59 28%	14 18% b	87 29%	40 27%	73 26%	30 22%	74 25%	230 27%	251 27%	22 24%	31 24%
4	390 34%	71 33%	29 36%	106 35%	44 30%	94 34%	46 34%	100 34%	290 34%	322 34%	34 36%	34 27%
5 - Very satisfied	257 22%	48 22%	20 25%	57 19%	38 26%	58 21%	36 27%	68 23%	189 22%	204 22%	19 20%	34 27%
Don't know	33 3%	7 3%	0 0% b	8 3%	3 2%	9 3%	6 4%	7 3%	26 3%	24 3%	7 7% j	2 2%
Summary: Dissatisfied	172 15%	29 14%	17 22% b	44 15%	22 15%	43 16%	16 12%	47 16%	125 15%	135 14%	12 13%	25 20%
Summary: Satisfied	647 56%	119 55%	49 61%	163 54%	82 56%	153 55%	82 61%	168 57%	479 56%	526 56%	53 56%	68 54%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
Base for stats	1123	207	81	294	144	269	128	288	835	911	87	124
Mean	3.59	3.62	3.57	3.52	3.59	3.55	3.75	3.60	3.58	3.59	3.64	3.53
Standard error	.03	.07	.11	.07	.10	.08	.08	.06	.04	.04	.11	.11

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1170	1017	151	13	1137	4	27	900	267	525	641
Weighted Bases	1156	1027	128	14	1132	3	20	898	255	469	682
1 - Very dissatisfied	74 6%	68 7%	6 5%	0 0%	73 6%	0 0%	1 3%	53 6%	20 8%	34 7%	40 6%
2	98 8%	79 8%	18 14%	1 8%	93 8%	0 0%	5 23%	77 9%	21 8%	42 9%	56 8%
3	304 26%	273 27%	31 24%	4 31%	299 26%	0 0%	5 24%	242 27%	62 24%	112 24%	192 28%
4	390 34%	345 34%	44 35%	4 30%	382 34%	2 64%	5 27%	306 34%	82 32%	167 36%	220 32%
5 - Very satisfied	257 22%	231 23%	26 20%	3 21%	252 22%	1 36%	4 22%	195 22%	62 24%	100 21%	155 23%
Don't know	33 3%	31 3%	2 2%	1 10%	33 3%	0 0%	0 0%	25 3%	8 3%	14 3%	19 3%
Summary: Dissatisfied	172 15%	147 14%	24 19%	1 8%	166 15%	0 0%	5 26%	130 15%	41 16%	76 16%	96 14%
Summary: Satisfied	647 56%	577 56%	70 55%	7 50%	634 56%	3 100%	10 50%	501 56%	144 56%	267 57%	375 55%
Base for stats	1123	997	126	12	1099	3	20	873	247	455	664
Mean	3.59	3.60	3.52	3.70	3.59	4.36	3.43	3.59	3.58	3.57	3.59
Standard error	.03	.04	.09	.28	.03	.29	.23	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
1 - Very dissatisfied	74 6%	71 6%	2 4%	53 9%	21 4%	22 7%	19 4%	33 8%	28 6%	26 6%	19 8%
2	98 8%	92 8%	6 12%	60 10%	38 7%	32 10%	38 9%	28 7%	40 9%	42 9%	16 7%
3	304 26%	295 27%	8 16%	148 25%	156 27%	93 28%	106 24%	105 27%	118 27%	117 25%	69 28%
4	390 34%	369 34%	15 32%	185 32%	205 36%	116 35%	169 38%	105 27%	152 34%	173 37%	66 26%
5 - Very satisfied	257 22%	241 22%	14 30%	118 20%	139 24%	59 18%	98 22%	100 26%	90 20%	95 20%	72 29%
Don't know	33 3%	30 3%	3 6%	19 3%	14 2%	9 3%	10 2%	14 4%	14 3%	11 2%	8 3%
Summary: Dissatisfied	172 15%	163 15%	8 16%	113 19%	59 10%	54 16%	57 13%	60 16%	68 15%	68 15%	36 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/ PCW/ telephone service h	Used but not main i	Not used any j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
Summary: Satisfied	647 56%	610 56%	30 62%	303 52%	344 60%	175 53%	267 61%	205 53%	242 55%	267 58%	138 55%
Base for stats	1123	1069	45	565	558	322	430	371	428	452	242
Mean	3.59	3.58	3.76	3.45	3.72	3.49	3.67	3.57	3.55	3.59	3.64
Standard error	.03	.03	.18	.05	.04	.06	.05	.06	.05	.05	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
1 - Very dissatisfied	74 6%	51 7%	20 6%	21 6%	21 10%	19 9%	32 6%	54 6%	12 5%	4 27%	53 9%	21 4%
2	98 8%	66 9%	31 10%	30 8%	22 10%	25 12%	41 7%	69 8%	24 10%	4 30%	56 9%	41 7%
3	304 26%	199 26%	84 27%	98 27%	63 29%	46 23%	152 27%	241 28%	56 22%	4 28%	155 26%	149 27%
4	390 34%	277 36%	108 35%	105 29%	67 31%	78 38%	199 35%	282 33%	89 35%	2 11%	184 31%	205 37%
5 - Very satisfied	257 22%	157 20%	59 19%	95 27%	38 18%	31 15%	126 22%	184 21%	68 27%	1 4%	136 23%	119 22%
Don't know	33 3%	24 3%	10 3%	8 2%	4 2%	5 2%	20 3%	27 3%	5 2%	0 0%	16 3%	17 3%
Summary: Dissatisfied	172 15%	117 15%	51 16%	52 14%	44 20%	43 21%	73 13%	123 14%	36 14%	8 57%	108 18%	62 11%
					d	e	f				j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
Summary: Satisfied	647 56%	435 56%	167 54%	200 56%	105 49%	109 54%	325 57%	466 54%	157 62%	2 14%	319 53%	324 59%
Base for stats	1123	750	302	350	212	199	551	830	249	15	583	534
Mean	3.59	3.57	3.51	3.63	3.37	3.39	3.63	3.57	3.71	2.33	3.50	3.68
Standard error	.03	.04	.06	.06	d .08	e .08	.05	.04	h .07	.34	j .05	k .04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
1 - Very dissatisfied	74 6%	27 7%	41 6%	33 5%	16 6%	7 10%	18 6%	2 3%	2 13%
2	98 8%	34 9%	59 8%	37 6%	34 13%	8 11%	22 8%	6 8%	3 20%
3	304 26%	102 26%	187 27%	179 29%	60 23%	11 16%	69 24%	22 29%	2 15%
4	390 34%	135 35%	231 33%	215 35%	91 35%	22 31%	100 35%	34 46%	3 19%
5 - Very satisfied	257 22%	82 21%	162 23%	136 22%	50 19%	21 29%	67 24%	9 13%	4 24%
Don't know	33 3%	11 3%	21 3%	14 2%	8 3%	2 3%	7 3%	1 2%	2 9%
Summary: Dissatisfied	172 15%	61 16%	100 14%	70 11%	50 19%	15 21%	40 14%	8 11%	5 33%
Summary: Satisfied	647 56%	216 55%	392 56%	351 57%	141 54%	43 60%	167 59%	44 59%	7 43%
Base for stats	1123	379	679	600	251	70	275	73	15

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
Mean	3.59	3.55	3.61	3.64	3.49	3.59	3.64	3.58	3.23
Standard error	.03	.06	.04	.04	.07	.15	.06	.10	.35

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 28 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of the contract document overall

(Base: Where read/ glanced at contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
	a	b	c	d	e	f	g	h	i	*j	
Unweighted Bases	1170	321	296	197	125	140	188	122	59	63	26
Weighted Bases	1156	407	296	178	97	98	198	111	45	43	16
1 - Very dissatisfied	74 6%	23 6%	23 8%	8 4%	3 3%	7 8%	12 6%	4 3%	3 8%	4 10%	1 4%
2	98 8%	27 7%	26 9%	13 7%	12 13%	11 12%	17 9%	11 10%	3 7%	8 18%	1 4%
3	304 26%	118 29%	76 26%	46 26%	24 25%	21 21%	43 22%	35 31%	10 23%	11 25%	2 16%
4	390 34%	142 35%	96 33%	65 37%	29 30%	36 37%	78 39%	34 31%	16 37%	12 28%	8 51%
5 - Very satisfied	257 22%	89 22%	65 22%	40 22%	25 26%	20 21%	41 21%	26 23%	10 23%	6 15%	4 26%
Don't know	33 3%	8 2%	10 3%	6 3%	3 3%	2 2%	7 4%	2 2%	1 2%	2 4%	0 0%
Summary: Dissatisfied	172 15%	50 12%	49 16%	21 12%	16 16%	19 19%	29 15%	14 13%	7 15%	12 28%	1 7%
Summary: Satisfied	647 56%	231 57%	162 55%	105 59%	54 56%	56 58%	119 60%	60 54%	27 60%	19 43%	12 77%
Base for stats	1123	399	286	172	94	96	191	109	44	42	16
Mean	3.59	3.62	3.54	3.68	3.64	3.53	3.63	3.62	3.62	3.21	3.92
Standard error	.03	.06	.07	.08	.10	.10	.08	.10	.15	.16	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 29

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
1 - Very dissatisfied	68 6%	19 6%	29 6%	11 6%	59 6%	40 6%	9 5%	49 6%
2	75 6%	17 5%	30 7%	14 7%	61 6%	44 7%	13 7%	58 7%
3	260 23%	88 27%	92 20%	44 23%	225 23%	136 21%	36 20%	172 21%
4	388 34%	117 36%	152 34%	57 29%	326 33%	209 32%	62 34%	271 33%
5 - Very satisfied	351 30%	81 25%	144 32%	68 35%	293 30%	212 33%	59 33%	271 33%
Don't know	13 1%	6 2%	4 1%	1 1%	11 1%	5 1%	2 1%	7 1%
Summary: Dissatisfied	143 12%	36 11%	59 13%	25 13%	120 12%	85 13%	23 13%	107 13%
Summary: Satisfied	740 64%	198 60%	296 66%	125 64%	619 63%	421 65%	120 67%	542 65%
Base for stats	1143	322	447	195	964	642	179	821

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
Mean	3.77	3.70	3.79	3.80	3.76	3.79	3.82	3.80
Standard error	.03	.08	.06	.07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommod.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
1 - Very dissatisfied	68 6%	11 5%	5 6%	22 7%	12 8%	13 5%	5 4%	16 5%	52 6%	53 6%	7 8%	8 7%
2	75 6%	10 5%	7 8%	12 4%	11 8%	26 9%	9 6%	16 6%	58 7%	65 7%	3 3%	7 5%
3	260 23%	52 24%	20 25%	69 23%	29 20%	67 24%	23 17%	72 24%	188 22%	216 23%	23 24%	22 18%
4	388 34%	75 35%	17 21%	113 37%	49 34%	89 32%	45 34%	92 31%	296 34%	309 33%	35 37%	44 35%
5 - Very satisfied	351 30%	65 30%	31 38%	83 27%	44 30%	80 29%	50 37%	96 32%	256 30%	282 30%	25 27%	44 35%
Don't know	13 1%	3 1%	* *%	3 1%	1 *%	5 2%	1 1%	3 1%	10 1%	12 1%	1 1%	0 0%
Summary: Dissatisfied	143 12%	21 10%	12 15%	34 11%	24 16%	39 14%	14 10%	32 11%	110 13%	118 13%	10 11%	15 12%
Summary: Satisfied	740 64%	140 65%	48 60%	195 65%	93 63%	168 60%	95 71%	188 64%	552 64%	591 63%	60 64%	89 70%
Base for stats	1143	212	80	298	146	274	132	292	850	924	93	126

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
Mean	3.77	3.82	3.77	3.74	3.69	3.72	3.96	3.80	3.76	3.76	3.73	3.87
Standard error	.03	.07	.11	.07	.10	.07	.08	.06	.04	.04	.12	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	*f	g	h	i	j	
Unweighted Bases	1170	1017	151	13	1137	4	27	900	267	525	641
Weighted Bases	1156	1027	128	14	1132	3	20	898	255	469	682
1 - Very dissatisfied	68 6%	60 6%	8 7%	0 0%	68 6%	0 0%	1 3%	53 6%	16 6%	28 6%	41 6%
2	75 6%	69 7%	5 4%	3 21%	72 6%	0 0%	3 13%	54 6%	20 8%	40 9%	35 5%
3	260 23%	226 22%	34 26%	4 26%	252 22%	1 18%	7 35%	212 24%	48 19%	94 20%	164 24%
4	388 34%	342 33%	46 36%	3 24%	382 34%	2 46%	5 24%	302 34%	85 33%	162 35%	226 33%
5 - Very satisfied	351 30%	319 31%	33 26%	4 29%	345 30%	1 36%	5 26%	267 30%	84 33%	141 30%	208 31%
Don't know	13 1%	11 1%	2 2%	0 0%	13 1%	0 0%	0 0%	10 1%	3 1%	4 1%	9 1%
Summary: Dissatisfied	143 12%	129 13%	13 10%	3 21%	139 12%	0 0%	3 16%	107 12%	35 14%	68 14%	75 11%
Summary: Satisfied	740 64%	661 64%	78 61%	7 54%	727 64%	3 82%	10 50%	569 63%	168 66%	303 65%	434 64%
Base for stats	1143	1016	126	14	1119	3	20	888	252	465	673
Mean	3.77	3.78	3.71	3.62	3.77	4.18	3.58	3.76	3.80	3.75	3.78
Standard error	.03	.04	.09	.32	.03	.43	.22	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
1 - Very dissatisfied	68 6%	63 6%	4 9%	43 7%	25 4%	23 7%	17 4%	28 7%	31 7%	18 4%	19 8%
				c	d		f			i	
2	75 6%	70 6%	4 8%	44 7%	31 5%	34 10%	22 5%	18 5%	40 9%	26 6%	10 4%
				e		e			h		
3	260 23%	245 22%	15 32%	133 23%	128 22%	72 22%	98 22%	90 23%	104 24%	100 22%	56 22%
4	388 34%	374 34%	10 22%	187 32%	202 35%	114 35%	155 35%	119 31%	144 33%	168 36%	76 30%
5 - Very satisfied	351 30%	334 30%	14 29%	170 29%	182 32%	82 25%	144 33%	125 32%	118 27%	144 31%	89 35%
				e		e			h		
Don't know	13 1%	12 1%	1 1%	9 1%	5 1%	5 1%	4 1%	4 1%	5 1%	7 1%	2 1%
Summary: Dissatisfied	143 12%	134 12%	8 17%	87 15%	56 10%	57 17%	39 9%	47 12%	71 16%	44 9%	29 11%
				c	d	e	f		h	i	
Summary: Satisfied	740 64%	708 64%	24 51%	356 61%	383 67%	197 59%	299 68%	244 63%	262 59%	313 67%	165 66%
				c	d	e	f		h	i	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
Base for stats	1143	1087	47	576	567	326	436	381	437	457	249
Mean	3.77	3.78	3.55	3.69	3.85	3.61	3.89	3.77	3.64	3.86	3.83
Standard error	.03	.03	.19	c .05	d .04	e .06	f .05	g .06	h .06	i .05	j .08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
1 - Very dissatisfied	68 6%	45 6%	22 7%	22 6%	19 9%	13 6%	32 6%	58 7%	7 3%	2 15%	48 8%	20 4%
2	75 6%	52 7%	25 8%	21 6%	13 6%	17 8%	35 6%	53 6%	17 7%	1 10%	44 7%	31 6%
3	260 23%	164 21%	61 19%	89 25%	57 26%	48 23%	117 20%	185 22%	60 24%	8 54%	116 19%	143 26%
4	388 34%	268 35%	109 35%	112 31%	78 36%	69 34%	199 35%	297 35%	80 32%	3 21%	203 34%	182 33%
5 - Very satisfied	351 30%	234 30%	87 28%	112 31%	48 22%	54 27%	180 31%	251 29%	90 35%	0 0%	181 30%	170 31%
Don't know	13 1%	11 1%	8 2%	2 1%	2 1%	4 2%	8 1%	13 2%	* *%	0 0%	8 1%	5 1%
Summary: Dissatisfied	143 12%	97 13%	48 15%	43 12%	31 14%	30 15%	67 12%	111 13%	24 9%	4 25%	92 15%	51 9%
											j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
Summary: Satisfied	740 64%	502 65%	196 63%	224 63%	126 58%	123 60%	379 66%	548 64%	170 67%	3 21%	384 64%	352 64%
Base for stats	1143	763	304	357	214	200	563	844	254	15	592	546
Mean	3.77	3.78	3.70	3.76	3.58	3.67	3.82	3.75	3.90	2.82	3.72	3.83
Standard error	.03	.04	.07	.06	.08	.08	.05	.04	.07	.29	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
1 - Very dissatisfied	68 6%	32 8%	33 5%	26 4%	15 6%	11 16%	13 5%	4 5%	2 13%
2	75 6%	31 8%	41 6%	34 6%	20 8%	5 8%	22 8%	6 8%	2 12%
3	260 23%	71 18%	175 25%	133 22%	65 25%	9 12%	54 19%	19 25%	3 17%
4	388 34%	141 36%	221 32%	223 36%	78 30%	22 31%	95 34%	31 42%	3 18%
5 - Very satisfied	351 30%	115 29%	218 31%	195 32%	75 29%	24 33%	97 34%	14 19%	5 30%
Don't know	13 1%	0 0%	12 2%	3 *%	5 2%	1 1%	1 *%	1 1%	2 9%
Summary: Dissatisfied	143 12%	63 16%	74 11%	60 10%	35 14%	17 23%	35 12%	10 13%	4 26%
Summary: Satisfied	740 64%	256 66%	438 63%	418 68%	153 59%	46 63%	193 68%	45 61%	8 48%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
Base for stats	1143	390	687	611	254	71	282	74	15
Mean	3.77	3.71	3.80	3.86	3.70	3.57	3.86	3.62	3.43
Standard error	.03	.06	.04	^c .04	.07	.16	.06	.11	.35

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	1170	321	296	197	125	140	188	122	59	63	26
Weighted Bases	1156	407	296	178	97	98	198	111	45	43	16
1 - Very dissatisfied	68 6%	15 4%	22 8%	9 5%	6 6%	8 8%	10 5%	2 2%	5 11%	4 9%	1 4%
2	75 6%	17 4%	27 9%	3 2%	9 9%	12 12%	7 4%	18 16%	4 10%	6 13%	1 4%
3	260 23%	93 23%	63 21%	49 28%	16 17%	18 19%	43 22%	23 21%	11 25%	7 17%	1 4%
4	388 34%	154 38%	91 31%	55 31%	32 33%	37 38%	75 38%	32 29%	11 25%	17 40%	7 47%
5 - Very satisfied	351 30%	125 31%	89 30%	60 34%	32 33%	22 23%	63 32%	35 31%	13 29%	8 20%	7 42%
Don't know	13 1%	3 1%	4 1%	1 1%	2 2%	0 0%	0 0%	2 1%	0 0%	1 1%	0 0%
Summary: Dissatisfied	143 12%	32 8%	49 17%	13 7%	14 15%	20 20%	18 9%	20 18%	9 21%	10 22%	1 7%
Summary: Satisfied	740 64%	280 69%	180 61%	115 64%	64 66%	60 61%	137 69%	67 60%	24 54%	26 59%	14 89%
Base for stats	1143	405	292	177	95	98	198	109	45	43	16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 29 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity of costs and charges

(Base: Where read/ glanced at contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	1170	321	296	197	125	140	188	122	59	63	26
Weighted Bases	1156	407	296	178	97	98	198	111	45	43	16
Mean	3.77	3.88	3.68	3.86	3.80	3.55	3.87	3.73	3.52	3.48	4.20
Standard error	.03	a	.07	.08	.11	e	.08	.10	.17	i	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 30

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1170	182	359	266	807	625	363	988
Weighted Bases	1156	328	451	197	975	647	181	828
1 - Very dissatisfied	53 5%	11 3%	21 5%	12 6%	44 5%	33 5%	9 5%	42 5%
2	44 4%	12 4%	19 4%	8 4%	39 4%	26 4%	6 3%	32 4%
3	194 17%	53 16%	86 19%	26 13%	164 17%	111 17%	30 17%	141 17%
4	360 31%	107 33%	133 30%	65 33%	306 31%	199 31%	55 30%	253 31%
5 - Very satisfied	488 42%	138 42%	189 42%	83 42%	409 42%	271 42%	79 43%	350 42%
Don't know	16 1%	6 2%	4 1%	3 1%	13 1%	7 1%	3 2%	10 1%
Summary: Dissatisfied	97 8%	24 7%	40 9%	20 10%	83 9%	59 9%	14 8%	74 9%
Summary: Satisfied	848 73%	245 75%	322 71%	148 75%	715 73%	470 73%	133 74%	604 73%
Base for stats	1140	321	447	194	962	641	177	818
Mean	4.04	4.08	4.01	4.03	4.04	4.01	4.07	4.02
Standard error	.03	.08	.06	.07	.04	.04	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
1 - Very dissatisfied	53 5%	2 1%	0 0%	19 6%	16 11%	11 4%	5 4%	2 1%	51 6%	42 5%	2 2%	9 7%
2	44 4%	a 7 3%	b 3 3%	c 9 3%	d 5 3%	e 14 5%	f 7 5%	g 9 3%	h 35 4%	i 30 3%	j 11 11%	k 3 2%
3	194 17%	a 48 22%	b 10 13%	c 47 16%	d 17 12%	e 54 19%	f 17 13%	g 58 20%	h 136 16%	i 167 18%	j 10 11%	k 16 13%
4	360 31%	a 65 30%	b 32 40%	c 108 36%	d 41 28%	e 77 28%	f 38 29%	g 97 33%	h 264 31%	i 288 31%	j 31 33%	k 42 33%
5 - Very satisfied	488 42%	a 90 42%	b 35 44%	c 116 39%	d 67 46%	e 114 41%	f 65 49%	g 125 42%	h 362 42%	i 396 42%	j 36 39%	k 55 44%
Don't know	16 1%	a 3 2%	* *% *	2 1%	1 *% e	9 3%	1 1%	4 1%	13 1%	11 1%	4 4%	1 1%
Summary: Dissatisfied	97 8%	a 9 4%	b 3 3%	c 28 9%	d 20 14%	e 25 9%	f 12 9%	g 12 4%	h 86 10%	i 73 8%	j 12 13%	k 12 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1170	249	120	232	155	235	179	369	801	943	92	135
Weighted Bases	1156	215	81	301	147	279	134	295	860	936	94	126
Summary: Satisfied	848 73%	155 72%	67 84% b	224 74%	108 74%	191 68%	103 77%	222 75%	626 73%	684 73%	67 71%	97 77%
Base for stats	1140	212	80	299	146	270	132	292	848	924	90	125
Mean	4.04	4.11	4.24 b	3.98	3.96	4.00	4.14	4.14 g	4.01	4.04	3.99	4.05
Standard error	.03	.06	.07	.07	.10	.07	.08	.05	.04	.04	.12	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1170	1017	151	13	1137	4	27	900	267	525	641
Weighted Bases	1156	1027	128	14	1132	3	20	898	255	469	682
1 - Very dissatisfied	53 5%	45 4%	8 6%	1 6%	53 5%	0 0%	0 0%	40 4%	13 5%	22 5%	31 5%
2	44 4%	41 4%	3 3%	0 0%	42 4%	0 0%	2 10%	34 4%	10 4%	22 5%	22 3%
3	194 17%	174 17%	20 15%	6 43%	191 17%	0 0%	3 14%	161 18%	33 13%	70 15%	125 18%
4	360 31%	316 31%	44 34%	4 30%	352 31%	1 18%	8 40%	284 32%	74 29%	145 31%	213 31%
5 - Very satisfied	488 42%	436 42%	52 41%	3 21%	478 42%	3 82%	7 37%	367 41%	120 47%	203 43%	283 41%
Don't know	16 1%	16 2%	1 *%	0 0%	16 1%	0 0%	0 0%	12 1%	5 2%	7 2%	9 1%
Summary: Dissatisfied	97 8%	86 8%	11 9%	1 6%	95 8%	0 0%	2 10%	74 8%	23 9%	45 10%	52 8%
Summary: Satisfied	848 73%	752 73%	96 75%	7 51%	830 73%	3 100%	15 77%	651 73%	195 76%	348 74%	496 73%
Base for stats	1140	1012	127	14	1116	3	20	886	250	462	673
Mean	4.04	4.04	4.01	3.60	4.04	4.82	4.03	4.02	4.11	4.05	4.03
Standard error	.03	.03	.09	.29	.03	.23	.19	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/PCW/telephone service h	Used but not main i	Not used any j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
1 - Very dissatisfied	53 5%	47 4%	5 9%	33 6%	20 4%	15 5%	13 3%	25 7%	16 4%	17 4%	21 8%
2	44 4%	42 4%	2 4%	26 5%	18 3%	13 4%	22 5%	9 2%	20 5%	19 4%	5 2%
3	194 17%	189 17%	4 7%	99 17%	95 17%	58 17%	66 15%	70 18%	74 17%	79 17%	41 16%
4	360 31%	345 31%	13 27%	172 29%	189 33%	119 36%	136 31%	105 27%	151 34%	142 31%	67 27%
5 - Very satisfied	488 42%	464 42%	20 42%	246 42%	242 42%	122 37%	199 45%	167 43%	176 40%	202 44%	110 44%
Don't know	16 1%	11 1%	5 11%	9 1%	8 1%	4 1%	4 1%	9 2%	4 1%	6 1%	6 2%
Summary: Dissatisfied	97 8%	89 8%	6 13%	59 10%	38 7%	28 9%	35 8%	34 9%	36 8%	35 8%	26 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1170	1116	43	602	568	350	460	360	456	474	240
Weighted Bases	1156	1099	48	584	572	331	440	385	442	464	251
Summary: Satisfied	848	809	33	417	431	241	335	272	327	343	178
	73%	74%	69%	71%	75%	73%	76%	71%	74%	74%	71%
Base for stats	1140	1087	43	576	564	327	437	376	437	457	245
Mean	4.04	4.04	3.99	3.99	4.09	3.98	4.11	4.01	4.03	4.08	3.98
Standard error	.03	.03	.21	.05	.04	.06	.05	.06	.05	.05	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
1 - Very dissatisfied	53 5%	29 4%	12 4%	23 6%	19 9%	3 2%	26 5%	36 4%	9 4%	4 27%	35 6%	18 3%
		a		d	e						j	k
2	44 4%	31 4%	12 4%	12 3%	9 4%	5 3%	26 5%	28 3%	12 5%	3 21%	23 4%	21 4%
3	194 17%	136 18%	52 17%	52 15%	34 16%	45 22%	91 16%	149 17%	41 16%	2 14%	90 15%	103 19%
					e							
4	360 31%	249 32%	88 28%	103 29%	75 35%	54 26%	195 34%	267 31%	81 32%	5 34%	184 31%	175 32%
					f							
5 - Very satisfied	488 42%	320 41%	143 46%	161 45%	78 36%	96 47%	225 39%	362 42%	110 43%	1 4%	261 44%	224 41%
					d							
Don't know	16 1%	10 1%	4 1%	6 2%	2 1%	2 1%	8 1%	14 2%	2 1%	0 0%	6 1%	10 2%
Summary: Dissatisfied	97 8%	60 8%	24 8%	35 10%	28 13%	8 4%	52 9%	65 8%	21 8%	7 48%	58 10%	39 7%
					d	e						

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1170	798	332	334	210	204	594	870	258	11	602	560
Weighted Bases	1156	774	312	358	216	204	571	857	254	15	600	551
Summary: Satisfied	848 73%	569 73%	232 74%	265 74%	153 71%	149 73%	420 74%	630 73%	191 75%	5 37%	445 74%	399 72%
Base for stats	1140	765	308	352	214	202	562	843	253	15	593	541
Mean	4.04	4.05	4.10	4.05	3.86	4.15	4.01	4.06	4.08	2.65	4.03	4.04
Standard error	.03	.04	.06	.06	d .08	.07	.04	.04	.07	.40	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
1 - Very dissatisfied	53 5%	22 6%	27 4%	23 4%	15 6%	6 8%	10 3%	5 6%	4 22%
2	44 4%	16 4%	27 4%	25 4%	11 4%	4 5%	16 6%	3 5%	1 7%
3	194 17%	63 16%	122 18%	95 15%	46 18%	11 15%	34 12% f	17 23%	1 6%
4	360 31%	123 32%	217 31%	187 30%	85 33%	21 29%	86 31%	22 30%	4 22%
5 - Very satisfied	488 42%	161 41%	296 42%	276 45% c	97 38%	30 41%	133 47% f	26 36%	6 34%
Don't know	16 1%	5 1%	10 1%	8 1%	5 2%	1 2%	4 1%	1 1%	2 9%
Summary: Dissatisfied	97 8%	38 10%	53 8%	48 8%	26 10%	10 14%	25 9%	8 11%	5 29%
Summary: Satisfied	848 73%	284 73%	514 73%	463 75%	182 70%	50 70%	219 78% f	49 65%	9 56%
Base for stats	1140	385	689	606	254	71	279	74	15

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1170	404	695	609	261	79	315	88	19
Weighted Bases	1156	390	699	614	259	72	283	74	17
Mean	4.04	4.00	4.06	4.10	3.94	3.91	4.14	3.84	3.43
Standard error	.03	.06	.04	^c .04	.07	.14	.06	.12	.39

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 30 (continuation)

C7. Thinking about your current mains gas/electricity contract document, how satisfied or dissatisfied are you with the following? The clarity on the duration of the contract, and renewal dates

(Base: Where read/ glanced at contract)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	1170	321	296	197	125	140	188	122	59	63	26
Weighted Bases	1156	407	296	178	97	98	198	111	45	43	16
1 - Very dissatisfied	53 5%	10 3%	18 6%	8 4%	4 4%	5 5%	5 2%	4 3%	4 9%	5 11%	0 0%
2	44 4%	15 4%	11 4%	4 2%	7 7%	4 4%	11 5%	6 6%	2 5%	1 3%	1 4%
3	194 17%	83 20%	44 15%	30 17%	15 15%	11 11%	30 15%	17 15%	4 9%	6 13%	2 10%
4	360 31%	120 29%	88 30%	61 34%	29 30%	37 38%	58 30%	36 33%	14 30%	12 29%	6 39%
5 - Very satisfied	488 42%	173 42%	131 44%	73 41%	41 42%	39 40%	92 47%	47 42%	20 45%	18 42%	7 47%
Don't know	16 1%	6 1%	4 1%	3 1%	1 1%	1 1%	2 1%	2 1%	1 2%	1 3%	0 0%
Summary: Dissatisfied	97 8%	26 6%	29 10%	11 6%	11 12%	10 10%	15 8%	10 9%	6 14%	6 14%	1 4%
Summary: Satisfied	848 73%	292 72%	218 74%	135 76%	70 72%	76 78%	151 76%	83 75%	34 76%	30 70%	13 86%
Base for stats	1140	402	292	175	96	96	196	109	44	42	16
Mean	4.04	4.07	4.03	4.08	3.99	4.05	4.14	4.06	3.99	3.90	4.30
Standard error	.03	.06	.07	.07	.10	.09	.07	.10	.17	.17	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 31

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	639 43%	167 39%	279 47%	107 42%	553 43%	386 46%	86 39%	472 44%
			b			e	f	g
No	815 54%	253 58%	297 50%	142 55%	691 54%	438 52%	124 56%	562 53%
			b			e		g
Don't know	46 3%	12 3%	15 3%	7 3%	34 3%	22 3%	12 5%	34 3%
							f	

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	639 43%	113 42%	29 31% b	180 43%	86 42%	151 45%	80 46%	142 39% g	497 44%	530 43%	44 38%	66 42%
No	815 54%	157 58%	62 66% b	223 53%	112 55%	174 52%	85 49%	220 60% g	595 52% h	660 54%	65 56%	89 57%
Don't know	46 3%	2 1% a	3 3%	17 4%	6 3%	11 3%	7 4%	5 1% g	42 4% h	39 3%	7 6%	1 *% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	639 43%	569 43%	70 42%	9 46%	625 43%	1 14%	14 52%	497 43%	141 43%	264 44%	375 42%
No	815 54%	725 54%	89 54%	11 54%	800 54%	3 86%	11 41%	634 54%	177 54%	322 53%	487 55%
Don't know	46 3%	40 3%	7 4%	0 0%	44 3%	0 0%	2 7%	37 3%	9 3%	20 3%	26 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	639 43%	580 41%	48 60%	299 42%	340 43%	213 50%	188 35%	238 45%	289 50%	186 33%	164 47%
No	815 54%	779 56%	29 37%	388 55%	426 54%	197 46%	339 63%	278 52%	268 46%	372 65%	175 50%
Don't know	46 3%	41 3%	3 4%	23 3%	23 3%	17 4%	12 2%	17 3%	21 4%	13 2%	12 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	639 43%	464 48%	251 67%	159 32%	86 29%	108 44%	357 49%	639 59%	0 0%	0 0%	319 43%	320 43%
No	815 54%	472 49%	114 30%	323 65%	198 67%	129 53%	343 48%	430 39%	316 98%	27 100%	407 55%	401 53%
Don't know	46 3%	28 3%	12 3%	13 3%	11 4%	7 3%	21 3%	23 2%	8 2%	0 0%	14 2%	32 4%
								g			j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	639 43%	208 42%	393 43%	328 42%	132 41%	46 45%	151 43%	36 37%	12 50%
No	815 54%	274 55%	501 55%	431 55%	175 55%	52 51%	188 53%	58 60%	12 50%
Don't know	46 3%	13 3%	25 3%	21 3%	12 4%	3 3%	13 4%	2 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 31 (continuation)

C8. Is the mains gas/electricity contract you have now, the first contract you have had with [SUPPLIER]?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	639 43%	239 47%	155 40%	93 42%	45 34%	41 35%	112 46%	56 41%	25 39%	22 41%	6 26%
No	815 54%	260 51%	218 56%	122 55%	82 63%	72 61%	129 52%	74 54%	38 59%	31 57%	16 70%
Don't know	46 3%	9 2%	14 4%	8 4%	3 3%	5 4%	4 2%	8 6%	1 2%	1 2%	1 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 32

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	865	148	250	195	593	445	272	717
Weighted Bases	861	265	312	148	725	460	136	596
New contract	453 53%	130 49%	164 53%	81 54%	375 52%	245 53%	78 57%	323 54%
Extension/rollover	362 42%	119 45%	133 43%	60 40%	312 43%	193 42%	50 37%	243 41%
Don't know	46 5%	16 6%	15 5%	8 5%	39 5%	23 5%	7 5%	30 5%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	865	177	95	184	125	158	126	272	593	708	68	89
Weighted Bases	861	159	65	240	119	185	93	224	637	699	72	90
New contract	453 53%	81 51%	26 39%	133 55%	67 56%	103 56%	44 48%	107 48%	346 54%	365 52%	44 62%	44 49%
Extension/rollover	362 42%	69 43%	34 53%	98 41%	44 37%	73 39%	44 48%	103 46%	259 41%	294 42%	23 31%	45 50%
Don't know	46 5%	9 6%	5 8%	10 4%	8 7%	9 5%	4 5%	14 6%	32 5%	40 6%	5 7%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	865	753	110	10	841	4	18	663	199	386	474
Weighted Bases	861	765	95	11	844	3	13	671	187	343	513
New contract	453 53%	403 53%	50 52%	8 66%	445 53%	1 17%	7 58%	355 53%	96 51%	189 55%	262 51%
Extension/rollover	362 42%	322 42%	39 41%	4 34%	355 42%	2 67%	4 33%	279 42%	82 44%	134 39%	223 44%
Don't know	46 5%	40 5%	6 7%	0 0%	44 5%	1 17%	1 9%	38 6%	8 4%	19 6%	27 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	865	823	31	422	443	219	366	280	283	395	187
Weighted Bases	861	821	32	412	449	214	351	296	289	385	187
New contract	453 53%	441 54%	10 30%	253 62%	200 44%	142 66%	193 55%	118 40%	178 62%	201 52%	74 40%
		a	b	c	d	e		g	h		j
Extension/rollover	362 42%	338 41%	20 63%	138 34%	224 50%	62 29%	139 40%	160 54%	98 34%	164 43%	100 53%
		a	b	c	d	e		g	h		j
Don't know	46 5%	42 5%	2 8%	20 5%	26 6%	10 5%	19 5%	17 6%	13 5%	20 5%	13 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	865	503	131	318	210	129	374	457	326	20	419	436
Weighted Bases	861	500	126	336	208	136	364	453	324	27	421	432
New contract	453 53%	308 62%	110 88%	136 41%	92 44%	102 75%	206 57%	453 100%	0 0%	0 0%	241 57%	207 48%
Extension/rollover	362 42%	175 35%	14 11%	176 52%	92 44%	31 23%	144 40%	0 0%	324 100%	27 100%	159 38%	201 46%
Don't know	46 5%	17 3%	1 1%	24 7%	24 12%	3 2%	14 4%	0 0%	0 0%	0 0%	21 5%	25 6%
		a	b	c	d			g	h		j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	865	304	508	443	186	56	231	67	11
Weighted Bases	861	286	526	452	187	55	201	61	12
New contract	453	152	283	223	108	23	108	35	4
	53%	53%	54%	49%	58%	42%	54%	59%	32%
Extension/rollover	362	123	212	209	72	28	84	21	8
	42%	43%	40%	46%	39%	51%	42%	34%	68%
Don't know	46	11	31	20	6	4	9	4	0
	5%	4%	6%	4%	3%	7%	4%	7%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 32 (continuation)

C9. Did you or a broker negotiate this contract as a new contract, or was it an extension or rollover of the previous contract you had with this supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	865	205	223	142	109	109	125	89	53	46	24
Weighted Bases	861	269	232	131	85	77	133	82	40	32	17
New contract	453 53%	119 44%	133 57%	68 52%	56 66%	53 68%	77 57%	47 57%	22 54%	21 67%	9 52%
Extension/rollover	362 42%	139 52%	85 37%	53 41%	28 32%	22 28%	53 40%	27 34%	16 41%	10 31%	8 48%
Don't know	46 5%	11 4%	14 6%	10 8%	1 2%	3 4%	4 3%	8 9%	2 4%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 33

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	357	65	109	85	259	194	98	292
Weighted Bases	362	119	133	60	312	193	50	243
Yes	324 90%	102 86%	118 89%	57 95%	277 89%	175 91%	47 93%	222 91%
No	27 7%	13 11%	11 8%	2 3%	25 8%	13 7%	2 3%	14 6%
Don't know	11 3%	4 3%	4 3%	1 2%	9 3%	5 3%	2 4%	7 3%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	357	72	41	74	47	63	60	113	244	292	24	41
Weighted Bases	362	69	34	98	44	73	44	103	259	294	23	45
Yes	324 90%	61 89%	30 87%	95 97%	42 95%	60 82%	36 83%	91 88%	233 90%	266 90%	20 90%	38 84%
No	27 7%	4 6%	4 13%	3 3%	1 1%	9 13%	5 11%	9 8%	18 7%	20 7%	2 7%	5 12%
Don't know	11 3%	3 5%	0 0%	0 0%	1 3%	4 5%	3 6%	3 3%	8 3%	9 3%	1 3%	2 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	357	314	41	5	347	2	6	271	85	147	206
Weighted Bases	362	322	39	4	355	2	4	279	82	134	223
Yes	324 90%	294 91%	29 74%	3 74%	317 89%	2 100%	4 100%	252 90%	71 87%	114 85%	206 92%
No	27 7%	19 6%	8 21%	1 26%	27 8%	0 0%	0 0%	18 6%	9 11%	16 12%	11 5%
Don't know	11 3%	9 3%	2 5%	0 0%	11 3%	0 0%	0 0%	9 3%	2 2%	4 3%	7 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	357	335	18	140	217	66	140	151	96	165	96
Weighted Bases	362	338	20	138	224	62	139	160	98	164	100
Yes	324 90%	305 90%	16 77%	129 94%	195 87%	58 93%	125 90%	140 88%	84 86%	149 91%	91 91%
No	27 7%	23 7%	4 20%	6 4%	21 9%	4 7%	9 6%	14 9%	10 11%	11 7%	6 6%
Don't know	11 3%	10 3%	1 3%	3 2%	8 4%	0 0%	5 4%	6 4%	3 3%	5 3%	3 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	Switching						Contract Rollover		Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	*b	c	d	*e	f	g	*h	i	j
Unweighted Bases	357	177	15	162	87	26	151	326	20	156	197
Weighted Bases	362	175	14	176	92	31	144	324	27	159	201
Yes	324 90%	160 91%	12 83%	155 88%	80 88%	26 82%	135 93%	324 100%	0 0%	139 88%	183 91%
No	27 7%	11 6%	0 0%	15 9%	10 11%	5 18%	5 4%	0 0%	27 100%	14 9%	13 7%
Don't know	11 3%	4 2%	2 17%	5 3%	1 1%	0 0%	4 3%	0 0%	0 0%	6 4%	5 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	*g	*h
Unweighted Bases	357	124	208	193	78	25	91	25	7
Weighted Bases	362	123	212	209	72	28	84	21	8
Yes	324 90%	115 93%	189 89%	185 89%	68 93%	22 79%	71 84%	19 93%	6 70%
No	27 7%	8 6%	13 6%	16 7%	4 6%	5 17%	11 13% f	2 7%	2 30%
Don't know	11 3%	1 1% a	10 5% b	8 4%	1 1%	1 4%	2 3%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 33 (continuation)

C10. Were you made aware that this contract was being extended or rolled over?

(Base: Where had extension/ rollover)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	*h	*i	*j
Unweighted Bases	357	105	84	58	38	32	48	33	19	16	9
Weighted Bases	362	139	85	53	28	22	53	27	16	10	8
Yes	324 90%	126 91%	75 89%	47 89%	26 93%	17 79%	46 87%	25 90%	14 85%	9 89%	4 53%
No	27 7%	8 6%	8 10%	3 6%	2 7%	4 16%	5 10%	2 8%	3 15%	1 6%	4 47%
Don't know	11 3%	5 3%	2 2%	3 5%	0 0%	1 4%	1 3%	1 2%	0 0%	1 6%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	810	141	238	185	564	423	246	669
Weighted Bases	815	253	297	142	691	438	124	562
Very satisfied	271 33%	73 29%	93 31%	58 41%	224 32%	151 35%	47 38%	199 35%
Quite satisfied	329 40%	110 43%	129 43%	49 35%	288 42%	178 41%	41 33%	219 39%
Neither satisfied nor dissatisfied	129 16%	49 19%	40 14%	19 14%	108 16%	59 14%	21 17%	81 14%
Quite dissatisfied	38 5%	12 5%	15 5%	5 4%	32 5%	21 5%	6 5%	27 5%
Very dissatisfied	40 5%	6 3%	18 6%	10 7%	34 5%	27 6%	6 5%	33 6%
Don't know	7 1%	3 1%	1 *%	0 0%	5 1%	1 *%	3 2%	4 1%
Summary: Satisfied	600 74%	182 72%	222 75%	107 76%	512 74%	330 75%	88 71%	418 74%
Summary: Dissatisfied	78 10%	18 7%	33 11%	15 11%	66 10%	48 11%	12 10%	60 11%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	810	141	238	185	564	423	246	669
Weighted Bases	815	253	297	142	691	438	124	562
Base for stats	807	249	295	142	686	437	121	558
Mean	3.93	3.93	3.90	3.99	3.93	3.93	3.97	3.94
Standard error	.04	.08	.07	.08	.04	.05	.07	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	810	173	85	171	120	146	115	258	552	662	61	87
Weighted Bases	815	157	62	223	112	174	85	220	595	660	65	89
Very satisfied	271 33%	48 30%	24 38%	72 32%	40 35%	50 29%	38 44%	72 33%	200 34%	220 33%	20 31%	31 34%
Quite satisfied	329 40%	68 43%	21 34%	88 40%	50 44%	76 44%	26 30%	89 41%	239 40%	260 39%	34 52%	35 39%
Neither satisfied nor dissatisfied	129 16%	27 17%	13 21%	38 17%	13 12%	25 14%	13 15%	41 19%	89 15%	119 18%	5 7%	5 6%
Quite dissatisfied	38 5%	6 4%	2 3%	13 6%	3 2%	9 5%	5 6%	8 4%	31 5%	21 3%	5 8%	13 14%
Very dissatisfied	40 5%	5 3%	2 3%	11 5%	5 5%	13 8%	3 4%	7 3%	33 6%	34 5%	1 2%	4 5%
Don't know	7 1%	4 2%	* *%	1 *%	2 2%	0 0%	1 1%	4 2%	3 1%	6 1%	0 0%	1 1%
Summary: Satisfied	600 74%	116 74%	45 72%	160 72%	89 79%	126 73%	63 74%	161 73%	439 74%	480 73%	54 83%	66 74%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	810	173	85	171	120	146	115	258	552	662	61	87
Weighted Bases	815	157	62	223	112	174	85	220	595	660	65	89
Summary: Dissatisfied	78 10%	11 7%	4 6%	24 11%	8 7%	23 13%	8 10%	14 7%	63 11%	55 8%	6 9%	17 19%
Base for stats	807	154	62	223	110	174	85	216	591	654	65	88
Mean	3.93	3.96	4.02	3.89	4.05	3.81	4.06	3.98	3.92	3.93	4.03	3.85
Standard error	.04	.07	.11	.08	.09	.09	.10	.06	.05	.04	.12	.13

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	810	708	100	10	789	4	15	619	188	360	445
Weighted Bases	815	725	89	11	800	3	11	634	177	322	487
Very satisfied	271 33%	253 35%	19 21%	1 9%	268 33%	1 33%	2 22%	205 32%	64 36%	119 37%	151 31%
Quite satisfied	329 40%	293 40%	35 39%	8 68%	322 40%	2 67%	4 38%	263 41%	66 37%	117 36%	210 43%
Neither satisfied nor dissatisfied	129 16%	110 15%	20 22%	2 17%	126 16%	0 0%	4 35%	96 15%	34 19%	55 17%	71 15%
Quite dissatisfied	38 5%	30 4%	8 9%	1 7%	38 5%	0 0%	1 5%	34 5%	4 2%	11 3%	27 6%
Very dissatisfied	40 5%	32 4%	8 9%	0 0%	40 5%	0 0%	0 0%	31 5%	8 5%	16 5%	24 5%
Don't know	7 1%	7 1%	0 0%	0 0%	7 1%	0 0%	0 0%	5 1%	2 1%	4 1%	3 1%
Summary: Satisfied	600 74%	546 75%	54 60%	9 76%	589 74%	3 100%	7 61%	468 74%	129 73%	236 73%	361 74%
Summary: Dissatisfied	78 10%	62 9%	15 17%	1 7%	77 10%	0 0%	1 5%	65 10%	13 7%	27 8%	51 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	810	708	100	10	789	4	15	619	188	360	445
Weighted Bases	815	725	89	11	800	3	11	634	177	322	487
Base for stats	807	718	89	11	792	3	11	629	175	318	484
Mean	3.93	3.98	3.55	3.78	3.93	4.33	3.78	3.92	3.98	3.99	3.90
Standard error	.04	a .04	b .12	.23	.04	.28	.23	.04	.08	.06	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	810	777	26	395	415	203	351	256	263	379	168
Weighted Bases	815	779	29	388	426	197	339	278	268	372	175
Very satisfied	271 33%	263 34%	6 19%	118 30%	154 36%	59 30%	127 37% f	86 31%	79 30%	133 36%	60 34%
Quite satisfied	329 40%	316 41%	10 34%	155 40%	174 41%	68 34% e	137 40%	124 45%	105 39%	146 39%	78 44%
Neither satisfied nor dissatisfied	129 16%	124 16%	5 18%	62 16%	67 16%	49 25% e	38 11% f	42 15%	55 21% h	50 13%	24 14%
Quite dissatisfied	38 5%	35 5%	3 10%	22 6%	17 4%	9 5%	16 5%	13 5%	16 6%	19 5%	3 2% j
Very dissatisfied	40 5%	35 4%	4 13%	29 7%	10 2%	10 5%	21 6%	9 3%	11 4%	22 6%	6 4%
Don't know	7 1%	6 1% a	2 6%	3 1%	5 1% c	2 1%	1 *% d	5 2%	2 1%	1 *% d	4 2% j
Summary: Satisfied	600 74%	579 74% a	16 53%	273 70% c	327 77% d	127 64% e	264 78% f	210 75%	184 69% h	279 75%	137 78% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	810	777	26	395	415	203	351	256	263	379	168
Weighted Bases	815	779	29	388	426	197	339	278	268	372	175
Summary: Dissatisfied	78 10%	70 9%	7 23%	51 13%	27 6%	19 10%	37 11%	22 8%	27 10%	42 11%	10 5%
		a		c	d						j
Base for stats	807	774	28	386	422	195	338	274	266	370	171
Mean	3.93	3.95	3.38	3.80	4.05	3.81	3.98	3.97	3.85	3.94	4.06
		a		c	d	e					
Standard error	.04	.04	.27	.06	.05	.08	.06	.06	.06	.06	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	810	476	117	303	195	124	352	434	316	20	403	399
Weighted Bases	815	472	114	323	198	129	343	430	316	27	407	401
Very satisfied	271 33%	159 34%	39 34%	108 33%	44 22%	43 33%	117 34%	143 33%	118 37%	1 6%	126 31%	144 36%
Quite satisfied	329 40%	184 39%	38 34%	136 42%	98 50%	43 33%	141 41%	170 40%	132 42%	6 21%	159 39%	168 42%
Neither satisfied nor dissatisfied	129 16%	76 16%	20 18%	51 16%	36 18%	22 17%	54 16%	72 17%	45 14%	6 22%	62 15%	64 16%
Quite dissatisfied	38 5%	31 6%	9 8%	7 2%	5 3%	10 8%	20 6%	23 5%	8 2%	6 24%	24 6%	14 4%
Very dissatisfied	40 5%	19 4%	6 6%	18 5%	13 7%	11 8%	9 2%	18 4%	14 4%	6 22%	31 8%	8 2%
Don't know	7 1%	3 1%	* *%	4 1%	2 1%	0 0%	3 1%	4 1%	0 0%	2 6%	4 1%	2 1%
Summary: Satisfied	600 74%	343 73%	78 68%	244 75%	142 72%	86 66%	258 75%	313 73%	250 79%	7 26%	285 70%	312 78%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	810	476	117	303	195	124	352	434	316	20	403	399
Weighted Bases	815	472	114	323	198	129	343	430	316	27	407	401
Summary: Dissatisfied	78 10%	50 11%	16 14%	25 8%	18 9%	21 16%	29 8%	41 10%	22 7%	12 46%	55 14%	23 6%
Base for stats	807	469	114	319	196	129	340	426	316	25	402	399
Mean	3.93	3.92	3.83	3.97	3.79	3.75	3.99	3.93	4.05	2.62	3.81	4.07
Standard error	.04	.05	.11	.06	d .07	e .11	.05	.05	h .06	.29	j .06	k .05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	810	288	480	420	174	53	218	63	11
Weighted Bases	815	274	501	431	175	52	188	58	12
Very satisfied	271 33%	85 31%	169 34%	153 36%	48 27%	22 42%	77 41%	18 31%	5 41%
Quite satisfied	329 40%	113 41%	205 41%	175 41%	70 40%	15 30%	59 31%	24 41%	3 26%
Neither satisfied nor dissatisfied	129 16%	43 16%	78 16%	64 15%	34 19%	4 7%	33 17%	12 20%	1 6%
Quite dissatisfied	38 5%	13 5%	23 5%	14 3%	12 7%	9 17%	6 3%	2 3%	3 27%
Very dissatisfied	40 5%	19 7%	20 4%	22 5%	7 4%	2 4%	14 7%	1 2%	0 0%
Don't know	7 1%	1 1%	6 1%	2 *%	4 2%	0 0%	* *%	1 2%	0 0%
Summary: Satisfied	600 74%	198 72%	374 75%	328 76%	119 68%	37 72%	135 72%	42 73%	8 67%
Summary: Dissatisfied	78 10%	31 11%	43 9%	37 9%	19 11%	11 21%	20 11%	3 5%	3 27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	810	288	480	420	174	53	218	63	11
Weighted Bases	815	274	501	431	175	52	188	58	12
Base for stats	807	273	495	429	171	52	188	57	12
Mean	3.93	3.86	3.97	3.98	3.82	3.88	3.95	3.99	3.81
Standard error	.04	.07	.05	.05	.08	.17	.08	.12	.39

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	810	198	209	131	104	101	119	82	51	44	22
Weighted Bases	815	260	218	122	82	72	129	74	38	31	16
Very satisfied	271 33%	92 36%	68 31%	43 35%	27 33%	24 33%	54 42%	22 30%	14 37%	8 28%	5 32%
Quite satisfied	329 40%	112 43%	81 37%	50 41%	33 40%	29 41%	48 37%	25 34%	12 32%	14 44%	5 33%
Neither satisfied nor dissatisfied	129 16%	39 15%	36 17%	18 15%	14 17%	8 11%	21 16%	20 27%	6 15%	3 10%	3 20%
Quite dissatisfied	38 5%	7 3%	15 7%	7 6%	1 2%	8 12%	3 3%	3 3%	1 2%	2 6%	2 15%
Very dissatisfied	40 5%	7 3%	16 7%	4 3%	6 8%	3 4%	3 3%	2 3%	5 14%	3 11%	0 0%
Don't know	7 1%	2 1%	3 1%	1 *%	1 1%	0 0%	0 0%	2 3%	0 0%	* 1%	0 0%
Summary: Satisfied	600 74%	205 79%	148 68%	94 76%	60 73%	53 73%	102 79%	47 64%	26 69%	22 72%	11 65%
Summary: Dissatisfied	78 10%	14 5%	30 14%	11 9%	8 9%	12 16%	7 5%	5 6%	6 17%	5 17%	2 15%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 34 (continuation)

C11. How satisfied or dissatisfied were you with the experience of renegotiating/ extending or rolling over the contract with your mains gas/electricity supplier?

(Base: Where contract is not the first with current supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	810	198	209	131	104	101	119	82	51	44	22
Weighted Bases	815	260	218	122	82	72	129	74	38	31	16
Base for stats	807	258	215	122	82	72	129	72	38	30	16
Mean	3.93	4.07	3.79	4.01	3.90	3.85	4.13	3.87	3.75	3.72	3.82
Standard error	.04	a .07	b .08	.09	.11	.11	f .09	.11	.19	.19	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 35

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	*b	*c	d	e	*f	g
Unweighted Bases	75	9	27	19	55	46	20	66
Weighted Bases	78	18	33	15	66	48	12	60
The contract was renewed without our knowledge	10 13%	2 13%	6 18%	1 3%	9 13%	6 13%	2 14%	8 14%
There was a price increase	24 30%	5 26%	8 25%	7 48%	20 30%	15 32%	3 30%	19 31%
Unreasonable/unfavourable credit or payment terms	9 11%	0 0%	5 14%	3 23%	8 12%	8 17%	1 7%	9 15%
Contract document was too complex/difficult to understand	4 5%	0 0%	2 7%	0 0%	2 3%	2 5%	1 12%	4 6%
Correspondence about the renewal was too complex/difficult to understand	3 4%	0 0%	2 7%	1 3%	3 4%	3 6%	1 5%	3 6%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	*b	*c	d	e	*f	g
Unweighted Bases	75	9	27	19	55	46	20	66
Weighted Bases	78	18	33	15	66	48	12	60
The renewal process involved too much work	9 11%	2 13%	3 10%	2 14%	8 12%	5 11%	1 8%	6 10%
The renewal process took too long	7 9%	0 0%	4 13%	1 4%	5 7%	5 10%	2 17%	7 11% 9
The notice period required was too long	3 4%	0 0%	2 7%	0 0%	2 3%	2 5%	1 5%	3 5%
The time given to renew was too short	6 8%	2 13%	3 10%	0 0%	6 9%	3 7%	1 5%	4 6%
Poor customer service	5 6%	0 0%	4 11%	1 5%	4 7%	4 9%	1 5%	5 8%
Poor communication	11 14%	4 21%	5 15%	0 0%	9 13%	5 10%	2 20%	7 12%
They made errors/mistakes	3 4%	1 4%	0 0%	1 5%	1 2%	1 1%	2 14%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	*b	*c	d	e	*f	g
Unweighted Bases	75	9	27	19	55	46	20	66
Weighted Bases	78	18	33	15	66	48	12	60
They lied to us/are not being open and honest	5 7%	2 13%	0 0%	2 15%	5 7%	2 5%	1 7%	3 5%
Only offer best prices under pressure	4 5%	2 9%	1 4%	1 3%	4 5%	2 4%	* 3%	2 4%
Did not receive necessary information	2 3%	0 0%	1 4%	1 7%	2 3%	2 5%	0 0%	2 4%
Other	21 27%	4 24%	13 40%	1 8%	19 28%	14 30%	3 23%	17 28%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	*c	*d	*e	*f	*g	h	i	*j	*k
Unweighted Bases	75	15	5	20	10	15	10	20	55	58	5	12
Weighted Bases	78	11	4	24	8	23	8	14	63	55	6	17
The contract was renewed without our knowledge	10 13%	2 16%	1 28%	3 12%	0 0%	4 17%	1 12%	3 19%	8 12%	8 15%	1 17%	1 7%
There was a price increase	24 30%	2 23%	3 72%	7 29%	2 25%	8 33%	2 23%	5 35%	19 29%	19 34%	2 26%	3 20%
Unreasonable/unfavourable credit or payment terms	9 11%	0 0%	1 15%	4 15%	1 18%	1 6%	2 23%	1 4%	8 13%	8 15%	1 9%	0 0%
Contract document was too complex/difficult to understand	4 5%	1 11%	1 28%	1 3%	0 0%	1 3%	0 0%	2 15%	1 2%	3 5%	1 17%	0 0%
Correspondence about the renewal was too complex/difficult to understand	3 4%	1 5%	1 28%	1 5%	0 0%	1 3%	0 0%	2 11%	2 3%	2 4%	1 17%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	*c	*d	*e	*f	*g	h	i	*j	*k
Unweighted Bases	75	15	5	20	10	15	10	20	55	58	5	12
Weighted Bases	78	11	4	24	8	23	8	14	63	55	6	17
The renewal process involved too much work	9 11%	2 14%	2 43%	2 6%	1 7%	2 10%	1 12%	3 22%	5 9%	7 12%	1 17%	1 6%
The renewal process took too long	7 9%	2 14%	3 71%	2 7%	0 0%	0 0%	1 12%	4 29%	3 4% h	4 7%	1 17%	2 11%
The notice period required was too long	3 4%	1 11%	1 28%	0 0%	1 7%	0 0%	0 0%	2 15%	1 1% h	2 3%	1 17%	0 0%
The time given to renew was too short	6 8%	1 11%	2 56%	0 0%	1 7%	2 10%	0 0%	3 22%	3 5%	3 5%	1 17%	2 14%
Poor customer service	5 6%	1 11%	0 0%	0 0%	1 16%	2 7%	1 12%	1 8%	4 6%	3 5%	0 0%	2 13%
Poor communication	11 14%	2 14%	0 0%	6 24%	1 7%	2 7%	2 18%	2 11%	9 15%	4 7% i	3 51%	4 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	*c	*d	*e	*f	*g	h	i	*j	*k
Unweighted Bases	75	15	5	20	10	15	10	20	55	58	5	12
Weighted Bases	78	11	4	24	8	23	8	14	63	55	6	17
They made errors/ mistakes	3 4%	0 0%	0 0%	2 7%	1 9%	0 0%	1 9%	0 0%	3 5%	3 6%	0 0%	0 0%
They lied to us/are not being open and honest	5 7%	0 0%	0 0%	2 10%	0 0%	2 10%	1 8%	0 0%	5 9%	3 6%	0 0%	2 14%
Only offer best prices under pressure	4 5%	2 23%	0 0%	0 0%	1 18%	0 0%	0 0%	2 17%	1 2%	1 2%	1 24%	2 10%
Did not receive necessary information	2 3%	1 10%	0 0%	1 5%	0 0%	0 0%	0 0%	1 7%	1 2%	2 4%	0 0%	0 0%
Other	21 27%	2 16%	0 0%	8 34%	2 27%	8 33%	2 18%	2 12%	20 31%	15 27%	0 0%	7 39%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	*c	d	*e	f	*g	h	i	j	*k
Unweighted Bases	75	60	15	1	74	1	61	13	31	44	70	4
Weighted Bases	78	62	15	1	77	1	65	13	27	51	70	7
The contract was renewed without our knowledge	10 13%	8 13%	2 15%	1 100%	10 14%	0 0%	8 13%	2 17%	5 17%	6 12%	8 11%	2 35%
There was a price increase	24 30%	16 26%	8 49%	1 100%	23 30%	1 100%	18 28%	5 38%	11 43%	12 24%	19 27%	4 65%
Unreasonable/unfavourable credit or payment terms	9 11%	8 13%	1 3%	0 0%	9 11%	0 0%	6 9%	3 23%	4 13%	5 10%	8 12%	1 8%
Contract document was too complex/difficult to understand	4 5%	4 6%	0 0%	1 100%	4 5%	0 0%	3 4%	1 6%	1 5%	2 4%	4 5%	0 0%
Correspondence about the renewal was too complex/difficult to understand	3 4%	3 4%	1 3%	0 0%	3 4%	0 0%	3 5%	0 0%	1 2%	3 5%	3 5%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	*c	d	*e	f	*g	h	i	j	*k
Unweighted Bases	75	60	15	1	74	1	61	13	31	44	70	4
Weighted Bases	78	62	15	1	77	1	65	13	27	51	70	7
The renewal process involved too much work	9 11%	4 7%	4 27%	0 0%	9 11%	0 0%	9 13%	0 0%	* 1% h	8 16%	6 9% j	2 35%
The renewal process took too long	7 9%	6 10%	* 2%	0 0%	7 9%	0 0%	5 8%	2 15%	2 8%	5 9%	7 10%	0 0%
The notice period required was too long	3 4%	3 4%	0 0%	0 0%	3 4%	0 0%	3 4%	0 0%	0 0%	3 5%	3 4%	0 0%
The time given to renew was too short	6 8%	6 10%	0 0%	0 0%	6 8%	0 0%	5 8%	1 8%	1 4%	5 10%	6 9%	0 0%
Poor customer service	5 6%	5 8%	0 0%	0 0%	5 6%	0 0%	3 4%	2 18%	3 11%	2 4%	5 7%	0 0%
Poor communication	11 14%	9 14%	2 15%	1 100%	11 14%	0 0%	10 15%	1 11%	2 7%	9 18%	11 16%	0 0%
They made errors/mistakes	3 4%	3 5%	0 0%	0 0%	3 4%	0 0%	2 4%	1 6%	2 9%	1 1%	3 4%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	*c	d	*e	f	*g	h	i	j	*k
Unweighted Bases	75	60	15	1	74	1	61	13	31	44	70	4
Weighted Bases	78	62	15	1	77	1	65	13	27	51	70	7
They lied to us/are not being open and honest	5 7%	5 9%	0 0%	0 0%	5 7%	0 0%	5 8%	0 0%	0 0%	5 11%	5 7%	0 0%
Only offer best prices under pressure	4 5%	4 6%	* 2%	0 0%	4 5%	0 0%	4 6%	0 0%	* 1%	4 7%	4 6%	0 0%
Did not receive necessary information	2 3%	2 3%	1 3%	0 0%	2 3%	0 0%	2 3%	0 0%	1 2%	2 3%	2 3%	0 0%
Other	21 27%	16 25%	6 37%	1 100%	21 28%	0 0%	15 24%	6 47%	8 30%	13 26%	19 27%	2 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	*c	d	*e	*f	g	*h
Unweighted Bases	75	48	27	20	36	19	25	40	10
Weighted Bases	78	51	27	19	37	22	27	42	10
The contract was renewed without our knowledge	10 13%	4 7%	7 26%	2 8%	3 7%	6 29%	5 19%	4 9%	2 16%
There was a price increase	24 30%	15 29%	9 32%	3 14%	15 41%	6 26%	4 16%	14 34%	5 54%
Unreasonable/unfavourable credit or payment terms	9 11%	6 11%	3 12%	2 11%	6 16%	1 4%	2 8%	6 14%	1 10%
Contract document was too complex/difficult to understand	4 5%	1 2%	2 9%	1 3%	1 2%	2 10%	1 2%	2 5%	1 11%
Correspondence about the renewal was too complex/difficult to understand	3 4%	2 3%	2 6%	1 6%	1 3%	1 5%	1 4%	1 3%	1 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	*c	d	*e	*f	g	*h
Unweighted Bases	75	48	27	20	36	19	25	40	10
Weighted Bases	78	51	27	19	37	22	27	42	10
The renewal process involved too much work	9 11%	5 9%	4 14%	0 0%	7 19% d	2 7%	2 6%	6 14%	1 11%
The renewal process took too long	7 9%	3 7%	3 12%	1 7%	2 5%	4 16%	3 11%	2 5%	2 19%
The notice period required was too long	3 4%	2 3%	1 4%	0 0%	1 2%	2 10%	0 0%	2 4%	1 11%
The time given to renew was too short	6 8%	2 3%	4 16%	1 5%	1 2%	5 21%	3 13%	2 4%	1 11%
Poor customer service	5 6%	4 8%	1 4%	1 6%	3 9%	1 3%	2 8%	2 5%	1 6%
Poor communication	11 14%	6 12%	5 18%	4 19%	5 14%	2 10%	4 14%	7 18%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	*c	d	*e	*f	g	*h
Unweighted Bases	75	48	27	20	36	19	25	40	10
Weighted Bases	78	51	27	19	37	22	27	42	10
They made errors/mistakes	3 4%	3 6%	0 0%	1 4%	2 6%	0 0%	1 3%	2 6%	0 0%
They lied to us/are not being open and honest	5 7%	5 11%	0 0%	5 24%	1 2%	0 0%	5 17%	1 2%	0 0%
Only offer best prices under pressure	4 5%	4 7%	* 1%	2 11%	2 5%	0 0%	2 8%	2 4%	0 0%
Did not receive necessary information	2 3%	2 3%	1 2%	1 3%	2 5%	0 0%	1 2%	2 4%	0 0%
Other	21 27%	17 34%	4 15%	4 21%	9 25%	8 37%	4 15%	12 28%	6 59%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	*b	*c	*d	*e	f	g	*h	*i	j	*k
Unweighted Bases	75	49	16	22	17	18	31	43	19	10	50	25
Weighted Bases	78	50	16	25	18	21	29	41	22	12	55	23
The contract was renewed without our knowledge	10 13%	4 8%	0 0%	5 22%	5 26%	2 7%	3 9%	2 4% g	4 17%	5 43%	7 13%	3 14%
There was a price increase	24 30%	14 27%	4 28%	8 34%	5 26%	7 34%	6 22%	10 25%	11 51%	2 13%	18 33%	6 25%
Unreasonable/unfavourable credit or payment terms	9 11%	6 11%	2 11%	3 13%	1 4%	2 10%	3 12%	5 12%	1 6%	2 16%	7 12%	2 10%
Contract document was too complex/difficult to understand	4 5%	1 3%	1 4%	1 5%	1 7%	1 3%	1 3%	1 1%	2 8%	1 10%	3 5%	1 5%
Correspondence about the renewal was too complex/difficult to understand	3 4%	2 5%	1 7%	0 0%	0 0%	1 3%	2 6%	2 4%	2 7%	0 0%	2 4%	1 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	*b	*c	*d	*e	f	g	*h	*i	j	*k
Unweighted Bases	75	49	16	22	17	18	31	43	19	10	50	25
Weighted Bases	78	50	16	25	18	21	29	41	22	12	55	23
The renewal process involved too much work	9 11%	4 8%	* 2%	4 15%	4 20%	* 2%	4 13%	5 12%	3 16%	0 0%	7 12%	2 9%
The renewal process took too long	7 9%	3 6%	0 0%	2 9%	2 8%	0 0%	3 11%	3 6%	3 13%	1 10%	4 8%	2 11%
The notice period required was too long	3 4%	1 1%	0 0%	1 5%	1 7%	0 0%	1 2%	1 1%	1 5%	1 10%	1 2%	2 7%
The time given to renew was too short	6 8%	3 6%	0 0%	2 9%	1 7%	2 11%	1 2%	1 1%	2 9%	4 29%	4 6%	3 12%
Poor customer service	5 6%	3 6%	1 8%	2 9%	2 12%	1 6%	2 6%	3 7%	1 3%	2 13%	4 7%	1 5%
Poor communication	11 14%	10 21%	1 8%	1 2%	1 3%	6 28%	5 16%	7 18%	3 12%	0 0%	6 10%	5 23%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	*b	*c	*d	*e	f	g	*h	*i	j	*k
Unweighted Bases	75	49	16	22	17	18	31	43	19	10	50	25
Weighted Bases	78	50	16	25	18	21	29	41	22	12	55	23
They made errors/mistakes	3 4%	3 6%	1 4%	0 0%	0 0%	1 4%	2 8%	2 4%	1 7%	0 0%	3 6%	0 0%
They lied to us/are not being open and honest	5 7%	4 8%	4 25%	0 0%	0 0%	2 7%	2 8%	5 13%	0 0%	0 0%	5 9%	1 3%
Only offer best prices under pressure	4 5%	2 5%	* 2%	2 7%	2 9%	* 2%	2 7%	3 8%	1 2%	0 0%	2 4%	2 9%
Did not receive necessary information	2 3%	2 3%	1 3%	1 2%	0 0%	0 0%	2 6%	1 3%	1 2%	1 4%	2 4%	0 0%
Other	21 27%	14 29%	7 43%	7 28%	5 28%	7 33%	7 26%	10 24%	10 46%	1 4%	16 29%	5 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	*d	*e	*f	*g	*h
Unweighted Bases	75	34	37	39	19	8	24	4	2
Weighted Bases	78	31	43	37	19	11	20	3	3
The contract was renewed without our knowledge	10 13%	6 18%	4 10%	4 10%	1 5%	5 43%	1 7%	0 0%	3 100%
There was a price increase	24 30%	7 23%	16 38%	14 39%	6 34%	1 11%	9 44%	2 59%	1 25%
Unreasonable/unfavourable credit or payment terms	9 11%	5 16%	3 6%	6 17%	0 0%	0 0%	4 18%	0 0%	0 0%
Contract document was too complex/difficult to understand	4 5%	0 0%	4 8%	1 3%	1 3%	1 7%	1 3%	0 0%	1 25%
Correspondence about the renewal was too complex/difficult to understand	3 4%	0 0%	3 8%	2 4%	1 3%	0 0%	1 3%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	*d	*e	*f	*g	*h
Unweighted Bases	75	34	37	39	19	8	24	4	2
Weighted Bases	78	31	43	37	19	11	20	3	3
The renewal process involved too much work	9 11%	4 11%	5 12%	8 21%	1 5%	0 0%	* 2%	0 0%	0 0%
The renewal process took too long	7 9%	4 11%	3 7%	3 7%	3 15%	0 0%	2 11%	0 0%	0 0%
The notice period required was too long	3 4%	0 0%	3 6%	2 4%	0 0%	0 0%	0 0%	0 0%	0 0%
The time given to renew was too short	6 8%	1 3%	5 12%	2 4%	1 5%	2 22%	1 5%	0 0%	0 0%
Poor customer service	5 6%	3 11%	2 4%	3 9%	2 9%	0 0%	2 11%	1 23%	0 0%
Poor communication	11 14%	5 14%	7 15%	4 11%	1 3%	5 47%	1 6%	0 0%	1 25%
They made errors/mistakes	3 4%	1 5%	2 4%	2 4%	1 4%	1 6%	2 12%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	*d	*e	*f	*g	*h
Unweighted Bases	75	34	37	39	19	8	24	4	2
Weighted Bases	78	31	43	37	19	11	20	3	3
They lied to us/are not being open and honest	5 7%	1 3%	5 11%	2 4%	2 13%	0 0%	0 0%	0 0%	0 0%
Only offer best prices under pressure	4 5%	1 3%	3 7%	2 7%	1 8%	0 0%	* 2%	0 0%	0 0%
Did not receive necessary information	2 3%	0 0%	2 5%	1 3%	0 0%	0 0%	1 3%	0 0%	0 0%
Other	21 27%	9 27%	10 24%	9 24%	5 25%	3 24%	5 27%	1 41%	1 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Bases	75	11	24	13	11	13	7	6	8	7	1
Weighted Bases	78	14	30	11	8	12	7	5	6	5	2
The contract was renewed without our knowledge	10 13%	0 0%	3 11%	3 24%	1 10%	4 34%	1 8%	0 0%	1 13%	1 15%	2 100%
There was a price increase	24 30%	7 50%	9 28%	4 36%	0 0%	2 18%	4 57%	2 43%	3 40%	2 45%	0 0%
Unreasonable/unfavourable credit or payment terms	9 11%	2 16%	1 3%	3 26%	2 29%	0 0%	2 23%	1 11%	1 13%	0 0%	0 0%
Contract document was too complex/difficult to understand	4 5%	0 0%	2 7%	1 8%	0 0%	1 5%	0 0%	0 0%	0 0%	1 26%	0 0%
Correspondence about the renewal was too complex/difficult to understand	3 4%	1 9%	1 3%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	1 11%	0 0%
The renewal process involved too much work	9 11%	2 13%	6 19%	0 0%	1 12%	0 0%	0 0%	0 0%	* 6%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Bases	75	11	24	13	11	13	7	6	8	7	1
Weighted Bases	78	14	30	11	8	12	7	5	6	5	2
The renewal process took too long	7 9%	1 4%	4 14%	0 0%	1 10%	1 10%	0 0%	1 22%	1 13%	* 7%	0 0%
The notice period required was too long	3 4%	0 0%	2 7%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
The time given to renew was too short	6 8%	0 0%	6 19%	0 0%	1 8%	0 0%	0 0%	1 22%	0 0%	0 0%	0 0%
Poor customer service	5 6%	0 0%	3 11%	1 11%	1 8%	0 0%	0 0%	1 14%	2 24%	1 11%	0 0%
Poor communication	11 14%	4 27%	2 7%	2 19%	1 8%	2 21%	0 0%	0 0%	1 9%	1 26%	0 0%
They made errors/ mistakes	3 4%	1 6%	0 0%	1 6%	2 21%	0 0%	1 12%	0 0%	1 13%	1 15%	0 0%
They lied to us/are not being open and honest	5 7%	0 0%	1 2%	0 0%	1 10%	2 21%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 35 (continuation)

C12. Why were you dissatisfied?

(Base: Where dissatisfied)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Bases	75	11	24	13	11	13	7	6	8	7	1
Weighted Bases	78	14	30	11	8	12	7	5	6	5	2
Only offer best prices under pressure	4 5%	0 0%	2 5%	2 18%	* 5%	0 0%	0 0%	0 0%	* 6%	0 0%	0 0%
Did not receive necessary information	2 3%	1 9%	0 0%	0 0%	1 7%	1 4%	0 0%	1 11%	0 0%	0 0%	0 0%
Other	21 27%	3 22%	10 33%	3 29%	3 35%	1 7%	3 49%	1 25%	1 9%	2 45%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 36

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	671 45%	189 44%	252 43%	127 50%	569 44%	379 45%	102 46%	482 45%
No	730 49%	210 49%	299 51%	114 45%	623 49%	413 49%	107 49%	520 49%
Don't know	99 7%	33 8%	40 7%	15 6%	88 7%	55 6%	11 5%	66 6%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	671 45%	110 40%	38 41%	209 50%	92 45%	148 44%	74 43%	148 40%	523 46%	559 45%	43 37%	69 44%
No	730 49%	148 54%	49 52%	190 45%	103 50%	163 48%	78 45%	197 54%	533 47%	588 48%	65 56%	77 50%
Don't know	99 7%	15 5%	7 8%	22 5%	10 5%	25 7%	21 12%	22 6%	77 7%	82 7%	8 7%	9 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	671 45%	589 44%	81 49%	12 60%	658 45%	1 20%	12 47%	533 46%	137 42%	279 46%	388 44%
No	730 49%	662 50%	67 40%	6 28%	719 49%	3 66%	8 31%	558 48%	168 51%	292 48%	438 49%
Don't know	99 7%	82 6%	17 10%	3 12%	92 6%	1 14%	6 23%	77 7%	22 7%	36 6%	61 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	671 45%	644 46%	22 28%	427 60%	244 31%	187 44%	274 51%	210 39%	244 42%	293 51%	133 38%
		a	b	c	d		f	g		i	j
No	730 49%	669 48%	51 64%	245 35%	485 61%	215 50%	246 46%	269 50%	299 52%	256 45%	175 50%
		a	b	c	d					i	
Don't know	99 7%	88 6%	7 8%	38 5%	61 8%	25 6%	19 4%	54 10%	35 6%	21 4%	42 12%
		a					f	g		i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	671 45%	443 46%	211 56%	214 43%	126 43%	149 61%	294 41%	462 42%	184 57%	5 20%	395 53%	275 37%
			b			e	f	g	h		j	k
No	730 49%	471 49%	143 38%	240 48%	143 49%	85 35%	386 54%	567 52%	120 37%	21 77%	313 42%	411 55%
			b			e	f	g	h		j	k
Don't know	99 7%	50 5%	23 6%	41 8%	25 9%	10 4%	40 6%	63 6%	20 6%	1 4%	32 4%	66 9%
		a						g			j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	671 45%	225 45%	413 45%	361 46%	155 48%	47 46%	174 49%	49 50%	10 43%
No	730 49%	242 49%	448 49%	372 48%	155 48%	51 50%	159 45%	46 48%	13 57%
Don't know	99 7%	28 6%	58 6%	46 6%	10 3%	3 3%	19 5%	2 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 36 (continuation)

C12a. Have you received a mains gas/electricity contract renewal letter in the last 12 months?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	671 45%	224 44%	176 45%	99 44%	70 54%	54 45%	121 49%	64 47%	27 41%	29 53%	11 47%
No	730 49%	249 49%	192 50%	111 50%	59 45%	59 49%	114 47%	62 45%	36 56%	22 40%	12 53%
Don't know	99 7%	35 7%	20 5%	13 6%	2 1%	6 5%	10 4%	12 8%	2 3%	3 6%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 37

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	681	109	202	165	476	367	205	572
Weighted Bases	671	189	252	127	569	379	102	482
You read it in detail	272 41%	81 43%	95 38%	51 40%	228 40%	147 39%	44 43%	191 40%
You glanced at it or skim read it	317 47%	90 47%	126 50%	53 42%	269 47%	180 47%	48 47%	227 47%
You saw what it was, but did not read it	62 9%	15 8%	24 9%	16 13%	55 10%	40 11%	7 7%	47 10%
I have not seen/read it (unprompted)	4 1%	0 0%	3 1%	0 0%	3 1%	3 1%	1 1%	4 1%
Someone else read it for me (unprompted)	7 1%	4 2%	1 *%	2 1%	6 1%	3 1%	1 1%	3 1%
Other	6 1%	0 0%	3 1%	2 1%	4 1%	4 1%	1 1%	6 1%
Don't know	3 *%	0 0%	0 0%	3 2%	3 1%	3 1%	* *%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	681	128	73	158	95	128	99	201	480	562	42	77
Weighted Bases	671	110	38	209	92	148	74	148	523	559	43	69
You read it in detail	272 41%	53 49% a	15 39%	83 40%	32 34%	60 40%	29 39%	68 46% g	204 39%	220 39%	26 60% j	26 38%
You glanced at it or skim read it	317 47%	42 39% a	18 47%	91 43%	49 54%	79 53%	38 52%	61 41% g	257 49%	275 49% i	13 29% j	29 42%
You saw what it was, but did not read it	62 9%	11 10%	5 12%	27 13%	6 7%	8 5%	6 9%	16 11%	47 9%	48 9%	3 8%	11 16% k
I have not seen/read it (unprompted)	4 1%	* *% a	* 1%	0 0%	1 2%	2 1%	0 0%	1 *% g	3 1%	4 1%	0 0%	0 0%
Someone else read it for me (unprompted)	7 1%	2 1%	* 1%	5 2%	1 1%	0 0%	0 0%	2 1%	5 1%	7 1%	0 0%	0 0%
Other	6 1%	* *% a	* 1%	2 1%	3 3% d	0 0%	0 0%	1 *% g	5 1%	3 1%	0 0%	3 4% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	681	128	73	158	95	128	99	201	480	562	42	77
Weighted Bases	671	110	38	209	92	148	74	148	523	559	43	69
Don't know	3 *%	* *%	0 0%	2 1%	0 0%	1 *%	1 1%	* *%	3 1%	2 *%	2 4%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	681	583	97	11	662	1	17	530	149	314	364
Weighted Bases	671	589	81	12	658	1	12	533	137	279	388
You read it in detail	272 41%	241 41%	31 38%	4 34%	265 40%	1 100%	6 48%	218 41%	54 39%	103 37%	166 43%
You glanced at it or skim read it	317 47%	274 46%	43 53%	6 52%	311 47%	0 0%	6 49%	248 47%	68 49%	144 52%	173 45%
You saw what it was, but did not read it	62 9%	57 10%	5 6%	1 12%	62 9%	0 0%	* 3%	51 10%	11 8%	24 9%	38 10%
I have not seen/read it (unprompted)	4 1%	4 1%	0 0%	0 0%	4 1%	0 0%	0 0%	2 *%	1 1%	3 1%	* *%
Someone else read it for me (unprompted)	7 1%	5 1%	2 2%	0 0%	7 1%	0 0%	0 0%	6 1%	1 *%	1 *%	6 2%
Other	6 1%	5 1%	1 1%	* 3%	5 1%	0 0%	0 0%	4 1%	2 1%	4 2%	1 *%
Don't know	3 *%	3 1%	0 0%	0 0%	3 *%	0 0%	0 0%	3 1%	* *%	* *%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	681	657	19	445	236	186	299	196	240	309	132
Weighted Bases	671	644	22	427	244	187	274	210	244	293	133
You read it in detail	272 41%	264 41%	7 32%	200 47% c	72 29% d	77 41%	118 43%	77 37%	96 39%	130 44%	46 34%
You glanced at it or skim read it	317 47%	306 48%	8 36%	185 43% c	132 54% d	85 45%	130 47%	102 49%	117 48%	137 47%	63 48%
You saw what it was, but did not read it	62 9%	55 8% a	7 32%	28 7% c	34 14% d	17 9%	22 8%	24 11%	21 9%	21 7%	20 15% j
I have not seen/read it (unprompted)	4 1%	4 1%	0 0%	3 1%	* *% c	2 1%	0 0%	2 1%	3 1%	0 0%	1 *% j
Someone else read it for me (unprompted)	7 1%	7 1%	0 0%	4 1%	3 1%	4 2%	1 *% c	2 1%	4 2%	1 *% d	2 1%
Other	6 1%	5 1%	0 0%	5 1%	1 *% c	2 1%	3 1%	* *% c	4 2%	2 1%	0 0% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	681	657	19	445	236	186	299	196	240	309	132
Weighted Bases	671	644	22	427	244	187	274	210	244	293	133
Don't know	3 *%	3 1%	0 0%	2 *%	1 1%	0 0%	* *%	3 1%	0 0%	2 1%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	681	456	220	202	129	143	313	469	187	7	395	284
Weighted Bases	671	443	211	214	126	149	294	462	184	5	395	275
You read it in detail	272 41%	201 45%	104 49%	66 31%	43 34%	69 46%	132 45%	210 46%	56 30%	1 21%	177 45%	95 34%
		a	b	c			f	g	h		j	k
You glanced at it or skim read it	317 47%	192 43%	87 41%	118 55%	71 57%	68 46%	124 42%	193 42%	111 60%	3 58%	176 44%	140 51%
		a	b	c	d		f	g	h			
You saw what it was, but did not read it	62 9%	40 9%	17 8%	21 10%	7 6%	11 7%	29 10%	46 10%	14 8%	1 21%	31 8%	31 11%
I have not seen/read it (unprompted)	4 1%	2 *%	0 0%	2 1%	2 1%	0 0%	2 1%	2 *%	0 0%	0 0%	2 *%	2 1%
Someone else read it for me (unprompted)	7 1%	4 1%	2 1%	2 1%	2 1%	0 0%	4 1%	5 1%	0 0%	0 0%	4 1%	3 1%
Other	6 1%	3 1%	1 1%	3 1%	1 1%	1 1%	2 1%	4 1%	* *%	0 0%	4 1%	2 1%
Don't know	3 *%	2 *%	0 0%	1 1%	0 0%	* *%	2 1%	1 *%	2 1%	0 0%	2 *%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	681	236	405	352	161	49	189	55	13
Weighted Bases	671	225	413	361	155	47	174	49	10
You read it in detail	272 41%	108 48%	153 37%	133 37%	70 45%	21 46%	60 34%	16 33%	4 38%
You glanced at it or skim read it	317 47%	90 40%	209 51%	186 51%	70 46%	17 37%	94 54%	28 57%	4 39%
You saw what it was, but did not read it	62 9%	19 8%	40 10%	34 9%	13 8%	8 17%	17 10%	4 9%	2 23%
I have not seen/read it (unprompted)	4 1%	2 1%	2 *%	* *%	* *%	0 0%	* *%	0 0%	0 0%
Someone else read it for me (unprompted)	7 1%	3 1%	4 1%	5 2%	0 0%	0 0%	* *%	1 1%	0 0%
Other	6 1%	2 1%	4 1%	1 *%	0 0%	0 0%	2 1%	0 0%	0 0%
Don't know	3 *%	2 1%	2 *%	2 1%	1 *%	0 0%	* *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 37 (continuation)

C12b. In how much detail did you look at the contract renewal letter?

(Base: Where received contract renewal letter)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	681	181	178	110	85	76	113	77	35	37	16
Weighted Bases	671	224	176	99	70	54	121	64	27	29	11
You read it in detail	272 41%	87 39%	69 39%	41 41%	27 39%	32 59%	46 38%	28 43%	6 21%	12 41%	3 26%
You glanced at it or skim read it	317 47%	108 48%	82 47%	51 52%	33 47%	18 34%	64 53%	31 49%	14 52%	14 49%	5 48%
You saw what it was, but did not read it	62 9%	23 10%	19 11%	5 5%	9 13%	3 5%	10 8%	3 5%	7 26%	2 8%	1 14%
I have not seen/read it (unprompted)	4 1%	0 0%	* *%	0 0%	* 1%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%
Someone else read it for me (unprompted)	7 1%	5 2%	0 0%	1 1%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	1 5%
Other	6 1%	0 0%	3 2%	2 2%	1 1%	1 1%	2 1%	2 3%	0 0%	* 1%	1 7%
Don't know	3 *%	1 *%	2 1%	0 0%	0 0%	* 1%	0 0%	0 0%	0 0%	* 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 38

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	599	98	177	141	416	318	183	501
Weighted Bases	589	171	222	105	497	326	92	418
Yes	472 80%	149 87%	176 79%	80 77%	404 81%	256 78%	68 74%	324 77%
No	74 12%	10 6%	32 14%	15 14%	57 11%	47 14%	17 18%	64 15%
Don't remember	43 7%	12 7%	14 6%	10 9%	36 7%	24 7%	7 7%	31 7%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	599	112	63	133	85	116	90	175	424	498	36	65
Weighted Bases	589	96	33	174	81	139	67	129	460	495	38	56
Yes	472 80%	78 81%	27 81%	139 80%	68 83%	106 76%	56 84%	105 81%	368 80%	393 79%	34 88%	46 82%
No	74 12%	11 12%	3 8%	20 12%	11 13%	21 15%	8 11%	14 11%	60 13%	62 12%	4 11%	8 14%
Don't remember	43 7%	7 7%	4 11%	15 9%	3 3%	12 8%	3 5%	11 8%	32 7%	41 8%	* 1%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	599	511	88	9	582	1	16	466	131	277	320
Weighted Bases	589	515	74	11	576	1	12	466	122	247	340
Yes	472 80%	420 81%	53 71%	7 69%	463 80%	0 0%	9 75%	375 80%	97 80%	196 79%	275 81%
No	74 12%	62 12%	12 16%	1 14%	70 12%	1 100%	3 21%	55 12%	18 15%	36 15%	38 11%
Don't remember	43 7%	34 7%	10 13%	2 18%	43 7%	0 0%	* 4%	36 8%	7 5%	15 6%	27 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	599	583	13	403	196	166	268	165	212	280	107
Weighted Bases	589	571	15	385	204	162	248	179	212	268	109
Yes	472 80%	460 81%	10 64%	300 78% c	172 85%	128 79%	204 83%	140 78%	170 80%	213 80%	90 82%
No	74 12%	70 12%	3 18%	55 14% c	18 9%	23 14%	31 12%	20 11%	28 13%	35 13%	11 10%
Don't remember	43 7%	41 7%	3 17%	30 8%	13 6%	11 7%	13 5%	19 11%	15 7%	20 8%	8 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	599	407	198	174	117	131	276	414	167	5	357	240
Weighted Bases	589	393	191	185	114	136	257	404	167	4	353	235
Yes	472 80%	306 78%	148 78%	158 86%	98 86%	106 77%	201 78%	325 80%	137 82%	1 13%	287 81%	184 78%
No	74 12%	60 15%	29 15%	12 7%	7 6%	24 17%	36 14%	55 13%	15 9%	2 37%	40 11%	33 14%
Don't remember	43 7%	27 7%	13 7%	14 8%	10 8%	7 5%	20 8%	24 6%	16 10%	2 50%	26 7%	17 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	599	209	355	309	146	43	165	50	11
Weighted Bases	589	197	362	319	141	38	154	44	8
Yes	472	149	301	260	112	28	127	29	6
	80%	76%	83%	81%	79%	73%	82%	67%	76%
No	74	29	39	36	22	6	21	10	2
	12%	15%	11%	11%	15%	17%	14%	22%	24%
Don't remember	43	19	22	23	7	4	6	5	0
	7%	10%	6%	7%	5%	11%	4%	11%	0%
							f		

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 38 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your current energy prices?

(Base: Where read/ glanced at renewal letter)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	*h	i	*j
Unweighted Bases	599	156	155	102	70	71	100	72	28	32	12
Weighted Bases	589	195	151	92	60	50	110	59	20	26	8
Yes	472 80%	158 81%	123 82%	77 84%	47 79%	35 69%	86 79%	50 84%	13 65%	20 78%	5 59%
No	74 12%	23 12%	18 12%	9 9%	8 13%	12 25%	16 15%	6 10%	6 29%	4 17%	1 9%
Don't remember	43 7%	15 8%	10 7%	6 7%	5 8%	3 6%	7 7%	3 6%	1 6%	1 5%	3 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 39

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	599	98	177	141	416	318	183	501
Weighted Bases	589	171	222	105	497	326	92	418
Yes	392 67%	118 69%	142 64%	69 66%	329 66%	211 65%	63 68%	274 65%
No	127 22%	32 19%	53 24%	21 20%	106 21%	74 23%	21 22%	94 23%
Don't remember	70 12%	20 12%	27 12%	15 14%	62 12%	41 13%	9 9%	50 12%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	599	112	63	133	85	116	90	175	424	498	36	65
Weighted Bases	589	96	33	174	81	139	67	129	460	495	38	56
Yes	392 67%	60 63%	25 77%	124 72%	54 67%	83 60%	45 67%	86 66%	306 67%	331 67%	26 68%	36 64%
No	127 22%	26 27%	4 12%	31 18%	21 26%	33 24%	12 17%	30 23%	97 21%	105 21%	11 30%	11 20%
Don't remember	70 12%	10 10%	4 11%	19 11%	6 7%	22 16%	10 16%	14 11%	57 12%	60 12%	1 3%	9 16%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	599	511	88	9	582	1	16	466	131	277	320
Weighted Bases	589	515	74	11	576	1	12	466	122	247	340
Yes	392 67%	350 68%	42 56%	8 79%	384 67%	0 0%	8 64%	309 66%	82 67%	167 68%	224 66%
No	127 22%	109 21%	18 24%	1 14%	124 22%	1 100%	2 15%	100 22%	27 22%	54 22%	73 21%
Don't remember	70 12%	56 11%	14 19%	1 8%	68 12%	0 0%	3 21%	57 12%	13 11%	26 11%	43 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	599	583	13	403	196	166	268	165	212	280	107
Weighted Bases	589	571	15	385	204	162	248	179	212	268	109
Yes	392 67%	381 67%	8 54%	254 66%	138 68%	101 62%	166 67%	125 70%	134 63%	182 68%	76 70%
No	127 22%	123 22%	3 18%	85 22%	42 20%	41 25%	53 21%	33 18%	50 24%	57 21%	20 18%
Don't remember	70 12%	66 12%	4 27%	46 12%	24 12%	20 12%	28 11%	22 12%	28 13%	29 11%	13 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	599	407	198	174	117	131	276	414	167	5	357	240
Weighted Bases	589	393	191	185	114	136	257	404	167	4	353	235
Yes	392 67%	250 64%	123 65%	133 72%	79 69%	77 57%	173 67%	271 67%	112 67%	2 39%	234 66%	157 67%
No	127 22%	94 24%	42 22%	32 17%	20 18%	46 34%	48 19%	91 22%	33 20%	0 0%	75 21%	51 22%
Don't remember	70 12%	48 12%	25 13%	20 11%	15 13%	13 10%	35 14%	42 10%	22 13%	3 61%	44 13%	26 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	599	209	355	309	146	43	165	50	11
Weighted Bases	589	197	362	319	141	38	154	44	8
Yes	392 67%	119 60%	253 70%	216 68%	92 65%	20 52%	110 71%	22 51%	6 75%
No	127 22%	52 27%	67 19%	68 21%	32 23%	13 33%	35 23%	13 29%	1 15%
Don't remember	70 12%	26 13%	41 11%	35 11%	17 12%	6 15%	9 6%	9 20%	1 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 39 (continuation)

C12C. In the contract renewal letter did you recall seeing information on either of the following? Your energy consumption?

(Base: Where read/ glanced at renewal letter)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	*h	i	*j
Unweighted Bases	599	156	155	102	70	71	100	72	28	32	12
Weighted Bases	589	195	151	92	60	50	110	59	20	26	8
Yes	392 67%	125 64%	99 65%	68 74%	41 68%	29 58%	71 65%	44 74%	11 56%	17 68%	4 51%
No	127 22%	39 20%	34 22%	18 20%	14 24%	14 28%	27 25%	9 16%	6 30%	5 20%	1 17%
Don't remember	70 12%	30 16%	19 13%	6 6%	5 8%	7 14%	11 10%	6 10%	3 14%	3 12%	3 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 40

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	495	88	142	117	347	259	148	407
Weighted Bases	490	150	177	89	416	265	74	339
Compare prices across suppliers, or get quotes yourself	312 64%	92 61%	106 60%	63 71%	261 63%	169 64%	51 68%	220 65%
Ask a broker to compare prices or get quotes	199 41%	60 40%	62 35%	42 47%	164 40%	104 39%	35 47%	139 41%
Changed suppliers (unprompted)	26 5%	13 9%	6 3%	3 4%	22 5%	9 3%	4 5%	12 4%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	9 6%	6 3%	3 4%	18 4%	9 4%	4 6%	14 4%
Stayed/renewed contract with current supplier (unprompted)	7 1%	2 1%	2 1%	2 2%	6 1%	4 2%	1 1%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	495	88	142	117	347	259	148	407
Weighted Bases	490	150	177	89	416	265	74	339
Take other action based on you seeing the prices and/or consumption	10 2%	2 2%	5 3%	1 2%	9 2%	7 2%	1 2%	8 2%
None of these	99 20%	32 21%	46 26%	12 13%	89 21%	57 22%	10 13%	67 20%
Don't know	2 *%	0 0%	1 1%	0 0%	1 *%	1 1%	1 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	495	91	53	111	72	91	77	144	351	408	32	55
Weighted Bases	490	81	29	147	69	108	57	110	380	409	34	46
Compare prices across suppliers, or get quotes yourself	312 64%	52 65%	17 59%	101 69%	36 52% d	70 65%	36 62%	69 63%	242 64%	259 63%	26 75%	28 59%
Ask a broker to compare prices or get quotes	199 41%	37 46%	8 29%	56 38%	30 43%	43 40%	24 43%	46 42%	153 40%	160 39%	15 43%	25 53% k
Changed suppliers (unprompted)	26 5%	7 8%	1 4%	6 4%	3 5%	7 6%	2 3%	8 7%	18 5%	19 5%	2 5%	5 10%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	2 3%	2 5%	6 4%	4 6%	6 6%	3 5%	4 4%	19 5%	20 5%	1 2%	2 5%
Stayed/renewed contract with current supplier (unprompted)	7 1%	0 0%	2 7% b	3 2%	1 2%	0 0%	0 0%	2 2%	5 1%	7 2%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	495	91	53	111	72	91	77	144	351	408	32	55
Weighted Bases	490	81	29	147	69	108	57	110	380	409	34	46
Take other action based on you seeing the prices and/or consumption	10 2%	0 0%	1 5%	2 1%	2 3%	5 4%	0 0%	1 1%	9 2%	10 2%	0 0%	0 0%
None of these	99 20%	17 21%	10 35%	22 15%	14 20%	22 20%	14 25%	27 24%	72 19%	85 21%	6 19%	7 16%
Don't know	2 *%	0 0%	0 0%	0 0%	1 2%	1 1%	0 0%	0 0%	2 1%	1 *%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	b	*c	d	*e	f	g	h	i	j	*k
Unweighted Bases	495	427	68	8	482	13	385	108	230	264	484	9
Weighted Bases	490	435	55	9	480	10	388	101	205	283	477	10
Compare prices across suppliers, or get quotes yourself	312 64%	279 64%	33 60%	2 21%	305 64%	7 69%	255 66%	56 55% g	136 66%	176 62%	305 64%	6 59%
Ask a broker to compare prices or get quotes	199 41%	174 40%	25 46%	2 25%	192 40%	7 67%	155 40%	44 43%	81 40%	116 41%	197 41%	2 22%
Changed suppliers (unprompted)	26 5%	23 5%	3 5%	0 0%	25 5%	* 2%	22 6%	4 4%	7 3%	19 7%	25 5%	1 6%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	18 4%	4 8%	0 0%	22 5%	1 11%	22 6%	1 1%	9 4%	14 5%	23 5%	0 0%
Stayed/renewed contract with current supplier (unprompted)	7 1%	7 2%	0 0%	0 0%	7 1%	0 0%	7 2%	0 0%	1 *%	6 2%	7 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
Column		a	b	*c	d	*e	f	g	h	i	j	*k
Unweighted Bases	495	427	68	8	482	13	385	108	230	264	484	9
Weighted Bases	490	435	55	9	480	10	388	101	205	283	477	10
Take other action based on you seeing the prices and/or consumption	10 2%	9 2%	2 3%	0 0%	9 2%	2 16%	7 2%	3 3%	8 4%	3 1%	10 2%	0 0%
None of these	99 20%	89 20%	10 18%	5 54%	99 21%	0 0%	76 20%	23 23%	36 18%	63 22%	93 20%	4 41%
Don't know	2 *%	1 *%	1 1%	0 0%	2 *%	0 0%	1 *%	1 1%	2 1%	0 0%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	495	329	166	135	226	134	176	232	87
Weighted Bases	490	313	177	131	210	150	174	221	95
Compare prices across suppliers, or get quotes yourself	312 64%	248 79%	64 36%	69 53%	155 74%	88 59%	102 59%	165 75%	44 47%
Ask a broker to compare prices or get quotes	199 41%	157 50%	42 24%	122 93%	68 32%	10 6%	132 76%	64 29%	3 3%
Changed suppliers (unprompted)	26 5%	23 7%	2 1%	11 8%	8 4%	6 4%	18 10%	6 3%	2 2%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	12 4%	10 6%	3 2%	12 6%	7 5%	6 3%	16 7%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Shopped Around Last Year		Broker Usage			TPI Usage		
		Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h
Unweighted Bases	495	329	166	135	226	134	176	232	87
Weighted Bases	490	313	177	131	210	150	174	221	95
Stayed/renewed contract with current supplier (unprompted)	7 1%	5 2%	2 1%	0 0%	7 3% d	0 0%	0 0%	7 3% g	0 0%
Take other action based on you seeing the prices and/or consumption	10 2%	8 2%	3 1%	5 4%	3 2%	2 2%	5 3%	3 1%	2 3%
None of these	99 20%	17 6%	82 46%	2 2%	37 18%	60 40%	6 3%	44 20%	49 52%
Don't know	2 *%	1 *%	1 1%	0 0%	2 1%	0 0%	1 *%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	495	327	161	153	102	106	221	344	139	3	300	193
Weighted Bases	490	318	155	163	100	112	205	339	139	2	296	193
Compare prices across suppliers, or get quotes yourself	312 64%	229 72%	123 79%	76 47%	62 62%	91 81%	138 67%	230 68%	75 54%	0 0%	215 73%	97 50%
		a	b	c		e		g	h		j	k
Ask a broker to compare prices or get quotes	199 41%	160 50%	92 59%	33 20%	25 25%	59 52%	102 49%	157 46%	38 27%	0 0%	118 40%	81 42%
		a	b	c	d	e	f	g	h			
Changed suppliers (unprompted)	26 5%	25 8%	23 15%	1 *%	1 1%	12 10%	13 6%	22 6%	1 *%	0 0%	17 6%	9 4%
		a	b	c	d	e			h			
Negotiated with my current supplier for a better deal (unprompted)	23 5%	11 3%	4 3%	12 7%	6 6%	5 4%	6 3%	21 6%	1 1%	1 34%	15 5%	7 3%
								g	h			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	495	327	161	153	102	106	221	344	139	3	300	193
Weighted Bases	490	318	155	163	100	112	205	339	139	2	296	193
Stayed/renewed contract with current supplier (unprompted)	7 1%	4 1%	0 0%	2 1%	3 3%	1 1%	3 1%	4 1%	3 2%	0 0%	5 2%	2 1%
Take other action based on you seeing the prices and/or consumption	10 2%	9 3%	3 2%	2 1%	2 2%	4 3%	5 2%	10 3%	1 *%	0 0%	10 3%	0 0%
None of these	99 20%	36 11%	4 3%	62 38%	23 23%	3 3%	33 16%	51 15%	46 33%	1 66%	42 14%	57 29%
Don't know	2 *%	1 *%	0 0%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	495	168	298	258	121	35	140	38	10
Weighted Bases	490	159	306	266	117	32	133	32	7
Compare prices across suppliers, or get quotes yourself	312 64%	100 63%	198 65%	168 63%	70 60%	21 65%	91 69%	17 54%	4 48%
Ask a broker to compare prices or get quotes	199 41%	73 46%	119 39%	109 41%	53 45%	11 32%	55 41%	13 41%	2 30%
Changed suppliers (unprompted)	26 5%	8 5%	17 6%	16 6%	3 3%	2 7%	4 3%	1 3%	0 0%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	12 8% a	11 4%	11 4%	5 4%	3 9%	7 6%	1 2%	1 9%
Stayed/renewed contract with current supplier (unprompted)	7 1%	2 1%	4 1%	5 2%	1 1%	0 0%	1 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	495	168	298	258	121	35	140	38	10
Weighted Bases	490	159	306	266	117	32	133	32	7
Take other action based on you seeing the prices and/or consumption	10 2%	3 2%	6 2%	3 1%	6 5% d	0 0%	5 4% f	1 4%	0 0%
None of these	99 20%	26 16%	64 21%	52 20%	24 21%	9 29%	18 14% f	9 30%	2 33%
Don't know	2 *%	1 *%	1 *%	2 1%	0 0%	0 0%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	*h	*i	*j
Unweighted Bases	495	128	131	87	58	55	80	63	21	29	8
Weighted Bases	490	160	128	81	50	37	91	52	14	22	5
Compare prices across suppliers, or get quotes yourself	312 64%	93 58%	88 69%	51 64%	30 59%	25 66%	64 71%	35 68%	8 55%	12 55%	1 27%
Ask a broker to compare prices or get quotes	199 41%	50 32%	58 45%	34 43%	24 48%	20 54%	29 32%	25 49%	6 41%	11 49%	4 85%
Changed suppliers (unprompted)	26 5%	9 5%	4 3%	3 4%	5 10%	2 7%	2 3%	3 6%	0 0%	0 0%	1 12%
Negotiated with my current supplier for a better deal (unprompted)	23 5%	5 3%	7 5%	6 8%	3 6%	2 6%	3 3%	2 4%	1 9%	2 11%	0 0%
Stayed/renewed contract with current supplier (unprompted)	7 1%	1 1%	3 3%	1 1%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 40 (continuation)

C12d. Did you use your energy price/consumption information to do any of the following?

(Base: Where saw energy prices/ consumption)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	*h	*i	*j
Unweighted Bases	495	128	131	87	58	55	80	63	21	29	8
Weighted Bases	490	160	128	81	50	37	91	52	14	22	5
Take other action based on you seeing the prices and/or consumption	10 2%	4 2%	1 1%	2 2%	1 2%	2 5%	4 4%	1 1%	0 0%	3 12%	0 0%
None of these	99 20%	46 29%	21 16%	14 17%	9 18%	6 15%	19 20%	8 15%	2 14%	3 12%	1 15%
Don't know	2 *%	0 0%	0 0%	1 2%	0 0%	1 2%	0 0%	0 0%	0 0%	1 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 41

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	1429	418	549	249	1216	798	213	1011
	95%	97%	93%	98%	95%	94%	96%	95%
			b	c				g
No	71	15	42	6	63	48	8	56
	5%	3%	7%	2%	5%	6%	4%	5%
			b	c				g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	1429 95%	261 96%	93 98%	400 95%	188 92%	326 97%	161 93%	354 96%	1075 95%	1175 96%	107 93%	147 95%
No	71 5%	11 4%	2 2%	20 5%	17 8%	10 3%	11 7%	13 4%	58 5%	54 4%	9 7%	8 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	1429 95%	1272 95%	156 94%	20 97%	1401 95%	3 63%	25 94%	1111 95%	313 96%	581 96%	843 95%
No	71 5%	62 5%	10 6%	1 3%	68 5%	2 37%	2 6%	57 5%	15 4%	26 4%	45 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	1429 95%	1336 95%	75 93%	683 96%	746 94%	410 96%	519 96%	500 94%	555 96%	546 96%	328 94%
No	71 5%	66 5%	6 7%	28 4%	44 6%	17 4%	20 4%	34 6%	24 4%	25 4%	22 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	1429 95%	921 96%	353 94%	470 95%	282 96%	230 94%	692 96%	1029 94%	319 98%	26 96%	703 95%	719 96%
No	71 5%	43 4%	24 6%	25 5%	13 4%	14 6%	29 4%	63 6%	5 2%	1 4%	37 5%	34 4%
								g	h			

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	1429	477	868	752	304	95	344	91	22
	95%	97%	94%	96%	95%	95%	98%	94%	94%
No	71	17	51	28	15	5	9	6	2
	5%	3%	6%	4%	5%	5%	2%	6%	6%
				c			f		
				c			f		

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 41 (continuation)

C13. Have you received a mains gas/electricity bill in the last 12 months?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	1429	488	365	210	124	118	238	135	63	50	23
	95%	96%	94%	94%	95%	99%	97%	98%	97%	94%	100%
No	71	20	22	14	6	1	8	3	2	3	0
	5%	4%	6%	6%	5%	1%	3%	2%	3%	6%	0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 42

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Your contract end date	396 26%	95 22%	150 25%	78 31%	323 25%	228 27%	74 33%	301 28%
				c			f	g
The date you need to give notice by to renegotiate or terminate your contract	300 20%	88 20%	104 18%	52 21%	245 19%	157 19%	55 25%	211 20%
							f	
Neither of these	1052 70%	316 73%	424 72%	172 67%	912 71%	596 70%	140 63%	736 69%
							f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Your contract end date	396 26%	62 23%	25 26%	104 25%	63 31%	90 27%	52 30%	87 24%	309 27%	333 27%	20 17% j	44 28%
The date you need to give notice by to renegotiate or terminate your contract	300 20%	49 18%	19 20%	86 20%	49 24%	61 18%	36 21%	68 19%	232 20%	247 20%	19 17%	34 22%
Neither of these	1052 70%	197 73%	67 71%	298 71%	134 66%	240 71%	115 67%	265 72%	787 69%	854 69%	89 77%	109 70%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Your contract end date	396 26%	352 26%	45 27%	5 22%	389 26%	0 0%	8 30%	310 27%	85 26%	176 29% i	218 25%
The date you need to give notice by to renegotiate or terminate your contract	300 20%	260 20%	39 24%	5 22%	294 20%	0 0%	6 23%	221 19%	79 24% h	144 24% i	154 17% j
Neither of these	1052 70%	934 70%	118 71%	16 78%	1029 70%	4 100%	18 68%	822 70%	227 69%	411 68%	638 72%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Your contract end date	396 26%	383 27%	11 14%	224 31%	173 22%	113 26%	169 31%	114 21%	145 25%	184 32%	67 19%
		a	b	c	d		f	g		i	j
The date you need to give notice by to renegotiate or terminate your contract	300 20%	292 21%	7 8%	180 25%	120 15%	89 21%	118 22%	93 17%	115 20%	126 22%	59 17%
		a	b	c	d						
Neither of these	1052 70%	970 69%	65 81%	457 64%	595 75%	301 70%	348 65%	403 75%	412 71%	369 65%	271 77%
		a	b	c	d		f	g		i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Your contract end date	396 26%	278 29%	106 28%	108 22%	75 25%	87 36%	191 26%	290 27%	87 27%	4 16%	225 30%	171 23%
		a		c		e					j	k
The date you need to give notice by to renegotiate or terminate your contract	300 20%	232 24%	86 23%	62 13%	34 12%	63 26%	169 23%	217 20%	73 22%	3 12%	176 24%	123 16%
		a		c	d	e	f				j	k
Neither of these	1052 70%	645 67%	254 68%	378 76%	217 74%	148 61%	498 69%	770 71%	216 67%	23 84%	486 66%	559 74%
		a		c		e					j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Your contract end date	396 26%	163 33% a	209 23% b	192 25%	89 28%	31 31%	96 27%	34 35% g	7 30%
The date you need to give notice by to renegotiate or terminate your contract	300 20%	113 23% a	167 18% b	155 20%	63 20%	22 22%	75 21%	31 32% g	7 32%
Neither of these	1052 70%	317 64% a	677 74% b	557 71%	222 69%	65 65%	249 71%	57 59% g	15 65%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 42 (continuation)

C14. The last time you received a mains gas/electricity bill, do you recall seeing the following?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Your contract end date	396 26%	99 19%	106 27%	66 29%	48 37%	44 37%	73 30%	42 31%	21 32%	16 30%	8 33%
The date you need to give notice by to renegotiate or terminate your contract	300 20%	91 18%	75 19%	48 21%	32 25%	28 24%	64 26%	31 22%	17 26%	11 20%	7 29%
Neither of these	1052 70%	386 76%	272 70%	147 66%	80 61%	73 62%	161 66%	94 69%	41 64%	37 70%	15 63%
		a			d	e					

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 43

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes - looked at other suppliers only	126 8%	36 8%	47 8%	30 12% c	113 9%	77 9%	13 6% f	90 8%
Yes - looked at other tariffs with my existing supplier only	27 2%	8 2%	13 2%	2 1%	24 2%	15 2%	4 2%	19 2%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	140 32%	218 37%	99 39%	457 36%	318 38%	100 45% f	417 39% g
No - taken no action	790 53%	248 57%	313 53%	124 48%	685 54%	437 52%	104 47% f	541 51% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes - looked at other suppliers only	126 8%	20 7%	7 8%	39 9%	21 10%	25 8%	13 8%	27 7%	99 9%	97 8%	8 7%	21 14% k
Yes - looked at other tariffs with my existing supplier only	27 2%	2 1%	0 0%	5 1%	6 3%	8 2%	6 3% f	2 1% g	25 2%	24 2%	2 2%	1 1%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	93 34%	36 38%	172 41%	75 37%	124 37%	57 33%	129 35%	428 38%	454 37%	46 39%	57 37%
No - taken no action	790 53%	157 58% a	51 54%	204 49%	103 50%	178 53%	96 56%	208 57% g	582 51%	653 53%	60 52%	77 49%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes - looked at other suppliers only	126 8%	116 9%	11 6%	2 10%	125 9%	0 0%	1 4%	97 8%	30 9%	51 8%	73 8%
Yes - looked at other tariffs with my existing supplier only	27 2%	25 2%	3 2%	* 2%	27 2%	0 0%	1 3%	22 2%	5 2%	9 2%	17 2%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	487 36%	70 42%	7 34%	545 37%	1 20%	10 39%	442 38%	112 34%	217 36%	340 38%
No - taken no action	790 53%	706 53%	83 50%	11 54%	772 53%	3 80%	14 54%	607 52%	181 55%	329 54%	458 52%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes - looked at other suppliers only	126 8%	119 8%	6 7%	126 18% c	0 0% d	46 11% e	37 7%	44 8%	58 10%	44 8%	25 7%
Yes - looked at other tariffs with my existing supplier only	27 2%	25 2%	2 3%	27 4% c	0 0% d	6 1%	12 2%	10 2%	9 2%	11 2%	8 2%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	540 39%	13 16%	557 78% c	0 0% d	186 44% e	242 45% f	129 24% g	256 44% h	237 41% i	64 18% j
No - taken no action	790 53%	718 51%	60 75%	0 0% c	790 100% d	190 44% e	249 46% f	351 66% g	256 44% h	280 49% i	254 72% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
Unweighted Bases	1500	a	b	c	d	e	f	g	h	*i	j	k
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes - looked at other suppliers only	126 8%	99 10% a	50 13% b	28 6% c	24 8%	30 12% e	69 10%	105 10% g	17 5% h	1 4%	85 12% j	41 5% k
Yes - looked at other tariffs with my existing supplier only	27 2%	16 2%	4 1%	11 2%	7 2%	7 3%	9 1%	15 1% g	10 3% h	0 0%	18 2%	9 1%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	418 43% a	230 61% b	124 25% c	112 38%	145 60% e	273 38%	432 40% g	102 31% h	5 17%	359 49% j	195 26% k
No - taken no action	790 53%	432 45% a	93 25% b	332 67% c	151 51%	62 25% e	370 51%	540 49% g	195 60% h	21 78%	277 37% j	507 67% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes - looked at other suppliers only	126 8%	32 6%	91 10%	64 8%	28 9%	8 8%	38 11%	10 10%	1 4%
Yes - looked at other tariffs with my existing supplier only	27 2%	10 2%	17 2%	14 2%	6 2%	0 0%	6 2%	1 1%	0 0%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	216 44%	313 34%	280 36%	128 40%	33 33%	118 33%	38 39%	5 19%
No - taken no action	790 53%	236 48%	498 54%	421 54%	157 49%	59 59%	191 54%	48 50%	18 76%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 43 (continuation)

C15. In the past year, have you taken any action to look into other supplier or tariff options for mains gas/electricity?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes - looked at other suppliers only	126 8%	36 7%	38 10%	21 9%	11 8%	7 6%	26 11%	9 7%	8 12%	5 9%	1 3%
Yes - looked at other tariffs with my existing supplier only	27 2%	8 2%	8 2%	7 3%	1 1%	1 1%	4 1%	4 3%	2 3%	* 1%	0 0%
Yes - looked at other suppliers AND looked at tariffs with my existing supplier	557 37%	159 31% a	156 40% b	81 36%	67 51% d	58 49% e	79 32%	50 37%	19 29%	31 58% i	11 48%
No - taken no action	790 53%	305 60% a	185 48% b	114 51%	52 40% d	52 44% e	137 56%	74 54%	37 56%	17 32% i	11 49%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 44

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	277	39	71	58	168	129	109	238
Weighted Bases	253	65	90	43	198	133	55	188
Yes	137 54%	37 57%	45 51%	26 61%	109 55%	72 54%	29 52%	101 53%
No	111 44%	26 40%	43 48%	16 37%	85 43%	59 44%	26 47%	85 45%
Don't know	5 2%	2 4%	2 2%	1 2%	5 2%	2 2%	1 1%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	277	47	33	56	43	54	44	80	197	223	14	40
Weighted Bases	253	40	14	72	38	59	31	54	199	205	15	34
Yes	137 54%	19 47%	8 57%	36 51%	21 57%	33 56%	20 64%	27 49%	111 56%	114 56%	8 57%	14 43%
No	111 44%	21 53%	6 43%	35 48%	16 41%	22 37%	11 36%	27 51%	83 42%	85 41%	6 43%	19 57%
Don't know	5 2%	0 0%	0 0%	1 1%	1 2%	4 7%	0 0%	0 0%	5 3%	5 3%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	b	*c	d	*e	f	g	h	i	j	*k
Unweighted Bases	277	239	38	4	269	8	212	64	127	150	268	7
Weighted Bases	253	225	29	5	249	4	198	54	105	149	246	6
Yes	137 54%	123 55%	15 51%	5 100%	134 54%	3 70%	106 54%	29 54%	61 58%	77 52%	134 55%	3 43%
No	111 44%	97 43%	13 47%	0 0%	109 44%	1 30%	88 44%	23 43%	42 40%	69 46%	106 43%	4 57%
Don't know	5 2%	5 2%	1 3%	0 0%	5 2%	0 0%	4 2%	2 3%	2 2%	3 2%	5 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	Shopped Around Last Year	Broker Usage			TPI Usage		
		Have done	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g
Unweighted Bases	277	277	87	134	56	116	129	32
Weighted Bases	253	253	73	118	62	103	115	35
Yes	137 54%	137 54%	38 53%	71 60%	27 44%	56 55%	66 57%	15 42%
No	111 44%	111 44%	34 47%	46 39%	31 50%	46 45%	45 39%	19 54%
Don't know	5 2%	5 2%	0 0%	1 1%	4 6%	0 0%	4 3%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	277	214	114	51	51	74	140	204	63	2	191	85
Weighted Bases	253	199	104	48	44	76	123	188	56	2	179	73
Yes	137 54%	106 53%	60 57%	26 55%	25 57%	44 58%	62 51%	100 53%	32 57%	1 27%	98 55%	39 53%
No	111 44%	90 45%	41 40%	19 40%	18 41%	32 42%	58 47%	82 44%	24 43%	2 73%	76 42%	34 47%
Don't know	5 2%	3 2%	3 3%	2 5%	1 2%	0 0%	3 2%	5 3%	0 0%	0 0%	5 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	*g	*h
Unweighted Bases	277	107	154	135	59	21	66	27	3
Weighted Bases	253	101	141	124	54	19	52	23	3
Yes	137 54%	60 59%	71 50%	64 52%	34 64%	10 55%	26 50%	17 73%	1 59%
No	111 44%	41 40%	66 47%	59 48%	17 32%	8 45%	26 50%	6 27%	1 41%
Don't know	5 2%	1 1%	5 3%	1 1%	2 4%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 44 (continuation)

C16. Were you prompted to look into other supplier or tariff options because you noticed your contract end date, or the date you needed to give notice by, on your bill?

(Base: Where took action and noticed options)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	*g	*h	*i	*j
Unweighted Bases	277	54	70	49	39	43	44	29	13	17	8
Weighted Bases	253	61	69	44	31	31	42	25	9	11	6
Yes	137 54%	38 62%	38 55%	19 44%	15 49%	18 58%	25 60%	14 58%	7 81%	4 39%	1 15%
No	111 44%	22 37%	27 39%	25 56%	16 51%	13 42%	16 37%	10 42%	2 19%	7 61%	5 85%
Don't know	5 2%	1 1%	4 6%	0 0%	0 0%	0 0%	2 4%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 45
D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?
 (Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
A broker	956 64%	260 60%	359 61%	172 67%	790 62%	530 63%	165 75%	696 65%
A price comparison website or telephone service	626 42%	176 41%	255 43%	100 39%	532 42%	356 42%	94 43%	450 42%
Your current supplier	880 59%	245 57%	355 60%	150 59%	750 59%	505 60%	130 59%	635 59%
Your previous supplier	518 35%	140 32%	195 33%	92 36%	427 33%	288 34%	91 41%	378 35%
Other suppliers	616 41%	163 38%	241 41%	110 43%	514 40%	351 41%	102 46%	453 42%
Don't know	111 7%	39 9%	41 7%	18 7%	98 8%	59 7%	13 6%	72 7%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
A broker	956 64%	169 62%	61 65%	265 63%	151 74% d	193 57% e	117 68%	231 63%	725 64%	777 63%	81 70%	98 63%
A price comparison website or telephone service	626 42%	94 35% a	38 40%	200 48% c	82 40%	129 38%	84 49% f	131 36% g	494 44% h	506 41%	50 44%	69 45%
Your current supplier	880 59%	154 57% a	60 63% b	284 68% c	110 54% c	174 52% e	98 57%	213 58%	666 59%	721 59%	73 63%	86 55%
Your previous supplier	518 35%	78 28% a	43 45% b	178 42% c	67 33%	100 30%	53 31%	120 33%	398 35%	421 34%	40 35%	57 37%
Other suppliers	616 41%	122 45%	36 38%	189 45%	94 46%	108 32% e	68 39%	157 43%	458 40%	490 40%	58 50% j	68 43%
Don't know	111 7%	23 9%	9 10%	15 4% c	8 4% d	42 13% e	13 8%	33 9%	78 7%	97 8%	4 4%	9 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
A broker	956 64%	849 64%	106 64%	9 45%	935 64%	3 86%	17 65%	726 62% g	226 69% h	413 68% i	541 61% j
A price comparison website or telephone service	626 42%	568 43%	57 35% b	6 31%	614 42%	1 14%	11 42%	495 42%	130 40%	244 40%	378 43%
Your current supplier	880 59%	789 59%	90 54%	14 65%	861 59%	1 20%	17 65%	693 59%	183 56%	346 57%	531 60%
Your previous supplier	518 35%	456 34%	62 37%	12 58%	505 34%	1 20%	12 45%	386 33% g	130 40% h	229 38% i	285 32% j
Other suppliers	616 41%	545 41%	71 43%	7 33%	602 41%	1 14%	13 48%	496 42% g	119 36% h	232 38% i	382 43% j
Don't know	111 7%	94 7%	17 10%	2 11%	110 8%	1 14%	* 1%	82 7%	29 9%	44 7%	67 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
A broker	956 64%	930 66%	18 23%	523 74%	433 55%	416 98%	539 100%	0 0%	486 84%	470 82%	0 0%
A price comparison website or telephone service	626 42%	596 43%	24 30%	334 47%	291 37%	144 34%	311 58%	170 32%	262 45%	364 64%	0 0%
Your current supplier	880 59%	833 59%	38 47%	458 64%	422 53%	169 40%	383 71%	327 61%	254 44%	412 72%	214 61%
Your previous supplier	518 35%	497 35%	17 22%	302 43%	216 27%	136 32%	248 46%	134 25%	202 35%	243 43%	74 21%
Other suppliers	616 41%	587 42%	24 30%	364 51%	252 32%	133 31%	316 59%	167 31%	203 35%	328 57%	85 24%
Don't know	111 7%	81 6%	24 30%	24 3%	87 11%	3 1%	0 0%	108 20%	7 1%	0 0%	105 30%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
A broker	956 64%	712 74%	299 79%	221 45%	159 54%	183 75%	529 73%	725 66%	184 57%	13 48%	499 67%	453 60%
		a	b	c	d	e	f	g	h		j	k
A price comparison website or telephone service	626 42%	432 45%	159 42%	182 37%	122 42%	123 50%	310 43%	443 41%	148 46%	15 54%	347 47%	273 36%
		a	b	c	d	e	f	g	h		j	k
Your current supplier	880 59%	572 59%	217 58%	294 59%	179 61%	151 62%	421 58%	623 57%	218 67%	12 46%	471 64%	403 54%
		a	b	c	d	e	f	g	h		j	k
Your previous supplier	518 35%	422 44%	199 53%	88 18%	63 21%	131 54%	292 40%	417 38%	85 26%	10 37%	308 42%	206 27%
		a	b	c	d	e	f	g	h		j	k
Other suppliers	616 41%	438 45%	175 47%	167 34%	119 40%	136 56%	302 42%	446 41%	146 45%	6 22%	334 45%	278 37%
		a	b	c	d	e	f	g	h		j	k
Don't know	111 7%	36 4%	7 2%	66 13%	24 8%	5 2%	32 4%	75 7%	24 7%	4 14%	39 5%	71 9%
		a	b	c	d	e	f	g	h		j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
A broker	956 64%	340 69%	565 61%	506 65%	223 70%	53 53%	258 73%	61 63%	12 51%
A price comparison website or telephone service	626 42%	201 41%	397 43%	306 39%	136 43%	51 51%	141 40%	39 40%	10 43%
Your current supplier	880 59%	295 60%	535 58%	477 61%	193 61%	56 56%	200 57%	58 60%	15 64%
Your previous supplier	518 35%	176 36%	310 34%	265 34%	113 35%	36 36%	131 37%	40 41%	10 43%
Other suppliers	616 41%	225 46%	361 39%	311 40%	144 45%	48 48%	127 36%	41 42%	11 47%
Don't know	111 7%	27 6%	72 8%	58 7%	17 5%	6 6%	16 4%	11 12%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 45 (continuation)

D1. When choosing your current mains gas/electricity contract or tariff did you consult or were you approached by, any of the following?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
Unweighted Bases	1500	a	b	c	d	e	f	g	h	i	j
Weighted Bases	1500	403	378	245	166	169	229	151	83	75	35
A broker	956 64%	290 57%	253 65%	147 66%	104 80%	96 81%	154 63%	102 74%	49 75%	43 79%	19 81%
A price comparison website or telephone service	626 42%	a 38%	b 48%	c 42%	d 43%	e 39%	f 37%	g 51%	h 38%	i 37%	j 58%
Your current supplier	880 59%	302 59%	239 62%	150 67%	70 54%	65 55%	152 62%	75 54%	40 62%	31 59%	10 45%
Your previous supplier	518 35%	a 29%	b 34%	c 45%	d 43%	e 38%	f 45%	g 34%	h 28%	i 47%	j 32%
Other suppliers	616 41%	a 36%	b 45%	c 41%	d 51%	e 44%	f 40%	g 30%	h 43%	i 35%	j 65%
Don't know	111 7%	44 9%	30 8%	14 6%	3 2%	3 2%	16 6%	11 8%	2 3%	5 8%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 46

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Through a broker	427 28%	119 28%	158 27%	71 28%	348 27%	229 27%	78 35% f	308 29%
Through a price comparison website or telephone service	151 10%	51 12%	57 10%	28 11%	135 11%	85 10%	16 7% f	101 9%
You consulted your current supplier only	420 28%	125 29%	181 31%	69 27%	374 29%	249 29%	45 21% f	295 28%
You consulted a range of suppliers	345 23%	96 22%	135 23%	58 23%	288 23%	192 23%	58 26%	250 23%
Other	84 6%	29 7%	32 5%	11 4%	72 6%	43 5%	12 6%	55 5%
Don't know	72 5%	13 3%	29 5%	19 7% c	61 5%	48 6%	11 5%	60 6% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Through a broker	427 28%	70 26%	33 35%	113 27%	74 36% d	88 26%	49 28%	103 28%	324 29%	356 29%	23 20% j	47 30%
Through a price comparison website or telephone service	151 10%	27 10%	17 18% b	45 11%	13 7%	33 10%	16 9%	44 12%	108 10%	126 10%	11 10%	15 9%
You consulted your current supplier only	420 28%	76 28%	21 22%	123 29%	61 30%	88 26%	50 29%	98 27%	322 28%	342 28%	37 32%	40 26%
You consulted a range of suppliers	345 23%	66 24%	17 18%	106 25%	30 15% d	89 27%	36 21%	84 23%	262 23%	279 23%	28 24%	39 25%
Other	84 6%	19 7%	2 2% b	14 3%	12 6%	24 7%	14 8%	21 6%	63 6%	68 6%	6 5%	11 7%
Don't know	72 5%	14 5%	4 5%	19 4%	14 7%	14 4%	8 4%	18 5%	54 5%	58 5%	11 9% j	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Through a broker	427 28%	371 28%	56 34%	8 38%	413 28%	2 51%	12 43%	309 26%	117 36%	213 35%	212 24%
Through a price comparison website or telephone service	151 10%	134 10%	17 10%	2 7%	149 10%	0 0%	2 7%	121 10%	31 9%	52 9%	97 11%
You consulted your current supplier only	420 28%	381 29%	38 23%	8 37%	411 28%	1 20%	8 29%	344 29%	74 23%	140 23%	279 31%
You consulted a range of suppliers	345 23%	305 23%	40 24%	1 6%	341 23%	1 14%	3 13%	273 23%	70 21%	133 22%	213 24%
Other	84 6%	76 6%	9 5%	1 3%	83 6%	1 14%	1 3%	65 6%	19 6%	37 6%	47 5%
Don't know	72 5%	66 5%	6 4%	2 7%	71 5%	0 0%	1 5%	56 5%	17 5%	32 5%	40 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Through a broker	427 28%	421 30%	4 5%	237 33%	190 24%	427 100%	0 0%	0 0%	427 74%	0 0%	0 0%
		a	b	c	d	e	f	g	h	i	j
Through a price comparison website or telephone service	151 10%	139 10%	11 13%	85 12%	66 8%	0 0%	69 13%	82 15%	151 26%	0 0%	0 0%
		a	b	c	d	e	f	g	h	i	j
You consulted your current supplier only	420 28%	379 27%	33 41%	123 17%	297 38%	0 0%	189 35%	230 43%	0 0%	239 42%	181 52%
		a	b	c	d	e	f	g	h	i	j
You consulted a range of suppliers	345 23%	334 24%	10 12%	218 31%	128 16%	0 0%	223 41%	122 23%	0 0%	258 45%	88 25%
		a	b	c	d	e	f	g	h	i	j
Other	84 6%	65 5%	14 18%	26 4%	58 7%	0 0%	32 6%	53 10%	0 0%	37 7%	47 13%
		a	b	c	d	e	g	g	h	j	j
Don't know	72 5%	62 4%	9 11%	21 3%	51 6%	0 0%	26 5%	46 9%	0 0%	37 6%	35 10%
		a	b	c	d	e	g	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Through a broker	427 28%	360 37%	160 42%	58 12%	39 13%	89 36%	272 38%	355 32%	58 18%	4 16%	178 24%	248 33%
		a	b	c	d	e	f	g	h		j	k
Through a price comparison website or telephone service	151 10%	110 11%	56 15%	36 7%	32 11%	31 13%	79 11%	113 10%	26 8%	6 22%	76 10%	73 10%
		a	b	c								
You consulted your current supplier only	420 28%	178 18%	36 10%	233 47%	115 39%	31 13%	147 20%	260 24%	139 43%	7 28%	212 29%	204 27%
		a	b	c	d	e	f	g	h			
You consulted a range of suppliers	345 23%	247 26%	102 27%	90 18%	75 25%	86 35%	160 22%	265 24%	67 21%	2 6%	205 28%	141 19%
		a	b	c		e					j	k
Other	84 6%	42 4%	19 5%	39 8%	14 5%	5 2%	36 5%	60 6%	15 5%	6 22%	46 6%	38 5%
		a		c		e						
Don't know	72 5%	28 3%	4 1%	38 8%	19 6%	1 *%	27 4%	40 4%	19 6%	2 6%	22 3%	49 6%
		a	b	c		e		g			j	k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Through a broker	427 28%	172 35%	234 25%	227 29%	110 34%	23 23%	144 41%	36 37%	4 17%
Through a price comparison website or telephone service	151 10%	44 9%	104 11%	75 10%	21 7%	23 23%	24 7%	7 8%	5 23%
You consulted your current supplier only	420 28%	128 26%	262 29%	223 29%	94 29%	27 27%	83 24%	24 24%	7 28%
You consulted a range of suppliers	345 23%	107 22%	220 24%	181 23%	67 21%	21 21%	70 20%	23 24%	5 22%
Other	84 6%	25 5%	52 6%	45 6%	17 5%	4 4%	18 5%	4 5%	* 2%
Don't know	72 5%	19 4%	46 5%	30 4%	11 4%	3 3%	12 3%	3 3%	2 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 46 (continuation)

D2. And how did you mainly choose your current mains gas/electricity contract or tariff?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Through a broker	427 28%	127 25%	104 27%	62 28%	50 39%	52 44%	70 29%	60 43%	24 37%	29 54%	11 47%
Through a price comparison website or telephone service	151 10%	62 12%	40 10%	20 9%	6 5%	8 7%	32 13%	7 5%	3 4%	2 3%	4 19%
You consulted your current supplier only	420 28%	165 33%	108 28%	65 29%	27 21%	19 16%	61 25%	28 20%	19 29%	9 17%	3 11%
You consulted a range of suppliers	345 23%	104 20%	89 23%	58 26%	38 29%	28 24%	61 25%	26 19%	15 23%	12 22%	4 18%
Other	84 6%	27 5%	27 7%	9 4%	4 3%	9 7%	14 6%	6 4%	3 5%	1 2%	* 2%
Don't know	72 5%	22 4%	20 5%	10 4%	4 3%	2 2%	7 3%	12 9%	1 2%	1 2%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 47

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	b	c	d	e	f	g
Unweighted Bases	139	26	45	34	105	79	34	113
Weighted Bases	151	51	57	28	135	85	16	101
Very satisfied	43 28%	8 15%	20 35%	8 27%	35 26%	28 33%	7 47% f	35 35% g
Quite satisfied	70 46%	27 54%	26 46%	12 43%	65 48%	38 45%	5 31% f	43 43%
Neither satisfied nor dissatisfied	28 18%	12 23%	7 12%	6 22%	25 18%	13 15%	3 18%	16 16%
Quite dissatisfied	5 3%	0 0%	4 7%	1 2%	5 3%	5 5%	1 4%	5 5% g
Very dissatisfied	2 1%	0 0%	0 0%	2 5% c	2 1%	2 2%	0 0%	2 1%
Don't know	4 3%	4 8%	0 0%	0 0%	4 3%	0 0% e	* 1%	* *% g
Summary: Satisfied	113 75%	35 69%	46 81%	20 70%	101 74%	66 78%	12 77%	78 78%
Summary: Dissatisfied	7 4%	0 0%	4 7%	2 7%	6 4%	6 7%	1 4%	7 7% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	b	c	d	e	f	g
Unweighted Bases	139	26	45	34	105	79	34	113
Weighted Bases	151	51	57	28	135	85	16	101
Base for stats	147	47	57	28	131	85	16	101
Mean	4.00	3.91	4.09	3.85	3.98	4.01	4.22	4.05
Standard error	.07	.13	.13	.18	.08	.10	.16	.09

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	c	*d	*e	*f	g	h	i	*j	*k
Unweighted Bases	139	29	18	31	12	27	22	47	92	108	13	18
Weighted Bases	151	27	17	45	13	33	16	44	108	126	11	15
Very satisfied	43 28%	6 23%	3 18%	16 36%	1 4%	12 36%	5 29%	9 21%	33 31%	37 30%	2 17%	4 24%
Quite satisfied	70 46%	11 41%	12 71%	20 45%	11 80%	10 29%	7 43%	23 52%	47 44%	55 44%	6 54%	9 64%
Neither satisfied nor dissatisfied	28 18%	7 24%	0 0%	7 16%	1 5%	10 30%	3 20%	7 15%	21 20%	23 18%	3 29%	1 8%
Quite dissatisfied	5 3%	0 0%	2 9%	0 0%	1 11%	2 5%	1 3%	2 4%	4 3%	5 4%	0 0%	1 4%
Very dissatisfied	2 1%	0 0%	0 0%	2 3%	0 0%	0 0%	0 0%	0 0%	2 1%	2 1%	0 0%	0 0%
Don't know	4 3%	3 12%	* 1%	0 0%	0 0%	0 0%	1 5%	3 8%	1 1%	4 3%	0 0%	0 0%
Summary: Satisfied	113 75%	17 64%	15 90%	36 80%	11 84%	22 66%	12 71%	32 74%	81 75%	92 73%	8 71%	13 88%
Summary: Dissatisfied	7 4%	0 0%	2 9%	2 3%	1 11%	2 5%	1 3%	2 4%	5 5%	6 5%	0 0%	1 4%
Base for stats	147	24	17	45	13	33	15	40	107	121	11	15

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	c	*d	*e	*f	g	h	i	*j	*k
Unweighted Bases	139	29	18	31	12	27	22	47	92	108	13	18
Weighted Bases	151	27	17	45	13	33	16	44	108	126	11	15
Mean	4.00	3.99	4.00	4.10	3.78	3.97	4.02	3.99	4.01	4.00	3.88	4.08
Standard error	.07	.14	.19	.16	.21	.18	.18	.11	.09	.09	.19	.17

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	*c	d	*e	f	*g	h	i	j	*k
Unweighted Bases	139	119	19	2	136	2	112	27	51	87	130	7
Weighted Bases	151	134	17	2	149	2	121	31	52	97	139	11
Very satisfied	43 28%	38 28%	5 29%	0 0%	42 28%	* 19%	37 31%	6 19%	15 29%	27 28%	42 30%	1 5%
Quite satisfied	70 46%	63 47%	7 42%	2 100%	70 47%	0 0%	55 45%	16 51%	24 47%	46 47%	61 44%	8 77%
Neither satisfied nor dissatisfied	28 18%	24 18%	3 19%	0 0%	26 17%	2 81%	20 16%	8 25%	8 15%	18 19%	26 18%	2 18%
Quite dissatisfied	5 3%	5 4%	0 0%	0 0%	5 3%	0 0%	4 3%	2 5%	3 6%	2 2%	5 4%	0 0%
Very dissatisfied	2 1%	2 1%	0 0%	0 0%	2 1%	0 0%	2 1%	0 0%	0 0%	2 2%	2 1%	0 0%
Don't know	4 3%	3 2%	2 10%	0 0%	4 3%	0 0%	4 4%	0 0%	2 3%	3 3%	4 3%	0 0%
Summary: Satisfied	113 75%	101 75%	12 71%	2 100%	112 75%	* 19%	92 76%	21 70%	40 76%	73 75%	103 74%	9 82%
Summary: Dissatisfied	7 4%	7 5%	0 0%	0 0%	7 4%	0 0%	5 4%	2 5%	3 6%	3 4%	7 5%	0 0%
Base for stats	147	132	15	2	145	2	117	31	50	95	135	11

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
		a	*b	*c	d	*e	f	*g	h	i	j	*k
Unweighted Bases	139	119	19	2	136	2	112	27	51	87	130	7
Weighted Bases	151	134	17	2	149	2	121	31	52	97	139	11
Mean	4.00	3.99	4.11	4.00	4.01	3.38	4.05	3.83	4.03	4.01	4.01	3.88
Standard error	.07	.08	.18	.00	.07	.82	.08	.15	.12	.09	.08	.18

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Shopped Around Last Year		Broker Usage		TPI Usage	Switching					
		Have done	Have not	Used but not main	Not used	Used broker/PCW/telephone service	Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent
		a	b	c	d	e	f	g	*h	*i	*j	k
Unweighted Bases	139	79	60	70	69	139	106	54	27	24	28	78
Weighted Bases	151	85	66	69	82	151	110	56	36	32	31	79
Very satisfied	43 28%	22 26%	21 31%	17 24%	26 31%	43 28%	33 30%	16 29%	8 22%	6 18%	11 35%	22 28%
Quite satisfied	70 46%	32 38%	38 57%	30 43%	40 49%	70 46%	46 41%	18 33%	22 60%	21 64%	10 33%	35 45%
Neither satisfied nor dissatisfied	28 18%	22 25%	6 9%	16 23%	11 14%	28 18%	23 20%	17 30%	5 14%	4 14%	7 21%	16 20%
Quite dissatisfied	5 3%	5 6%	0 0%	4 5%	2 2%	5 3%	4 3%	2 4%	1 4%	1 4%	3 9%	1 1%
Very dissatisfied	2 1%	2 2%	0 0%	0 0%	2 2%	2 1%	2 1%	0 0%	0 0%	0 0%	0 0%	2 2%
Don't know	4 3%	3 3%	2 2%	3 4%	2 2%	4 3%	4 4%	3 5%	0 0%	0 0%	1 3%	3 4%
Summary: Satisfied	113 75%	54 64%	59 89%	47 68%	66 80%	113 75%	78 71%	34 61%	29 82%	26 82%	21 68%	57 72%
Summary: Dissatisfied	7 4%	7 8%	0 0%	4 5%	3 4%	7 4%	5 5%	2 4%	1 4%	1 4%	3 9%	3 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Shopped Around Last Year		Broker Usage		TPI Usage	Switching					
		Have done	Have not	Used but not main	Not used	Used broker/PCW/telephone service	Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent
		a	b	c	d	e	f	g	*h	*i	*j	k
Unweighted Bases	139	79	60	70	69	139	106	54	27	24	28	78
Weighted Bases	151	85	66	69	82	151	110	56	36	32	31	79
Base for stats	147	83	65	67	81	147	106	53	36	32	30	76
Mean	4.00	3.83	4.23	3.90	4.08	4.00	3.98	3.90	4.00	3.95	3.96	3.99
Standard error	.07	a .11	b .08	.10	.10	.07	.09	.12	.14	.15	.19	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Contract Rollover			Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)		
		First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+
		a	*b	*c	d	e	f	g	h	*i	*j
Unweighted Bases	139	106	25	3	68	68	38	96	69	23	20
Weighted Bases	151	113	26	6	76	73	44	104	75	21	23
Very satisfied	43 28%	38 33%	5 19%	0 0%	11 15%	31 42%	16 36%	25 24%	25 34%	6 30%	2 7%
Quite satisfied	70 46%	44 39%	16 63%	6 100%	36 47%	32 44%	19 44%	51 49%	31 41%	11 54%	14 59%
Neither satisfied nor dissatisfied	28 18%	20 18%	5 19%	0 0%	20 26%	8 11%	7 17%	20 19%	14 19%	3 14%	5 22%
Quite dissatisfied	5 3%	5 5%	0 0%	0 0%	3 4%	2 3%	2 4%	4 3%	4 5%	1 3%	1 4%
Very dissatisfied	2 1%	2 1%	0 0%	0 0%	2 2%	0 0%	0 0%	2 1%	0 0%	0 0%	2 7%
Don't know	4 3%	4 4%	0 0%	0 0%	4 6%	0 0%	0 0%	3 3%	1 1%	0 0%	0 0%
Summary: Satisfied	113 75%	82 72%	21 81%	6 100%	47 62%	63 87%	35 79%	76 72%	56 75%	18 84%	15 67%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Contract Rollover			Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)		
		First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+
		a	*b	*c	d	e	f	g	h	*i	*j
Unweighted Bases	139	106	25	3	68	68	38	96	69	23	20
Weighted Bases	151	113	26	6	76	73	44	104	75	21	23
Summary: Dissatisfied	7 4%	7 6%	0 0%	0 0%	5 6%	2 3%	2 4%	5 5%	4 5%	1 3%	3 11%
Base for stats	147	109	26	6	72	73	44	101	74	21	23
Mean	4.00	4.03	4.00	4.00	3.73	4.26	4.12	3.93	4.05	4.11	3.57
Standard error	.07	.09	.12	.00	d .11	e .09	.13	.09	.10	.16	.21

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Gas Usage (% Of All Costs)			Electricity Expenditure					
		Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	
		*a	*b	*c	d	e	*f	*g	*h	
Unweighted Bases	139	26	9	4	43	38	23	8	12	
Weighted Bases	151	24	7	5	62	40	20	6	8	
Very satisfied	43 28%	10 41%	1 12%	0 0%	17 28%	14 35%	3 16%	1 24%	2 21%	
Quite satisfied	70 46%	7 31%	4 50%	3 58%	29 47%	14 35%	13 66%	3 51%	3 40%	
Neither satisfied nor dissatisfied	28 18%	5 22%	2 30%	1 23%	13 21%	7 17%	2 10%	2 26%	1 18%	
Quite dissatisfied	5 3%	2 6%	1 8%	1 19%	2 2%	4 9%	0 0%	0 0%	0 0%	
Very dissatisfied	2 1%	0 0%	0 0%	0 0%	0 0%	2 4%	0 0%	0 0%	0 0%	
Don't know	4 3%	0 0%	0 0%	0 0%	1 1%	0 0%	2 8%	0 0%	2 22%	
Summary: Satisfied	113 75%	17 71%	5 63%	3 58%	47 75%	28 70%	16 82%	4 74%	5 60%	
Summary: Dissatisfied	7 4%	2 6%	1 8%	1 19%	2 2%	5 13%	0 0%	0 0%	0 0%	
Base for stats	147	24	7	5	62	40	18	6	7	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Total	Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	d	e	*f	*g	*h
Unweighted Bases	139	26	9	4	43	38	23	8	12
Weighted Bases	151	24	7	5	62	40	20	6	8
Mean	4.00	4.05	3.68	3.39	4.02	3.89	4.06	3.98	4.04
Standard error	.07	.19	.28	.44	.12	.18	.12	.27	.24

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 47 (continuation)

D2b. How satisfied or dissatisfied were you overall with the service provided by the price comparison website or telephone service when changing to your current mains gas/electricity contract or tariff?

(Base: Where used price comparison website/ telephone service)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	*d	*e
Unweighted Bases	139	23	9	5	4	3
Weighted Bases	151	32	7	3	2	4
Very satisfied	43 28%	9 28%	3 42%	1 30%	0 0%	* 8%
Quite satisfied	70 46%	14 45%	3 48%	1 27%	1 31%	2 55%
Neither satisfied nor dissatisfied	28 18%	6 20%	1 11%	1 22%	1 69%	0 0%
Quite dissatisfied	5 3%	3 8%	0 0%	1 22%	0 0%	0 0%
Very dissatisfied	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	4 3%	0 0%	0 0%	0 0%	0 0%	2 37%
Summary: Satisfied	113 75%	23 72%	6 89%	1 57%	1 31%	3 63%
Summary: Dissatisfied	7 4%	3 8%	0 0%	1 22%	0 0%	0 0%
Base for stats	147	32	7	3	2	3
Mean	4.00	3.92	4.31	3.65	3.31	4.13
Standard error	.07	.19	.24	.64	.34	.30

Columns tested against total minus each column: a,b,c,d,e

Table 48

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
None/not approached in last 12 months	226 15%	86 20%	89 15%	31 12%	206 16%	121 14%	20 9%	140 13%
1 - 5 times	398 27%	116 27%	158 27%	69 27%	343 27%	227 27%	55 25%	282 26%
6 - 10 times	194 13%	61 14%	71 12%	29 11%	161 13%	100 12%	33 15%	133 12%
11 - 20 times	195 13%	47 11%	79 13%	36 14%	163 13%	115 14%	32 14%	147 14%
21 - 30 times	74 5%	14 3%	33 6%	14 5%	60 5%	46 5%	14 6%	60 6%
31 - 50 times	60 4%	14 3%	23 4%	16 6%	52 4%	38 5%	8 4%	46 4%
More than 50 times/too many times to count	287 19%	71 16%	112 19%	57 22%	240 19%	169 20%	48 21%	216 20%
Don't know	65 4%	23 5%	27 5%	3 1%	53 4%	30 4%	12 6%	43 4%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
None/not approached in last 12 months	226 15%	46 17%	12 13%	48 11%	12 6%	88 26%	20 12%	58 16%	169 15%	190 15%	14 12%	22 14%
1 - 5 times	398 27%	86 32% a	31 33%	96 23%	53 26%	81 24%	51 29%	117 32% g	281 25% h	319 26%	30 26%	49 32%
6 - 10 times	194 13%	30 11%	13 14%	57 14%	19 9%	47 14%	27 16%	43 12%	151 13%	157 13%	21 18%	17 11%
11 - 20 times	195 13%	39 14%	11 12%	50 12%	20 10%	48 14%	28 16%	49 13%	145 13%	162 13%	15 13%	18 11%
21 - 30 times	74 5%	12 4%	3 3%	20 5%	12 6%	18 5%	10 6%	15 4%	59 5%	63 5%	4 4%	7 4%
31 - 50 times	60 4%	10 4%	5 5%	17 4%	15 7% d	10 3%	2 1% f	15 4%	45 4%	48 4%	9 8% j	3 2%
More than 50 times/ too many times to count	287 19%	42 15%	11 11% b	115 27% c	59 29% d	33 10% e	28 16%	52 14% g	235 21% h	236 19%	19 16%	32 21%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Don't know	65 4%	9 3%	8 9%	17 4%	15 7%	11 3%	6 3%	17 5%	49 4%	54 4%	4 3%	7 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
None/not approached in last 12 months	226 15%	196 15%	30 18%	2 10%	222 15%	0 0%	4 15%	181 15%	43 13%	73 12%	151 17%
1 - 5 times	398 27%	343 26%	55 33%	9 44%	386 26%	2 51%	10 38%	299 26%	97 30%	170 28%	226 25%
6 - 10 times	194 13%	177 13%	17 10%	1 3%	188 13%	1 20%	5 19%	157 13%	37 11%	69 11%	124 14%
11 - 20 times	195 13%	171 13%	24 15%	4 19%	192 13%	0 0%	3 11%	152 13%	43 13%	96 16%	98 11%
21 - 30 times	74 5%	66 5%	8 5%	2 9%	72 5%	0 0%	2 6%	61 5%	13 4%	27 4%	47 5%
31 - 50 times	60 4%	53 4%	7 4%	1 5%	59 4%	0 0%	1 4%	47 4%	13 4%	24 4%	36 4%
More than 50 times/too many times to count	287 19%	269 20%	18 11%	2 10%	284 19%	1 14%	2 7%	221 19%	65 20%	121 20%	167 19%
Don't know	65 4%	60 4%	6 4%	0 0%	65 4%	1 14%	* 1%	50 4%	16 5%	26 4%	40 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
None/not approached in last 12 months	226 15%	194 14%	31 38%	67 9%	159 20%	24 6%	13 2%	189 35%	50 9%	41 7%	136 39%
1 - 5 times	398 27%	375 27%	18 23%	205 29%	194 25%	179 42%	116 22%	103 19%	221 38%	119 21%	58 16%
6 - 10 times	194 13%	191 14%	3 4%	102 14%	93 12%	52 12%	97 18%	44 8%	71 12%	100 18%	22 6%
11 - 20 times	195 13%	184 13%	9 11%	101 14%	94 12%	49 11%	98 18%	48 9%	70 12%	95 17%	30 9%
21 - 30 times	74 5%	72 5%	1 2%	37 5%	37 5%	21 5%	35 6%	19 4%	27 5%	34 6%	14 4%
31 - 50 times	60 4%	56 4%	2 3%	30 4%	30 4%	27 6%	23 4%	10 2%	30 5%	21 4%	10 3%
More than 50 times/too many times to count	287 19%	272 19%	12 15%	145 20%	142 18%	61 14%	147 27%	79 15%	91 16%	150 26%	46 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Don't know	65 4%	58 4%	4 5%	25 4%	40 5%	14 3%	9 2%	42 8%	19 3%	12 2%	34 10%
							f	g		i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
None/not approached in last 12 months	226 15%	109 11%	39 10%	106 21%	64 22%	25 10%	84 12%	154 14%	50 16%	8 30%	97 13%	127 17%
1 - 5 times	398 27%	280 29%	115 30%	107 22%	69 23%	62 26%	218 30%	303 28%	77 24%	6 24%	203 27%	195 26%
6 - 10 times	194 13%	125 13%	49 13%	66 13%	39 13%	28 11%	97 14%	131 12%	55 17%	1 4%	88 12%	105 14%
11 - 20 times	195 13%	143 15%	52 14%	49 10%	29 10%	36 15%	107 15%	140 13%	44 14%	5 20%	99 13%	96 13%
21 - 30 times	74 5%	49 5%	21 6%	24 5%	12 4%	17 7%	32 4%	58 5%	13 4%	2 8%	38 5%	36 5%
31 - 50 times	60 4%	38 4%	20 5%	22 4%	13 5%	17 7%	21 3%	47 4%	9 3%	1 4%	32 4%	28 4%
More than 50 times/ too many times to count	287 19%	187 19%	67 18%	92 19%	55 19%	54 22%	133 18%	214 20%	59 18%	3 11%	156 21%	129 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Don't know	65 4%	33 3%	13 4%	30 6%	14 5%	4 2%	29 4%	45 4%	16 5%	0 0%	27 4%	38 5%
		a		c		e						

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
None/not approached in last 12 months	226 15%	65 13%	151 16%	118 15%	32 10%	19 19%	32 9%	10 11%	6 24%
1 - 5 times	398 27%	134 27%	240 26%	216 28%	82 26%	26 26%	108 31%	25 26%	3 15%
6 - 10 times	194 13%	55 11%	127 14%	105 13%	40 13%	10 10%	38 11%	15 16%	2 10%
11 - 20 times	195 13%	66 13%	116 13%	106 14%	45 14%	14 14%	62 17%	13 14%	5 22%
21 - 30 times	74 5%	35 7%	34 4%	33 4%	25 8%	7 7%	15 4%	5 5%	1 6%
31 - 50 times	60 4%	22 5%	37 4%	29 4%	19 6%	4 4%	13 4%	7 7%	0 0%
More than 50 times/too many times to count	287 19%	97 20%	176 19%	146 19%	63 20%	17 17%	75 21%	20 21%	3 13%
Don't know	65 4%	20 4%	39 4%	28 4%	12 4%	3 3%	10 3%	1 1%	3 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 48 (continuation)

D3. Approximately how many times, if at all, have you been approached by a broker in the last 12 months?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
Unweighted Bases	1500	a	b	c	d	e	f	g	h	i	j
Weighted Bases	1500	403	378	245	166	169	229	151	83	75	35
None/not approached in last 12 months	226 15%	98 19%	53 14%	27 12%	7 5%	6 5%	31 13%	13 10%	4 6%	3 6%	1 3%
1 - 5 times	398 27%	a 26%	b 27%	c 30%	d 23%	e 24%	f 29%	g 32%	h 21%	i 24%	j 14%
6 - 10 times	194 13%	a 15%	b 12%	c 12%	d 10%	e 18%	f 14%	g 7%	h 11%	i 16%	j 14%
11 - 20 times	195 13%	a 14%	b 13%	c 9%	d 15%	e 19%	f 17%	g 16%	h 16%	i 11%	j 36%
21 - 30 times	74 5%	a 4%	b 6%	c 4%	d 9%	e 7%	f 3%	g 2%	h 6%	i 8%	j 14%
31 - 50 times	60 4%	a 3%	b 2%	c 9%	d 9%	e 3%	f 2%	g 4%	h 11%	i 7%	j 0%
More than 50 times/too many times to count	287 19%	a 15%	b 22%	c 23%	d 25%	e 20%	f 18%	g 22%	h 27%	i 27%	j 14%
Don't know	65 4%	a 5%	b 5%	c 1%	d 3%	e 4%	f 4%	g 8%	h 2%	i 1%	j 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 49

Summary: D4. Thinking about the last time you were approached by a broker, would you say?

(Base: Where approached by broker)

	Total	Yes	No	Unsure
They identified themselves clearly as an energy broker	1208	606 50%	526 44%	77 6%
They provided accurate information about the services they offered	1208	497 41%	440 36%	272 22%
That their tone was professional	1208	751 62%	380 31%	78 6%
That they were upfront about whether there was a cost to your business for their services	1208	320 26%	721 60%	168 14%

Table 50
D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?
 (Base: Where approached by broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1234	186	382	289	857	671	377	1048
Weighted Bases	1208	324	475	221	1019	696	189	885
Yes	606 50%	148 46%	232 49%	122 55%	503 49%	355 51%	103 54%	457 52%
No	526 44%	140 43%	221 46%	86 39%	447 44%	307 44%	79 42%	386 44%
Unsure	77 6%	35 11%	22 5%	12 5%	69 7%	34 5%	8 4%	42 5%
		a		c		e	f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1234	254	117	270	186	213	194	371	863	1002	95	137
Weighted Bases	1208	218	74	355	178	237	147	292	916	985	98	126
Yes	606 50%	111 51%	43 58%	165 46%	78 44%	128 54%	81 55%	154 53%	451 49%	483 49%	59 60%	63 50%
No	526 44%	90 41%	30 40%	173 49%	86 49%	94 40%	54 37%	119 41%	407 44%	439 45%	34 35%	53 42%
Unsure	77 6%	17 8%	1 2%	18 5%	13 8%	15 6%	12 8%	19 6%	58 6%	62 6%	5 5%	10 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1234	1080	152	17	1200	4	28	945	286	563	667
Weighted Bases	1208	1078	130	19	1182	3	22	937	268	508	697
Yes	606 50%	542 50%	64 49%	8 44%	594 50%	2 60%	9 41%	467 50%	136 51%	258 51%	345 49%
No	526 44%	464 43%	61 47%	9 49%	511 43%	1 40%	13 59%	400 43%	125 47%	225 44%	301 43%
Unsure	77 6%	72 7%	5 3%	1 8%	77 7%	0 0%	0 0%	70 8%	7 2%	25 5%	52 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	1176	42	642	592	404	542	288	520	535	179
Weighted Bases	1208	1149	45	619	590	388	517	303	510	519	180
Yes	606 50%	575 50%	27 59%	316 51%	289 49%	228 59% e	243 47%	135 44% g	290 57% h	230 44% i	86 48%
No	526 44%	500 44%	19 41%	265 43%	261 44%	140 36% e	245 47% f	140 46%	195 38% h	250 48% i	80 45%
Unsure	77 6%	75 6%	0 0%	38 6%	39 7%	20 5%	29 6%	28 9% g	24 5%	39 7%	14 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1234	854	349	341	212	217	637	917	262	15	628	600
Weighted Bases	1208	822	324	359	216	214	608	894	257	19	616	588
Yes	606 50%	420 51%	185 57%	168 47%	100 46%	119 56%	301 50%	458 51%	124 48%	10 52%	297 48%	305 52%
No	526 44%	355 43%	123 38%	163 45%	100 46%	85 40%	269 44%	381 43%	120 47%	7 35%	272 44%	252 43%
Unsure	77 6%	47 6%	16 5%	28 8%	16 7%	10 5%	38 6%	55 6%	14 5%	2 13%	46 8%	30 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1234	432	728	640	278	84	344	96	17
Weighted Bases	1208	409	730	634	275	78	310	85	15
Yes	606 50%	197 48%	375 51%	332 52%	116 42%	41 52%	170 55%	38 45%	7 44%
No	526 44%	182 45%	317 43%	258 41%	141 51%	37 47%	119 39%	46 53%	9 56%
Unsure	77 6%	30 7%	37 5%	44 7%	18 7%	1 1%	20 7%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 50 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they identified themselves clearly as an energy broker?

(Base: Where approached by broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	314	311	213	150	153	193	123	78	70	33
Weighted Bases	1208	386	314	194	119	108	205	114	59	50	22
Yes	606 50%	204 53%	153 49%	96 49%	58 48%	55 51%	104 51%	70 61%	23 38%	23 45%	11 53%
No	526 44%	159 41%	146 46%	81 42%	52 44%	46 42%	93 45%	37 33%	34 58%	24 48%	9 40%
Unsure	77 6%	23 6%	16 5%	18 9%	9 8%	7 6%	8 4%	7 6%	2 4%	4 7%	1 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 51

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1234	186	382	289	857	671	377	1048
Weighted Bases	1208	324	475	221	1019	696	189	885
Yes	497 41%	129 40%	177 37%	101 46%	407 40%	278 40%	90 48%	368 42%
No	440 36%	118 36%	182 38%	76 34%	376 37%	258 37%	64 34%	322 36%
Unsure	272 22%	77 24%	116 24%	44 20%	236 23%	159 23%	35 19%	195 22%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1234	254	117	270	186	213	194	371	863	1002	95	137
Weighted Bases	1208	218	74	355	178	237	147	292	916	985	98	126
Yes	497 41%	88 40%	36 48%	134 38%	65 37%	102 43%	72 49%	124 42%	373 41%	403 41%	38 39%	55 44%
No	440 36%	71 33%	27 37%	144 41%	75 42%	75 32%	47 32%	99 34%	341 37%	364 37%	33 33%	44 35%
Unsure	272 22%	59 27%	11 15%	77 22%	37 21%	59 25%	28 19%	70 24%	202 22%	217 22%	27 28%	28 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1234	1080	152	17	1200	4	28	945	286	563	667
Weighted Bases	1208	1078	130	19	1182	3	22	937	268	508	697
Yes	497 41%	446 41%	51 40%	8 43%	489 41%	2 60%	6 27%	381 41%	115 43%	221 44%	273 39%
No	440 36%	390 36%	50 38%	7 39%	430 36%	1 17%	9 41%	340 36%	100 37%	179 35%	261 37%
Unsure	272 22%	242 22%	29 22%	3 18%	263 22%	1 23%	7 32%	217 23%	53 20%	108 21%	164 23%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	1176	42	642	592	404	542	288	520	535	179
Weighted Bases	1208	1149	45	619	590	388	517	303	510	519	180
Yes	497 41%	480 42%	15 33%	270 44%	227 38%	196 50%	201 39%	100 33%	248 49%	184 36%	64 36%
No	440 36%	414 36%	19 43%	217 35%	223 38%	113 29%	216 42%	110 36%	159 31%	215 42%	65 36%
Unsure	272 22%	255 22%	11 24%	132 21%	139 24%	80 20%	99 19%	93 31%	102 20%	119 23%	51 28%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1234	854	349	341	212	217	637	917	262	15	628	600
Weighted Bases	1208	822	324	359	216	214	608	894	257	19	616	588
Yes	497 41%	352 43%	157 48%	128 36%	77 36%	94 44%	258 42%	373 42%	104 40%	8 42%	249 40%	248 42%
No	440 36%	288 35%	100 31%	146 41%	90 42%	74 35%	214 35%	323 36%	96 37%	8 43%	236 38%	200 34%
Unsure	272 22%	182 22%	67 21%	85 24%	49 23%	47 22%	136 22%	197 22%	57 22%	3 15%	131 21%	140 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1234	432	728	640	278	84	344	96	17
Weighted Bases	1208	409	730	634	275	78	310	85	15
Yes	497 41%	163 40%	299 41%	269 42%	102 37%	29 37%	142 46%	38 45%	3 20%
No	440 36%	163 40%	260 36%	224 35%	115 42%	31 40%	108 35%	30 35%	8 50%
Unsure	272 22%	83 20%	171 23%	141 22%	58 21%	18 23%	60 19%	17 20%	5 30%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 51 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say they provided accurate information about the services they offered?

(Base: Where approached by broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	314	311	213	150	153	193	123	78	70	33
Weighted Bases	1208	386	314	194	119	108	205	114	59	50	22
Yes	497 41%	164 42%	121 39%	80 41%	52 44%	41 38%	91 44%	54 47%	24 40%	20 41%	6 25%
No	440 36%	136 35%	126 40%	70 36%	44 37%	41 38%	75 37%	33 29%	28 47%	19 38%	10 45%
Unsure	272 22%	87 22%	67 21%	44 23%	23 20%	26 24%	39 19%	27 24%	8 13%	11 21%	7 30%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 52

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1234	186	382	289	857	671	377	1048
Weighted Bases	1208	324	475	221	1019	696	189	885
Yes	751 62%	191 59%	278 59%	147 67%	617 60%	425 61%	134 71% f	560 63%
No	380 31%	111 34%	162 34%	62 28%	335 33%	224 32%	45 24% f	269 30%
Unsure	78 6%	22 7%	35 7%	11 5%	68 7%	46 7%	10 5%	56 6%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1234	254	117	270	186	213	194	371	863	1002	95	137
Weighted Bases	1208	218	74	355	178	237	147	292	916	985	98	126
Yes	751 62%	142 65%	56 76%	202 57%	96 54%	158 67%	97 66%	198 68%	553 60%	607 62%	57 58%	87 69%
No	380 31%	65 30%	16 22%	128 36%	67 38%	64 27%	39 27%	82 28%	298 33%	316 32%	30 31%	33 26%
Unsure	78 6%	11 5%	2 3%	26 7%	14 8%	15 6%	10 7%	13 4%	65 7%	61 6%	10 11%	7 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1234	1080	152	17	1200	4	28	945	286	563	667
Weighted Bases	1208	1078	130	19	1182	3	22	937	268	508	697
Yes	751 62%	663 62%	87 67%	12 67%	733 62%	3 77%	15 66%	578 62%	170 64%	332 65% i	416 60%
No	380 31%	345 32%	34 26%	6 33%	371 31%	1 23%	7 32%	305 33%	74 28%	139 27% i	239 34% j
Unsure	78 6%	70 6%	8 6%	0 0%	77 7%	0 0%	1 2%	54 6%	24 9%	36 7%	42 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	1176	42	642	592	404	542	288	520	535	179
Weighted Bases	1208	1149	45	619	590	388	517	303	510	519	180
Yes	751 62%	720 63%	24 54%	391 63%	360 61%	277 71% e	301 58% f	172 57% g	363 71% h	289 56% i	100 55% j
No	380 31%	352 31%	21 46%	189 31%	190 32%	95 25% e	176 34% f	108 36% g	125 25% h	183 35% i	72 40% j
Unsure	78 6%	77 7%	0 0%	38 6%	40 7%	16 4% e	39 8% f	23 7% g	22 4% h	47 9% i	9 5% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1234	854	349	341	212	217	637	917	262	15	628	600
Weighted Bases	1208	822	324	359	216	214	608	894	257	19	616	588
Yes	751 62%	522 64%	220 68%	208 58%	138 64%	132 61%	391 64%	574 64%	147 57%	9 45%	367 60%	381 65%
No	380 31%	252 31%	88 27%	122 34%	64 30%	67 31%	185 30%	267 30%	93 36%	9 47%	207 34%	170 29%
Unsure	78 6%	48 6%	17 5%	29 8%	14 7%	16 7%	32 5%	53 6%	18 7%	2 8%	42 7%	36 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1234	432	728	640	278	84	344	96	17
Weighted Bases	1208	409	730	634	275	78	310	85	15
Yes	751 62%	237 58%	465 64%	391 62%	162 59%	53 67%	202 65%	57 66%	7 45%
No	380 31%	146 36%	214 29%	207 33%	92 33%	20 26%	90 29%	22 26%	7 44%
Unsure	78 6%	25 6%	50 7%	36 6%	22 8%	5 6%	18 6%	7 8%	2 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 52 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that their tone was professional?

(Base: Where approached by broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	314	311	213	150	153	193	123	78	70	33
Weighted Bases	1208	386	314	194	119	108	205	114	59	50	22
Yes	751 62%	238 62%	178 57%	119 62%	82 69%	73 68%	133 65%	76 66%	37 62%	34 68%	10 45%
No	380 31%	129 33%	108 35%	61 31%	30 25%	28 26%	63 31%	26 23%	17 28%	15 29%	7 32%
Unsure	78 6%	20 5%	28 9%	14 7%	7 6%	7 7%	9 4%	12 11%	6 10%	1 3%	5 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 53

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1234	186	382	289	857	671	377	1048
Weighted Bases	1208	324	475	221	1019	696	189	885
Yes	320 26%	85 26%	117 25%	64 29%	265 26%	181 26%	54 29%	235 27%
No	721 60%	184 57%	305 64%	121 55%	610 60%	426 61%	111 59%	538 61%
Unsure	168 14%	56 17%	53 11%	36 16%	144 14%	88 13%	24 12%	112 13%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1234	254	117	270	186	213	194	371	863	1002	95	137
Weighted Bases	1208	218	74	355	178	237	147	292	916	985	98	126
Yes	320 26%	55 25%	23 31%	79 22%	49 28%	67 28%	47 32%	78 27%	241 26%	259 26%	28 29%	32 26%
No	721 60%	127 58%	43 57%	232 65%	106 60%	136 57%	78 53%	169 58%	552 60%	590 60%	55 57%	76 60%
Unsure	168 14%	36 17%	9 11%	44 12%	22 13%	35 15%	22 15%	45 15%	123 13%	135 14%	15 15%	18 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	1234	1080	152	17	1200	4	28	945	286	563	667
Weighted Bases	1208	1078	130	19	1182	3	22	937	268	508	697
Yes	320 26%	287 27%	32 25%	7 37%	316 27%	1 17%	3 15%	239 25%	81 30%	150 29%	168 24%
No	721 60%	642 60%	78 60%	8 42%	701 59%	3 83%	16 72%	569 61%	151 56%	285 56%	434 62%
Unsure	168 14%	149 14%	19 15%	4 20%	165 14%	0 0%	3 13%	130 14%	36 13%	73 14%	95 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	1176	42	642	592	404	542	288	520	535	179
Weighted Bases	1208	1149	45	619	590	388	517	303	510	519	180
Yes	320 26%	303 26%	16 34%	173 28%	146 25%	145 37%	113 22%	62 20%	172 34%	110 21%	38 21%
No	721 60%	688 60%	23 51%	373 60%	349 59%	196 51%	332 64%	193 64%	270 53%	341 66%	110 61%
Unsure	168 14%	158 14%	7 14%	73 12%	95 16%	47 12%	72 14%	48 16%	68 13%	68 13%	32 18%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1234	854	349	341	212	217	637	917	262	15	628	600
Weighted Bases	1208	822	324	359	216	214	608	894	257	19	616	588
Yes	320 26%	224 27%	94 29%	81 23%	46 21%	60 28%	165 27%	244 27%	64 25%	5 26%	160 26%	159 27%
No	721 60%	487 59%	199 61%	223 62%	135 63%	129 60%	358 59%	536 60%	155 60%	11 58%	374 61%	342 58%
Unsure	168 14%	111 13%	32 10%	54 15%	35 16%	26 12%	85 14%	113 13%	39 15%	3 15%	81 13%	86 15%
			b					g				

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1234	432	728	640	278	84	344	96	17
Weighted Bases	1208	409	730	634	275	78	310	85	15
Yes	320 26%	87 21%	211 29%	165 26%	75 27%	18 24%	100 32%	23 27%	2 12%
No	721 60%	267 65%	417 57%	386 61%	167 61%	46 59%	168 54%	50 58%	9 62%
Unsure	168 14%	55 13%	102 14%	82 13%	34 12%	14 18%	42 13%	13 15%	4 26%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 53 (continuation)

D4. Thinking about the last time you were approached by a broker, would you say that they were upfront about whether there was a cost to your business for their services?

(Base: Where approached by broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1234	314	311	213	150	153	193	123	78	70	33
Weighted Bases	1208	386	314	194	119	108	205	114	59	50	22
Yes	320 26%	112 29%	78 25%	44 23%	32 27%	26 24%	62 30%	39 34%	13 22%	11 22%	5 23%
No	721 60%	221 57%	202 64%	123 63%	68 57%	62 58%	113 55%	60 53%	38 63%	34 67%	12 53%
Unsure	168 14%	53 14%	34 11%	27 14%	20 17%	20 18%	30 15%	15 13%	8 14%	5 11%	5 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 54

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	445	64	128	94	286	222	159	381
Weighted Bases	427	119	158	71	348	229	78	308
Yes	33 8%	7 5%	12 8%	7 9%	25 7%	19 8%	8 10%	27 9%
No	369 87%	102 85%	138 88%	62 87%	302 87%	200 87%	67 86%	268 87%
Can't recall	25 6%	11 9%	7 5%	3 4%	21 6%	10 4%	3 4%	14 4%
								g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	445	89	47	89	79	75	66	136	309	369	25	51
Weighted Bases	427	70	33	113	74	88	49	103	324	356	23	47
Yes	33 8%	7 10%	1 2%	7 6%	12 16% d	4 4%	3 6%	8 7%	25 8%	28 8%	2 7%	3 7%
No	369 87%	58 83%	28 84%	103 91%	57 76% d	81 93%	42 85%	86 84%	283 87%	308 86%	21 91%	40 85%
Can't recall	25 6%	5 7%	5 14% b	3 3%	6 8%	2 3%	4 8%	9 9%	15 5%	20 6%	1 2%	4 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	445	383	62	7	428	2	15	325	118	236	207
Weighted Bases	427	371	56	8	413	2	12	309	117	213	212
Yes	33 8%	29 8%	4 8%	1 7%	30 7%	0 0%	3 27%	22 7%	11 9%	19 9%	14 7%
No	369 87%	319 86%	51 91%	7 84%	359 87%	2 100%	8 69%	268 87%	100 86%	180 85%	186 88%
Can't recall	25 6%	24 6%	1 2%	1 9%	24 6%	0 0%	1 5%	19 6%	6 5%	14 6%	11 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage	TPI Usage
		Have one	Do not	Have done	Have not	Used	Used broker/ PCW/ telephone service
		a	*b	c	d	e	f
Unweighted Bases	445	436	6	247	198	445	445
Weighted Bases	427	421	4	237	190	427	427
Yes	33 8%	32 8%	1 13%	15 6%	18 9%	33 8%	33 8%
No	369 87%	364 86%	4 87%	210 89%	159 84%	369 87%	369 87%
Can't recall	25 6%	25 6%	0 0%	12 5%	13 7%	25 6%	25 6%

Columns tested against total minus each column: a,b,c,d,e,f

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	445	371	173	60	43	91	280	368	65	1	185	258
Weighted Bases	427	360	160	58	39	89	272	355	58	4	178	248
Yes	33 8%	29 8%	12 7%	3 5%	1 3%	7 7%	23 8%	26 7%	7 12%	0 0%	13 7%	19 8%
No	369 87%	315 87%	141 88%	47 82%	31 78%	80 90%	235 86%	308 87%	48 83%	4 100%	155 87%	214 87%
Can't recall	25 6%	16 5%	8 5%	8 13%	8 19%	2 2%	14 5%	20 6%	3 5%	0 0%	10 6%	14 6%
		a		c	d							

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	g	*h
Unweighted Bases	445	184	240	232	109	26	159	39	5
Weighted Bases	427	172	234	227	110	23	144	36	4
Yes	33 8%	20 12%	11 5%	16 7%	10 10%	1 6%	10 7%	5 13%	0 0%
No	369 87%	145 84%	207 88%	200 88%	95 87%	21 94%	129 89%	30 85%	4 100%
Can't recall	25 6%	7 4%	16 7%	11 5%	4 3%	0 0%	6 4%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 54 (continuation)

D5. Did the broker charge you for their services?

(Base: Where used broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	445	100	108	71	59	71	70	53	30	38	19
Weighted Bases	427	127	104	62	50	52	70	60	24	29	11
Yes	33 8%	6 5%	5 4%	8 12%	6 12%	6 11%	3 5%	4 7%	4 18%	3 11%	1 5%
No	369 87%	112 88%	95 92%	51 82%	41 82%	45 86%	65 93%	50 84%	18 76%	22 78%	10 95%
Can't recall	25 6%	9 7%	4 4%	4 6%	3 6%	2 3%	2 2%	5 9%	1 6%	3 11%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 55

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		*a	*b	*c	*d	*e	*f	g
Unweighted Bases	37	4	9	7	20	16	17	33
Weighted Bases	33	7	12	7	25	19	8	27
Yes	23	3	8	4	16	12	7	19
	69%	52%	66%	66%	62%	66%	91%	73%
No	10	3	4	2	10	6	1	7
	31%	48%	34%	34%	38%	34%	9%	27%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 55 (continuation)

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Bases	37	9	3	5	12	3	5	12	25	33	1	3
Weighted Bases	33	7	1	7	12	4	3	8	25	28	2	3
Yes	23 69%	5 67%	1 100%	4 61%	8 69%	2 58%	3 100%	5 69%	18 69%	20 70%	0 0%	3 100%
No	10 31%	2 33%	0 0%	3 39%	4 31%	2 42%	0 0%	2 31%	8 31%	9 30%	2 100%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 55 (continuation)

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

	Total	No. Of Sites			Extent Of Responsibility		Fuel (Responsibility)		Fuel (Usage)		Fixed Term Contract	
		Single site	Multi-site	Franchise	Entire business	One site (Multi)	Electricity	Gas	Use both	Use electricity only	Have one	Do not
Column		a	*b	*c	d	*e	*f	*g	*h	*i	j	*k
Unweighted Bases	37	32	5	1	35	2	26	11	21	16	36	1
Weighted Bases	33	29	4	1	30	3	22	11	19	14	32	1
Yes	23 69%	19 66%	4 92%	1 100%	20 66%	3 100%	15 68%	8 72%	13 69%	10 70%	22 69%	1 100%
No	10 31%	10 34%	* 8%	0 0%	10 34%	0 0%	7 32%	3 28%	6 31%	4 30%	10 31%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 55 (continuation)

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

Column	Total	Shopped Around Last Year		Broker Usage Used	TPI Usage Used broker/ PCW/ telephone service	Switching					
		Have done *a	Have not *b			Have in last 5 years e	Have in last year *f	Not in last 5 years *g	Considered but never done so *h	Frequent *i	Infrequent *j
Unweighted Bases	37	18	19	37	37	30	10	4	3	7	23
Weighted Bases	33	15	18	33	33	29	12	3	1	7	23
Yes	23 69%	11 70%	12 68%	23 69%	23 69%	21 71%	8 73%	1 45%	1 72%	5 70%	16 72%
No	10 31%	5 30%	6 32%	10 31%	10 31%	8 29%	3 27%	2 55%	* 28%	2 30%	6 28%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 55 (continuation)

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

Column	Total	Contract Rollover		Contact Supplier In Last Year		Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)	
		First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Bases	37	28	9	13	22	21	13	19	10	1	11	4
Weighted Bases	33	26	7	13	19	20	11	16	10	1	10	5
Yes	23 69%	17 66%	6 82%	10 75%	12 64%	14 72%	8 69%	10 62%	8 74%	0 0%	7 73%	2 38%
No	10 31%	9 34%	1 18%	3 25%	7 36%	6 28%	3 31%	6 38%	3 26%	1 100%	3 27%	3 62%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 55 (continuation)

D6. Were you aware of this charge before using the broker's services?

(Base: Where charged for service)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Bases	37	5	5	9	6	8	4	4	4	4	1
Weighted Bases	33	6	5	8	6	6	3	4	4	3	1
Yes	23 69%	3 55%	3 64%	6 75%	4 65%	4 68%	2 55%	4 84%	1 30%	3 89%	1 100%
No	10 31%	3 45%	2 36%	2 25%	2 35%	2 32%	2 45%	1 16%	3 70%	* 11%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 56

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	445	64	128	94	286	222	159	381
Weighted Bases	427	119	158	71	348	229	78	308
Very satisfied	202 47%	64 54%	65 41%	34 47%	162 47%	98 43%	40 51%	138 45%
Quite satisfied	148 35%	34 29%	62 39%	25 35%	121 35%	87 38%	27 35%	114 37%
Neither satisfied nor dissatisfied	42 10%	16 13%	12 8%	8 11%	35 10%	20 9%	7 9%	26 9%
Quite dissatisfied	10 2%	2 2%	7 4%	0 0%	9 3%	7 3%	1 1%	8 3%
Very dissatisfied	21 5%	2 1%	12 8%	4 6%	18 5%	16 7%	3 4%	19 6%
Don't know	3 1%	2 1%	0 0%	1 2%	3 1%	1 1%	* 1%	2 1%
Summary: Satisfied	350 82%	98 82%	126 80%	59 82%	283 81%	185 81%	67 85%	252 82%
Summary: Dissatisfied	31 7%	4 3%	19 12%	4 6%	27 8%	23 10%	4 5%	27 9%
Base for stats	424	118	158	70	346	228	78	306

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	445	64	128	94	286	222	159	381
Weighted Bases	427	119	158	71	348	229	78	308
Mean	4.18	4.33	4.01	4.20	4.16	4.07	4.27	4.12
Standard error	.05	.11	b .10	.11	.06	e .08	.08	g .06

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	445	89	47	89	79	75	66	136	309	369	25	51
Weighted Bases	427	70	33	113	74	88	49	103	324	356	23	47
Very satisfied	202 47%	34 48%	18 54%	67 59%	29 38%	31 35%	24 48%	51 50%	151 46%	172 48%	12 52%	18 39%
Quite satisfied	148 35%	25 36%	13 40%	27 23%	27 37%	39 45%	17 34%	39 38%	110 34%	124 35%	9 40%	15 31%
Neither satisfied nor dissatisfied	42 10%	5 7%	1 4%	14 12%	6 8%	12 13%	5 9%	6 6%	36 11%	31 9%	0 0%	11 24%
Quite dissatisfied	10 2%	3 4%	0 0%	1 1%	2 3%	2 3%	2 4%	3 3%	8 2%	10 3%	0 0%	0 0%
Very dissatisfied	21 5%	1 1%	* 1%	5 4%	10 13%	3 4%	2 5%	1 1%	20 6%	19 5%	2 8%	1 1%
Don't know	3 1%	2 3%	* 1%	0 0%	1 1%	0 0%	0 0%	3 2%	1 *%	1 *%	0 0%	3 5%
Summary: Satisfied	350 82%	59 85%	31 94%	94 83%	56 75%	70 80%	40 82%	90 88%	260 80%	296 83%	21 92%	33 70%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	*j	k
Unweighted Bases	445	89	47	89	79	75	66	136	309	369	25	51
Weighted Bases	427	70	33	113	74	88	49	103	324	356	23	47
Summary: Dissatisfied	31 7%	4 5%	* 1%	6 5%	12 16%	5 6%	4 9%	4 4%	27 8%	29 8%	2 8%	1 1%
Base for stats	424	68	32	113	73	88	49	100	323	356	23	45
Mean	4.18	4.30	4.49	4.33	3.85	4.06	4.17	4.36	4.12	4.18	4.27	4.12
Standard error	.05	.10	b .10	.11	d .15	.11	.13	g .07	.06	.06	.22	.13

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	445	383	62	7	428	2	15	325	118	236	207
Weighted Bases	427	371	56	8	413	2	12	309	117	213	212
Very satisfied	202 47%	168 45%	34 60%	6 75%	193 47%	2 72%	8 67%	138 45%	64 55%	105 50%	95 45%
Quite satisfied	148 35%	135 36%	14 24%	1 18%	144 35%	1 28%	3 30%	113 37%	34 29%	76 36%	72 34%
Neither satisfied nor dissatisfied	42 10%	37 10%	5 10%	1 7%	42 10%	0 0%	* 3%	31 10%	11 9%	15 7%	26 12%
Quite dissatisfied	10 2%	10 3%	* 1%	0 0%	10 2%	0 0%	0 0%	8 3%	2 2%	6 3%	4 2%
Very dissatisfied	21 5%	18 5%	3 5%	0 0%	21 5%	0 0%	0 0%	16 5%	5 4%	9 4%	12 6%
Don't know	3 1%	3 1%	0 0%	0 0%	3 1%	0 0%	0 0%	2 1%	1 1%	2 1%	2 1%
Summary: Satisfied	350 82%	303 82%	47 85%	7 93%	337 82%	2 100%	11 97%	251 81%	98 84%	181 85%	168 79%
Summary: Dissatisfied	31 7%	28 8%	3 6%	0 0%	31 8%	0 0%	0 0%	24 8%	7 6%	15 7%	16 8%
Base for stats	424	368	56	8	410	2	12	306	116	211	210
Mean	4.18	4.16	4.34	4.68	4.16	4.72	4.64	4.14	4.29	4.25	4.12
Standard error	.05	.05	.13	.24	.05	.44	.15	.06	.09	.07	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage	TPI Usage
		Have one	Do not	Have done	Have not	Used	Used broker/ PCW/ telephone service
		a	*b	c	d	e	f
Unweighted Bases	445	436	6	247	198	445	445
Weighted Bases	427	421	4	237	190	427	427
Very satisfied	202 47%	200 48%	1 26%	101 42% c	101 53% d	202 47%	202 47%
Quite satisfied	148 35%	147 35%	1 30%	95 40% c	53 28% d	148 35%	148 35%
Neither satisfied nor dissatisfied	42 10%	40 10%	1 25%	20 8% c	22 12% d	42 10%	42 10%
Quite dissatisfied	10 2%	10 2%	0 0%	4 2% c	6 3% d	10 2%	10 2%
Very dissatisfied	21 5%	20 5%	1 19%	15 6% c	6 3% d	21 5%	21 5%
Don't know	3 1%	3 1%	0 0%	3 1% c	1 *% d	3 1%	3 1%
Summary: Satisfied	350 82%	347 82%	2 56%	196 83% c	154 81% d	350 82%	350 82%
Summary: Dissatisfied	31 7%	31 7%	1 19%	19 8% c	12 6% d	31 7%	31 7%
Base for stats	424	418	4	235	189	424	424

Columns tested against total minus each column: a,b,c,d,e,f

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

	Fixed Term Contract		Shopped Around Last Year		Broker Usage	TPI Usage	
	Total	Have one	Do not	Have done	Have not	Used	Used broker/ PCW/ telephone service
Column		a	*b	c	d	e	f
Unweighted Bases	445	436	6	247	198	445	445
Weighted Bases	427	421	4	237	190	427	427
Mean	4.18	4.19	3.44	4.12	4.26	4.18	4.18
Standard error	.05	.05	.65	.07	.07	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	445	371	173	60	43	91	280	368	65	1	185	258
Weighted Bases	427	360	160	58	39	89	272	355	58	4	178	248
Very satisfied	202 47%	172 48%	79 49%	27 47%	15 38%	39 45%	133 49%	160 45%	33 56%	4 100%	80 45%	122 49%
Quite satisfied	148 35%	129 36%	54 34%	14 25%	14 35%	39 44%	90 33%	127 36%	18 31%	0 0%	59 33%	89 36%
Neither satisfied nor dissatisfied	42 10%	31 9%	13 8%	11 19%	5 14%	4 5%	27 10%	35 10%	7 13%	0 0%	14 8%	28 11%
Quite dissatisfied	10 2%	10 3%	4 3%	0 0%	0 0%	2 2%	8 3%	9 3%	0 0%	0 0%	7 4%	3 1%
Very dissatisfied	21 5%	14 4%	8 5%	5 9%	5 13%	3 3%	11 4%	20 6%	0 0%	0 0%	17 10%	4 1%
Don't know	3 1%	3 1%	2 1%	0 0%	* 1%	1 1%	2 1%	3 1%	0 0%	0 0%	1 *%	3 1%
Summary: Satisfied	350 82%	301 84%	133 83%	42 73%	29 73%	78 88%	223 82%	287 81%	51 87%	4 100%	139 78%	210 85%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	445	371	173	60	43	91	280	368	65	1	185	258
Weighted Bases	427	360	160	58	39	89	272	355	58	4	178	248
Summary: Dissatisfied	31 7%	25 7%	12 8%	5 9%	5 13%	5 6%	20 7%	29 8%	0 h	0 0%	24 14%	7 3%
Base for stats	424	357	158	58	39	87	270	351	58	4	178	245
Mean	4.18	4.22	4.21	4.02	3.86	4.25	4.20	4.13	4.43	5.00	4.00	4.31
Standard error	.05	.05	.08	.16	d .20	.10	.06	g .06	h .09	.00	j .09	k .05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	*e	f	g	*h
Unweighted Bases	445	184	240	232	109	26	159	39	5
Weighted Bases	427	172	234	227	110	23	144	36	4
Very satisfied	202 47%	80 46%	112 48%	114 50%	47 43%	9 38%	75 52%	17 47%	1 17%
Quite satisfied	148 35%	57 33%	83 36%	68 30%	42 38%	9 41%	47 33%	15 43%	1 31%
Neither satisfied nor dissatisfied	42 10%	20 12%	22 9%	27 12%	10 9%	1 3%	13 9%	1 3%	0 0%
Quite dissatisfied	10 2%	* *%	8 3%	5 2%	4 3%	2 8%	5 3%	1 3%	0 0%
Very dissatisfied	21 5%	a 14 8%	b 7 3%	10 5%	6 5%	2 9%	5 3%	1 2%	2 52%
Don't know	3 1%	1 *%	3 1%	2 1%	1 1%	0 0%	* *%	1 2%	0 0%
Summary: Satisfied	350 82%	137 80%	195 83%	182 80%	89 82%	18 80%	122 84%	32 90%	2 48%
Summary: Dissatisfied	31 7%	14 8%	14 6%	15 7%	9 8%	4 17%	10 7%	2 5%	2 52%
Base for stats	424	172	231	225	109	23	144	35	4
Mean	4.18	4.10	4.23	4.20	4.12	3.91	4.26	4.33	2.61
Standard error	.05	.08	.06	.07	.10	.25	.08	.14	.88

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 56 (continuation)

D10. How satisfied were you overall with the service provided by the broker when changing to your current mains gas/electricity contract or tariff?

(Base: Where used broker)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	445	100	108	71	59	71	70	53	30	38	19
Weighted Bases	427	127	104	62	50	52	70	60	24	29	11
Very satisfied	202 47%	58 46%	46 44%	32 52%	30 60%	22 42%	33 47%	29 49%	9 36%	16 57%	8 72%
Quite satisfied	148 35%	46 36%	37 36%	21 34%	12 24%	20 39%	26 37%	25 41%	9 40%	8 26%	2 18%
Neither satisfied nor dissatisfied	42 10%	12 10%	13 13%	4 6%	3 7%	6 11%	7 10%	2 4%	1 3%	2 7%	1 11%
Quite dissatisfied	10 2%	6 4%	3 3%	1 2%	0 0%	1 1%	2 3%	2 4%	1 6%	0 0%	0 0%
Very dissatisfied	21 5%	3 2%	4 4%	3 5%	5 10%	4 7%	1 1%	1 1%	3 12%	3 9%	0 0%
Don't know	3 1%	2 2%	* *%	1 1%	0 0%	0 0%	1 1%	* *%	1 3%	0 0%	0 0%
Summary: Satisfied	350 82%	105 82%	83 80%	53 86%	42 84%	42 81%	59 85%	54 90%	18 76%	24 84%	10 89%
Summary: Dissatisfied	31 7%	8 7%	7 7%	4 7%	5 10%	4 8%	3 4%	3 5%	4 18%	3 9%	0 0%
Base for stats	424	125	104	61	50	52	69	59	23	29	11
Mean	4.18	4.22	4.15	4.27	4.24	4.08	4.27	4.33	3.84	4.23	4.61
Standard error	.05	.10	.10	.12	.16	.13	.11	.12	.25	.20	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 57
D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?
 (Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very negative	420 28%	113 26%	177 30%	76 30%	366 29%	253 30%	55 25%	307 29%
Quite negative	275 18%	84 19%	112 19%	40 16%	236 18%	152 18%	39 18%	191 18%
Neutral, neither positive nor negative	426 28%	109 25%	168 28%	85 33%	362 28%	254 30%	63 29%	317 30%
Quite positive	191 13%	58 14%	70 12%	29 11%	158 12%	99 12%	33 15%	133 12%
Very positive	98 7%	30 7%	32 5%	16 6%	78 6%	48 6%	20 9%	68 6%
Don't know	90 6%	39 9%	31 5%	9 4%	79 6%	40 5%	11 5%	51 5%
Summary: Negative	696 46%	197 46%	289 49%	116 45%	602 47%	405 48%	94 42%	499 47%
Summary: Positive	289 19%	88 20%	103 17%	45 17%	236 18%	148 17%	53 24%	201 19%
Base for stats	1410	394	560	246	1200	806	210	1017

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Mean	2.48	2.51	2.41	2.47	2.46	2.43	2.64	2.47
Standard error	.03	.08	.06	.07	.04	.04	f .06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very negative	420 28%	75 27%	21 22%	135 32%	76 37% d	77 23% e	36 21% f	96 26%	324 29%	349 28%	29 25%	42 27%
Quite negative	275 18%	51 19%	18 19%	73 17%	36 18%	68 20%	30 18%	69 19%	207 18%	216 18%	27 23%	33 21%
Neutral, neither positive nor negative	426 28%	87 32%	26 28%	112 27%	44 22% d	98 29%	59 34% f	113 31%	313 28%	354 29%	27 24%	45 29%
Quite positive	191 13%	28 10%	22 23% b	49 12%	26 13%	45 14%	20 12%	50 14%	140 12%	156 13%	17 15%	18 12%
Very positive	98 7%	17 6%	4 4%	35 8%	15 7%	10 3% e	17 10% f	21 6%	77 7%	81 7%	8 7%	9 6%
Don't know	90 6%	14 5%	3 3%	18 4%	8 4%	37 11% e	10 6%	17 5%	72 6%	73 6%	7 6%	9 6%
Summary: Negative	696 46%	125 46%	39 41%	207 49%	112 55% d	145 43%	66 38% f	164 45%	531 47%	565 46%	56 49%	74 48%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Positive	289 19%	46 17%	26 28% b	83 20%	41 20%	56 17%	37 22%	72 20%	217 19%	237 19%	25 21%	27 17%
Base for stats	1410	258	92	402	198	299	162	349	1061	1156	108	146
Mean	2.48	2.47	2.67	2.44	2.33	2.48	2.70 f	2.52	2.47	2.48	2.51	2.46
Standard error	.03	.07	.10	.07	.09	.07	.08	.06	.04	.04	.12	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very negative	420 28%	378 28%	41 25%	4 20%	415 28%	0 0%	4 16%	328 28%	91 28%	167 27%	251 28%
Quite negative	275 18%	247 19%	28 17%	3 13%	266 18%	1 14%	9 35%	223 19%	51 16%	100 16%	176 20%
Neutral, neither positive nor negative	426 28%	378 28%	48 29%	4 20%	419 28%	1 20%	6 24%	327 28%	97 30%	175 29%	249 28%
Quite positive	191 13%	164 12%	27 16%	6 28%	183 12%	2 51%	6 22%	142 12%	49 15%	85 14%	106 12%
Very positive	98 7%	85 6%	13 8%	2 11%	97 7%	1 14%	1 3%	75 6%	22 7%	42 7%	56 6%
Don't know	90 6%	81 6%	9 5%	2 7%	89 6%	0 0%	* 1%	73 6%	17 5%	38 6%	50 6%
Summary: Negative	696 46%	626 47%	69 42%	7 33%	681 46%	1 14%	13 50%	551 47%	142 43%	266 44%	427 48%
Summary: Positive	289 19%	249 19%	40 24%	8 39%	280 19%	3 66%	7 25%	217 19%	71 22%	127 21%	162 18%
Base for stats	1410	1253	157	19	1379	4	26	1095	310	568	838
Mean	2.48	2.47	2.63	2.96	2.48	3.66	2.61	2.46	2.55	2.54	2.45
Standard error	.03	.04	.09	.32	.03	.46	.19	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very negative	420 28%	386 28%	27 33%	193 27%	227 29%	60 14% e	209 39% f	151 28%	103 18% h	222 39% i	95 27%
Quite negative	275 18%	260 19%	13 16%	133 19%	142 18%	62 15% e	135 25% f	78 15% g	88 15% h	138 24% i	50 14% j
Neutral, neither positive nor negative	426 28%	401 29%	23 28%	208 29%	218 28%	114 27%	129 24% f	183 34% g	172 30%	143 25% i	111 32%
Quite positive	191 13%	185 13%	3 4%	94 13%	96 12%	126 30% e	39 7% f	26 5% g	137 24% h	37 6% i	18 5% j
Very positive	98 7%	94 7%	2 3%	48 7%	50 6%	63 15% e	22 4% f	14 3% g	69 12% h	19 3% i	10 3% j
Don't know	90 6%	75 5%	13 16%	34 5%	56 7%	2 *% e	5 1% f	83 15% g	10 2% h	12 2% i	68 19% j
Summary: Negative	696 46%	646 46%	39 49%	326 46%	369 47%	123 29% e	344 64% f	229 43%	190 33% h	361 63% i	145 41% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Positive	289 19%	279 20%	5 7%	143 20%	146 19%	189 44%	61 11%	39 7%	206 36%	56 10%	27 8%
		a	b			e	f	g	h	i	j
Base for stats	1410	1326	67	677	733	425	534	451	568	559	283
Mean	2.48	2.50	2.13	2.51	2.45	3.16	2.12	2.27	2.97	2.09	2.28
		a	b			e	f	g	h	i	j
Standard error	.03	.03	.14	.05	.05	.06	.05	.05	.05	.05	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very negative	420 28%	260 27%	92 24%	154 31%	93 32%	70 29%	190 26%	296 27%	105 32%	8 28%	227 31%	190 25%
Quite negative	275 18%	185 19%	61 16%	88 18%	48 16%	39 16%	146 20%	203 19%	56 17%	5 19%	136 18%	139 19%
Neutral, neither positive nor negative	426 28%	269 28%	111 29%	140 28%	87 30%	74 30%	196 27%	310 28%	86 26%	6 23%	204 28%	218 29%
Quite positive	191 13%	142 15%	60 16%	41 8%	30 10%	29 12%	113 16%	145 13%	39 12%	4 16%	81 11%	110 15%
Very positive	98 7%	70 7%	34 9%	24 5%	12 4%	19 8%	51 7%	76 7%	17 5%	2 8%	51 7%	47 6%
Don't know	90 6%	37 4%	19 5%	48 10%	24 8%	13 5%	24 3%	62 6%	21 7%	2 6%	42 6%	47 6%
Summary: Negative	696 46%	446 46%	153 40%	242 49%	142 48%	109 45%	336 47%	499 46%	161 50%	13 47%	363 49%	330 44%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Positive	289 19%	212 22%	94 25%	64 13%	41 14%	48 20%	164 23%	221 20%	56 17%	7 24%	132 18%	157 21%
		a	b	c	d	e	f	g	h	i	j	k
Base for stats	1410	927	358	446	270	231	696	1030	303	25	698	705
Mean	2.48	2.54	2.68	2.31	2.33	2.51	2.55	2.52	2.37	2.54	2.42	2.55
Standard error	.03	.04	.07	.06	.07	.08	.05	.04	.07	.31	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very negative	420 28%	153 31%	241 26%	213 27%	99 31%	33 33%	101 29%	23 24%	11 49%
Quite negative	275 18%	86 17%	180 20%	148 19%	59 18%	18 18%	56 16%	16 17%	3 14%
Neutral, neither positive nor negative	426 28%	139 28%	260 28%	232 30%	73 23% d	19 19% e	96 27%	28 29%	3 14%
Quite positive	191 13%	68 14%	108 12%	107 14%	47 15%	11 11%	59 17% f	14 15%	4 15%
Very positive	98 7%	31 6%	62 7%	44 6%	24 8%	10 10%	25 7%	9 9%	1 2%
Don't know	90 6%	18 4% a	68 7% b	37 5% c	16 5%	8 8%	16 5%	6 6%	1 6%
Summary: Negative	696 46%	239 48%	421 46%	361 46%	158 49%	51 51%	157 44%	40 41%	15 62%
Summary: Positive	289 19%	99 20%	171 19%	150 19%	72 23%	22 22%	83 24% f	23 24%	4 18%
Base for stats	1410	476	851	743	303	92	336	91	22

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mean	2.48	2.45	2.50	2.49	2.47	2.43	2.56	2.65	2.03
Standard error	.03	.06	.04	.04	.08	.14	.07	.13	.27

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very negative	420 28%	136 27%	116 30%	60 27%	45 34%	33 27%	73 30%	35 25%	22 35%	12 22%	11 45%
Quite negative	275 18%	91 18%	79 20%	41 18%	23 17%	23 19%	39 16%	20 15%	16 25%	10 19%	4 17%
Neutral, neither positive nor negative	426 28%	142 28%	111 29%	70 31%	26 20%	34 29%	66 27%	47 34%	11 17%	15 28%	2 10%
Quite positive	191 13%	80 16%	37 9%	27 12%	15 11%	17 14%	40 16%	17 13%	6 9%	9 17%	4 16%
Very positive	98 7%	27 5%	25 7%	14 6%	17 13%	9 7%	11 5%	11 8%	7 10%	5 9%	2 8%
Don't know	90 6%	32 6%	20 5%	10 5%	5 4%	4 3%	16 7%	7 5%	2 4%	3 6%	1 3%
Summary: Negative	696 46%	227 45%	195 50%	102 45%	67 52%	55 47%	112 46%	55 40%	39 60%	22 41%	14 62%
Summary: Positive	289 19%	107 21%	62 16%	42 19%	32 24%	25 21%	51 21%	28 21%	13 20%	14 26%	6 24%
Base for stats	1410	476	368	213	125	115	229	130	63	50	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 57 (continuation)

D11. How would you describe your overall view of energy brokers on a scale of 1 to 5, where 1 is very negative and 5 is very positive?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Mean	2.48	2.52	2.39	2.50	2.49	2.53	2.47	2.61	2.33	2.71	2.22
Standard error	.03	.06	.06	.08	.11	.10	.08	.11	.15	.15	.24

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 58

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Not in the last 5 years	494 33%	167 39%	203 34%	72 28%	443 35%	276 33%	51 23%	327 31%
Once	425 28%	116 27%	173 29%	75 30%	364 29%	248 29%	60 27%	308 29%
Twice	296 20%	75 17%	106 18%	63 24%	243 19%	169 20%	53 24%	222 21%
Three times	185 12%	59 14%	71 12%	24 9%	154 12%	95 11%	31 14%	126 12%
Four times	25 2%	10 2%	8 1%	4 2%	22 2%	12 1%	3 1%	15 1%
More than four	34 2%	4 1%	16 3%	6 2%	26 2%	22 3%	8 4%	30 3%
Don't know	41 3%	1 *%	14 2%	11 4%	26 2%	25 3%	15 7%	40 4%
		a		c	d		f	g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Not in the last 5 years	494 33%	94 35%	34 35%	127 30%	73 36%	106 32%	60 35%	128 35%	367 32%	408 33%	41 36%	45 29%
Once	425 28%	81 30%	21 22%	122 29%	61 30%	98 29%	42 25%	102 28%	323 28%	350 29%	28 24%	46 30%
Twice	296 20%	54 20%	26 27%	81 19%	39 19%	65 19%	31 18%	79 22%	217 19%	235 19%	22 19%	39 25%
Three times	185 12%	31 11%	7 7%	64 15%	13 7%	45 13%	25 15%	38 10%	147 13%	149 12%	17 14%	19 12%
Four times	25 2%	3 1%	1 1%	10 2%	6 3%	4 1%	2 1%	4 1%	21 2%	22 2%	3 3%	1 *%
More than four	34 2%	4 2%	2 2%	9 2%	6 3%	7 2%	5 3%	6 2%	28 2%	28 2%	4 3%	2 1%
Don't know	41 3%	4 2%	5 5%	9 2%	6 3%	10 3%	7 4%	9 2%	32 3%	37 3%	1 1%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Not in the last 5 years	494 33%	448 34%	47 28%	9 43%	487 33%	2 51%	5 20%	393 34%	100 30%	175 29%	317 36%
Once	425 28%	375 28%	48 29%	4 19%	414 28%	1 34%	9 33%	318 27%	106 32%	178 29%	244 28%
Twice	296 20%	262 20%	34 21%	4 21%	289 20%	0 0%	7 26%	223 19%	72 22%	136 22%	159 18%
Three times	185 12%	163 12%	22 13%	1 3%	182 12%	0 0%	3 10%	153 13%	30 9%	75 12%	110 12%
Four times	25 2%	23 2%	2 1%	3 15%	25 2%	0 0%	1 2%	17 1%	8 2%	12 2%	14 2%
More than four	34 2%	29 2%	5 3%	0 0%	33 2%	0 0%	1 4%	28 2%	6 2%	16 3%	18 2%
Don't know	41 3%	34 3%	7 4%	0 0%	39 3%	1 14%	1 6%	35 3%	6 2%	16 3%	26 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Not in the last 5 years	494 33%	429 31%	57 71%	163 23%	332 42%	58 14%	164 30%	273 51%	94 16%	198 35%	203 58%
		a	b	c	d	e		g	h		j
Once	425 28%	405 29%	13 17%	176 25%	248 31%	139 32%	154 29%	132 25%	184 32%	163 29%	77 22%
		a	b	c	d	e		g	h		j
Twice	296 20%	289 21%	5 7%	174 25%	122 15%	133 31%	110 20%	53 10%	166 29%	102 18%	28 8%
		a	b	c	d	e		g	h		j
Three times	185 12%	180 13%	4 5%	135 19%	49 6%	67 16%	76 14%	42 8%	90 16%	71 12%	24 7%
		a	b	c	d	e		g	h		j
Four times	25 2%	25 2%	0 0%	21 3%	4 1%	12 3%	7 1%	7 1%	13 2%	8 1%	4 1%
				c	d	e					
More than four	34 2%	33 2%	0 0%	26 4%	8 1%	10 2%	16 3%	8 2%	17 3%	15 3%	2 *%
				c	d						j
Don't know	41 3%	39 3%	1 1%	15 2%	26 3%	9 2%	14 3%	18 3%	15 3%	13 2%	14 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Not in the last 5 years	494 33%	0 0%	0 0%	494 100%	273 93%	0 0%	0 0%	295 27%	155 48%	15 57%	220 30%	274 36%
Once	425 28%	425 44%	123 33%	0 0%	0 0%	0 0%	425 59%	320 29%	91 28%	1 4%	206 28%	215 29%
Twice	296 20%	296 31%	116 31%	0 0%	0 0%	0 0%	296 41%	243 22%	44 14%	4 16%	154 21%	140 19%
Three times	185 12%	185 19%	96 26%	0 0%	0 0%	185 76%	0 0%	156 14%	21 7%	5 18%	111 15%	74 10%
Four times	25 2%	25 3%	13 3%	0 0%	0 0%	25 10%	0 0%	24 2%	1 *%	0 0%	12 2%	13 2%
More than four	34 2%	34 3%	29 8%	0 0%	0 0%	34 14%	0 0%	30 3%	3 1%	1 2%	21 3%	13 2%
Don't know	41 3%	0 0%	0 0%	0 0%	21 7%	0 0%	0 0%	25 2%	9 3%	1 2%	16 2%	24 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Not in the last 5 years	494 33%	148 30%	319 35%	256 33%	98 31%	28 28%	89 25%	28 29%	9 38%
Once	425 28%	141 29%	259 28%	243 31%	75 23%	32 31%	110 31%	23 24%	6 27%
Twice	296 20%	97 20%	172 19%	149 19%	78 24%	18 18%	82 23%	22 23%	5 21%
Three times	185 12%	70 14%	111 12%	97 12%	43 14%	14 14%	47 13%	18 19%	2 9%
Four times	25 2%	11 2%	14 2%	5 1%	14 5%	2 2%	8 2%	2 2%	0 0%
More than four	34 2%	16 3%	18 2%	16 2%	5 2%	5 5%	9 3%	2 3%	1 3%
Don't know	41 3%	10 2%	26 3%	15 2%	5 2%	2 2%	7 2%	1 1%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 58 (continuation)

E1. How many times has your organisation switched mains gas/electricity supplier in the last 5 years?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Not in the last 5 years	494 33%	186 37%	134 35%	60 27%	29 22%	33 28%	64 26%	36 26%	27 41%	15 28%	7 29%
Once	425 28%	166 33%	100 26%	62 28%	34 26%	27 23%	81 33%	39 28%	15 24%	10 19%	5 21%
Twice	296 20%	89 18%	77 20%	54 24%	28 21%	28 24%	55 22%	38 27%	13 20%	13 25%	6 24%
Three times	185 12%	48 9%	52 14%	34 15%	25 19%	18 15%	38 15%	15 11%	4 7%	7 14%	5 20%
Four times	25 2%	3 1%	6 2%	7 3%	6 4%	3 2%	4 2%	3 2%	3 4%	1 3%	0 0%
More than four	34 2%	8 2%	10 3%	4 2%	5 4%	6 5%	2 1%	4 3%	3 4%	5 9%	1 6%
Don't know	41 3%	8 1%	7 2%	4 2%	4 3%	4 3%	2 1%	3 2%	0 0%	2 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 59

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	979	147	300	226	673	526	306	832
Weighted Bases	964	264	374	172	810	546	155	700
Yes	377 39%	104 40%	146 39%	59 35%	310 38%	206 38%	67 43%	273 39%
No	584 61%	160 60%	226 61%	111 64%	497 61%	337 62%	88 57%	425 61%
Don't know	3 *%	0 0%	1 *%	2 1%	3 *%	3 1%	0 0%	3 *%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	979	209	92	218	134	187	139	301	678	793	74	112
Weighted Bases	964	173	56	285	125	219	105	230	735	784	73	107
Yes	377 39%	67 39%	22 39%	115 40%	37 29%	90 41%	46 43%	89 39%	288 39%	297 38%	30 41%	49 46%
No	584 61%	105 60%	34 61%	170 60%	87 70%	129 59%	60 57%	139 60%	446 61%	484 62%	43 59%	58 54%
Don't know	3 *%	2 1%	0 0%	0 0%	1 1%	0 0%	0 0%	2 1%	1 *%	3 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	979	846	131	12	950	2	25	742	233	453	523
Weighted Bases	964	852	112	12	942	1	20	739	221	416	545
Yes	377 39%	322 38%	54 48%	6 52%	365 39%	1 42%	12 58%	306 41%	69 31%	150 36%	227 42%
		a	b					g	h		
No	584 61%	527 62%	57 51%	6 48%	575 61%	1 58%	8 42%	431 58%	152 69%	265 64%	316 58%
		a	b					g	h		
Don't know	3 *%	2 *%	1 1%	0 0%	3 *%	0 0%	0 0%	3 *%	1 *%	1 *%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	979	945	23	549	430	371	387	221	477	374	128
Weighted Bases	964	933	22	532	432	360	361	243	470	360	135
Yes	377 39%	366 39%	7 30%	284 53%	93 21%	160 44%	142 39%	74 31%	216 46%	122 34%	39 29%
No	584 61%	564 60%	16 70%	248 46%	337 78%	199 55%	218 60%	167 69%	253 54%	237 66%	94 70%
Don't know	3 *%	3 *%	0 0%	1 *%	2 1%	1 *%	1 *%	1 *%	1 *%	1 *%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Total	Switching				Contract Rollover			Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	f	*g	h	i	j	k
Unweighted Bases	979	979	396	242	737	785	168	6	507	466	347	577
Weighted Bases	964	964	377	244	721	772	160	11	504	455	335	573
Yes	377 39%	377 39%	377 100%	138 57%	239 33%	361 47%	12 7%	0 0%	240 48%	136 30%	123 37%	237 41%
			b	c	d	e	f		h	i		
No	584 61%	584 61%	0 0%	106 43%	479 66%	409 53%	148 92%	11 100%	263 52%	317 70%	211 63%	334 58%
			b	c	d	e	f		h	i		
Don't know	3 *%	3 *%	0 0%	0 0%	3 *%	2 *%	1 1%	0 0%	1 *%	1 *%	1 *%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	*f	g	h	i	j	k
Unweighted Bases	979	516	213	74	280	76	17	251	245	175	121	118
Weighted Bases	964	509	215	71	257	68	14	314	245	160	98	82
Yes	377 39%	200 39%	76 35%	20 28%	92 36%	20 29%	3 24%	117 37%	96 39%	58 36%	31 32%	41 50% k
No	584 61%	309 61%	139 65%	49 69%	165 64%	49 71%	10 71%	197 63%	148 60%	101 63%	66 68%	41 50% k
Don't know	3 *%	1 *%	0 0%	2 3% c	1 *%	0 0%	1 5%	1 *%	2 1%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 59 (continuation)

E2. Have you switched mains gas/electricity supplier in the last 12 months?

(Base: Where switched in last 5 years)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	*e
Unweighted Bases	979	169	101	52	51	26
Weighted Bases	964	180	98	38	37	17
Yes	377	60	35	8	17	7
	39%	33%	36%	22%	47%	42%
No	584	119	63	29	20	10
	61%	66%	64%	76%	53%	58%
Don't know	3	1	0	1	0	0
	*%	*%	0%	2%	0%	0%

Columns tested against total minus each column: a,b,c,d,e

Table 60

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	521	98	172	110	380	282	141	423
Weighted Bases	536	168	217	83	469	301	67	367
Yes	295 55%	108 64%	108 50%	39 47%	255 54%	147 49%	40 60%	187 51%
No	234 44%	59 35%	107 49%	44 53%	210 45%	151 50%	24 36%	175 48%
Don't know	7 1%	2 1%	2 1%	0 0%	4 1%	2 1%	3 5%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	521	98	60	100	78	95	90	158	363	430	40	51
Weighted Bases	536	98	38	135	80	116	67	137	399	445	42	49
Yes	295 55%	54 55%	19 50%	71 53%	52 65%	68 58%	31 46%	73 53%	221 56%	240 54%	27 65%	27 56%
No	234 44%	44 44%	18 46%	63 47%	27 33%	49 42%	35 52%	61 45%	173 43%	200 45%	14 33%	20 41%
Don't know	7 1%	1 1%	2 4%	1 1%	2 2%	0 0%	2 3%	2 2%	4 1%	5 1%	1 2%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	521	458	63	7	508	3	10	412	108	211	308
Weighted Bases	536	482	54	9	526	3	7	428	106	191	343
Yes	295 55%	262 54%	33 60%	3 35%	289 55%	2 78%	3 45%	236 55%	59 56%	108 56%	185 54%
No	234 44%	213 44%	21 39%	6 65%	230 44%	1 22%	4 55%	187 44%	46 43%	80 42%	154 45%
Don't know	7 1%	6 1%	1 1%	0 0%	7 1%	0 0%	0 0%	5 1%	2 1%	3 1%	4 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	521	462	48	180	341	74	176	271	107	208	206
Weighted Bases	536	468	58	178	358	67	178	291	108	211	216
Yes	295 55%	257 55%	31 54%	144 81%	151 42%	39 59%	120 67%	135 47%	72 66%	131 62%	92 43%
No	234 44%	205 44%	26 44%	32 18%	203 57%	27 40%	56 32%	151 52%	35 32%	80 38%	120 55%
Don't know	7 1%	6 1%	1 1%	3 1%	4 1%	1 1%	2 1%	4 2%	2 2%	1 *%	4 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Total	Switching		Contract Rollover			Contact Supplier In Last Year		Smart Meter	
		Not in last 5 years	Considered but never done so	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	*e	f	g	h	i
Unweighted Bases	521	459	285	307	158	14	226	291	165	318
Weighted Bases	536	494	295	320	163	16	236	298	159	346
Yes	295 55%	273 55%	295 100%	179 56%	80 49%	10 65%	159 67%	135 45%	87 55%	191 55%
No	234 44%	216 44%	0 0%	137 43%	82 50%	6 35%	75 32%	159 53%	70 44%	151 44%
Don't know	7 1%	5 1%	0 0%	4 1%	1 *%	0 0%	1 1%	5 2%	1 1%	4 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	e	*f	g	h	i	j	k
Unweighted Bases	521	253	105	29	109	35	7	152	133	70	45	51
Weighted Bases	536	271	104	29	95	29	10	194	142	64	33	36
Yes	295 55%	152 56%	63 61%	11 36%	57 60%	15 52%	5 49%	100 52%	83 59%	37 58%	21 65%	24 67%
No	234 44%	114 42%	40 39%	18 60%	35 37%	14 48%	5 51%	92 48%	57 40%	25 40%	11 34%	11 29%
Don't know	7 1%	5 2%	* *%	1 3%	3 3%	0 0%	0 0%	2 1%	2 1%	1 2%	* 1%	1 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 60 (continuation)

E3. Have you ever considered switching mains gas/electricity supplier?

(Base: Where have NOT switched)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	*d	*e
Unweighted Bases	521	60	50	31	24	9
Weighted Bases	536	66	39	27	17	7
Yes	295	31	23	17	14	6
	55%	48%	57%	63%	82%	95%
No	234	33	16	10	2	*
	44%	50%	41%	37%	15%	5%
Don't know	7	2	1	0	1	0
	1%	2%	1%	0%	3%	0%

Columns tested against total minus each column: a,b,c,d,e

Table 61

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Broker didn't contact any suppliers	12 3%	2 2%	8 6%	1 2%	11 4%	9 5%	1 2%	10 4%
1	30 8%	7 6%	16 11%	4 6%	26 8%	20 10%	4 6%	24 9%
2	28 8%	17 16%	5 3%	4 7%	25 8%	8 4%	3 5%	12 4%
3	62 16%	21 20%	23 16%	10 16%	53 17%	33 16%	8 12%	41 15%
4	43 11%	9 8%	17 12%	6 10%	32 10%	23 11%	11 16%	34 12%
5	41 11%	10 9%	15 10%	8 14%	33 11%	23 11%	8 12%	31 11%
More than 5	59 16%	17 16%	24 16%	11 19%	52 17%	35 17%	7 11%	42 16%
Don't know	102 27%	23 22%	39 26%	15 25%	77 25%	54 26%	24 37%	78 29%
Base for stats	275	81	108	44	233	152	42	194
Mean	4.25	4.04	4.27	4.73	4.28	4.40	4.09	4.33
Standard error	.19	.40	.41	.42	.24	.30	.24	.22

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Broker didn't contact any suppliers	12 3%	3 4%	0 0%	3 3%	2 6%	3 3%	1 2%	3 3%	9 3%	10 3%	1 4%	2 3%
1	30 8%	5 8%	* 2%	8 7%	3 8%	9 10%	6 12%	6 6%	25 9%	26 9%	4 13%	1 2%
2	28 8%	4 6%	2 7%	7 6%	1 2%	13 14%	3 6%	5 6%	23 8%	26 9%	1 3%	2 4%
3	62 16%	5 8%	3 12%	22 19%	7 19%	14 15%	10 22%	8 9%	53 19%	51 17%	5 15%	6 12%
4	43 11%	9 13%	3 14%	18 16%	1 2%	9 10%	3 7%	12 13%	31 11%	28 9%	4 14%	10 21%
5	41 11%	14 21%	3 13%	8 7%	5 15%	8 8%	3 6%	17 19%	24 8%	33 11%	6 21%	2 4%
More than 5	59 16%	12 18%	6 28%	18 16%	7 18%	8 9%	8 18%	18 20%	41 14%	49 16%	3 11%	7 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Don't know	102 27%	15 23%	5 24%	31 27%	11 31%	27 30%	12 25%	21 23%	81 28%	76 26%	6 19%	20 40% k
Base for stats	275	52	17	84	25	63	34	69	207	221	24	30
Mean	4.25	4.43	5.94	4.63	4.27	3.34	3.84	4.80	4.06	4.28	3.76	4.41
Standard error	.19	.34	b .59	.51	.58	e .31	.39	g .30	.24	.23	.42	.46

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Broker didn't contact any suppliers	12 3%	12 4%	1 1%	0 0%	12 3%	0 0%	0 0%	8 3%	4 6%	5 3%	8 3%
1	30 8%	29 9%	1 2%	2 25%	30 8%	0 0%	* 3%	23 8%	7 10%	16 11%	14 6%
2	28 8%	24 7%	5 8%	2 30%	28 8%	0 0%	0 0%	27 9%	2 2% h	11 7%	18 8%
3	62 16%	54 17%	7 13%	0 0%	61 17%	0 0%	1 5%	49 16%	12 18%	26 17%	36 16%
4	43 11%	28 9% a	15 27% b	0 0%	39 11%	0 0%	3 29%	32 11%	10 15%	21 14%	22 10%
5	41 11%	36 11%	5 9%	0 0%	39 11%	0 0%	2 18%	35 11%	4 6%	12 8%	29 13%
More than 5	59 16%	56 17%	3 6% b	0 0%	58 16%	0 0%	1 7%	50 16%	9 13%	21 14%	38 17%
Don't know	102 27%	84 26%	18 33%	3 45%	97 27%	1 100%	4 38%	81 26%	20 29%	39 26%	63 28%
Base for stats	275	239	36	3	268	0	7	225	48	111	165

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Mean	4.25	4.28	4.10	1.55	4.24	.00	4.74	4.32	3.88	4.11	4.34
Standard error	.19	.22	.33	.34	.19	.00	.80	.22	.40	.30	.25

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Broker didn't contact any suppliers	12 3%	12 3%	0 0%	4 1%	8 9%	0 0%	6 4%	7 9%	2 1%	9 8%	1 1%
1	30 8%	30 8%	0 0%	16 6%	14 15%	5 3%	7 5%	18 25%	13 6%	6 5%	11 28%
2	28 8%	26 7%	3 40%	24 8%	4 5%	7 4%	12 8%	9 13%	13 6%	8 6%	8 20%
3	62 16%	62 17%	0 0%	49 17%	12 13%	16 10%	35 24%	11 15%	30 14%	24 20%	7 17%
4	43 11%	41 11%	2 25%	34 12%	8 9%	18 11%	17 12%	8 11%	21 10%	16 13%	6 15%
5	41 11%	40 11%	* 3%	34 12%	7 7%	9 6%	26 18%	6 8%	15 7%	24 20%	2 4%
More than 5	59 16%	58 16%	0 0%	53 19%	6 6%	26 16%	29 20%	4 5%	28 13%	28 23%	3 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
Column		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Don't know	102 27%	99 27%	2 32%	69 24%	33 35%	78 49%	12 9%	11 15%	92 43%	6 5%	3 8%
				c	d	e	f	g	h	i	j
Base for stats	275	267	5	215	60	82	130	63	124	116	36
Mean	4.25	4.22	2.88	4.63	2.86	5.11	4.53	2.55	4.37	4.57	2.76
				c	d	e		g			j
Standard error	.19	.18	.54	.22	.32	.33	.29	.26	.26	.33	.35

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Broker didn't contact any suppliers	12 3%	12 3%	12 3%	1 *% c	12 5% d	12 3%	0 0%	7 3%	6 4%	3 3%	6 3%
1	30 8%	30 8%	30 8%	5 4% c	26 11% d	28 8%	2 17%	23 10%	7 5%	8 6%	23 10%
2	28 8%	28 8%	28 8%	9 7%	19 8%	26 7%	0 0%	21 9%	7 5%	12 10%	16 7%
3	62 16%	62 16%	62 16%	30 21% c	32 13% d	59 16%	2 19%	40 17%	22 16%	18 14%	44 19%
4	43 11%	43 11%	43 11%	14 10%	29 12%	40 11%	2 19%	31 13%	12 8%	14 11%	27 11%
5	41 11%	41 11%	41 11%	23 17% c	18 7% d	40 11%	* 2%	26 11%	15 11%	11 9%	28 12%
More than 5	59 16%	59 16%	59 16%	30 22% c	29 12% d	58 16%	1 10%	39 16%	20 14%	23 19%	34 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
Column		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Don't know	102 27%	102 27%	102 27%	27 19%	75 31%	98 27%	4 32%	53 22%	48 35%	33 27%	60 25%
Base for stats	275	275	275	111	164	264	8	187	88	90	177
Mean	4.25	4.25	4.25	4.96	3.77	4.29	3.90	3.98	4.75	4.55	4.11
Standard error	.19	.19	.19	.32	.23	.20	1.01	.19	.42	.36	.22

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Broker didn't contact any suppliers	12 3%	9 4%	0 0%	0 0%	3 4%	0 0%	0 0%	4 3%	1 1%	0 0%	2 6%	2 5%
1	30 8%	14 7%	5 7%	0 0%	7 8%	1 4%	0 0%	7 6%	7 8%	5 8%	2 7%	1 3%
2	28 8%	16 8%	8 10%	0 0%	8 9%	2 12%	0 0%	14 12%	4 4%	6 10%	3 10%	1 3%
3	62 16%	36 18%	10 13%	1 7%	15 16%	3 17%	1 17%	22 19%	18 19%	13 23%	1 3%	6 14%
4	43 11%	21 11%	7 10%	8 38%	13 14%	4 23%	2 46%	10 9%	9 10%	7 12%	6 20%	7 17%
5	41 11%	30 15%	3 4%	1 6%	10 10%	1 5%	0 0%	12 10%	13 13%	6 10%	2 7%	5 12%
More than 5	59 16%	26 13%	15 19%	2 9%	9 10%	2 9%	0 0%	14 12%	17 18%	11 19%	7 22%	8 20%
Don't know	102 27%	48 24%	28 37%	8 41%	26 29%	6 29%	1 37%	34 29%	27 28%	11 18%	8 26%	11 26%
Base for stats	275	152	48	12	65	14	2	83	69	47	23	30
Mean	4.25	3.99	5.11	4.56	4.00	4.00	3.73	3.85	4.67	4.49	5.30	4.43

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	*j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Standard error	.19	.21	.70	.43	.39	.65	.35	.31	.38	.42	1.06	.39

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 61 (continuation)

E4. Thinking about the last time you switched mains gas/electricity supplier, how many suppliers did you or your broker contact for quotes?

(Base: Where switched in last 12 months)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
Broker didn't contact any suppliers	12 3%	1 2%	1 2%	2 19%	0 0%	0 0%
1	30 8%	4 6%	1 3%	2 24%	2 10%	1 8%
2	28 8%	8 13%	1 4%	1 6%	1 3%	1 11%
3	62 16%	13 21%	9 25%	1 13%	2 14%	0 0%
4	43 11%	6 10%	8 23%	0 0%	5 26%	1 15%
5	41 11%	5 9%	2 5%	2 18%	1 3%	* 5%
More than 5	59 16%	6 11%	7 21%	1 10%	5 27%	1 8%
Don't know	102 27%	17 29%	6 18%	1 11%	3 17%	4 52%
Base for stats	275	43	29	7	14	3
Mean	4.25	3.86	5.03	2.50	5.28	3.46
Standard error	.19	.51	.61	.69	.90	.77

Columns tested against total minus each column: a,b,c,d,e

Table 62

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
A price increase from your previous supplier	214 57%	57 55%	87 59%	32 54%	176 57%	119 58%	37 56%	156 57%
You found or were offered a lower price contract or tariff	336 89%	93 89%	132 90%	51 86%	276 89%	183 89%	60 89%	243 89%
You were not satisfied with customer service provided by your previous supplier	103 27%	18 17%	45 31%	22 37%	85 27%	67 32%	18 27%	85 31%
The new supplier promised better customer service	145 39%	34 33%	61 42%	26 43%	121 39%	87 42%	25 37%	111 41%
The new supplier offered greater assistance on energy reduction initiatives	146 39%	34 33%	61 42%	26 44%	121 39%	87 42%	25 37%	112 41%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
You received a renewal notice from your existing supplier	263 70%	77 74%	104 71%	45 75%	226 73%	148 72%	38 56% f	186 68%
Knowing your contract was coming to an end	310 82%	89 85%	115 79%	52 87%	256 83%	167 81%	54 80%	221 81%
A broker/consultant recommended switching	165 44%	35 34%	70 48%	27 46%	133 43%	98 47%	32 48%	130 48% g
You were offered savings if you used the same supplier for gas and electricity	72 19%	13 12%	33 23%	12 21%	58 19%	45 22%	14 21%	59 22% g
Any other reason	29 8%	10 9%	11 8%	2 3%	23 7%	13 6%	6 9%	19 7%
Don't know	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1% f	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
A price increase from your previous supplier	214 57%	43 64%	11 50%	76 66%	24 67%	39 44%	20 43%	54 61%	159 55%	161 54%	22 74%	30 60%
You found or were offered a lower price contract or tariff	336 89%	62 93%	21 93%	107 93%	30 81%	77 85%	40 87%	83 93%	253 88%	260 88%	28 91%	48 97%
You were not satisfied with customer service provided by your previous supplier	103 27%	23 34%	4 18%	29 25%	11 31%	20 23%	16 34%	27 30%	76 27%	80 27%	9 29%	14 29%
The new supplier promised better customer service	145 39%	22 32%	5 22%	49 43%	14 37%	37 41%	19 41%	27 30%	119 41%	120 40%	8 27%	17 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
The new supplier offered greater assistance on energy reduction initiatives	146 39%	28 42%	12 52%	52 45%	11 31%	26 29%	18 39%	39 44%	107 37%	110 37%	16 51%	21 42%
You received a renewal notice from your existing supplier	263 70%	51 76%	18 79%	86 74%	24 66%	57 63%	28 62%	69 77%	195 68%	203 68%	25 82%	35 72%
Knowing your contract was coming to an end	310 82%	58 87%	17 77%	103 89%	30 83%	63 70%	38 83%	75 84%	235 82%	240 81%	27 88%	43 88%
A broker/consultant recommended switching	165 44%	28 42%	10 46%	48 42%	23 64%	28 31%	27 59%	38 43%	127 44%	128 43%	13 43%	24 49%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
You were offered savings if you used the same supplier for gas and electricity	72 19%	7 10%	3 15%	15 13%	9 24%	28 31%	10 22%	10 11%	62 21%	61 20%	5 17%	6 12%
Any other reason	29 8%	4 6%	* 2%	8 7%	2 5%	12 13%	2 5%	5 5%	24 8%	26 9%	1 3%	2 5%
Don't know	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 *%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
A price increase from your previous supplier	214 57%	182 57%	31 58%	3 53%	204 56%	0 0%	9 80%	181 59%	33 48%	77 51%	137 60%
You found or were offered a lower price contract or tariff	336 89%	290 90%	45 83%	4 61%	327 90%	1 100%	8 71%	273 89%	60 88%	136 91%	200 88%
You were not satisfied with customer service provided by your previous supplier	103 27%	85 26%	17 32%	2 25%	98 27%	1 100%	4 34%	79 26%	24 34%	41 28%	62 27%
The new supplier promised better customer service	145 39%	124 39%	21 39%	3 42%	140 38%	1 100%	5 40%	112 37%	33 48% h	64 43%	81 36%
The new supplier offered greater assistance on energy reduction initiatives	146 39%	124 39%	22 40%	3 42%	141 39%	1 100%	5 43%	118 39%	28 41%	58 39%	88 39%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
You received a renewal notice from your existing supplier	263 70%	225 70%	38 71%	5 72%	253 69%	1 100%	10 83%	217 71%	44 64%	103 69%	161 71%
Knowing your contract was coming to an end	310 82%	264 82%	45 84%	5 72%	301 82%	0 0%	9 80%	254 83%	54 78%	123 82%	187 82%
A broker/consultant recommended switching	165 44%	138 43%	27 50%	2 36%	158 43%	1 100%	7 57%	131 43%	34 49%	73 49%	91 40%
You were offered savings if you used the same supplier for gas and electricity	72 19%	63 20%	9 16%	1 23%	70 19%	0 0%	2 13%	34 11%	38 56%	72 48%	0 0%
Any other reason	29 8%	23 7%	5 10%	* 6%	28 8%	0 0%	1 7%	21 7%	8 11%	10 7%	19 8%
Don't know	1 *%	1 *%	0 0%	1 9%	1 *%	0 0%	0 0%	0 0%	1 1%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
A price increase from your previous supplier	214 57%	205 56%	7 97%	167 59%	47 50%	90 56%	89 62%	34 46% g	129 60%	68 56%	17 43%
You found or were offered a lower price contract or tariff	336 89%	326 89%	7 100%	254 89%	82 88%	141 88%	135 94% f	61 81% g	192 89%	116 95% i	28 73% j
You were not satisfied with customer service provided by your previous supplier	103 27%	101 28%	2 23%	78 27%	25 27%	44 28%	42 29%	17 23%	63 29%	34 28%	6 16%
The new supplier promised better customer service	145 39%	140 38%	4 57%	110 39%	36 39%	57 35%	58 41%	30 41%	75 35%	54 44%	16 42%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
The new supplier offered greater assistance on energy reduction initiatives	146 39%	140 38%	4 61%	111 39%	35 38%	63 40%	57 40%	26 35%	86 40%	49 40%	11 29%
You received a renewal notice from your existing supplier	263 70%	257 70%	4 60%	207 73%	57 61%	109 68%	113 79%	41 56%	154 71%	91 75%	18 47%
Knowing your contract was coming to an end	310 82%	301 82%	5 79%	241 85%	69 75%	136 85%	128 90%	45 61%	180 83%	106 87%	23 60%
A broker/consultant recommended switching	165 44%	159 44%	4 57%	126 44%	39 42%	122 76%	34 24%	8 11%	138 64%	25 21%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
You were offered savings if you used the same supplier for gas and electricity	72 19%	69 19%	1 16%	49 17%	22 24%	34 21%	25 17%	13 17%	41 19%	22 18%	8 21%
Any other reason	29 8%	29 8%	0 0%	24 8%	5 5%	8 5%	12 8%	9 12%	18 8%	8 6%	3 8%
Don't know	1 *%	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
A price increase from your previous supplier	214 57%	214 57%	214 57%	86 62%	128 54%	205 57%	5 45%	137 57%	76 56%	78 63%	128 54%
You found or were offered a lower price contract or tariff	336 89%	336 89%	336 89%	126 91%	210 88%	324 90%	9 74%	212 88%	123 90%	106 86%	214 91%
You were not satisfied with customer service provided by your previous supplier	103 27%	103 27%	103 27%	39 28%	64 27%	100 28%	3 22%	77 32% g	26 19% h	40 32%	60 25%
The new supplier promised better customer service	145 39%	145 39%	145 39%	41 29%	105 44%	143 39%	2 17%	102 43% g	43 31% h	49 39%	89 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
The new supplier offered greater assistance on energy reduction initiatives	146 39%	146 39%	146 39%	53 38%	93 39%	145 40%	2 14%	89 37%	57 42%	48 39%	89 38%
You received a renewal notice from your existing supplier	263 70%	263 70%	263 70%	102 74%	161 67%	253 70%	7 63%	166 69%	97 71%	81 66%	168 71%
Knowing your contract was coming to an end	310 82%	310 82%	310 82%	117 84%	193 81%	301 83%	6 54%	193 80%	116 85%	101 82%	196 83%
A broker/consultant recommended switching	165 44%	165 44%	165 44%	55 40%	110 46%	159 44%	5 45%	91 38%	73 54%	54 44%	102 43%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
You were offered savings if you used the same supplier for gas and electricity	72 19%	72 19%	72 19%	18 13%	53 22%	70 19%	1 5%	49 20%	23 17%	24 19%	43 18%
Any other reason	29 8%	29 8%	29 8%	12 9%	17 7%	28 8%	* 3%	25 10%	4 3%	10 8%	16 7%
Don't know	1 *%	1 *%	1 *%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
A price increase from your previous supplier	214 57%	113 56%	50 65%	12 61%	49 53%	10 52%	3 83%	63 54%	54 56%	42 73% i	18 59%	21 51%
You found or were offered a lower price contract or tariff	336 89%	180 90%	65 85%	19 92%	84 92%	19 97%	3 100%	105 89%	91 96% h	52 90%	25 80%	36 87%
You were not satisfied with customer service provided by your previous supplier	103 27%	54 27%	24 31%	9 46%	28 30%	4 20%	2 73%	34 29%	27 28%	15 27%	11 35%	11 27%
The new supplier promised better customer service	145 39%	69 35%	33 44%	9 43%	39 43%	6 31%	2 55%	43 37%	39 41%	21 36%	12 37%	13 32%
The new supplier offered greater assistance on energy reduction initiatives	146 39%	75 37%	29 37%	4 22%	27 29%	6 32%	2 72%	46 39%	39 40%	20 35%	13 42%	10 25% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
You received a renewal notice from your existing supplier	263 70%	144 72%	52 69%	12 62%	65 71%	14 74%	2 65%	79 68%	59 62% h	50 87% i	21 69%	30 73%
Knowing your contract was coming to an end	310 82%	164 82%	63 82%	17 86%	73 80%	18 91%	3 100%	95 81%	80 84%	50 87%	25 79%	34 82%
A broker/consultant recommended switching	165 44%	84 42%	32 42%	8 42%	44 48%	12 63%	1 37%	55 47%	40 42%	26 46%	12 39%	15 36%
You were offered savings if you used the same supplier for gas and electricity	72 19%	37 19%	11 14%	7 33%	45 49% d	7 36%	3 89%	25 21%	14 15%	9 15%	3 11%	7 18%
Any other reason	29 8%	16 8%	3 3%	4 18%	7 8%	1 4%	0 0%	11 9%	8 8%	5 9%	* 1% j	3 7%
Don't know	1 *%	1 *%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
A price increase from your previous supplier	214 57%	35 59%	19 53%	2 29%	9 54%	4 54%
You found or were offered a lower price contract or tariff	336 89%	57 95%	35 98%	7 83%	15 85%	7 100%
You were not satisfied with customer service provided by your previous supplier	103 27%	20 33%	6 16%	3 32%	4 23%	3 42%
The new supplier promised better customer service	145 39%	32 52%	11 30%	3 42%	2 13%	3 45%
The new supplier offered greater assistance on energy reduction initiatives	146 39%	22 37%	14 41%	1 11%	5 26%	2 31%

Columns tested against total minus each column: a,b,c,d,e

Table 62 (continuation)

E5. Were any of the following factors in your decision to switch mains gas/electricity supplier on the last occasion?

(Base: Where switched in last 12 months)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
You received a renewal notice from your existing supplier	263 70%	44 73%	30 84%	5 61%	10 57%	4 63%
Knowing your contract was coming to an end	310 82%	51 85%	32 90%	7 89%	12 71%	7 100%
A broker/consultant recommended switching	165 44%	29 48%	18 52%	4 47%	8 47%	4 60%
You were offered savings if you used the same supplier for gas and electricity	72 19%	33 54%	12 33%	2 27%	9 52%	3 44%
Any other reason	29 8%	6 10%	0 0%	* 4%	2 12%	0 0%
Don't know	1 *%	0 0%	0 0%	0 0%	1 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e

Table 63

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	868	150	266	199	615	465	253	718
Weighted Bases	882	267	336	152	754	487	128	615
You were broadly satisfied with existing supplier	681 77%	207 77%	252 75%	119 79%	578 77%	371 76%	103 81%	474 77%
You did not believe switching would result in significant savings	404 46%	132 50%	153 46%	62 41%	348 46%	215 44%	56 44%	271 44% g
You were tied to your existing contract	454 51%	145 54%	168 50%	79 52%	392 52%	248 51%	62 48%	309 50%
You did not start looking to switch in time	104 12%	46 17% a	31 9%	14 9%	91 12%	45 9% e	13 10%	58 9% g
It was too complex and time consuming to find a new tariff or supplier	275 31%	110 41% a	93 28%	41 27%	244 32%	134 28% e	32 25% f	166 27% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	868	150	266	199	615	465	253	718
Weighted Bases	882	267	336	152	754	487	128	615
Your existing supplier prevented switching	137 15%	44 16%	53 16%	20 13%	117 16%	73 15%	20 15%	92 15%
You were not happy with the broker's recommendations	120 14%	41 15%	45 14%	23 16%	110 15%	69 14%	10 8% f	79 13%
Switching dates/procedures were unclear	147 17%	61 23% a	51 15%	20 13%	132 17%	70 14%	15 12% f	86 14% g
Any other reason	43 5%	8 3%	16 5%	10 7%	34 5%	26 5%	8 7%	35 6% g
None	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *% f	1 *% g
Don't know	6 1%	0 0%	2 1%	3 2% c	5 1%	5 1%	1 1%	6 1% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	868	181	77	181	147	162	120	258	610	718	66	84
Weighted Bases	882	160	53	241	141	197	90	214	668	727	70	85
You were broadly satisfied with existing supplier	681 77%	130 81%	39 73%	191 79%	101 72%	145 74%	74 82%	169 79%	512 77%	555 76%	53 76%	73 86% k
You did not believe switching would result in significant savings	404 46%	67 42%	31 58% b	109 45%	66 47%	85 43%	46 51%	98 46%	306 46%	323 45%	34 48%	46 55%
You were tied to your existing contract	454 51%	79 49%	23 44%	129 54%	80 57%	96 49%	47 52%	102 48%	352 53%	370 51%	34 48%	50 59%
You did not start looking to switch in time	104 12%	10 6% a	11 20% b	30 12%	16 11%	28 14%	9 10%	21 10%	83 12%	89 12%	7 9%	8 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	868	181	77	181	147	162	120	258	610	718	66	84
Weighted Bases	882	160	53	241	141	197	90	214	668	727	70	85
It was too complex and time consuming to find a new tariff or supplier	275 31%	48 30%	18 34%	82 34%	44 31%	52 26%	33 36%	65 31%	210 31%	221 30%	28 40%	27 31%
Your existing supplier prevented switching	137 15%	18 11%	9 18%	41 17%	28 20%	30 15%	11 12%	27 13%	109 16%	108 15%	11 16%	17 20%
You were not happy with the broker's recommendations	120 14%	15 9%	10 19%	44 18% c	27 20% d	16 8% e	8 9%	25 12%	96 14%	96 13%	14 19%	10 12%
Switching dates/ procedures were unclear	147 17%	21 13%	5 9% b	46 19%	27 19%	33 17%	14 16%	26 12% g	121 18%	110 15% i	15 21%	22 26% k
Any other reason	43 5%	8 5%	* 1%	8 3%	10 7%	11 6%	4 5%	8 4% g	34 5%	35 5%	6 9%	2 2%
None	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

	Sector									Nation		
	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland	
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	868	181	77	181	147	162	120	258	610	718	66	84
Weighted Bases	882	160	53	241	141	197	90	214	668	727	70	85
Don't know	6 1%	1 1%	2 3%	2 1%	1 *%	1 *%	0 0%	3 1%	4 1%	5 1%	0 0%	2 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	868	770	97	8	849	3	15	659	207	401	462
Weighted Bases	882	791	90	9	867	3	11	669	212	374	503
You were broadly satisfied with existing supplier	681 77%	611 77%	69 77%	9 100%	669 77%	3 100%	9 81%	516 77%	164 77%	275 74% i	400 80%
You did not believe switching would result in significant savings	404 46%	361 46%	43 47%	4 43%	396 46%	1 48%	6 51%	315 47%	89 42%	152 41% i	248 49% j
You were tied to your existing contract	454 51%	411 52%	43 48%	4 43%	448 52%	2 52%	5 42%	337 50%	117 55%	192 51%	261 52%
You did not start looking to switch in time	104 12%	84 11% a	19 21% b	2 18%	104 12%	0 0%	0 0%	84 13%	19 9%	41 11%	62 12%
It was too complex and time consuming to find a new tariff or supplier	275 31%	238 30%	37 41% b	2 28%	271 31%	1 48%	3 25%	209 31%	66 31%	112 30%	162 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	868	770	97	8	849	3	15	659	207	401	462
Weighted Bases	882	791	90	9	867	3	11	669	212	374	503
Your existing supplier prevented switching	137 15%	124 16%	13 14%	1 9%	136 16%	0 0%	1 7%	106 16%	31 14%	63 17%	73 15%
You were not happy with the broker's recommendations	120 14%	110 14%	11 12%	1 9%	120 14%	0 0%	* 3%	92 14%	29 14%	47 13%	72 14%
Switching dates/ procedures were unclear	147 17%	125 16%	21 23%	1 9%	143 17%	2 52%	2 13%	122 18%	24 12%	47 13%	95 19%
Any other reason	43 5%	35 4%	8 9%	0 0%	43 5%	0 0%	0 0%	37 5%	6 3%	18 5%	25 5%
None	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%
Don't know	6 1%	4 1%	2 2%	0 0%	6 1%	0 0%	0 0%	5 1%	1 1%	4 1%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	868	816	39	393	475	241	352	275	317	374	177
Weighted Bases	882	824	47	392	490	239	339	304	326	368	188
You were broadly satisfied with existing supplier	681 77%	635 77%	37 79%	294 75%	387 79%	178 74%	269 79%	234 77%	232 71% h	302 82% i	147 78%
You did not believe switching would result in significant savings	404 46%	374 45%	25 53%	188 48%	216 44%	91 38% e	177 52% f	136 45%	125 38% h	198 54% i	81 43%
You were tied to your existing contract	454 51%	447 54%	5 11%	166 42%	288 59%	148 62% e	159 47% f	147 49%	192 59% h	166 45% i	96 51%
You did not start looking to switch in time	104 12%	93 11%	9 20%	45 12%	59 12%	23 10% e	41 12% f	39 13%	44 13% h	34 9% i	26 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/ PCW/ telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	868	816	39	393	475	241	352	275	317	374	177
Weighted Bases	882	824	47	392	490	239	339	304	326	368	188
It was too complex and time consuming to find a new tariff or supplier	275 31%	251 30%	20 42%	86 22%	189 39%	73 31%	104 31%	98 32%	102 31%	108 29%	65 35%
Your existing supplier prevented switching	137 15%	133 16%	4 8%	76 19%	60 12%	55 23%	42 12%	40 13%	75 23%	40 11%	22 12%
You were not happy with the broker's recommendations	120 14%	110 13%	11 23%	56 14%	64 13%	20 8%	63 18%	38 12%	37 11%	66 18%	17 9%
Switching dates/ procedures were unclear	147 17%	129 16%	15 33%	71 18%	75 15%	41 17%	59 17%	46 15%	56 17%	63 17%	28 15%
Any other reason	43 5%	35 4%	8 16%	22 6%	21 4%	7 3%	26 8%	10 3%	11 3%	27 7%	5 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	868	816	39	393	475	241	352	275	317	374	177
Weighted Bases	882	824	47	392	490	239	339	304	326	368	188
None	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%
Don't know	6 1%	6 1%	0 0%	3 1%	3 1%	1 *%	3 1%	3 1%	1 *%	2 1%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	*h	i	j
Unweighted Bases	868	583	248	285	99	484	579	232	13	419	443
Weighted Bases	882	587	273	295	106	482	589	229	21	423	453
You were broadly satisfied with existing supplier	681 77%	454 77%	213 78%	227 77%	82 78%	372 77%	446 76%	192 84%	12 54%	312 74%	364 80%
You did not believe switching would result in significant savings	404 46%	240 41%	160 59%	164 56%	30 29%	210 44%	254 43%	128 56%	6 26%	200 47%	200 44%
You were tied to your existing contract	454 51%	328 56%	118 43%	126 43%	60 57%	269 56%	326 55%	85 37%	14 67%	197 46%	255 56%
You did not start looking to switch in time	104 12%	59 10%	44 16%	45 15%	13 12%	46 10%	62 11%	27 12%	11 52%	56 13%	47 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	*h	i	j
Unweighted Bases	868	583	248	285	99	484	579	232	13	419	443
Weighted Bases	882	587	273	295	106	482	589	229	21	423	453
It was too complex and time consuming to find a new tariff or supplier	275 31%	167 28%	105 38%	109 37%	21 20%	146 30%	170 29%	72 31%	13 61%	118 28%	158 35%
		a	b	c	d		f			i	j
Your existing supplier prevented switching	137 15%	93 16%	41 15%	44 15%	27 26%	66 14%	99 17%	17 7%	14 67%	73 17%	63 14%
					d			g			
You were not happy with the broker's recommendations	120 14%	67 11%	52 19%	53 18%	11 11%	56 12%	72 12%	38 17%	4 20%	60 14%	61 13%
		a	b	c							
Switching dates/ procedures were unclear	147 17%	87 15%	57 21%	59 20%	22 21%	65 14%	94 16%	35 15%	10 49%	73 17%	72 16%
		a	b	c		e					
Any other reason	43 5%	24 4%	17 6%	19 6%	7 6%	17 4%	27 5%	12 5%	3 12%	24 6%	19 4%
						e					

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	*h	i	j
Unweighted Bases	868	583	248	285	99	484	579	232	13	419	443
Weighted Bases	882	587	273	295	106	482	589	229	21	423	453
None	1 *%	1 *%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%
Don't know	6 1%	4 1%	0 0%	3 1%	2 1%	2 *%	4 1%	2 1%	0 0%	3 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	868	303	509	443	199	60	239	67	15
Weighted Bases	882	299	528	461	202	61	223	63	15
You were broadly satisfied with existing supplier	681 77%	219 73%	419 79%	362 78%	165 82%	41 66%	168 76%	49 77%	10 63%
You did not believe switching would result in significant savings	404 46%	129 43%	252 48%	228 49%	88 43%	25 40%	102 46%	20 32%	4 26%
You were tied to your existing contract	454 51%	160 54%	266 50%	233 51%	105 52%	40 64%	119 53%	36 57%	9 56%
You did not start looking to switch in time	104 12%	25 8%	70 13%	44 10%	33 16%	17 28%	20 9%	13 20%	6 39%
It was too complex and time consuming to find a new tariff or supplier	275 31%	87 29%	162 31%	139 30%	75 37%	19 31%	71 32%	21 33%	7 44%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	868	303	509	443	199	60	239	67	15
Weighted Bases	882	299	528	461	202	61	223	63	15
Your existing supplier prevented switching	137 15%	61 20%	66 12%	59 13%	42 21%	19 31%	34 15%	15 24%	5 36%
		a	b	c	d	e		g	
You were not happy with the broker's recommendations	120 14%	43 14%	74 14%	61 13%	27 13%	12 20%	23 10%	9 15%	5 31%
Switching dates/procedures were unclear	147 17%	53 18%	90 17%	59 13%	49 24%	18 30%	34 15%	10 15%	4 24%
				c	d	e			
Any other reason	43 5%	13 4%	25 5%	28 6%	8 4%	1 2%	10 5%	2 3%	0 0%
None	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	6 1%	2 1%	5 1%	3 1%	1 *%	1 1%	4 2%	1 1%	0 0%
							f		

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	868	227	221	147	112	96	137	90	60	48	21
Weighted Bases	882	297	233	139	87	66	151	85	47	33	16
You were broadly satisfied with existing supplier	681 77%	229 77%	187 80%	101 72%	67 77%	47 72%	115 76%	64 75%	30 64% h	25 74%	11 66%
You did not believe switching would result in significant savings	404 46%	146 49%	117 50%	48 34% c	38 44%	23 35% e	68 45%	39 46%	14 29% h	11 32%	3 20%
You were tied to your existing contract	454 51%	154 52%	122 52%	77 55%	47 54%	34 52%	76 50%	56 66% g	25 54%	16 48%	7 44%
You did not start looking to switch in time	104 12%	43 14%	25 11%	12 9%	8 9%	9 14%	18 12%	8 9%	7 15%	1 4%	5 33%
It was too complex and time consuming to find a new tariff or supplier	275 31%	100 34%	81 35%	35 25%	21 24%	18 28%	51 34%	24 29%	16 34%	6 19%	4 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 63 (continuation)

E6. You say you have not switched suppliers in the last 12 months. Which of these, if any, are reasons why you have not switched?

(Base: Where switched/ considered switching in last 5 years but NOT in the last 12 months)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	868	227	221	147	112	96	137	90	60	48	21
Weighted Bases	882	297	233	139	87	66	151	85	47	33	16
Your existing supplier prevented switching	137 15%	47 16%	38 16%	18 13%	18 20%	11 17%	22 15%	11 13%	11 24%	11 33%	4 24%
You were not happy with the broker's recommendations	120 14%	42 14%	36 15%	18 13%	10 11%	5 8%	18 12%	11 13%	5 10%	3 10%	3 22%
Switching dates/ procedures were unclear	147 17%	57 19%	34 14%	16 12%	17 19%	13 19%	19 13%	8 10%	9 19%	7 21%	4 23%
Any other reason	43 5%	8 3%	14 6%	4 3%	7 8%	7 10%	6 4%	4 4%	2 5%	1 4%	1 4%
None	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	6 1%	1 *%	2 1%	1 *%	1 1%	1 1%	0 0%	1 1%	0 0%	1 2%	1 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 64

Summary: E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it?

(Base: Where switched in last 12 months)

	Total	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Summary: Disagree	Summary: Agree	Mean
It is easy to compare prices between tariffs and suppliers	377	73 19%	73 19%	41 11%	118 31%	63 17%	9 2%	146 39%	180 48%	3.06
The process of switching suppliers is easy	377	66 17%	47 12%	33 9%	136 36%	92 25%	3 1%	112 30%	228 61%	3.38
The time between choosing a new tariff or supplier and switching to it is too long	377	33 9%	138 37%	62 16%	70 19%	68 18%	5 1%	172 46%	138 37%	3.00
The expected savings do not always materialise	377	37 10%	104 28%	63 17%	84 22%	57 15%	31 8%	142 38%	142 38%	3.06

Table 64 (continuation)

Summary: E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it?

(Base: Where switched in last 12 months)

	Total	Base for stats	Standard error
It is easy to compare prices between tariffs and suppliers	377	368	.07
The process of switching suppliers is easy	377	374	.07
The time between choosing a new tariff or supplier and switching to it is too long	377	372	.07
The expected savings do not always materialise	377	346	.07

Table 65

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Strongly disagree	73 19%	20 19%	34 23%	6 9%	59 19%	40 19%	14 21%	53 20%
Disagree	73 19%	23 22%	28 19%	9 15%	60 19%	37 18%	13 20%	50 18%
Neither agree nor disagree	41 11%	11 11%	13 9%	8 13%	32 10%	21 10%	9 14%	30 11%
Agree	118 31%	32 31%	47 32%	19 31%	98 32%	66 32%	20 29%	85 31%
Strongly agree	63 17%	18 17%	19 13%	15 25%	52 17%	34 17%	10 16%	45 16%
Don't know	9 2%	0 0%	5 3%	4 6%	9 3%	9 4%	1 1%	9 3%
Summary: Disagree	146 39%	43 41%	62 42%	14 24%	119 38%	76 37%	27 40%	103 38%
Summary: Agree	180 48%	50 48%	67 46%	34 56%	151 49%	100 49%	30 45%	130 48%
Base for stats	368	104	142	56	302	197	66	263
Mean	3.06	3.05	2.93	3.51	3.08	3.09	2.99	3.07

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Standard error	.07	.19	.13	.15	.09	.10	.12	.08

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Strongly disagree	73 19%	16 23%	7 31% b	22 19%	5 14%	15 17%	8 18%	23 25% g	51 18%	54 18%	7 24%	12 25%
Disagree	73 19%	9 13%	2 9%	30 26%	7 18%	19 22%	6 13%	11 12% g	62 22%	65 22% i	3 8%	5 11%
Neither agree nor disagree	41 11%	3 5%	1 7%	13 11%	6 16%	14 15%	4 8%	5 6% g	36 13%	30 10%	5 16%	7 14%
Agree	118 31%	23 35%	7 33%	30 26%	10 27%	29 32%	19 41%	31 34%	87 30%	91 31%	8 26%	18 37%
Strongly agree	63 17%	14 20%	4 18%	18 15%	7 19%	12 14%	8 18%	18 20%	45 16%	50 17%	6 21%	7 13%
Don't know	9 2%	2 3%	1 2%	3 2%	2 6%	1 1%	1 2%	3 3%	6 2%	8 3%	1 4%	0 0%
Summary: Disagree	146 39%	24 36%	9 40%	52 45%	12 32%	35 39%	14 31%	33 37%	113 39%	119 40%	10 33%	18 36%
Summary: Agree	180 48%	37 55%	11 51%	47 41%	17 46%	41 46%	27 59%	48 54%	132 46%	141 47%	14 48%	25 51%
Base for stats	368	65	22	112	34	90	45	87	281	289	29	49

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Mean	3.06	3.16	2.98	2.92	3.19	3.04	3.29	3.12	3.05	3.06	3.13	3.03
Standard error	.07	.17	.24	.15	.22	.15	.18	.14	.09	.08	.27	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Strongly disagree	73 19%	63 20%	10 19%	2 30%	68 19%	0 0%	6 49%	59 19%	14 21%	34 23%	39 17%
Disagree	73 19%	63 19%	10 19%	1 19%	72 20%	1 100%	1 5%	57 19%	16 23%	32 21%	41 18%
Neither agree nor disagree	41 11%	35 11%	6 11%	1 23%	41 11%	0 0%	* 3%	33 11%	8 12%	18 12%	23 10%
Agree	118 31%	105 33%	12 22%	2 28%	115 32%	0 0%	2 17%	99 32%	16 24%	36 24%	82 36%
Strongly agree	63 17%	50 16%	13 23%	0 0%	62 17%	0 0%	1 8%	52 17%	10 15%	25 17%	37 16%
Don't know	9 2%	6 2%	3 6%	0 0%	7 2%	0 0%	2 18%	6 2%	4 5%	4 3%	5 2%
Summary: Disagree	146 39%	126 39%	21 38%	3 49%	139 38%	1 100%	6 54%	116 38%	30 44%	66 44%	80 35%
Summary: Agree	180 48%	156 48%	25 45%	2 28%	177 49%	0 0%	3 25%	151 49%	27 39%	61 41%	119 52%
Base for stats	368	316	51	6	357	1	9	300	65	146	222

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	*f	g	h	i	j	
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Mean	3.06	3.05	3.12	2.48	3.09	2.00	2.15	3.09	2.89	2.91	3.17
Standard error	.07	.08	.19	.53	.07	-	.46	.08	.16	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Strongly disagree	73 19%	71 19%	3 40%	50 17%	24 26%	35 22%	20 14%	18 24%	42 20%	19 15%	12 32%
Disagree	73 19%	72 20%	1 16%	53 19%	20 21%	33 21%	22 16%	17 23%	46 21%	19 15%	9 22%
Neither agree nor disagree	41 11%	39 11%	1 17%	34 12%	7 7%	18 11%	18 12%	6 8%	25 12%	15 12%	1 1%
Agree	118 31%	113 31%	2 27%	97 34%	21 23%	44 28%	50 35%	23 31%	66 31%	40 33%	11 29%
Strongly agree	63 17%	63 17%	0 0%	46 16%	17 18%	23 14%	29 21%	10 14%	30 14%	26 22%	6 15%
Don't know	9 2%	9 2%	0 0%	4 2%	5 5%	6 4%	3 2%	0 0%	6 3%	3 2%	0 0%
Summary: Disagree	146 39%	142 39%	4 56%	103 36%	43 47%	69 43%	42 30%	35 47%	88 41%	37 31%	21 54%
Summary: Agree	180 48%	176 48%	2 27%	143 50%	38 41%	67 42%	80 56%	33 45%	97 45%	67 55%	17 45%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Base for stats	368	357	7	280	88	154	140	74	210	119	39
Mean	3.06	3.07	2.32	3.13	2.86	2.91	3.34	2.87	2.98	3.31	2.75
Standard error	.07	.07	.51	.08	.16	.11	.11	.17	.09	.12	.25

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Strongly disagree	73 19%	73 19%	73 19%	25 18%	48 20%	71 20%	0 0%	54 22%	19 14% h	30 25%	38 16% j
Disagree	73 19%	73 19%	73 19%	28 20%	45 19%	70 19%	3 28%	47 20%	25 19%	28 22%	41 17%
Neither agree nor disagree	41 11%	41 11%	41 11%	12 9%	29 12%	39 11%	2 15%	26 11%	16 11%	13 10%	26 11%
Agree	118 31%	118 31%	118 31%	34 25%	84 35%	115 32%	2 20%	73 31%	44 33%	27 22%	86 36%
Strongly agree	63 17%	63 17%	63 17%	34 24% c	29 12% d	60 17%	2 19%	36 15%	27 19%	21 17%	41 18%
Don't know	9 2%	9 2%	9 2%	5 3%	4 2%	7 2% e	2 18%	4 2%	6 4%	5 4%	4 2%
Summary: Disagree	146 39%	146 39%	146 39%	53 39%	93 39%	141 39%	3 28%	101 42%	44 32% h	58 47% i	79 33% j
Summary: Agree	180 48%	180 48%	180 48%	68 49%	113 47%	175 48%	5 39%	109 46%	71 52%	48 39% i	127 54% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Base for stats	368	368	368	133	234	354	10	236	131	118	232
Mean	3.06	3.06	3.06	3.17	3.00	3.07	3.37	2.96	3.26	2.83	3.22
Standard error	.07	.07	.07	.13	.09	.07	.36	.09	.11	.13	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Strongly disagree	73 19%	37 19%	16 20%	0 0%	18 19%	4 22%	0 0%	27 23%	14 15%	12 21%	5 16%	8 20%
Disagree	73 19%	49 24%	9 12%	4 18%	22 24%	4 18%	1 17%	20 17%	24 25%	11 18%	5 16%	9 21%
Neither agree nor disagree	41 11%	21 10%	10 13%	4 20%	12 13%	4 21%	1 20%	13 11%	7 8%	4 6%	4 14%	6 14%
Agree	118 31%	54 27%	28 37%	5 26%	19 20%	4 20%	2 63%	38 33%	32 33%	17 29%	10 31%	12 29%
Strongly agree	63 17%	36 18%	12 16%	6 30%	20 22%	3 14%	0 0%	17 14%	15 16%	14 24%	6 18%	7 16%
Don't know	9 2%	3 2%	1 2%	1 6%	2 2%	1 5%	0 0%	2 1%	3 3%	1 1%	1 5%	0 0%
Summary: Disagree	146 39%	86 43%	25 33%	4 18%	40 43%	8 40%	1 17%	47 40%	39 40%	23 40%	10 32%	17 41%
Summary: Agree	180 48%	90 45%	40 52%	11 56%	39 42%	7 34%	2 63%	55 47%	47 49%	30 53%	16 50%	18 45%
Base for stats	368	197	75	19	90	19	3	115	93	57	30	41
Mean	3.06	3.02	3.15	3.73	3.01	2.86	3.46	2.98	3.09	3.15	3.21	3.00
Standard error	.07	.10	.16	.24	.14	.28	.41	.15	.14	.19	.23	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 65 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? It is easy to compare prices between tariffs and suppliers

(Base: Where switched in last 12 months)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
Strongly disagree	73 19%	15 24%	5 15%	2 22%	7 38%	1 21%
Disagree	73 19%	8 13%	11 31%	3 36%	2 12%	2 31%
Neither agree nor disagree	41 11%	10 17%	1 4%	1 11%	1 7%	2 23%
Agree	118 31%	18 30%	9 25%	2 23%	3 20%	1 16%
Strongly agree	63 17%	9 15%	9 25%	1 8%	3 17%	1 8%
Don't know	9 2%	1 1%	0 0%	0 0%	1 6%	0 0%
Summary: Disagree	146 39%	22 37%	16 46%	5 58%	9 51%	4 53%
Summary: Agree	180 48%	27 45%	18 51%	3 32%	6 37%	2 24%
Base for stats	368	60	35	8	16	7
Mean	3.06	2.99	3.15	2.61	2.63	2.59
Standard error	.07	.19	.24	.38	.36	.36

Columns tested against total minus each column: a,b,c,d,e

Table 66

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Strongly disagree	66 17%	20 19%	26 18%	6 10%	52 17%	32 16%	14 21%	46 17%
Disagree	47 12%	16 15%	16 11%	10 17%	42 14%	26 13%	5 8%	31 11%
Neither agree nor disagree	33 9%	9 8%	12 8%	5 8%	25 8%	17 8%	8 12%	25 9%
Agree	136 36%	36 35%	51 35%	22 37%	109 35%	73 35%	27 40%	99 36%
Strongly agree	92 25%	23 22%	40 27%	17 28%	80 26%	57 28%	13 19%	69 25%
Don't know	3 1%	1 1%	1 1%	0 0%	2 1%	1 1%	1 1%	2 1%
Summary: Disagree	112 30%	35 34%	42 29%	16 27%	94 30%	58 28%	19 28%	77 28%
Summary: Agree	228 61%	59 57%	90 62%	39 66%	189 61%	129 63%	39 59%	169 62%
Base for stats	374	104	145	59	308	204	66	270
Mean	3.38	3.27	3.43	3.57	3.40	3.47	3.29	3.43
Standard error	.07	.19	.13	.15	.09	.10	.12	.08

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Strongly disagree	66 17%	11 17%	2 9%	23 20%	2 6%	18 20%	8 18%	13 15%	52 18%	49 17%	7 23%	9 19%
Disagree	47 12%	12 18%	3 11%	15 13%	1 3%	9 10%	7 15%	15 16%	32 11%	36 12%	3 8%	8 17%
Neither agree nor disagree	33 9%	5 7%	1 6%	6 5%	6 17%	10 11%	5 12%	6 6%	28 10%	28 9%	3 9%	3 6%
Agree	136 36%	22 33%	11 49%	35 31%	14 38%	38 42%	15 33%	33 37%	103 36%	108 36%	9 28%	19 38%
Strongly agree	92 25%	17 25%	6 25%	35 30%	11 31%	14 16%	10 21%	23 25%	70 24%	73 25%	10 32%	10 20%
Don't know	3 1%	0 0%	0 0%	1 1%	1 4%	0 0%	1 2%	0 0%	3 1%	3 1%	0 0%	0 0%
Summary: Disagree	112 30%	23 35%	5 20%	38 33%	4 10%	28 31%	15 32%	28 31%	85 29%	85 29%	9 31%	18 36%
Summary: Agree	228 61%	39 58%	16 74%	70 61%	25 69%	52 58%	25 54%	56 62%	173 60%	181 61%	18 60%	29 58%
Base for stats	374	67	22	114	35	90	45	89	285	294	30	49

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Mean	3.38	3.32	3.70	3.37	3.88	3.23	3.26	3.41	3.37	3.41	3.39	3.24
Standard error	.07	.16	.19	.16	d .18	.16	.18	.12	.09	.08	.27	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Strongly disagree	66 17%	55 17%	11 20%	1 19%	63 17%	0 0%	3 24%	54 18%	11 16%	22 15%	43 19%
Disagree	47 12%	39 12%	8 15%	2 30%	43 12%	0 0%	4 32%	35 11%	12 18%	18 12%	29 13%
Neither agree nor disagree	33 9%	27 8%	6 12%	0 0%	32 9%	0 0%	1 12%	26 9%	7 10%	18 12%	16 7%
Agree	136 36%	119 37%	16 30%	0 0%	133 36%	1 100%	2 20%	110 36%	24 34%	57 38%	78 34%
Strongly agree	92 25%	80 25%	12 22%	2 38%	91 25%	0 0%	1 13%	77 25%	15 21%	33 22%	59 26%
Don't know	3 1%	2 1%	1 1%	1 13%	3 1%	0 0%	0 0%	3 1%	0 0%	1 1%	2 1%
Summary: Disagree	112 30%	94 29%	19 35%	3 49%	106 29%	0 0%	6 55%	89 29%	23 34%	41 27%	72 32%
Summary: Agree	228 61%	200 62%	28 52%	2 38%	223 61%	1 100%	4 33%	188 61%	38 56%	91 61%	138 61%
Base for stats	374	320	53	5	362	1	12	303	69	149	225
Mean	3.38	3.41	3.19	3.08	3.40	4.00	2.67	3.40	3.26	3.41	3.36
Standard error	.07	.08	.18	.85	.07	-	.38	.08	.15	.10	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Strongly disagree	66 17%	65 18%	1 12%	46 16%	19 21%	26 16%	25 18%	14 19%	34 16%	25 20%	7 18%
Disagree	47 12%	46 13%	1 11%	37 13%	10 10%	12 7%	26 18%	9 13%	27 12%	15 12%	5 12%
Neither agree nor disagree	33 9%	32 9%	0 0%	24 8%	9 10%	13 8%	12 8%	8 11%	18 8%	11 9%	5 14%
Agree	136 36%	131 36%	4 60%	97 34%	38 41%	62 39%	42 30%	31 42%	78 36%	43 35%	15 38%
Strongly agree	92 25%	89 24%	1 17%	77 27%	16 17%	44 28%	37 26%	11 15%	57 26%	29 23%	7 18%
Don't know	3 1%	3 1%	0 0%	2 1%	1 1%	3 2%	0 0%	0 0%	3 1%	0 0%	0 0%
Summary: Disagree	112 30%	111 30%	2 23%	84 29%	29 31%	37 23%	51 36%	24 32%	61 28%	40 33%	12 30%
Summary: Agree	228 61%	220 60%	5 77%	174 61%	54 58%	106 66%	79 56%	43 57%	135 62%	72 59%	22 56%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Base for stats	374	363	7	282	92	157	142	74	213	122	39
Mean	3.38	3.37	3.60	3.43	3.23	3.56	3.28	3.21	3.46	3.29	3.26
Standard error	.07	.07	.50	.08	.14	^e .11	.12	.17	.09	.13	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Strongly disagree	66 17%	66 17%	66 17%	21 15%	44 19%	65 18%	1 6%	56 24% g	9 7% h	28 22%	35 15%
Disagree	47 12%	47 12%	47 12%	15 11%	32 13%	46 13%	1 6%	29 12%	17 13%	18 15%	27 11%
Neither agree nor disagree	33 9%	33 9%	33 9%	13 9%	20 8%	32 9%	2 14%	21 9%	13 9%	9 7%	23 10%
Agree	136 36%	136 36%	136 36%	46 34%	89 37%	129 36%	4 32%	86 36%	50 37%	43 35%	84 36%
Strongly agree	92 25%	92 25%	92 25%	42 31% c	50 21% d	87 24%	5 41%	47 20% g	45 33% h	26 21%	64 27%
Don't know	3 1%	3 1%	3 1%	0 0%	3 1%	3 1%	0 0%	1 *% g	2 2% h	0 0%	3 1%
Summary: Disagree	112 30%	112 30%	112 30%	36 26%	76 32%	111 31%	1 13%	86 36% g	26 19% h	46 37% i	62 26%
Summary: Agree	228 61%	228 61%	228 61%	89 64%	139 58%	216 60%	9 74%	133 55% g	95 70% h	69 56%	148 63%
Base for stats	374	374	374	138	236	358	12	239	134	123	234

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Mean	3.38	3.38	3.38	3.53	3.29	3.35	3.96	3.16	3.79	3.17	3.49
Standard error	.07	.07	.07	.12	.09	.07	.33	.10	.10	.13	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Strongly disagree	66 17%	33 17%	17 23%	4 18%	13 14%	2 9%	2 69%	14 12%	21 22%	5 8%	11 36%	10 25%
Disagree	47 12%	22 11%	13 17%	1 3%	13 14%	2 9%	0 0%	22 19%	5 5%	11 20%	3 10%	3 8%
Neither agree nor disagree	33 9%	16 8%	3 4%	4 17%	11 12%	2 11%	1 20%	7 6%	10 11%	6 10%	3 9%	3 7%
Agree	136 36%	77 38%	17 22%	9 45%	30 33%	8 40%	* 11%	49 42%	28 30%	17 30%	7 22%	18 43%
Strongly agree	92 25%	52 26%	24 31%	3 16%	25 27%	6 30%	0 0%	25 21%	30 31%	19 32%	7 22%	6 14%
Don't know	3 1%	0 0%	2 3%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	1 2%
Summary: Disagree	112 30%	55 28%	31 40%	4 22%	26 28%	4 18%	2 69%	36 31%	26 27%	16 28%	14 46%	14 33%
Summary: Agree	228 61%	128 64%	41 53%	12 61%	55 60%	14 71%	* 11%	74 63%	58 61%	36 62%	14 45%	23 57%
Base for stats	374	200	74	20	92	20	3	117	94	58	31	40

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Mean	3.38	3.46	3.22	3.37	3.44	3.74	1.72	3.41	3.45	3.59	2.84	3.13
Standard error	.07	.10	.19	.27	.13	.24	.59	.13	.15	.17	j .26	.20

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 66 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The process of switching suppliers is easy

(Base: Where switched in last 12 months)

Column	Total	Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
Strongly disagree	66 17%	9 15%	2 6%	3 34%	2 13%	1 18%
Disagree	47 12%	8 14%	5 14%	* 4%	3 15%	1 16%
Neither agree nor disagree	33 9%	9 15%	1 4%	0 0%	2 11%	1 21%
Agree	136 36%	20 34%	18 50%	4 51%	4 25%	2 31%
Strongly agree	92 25%	14 23%	9 25%	1 11%	6 35%	1 13%
Don't know	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Disagree	112 30%	17 29%	7 20%	3 38%	5 29%	2 35%
Summary: Agree	228 61%	34 57%	27 76%	5 62%	10 60%	3 44%
Base for stats	374	60	35	8	17	7
Mean	3.38	3.36	3.75	3.01	3.53	3.04
Standard error	.07	.18	.19	.45	.32	.39

Columns tested against total minus each column: a,b,c,d,e

Table 67

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Strongly disagree	33 9%	6 5%	13 9%	7 11%	26 8%	20 10%	8 12%	28 10%
Disagree	138 37%	45 44%	48 33%	20 34%	114 37%	69 33%	24 36%	93 34%
Neither agree nor disagree	62 16%	18 17%	25 17%	11 19%	54 17%	36 18%	7 11%	43 16%
Agree	70 19%	17 16%	27 19%	13 22%	57 18%	40 19%	13 19%	53 19%
Strongly agree	68 18%	18 17%	29 19%	8 13%	54 18%	36 18%	14 21%	50 18%
Don't know	5 1%	0 0%	4 3%	1 1%	5 1%	5 2%	1 1%	5 2%
Summary: Disagree	172 46%	51 49%	62 42%	27 45%	140 45%	89 43%	32 48%	121 44%
Summary: Agree	138 37%	35 34%	56 38%	21 35%	112 36%	76 37%	27 40%	103 38%
Base for stats	372	104	142	59	306	201	66	267

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Mean	3.00	2.97	3.06	2.92	3.00	3.02	3.02	3.02
Standard error	.07	.16	.12	.14	.08	.09	.12	.07

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Strongly disagree	33 9%	9 14%	1 7%	9 8%	1 2%	9 10%	4 8%	11 12%	23 8%	24 8%	3 11%	6 12%
Disagree	138 37%	28 42%	7 32%	42 36%	10 28%	36 40%	15 33%	35 40%	103 36%	109 37%	11 37%	18 37%
Neither agree nor disagree	62 16%	10 15%	2 7%	19 16%	9 23%	11 13%	11 25%	12 13%	50 17%	53 18%	5 15%	4 8%
Agree	70 19%	11 16%	5 24%	24 21%	3 9%	20 22%	8 17%	16 18%	54 19%	57 19%	6 21%	7 14%
Strongly agree	68 18%	9 13%	7 30%	21 18%	11 30%	14 16%	8 17%	15 17%	53 18%	50 17%	4 12%	14 29%
Don't know	5 1%	1 1%	* 1%	1 1%	3 8%	1 1%	0 0%	1 1%	5 2%	4 1%	1 4%	0 0%
Summary: Disagree	172 46%	37 56%	9 38%	51 44%	11 30%	45 50%	19 42%	46 51%	126 44%	133 45%	15 48%	24 49%
Summary: Agree	138 37%	19 28%	12 53%	44 39%	14 39%	34 37%	15 33%	31 35%	107 37%	107 36%	10 33%	21 43%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Base for stats	372	67	22	114	34	90	46	89	283	293	29	49
Mean	3.00	2.72	3.38	3.04	3.40	2.94	3.00	2.88	3.04	3.00	2.86	3.11
Standard error	.07	a .14	b .21	c .14	d .21	e .15	f .16	g .12	h .08	i .07	j .22	k .20

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
Column		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Strongly disagree	33 9%	29 9%	5 9%	0 0%	33 9%	0 0%	* 3%	28 9%	5 7%	11 7%	22 10%
Disagree	138 37%	114 35%	24 45%	3 45%	134 37%	0 0%	4 37%	113 37%	25 36%	53 36%	85 37%
Neither agree nor disagree	62 16%	54 17%	8 15%	2 30%	60 16%	0 0%	2 17%	53 17%	7 10%	22 15%	39 17%
Agree	70 19%	61 19%	9 16%	2 25%	66 18%	1 100%	3 30%	50 16%	20 29%	31 21%	39 17%
Strongly agree	68 18%	60 19%	8 15%	0 0%	67 18%	0 0%	2 14%	56 18%	12 17%	31 21%	38 17%
Don't know	5 1%	5 2%	0 0%	0 0%	5 1%	0 0%	0 0%	5 2%	0 0%	1 1%	5 2%
Summary: Disagree	172 46%	142 44%	29 54%	3 45%	167 46%	0 0%	5 40%	141 46%	30 43%	64 43%	107 47%
Summary: Agree	138 37%	121 38%	17 31%	2 25%	133 36%	1 100%	5 43%	107 35%	32 47%	62 41%	76 34%
Base for stats	372	317	54	6	359	1	12	301	69	149	223
Mean	3.00	3.03	2.83	2.80	3.00	4.00	3.14	2.98	3.13	3.12	2.93
Standard error	.07	.07	.15	.36	.07	-	.32	.07	.14	.10	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Strongly disagree	33 9%	33 9%	0 0%	27 9%	7 7%	13 8%	17 12%	3 4%	17 8%	14 12%	2 4%
Disagree	138 37%	134 37%	2 28%	109 38%	30 32%	59 37%	45 32%	35 47%	78 36%	40 33%	20 52% j
Neither agree nor disagree	62 16%	62 17%	0 0%	44 16%	17 19%	26 16%	23 16%	13 17%	32 15%	21 18%	8 20%
Agree	70 19%	69 19%	1 11%	53 19%	17 18%	24 15%	30 21%	15 21%	41 19%	22 18%	7 19%
Strongly agree	68 18%	63 17%	4 61%	48 17%	20 22%	34 21%	27 19%	8 10%	44 20%	23 19%	1 4% j
Don't know	5 1%	5 1%	0 0%	3 1%	2 2%	4 2%	1 1%	1 1%	4 2%	1 1%	1 1%
Summary: Disagree	172 46%	168 46%	2 28%	135 48%	36 39%	72 45%	62 43%	38 51%	96 44%	54 44%	22 56%
Summary: Agree	138 37%	131 36%	5 72%	101 36%	37 40%	58 36%	57 40%	23 31%	84 39%	45 37%	9 22%
Base for stats	372	361	7	281	91	157	141	74	212	121	38

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Mean	3.00	2.98	4.06	2.96	3.16	3.05	3.03	2.86	3.07	3.00	2.65
Standard error	.07	a .07	.54	.07	.13	.10	.11	.14	.09	.12	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Strongly disagree	33 9%	33 9%	33 9%	13 9%	21 9%	32 9%	1 10%	22 9%	11 8%	11 9%	20 8%
Disagree	138 37%	138 37%	138 37%	42 31%	96 40%	134 37%	3 29%	89 37%	49 36%	41 34%	90 38%
Neither agree nor disagree	62 16%	62 16%	62 16%	27 20%	34 14%	59 16%	2 18%	39 16%	23 17%	17 14%	40 17%
Agree	70 19%	70 19%	70 19%	24 17%	46 19%	67 18%	1 10%	44 18%	26 19%	26 21%	42 18%
Strongly agree	68 18%	68 18%	68 18%	31 22%	38 16%	66 18%	2 21%	44 18%	25 18%	24 20%	43 18%
Don't know	5 1%	5 1%	5 1%	1 1%	4 2%	4 1%	1 12%	3 1%	3 2%	3 3%	2 1%
Summary: Disagree	172 46%	172 46%	172 46%	55 40%	116 49%	166 46%	5 40%	111 46%	60 44%	53 43%	110 46%
Summary: Agree	138 37%	138 37%	138 37%	54 39%	84 35%	132 37%	4 31%	87 36%	51 37%	50 41%	85 36%
Base for stats	372	372	372	137	235	358	10	237	134	120	234
Mean	3.00	3.00	3.00	3.13	2.93	3.00	3.02	2.99	3.03	3.09	2.99
Standard error	.07	.07	.07	.11	.08	.07	.40	.08	.10	.11	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Strongly disagree	33 9%	16 8%	11 15%	2 10%	6 6%	4 19%	0 0%	13 11%	4 5%	8 14%	1 5%	4 10%
Disagree	138 37%	77 38%	26 34%	5 24%	35 39%	7 37%	0 0%	40 34%	32 34%	21 37%	9 30%	19 46%
Neither agree nor disagree	62 16%	30 15%	15 20%	2 11%	13 14%	2 8%	0 0%	13 11%	20 21%	8 14%	7 24%	7 16%
Agree	70 19%	42 21%	9 12%	6 29%	18 19%	4 22%	3 83%	26 22%	18 19%	11 18%	8 24%	4 11%
Strongly agree	68 18%	34 17%	11 15%	5 27%	20 22%	3 15%	1 17%	24 21%	19 20%	10 17%	4 11%	7 17%
Don't know	5 1%	1 1%	3 4%	0 0%	* *%	0 0%	0 0%	1 1%	1 2%	0 0%	2 6%	0 0%
Summary: Disagree	172 46%	92 46%	38 50%	7 34%	41 45%	11 55%	0 0%	53 45%	37 39%	29 50%	11 35%	23 56%
Summary: Agree	138 37%	76 38%	21 27%	11 55%	38 41%	7 37%	3 100%	50 43%	37 39%	21 36%	11 35%	11 28%
Base for stats	372	198	73	20	91	20	3	115	94	58	29	41
Mean	3.00	3.01	2.77	3.39	3.11	2.77	4.17	3.08	3.16	2.89	3.08	2.79
Standard error	.07	.09	.15	.28	.13	.27	.20	.14	.12	.17	.19	.17

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 67 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The time between choosing a new tariff or supplier and switching to it is too long

(Base: Where switched in last 12 months)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
Strongly disagree	33 9%	4 7%	1 3%	1 6%	3 15%	1 18%
Disagree	138 37%	22 36%	11 31%	3 41%	9 51%	1 20%
Neither agree nor disagree	62 16%	10 16%	6 17%	0 0%	2 9%	1 13%
Agree	70 19%	14 23%	6 17%	4 44%	1 7%	2 25%
Strongly agree	68 18%	10 17%	11 31%	1 9%	3 18%	2 25%
Don't know	5 1%	* *%	0 0%	0 0%	0 0%	0 0%
Summary: Disagree	172 46%	26 43%	12 35%	4 47%	11 66%	3 38%
Summary: Agree	138 37%	24 40%	17 48%	4 53%	4 25%	3 49%
Base for stats	372	60	35	8	17	7
Mean	3.00	3.07	3.41	3.08	2.63	3.18
Standard error	.07	.16	.21	.35	.29	.44

Columns tested against total minus each column: a,b,c,d,e

Table 68

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	396	58	118	82	258	200	138	338
Weighted Bases	377	104	146	59	310	206	67	273
Strongly disagree	37 10%	10 9%	15 10%	7 11%	32 10%	22 11%	6 9%	28 10%
Disagree	104 28%	39 37%	27 19%	15 26%	81 26%	42 21%	23 35%	66 24%
Neither agree nor disagree	63 17%	14 14%	27 18%	11 18%	52 17%	37 18%	11 17%	48 18%
Agree	84 22%	22 21%	33 22%	16 26%	70 23%	48 24%	14 21%	62 23%
Strongly agree	57 15%	12 12%	31 21%	7 11%	49 16%	37 18%	8 12%	45 17%
Don't know	31 8%	8 7%	14 10%	5 8%	27 9%	19 9%	4 7%	23 9%
Summary: Disagree	142 38%	48 46%	42 29%	22 37%	113 36%	64 31%	29 44%	93 34%
Summary: Agree	142 38%	34 32%	63 43%	22 37%	119 39%	86 42%	22 33%	108 40%
Base for stats	346	97	132	55	284	187	62	249
Mean	3.06	2.87	3.28	3.00	3.09	3.20	2.93	3.13
Standard error	.07	.17	.13	.14	.08	.10	.11	.07

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Strongly disagree	37 10%	10 14%	1 3%	13 12%	0 0%	11 12%	3 6%	10 12%	27 9%	25 9%	4 14%	8 16%
Disagree	104 28%	24 36%	7 31%	28 24%	8 21%	28 31%	10 22%	31 35%	73 25%	81 27%	7 23%	16 33%
Neither agree nor disagree	63 17%	11 16%	3 15%	15 13%	8 23%	16 18%	9 20%	14 16%	49 17%	48 16%	6 19%	9 19%
Agree	84 22%	12 17%	8 37%	32 28%	5 15%	13 15%	14 30%	20 22%	64 22%	71 24%	6 19%	8 16%
Strongly agree	57 15%	10 14%	1 5%	19 16%	9 24%	13 14%	6 13%	11 12%	47 16%	44 15%	7 22%	7 15%
Don't know	31 8%	1 2%	2 8%	8 7%	6 17%	9 10%	4 9%	3 3%	28 10%	29 10%	1 3%	1 2%
Summary: Disagree	142 38%	34 50%	8 34%	41 36%	8 21%	39 43%	13 28%	41 46%	100 35%	106 36%	11 37%	24 49%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	396	84	45	89	40	77	61	129	267	307	33	56
Weighted Bases	377	67	22	115	37	90	46	89	288	297	30	49
Summary: Agree	142 38%	21 32%	9 42%	51 44%	14 39%	26 29%	20 43%	31 34%	111 39%	114 38%	12 41%	15 30%
Base for stats	346	66	20	107	30	81	42	86	260	268	29	49
Mean	3.06	2.81	3.11	3.14	3.51	2.87	3.25	2.88	3.12	3.10	3.12	2.79
Standard error	.07	a .14	d .17	d .15	d .20	d .16	d .16	d .11	d .08	d .08	d .25	d .18

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	*f	g	h	i	j	
Unweighted Bases	396	325	70	6	380	1	14	309	85	173	223
Weighted Bases	377	322	54	6	365	1	12	306	69	150	227
Strongly disagree	37 10%	33 10%	4 7%	0 0%	37 10%	0 0%	0 0%	29 9%	8 12%	19 13%	18 8%
Disagree	104 28%	87 27%	17 32%	* 6%	101 28%	0 0%	3 27%	84 28%	17 25%	38 25%	66 29%
Neither agree nor disagree	63 17%	54 17%	9 16%	3 53%	61 17%	1 100%	1 8%	54 18%	9 13%	17 12%	45 20%
Agree	84 22%	75 23%	10 18%	2 28%	80 22%	0 0%	4 33%	69 22%	15 22%	37 25%	47 21%
Strongly agree	57 15%	50 16%	7 13%	0 0%	56 15%	0 0%	2 13%	43 14%	14 20%	26 17%	31 14%
Don't know	31 8%	23 7%	8 14%	1 13%	29 8%	0 0%	2 18%	26 9%	5 7%	12 8%	19 8%
Summary: Disagree	142 38%	120 37%	21 39%	* 6%	138 38%	0 0%	3 27%	113 37%	26 38%	57 38%	85 37%
Summary: Agree	142 38%	125 39%	17 31%	2 28%	136 37%	0 0%	5 47%	112 37%	29 43%	63 42%	78 35%
Base for stats	346	299	47	5	336	1	9	280	64	137	209
Mean	3.06	3.07	2.96	3.26	3.05	3.00	3.40	3.05	3.14	3.10	3.03
Standard error	.07	.07	.16	.28	.07	-	.34	.07	.16	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
Column		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Strongly disagree	37 10%	37 10%	0 0%	31 11%	7 7%	13 8%	18 12%	7 9%	17 8%	15 13%	5 13%
Disagree	104 28%	102 28%	2 31%	80 28%	24 26%	42 26%	42 29%	21 28%	49 23%	44 36%	12 30%
Neither agree nor disagree	63 17%	62 17%	0 0%	52 18%	11 12%	26 16%	20 14%	17 22%	41 19%	14 11%	8 20%
Agree	84 22%	79 22%	3 41%	63 22%	22 23%	36 22%	33 23%	16 21%	56 26%	23 19%	5 13%
Strongly agree	57 15%	55 15%	1 20%	36 13%	22 23%	27 17%	22 16%	8 11%	34 16%	18 15%	5 13%
Don't know	31 8%	30 8%	1 8%	24 8%	7 8%	17 11%	8 6%	6 8%	19 9%	8 6%	4 10%
Summary: Disagree	142 38%	140 38%	2 31%	110 39%	31 34%	54 34%	59 42%	28 37%	66 30%	59 49%	17 43%
Summary: Agree	142 38%	134 37%	4 61%	98 35%	43 47%	63 39%	55 39%	24 32%	90 41%	42 34%	10 27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	*b	c	d	e	f	g	h	i	j
Unweighted Bases	396	384	7	300	96	173	154	69	227	132	37
Weighted Bases	377	366	7	284	93	160	142	74	216	122	39
Base for stats	346	336	6	260	86	143	134	69	197	114	35
Mean	3.06	3.04	3.54	2.97	3.32	3.16	3.00	2.96	3.21	2.87	2.81
Standard error	.07	.07	.52	c .08	d .14	.10	.11	.15	h .09	i .12	.22

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Strongly disagree	37 10%	37 10%	37 10%	15 11%	23 10%	36 10%	2 16%	25 10%	12 9%	16 13%	21 9%
Disagree	104 28%	104 28%	104 28%	48 35%	56 23%	99 27%	5 45%	65 27%	39 29%	34 27%	70 29%
Neither agree nor disagree	63 17%	63 17%	63 17%	20 15%	42 18%	56 16%	3 23%	31 13%	31 23%	20 16%	37 15%
Agree	84 22%	84 22%	84 22%	30 22%	54 23%	84 23%	0 0%	57 24%	27 20%	29 24%	51 22%
Strongly agree	57 15%	57 15%	57 15%	17 13%	40 17%	56 16%	1 10%	42 17%	15 11%	13 11%	38 16%
Don't know	31 8%	31 8%	31 8%	7 5%	24 10%	30 8%	1 6%	20 8%	11 8%	11 9%	20 9%
Summary: Disagree	142 38%	142 38%	142 38%	63 46%	79 33%	134 37%	7 61%	90 38%	51 38%	50 41%	91 38%
Summary: Agree	142 38%	142 38%	142 38%	48 35%	94 39%	140 39%	1 10%	98 41%	43 31%	42 34%	89 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

	Total	Switching				Contract Rollover		Contact Supplier In Last Year		Smart Meter	
		Have in last 5 years	Have in last year	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Contacted	Not contacted	Have	Do not have
Column		a	b	c	d	e	*f	g	h	i	j
Unweighted Bases	396	396	396	143	253	379	14	239	156	137	239
Weighted Bases	377	377	377	138	239	361	12	240	136	123	237
Base for stats	346	346	346	131	215	331	11	220	125	112	216
Mean	3.06	3.06	3.06	2.91	3.15	3.08	2.38	3.11	2.95	2.91	3.07
Standard error	.07	.07	.07	.11	.09	.07	.32	.09	.10	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Strongly disagree	37 10%	25 13%	3 4%	1 6%	17 18%	0 0%	0 0%	13 11%	10 10%	4 8%	3 8%	4 11%
Disagree	104 28%	58 29%	21 27%	10 48%	22 24%	8 43%	* 11%	29 25%	29 30%	12 21%	9 30%	18 44%
Neither agree nor disagree	63 17%	34 17%	12 15%	2 9%	14 16%	2 10%	0 0%	18 15%	19 20%	9 15%	5 17%	6 15%
Agree	84 22%	43 22%	17 22%	6 27%	22 24%	2 11%	2 72%	35 30%	18 18%	12 21%	8 25%	7 17%
Strongly agree	57 15%	24 12%	17 23%	1 7%	14 15%	3 16%	1 17%	16 13%	14 15%	13 23%	5 16%	4 10%
Don't know	31 8%	15 8%	6 8%	1 3%	3 3%	4 20%	0 0%	6 5%	6 7%	7 13%	2 5%	1 4%
Summary: Disagree	142 38%	83 42%	24 31%	11 54%	39 42%	8 43%	* 11%	42 36%	39 40%	17 29%	12 38%	22 54%
Summary: Agree	142 38%	67 34%	34 45%	7 34%	36 39%	5 27%	3 89%	51 44%	32 33%	25 43%	13 40%	11 27%
Base for stats	346	185	70	20	89	16	3	111	89	50	30	39

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Total	Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)			Electricity Expenditure				
		Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	d	*e	*f	g	h	i	j	k
Unweighted Bases	396	211	78	25	107	27	5	99	101	65	39	56
Weighted Bases	377	200	76	20	92	20	3	117	96	58	31	41
Mean	3.06	2.91	3.36	2.80	2.93	3.00	3.96	3.11	2.97	3.34	3.10	2.70
Standard error	.07	a .09	b .15	.24	.13	.26	.41	.13	.13	.18	.21	k .16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 68 (continuation)

E7. In terms of the switching process, to what extent do you agree or disagree with the following aspects of it? The expected savings do not always materialise

(Base: Where switched in last 12 months)

Column	Gas Expenditure					
	Total	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	*c	*d	*e
Unweighted Bases	396	60	39	13	22	13
Weighted Bases	377	60	35	8	17	7
Strongly disagree	37 10%	9 14%	4 12%	1 15%	4 21%	0 0%
Disagree	104 28%	11 17%	12 34%	2 22%	6 33%	3 41%
Neither agree nor disagree	63 17%	9 16%	3 9%	1 14%	2 10%	1 10%
Agree	84 22%	18 30%	11 32%	* 3%	1 7%	2 33%
Strongly agree	57 15%	9 16%	4 12%	4 47%	4 21%	1 8%
Don't know	31 8%	4 7%	1 2%	0 0%	1 7%	1 8%
Summary: Disagree	142 38%	19 32%	16 46%	3 37%	9 55%	3 41%
Summary: Agree	142 38%	28 46%	15 43%	4 49%	5 28%	3 41%
Base for stats	346	56	35	8	16	6
Mean	3.06	3.17	2.97	3.44	2.71	3.09
Standard error	.07	.18	.21	.47	.33	.34

Columns tested against total minus each column: a,b,c,d,e

Table 69

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
When you receive a bill	187 12%	60 14%	82 14%	27 11%	169 13%	109 13%	18 8% f	127 12%
When your contract comes up for renewal	1235 82%	350 81%	476 80%	220 86% c	1045 82%	695 82%	189 86% f	885 83%
At a set point each year	380 25%	105 24%	147 25%	62 24%	313 25%	209 25%	66 30% f	275 26%
Multiple times a year, regardless of contract or bill date	115 8%	31 7%	56 10%	11 4% c	99 8%	68 8%	16 7%	83 8%
When prompted to do so by a broker	278 19%	75 17%	106 18%	46 18%	228 18%	153 18%	50 23% f	203 19%
Other	45 3%	17 4%	17 3%	3 1% c	37 3%	20 2%	8 4%	28 3%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Never	92 6%	30 7%	43 7%	12 5%	85 7%	55 6%	6 3%	62 6%
Don't know	1 *%	0 0%	1 *%	0 0%	1 *%	1 *%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
When you receive a bill	187 12%	31 11%	4 4% b	50 12%	29 14%	46 14%	27 16%	35 10% g	152 13%	158 13%	14 12%	15 10%
When your contract comes up for renewal	1235 82%	241 88% a	71 75% b	353 84%	167 81%	270 80%	133 77% f	312 85%	923 81%	1019 83%	90 78%	125 80%
At a set point each year	380 25%	62 23%	21 22%	105 25%	55 27%	86 26%	51 29%	83 23%	297 26%	301 25%	36 31%	43 28%
Multiple times a year, regardless of contract or bill date	115 8%	23 8%	7 8%	16 4% c	32 15% d	23 7%	14 8%	30 8%	84 7%	97 8%	10 8%	8 5%
When prompted to do so by a broker	278 19%	31 12% a	20 21%	79 19%	46 23%	64 19%	37 22%	51 14% g	227 20% h	231 19%	16 14%	31 20%
Other	45 3%	6 2%	3 3%	3 1% c	6 3%	22 6% e	6 4%	9 2%	36 3%	37 3%	1 1%	7 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Never	92 6%	13 5%	14 15% b	26 6%	10 5%	15 5%	14 8%	26 7%	66 6%	78 6%	7 6%	6 4%
Don't know	1 *%	0 0%	0 0%	0 0%	1 1% d	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
When you receive a bill	187 12%	173 13%	14 9%	2 9%	185 13%	0 0%	2 6%	139 12%	48 15%	72 12%	113 13%
When your contract comes up for renewal	1235 82%	1103 83%	131 79%	14 65%	1212 82%	3 63%	20 75%	952 82%	279 85%	503 83%	726 82%
At a set point each year	380 25%	341 26%	39 23%	6 30%	377 26%	1 14%	2 8%	282 24%	97 30%	159 26%	221 25%
Multiple times a year, regardless of contract or bill date	115 8%	106 8%	8 5%	0 0%	114 8%	0 0%	1 3%	77 7%	38 12%	58 9%	57 6%
When prompted to do so by a broker	278 19%	250 19%	28 17%	3 15%	272 18%	0 0%	7 26%	182 16%	96 29%	152 25%	125 14%
Other	45 3%	37 3%	8 5%	2 7%	43 3%	1 28%	1 5%	35 3%	10 3%	16 3%	29 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Never	92 6%	76 6%	16 9%	3 12%	88 6%	2 37%	2 9%	79 7%	11 3%	27 4%	65 7%
Don't know	1 *%	1 *%	0 0%	1 7%	1 *%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
When you receive a bill	187 12%	167 12%	19 24%	86 12%	101 13%	47 11%	67 12%	73 14%	79 14%	71 12%	38 11%
		a	b								
When your contract comes up for renewal	1235 82%	1196 85%	30 37%	618 87%	617 78%	365 86%	469 87%	401 75%	496 86%	500 87%	239 68%
		a	b	c	d	e	f	g	h	i	j
At a set point each year	380 25%	355 25%	22 27%	226 32%	153 19%	111 26%	139 26%	130 24%	156 27%	143 25%	81 23%
				c	d						
Multiple times a year, regardless of contract or bill date	115 8%	111 8%	3 4%	69 10%	46 6%	38 9%	38 7%	38 7%	51 9%	44 8%	20 6%
				c	d						
When prompted to do so by a broker	278 19%	271 19%	6 7%	132 19%	146 19%	176 41%	69 13%	34 6%	190 33%	62 11%	27 8%
		a	b			e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Other	45 3%	35 3%	7 8%	17 2%	28 4%	7 2%	11 2%	27 5%	13 2%	10 2%	22 6%
Never	92 6%	65 5%	22 27%	8 1%	83 11%	6 1%	16 3%	70 13%	12 2%	16 3%	64 18%
Don't know	1 *%	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
When you receive a bill	187 12%	115 12%	51 14%	68 14%	42 14%	26 11%	90 12%	137 13%	35 11%	5 20%	112 15% j	73 10% k
When your contract comes up for renewal	1235 82%	852 88%	338 90%	351 71%	224 76%	223 92%	629 87%	916 84%	256 79%	17 64%	627 85% j	601 80% k
At a set point each year	380 25%	264 27%	110 29%	105 21%	72 24%	102 42%	162 22%	293 27%	74 23%	5 18%	223 30% j	155 21% k
Multiple times a year, regardless of contract or bill date	115 8%	81 8%	33 9%	34 7%	23 8%	20 8%	61 8%	90 8%	20 6%	3 9%	92 12% j	23 3% k
When prompted to do so by a broker	278 19%	212 22%	93 25%	59 12%	45 15%	48 20%	164 23%	219 20%	44 13%	7 25%	126 17% j	152 20% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Other	45 3%	22 2%	10 3%	21 4%	11 4%	5 2%	17 2%	36 3%	7 2%	0 0%	22 3%	22 3%
Never	92 6%	15 2%	6 2%	75 15%	23 8%	2 1%	13 2%	53 5%	34 11%	3 10%	22 3%	70 9%
Don't know	1 *0%	1 *0%	0 0%	0 0%	0 0%	0 0%	1 *0%	1 *0%	0 0%	0 0%	1 *0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
When you receive a bill	187 12%	63 13%	115 12%	97 12%	44 14%	16 16%	46 13%	10 10%	6 27%
When your contract comes up for renewal	1235 82%	412 83%	753 82%	655 84%	265 83%	84 84%	301 86%	82 84%	18 78%
At a set point each year	380 25%	133 27%	227 25%	188 24%	77 24%	26 26%	84 24%	28 29%	6 25%
Multiple times a year, regardless of contract or bill date	115 8%	46 9%	65 7%	50 6%	39 12% d	4 4%	29 8%	12 13% g	4 15%
When prompted to do so by a broker	278 19%	90 18%	164 18%	135 17%	70 22%	16 16%	96 27% f	25 26% g	8 33%
Other	45 3%	15 3%	28 3%	28 4%	5 2%	2 2%	9 3%	4 4%	2 7%
Never	92 6%	26 5%	61 7%	47 6%	15 5%	11 11% e	15 4%	2 3%	3 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Don't know	1	0	1	0	1	0	0	1	0
	*%	0%	*%	0%	*%	0%	0%	1%	0%
					d			g	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
When you receive a bill	187 12%	65 13%	59 15%	25 11%	9 7%	16 13%	28 11%	23 17%	5 8%	7 13%	3 13%
When your contract comes up for renewal	1235 82%	401 79%	314 81%	203 91%	112 86%	108 91%	210 85%	118 86%	50 77%	43 81%	23 100%
At a set point each year	380 25%	131 26%	100 26%	52 23%	31 24%	33 28%	70 28%	32 23%	12 19%	12 23%	7 31%
Multiple times a year, regardless of contract or bill date	115 8%	42 8%	27 7%	17 8%	10 8%	11 9%	17 7%	12 9%	10 16%	9 17%	2 9%
When prompted to do so by a broker	278 19%	89 17%	71 18%	44 20%	28 21%	27 22%	54 22%	42 30%	19 29%	15 28%	6 27%
Other	45 3%	11 2%	10 3%	9 4%	7 6%	1 1%	5 2%	3 2%	4 6%	3 5%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 69 (continuation)

F1. Approximately how often, if at all, do you review your mains gas/electricity supply arrangements?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Never	92 6%	48 9%	21 5%	6 2%	2 2%	3 3%	12 5%	6 5%	4 6%	1 1%	0 0%
Don't know	1 *%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 70

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	740 49%	215 50%	293 50%	120 47%	628 49%	413 49%	112 51%	525 49%
No	752 50%	217 50%	296 50%	132 52%	645 50%	428 51%	107 48%	535 50%
Don't know	8 1%	0 0%	3 *%	3 1%	5 *%	5 1%	2 f 1%	8 g 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	740 49%	135 50%	35 36% b	211 50%	109 53%	170 51%	81 47%	170 46%	570 50%	595 48%	63 55%	82 53%
No	752 50%	136 50%	60 63% b	208 50%	94 46%	164 49%	90 52%	196 53%	556 49%	628 51%	52 45%	73 47%
Don't know	8 1%	1 *%	* *%	2 *%	2 1%	2 *%	2 1%	1 *%	7 1%	6 *%	1 1%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	740 49%	657 49%	83 50%	8 41%	729 50%	1 29%	10 38%	583 50%	156 48%	300 50%	438 49%
No	752 50%	670 50%	82 49%	12 59%	732 50%	3 71%	16 62%	579 50%	170 52%	303 50%	445 50%
Don't know	8 1%	7 *%	1 1%	0 0%	8 1%	0 0%	0 0%	6 1%	1 *%	3 *%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	740 49%	700 50%	35 44%	463 65%	277 35%	178 42%	325 60%	237 44%	254 44%	343 60%	143 41%
No	752 50%	695 50%	44 54%	245 35%	507 64%	248 58%	212 39%	293 55%	321 55%	225 39%	207 59%
Don't know	8 1%	7 *%	1 1%	2 *%	5 1%	1 *%	3 1%	4 1%	4 1%	3 1%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	740 49%	504 52%	240 64%	220 44%	159 54%	144 59%	361 50%	560 51%	139 43%	14 51%	740 100%	0 0%
No	752 50%	455 47%	136 36%	274 55%	135 46%	99 41%	355 49%	527 48%	183 56%	13 49%	0 0%	752 100%
Don't know	8 1%	5 1%	1 *%	1 *%	1 *%	1 *%	5 1%	5 *%	2 1%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	740 49%	231 47%	477 52% b	369 47%	167 52%	56 56%	169 48%	47 48%	14 61%
No	752 50%	259 52%	439 48% b	408 52%	150 47%	42 42%	181 51%	50 52%	9 36%
Don't know	8 1%	4 1%	3 *%	3 *%	1 *%	2 2% e	2 1%	0 0%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 70 (continuation)

F4. Have you contacted your mains gas/electricity supplier in the last year?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	740 49%	225 44%	195 50%	114 51%	70 53%	73 62%	108 44%	69 50%	38 58%	31 59%	13 56%
No	752 50%	282 56%	191 49%	104 47%	60 46%	45 38%	136 56%	68 49%	27 41%	22 40%	10 44%
Don't know	8 1%	1 *%	1 *%	5 2%	1 *%	0 0%	1 *%	1 *%	1 1%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 71

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
A complaint	173 23%	51 24%	72 25%	26 21%	149 24%	98 24%	24 22%	122 23%
A query/information	442 60%	124 58%	173 59%	78 65%	375 60%	251 61%	68 61%	319 61%
Other	119 16%	38 18%	45 15%	17 14%	100 16%	62 15%	19 17%	81 15%
Can't remember	5 1%	2 1%	2 1%	0 0%	5 1%	2 1%	1 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
A complaint	173 23%	30 22%	6 16%	57 27%	20 18%	43 25%	17 22%	36 21%	137 24%	142 24%	14 23%	16 20%
A query/information	442 60%	89 66%	23 67%	117 55%	65 60%	98 58%	51 63%	112 66%	331 58%	356 60%	35 55%	51 63%
Other	119 16%	17 12%	6 17%	35 17%	23 22%	27 16%	12 14%	22 13%	97 17%	91 15%	14 22%	15 18%
Can't remember	5 1%	0 0%	0 0%	1 1%	1 1%	2 1%	1 1%	0 0%	5 1%	5 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
A complaint	173 23%	153 23%	20 24%	* 4%	168 23%	0 0%	5 51%	140 24%	33 21%	71 24%	102 23%
A query/information	442 60%	393 60%	49 59%	7 84%	438 60%	1 50%	4 37%	348 60%	95 61%	180 60%	261 60%
Other	119 16%	110 17%	9 11%	1 12%	118 16%	0 0%	1 12%	91 16%	26 17%	48 16%	71 16%
Can't remember	5 1%	1 *%	4 5%	0 0%	5 1%	1 50%	0 0%	3 1%	2 1%	2 1%	3 1%
		a	b								

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
A complaint	173 23%	166 24%	6 16%	109 24%	64 23%	52 29% e	71 22%	50 21%	66 26%	73 21%	34 24%
A query/information	442 60%	416 59%	24 68%	277 60%	166 60%	113 63%	195 60%	135 57%	158 62%	207 60%	77 54%
Other	119 16%	116 17%	3 10%	74 16%	46 17%	13 8% e	56 17%	50 21% g	30 12% h	58 17%	32 22% j
Can't remember	5 1%	3 *% a	2 7% b	3 1%	2 1%	0 0%	3 1%	2 1%	0 0%	5 1%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*i	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
A complaint	173 23%	133 26% a	65 27%	39 18% c	31 19%	40 28%	93 26%	140 25%	23 17% h	5 35%	173 23%
A query/information	442 60%	288 57% a	139 58%	141 64%	104 65%	80 56%	208 58%	328 58%	91 65%	8 61%	442 60%
Other	119 16%	81 16%	35 14%	37 17%	21 13%	23 16%	58 16%	91 16%	23 17%	1 4%	119 16%
Can't remember	5 1%	2 *% a	1 *%	2 1%	3 2%	1 1%	1 *%	2 *%	2 2%	0 0%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
A complaint	173 23%	69 30%	100 21%	89 24%	37 22%	13 22%	50 30%	5 11%	3 22%
A query/information	442 60%	124 54%	301 63%	211 57%	107 64%	33 59%	90 53%	33 71%	11 78%
Other	119 16%	36 16%	74 15%	65 18%	24 14%	10 18%	28 17%	8 18%	0 0%
Can't remember	5 1%	1 *%	3 1%	5 1%	0 0%	0 0%	1 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 71 (continuation)

F5. Thinking about the last time you contacted your supplier, what was the main reason for contacting them?

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
A complaint	173 23%	49 22%	44 22%	31 27%	17 25%	22 30%	18 17%	14 21%	14 36%	13 41%	3 19%
A query/information	442 60%	130 58%	115 59%	70 61%	43 61%	39 53%	67 62%	43 62%	18 47%	17 54%	10 77%
Other	119 16%	46 21%	33 17%	12 11%	10 14%	12 17%	22 21%	12 17%	6 17%	2 5%	1 4%
Can't remember	5 1%	0 0%	4 2%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 72

Summary: F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following?

(Base: Where contacted supplier)

	Total	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know	Not applicable	Summary: Dissatisfied	Summary: Satisfied
It is easy to compare prices between tariffs and suppliers	740	116 16%	66 9%	132 18%	186 25%	232 31%	6 1%	2 *%	182 25%	418 57%
The process of switching suppliers is easy	740	122 17%	46 6%	86 12%	199 27%	245 33%	5 1%	36 5%	168 23%	444 60%
The time between choosing a new tariff or supplier and switching to it is too long	740	130 18%	65 9%	111 15%	151 20%	204 28%	9 1%	69 9%	195 26%	355 48%

Table 72 (continuation)

Summary: F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following?

(Base: Where contacted supplier)

	Total	Mean	Base for stats	Standard error
It is easy to compare prices between tariffs and suppliers	740	3.48	732	.05
The process of switching suppliers is easy	740	3.57	699	.06
The time between choosing a new tariff or supplier and switching to it is too long	740	3.35	661	.06

Table 73

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Very dissatisfied	116 16%	33 15%	53 18%	13 11%	99 16%	66 16%	17 15%	83 16%
Quite dissatisfied	66 9%	15 7%	25 9%	14 11%	54 9%	39 9%	12 11%	51 10%
Neither dissatisfied nor satisfied	132 18%	40 19%	50 17%	22 19%	112 18%	72 17%	19 17%	91 17%
Quite satisfied	186 25%	55 26%	75 26%	29 24%	159 25%	103 25%	28 25%	131 25%
Very satisfied	232 31%	67 31%	88 30%	42 35%	197 31%	130 32%	35 31%	165 31%
Don't know	6 1%	4 2%	1 *%	1 *%	6 1%	1 *%	1 1%	2 *%
Not applicable	2 *%	0 0%	1 *%	0 0%	1 *%	1 *%	1 1%	2 *%
Summary: Dissatisfied	182 25%	48 22%	78 27%	27 22%	153 24%	105 25%	29 26%	134 25%
Summary: Satisfied	418 57%	122 57%	163 56%	71 59%	356 57%	234 57%	62 56%	296 56%
Base for stats	732	211	291	120	621	410	111	521

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Mean	3.48	3.51	3.41	3.61	3.49	3.47	3.45	3.47
Standard error	.05	.13	.10	.11	.06	.07	.10	.06

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Very dissatisfied	116 16%	22 16%	2 7%	34 16%	22 20%	22 13%	15 18%	24 14%	92 16%	95 16%	8 13%	13 16%
Quite dissatisfied	66 9%	15 11%	1 4%	19 9%	6 5%	15 9%	9 11%	16 10%	49 9%	53 9%	7 11%	6 7%
Neither dissatisfied nor satisfied	132 18%	22 16%	8 25%	34 16%	16 15%	37 22%	14 18%	30 18%	102 18%	102 17%	12 18%	18 22%
Quite satisfied	186 25%	39 29%	12 35%	51 24%	26 24%	43 25%	16 19%	51 30%	136 24%	157 26%	10 16%	19 23%
Very satisfied	232 31%	38 28%	10 30%	69 33%	39 36%	51 30%	25 32%	48 29%	184 32%	180 30%	26 41%	26 31%
Don't know	6 1%	1 *%	0 0%	2 1%	0 0%	2 1%	2 2%	1 *%	6 1%	6 1%	0 0%	0 0%
Not applicable	2 *%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	2 *%	2 *%	0 0%	0 0%
Summary: Dissatisfied	182 25%	37 27%	4 10%	53 25%	28 25%	37 22%	24 29%	40 24%	142 25%	147 25%	16 25%	19 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Summary: Satisfied	418	77	22	120	64	93	41	99	319	337	36	45
	57%	57%	65%	57%	59%	55%	51%	58%	56%	57%	57%	55%
Base for stats	732	135	35	207	108	168	79	169	562	587	63	82
Mean	3.48	3.42	3.78	3.49	3.50	3.50	3.36	3.49	3.48	3.47	3.60	3.46
Standard error	.05	.11	.15	.11	.14	.12	.15	.09	.06	.06	.18	.15

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Very dissatisfied	116 16%	101 15%	15 18%	0 0%	114 16%	0 0%	2 24%	94 16%	23 15%	57 19%	59 13%
Quite dissatisfied	66 9%	55 8%	11 13%	2 19%	64 9%	0 0%	1 11%	50 9%	15 10%	28 9%	38 9%
Neither dissatisfied nor satisfied	132 18%	113 17%	18 22%	2 26%	129 18%	1 50%	2 23%	106 18%	26 17%	52 17%	79 18%
Quite satisfied	186 25%	167 25%	19 23%	4 51%	184 25%	0 0%	2 17%	138 24%	47 30%	76 25%	108 25%
Very satisfied	232 31%	212 32%	20 24%	* 4%	229 31%	1 50%	2 24%	187 32%	45 29%	85 28%	147 33%
Don't know	6 1%	6 1%	0 0%	0 0%	6 1%	0 0%	0 0%	6 1%	1 *%	1 *%	5 1%
Not applicable	2 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	2 *%
Summary: Dissatisfied	182 25%	156 24%	25 31%	2 19%	178 24%	0 0%	4 36%	144 25%	38 24%	85 28%	97 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
Column		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Summary: Satisfied	418 57%	379 58%	39 47%	5 55%	413 57%	1 50%	4 41%	325 56%	92 59%	162 54%	255 58%
Base for stats	732	649	83	8	721	1	10	575	155	299	431
Mean	3.48	3.51	3.22	3.40	3.49	4.00	3.04	3.48	3.49	3.35	3.57
Standard error	.05	.06	.14	.32	.05	1.91	.42	.06	.11	.08	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Very dissatisfied	116 16%	109 16%	7 19%	73 16%	44 16%	40 23%	48 15%	28 12%	44 17%	51 15%	21 15%
Quite dissatisfied	66 9%	58 8%	7 20%	42 9%	23 8%	23 13%	22 7%	21 9%	33 13%	18 5%	14 10%
Neither dissatisfied nor satisfied	132 18%	127 18%	3 8%	83 18%	48 17%	37 21%	52 16%	43 18%	48 19%	64 19%	20 14%
Quite satisfied	186 25%	177 25%	8 23%	121 26%	65 24%	35 20%	81 25%	70 29%	68 27%	82 24%	36 25%
Very satisfied	232 31%	221 32%	11 30%	142 31%	90 33%	42 24%	118 36%	72 30%	60 24%	121 35%	51 36%
Don't know	6 1%	6 1%	0 0%	1 *% c	5 2% d	1 *%	3 1%	2 1%	1 *%	6 2% i	0 0%
Not applicable	2 *%	2 *%	0 0%	1 *%	1 *%	1 *%	0 0%	1 1%	1 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Summary: Dissatisfied	182 25%	167 24%	14 39%	115 25%	67 24%	63 35%	70 22%	49 21%	77 30%	69 20%	35 25%
Summary: Satisfied	418 57%	397 57%	19 54%	262 57%	156 56%	78 44%	199 61%	141 60%	128 50%	203 59%	88 61%
Base for stats	732	692	35	461	271	177	321	233	253	336	143
Mean	3.48	3.49	3.26	3.47	3.50	3.09	3.62	3.58	3.26	3.60	3.58
Standard error	.05	.05	.27	.07	.09	.11	.08	.09	.09	.08	.12

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*j	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Very dissatisfied	116 16%	85 17%	48 20%	28 13%	26 16%	32 22%	53 15%	96 17%	14 10%	3 20%	116 16%
Quite dissatisfied	66 9%	48 9%	31 13%	17 8%	12 8%	15 10%	33 9%	50 9%	8 6%	6 47%	66 9%
Neither dissatisfied nor satisfied	132 18%	93 18%	47 19%	37 17%	25 16%	27 19%	66 18%	104 19%	15 11%	5 33%	132 18%
Quite satisfied	186 25%	124 25%	59 25%	57 26%	52 33%	35 25%	88 25%	136 24%	40 29%	0 0%	186 25%
Very satisfied	232 31%	151 30%	53 22%	76 35%	44 28%	32 23%	119 33%	168 30%	60 43%	0 0%	232 31%
Don't know	6 1%	2 *%	1 *%	4 2%	0 0%	1 1%	1 *%	4 1%	2 2%	0 0%	6 1%
Not applicable	2 *%	2 *%	1 *%	0 0%	0 0%	1 1%	1 *%	2 *%	0 0%	0 0%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*j	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Summary: Dissatisfied	182 25%	133 26%	79 33%	45 20%	38 24%	47 33%	86 24%	146 26%	21 15%	9 67%	182 25%
Summary: Satisfied	418 57%	275 55%	112 47%	133 61%	96 60%	68 47%	207 57%	304 54%	100 72%	0 0%	418 57%
Base for stats	732	501	238	215	159	141	359	555	137	14	732
Mean	3.48	3.42	3.16	3.63	3.48	3.15	3.52	3.41	3.91	2.13	3.48
Standard error	.05	.06	.09	.10	.11	.12	.07	.06	.11	.22	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Very dissatisfied	116 16%	42 18%	72 15%	53 14%	26 16%	9 17%	39 23%	6 13%	2 15%
Quite dissatisfied	66 9%	27 12%	35 7%	33 9%	15 9%	6 12%	20 12%	3 7%	4 26%
Neither dissatisfied nor satisfied	132 18%	40 17%	86 18%	62 17%	27 16%	11 19%	25 15%	9 19%	2 12%
Quite satisfied	186 25%	50 22%	126 26%	89 24%	39 23%	12 21%	36 21%	11 23%	4 25%
Very satisfied	232 31%	67 29%	155 32%	128 35%	56 34%	17 31%	49 29%	18 38%	3 22%
Don't know	6 1%	4 2%	2 1%	3 1%	2 1%	0 0%	1 *%	0 0%	0 0%
Not applicable	2 *%	0 0%	2 *%	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%
Summary: Dissatisfied	182 25%	69 30%	107 22%	86 23%	41 25%	16 29%	59 35%	9 20%	6 41%
Summary: Satisfied	418 57%	118 51%	281 59%	217 59%	95 57%	29 53%	85 50%	29 62%	7 47%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Base for stats	732	227	473	365	164	56	169	47	14
Mean	3.48	3.33	3.54	3.56	3.51	3.38	3.21	3.67	3.13
Standard error	.05	^a .10	.07	.07	.12	.20	^f .11	.19	.40

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Very dissatisfied	116 16%	27 12%	28 14%	24 21%	15 21%	15 20%	13 12%	14 21%	11 28% h	9 30% i	1 10%
Quite dissatisfied	66 9%	21 9%	19 10%	9 8%	6 9%	10 13%	12 11%	3 5%	4 10%	3 9%	6 42%
Neither dissatisfied nor satisfied	132 18%	31 14%	28 15%	24 21%	11 16%	16 22%	12 12%	17 25%	5 12%	6 18%	2 12%
Quite satisfied	186 25%	65 29%	46 24%	23 20%	15 22%	15 21%	33 31%	16 23%	5 13%	7 23%	1 11%
Very satisfied	232 31%	78 35%	71 37%	33 29%	21 30%	17 23%	38 35%	18 26%	14 37%	6 20%	3 21%
Don't know	6 1%	2 1%	2 1%	1 1%	0 0%	1 1%	1 *%	0 0%	0 0%	0 0%	1 4%
Not applicable	2 *%	0 0%	0 0%	1 1%	1 2% d	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Dissatisfied	182 25%	48 21%	46 24%	33 29%	21 30%	24 33% e	24 22%	18 26%	14 37% h	12 39% i	7 52%
Summary: Satisfied	418 57%	143 64% a	118 60%	55 48% c	36 52%	32 44% e	71 66% f	34 49%	19 51%	13 43%	4 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 73 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The time it took to respond to your query or complaint

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Base for stats	732	222	193	113	68	73	108	69	38	31	13
Mean	3.48	3.66	3.60	3.27	3.31	3.14	3.67	3.29	3.23	2.93	2.90
Standard error	.05	.10	.11	.14	.17	.15	.14	.17	.25	.25	.37

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Very dissatisfied	122 17%	37 17%	54 19%	15 12%	106 17%	69 17%	16 14%	85 16%
Quite dissatisfied	46 6%	7 3%	21 7%	10 8%	37 6%	30 7%	9 8%	39 7%
Neither dissatisfied nor satisfied	86 12%	25 12%	30 10%	14 11%	69 11%	43 11%	18 16%	61 12%
Quite satisfied	199 27%	59 27%	79 27%	34 29%	172 27%	113 27%	27 24%	140 27%
Very satisfied	245 33%	70 32%	93 32%	43 36%	206 33%	136 33%	39 35%	175 33%
Don't know	5 1%	0 0%	4 1%	1 1%	5 1%	5 1%	1 1%	5 1%
Not applicable	36 5%	17 8%	12 4%	4 3%	33 5%	16 4%	2 2%	18 3%
Summary: Dissatisfied	168 23%	44 20%	75 26%	25 20%	143 23%	99 24%	25 22%	124 24%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Summary: Satisfied	444	129	172	77	378	250	66	316
	60%	60%	59%	64%	60%	60%	59%	60%
Base for stats	699	198	277	116	590	392	109	501
Mean	3.57	3.59	3.49	3.70	3.57	3.55	3.59	3.56
Standard error	.06	.14	.10	.11	.07	.08	.10	.06

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Very dissatisfied	122 17%	24 18%	2 6%	30 14%	22 21%	30 17%	14 17%	26 16%	96 17%	94 16%	14 22%	14 17%
Quite dissatisfied	46 6%	7 5%	1 4%	16 8%	7 7%	6 4%	8 10%	8 5%	38 7%	39 6%	4 7%	3 3%
Neither dissatisfied nor satisfied	86 12%	15 11%	6 16%	29 14%	4 4%	22 13%	12 14%	21 12%	66 12%	70 12%	3 4%	14 17%
Quite satisfied	199 27%	38 28%	10 29%	55 26%	29 27%	52 31%	15 19%	48 28%	151 27%	162 27%	15 23%	22 27%
Very satisfied	245 33%	42 31%	14 41%	71 34%	40 37%	49 29%	28 35%	56 33%	189 33%	195 33%	24 38%	26 32%
Don't know	5 1%	1 1%	0 0%	0 0%	0 0%	2 1%	3 3%	1 1%	4 1%	3 *%	2 2%	1 1%
Not applicable	36 5%	8 6%	1 4%	10 5%	5 5%	9 6%	2 2%	9 6%	26 5%	31 5%	2 3%	2 2%
Summary: Dissatisfied	168 23%	31 23%	4 11%	46 22%	30 27%	36 21%	22 27%	35 20%	134 23%	133 22%	18 29%	17 21%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Summary: Satisfied	444 60%	80 59%	24 69%	126 60%	70 64%	101 60%	43 53%	104 61%	341 60%	357 60%	39 61%	49 59%
Base for stats	699	126	33	201	103	159	77	159	540	560	60	79
Mean	3.57	3.53	3.96	3.61	3.56	3.53	3.46	3.62	3.56	3.58	3.51	3.55
Standard error	.06	.12	^b .16	.11	.15	.12	.15	.10	.07	.06	.21	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Very dissatisfied	122 17%	106 16%	17 20%	0 0%	120 16%	0 0%	3 28%	100 17%	23 15%	56 19%	66 15%
Quite dissatisfied	46 6%	38 6%	7 9%	1 10%	45 6%	1 50%	0 0%	33 6%	13 8%	18 6%	28 6%
Neither dissatisfied nor satisfied	86 12%	73 11%	13 16%	3 35%	83 11%	0 0%	3 31%	65 11%	21 14%	35 12%	51 12%
Quite satisfied	199 27%	178 27%	21 25%	2 22%	197 27%	0 0%	2 23%	153 26%	45 29%	80 27%	118 27%
Very satisfied	245 33%	222 34%	23 28%	2 21%	242 33%	1 50%	2 18%	199 34%	45 29%	96 32%	149 34%
Don't know	5 1%	5 1%	0 0%	0 0%	5 1%	0 0%	0 0%	5 1%	1 *%	3 1%	2 1%
Not applicable	36 5%	34 5%	1 1%	1 12%	36 5%	0 0%	0 0%	28 5%	8 5%	12 4%	23 5%
Summary: Dissatisfied	168 23%	144 22%	24 29%	1 10%	165 23%	1 50%	3 28%	132 23%	36 23%	74 25%	94 21%
Summary: Satisfied	444 60%	400 61%	44 53%	4 44%	440 60%	1 50%	4 41%	352 60%	90 58%	176 58%	267 61%
Base for stats	699	617	81	7	688	1	10	550	147	285	412

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Mean	3.57	3.60	3.33	3.63	3.58	3.51	3.03	3.58	3.52	3.49	3.62
Standard error	.06	.06	.15	.39	.06	2.87	.40	.06	.11	.08	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Very dissatisfied	122 17%	112 16%	9 25%	86 19%	36 13%	44 25%	50 15%	29 12%	52 20%	51 15%	20 14%
Quite dissatisfied	46 6%	41 6%	5 14%	27 6%	19 7%	17 10%	16 5%	13 5%	22 9%	15 4%	9 6%
Neither dissatisfied nor satisfied	86 12%	86 12%	1 2%	57 12%	30 11%	23 13%	29 9%	35 15%	37 14%	35 10%	15 11%
Quite satisfied	199 27%	188 27%	10 28%	122 26%	77 28%	39 22%	89 28%	71 30%	64 25%	98 29%	37 26%
Very satisfied	245 33%	234 33%	10 28%	148 32%	97 35%	51 29%	117 36%	77 33%	70 28%	119 35%	55 39%
Don't know	5 1%	5 1%	0 0%	3 1%	2 1%	1 1%	4 1%	* *%	2 1%	3 1%	* *%
Not applicable	36 5%	34 5%	1 3%	19 4%	17 6%	4 2%	20 6%	12 5%	8 3%	23 7%	5 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Summary: Dissatisfied	168 23%	153 22%	14 39%	114 25%	55 20%	61 34%	66 20%	41 18%	74 29%	65 19%	29 20%
Summary: Satisfied	444 60%	422 60%	20 56%	270 58%	174 63%	90 50%	206 63%	148 63%	134 53%	217 63%	93 65%
Base for stats	699	661	34	441	258	174	300	225	245	317	137
Mean	3.57	3.59	3.21	3.50	3.70	3.21	3.69	3.69	3.32	3.69	3.72
Standard error	.06	.06	.28	.07	.09	.12	.08	.09	.10	.08	.12

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*j	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Very dissatisfied	122 17%	93 18%	50 21%	28 13%	25 16%	29 20%	64 18%	101 18%	15 11%	4 31%	122 17%
Quite dissatisfied	46 6%	32 6%	23 10%	13 6%	10 6%	16 11%	16 4%	36 6%	4 3%	4 26%	46 6%
Neither dissatisfied nor satisfied	86 12%	59 12%	35 15%	26 12%	18 12%	20 14%	39 11%	69 12%	12 8%	2 18%	86 12%
Quite satisfied	199 27%	134 27%	71 30%	62 28%	52 33%	36 25%	98 27%	146 26%	37 27%	3 25%	199 27%
Very satisfied	245 33%	155 31%	48 20%	84 38%	49 31%	33 23%	122 34%	178 32%	61 44%	0 0%	245 33%
Don't know	5 1%	5 1%	3 1%	0 0%	0 0%	3 2%	2 1%	5 1%	0 0%	0 0%	5 1%
Not applicable	36 5%	27 5%	10 4%	8 4%	4 3%	7 5%	20 6%	24 4%	10 7%	0 0%	36 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*j	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Summary: Dissatisfied	168 23%	125 25%	73 30%	40 18%	35 22%	45 31%	80 22%	137 24%	19 14%	8 57%	168 23%
Summary: Satisfied	444 60%	288 57%	119 50%	146 66%	101 64%	69 48%	220 61%	324 58%	98 70%	3 25%	444 60%
Base for stats	699	472	228	212	155	134	338	531	129	14	699
Mean	3.57	3.48	3.20	3.76	3.59	3.20	3.58	3.50	3.97	2.37	3.57
Standard error	.06	a .07	b .10	c .10	d .12	e .13	f .08	g .06	h .11	*j .37	j .06

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Very dissatisfied	122 17%	45 20%	74 15%	55 15%	30 18%	9 16%	39 23%	6 13%	3 18%
Quite dissatisfied	46 6%	21 9%	24 5%	24 6%	13 8%	2 3%	12 7%	4 8%	1 4%
Neither dissatisfied nor satisfied	86 12%	24 11%	54 11%	45 12%	13 8%	11 20%	22 13%	3 6%	1 6%
Quite satisfied	199 27%	54 23%	138 29%	96 26%	42 25%	13 23%	34 20%	13 28%	7 46%
Very satisfied	245 33%	73 32%	161 34%	127 34%	60 36%	19 34%	52 31%	20 43%	4 27%
Don't know	5 1%	3 1%	2 *%	1 *%	2 1%	0 0%	1 1%	0 0%	0 0%
Not applicable	36 5%	10 4%	25 5%	22 6%	7 4%	2 3%	10 6%	* 1%	0 0%
Summary: Dissatisfied	168 23%	66 29%	97 20%	78 21%	43 26%	11 19%	50 30%	10 21%	3 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Summary: Satisfied	444	127	299	223	102	32	86	33	10
	60%	55%	63%	60%	61%	57%	51%	71%	72%
Base for stats	699	217	450	346	159	54	158	46	14
Mean	3.57	3.41	3.64	3.63	3.56	3.58	3.31	3.81	3.60
Standard error	.06	a .10	.07	.08	.12	.20	f .12	.20	.40

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Very dissatisfied	122 17%	28 13%	32 16%	24 21%	19 27%	12 17%	18 16%	9 14%	12 31%	8 25%	2 12%
Quite dissatisfied	46 6%	15 7%	10 5%	9 8%	4 6%	7 9%	7 6%	2 3%	2 5%	3 9%	3 26%
Neither dissatisfied nor satisfied	86 12%	19 8%	23 12%	17 15%	7 10%	11 15%	8 7%	13 19%	4 10%	6 20%	0 0%
Quite satisfied	199 27%	65 29%	51 26%	26 23%	13 19%	18 24%	29 27%	23 33%	5 14%	3 9%	5 37%
Very satisfied	245 33%	83 37%	68 35%	34 30%	24 34%	19 27%	41 38%	19 27%	14 38%	9 30%	3 21%
Don't know	5 1%	0 0%	1 1%	1 1%	1 1%	2 3%	1 *%	0 0%	* 1%	2 5%	1 4%
Not applicable	36 5%	14 6%	9 5%	4 3%	2 2%	4 5%	6 6%	3 4%	* 1%	1 2%	0 0%
Summary: Dissatisfied	168 23%	43 19%	42 22%	32 28%	23 33%	19 26%	24 23%	12 17%	14 37%	11 34%	5 38%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 74 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The solution they offered

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Summary: Satisfied	444	149	119	60	37	37	69	41	20	12	8
	60%	66%	61%	53%	54%	50%	64%	60%	52%	39%	58%
Base for stats	699	211	184	110	67	67	101	66	37	29	13
Mean	3.57	3.76	3.62	3.35	3.29	3.37	3.67	3.59	3.22	3.10	3.30
Standard error	.06	.11	.11	.14	.18	.16	.15	.15	.27	.27	.38

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Very dissatisfied	130 18%	35 16%	63 22% b	16 13%	113 18%	79 19%	16 14%	95 18%
Quite dissatisfied	65 9%	14 7%	22 8%	16 13% c	53 8%	38 9%	13 11%	51 10%
Neither dissatisfied nor satisfied	111 15%	31 14%	36 12%	21 17%	87 14%	56 14%	24 22% f	81 15%
Quite satisfied	151 20%	45 21%	67 23%	23 19%	134 21%	90 22%	16 15% f	106 20%
Very satisfied	204 28%	64 30%	72 25%	36 30%	173 28%	109 26%	31 28%	140 27%
Don't know	9 1%	2 1%	5 2%	1 1%	8 1%	6 1%	1 1%	8 1%
Not applicable	69 9%	25 12%	28 10%	7 6%	60 10%	35 9%	9 8%	45 8%
Summary: Dissatisfied	195 26%	49 23%	85 29%	32 26%	166 26%	117 28%	29 26%	146 28%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	733	121	233	164	518	397	215	612
Weighted Bases	740	215	293	120	628	413	112	525
Summary: Satisfied	355	109	139	60	307	198	48	246
	48%	51%	47%	50%	49%	48%	43%	47%
Base for stats	661	189	260	112	560	372	101	473
Mean	3.35	3.48	3.24	3.44	3.36	3.30	3.34	3.31
Standard error	.06	.14	.11	.12	.07	.08	.10	.06

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Very dissatisfied	130 18%	22 16%	4 13%	30 14%	26 24%	32 19%	16 20%	26 15%	103 18%	102 17%	13 21%	14 18%
Quite dissatisfied	65 9%	12 9%	2 7%	29 14%	7 6%	10 6%	5 7%	14 8%	51 9%	56 9%	3 4%	6 8%
Neither dissatisfied nor satisfied	111 15%	20 15%	7 22%	28 14%	8 7%	30 18%	18 22%	28 16%	84 15%	83 14%	9 15%	19 23%
Quite satisfied	151 20%	29 22%	11 32%	37 18%	25 23%	31 18%	17 21%	40 24%	110 19%	126 21%	10 15%	15 19%
Very satisfied	204 28%	37 27%	8 24%	64 30%	32 29%	46 27%	18 22%	45 26%	159 28%	165 28%	20 31%	20 24%
Don't know	9 1%	2 2%	0 0%	0 0%	2 2%	2 1%	3 3%	2 1%	7 1%	5 1%	4 6%	1 1%
Not applicable	69 9%	13 10%	1 3%	22 11%	10 9%	19 11%	4 6%	14 8%	56 10%	58 10%	5 9%	6 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	733	155	59	163	111	140	105	214	519	584	63	86
Weighted Bases	740	135	35	211	109	170	81	170	570	595	63	82
Summary: Dissatisfied	195 26%	34 25%	7 20%	59 28%	32 30%	42 25%	21 26%	41 24%	154 27%	158 27%	16 25%	21 26%
Summary: Satisfied	355 48%	66 49%	19 56%	101 48%	57 52%	77 45%	35 43%	85 50%	270 47%	290 49%	29 46%	35 43%
Base for stats	661	120	34	188	97	149	74	153	508	532	54	75
Mean	3.35	3.39	3.49	3.40	3.32	3.33	3.21	3.41	3.34	3.37	3.37	3.27
Standard error	.06	.13	.18	.12	.17	.13	.15	.10	.07	.06	.21	.16

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Very dissatisfied	130 18%	110 17%	19 23%	0 0%	126 17%	0 0%	3 33%	98 17%	31 20%	61 20%	69 16%
Quite dissatisfied	65 9%	58 9%	8 9%	1 10%	64 9%	0 0%	2 15%	53 9%	12 8%	23 8%	42 10%
Neither dissatisfied nor satisfied	111 15%	99 15%	12 15%	3 35%	108 15%	0 0%	3 29%	97 17%	14 9%	39 13%	72 16%
Quite satisfied	151 20%	130 20%	21 25%	1 17%	150 21%	1 50%	1 5%	115 20%	34 22%	65 22%	86 20%
Very satisfied	204 28%	184 28%	20 25%	0 0%	202 28%	1 50%	1 13%	159 27%	45 29%	78 26%	125 28%
Don't know	9 1%	9 1%	* *%	0 0%	9 1%	0 0%	0 0%	7 1%	2 1%	6 2%	4 1%
Not applicable	69 9%	67 10%	2 3%	3 38%	69 9%	0 0%	1 6%	52 9%	17 11%	28 9%	41 9%
Summary: Dissatisfied	195 26%	168 26%	27 32%	1 10%	190 26%	0 0%	5 48%	152 26%	43 28%	84 28%	111 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	*f	g	h	i	j
Unweighted Bases	733	632	101	8	717	2	14	573	159	324	408
Weighted Bases	740	657	83	8	729	1	10	583	156	300	438
Summary: Satisfied	355 48%	314 48%	41 50%	1 17%	352 48%	1 100%	2 18%	274 47%	79 51%	143 48%	211 48%
Base for stats	661	581	80	5	651	1	10	523	136	267	393
Mean	3.35	3.38	3.19	3.12	3.37	4.50	2.47	3.35	3.36	3.28	3.40
Standard error	.06	.06	.16	.32	.06	.96	.40	.06	.13	.09	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Very dissatisfied	130 18%	118 17%	10 27%	88 19%	41 15%	50 28%	47 14%	33 14%	57 23%	51 15%	22 15%
Quite dissatisfied	65 9%	63 9%	3 7%	40 9%	26 9%	21 12%	23 7%	21 9%	30 12%	23 7%	13 9%
Neither dissatisfied nor satisfied	111 15%	104 15%	7 19%	65 14%	46 16%	28 16%	46 14%	37 16%	39 15%	53 15%	19 13%
Quite satisfied	151 20%	146 21%	3 10%	94 20%	57 21%	28 16%	81 25%	42 18%	59 23%	71 21%	20 14%
Very satisfied	204 28%	193 28%	11 31%	125 27%	79 29%	33 19%	98 30%	73 31%	48 19%	104 30%	52 37%
Don't know	9 1%	9 1%	0 0%	4 1%	5 2%	2 1%	7 2%	0 0%	2 1%	7 2%	0 0%
Not applicable	69 9%	67 10%	2 7%	46 10%	24 9%	16 9%	22 7%	31 13%	18 7%	34 10%	17 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	733	693	34	468	265	185	335	213	253	344	136
Weighted Bases	740	700	35	463	277	178	325	237	254	343	143
Summary: Dissatisfied	195 26%	181 26%	12 34%	128 28%	67 24%	70 39%	70 22%	54 23%	87 34%	73 21%	34 24%
Summary: Satisfied	355 48%	339 48%	14 40%	219 47%	136 49%	61 34%	179 55%	115 48%	107 42%	175 51%	73 51%
Base for stats	661	624	33	413	248	160	295	206	234	301	126
Mean	3.35	3.37	3.10	3.31	3.43	2.84	3.54	3.49	3.05	3.51	3.55
Standard error	.06	.06	.30	.07	.09	.12	.08	.11	.10	.08	.14

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*i	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Very dissatisfied	130 18%	93 18%	54 22%	35 16%	32 20%	38 26%	55 15%	110 20%	13 9%	4 27%	130 18%
Quite dissatisfied	65 9%	52 10%	34 14%	12 6%	6 4%	10 7%	42 12%	59 10%	3 2%	1 11%	65 9%
Neither dissatisfied nor satisfied	111 15%	84 17%	41 17%	25 11%	14 9%	23 16%	60 17%	77 14%	23 17%	4 29%	111 15%
Quite satisfied	151 20%	101 20%	53 22%	46 21%	45 28%	32 22%	69 19%	112 20%	28 20%	5 33%	151 20%
Very satisfied	204 28%	127 25%	37 16%	72 33%	41 26%	27 19%	101 28%	146 26%	52 38%	0 0%	204 28%
Don't know	9 1%	8 2%	4 2%	2 1%	2 1%	4 2%	4 1%	8 1%	0 0%	0 0%	9 1%
Not applicable	69 9%	39 8%	18 7%	29 13%	20 13%	10 7%	29 8%	48 9%	21 15%	0 0%	69 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted
		a	b	c	d	e	f	g	h	*j	j
Unweighted Bases	733	507	239	205	151	144	363	557	141	11	733
Weighted Bases	740	504	240	220	159	144	361	560	139	14	740
Summary: Dissatisfied	195 26%	146 29%	87 36%	47 22%	38 24%	48 34%	97 27%	169 30%	16 11%	5 38%	195 26%
Summary: Satisfied	355 48%	228 45%	90 37%	117 53%	85 54%	59 41%	169 47%	258 46%	80 57%	5 33%	355 48%
Base for stats	661	458	218	190	137	130	327	504	119	14	661
Mean	3.35	3.26	2.94	3.56	3.41	2.99	3.36	3.25	3.88	2.67	3.35
Standard error	.06	a .07	b .10	c .11	d .13	e .13	f .08	g .07	h .12	*j .37	j .06

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Very dissatisfied	130 18%	48 21%	80 17%	57 15%	36 21%	13 23%	46 27%	4 9%	4 29%
Quite dissatisfied	65 9%	24 10%	40 8%	29 8%	16 9%	3 6%	13 8%	2 4%	0 0%
Neither dissatisfied nor satisfied	111 15%	27 12%	77 16%	53 14%	24 14%	9 15%	20 12%	5 11%	1 6%
Quite satisfied	151 20%	48 21%	93 19%	78 21%	29 17%	11 20%	27 16%	12 26%	6 39%
Very satisfied	204 28%	58 25%	136 28%	108 29%	48 29%	19 33%	43 25%	20 43%	3 22%
Don't know	9 1%	3 1%	6 1%	7 2%	1 *%	0 0%	4 2%	0 0%	0 0%
Not applicable	69 9%	23 10%	45 9%	38 10%	14 8%	2 3%	17 10%	3 7%	1 5%
Summary: Dissatisfied	195 26%	71 31%	120 25%	86 23%	51 31%	16 28%	59 35%	6 14%	4 29%
							f	g	

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	733	241	455	373	162	52	186	53	13
Weighted Bases	740	231	477	369	167	56	169	47	14
Summary: Satisfied	355 48%	106 46%	229 48%	185 50%	77 46%	30 53%	70 41%	32 69%	9 61%
Base for stats	661	204	426	324	153	54	149	43	14
Mean	3.35	3.22	3.39	3.46	3.25	3.36	3.06	3.96	3.27
Standard error	.06	.10	.07	.08	.13	.23	.13	.18	.47

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Very dissatisfied	130 18%	31 14%	30 15%	27 24%	18 26%	17 24%	17 16%	17 25%	9 25%	10 31%	1 11%
Quite dissatisfied	65 9%	16 7%	16 8%	11 9%	6 8%	10 14%	6 6%	3 4%	2 4%	4 13%	2 16%
Neither dissatisfied nor satisfied	111 15%	27 12%	34 17%	18 16%	8 11%	9 12%	7 7%	15 22%	6 16%	3 10%	1 8%
Quite satisfied	151 20%	60 27%	33 17%	20 17%	12 17%	13 18%	25 23%	13 19%	5 14%	4 14%	7 50%
Very satisfied	204 28%	71 32%	56 29%	29 26%	17 24%	15 20%	36 33%	15 22%	13 35%	5 17%	1 9%
Don't know	9 1%	0 0%	5 3%	2 1%	0 0%	2 3%	1 1%	1 2%	1 2%	2 5%	1 4%
Not applicable	69 9%	19 8%	21 11%	8 7%	9 13%	6 9%	14 13%	4 6%	1 4%	3 11%	* 3%
Summary: Dissatisfied	195 26%	48 21%	46 24%	38 33%	24 35%	28 38%	24 22%	20 29%	11 29%	14 44%	3 26%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 75 (continuation)

F7. Thinking about the last time you contacted your mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Their follow up service/communication

(Base: Where contacted supplier)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	*j
Unweighted Bases	733	181	183	124	85	94	101	75	44	39	16
Weighted Bases	740	225	195	114	70	73	108	69	38	31	13
Summary: Satisfied	355 48%	131 58%	89 46%	49 43%	29 41%	28 38%	61 57%	28 40%	19 49%	10 30%	8 59%
Base for stats	661	206	168	105	60	64	92	63	36	26	12
Mean	3.35	3.60	3.41	3.13	3.05	2.97	3.61	3.08	3.33	2.67	3.33
Standard error	.06	.11	.12	.15	.19	.17	.16	.18	.26	.28	.33

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 76

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Yes	494 33%	125 29%	197 33%	92 36%	413 32%	288 34%	81 37% f	369 35% g
No	919 61%	282 65%	360 61%	150 59%	793 62%	510 60%	126 57% f	637 60% g
Don't know	87 6%	25 6%	35 6%	13 5%	73 6%	48 6%	14 6%	62 6%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Yes	494 33%	85 31%	20 21% b	154 37%	80 39% d	103 31%	52 30%	105 29% g	389 34%	416 34%	35 31%	43 27%
No	919 61%	169 62%	65 68%	244 58%	118 58%	215 64%	108 63%	234 64%	685 60%	737 60% i	77 66%	106 68%
Don't know	87 6%	18 7%	10 11% b	22 5%	7 3%	18 5%	12 7%	28 8% g	59 5%	76 6%	3 3%	7 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Yes	494 33%	424 32%	70 42%	7 34%	480 33%	3 66%	11 41%	381 33%	110 34%	213 35%	279 31%
No	919 61%	834 63%	85 51%	14 66%	902 61%	1 34%	15 57%	733 63%	184 56%	350 58%	566 64%
Don't know	87 6%	76 6%	11 7%	0 0%	86 6%	0 0%	* 2%	54 5%	33 10%	44 7%	43 5%
		a	b					g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/ PCW/ telephone service h	Used but not main i	Not used any j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Yes	494 33%	476 34%	13 16%	258 36%	236 30%	172 40%	172 32%	150 28%	216 37%	182 32%	96 27%
No	919 61%	844 60%	66 82%	421 59%	498 63%	234 55%	335 62%	350 66%	338 58%	356 62%	225 64%
Don't know	87 6%	81 6%	1 2%	32 4%	55 7%	21 5%	32 6%	34 6%	24 4%	33 6%	30 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Yes	494 33%	335 35% a	123 33%	148 30%	87 30%	97 40% e	238 33%	360 33%	115 36%	8 28%	231 31%	259 34%
No	919 61%	573 59% a	237 63%	319 65%	191 65%	142 58%	431 60%	676 62%	189 58%	13 50%	477 65% j	439 58% k
Don't know	87 6%	56 6%	17 5%	27 5%	17 6%	4 2% e	52 7% f	56 5%	20 6%	6 22%	32 4% j	54 7% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Yes	494 33%	494 100%	0 0%	252 32%	106 33%	35 35%	124 35%	34 36%	9 39%
No	919 61%	0 0%	919 100%	483 62%	199 62%	62 62%	202 57%	58 60%	14 58%
Don't know	87 6%	0 0%	0 0%	45 6%	14 4%	3 3%	26 7%	5 5%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 76 (continuation)

G1. A smart meter is a unit that is installed by a professional engineer from your gas or electricity company that is able to communicate with energy suppliers to send and receive information about the amount of energy being used. Does your business have one of these?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Yes	494 33%	161 32%	117 30%	69 31%	59 45%	57 48%	84 34%	45 33%	26 40%	26 48%	12 51%
No	919 61%	317 62%	252 65%	145 65%	65 50%	57 48%	140 57%	88 64%	33 51%	25 47%	11 46%
Don't know	87 6%	30 6%	19 5%	10 5%	6 5%	5 4%	22 9%	4 3%	6 9%	3 6%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 77
Summary: H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following?
 (Base: All Respondents)

	Total	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know	Not applicable	Summary: Dissatisfied	Summary: Satisfied
Value for money	1500	122 8%	105 7%	429 29%	453 30%	336 22%	51 3%	5 *%	227 15%	789 53%
Information provided on available tariffs and options	1500	145 10%	156 10%	365 24%	423 28%	340 23%	47 3%	23 2%	301 20%	763 51%
The degree to which your supplier meets your business' needs	1500	90 6%	42 3%	265 18%	549 37%	538 36%	13 1%	4 *%	132 9%	1087 72%
The overall service provided	1500	101 7%	75 5%	307 20%	528 35%	473 32%	12 1%	3 *%	176 12%	1001 67%

Table 77 (continuation)

Summary: H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following?

(Base: All Respondents)

	Total	Mean	Base for stats	Standard error
Value for money	1500	3.54	1445	.03
Information provided on available tariffs and options	1500	3.46	1429	.03
The degree to which your supplier meets your business' needs	1500	3.95	1483	.03
The overall service provided	1500	3.81	1485	.03

Table 78

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	122 8%	29 7%	59 10%	21 8%	109 9%	80 9%	13 6%	93 9%
Quite dissatisfied	105 7%	29 7%	47 8%	10 4%	87 7%	58 7%	18 8%	76 7%
Neither dissatisfied nor satisfied	429 29%	128 30%	175 30%	63 25%	365 29%	238 28%	64 29%	302 28%
Quite satisfied	453 30%	134 31%	163 28%	88 34%	385 30%	251 30%	68 31%	319 30%
Very satisfied	336 22%	96 22%	124 21%	66 26%	286 22%	190 22%	50 23%	240 22%
Don't know	51 3%	16 4%	22 4%	5 2%	42 3%	27 3%	8 4%	35 3%
Not applicable	5 *%	2 *%	1 *%	2 1%	5 *%	3 *%	0 0%	3 *%
Summary: Dissatisfied	227 15%	58 13%	106 18%	32 12%	196 15%	138 16%	31 14%	169 16%
Summary: Satisfied	789 53%	230 53%	287 49%	154 60%	671 52%	441 52%	118 53%	559 52%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Base for stats	1445	415	568	249	1232	817	213	1030
Mean	3.54	3.58	3.43	3.67	3.53	3.51	3.58	3.52
Standard error	.03	.07	b .06	c .06	.04	.04	.05	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	122 8%	13 5% a	5 5%	39 9%	29 14% d	27 8%	7 4% f	18 5% g	104 9% h	102 8%	11 10%	8 5%
Quite dissatisfied	105 7%	25 9%	3 3% b	23 5%	18 9%	24 7%	12 7%	28 8%	77 7%	80 7%	10 9%	15 9%
Neither dissatisfied nor satisfied	429 29%	95 35% a	31 33%	103 25%	48 23%	108 32%	44 26%	126 34% g	303 27% h	362 29%	27 23%	40 26%
Quite satisfied	453 30%	82 30%	28 29%	150 36% c	54 26%	88 26%	51 30%	110 30%	343 30%	361 29%	42 36%	50 32%
Very satisfied	336 22%	52 19%	26 28%	95 23%	47 23%	74 22%	42 25%	79 21%	257 23%	277 23%	21 18%	38 24%
Don't know	51 3%	4 2% a	1 2%	10 2%	6 3%	14 4%	15 9% f	6 2% g	45 4%	42 3%	4 3%	5 3%
Not applicable	5 *%	1 *%	0 0%	0 0%	4 2% d	0 0%	0 0%	1 *%	4 *%	4 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	227 15%	38 14%	8 8% b	62 15%	47 23% d	52 15%	20 11%	46 12%	181 16%	183 15%	21 18%	23 15%
Summary: Satisfied	789 53%	134 49%	54 57%	244 58% c	100 49%	162 48%	94 54%	188 51%	600 53%	638 52%	63 55%	87 56%
Base for stats	1445	267	93	410	195	322	158	360	1085	1183	111	151
Mean	3.54	3.51	3.73	3.58	3.36	3.49	3.69	3.56	3.53	3.53	3.47	3.63
Standard error	.03	.06	b .09	c .07	d .09	e .07	f .08	g .05	h .04	i .03	j .11	k .09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	122 8%	107 8%	14 9%	2 7%	122 8%	0 0%	0 0%	95 8%	26 8%	54 9%	67 8%
Quite dissatisfied	105 7%	90 7%	14 9%	* 2%	101 7%	1 20%	3 10%	83 7%	22 7%	31 5% i	72 8%
Neither dissatisfied nor satisfied	429 29%	376 28%	53 32%	7 36%	420 29%	1 14%	9 33%	338 29%	91 28%	177 29%	251 28%
Quite satisfied	453 30%	412 31%	41 25%	6 26%	444 30%	0 0%	8 31%	351 30%	97 30%	181 30%	271 31%
Very satisfied	336 22%	301 23%	35 21%	4 21%	328 22%	3 66%	6 21%	256 22%	79 24%	141 23%	194 22%
Don't know	51 3%	43 3%	8 5%	2 7%	49 3%	0 0%	1 5%	42 4%	9 3%	20 3%	30 3%
Not applicable	5 *%	5 *%	0 0%	0 0%	5 *%	0 0%	0 0%	3 *%	2 1%	2 *%	3 *%
Summary: Dissatisfied	227 15%	198 15%	29 17%	2 9%	223 15%	1 20%	3 10%	178 15%	48 15%	85 14%	140 16%
Summary: Satisfied	789 53%	712 53%	76 46%	10 48%	772 53%	3 66%	14 52%	607 52%	177 54%	322 53%	464 52%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Base for stats	1445	1286	158	19	1415	4	25	1123	316	584	855
Mean	3.54	3.55	3.44	3.56	3.53	4.12	3.67	3.53	3.57	3.55	3.53
Standard error	.03	.03	.09	.28	.03	.65	.17	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	122 8%	105 7%	15 19%	71 10%	51 6%	34 8%	31 6%	56 10%	49 8%	36 6%	37 11%
Quite dissatisfied	105 7%	97 7%	8 10%	53 7%	52 7%	33 8%	34 6%	39 7%	49 8%	31 5%	26 7%
Neither dissatisfied nor satisfied	429 29%	406 29%	22 27%	197 28%	232 29%	128 30%	149 28%	153 29%	172 30%	162 28%	95 27%
Quite satisfied	453 30%	428 31%	18 23%	210 30%	243 31%	131 31%	184 34%	137 26%	167 29%	201 35%	85 24%
Very satisfied	336 22%	314 22%	16 20%	149 21%	187 24%	79 19%	124 23%	133 25%	119 21%	121 21%	95 27%
Don't know	51 3%	48 3%	1 1%	27 4%	24 3%	20 5%	17 3%	14 3%	21 4%	18 3%	11 3%
Not applicable	5 *%	4 *%	1 1%	4 1%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	2 1%
Summary: Dissatisfied	227 15%	202 14%	23 29%	123 17%	103 13%	67 16%	65 12%	95 18%	97 17%	67 12%	63 18%
		a	b	c	d		f	g		i	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage			
	Total	Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Satisfied	789	741	34	359	429	211	308	270	286	323	180
	53%	53%	42%	51%	54%	49%	57%	51%	49%	57%	51%
Base for stats	1445	1349	79	680	765	406	521	518	556	552	337
Mean	3.54	3.55	3.15	3.46	3.60	3.47	3.64	3.49	3.47	3.62	3.52
		a	b	c	d		f			i	
Standard error	.03	.03	.17	.05	.04	.06	.05	.06	.05	.05	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	122 8%	69 7%	26 7%	51 10% c	38 13% d	16 7%	53 7%	92 8%	17 5% h	7 26%	72 10% j	49 7% k
Quite dissatisfied	105 7%	69 7%	29 8%	34 7%	25 8%	20 8%	49 7%	75 7%	20 6%	5 20%	53 7%	52 7%
Neither dissatisfied nor satisfied	429 29%	283 29%	94 25%	127 26%	90 31%	62 25%	221 31%	298 27%	98 30%	10 38%	202 27%	224 30%
Quite satisfied	453 30%	305 32%	122 32%	142 29%	86 29%	75 31%	230 32%	340 31%	98 30%	1 4%	227 31%	223 30%
Very satisfied	336 22%	201 21% a	80 21%	127 26% c	46 16% d	58 24%	142 20% f	244 22%	84 26%	1 6%	158 21%	177 24%
Don't know	51 3%	36 4%	25 7% b	11 2%	7 2%	12 5%	25 3%	39 4%	7 2%	2 6%	25 3%	26 3%
Not applicable	5 *%	2 *%	0 0%	3 1%	1 *%	0 0%	2 *%	4 *%	1 *%	0 0%	3 *%	2 *%
Summary: Dissatisfied	227 15%	138 14%	55 15%	85 17% d	63 21%	36 15%	101 14%	166 15%	37 11% h	12 46%	126 17% j	101 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Satisfied	789 53%	506 52%	202 54%	268 54%	133 45%	134 55%	372 52%	584 54%	182 56%	3 10%	385 52%	400 53%
Base for stats	1445	926	352	481	286	232	694	1049	317	25	712	725
Mean	3.54	3.54	3.57	3.54	3.27	3.60	3.52	3.54	3.67	2.39	3.48	3.59
Standard error	.03	.04	.06	.06	.07	.08	.04	.04	.06	.26	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	122 8%	46 9%	71 8%	55 7%	33 10%	11 11%	36 10%	7 8%	3 11%
Quite dissatisfied	105 7%	38 8%	63 7%	49 6%	25 8%	10 10%	18 5%	5 5%	4 15%
Neither dissatisfied nor satisfied	429 29%	123 25%	271 30%	220 28%	91 29%	23 22%	92 26%	28 29%	7 28%
Quite satisfied	453 30%	150 30%	284 31%	251 32%	92 29%	31 31%	108 31%	31 32%	5 20%
Very satisfied	336 22%	121 24%	193 21%	177 23%	70 22%	25 25%	86 24%	22 22%	6 26%
Don't know	51 3%	14 3%	35 4%	25 3%	8 2%	1 1%	10 3%	3 3%	0 0%
Not applicable	5 *%	2 *%	2 *%	3 *%	0 0%	0 0%	2 1%	0 0%	0 0%
Summary: Dissatisfied	227 15%	84 17%	133 14%	104 13%	58 18%	21 21%	54 15%	12 13%	6 26%
Summary: Satisfied	789 53%	270 55%	477 52%	428 55%	162 51%	56 56%	194 55%	53 55%	11 46%
Base for stats	1445	478	882	751	311	99	340	94	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mean	3.54	3.55	3.53	3.59	3.45	3.48	3.56	3.59	3.35
Standard error	.03	.05	.04	.04	.07	.13	.06	.11	.27

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	122 8%	26 5%	42 11%	17 7%	16 13%	13 11%	16 7%	9 6%	12 18%	6 12%	3 11%
Quite dissatisfied	105 7%	a 24 5%	b 28 7%	c 14 6%	d 14 11%	e 13 11%	f 7 3%	g 11 8%	h 3 5%	i 5 10%	j 2 10%
Neither dissatisfied nor satisfied	429 29%	a 139 27%	b 93 24%	c 71 32%	d 33 25%	e 44 37%	f 59 24%	g 49 36%	h 15 23%	i 19 35%	j 5 22%
Quite satisfied	453 30%	a 167 33%	b 119 31%	c 66 30%	d 39 30%	e 33 28%	f 86 35%	g 34 25%	h 18 28%	i 12 22%	j 9 40%
Very satisfied	336 22%	a 133 26%	b 90 23%	c 45 20%	d 27 21%	e 12 10%	f 67 27%	g 29 21%	h 15 23%	i 9 17%	j 3 14%
Don't know	51 3%	a 17 3%	b 12 3%	c 10 5%	d * *% d	e 2 2%	f 8 3%	g 5 3%	h 1 2%	i 2 4%	j 1 2%
Not applicable	5 *%	a 2 *%	b 2 1%	c 1 *%	d 0 0%	e 1 *%	f 2 1%	g 0 0%	h 0 0%	i 0 0%	j 0 0%
Summary: Dissatisfied	227 15%	a 51 10%	b 70 18%	c 31 14%	d 30 23%	e 26 22%	f 24 10%	g 20 14%	h 15 23%	i 12 22%	j 5 21%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 78 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Value for money

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	789	300	209	111	66	46	153	64	33	21	13
	53%	59%	54%	50%	51%	39%	62%	46%	51%	40%	54%
Base for stats	1445	490	373	213	130	116	236	133	64	52	23
Mean	3.54	3.73	3.50	3.51	3.36	3.16	3.76	3.48	3.34	3.24	3.38
Standard error	.03	.05	.07	.07	.10	.09	.08	.09	.15	.14	.21

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	145 10%	39 9%	70 12%	19 8%	128 10%	89 11%	17 8%	106 10%
Quite dissatisfied	156 10%	42 10%	67 11%	21 8%	130 10%	88 10%	26 12%	114 11%
Neither dissatisfied nor satisfied	365 24%	99 23%	144 24%	58 23%	302 24%	203 24%	63 29% f	266 25%
Quite satisfied	423 28%	133 31%	153 26%	86 34% c	372 29%	239 28%	51 23% f	290 27% g
Very satisfied	340 23%	97 23%	132 22%	60 23%	289 23%	192 23%	51 23%	243 23%
Don't know	47 3%	17 4%	15 2%	6 2%	37 3%	20 2%	10 5% f	31 3%
Not applicable	23 2%	6 1%	12 2%	4 2%	22 2%	16 2%	2 1%	18 2%
Summary: Dissatisfied	301 20%	81 19%	136 23%	41 16% c	258 20%	177 21%	43 19%	220 21%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	763 51%	230 53%	284 48%	146 57%	661 52%	430 51%	103 46%	533 50%
Base for stats	1429	410	565	246	1220	810	209	1019
Mean	3.46	3.51	3.37	3.59	3.46	3.44	3.45	3.44
Standard error	.03	.08	.06	.07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	145 10%	25 9%	3 3%	45 11%	32 15%	31 9%	10 6%	28 8%	118 10%	118 10%	11 10%	16 10%
Quite dissatisfied	156 10%	27 10%	6 6%	39 9%	24 12%	43 13%	16 10%	32 9%	123 11%	119 10%	19 17%	17 11%
Neither dissatisfied nor satisfied	365 24%	54 20%	37 39%	93 22%	43 21%	90 27%	48 28%	91 25%	275 24%	315 26%	18 16%	32 20%
Quite satisfied	423 28%	99 36%	24 26%	123 29%	48 23%	78 23%	51 29%	123 34%	300 26%	341 28%	35 30%	46 30%
Very satisfied	340 23%	51 19%	23 24%	103 24%	50 24%	78 23%	36 21%	73 20%	267 24%	277 23%	25 22%	39 25%
Don't know	47 3%	11 4%	2 2%	13 3%	5 2%	7 2%	9 5%	13 4%	34 3%	37 3%	7 6%	3 2%
Not applicable	23 2%	6 2%	* *%	4 1%	3 1%	8 2%	2 1%	6 2%	17 1%	21 2%	0 0%	2 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	301 20%	51 19%	9 9%	84 20%	56 27%	74 22%	27 15%	60 16%	241 21%	237 19%	31 27%	33 21%
Summary: Satisfied	763 51%	150 55%	47 49%	226 54%	98 48%	156 47%	87 50%	197 54%	567 50%	618 50%	60 52%	85 55%
Base for stats	1429	255	92	403	198	321	161	347	1082	1170	109	150
Mean	3.46	3.49	3.62	3.50	3.31	3.40	3.53	3.52	3.44	3.46	3.39	3.50
Standard error	.03	.07	.09	.07	.10	.08	.08	.06	.04	.04	.12	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	145 10%	126 9%	19 11%	2 7%	145 10%	0 0%	0 0%	118 10%	27 8%	55 9%	91 10%
Quite dissatisfied	156 10%	142 11%	14 8%	0 0%	153 10%	1 20%	2 7%	127 11%	29 9%	53 9%	101 11%
Neither dissatisfied nor satisfied	365 24%	322 24%	43 26%	7 36%	357 24%	1 14%	7 28%	269 23%	94 29%	161 27%	204 23%
Quite satisfied	423 28%	372 28%	51 31%	5 26%	411 28%	2 37%	10 38%	343 29%	78 24%	171 28%	252 28%
Very satisfied	340 23%	309 23%	31 19%	5 23%	335 23%	1 29%	5 17%	263 23%	77 24%	138 23%	200 23%
Don't know	47 3%	43 3%	4 3%	2 7%	46 3%	0 0%	1 3%	31 3%	16 5%	21 3%	25 3%
Not applicable	23 2%	20 2%	3 2%	0 0%	22 1%	0 0%	2 7%	17 1%	6 2%	8 1%	16 2%
Summary: Dissatisfied	301 20%	268 20%	33 20%	2 7%	298 20%	1 20%	2 7%	245 21%	56 17%	108 18%	191 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	763 51%	681 51%	82 50%	10 49%	746 51%	3 66%	15 55%	606 52%	155 47%	309 51%	452 51%
Base for stats	1429	1271	158	19	1401	4	24	1119	305	578	847
Mean	3.46	3.47	3.39	3.62	3.45	3.75	3.72	3.45	3.49	3.49	3.44
Standard error	.03	.04	.09	.28	.03	.56	.16	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	145 10%	129 9%	14 17%	76 11%	69 9%	50 12%	39 7%	56 11%	63 11%	47 8%	35 10%
Quite dissatisfied	156 10%	143 10%	13 16%	75 11%	81 10%	44 10%	49 9%	63 12%	52 9%	55 10%	49 14% j
Neither dissatisfied nor satisfied	365 24%	350 25% a	12 15%	166 23%	199 25%	111 26%	135 25%	119 22%	158 27% h	133 23%	74 21%
Quite satisfied	423 28%	398 28%	22 27%	202 28%	221 28%	119 28%	160 30%	145 27%	162 28%	183 32% i	79 22% j
Very satisfied	340 23%	319 23%	15 19%	163 23%	177 22%	66 15% e	144 27% f	130 24%	103 18% h	141 25% i	97 28% j
Don't know	47 3%	42 3%	4 5%	18 3%	29 4%	24 6% e	8 1% f	15 3%	27 5% h	8 1% i	13 4% j
Not applicable	23 2%	22 2%	1 1%	10 1%	14 2%	14 3% e	4 1%	5 1%	14 2% h	5 1%	4 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/PCW/telephone service h	Used but not main i	Not used any j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	301 20%	271 19%	26 33%	151 21%	149 19%	94 22%	88 16%	119 22%	115 20%	102 18%	84 24%
Summary: Satisfied	763 51%	716 51%	37 46%	365 51%	398 50%	184 43%	304 56%	275 52%	265 46%	323 57%	175 50%
Base for stats	1429	1337	75	683	747	389	527	514	538	558	334
Mean	3.46	3.47	3.15	3.44	3.48	3.27	3.61	3.45	3.35	3.57	3.46
Standard error	.03	.03	.17	.05	.05	.06	.05	.06	.05	.05	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Switching				Contract Rollover			Contact Supplier In Last Year			
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	145 10%	88 9%	31 8%	56 11%	45 15% d	24 10%	64 9%	109 10%	19 6% h	11 42%	83 11% j	62 8%
Quite dissatisfied	156 10%	103 11%	35 9%	51 10%	35 12% e	39 16% e	64 9%	112 10%	33 10%	1 6%	73 10%	83 11%
Neither dissatisfied nor satisfied	365 24%	235 24%	91 24%	113 23%	76 26%	56 23%	179 25%	268 25%	71 22%	10 36%	180 24%	184 24%
Quite satisfied	423 28%	278 29%	124 33% b	136 27%	87 30%	66 27%	212 29%	311 28%	96 30%	4 15%	200 27%	218 29%
Very satisfied	340 23%	209 22%	74 20%	123 25% d	45 15% d	47 19%	162 22%	236 22%	94 29% h	1 2%	183 25%	156 21%
Don't know	47 3%	36 4%	14 4%	8 2% c	5 2%	9 4%	27 4%	36 3%	9 3%	0 0%	12 2% j	35 5% k
Not applicable	23 2%	16 2%	9 2%	7 1%	2 1%	3 1%	13 2%	20 2%	2 1%	0 0%	9 1%	14 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	301 20%	191 20%	66 17%	107 22%	80 27%	63 26%	128 18%	221 20%	52 16%	13 48%	156 21%	145 19%
Summary: Satisfied	763 51%	487 50%	198 52%	259 52%	132 45%	113 46%	374 52%	547 50%	190 59%	4 17%	383 52%	374 50%
Base for stats	1429	913	355	479	288	232	681	1036	313	27	719	703
Mean	3.46	3.46	3.49	3.46	3.18	3.32	3.50	3.44	3.68	2.28	3.45	3.46
Standard error	.03	.04	.06	.06	.08	.08	.05	.04	.07	.28	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	145 10%	53 11%	87 9%	70 9%	33 10%	14 14%	39 11%	4 5%	3 11%
Quite dissatisfied	156 10%	57 12%	89 10%	76 10%	40 12%	8 8%	33 9%	8 9%	1 5%
Neither dissatisfied nor satisfied	365 24%	108 22%	231 25%	200 26%	74 23%	20 20%	97 28%	25 26%	6 24%
Quite satisfied	423 28%	130 26%	277 30% b	227 29%	85 27%	26 26%	86 24% f	30 31%	8 35%
Very satisfied	340 23%	122 25%	193 21%	171 22%	71 22%	29 29%	81 23%	23 24%	5 22%
Don't know	47 3%	19 4%	23 2%	26 3%	10 3%	3 3%	11 3%	5 5%	1 3%
Not applicable	23 2%	5 1%	19 2%	10 1%	6 2%	0 0%	5 1%	1 1%	0 0%
Summary: Dissatisfied	301 20%	110 22%	177 19%	146 19%	73 23%	22 22%	73 21%	13 13%	4 15%
Summary: Satisfied	763 51%	251 51%	470 51%	398 51%	156 49%	56 55%	167 47%	53 54%	13 57%
Base for stats	1429	470	878	744	302	98	336	91	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mean	3.46	3.45	3.46	3.48	3.40	3.50	3.40	3.64	3.55
Standard error	.03	.06	.04	.04	.07	.14	.07	.11	.26

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	145 10%	34 7%	52 14%	19 8%	14 11%	15 13%	15 6%	7 5%	13 20%	8 16%	2 8%
Quite dissatisfied	156 10%	46 9%	38 10%	25 11%	15 11%	13 11%	16 6%	15 11%	8 12%	6 11%	1 4%
Neither dissatisfied nor satisfied	365 24%	128 25%	93 24%	47 21%	32 25%	31 26%	58 24%	46 33%	19 29%	15 28%	5 20%
Quite satisfied	423 28%	153 30%	94 24%	69 31%	40 31%	32 27%	83 34%	27 20%	11 17%	14 26%	9 38%
Very satisfied	340 23%	119 23%	92 24%	57 26%	25 19%	18 15%	59 24%	34 25%	14 21%	9 16%	5 22%
Don't know	47 3%	19 4%	14 3%	6 3%	2 1%	3 3%	10 4%	8 6%	1 1%	1 1%	1 3%
Not applicable	23 2%	9 2%	4 1%	* *% c	2 1%	5 5%	4 2%	* *% g	0 0%	1 2%	1 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 79 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? Information provided on available tariffs and options

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Dissatisfied	301 20%	80 16%	91 23%	44 20%	29 22%	28 24%	31 13%	23 16%	20 31%	15 27%	3 12%
Summary: Satisfied	763 51%	272 53%	186 48%	126 57%	65 50%	50 42%	143 58%	61 44%	25 39%	22 42%	14 60%
Base for stats	1429	480	370	218	126	110	232	129	64	52	21
Mean	3.46	3.57	3.36	3.55	3.37	3.22	3.67	3.50	3.09	3.15	3.66
Standard error	.03	.06	.07	.08	.10	.10	.08	.10	.16	.15	.21

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	90 6%	19 4%	50 8%	11 4%	79 6%	60 7%	10 5%	71 7%
			b			e		g
Quite dissatisfied	42 3%	4 1%	26 4%	7 3%	36 3%	33 4%	6 3%	39 4%
		a	b			e		g
Neither dissatisfied nor satisfied	265 18%	77 18%	101 17%	38 15%	216 17%	139 16%	49 22%	188 18%
							f	
Quite satisfied	549 37%	163 38%	205 35%	103 40%	471 37%	307 36%	78 35%	385 36%
Very satisfied	538 36%	167 39%	204 34%	91 36%	462 36%	295 35%	76 34%	371 35%
								g
Don't know	13 1%	3 1%	3 1%	5 2%	11 1%	8 1%	2 1%	11 1%
				c				
Not applicable	4 *%	0 0%	3 *%	1 *%	3 *%	3 *%	* *%	4 *%
Summary: Dissatisfied	132 9%	23 5%	76 13%	17 7%	116 9%	93 11%	16 7%	109 10%
		a	b			e		g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	1087 72%	330 76%	409 69%	194 76%	933 73%	603 71%	154 69%	756 71%
Base for stats	1483	430	586	250	1265	835	218	1054
Mean	3.95	4.06	3.83	4.03	3.95	3.89	3.93	3.90
Standard error	.03	.06	.06	.06	.03	.04	.05	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	90 6%	11 4%	2 2%	27 7%	24 12%	20 6%	5 3%	13 4%	77 7%	73 6%	7 6%	10 6%
Quite dissatisfied	42 3%	6 2%	2 2%	12 3%	13 6%	4 1%	5 3%	8 2%	34 3%	36 3%	4 3%	3 2%
Neither dissatisfied nor satisfied	265 18%	52 19%	21 22%	62 15%	31 15%	70 21%	29 17%	73 20%	192 17%	217 18%	16 14%	32 20%
Quite satisfied	549 37%	105 39%	31 32%	161 38%	66 32%	125 37%	60 35%	136 37%	413 36%	450 37%	40 34%	59 38%
Very satisfied	538 36%	96 35%	38 40%	152 36%	69 34%	116 34%	68 39%	134 37%	404 36%	440 36%	46 40%	52 33%
Don't know	13 1%	0 0%	* *%	6 1%	1 *%	0 0%	6 4%	* *%	13 1%	11 1%	2 2%	0 0%
Not applicable	4 *%	2 1%	0 0%	0 0%	1 1%	0 0%	0 0%	2 1%	1 *%	3 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	132 9%	17 6%	4 5%	39 9%	37 18%	25 7%	9 6%	22 6%	110 10%	108 9%	11 9%	13 8%
Summary: Satisfied	1087 72%	201 74%	69 73%	313 74%	135 66%	241 72%	128 74%	270 74%	817 72%	890 72%	86 74%	111 71%
Base for stats	1483	270	94	414	203	336	166	364	1119	1215	113	156
Mean	3.95	4.00	4.06	3.96	3.71	3.93	4.09	4.01	3.92	3.95	4.01	3.90
Standard error	.03	.06	.08	.06	.09	.06	.07	.05	.04	.03	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	90 6%	80 6%	10 6%	0 0%	89 6%	0 0%	1 2%	72 6%	18 5%	38 6%	52 6%
Quite dissatisfied	42 3%	31 2%	11 7%	1 4%	40 3%	0 0%	3 10%	34 3%	8 3%	12 2%	30 3%
Neither dissatisfied nor satisfied	265 18%	232 17%	32 19%	3 15%	258 18%	1 34%	4 17%	200 17%	64 20%	114 19%	148 17%
Quite satisfied	549 37%	482 36%	67 40%	10 50%	537 37%	0 0%	12 44%	435 37%	110 34%	217 36%	332 37%
Very satisfied	538 36%	496 37%	42 25%	5 24%	530 36%	3 66%	6 22%	413 35%	125 38%	221 36%	313 35%
Don't know	13 1%	9 1%	4 2%	2 7%	12 1%	0 0%	2 6%	11 1%	2 1%	4 1%	10 1%
Not applicable	4 *%	3 *%	* *%	0 0%	4 *%	0 0%	0 0%	3 *%	1 *%	1 *%	3 *%
Summary: Dissatisfied	132 9%	111 8%	21 13%	1 4%	129 9%	0 0%	3 12%	106 9%	26 8%	50 8%	82 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	1087 72%	978 73%	108 65%	15 74%	1066 73%	3 66%	17 66%	848 73%	234 72%	438 72%	645 73%
Base for stats	1483	a	b								
Mean	3.95	3.97	3.74	4.01	3.95	4.32	3.78	3.94	3.97	3.95	3.94
Standard error	.03	a	b								
	.03	.03	.08	.19	.03	.49	.17	.03	.06	.04	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	90 6%	84 6%	5 7%	62 9%	28 4%	34 8%	22 4%	34 6%	45 8%	26 5%	19 5%
Quite dissatisfied	42 3%	38 3%	3 3%	23 3%	19 2%	11 2%	19 4%	13 2%	14 2%	18 3%	11 3%
Neither dissatisfied nor satisfied	265 18%	247 18%	17 22%	138 19%	127 16%	86 20%	84 16%	95 18%	116 20%	93 16%	56 16%
Quite satisfied	549 37%	516 37%	28 34%	239 34%	310 39%	152 36%	215 40%	182 34%	203 35%	232 41%	113 32%
Very satisfied	538 36%	503 36%	25 31%	239 34%	299 38%	138 32%	197 37%	204 38%	192 33%	197 34%	149 43%
Don't know	13 1%	10 1%	1 2%	8 1%	5 1%	7 2%	2 *%	4 1%	9 2%	3 *%	2 1%
Not applicable	4 *%	3 *%	1 1%	2 *%	2 *%	* *%	1 *%	3 *%	* *%	3 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	132 9%	122 9%	8 10%	86 12%	47 6%	44 10%	41 8%	47 9%	59 10%	43 8%	30 9%
Summary: Satisfied	1087 72%	1019 73%	53 66%	477 67%	609 77%	289 68%	412 76%	385 72%	395 68%	429 75%	262 75%
Base for stats	1483	1388	78	701	783	420	537	527	569	565	349
Mean	3.95	3.95	3.82	3.81	4.07	3.83	4.02	3.96	3.85	3.99	4.04
Standard error	.03	.03	.14	.04	.04	.06	.04	.05	.05	.04	.06

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	90 6%	61 6%	30 8%	28 6%	21 7%	23 9%	38 5%	78 7%	6 2%	4 15%	70 9%	20 3%
Quite dissatisfied	42 3%	26 3%	7 2%	16 3%	10 3%	10 4%	16 2%	35 3%	5 2%	2 6%	26 4%	16 2%
Neither dissatisfied nor satisfied	265 18%	182 19%	73 19%	69 14%	55 19%	48 20%	135 19%	172 16%	62 19%	14 52%	125 17%	137 18%
Quite satisfied	549 37%	351 36%	136 36%	183 37%	121 41%	85 35%	266 37%	410 38%	110 34%	6 22%	258 35%	290 38%
Very satisfied	538 36%	330 34%	120 32%	196 40%	87 30%	76 31%	254 35%	383 35%	139 43%	1 6%	256 35%	278 37%
Don't know	13 1%	12 1%	8 2%	1 *%	1 *%	2 1%	9 1%	12 1%	1 *%	0 0%	3 *%	10 1%
Not applicable	4 *%	3 *%	3 1%	1 *%	1 *%	0 0%	3 *%	3 *%	1 *%	0 0%	2 *%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	132 9%	87 9%	37 10%	44 9%	30 10%	33 13% e	54 8%	113 10% g	11 3% h	5 20%	96 13% j	36 5% k
Summary: Satisfied	1087 72%	681 71% a	256 68% b	379 77% c	208 71%	161 66% e	520 72%	793 73%	249 77% h	7 28%	514 69% j	568 76% k
Base for stats	1483	950	366	493	293	241	709	1077	323	27	735	741
Mean	3.95	3.91	3.85	4.02	3.83	3.75	3.96	3.91	4.15	2.98	3.82	4.07
Standard error	.03	.04	b .06	.05	.07	e .08	.04	.03	h .05	.24	j .05	k .03

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	90 6%	36 7%	52 6%	38 5%	25 8%	9 9%	28 8%	3 3%	3 11%
Quite dissatisfied	42 3%	25 5%	15 2%	12 2%	11 3%	7 7%	5 1%	4 5%	1 3%
Neither dissatisfied nor satisfied	265 18%	71 14%	175 19%	138 18%	56 18%	19 19%	71 20%	14 15%	5 20%
Quite satisfied	549 37%	170 34%	348 38%	288 37%	124 39%	26 26%	107 30%	40 41%	9 40%
Very satisfied	538 36%	187 38%	318 35%	299 38%	100 31%	38 38%	140 40%	35 36%	6 26%
Don't know	13 1%	5 1%	8 1%	4 1%	3 1%	2 2%	1 *%	1 1%	0 0%
Not applicable	4 *%	0 0%	3 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%
Summary: Dissatisfied	132 9%	61 12%	67 7%	50 6%	35 11%	16 16%	32 9%	7 7%	3 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	1087	357	665	586	224	64	247	75	15
	72%	72%	72%	75%	70%	64%	70%	77%	66%
Base for stats	1483	489	908	774	316	98	351	96	23
Mean	3.95	3.92	3.95	4.03	3.84	3.79	3.93	4.04	3.66
Standard error	.03	.05	.04	.04	.06	.13	.06	.09	.25

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	90 6%	17 3%	25 7%	15 7%	17 13%	11 9%	8 3%	8 6%	10 15%	7 14%	3 11%
		a			d		f		h	i	
Quite dissatisfied	42 3%	5 1%	16 4%	7 3%	6 4%	8 6%	3 1%	1 1%	3 4%	2 4%	2 7%
		a				e					
Neither dissatisfied nor satisfied	265 18%	83 16%	66 17%	39 17%	21 16%	22 19%	41 17%	32 23%	10 16%	11 21%	1 4%
											j
Quite satisfied	549 37%	189 37%	125 32%	83 37%	50 39%	52 44%	84 34%	44 32%	21 32%	22 41%	10 42%
			b			e					
Very satisfied	538 36%	210 41%	150 39%	78 35%	34 26%	25 21%	109 45%	51 37%	21 32%	11 20%	8 36%
		a			d	e	f			i	
Don't know	13 1%	3 1%	5 1%	0 0%	1 1%	2 1%	0 0%	1 1%	1 1%	0 0%	0 0%
Not applicable	4 *%	0 0%	0 0%	2 1%	1 1%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%
					d						
Summary: Dissatisfied	132 9%	22 4%	41 11%	22 10%	23 17%	18 15%	10 4%	9 7%	12 19%	9 17%	4 18%
		a			d	e	f		h	i	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 80 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The degree to which your supplier meets your business' needs

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	1087 72%	399 79%	275 71%	161 72%	84 65%	76 64%	193 79%	95 69%	42 64%	33 62%	18 77%
Base for stats	1483	505	382	222	128	117	245	137	64	53	23
Mean	3.95	4.13	3.94	3.91	3.62	3.61	4.16	3.94	3.63	3.51	3.84
Standard error	.03	.05	.06	.07	.10	.09	.06	.09	.15	.14	.22

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	101 7%	23 5%	51 9%	15 6%	89 7%	66 8%	13 6%	79 7%
Quite dissatisfied	75 5%	17 4%	37 6%	11 4%	65 5%	48 6%	10 5%	59 5%
Neither dissatisfied nor satisfied	307 20%	81 19%	127 21%	41 16%	249 19%	168 20%	59 27%	227 21%
Quite satisfied	528 35%	177 41%	186 31%	94 37%	457 36%	280 33%	71 32%	351 33%
Very satisfied	473 32%	134 31%	185 31%	89 35%	408 32%	274 32%	65 30%	339 32%
Don't know	12 1%	2 *%	4 1%	4 1%	9 1%	8 1%	3 1%	11 1%
Not applicable	3 *%	0 0%	1 *%	2 1%	3 *%	3 *%	* *%	3 *%
Summary: Dissatisfied	176 12%	39 9%	88 15%	26 10%	153 12%	114 13%	23 10%	137 13%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	1001	311	371	183	865	554	136	690
	67%	72%	63%	72%	68%	65%	62%	65%
			b	c			f	g
Base for stats	1485	431	586	250	1267	836	218	1054
Mean	3.81	3.89	3.71	3.92	3.81	3.77	3.76	3.77
			b	c				g
Standard error	.03	.07	.06	.06	.04	.04	.05	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	101 7%	20 7%	3 3%	22 5%	25 12% d	24 7%	7 4%	23 6%	78 7%	84 7%	8 7%	9 6%
Quite dissatisfied	75 5%	13 5%	1 2% b	23 5%	9 4%	20 6%	9 5%	15 4%	61 5%	59 5%	10 9% j	5 3%
Neither dissatisfied nor satisfied	307 20%	54 20%	25 26%	67 16% c	42 21%	80 24%	40 23%	79 22%	228 20%	249 20%	19 16%	40 25%
Quite satisfied	528 35%	105 39%	31 33%	162 39%	62 30%	113 34%	55 32%	136 37%	392 35%	442 36%	35 30%	51 33%
Very satisfied	473 32%	76 28%	34 36%	143 34%	66 32%	100 30%	54 31%	111 30%	363 32%	381 31%	41 36%	51 33%
Don't know	12 1%	0 0%	* *%	4 1%	1 *%	0 0%	7 4%	* *%	12 1%	11 1%	1 1%	0 0%
Not applicable	3 *%	3 1% a	* *%	0 0%	0 0%	0 0%	0 0%	3 1% f g	0 0% g h	2 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	176 12%	33 12%	4 5% b	45 11%	34 17% d	44 13%	17 10%	38 10%	139 12%	144 12%	18 16%	14 9%
Summary: Satisfied	1001 67%	182 67%	65 69%	305 72% c	128 62%	212 63%	109 63%	247 67%	754 67%	823 67%	77 66%	102 65%
Base for stats	1485	269	94	416	204	336	166	363	1121	1215	114	156
Mean	3.81	3.76	3.98	3.92	3.66	3.73	3.84	3.82	3.80	3.80	3.80	3.83
Standard error	.03	.07	.08	.06	.09 d	.07	.07	.05	.04	.03	.12	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	101 7%	87 7%	14 8%	0 0%	100 7%	0 0%	1 4%	77 7%	25 8%	51 8%	50 6%
Quite dissatisfied	75 5%	67 5%	8 5%	0 0%	74 5%	0 0%	2 6%	65 6%	10 3%	22 4%	53 6%
Neither dissatisfied nor satisfied	307 20%	265 20%	42 26%	5 23%	300 20%	1 34%	6 23%	237 20%	70 21%	116 19%	188 21%
Quite satisfied	528 35%	471 35%	57 34%	11 53%	517 35%	0 0%	11 41%	416 36%	108 33%	223 37%	305 34%
Very satisfied	473 32%	432 32%	41 25%	3 16%	465 32%	3 66%	5 20%	362 31%	110 34%	189 31%	282 32%
Don't know	12 1%	8 1%	4 2%	2 7%	11 1%	0 0%	2 6%	9 1%	3 1%	4 1%	8 1%
Not applicable	3 *%	3 *%	* *%	0 0%	3 *%	0 0%	* 1%	2 *%	1 *%	1 *%	2 *%
Summary: Dissatisfied	176 12%	155 12%	22 13%	0 0%	174 12%	0 0%	3 10%	141 12%	35 11%	73 12%	103 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	1001 67%	903 68%	97 59%	14 69%	982 67%	3 66%	16 60%	778 67%	218 67%	412 68%	586 66%
Base for stats	1485	a	b		1455	4	25	1157	323	602	878
Mean	3.81	3.83	3.63	3.92	3.81	4.32	3.70	3.80	3.83	3.79	3.81
Standard error	.03	b			.03	.49	.18	.03	.06	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	101 7%	90 6%	9 11%	61 9%	40 5%	37 9%	36 7%	29 5%	43 7%	36 6%	22 6%
Quite dissatisfied	75 5%	67 5%	8 10%	37 5%	38 5%	24 6%	19 4%	32 6%	28 5%	24 4%	23 7%
Neither dissatisfied nor satisfied	307 20%	295 21%	11 14%	162 23%	146 18%	105 25%	87 16%	115 22%	137 24%	96 17%	75 21%
Quite satisfied	528 35%	492 35%	30 38%	230 32%	297 38%	142 33%	200 37%	186 35%	204 35%	221 39%	103 29%
Very satisfied	473 32%	446 32%	20 25%	210 30%	264 33%	110 26%	194 36%	170 32%	155 27%	191 33%	127 36%
Don't know	12 1%	9 1%	1 2%	9 1%	4 *%	8 2%	2 *%	3 1%	10 2%	1 *%	1 *%
Not applicable	3 *%	2 *%	1 1%	1 *%	2 *%	1 *%	2 *%	0 0%	1 *%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	176 12%	157 11%	17 22%	99 14%	78 10%	61 14%	55 10%	61 11%	72 12%	60 11%	45 13%
Summary: Satisfied	1001 67%	938 67%	50 63%	440 62%	561 71%	252 59%	394 73%	355 67%	359 62%	412 72%	230 66%
Base for stats	1485	1389	78	701	784	418	536	531	567	568	350
Mean	3.81	3.82	3.56	3.70	3.90	3.63	3.93	3.82	3.70	3.89	3.83
Standard error	.03	.03	.16	.04	.04	.06	.05	.05	.05	.05	.06

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	101 7%	67 7%	27 7%	32 7%	27 9%	22 9%	45 6%	80 7%	11 3%	7 26%	78 11%	23 3%
Quite dissatisfied	75 5%	46 5%	30 8%	28 6%	16 6%	17 7%	29 4%	65 6%	10 3%	0 0%	50 7%	26 3%
Neither dissatisfied nor satisfied	307 20%	213 22%	89 24%	78 16%	58 20%	57 23%	156 22%	210 19%	61 19%	13 49%	141 19%	163 22%
Quite satisfied	528 35%	333 34%	125 33%	182 37%	119 41%	79 32%	254 35%	393 36%	112 35%	5 20%	242 33%	286 38%
Very satisfied	473 32%	291 30%	94 25%	173 35%	74 25%	66 27%	226 31%	330 30%	130 40%	1 4%	226 31%	243 32%
Don't know	12 1%	11 1%	11 3%	1 *%	* *%	2 1%	9 1%	11 1%	0 0%	0 0%	3 *%	9 1%
Not applicable	3 *%	2 *%	1 *%	1 *%	1 *%	0 0%	2 *%	2 *%	1 *%	0 0%	1 *%	2 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	176 12%	113 12%	56 15%	60 12%	43 15%	40 16%	74 10%	145 13%	21 6%	7 26%	127 17%	49 7%
Summary: Satisfied	1001 67%	624 65%	220 58%	355 72%	193 65%	145 59%	479 67%	723 66%	242 75%	7 24%	468 63%	529 70%
Base for stats	1485	a	b	c	e				h		j	k
Mean	3.81	3.77	3.63	3.88	3.67	3.62	3.83	3.77	4.05	2.76	3.66	3.94
Standard error	.03	.04	.06	.05	.07	.08	.04	.04	.06	.27	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	101 7%	38 8%	58 6%	53 7%	23 7%	7 7%	34 10% f	5 5%	3 11%
Quite dissatisfied	75 5%	30 6%	44 5%	37 5%	14 4%	7 7%	11 3%	3 3%	0 0%
Neither dissatisfied nor satisfied	307 20%	102 21%	185 20%	149 19%	70 22%	20 20%	73 21%	17 17%	7 30%
Quite satisfied	528 35%	157 32%	343 37%	283 36%	107 34%	28 28%	111 31%	42 43%	9 39%
Very satisfied	473 32%	164 33%	279 30%	252 32%	103 32%	38 37%	121 34%	30 31%	5 21%
Don't know	12 1%	3 1%	8 1%	3 *%	2 1%	0 0%	1 *%	1 1%	0 0%
Not applicable	3 *%	* *%	2 *%	2 *%	0 0%	0 0%	1 *%	0 0%	0 0%
Summary: Dissatisfied	176 12%	68 14%	102 11%	89 11%	37 12%	14 14%	46 13%	7 8%	3 11%
Summary: Satisfied	1001 67%	320 65%	622 68%	535 69%	210 66%	65 65%	231 66%	72 74%	14 60%
Base for stats	1485	490	909	774	317	100	350	96	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mean	3.81	3.77	3.81	3.83	3.80	3.81	3.78	3.93	3.59
Standard error	.03	.05	.04	.04	.07	.12	.06	.10	.24

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	101 7%	18 4%	26 7%	18 8%	17 13%	12 10%	9 4%	11 8%	12 18%	7 14%	2 8%
Quite dissatisfied	75 5%	21 4%	22 6%	9 4%	9 7%	9 7%	2 1%	8 5%	1 2%	4 7%	2 8%
Neither dissatisfied nor satisfied	307 20%	97 19%	81 21%	48 22%	20 15%	27 23%	44 18%	32 23%	12 18%	13 23%	4 18%
Quite satisfied	528 35%	185 36%	126 33%	77 35%	52 40%	42 35%	93 38%	45 33%	22 34%	16 30%	9 39%
Very satisfied	473 32%	184 36%	130 34%	69 31%	31 24%	26 22%	96 39%	40 29%	18 27%	14 26%	6 27%
Don't know	12 1%	2 *%	2 1%	1 *%	0 0%	3 2%	1 *%	1 1%	0 0%	0 0%	0 0%
Not applicable	3 *%	1 *%	0 0%	1 1%	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%
Summary: Dissatisfied	176 12%	39 8%	47 12%	27 12%	26 20%	21 17%	11 4%	19 14%	13 20%	11 20%	4 16%
		a			d	e	f		h	i	

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 81 (continuation)

H1. Thinking about your current mains gas/electricity supplier, how would you rate your level of satisfaction with the following? The overall service provided

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	1001	369	256	146	83	68	189	86	40	30	15
	67%	73%	66%	65%	64%	57%	77%	62%	61%	56%	66%
		a				e	f			i	
Base for stats	1485	505	385	222	130	116	244	136	65	53	23
Mean	3.81	3.98	3.81	3.77	3.55	3.53	4.09	3.70	3.50	3.48	3.68
		a			d	e	f		h	i	
Standard error	.03	.05	.06	.08	.10	.09	.06	.10	.15	.15	.21

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82
H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?
 (Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
0 - Not at all likely	233 16%	75 17%	102 17%	27 11%	204 16%	129 15%	29 13%	158 15%
1	60 4%	24 6%	25 4%	8 3%	56 4%	32 4%	4 2%	37 3%
2	49 3%	6 1%	33 6%	6 2%	44 3%	38 5%	5 2%	43 4%
3	58 4%	18 4%	21 4%	9 3%	47 4%	30 4%	10 5%	40 4%
4	60 4%	17 4%	20 3%	13 5%	50 4%	33 4%	10 4%	43 4%
5	256 17%	75 17%	92 16%	47 18%	214 17%	139 16%	43 19%	182 17%
6	80 5%	21 5%	25 4%	17 7%	64 5%	42 5%	17 7%	59 6%
7	159 11%	37 9%	71 12%	28 11%	136 11%	99 12%	22 10%	122 11%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
8	223 15%	55 13%	89 15%	50 19%	194 15%	139 16%	29 13%	168 16%
				c				g
9	85 6%	25 6%	36 6%	13 5%	74 6%	49 6%	11 5%	60 6%
10 - Extremely likely	204 14%	69 16%	66 11%	32 13%	167 13%	98 12%	37 17%	135 13%
					e		f	g
Don't know	28 2%	10 2%	10 2%	5 2%	25 2%	15 2%	3 1%	19 2%
Refused	4 *%	2 *%	1 *%	1 *%	3 *%	2 *%	* *%	2 *%
Summary: 0-4	460 31%	139 32%	200 34%	63 24%	402 31%	263 31%	59 26%	321 30%
				c			f	
Summary: 5-6	337 22%	96 22%	118 20%	64 25%	277 22%	182 21%	59 27%	241 23%
							f	
Summary: 7-8	382 25%	92 21%	161 27%	78 30%	330 26%	238 28%	52 23%	290 27%
				c		e		g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: 9-10	289	94	101	45	241	147	48	195
	19%	22%	17%	18%	19%	17%	22%	18%
Base for stats	1468	421	580	250	1250	829	218	1047
Mean	5.48	5.40	5.24	5.89	5.42	5.44	5.78	5.51
Standard error	.09	.23	.16	.17	.10	.12	.15	.09

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
0 - Not at all likely	233 16%	40 15%	4 5% b	64 15%	36 18%	71 21% e	18 10% f	44 12% g	189 17%	185 15%	21 18%	28 18%
1	60 4%	13 5%	7 7% b	15 4%	11 5%	11 3%	3 2%	19 5%	41 4%	50 4%	4 3%	7 4%
2	49 3%	10 4%	2 2%	11 3%	8 4%	12 4%	5 3%	12 3%	37 3%	45 4%	2 2%	2 1%
3	58 4%	8 3%	3 3%	17 4%	5 2%	16 5%	10 6%	10 3%	47 4%	46 4%	7 6%	4 3%
4	60 4%	12 4%	7 7% b	19 4%	4 2%	11 3%	7 4%	19 5%	41 4%	52 4%	2 1%	7 4%
5	256 17%	48 18%	18 19%	70 17%	39 19%	53 16%	28 16%	65 18%	191 17%	210 17%	19 17%	26 17%
6	80 5%	15 5%	7 7%	22 5%	11 5%	14 4%	11 7%	22 6%	58 5%	67 5%	8 7%	5 3%
7	159 11%	25 9%	11 11%	31 7% c	25 12%	44 13%	23 13%	36 10%	123 11%	130 11%	9 7%	20 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accommod.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
8	223 15%	41 15%	17 18%	69 16%	26 13%	41 12%	29 17%	58 16%	165 15%	179 15%	18 15%	26 17%
9	85 6%	20 7%	3 3%	23 5%	12 6%	17 5%	10 6%	23 6%	62 5%	66 5%	11 9%	8 5%
10 - Extremely likely	204 14%	31 11%	16 17%	67 16%	29 14%	42 13%	20 11%	47 13%	158 14%	168 14%	15 13%	21 13%
Don't know	28 2%	7 3%	0 0%	11 3%	1 *	2 *	8 5%	7 2%	21 2%	28 2%	1 1%	0 0%
Refused	4 *%	3 1%	1 1%	0 0%	0 0%	0 0%	0 0%	4 1%	0 0%	3 *%	0 0%	1 1%
Summary: 0-4	460 31%	82 30%	23 24%	126 30%	63 31%	122 36%	44 25%	105 29%	355 31%	377 31%	35 30%	48 31%
Summary: 5-6	337 22%	63 23%	25 26%	93 22%	49 24%	67 20%	40 23%	87 24%	249 22%	278 23%	28 24%	32 20%
Summary: 7-8	382 25%	66 24%	28 30%	101 24%	51 25%	85 25%	51 30%	94 26%	288 25%	310 25%	26 23%	46 30%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: 9-10	289 19%	51 19%	18 20%	89 21%	41 20%	59 18%	30 17%	69 19%	220 19%	234 19%	26 22%	29 19%
Base for stats	1468	262	94	409	204	334	165	356	1112	1199	115	154
Mean	5.48	5.44	6.09	5.61	5.35	5.08	5.83	5.61	5.43	5.47	5.50	5.48
Standard error	.09	.19	b .24	.19	.24	e .21	.20	.15	.11	.10	.32	.27

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	f	g	h	i	j	
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
0 - Not at all likely	233 16%	210 16%	23 14%	2 7%	230 16%	1 20%	3 10%	187 16%	46 14%	99 16%	134 15%
1	60 4%	50 4%	11 6%	0 0%	60 4%	0 0%	0 0%	42 4%	19 6%	28 5%	33 4%
2	49 3%	42 3%	7 4%	1 6%	48 3%	0 0%	1 4%	39 3%	10 3%	19 3%	30 3%
3	58 4%	51 4%	7 4%	1 3%	57 4%	0 0%	* 1%	50 4%	7 2%	15 2%	41 5%
4	60 4%	52 4%	8 5%	0 0%	58 4%	0 0%	2 7%	51 4%	9 3%	27 4%	31 4%
5	256 17%	220 16%	36 22%	2 12%	248 17%	0 0%	8 31% f	194 17%	62 19%	108 18%	147 17%
6	80 5%	73 5%	7 4%	1 6%	79 5%	0 0%	1 4%	58 5%	21 6%	29 5%	52 6%
7	159 11%	145 11%	14 8%	3 14%	157 11%	0 0%	2 7%	121 10%	37 11%	78 13%	81 9%
8	223 15%	202 15%	22 13%	6 28%	216 15%	2 51%	6 21%	177 15%	45 14%	83 14%	140 16%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
9	85 6%	75 6%	10 6%	1 7%	84 6%	1 14%	1 2%	74 6%	11 3%	27 4%	58 7%
10 - Extremely likely	204 14%	186 14%	18 11%	2 9%	202 14%	1 14%	2 6%	149 13%	55 17%	82 13%	122 14%
Don't know	28 2%	25 2%	4 2%	2 7%	27 2%	0 0%	2 6%	23 2%	5 2%	13 2%	15 2%
Refused	4 *%	4 *%	0 0%	0 0%	4 *%	0 0%	0 0%	4 *%	0 0%	* *%	3 *%
Summary: 0-4	460 31%	405 30%	55 33%	3 17%	453 31%	1 20%	6 23%	368 32%	91 28%	187 31%	270 30%
Summary: 5-6	337 22%	293 22%	44 26%	4 18%	327 22%	0 0%	10 36%	252 22%	83 25%	136 22%	199 22%
Summary: 7-8	382 25%	347 26%	35 21%	9 43%	373 25%	2 51%	7 27%	298 26%	82 25%	161 27%	221 25%
Summary: 9-10	289 19%	261 20%	28 17%	3 16%	286 19%	1 29%	2 8%	223 19%	66 20%	109 18%	180 20%
Base for stats	1468	1305	162	19	1438	4	25	1141	322	593	869
Mean	5.48	5.51	5.21	6.40	5.47	6.84	5.50	5.44	5.59	5.39	5.54
Standard error	.09	.09	.24	.70	.09	1.79	.47	.10	.18	.13	.12

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
0 - Not at all likely	233 16%	212 15%	16 21%	138 19%	96 12%	76 18%	75 14%	83 16%	97 17%	73 13%	63 18%
				c	d					i	
1	60 4%	56 4%	5 6%	28 4%	33 4%	23 5%	20 4%	17 3%	27 5%	24 4%	9 3%
2	49 3%	45 3%	4 4%	28 4%	21 3%	20 5%	15 3%	14 3%	25 4%	17 3%	7 2%
3	58 4%	55 4%	2 2%	25 4%	32 4%	17 4%	16 3%	25 5%	22 4%	18 3%	18 5%
4	60 4%	55 4%	4 5%	25 3%	35 4%	16 4%	11 2%	33 6%	27 5%	15 3%	18 5%
							f	g		i	
5	256 17%	238 17%	17 22%	109 15%	148 19%	77 18%	80 15%	100 19%	106 18%	97 17%	53 15%
6	80 5%	78 6%	2 3%	29 4%	51 6%	14 3%	36 7%	30 6%	31 5%	33 6%	17 5%
				c	d	e					
7	159 11%	149 11%	8 10%	78 11%	81 10%	52 12%	68 13%	38 7%	65 11%	67 12%	26 7%
							f	g			j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
8	223 15%	211 15%	8 10%	106 15%	118 15%	58 14%	90 17%	75 14%	74 13%	97 17%	53 15%
9	85 6%	80 6%	4 4%	35 5%	50 6%	19 4%	33 6%	33 6%	28 5%	35 6%	22 6%
10 - Extremely likely	204 14%	193 14%	8 10%	91 13%	113 14%	44 10%	85 16%	76 14%	64 11%	81 14%	60 17%
Don't know	28 2%	26 2%	2 2%	18 3%	10 1%	10 2%	10 2%	8 2%	11 2%	14 2%	3 1%
Refused	4 *%	4 *%	0 0%	2 *%	2 *%	2 *%	1 *%	2 *%	2 *%	1 *%	2 *%
Summary: 0-4	460 31%	423 30%	31 38%	243 34%	217 27%	152 35%	137 25%	171 32%	198 34%	147 26%	115 33%
Summary: 5-6	337 22%	316 23%	19 24%	138 19%	199 25%	91 21%	116 22%	130 24%	136 24%	130 23%	70 20%
Summary: 7-8	382 25%	360 26%	17 21%	183 26%	199 25%	110 26%	158 29%	114 21%	139 24%	164 29%	79 23%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: 9-10	289 19%	272 19%	12 15%	126 18%	163 21%	63 15% e	118 22%	109 20%	92 16% h	116 20%	81 23% j
Base for stats	1468	1371	78	691	777	415	529	524	566	557	346
Mean	5.48	5.52	4.74	5.20	5.72	5.01	5.86	5.45	5.13	5.79	5.54
Standard error	.09	.09	.41	.13 c	.12 d	.16 e	.14 f	.15	.14 h	.14 i	.19 j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
0 - Not at all likely	233 16%	158 16%	71 19%	70 14%	53 18%	45 18%	113 16%	175 16%	39 12%	9 33%	151 20%	82 11%
1	60 4%	47 5%	16 4%	14 3%	8 3%	13 5%	34 5%	39 4%	10 3%	10 39%	28 4%	33 4%
2	49 3%	37 4%	17 5%	11 2%	4 2%	11 5%	26 4%	37 3%	8 2%	3 13%	25 3%	24 3%
3	58 4%	38 4%	10 3%	18 4%	11 4%	10 4%	29 4%	41 4%	12 4%	0 0%	27 4%	31 4%
4	60 4%	33 3%	17 5%	20 4%	17 6%	6 3%	27 4%	40 4%	18 5%	0 0%	29 4%	31 4%
5	256 17%	161 17%	56 15%	86 17%	62 21%	36 15%	125 17%	188 17%	53 16%	0 0%	96 13%	157 21%
6	80 5%	48 5%	19 5%	29 6%	24 8%	9 4%	39 5%	61 6%	16 5%	1 4%	37 5%	42 6%
7	159 11%	111 12%	41 11%	43 9%	29 10%	30 12%	81 11%	116 11%	34 11%	1 2%	65 9%	92 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
8	223 15%	144 15%	51 14%	76 15%	41 14%	32 13%	112 16%	160 15%	59 18%	0 0%	114 15%	109 14%
9	85 6%	57 6%	28 7%	26 5%	15 5%	18 7%	40 5%	72 7%	10 3%	2 6%	45 6%	40 5%
10 - Extremely likely	204 14%	106 11%	35 9%	92 19%	27 9%	28 11%	78 11%	137 13%	63 20%	1 2%	110 15%	94 12%
Don't know	28 2%	21 2%	13 4%	7 1%	2 1%	4 2%	17 2%	24 2%	1 *%	1 2%	13 2%	15 2%
Refused	4 *%	2 *%	1 *%	2 *%	* *%	1 *%	1 *%	3 *%	1 *%	0 0%	1 *%	3 *%
Summary: 0-4	460 31%	313 33%	132 35%	133 27%	93 32%	86 35%	228 32%	332 30%	87 27%	23 85%	259 35%	200 27%
Summary: 5-6	337 22%	209 22%	76 20%	116 23%	86 29%	45 18%	165 23%	248 23%	69 21%	1 4%	133 18%	198 26%
Summary: 7-8	382 25%	255 26%	92 24%	119 24%	70 24%	62 26%	193 27%	275 25%	93 29%	1 2%	179 24%	201 27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: 9-10	289 19%	163 17%	63 17%	118 24%	42 14%	46 19%	118 16%	209 19%	73 23%	2 8%	155 21%	134 18%
Base for stats	1468	941	362	485	292	239	703	1065	322	26	726	734
Mean	5.48	5.28	5.10	5.85	5.19	5.16	5.32	5.45	5.98	1.74	5.29	5.65
Standard error	.09	a .11	b .17	c .16	d .19	e .23	f .12	g .10	h .18	i .62	j .13	k .11

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
0 - Not at all likely	233 16%	75 15%	147 16%	113 15%	57 18%	19 19%	68 19%	10 10%	5 20%
1	60 4%	21 4%	28 3% b	32 4%	13 4%	5 5%	16 5%	5 5%	0 0%
2	49 3%	24 5% a	23 2% b	24 3%	10 3%	2 2%	11 3%	1 1%	2 10%
3	58 4%	28 6% a	29 3%	28 4%	12 4%	4 4%	8 2%	2 2%	2 9%
4	60 4%	16 3%	42 5%	29 4%	14 4%	4 4%	14 4%	4 4%	* 2%
5	256 17%	73 15%	168 18%	126 16%	48 15%	22 22%	55 16%	18 19%	4 18%
6	80 5%	25 5%	51 6%	50 6%	12 4%	3 3%	17 5%	4 4%	2 6%
7	159 11%	54 11%	97 11%	83 11%	37 11%	8 8%	45 13%	19 20%	1 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
8	223 15%	70 14%	143 16%	119 15%	49 15%	19 19%	45 13%	15 15%	4 18%
9	85 6%	33 7%	48 5%	47 6%	21 7%	4 4%	14 4%	6 6%	0 0%
10 - Extremely likely	204 14%	67 14%	124 13%	116 15%	41 13%	9 9%	54 15%	11 11%	3 11%
Don't know	28 2%	6 1%	19 2%	12 2%	4 1%	1 1%	4 1%	3 3%	0 0%
Refused	4 *%	1 *%	2 *%	2 *%	1 *%	0 0%	* *%	0 0%	0 0%
Summary: 0-4	460 31%	164 33%	268 29%	225 29%	107 33%	34 34%	117 33%	21 22%	10 41%
Summary: 5-6	337 22%	99 20%	219 24%	176 23%	60 19%	25 25%	72 21%	22 23%	6 25%
Summary: 7-8	382 25%	124 25%	240 26%	202 26%	85 27%	27 27%	89 25%	34 35%	6 24%
Summary: 9-10	289 19%	100 20%	171 19%	163 21%	62 19%	13 13%	69 20%	17 17%	3 11%
Base for stats	1468	487	898	766	314	99	348	94	23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Mean	5.48	5.42	5.52	5.64	5.36	5.04	5.30	5.90	4.76
Standard error	.09	.15	.11	.12	.19	.33	.18	.29	.69

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
0 - Not at all likely	233 16%	69 14%	65 17%	34 15%	22 17%	22 19%	34 14%	21 15%	13 19%	12 23%	1 6%
1	60 4%	21 4%	15 4%	5 2%	9 7%	5 4%	10 4%	3 2%	8 12%	1 2%	2 7%
2	49 3%	17 3%	12 3%	8 3%	6 4%	7 6%	6 2%	6 4%	1 2%	2 3%	3 13%
3	58 4%	21 4%	15 4%	6 3%	5 4%	5 4%	2 1%	9 6%	2 4%	1 1%	1 3%
4	60 4%	22 4%	10 3%	6 3%	7 5%	6 5%	12 5%	8 6%	1 1%	2 3%	2 9%
5	256 17%	86 17%	66 17%	37 16%	21 16%	20 17%	50 20%	20 15%	8 13%	8 15%	5 20%
6	80 5%	27 5%	13 3%	19 9%	10 8%	9 8%	5 2%	11 8%	9 13%	4 7%	* 2%
7	159 11%	46 9%	42 11%	31 14%	10 7%	16 14%	34 14%	16 12%	6 10%	9 17%	4 15%
8	223 15%	82 16%	64 16%	33 15%	20 16%	11 10%	37 15%	17 12%	8 13%	7 13%	3 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 82 (continuation)

H2. How likely is it that you would recommend your current mains gas/electricity supplier to someone else or another business?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
9	85 6%	38 8%	22 6%	13 6%	4 3%	4 3%	12 5%	8 6%	1 2%	3 5%	1 3%
10 - Extremely likely	204 14%	72 14%	58 15%	27 12%	16 12%	10 8%	40 16%	18 13%	7 11%	5 10%	3 11%
Don't know	28 2%	7 1%	5 1%	4 2%	1 *%	2 2%	4 2%	1 1%	0 0%	1 1%	0 0%
Refused	4 *%	0 0%	0 0%	2 1%	0 0%	* *%	0 0%	0 0%	0 0%	* 1%	0 0%
Summary: 0-4	460 31%	149 29%	118 30%	59 26%	49 37%	45 38%	64 26%	45 33%	25 38%	17 32%	9 37%
Summary: 5-6	337 22%	113 22%	79 20%	56 25%	31 24%	29 25%	54 22%	31 23%	17 26%	12 22%	5 21%
Summary: 7-8	382 25%	127 25%	105 27%	64 29%	30 23%	28 23%	71 29%	33 24%	15 23%	16 30%	6 27%
Summary: 9-10	289 19%	111 22%	81 21%	39 18%	20 16%	14 12%	51 21%	27 19%	8 12%	8 14%	3 14%
Base for stats	1468	501	383	218	130	116	242	136	65	53	23
Mean	5.48	5.67	5.54	5.62	5.05	4.77	5.77	5.46	4.72	5.11	5.26
Standard error	.09	.17	.18	.21	.26	.25	.22	.27	.38	.40	.51

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 83

Summary: H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following?

(Base: All Respondents)

	Total	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know	Not applicable	Summary: Dissatisfied	Summary: Satisfied
Competitiveness of prices	1500	168 11%	196 13%	529 35%	293 20%	147 10%	133 9%	34 2%	364 24%	440 29%
The variety of options from different suppliers	1500	177 12%	221 15%	522 35%	272 18%	139 9%	120 8%	49 3%	399 27%	411 27%
The ease of comparing prices	1500	233 16%	238 16%	396 26%	321 21%	203 14%	62 4%	47 3%	472 31%	524 35%
The sales approach by energy suppliers	1500	334 22%	304 20%	453 30%	200 13%	73 5%	43 3%	92 6%	638 43%	273 18%
The sales approach by brokers	1500	465 31%	289 19%	332 22%	164 11%	82 5%	50 3%	118 8%	754 50%	246 16%
The ease of switching supplier	1500	192 13%	180 12%	323 22%	319 21%	280 19%	104 7%	102 7%	371 25%	599 40%
The level of advice available to businesses when they are looking to switch supplier	1500	211 14%	245 16%	444 30%	298 20%	161 11%	91 6%	50 3%	456 30%	459 31%

Table 83 (continuation)

Summary: H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following?

(Base: All Respondents)

	Total	Mean	Base for stats	Standard error
Competitiveness of prices	1500	3.04	1332	.03
The variety of options from different suppliers	1500	2.98	1331	.03
The ease of comparing prices	1500	3.02	1392	.03
The sales approach by energy suppliers	1500	2.54	1364	.03
The sales approach by brokers	1500	2.33	1332	.03
The ease of switching supplier	1500	3.24	1293	.04
The level of advice available to businesses when they are looking to switch supplier	1500	2.97	1359	.03

Table 84

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	168 11%	52 12%	61 10%	34 13%	147 11%	95 11%	21 9%	116 11%
Quite dissatisfied	196 13%	50 12%	83 14%	27 11%	161 13%	110 13%	36 16%	146 14%
Neither dissatisfied nor satisfied	529 35%	153 36%	221 37%	77 30%	452 35%	298 35%	77 35%	375 35%
Quite satisfied	293 20%	80 19%	99 17%	65 25%	244 19%	164 19%	49 22%	213 20%
Very satisfied	147 10%	36 8%	58 10%	33 13%	127 10%	91 11%	20 9%	111 10%
Don't know	133 9%	45 10%	58 10%	15 6%	118 9%	73 9%	15 7%	88 8%
Not applicable	34 2%	16 4%	11 2%	4 1%	31 2%	15 2%	4 2%	19 2%
Summary: Dissatisfied	364 24%	102 24%	144 24%	61 24%	308 24%	205 24%	57 26%	262 25%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	440	116	157	98	371	255	69	324
	29%	27%	27%	38%	29%	30%	31%	30%
				c				g
Base for stats	1332	372	522	236	1130	758	203	961
Mean	3.04	2.99	3.02	3.15	3.04	3.06	3.06	3.06
Standard error	.03	.08	.05	.07	.04	.04	.05	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	168 11%	30 11%	5 6% b	58 14%	25 12%	32 10%	16 9%	36 10%	132 12%	137 11%	11 10%	19 12%
Quite dissatisfied	196 13%	33 12%	11 11%	62 15%	24 12%	42 12%	24 14%	44 12%	152 13%	159 13%	20 18%	17 11%
Neither dissatisfied nor satisfied	529 35%	89 33%	26 27% b	134 32%	85 41% d	133 40%	62 36%	114 31% g	415 37%	433 35%	35 30%	61 39%
Quite satisfied	293 20%	54 20%	33 35% b	74 18%	31 15%	64 19%	37 21%	87 24% g	206 18% h	231 19%	24 21%	38 25%
Very satisfied	147 10%	23 9%	14 15% b	44 10%	22 11%	28 8%	15 9%	38 10%	109 10%	119 10%	13 11%	14 9%
Don't know	133 9%	33 12% a	6 6%	38 9%	14 7%	29 9%	15 9%	38 10%	95 8%	119 10% i	9 7%	5 3% k
Not applicable	34 2%	10 4%	0 0% b	10 2%	5 2%	7 2%	2 1%	10 3%	24 2%	29 2%	4 3%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	364 24%	63 23%	16 17%	121 29%	49 24%	74 22%	41 24%	80 22%	284 25%	297 24%	32 28%	36 23%
Summary: Satisfied	440 29%	78 28%	47 50%	118 28%	53 26%	92 27%	52 30%	125 34%	315 28%	350 29%	36 32%	53 34%
Base for stats	1332	229	89	373	187	299	155	319	1014	1080	103	149
Mean	3.04	3.03	3.44	2.95	3.01	3.05	3.07	3.15	3.01	3.03	3.06	3.08
Standard error	.03	.07	.09	.07	.08	.07	.08	.06	.04	.03	.12	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	168 11%	140 11%	27 17%	4 17%	165 11%	0 0%	3 11%	129 11%	39 12%	69 11%	98 11%
Quite dissatisfied	196 13%	181 14%	16 9%	3 13%	192 13%	1 14%	4 14%	158 14%	38 12%	79 13%	118 13%
Neither dissatisfied nor satisfied	529 35%	472 35%	57 34%	5 23%	515 35%	2 57%	11 41%	410 35%	115 35%	208 34%	315 35%
Quite satisfied	293 20%	259 19%	34 20%	2 9%	287 20%	1 14%	5 18%	216 18%	77 24%	138 23%	155 18%
Very satisfied	147 10%	131 10%	15 9%	3 16%	143 10%	1 14%	3 10%	111 10%	35 11%	65 11%	82 9%
Don't know	133 9%	119 9%	15 9%	5 22%	132 9%	0 0%	2 6%	113 10%	21 6%	41 7%	92 10%
Not applicable	34 2%	32 2%	3 2%	0 0%	34 2%	0 0%	0 0%	31 3%	3 1%	7 1%	27 3%
Summary: Dissatisfied	364 24%	321 24%	43 26%	6 30%	357 24%	1 14%	7 25%	287 25%	76 23%	148 24%	216 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	440	390	49	5	430	1	7	327	112	202	237
	29%	29%	29%	25%	29%	29%	28%	28%	34%	33%	27%
								g	h	i	j
Base for stats	1332	1183	148	16	1303	4	25	1024	303	559	768
Mean	3.04	3.05	2.96	2.93	3.04	3.29	3.02	3.02	3.10	3.09	3.01
Standard error	.03	.03	.09	.37	.03	.45	.20	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	168 11%	152 11%	16 19% b	86 12%	82 10%	49 11%	55 10%	64 12%	64 11%	60 11%	43 12%
Quite dissatisfied	196 13%	184 13%	10 12%	102 14%	95 12%	60 14%	73 14%	63 12%	83 14%	76 13%	37 11%
Neither dissatisfied nor satisfied	529 35%	500 36%	24 30%	257 36%	272 34%	142 33%	201 37%	185 35%	195 34%	222 39% i	111 32%
Quite satisfied	293 20%	285 20%	5 7%	151 21%	142 18%	98 23%	118 22%	77 14%	123 21%	118 21%	52 15%
Very satisfied	147 10%	140 10%	3 4%	74 10%	72 9%	39 9%	55 10%	53 10%	64 11%	53 9%	29 8%
Don't know	133 9%	113 8%	16 21%	32 5%	101 13%	27 6%	32 6%	74 14%	37 6%	36 6%	60 17%
Not applicable	34 2%	28 2%	6 7%	9 1%	26 3%	12 3%	5 1%	18 3%	12 2%	5 1%	17 5%
		a	b	c	d	e	f	g	h	i	j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	364 24%	335 24%	25 31%	187 26%	177 22%	109 25%	128 24%	127 24%	147 25%	136 24%	81 23%
Summary: Satisfied	440 29%	425 30%	8 10%	225 32%	214 27%	137 32%	173 32%	129 24%	187 32%	171 30%	82 23%
Base for stats	1332	1260	58	669	663	388	502	442	529	530	273
Mean	3.04	3.06	2.48	3.04	3.04	3.05	3.09	2.98	3.08	3.05	2.95
Standard error	.03	a .03	b .16	c .04	d .04	e .06	f .05	g .06	h .05	i .05	j .07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	168 11%	108 11%	43 11%	56 11%	44 15%	35 14%	73 10%	114 10%	37 11%	10 35%	89 12%	78 10%
Quite dissatisfied	196 13%	142 15%	58 15%	49 10%	41 14%	37 15%	106 15%	154 14%	30 9%	3 12%	102 14%	93 12%
Neither dissatisfied nor satisfied	529 35%	354 37%	143 38%	162 33%	99 33%	82 34%	272 38%	384 35%	120 37%	8 29%	275 37%	250 33%
Quite satisfied	293 20%	207 21%	79 21%	82 17%	49 17%	60 24%	147 20%	219 20%	65 20%	1 2%	132 18%	160 21%
Very satisfied	147 10%	84 9%	39 10%	58 12%	28 9%	23 10%	60 8%	105 10%	30 9%	3 11%	79 11%	68 9%
Don't know	133 9%	55 6%	14 4%	68 14%	28 9%	6 2%	50 7%	94 9%	32 10%	1 4%	48 6%	85 11%
Not applicable	34 2%	14 1%	1 *%	20 4%	7 2%	1 1%	13 2%	22 2%	10 3%	2 6%	14 2%	19 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	364 24%	251 26%	101 27%	105 21%	85 29%	72 30%	179 25%	268 25%	67 21%	13 47%	191 26%	171 23%
Summary: Satisfied	440 29%	290 30%	117 31%	140 28%	77 26%	83 34%	207 29%	324 30%	95 29%	4 13%	211 29%	227 30%
Base for stats	1332	895	362	407	260	237	658	976	282	24	678	648
Mean	3.04	3.02	3.03	3.09	2.91	3.00	3.02	3.05	3.08	2.35	3.01	3.07
Standard error	.03	.04	.06	.06	.08	.08	.04	.04	.07	.33	.04	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	168 11%	62 13%	99 11%	83 11%	41 13%	8 8%	41 12%	9 9%	1 4%
Quite dissatisfied	196 13%	58 12%	127 14%	102 13%	43 13%	13 13%	48 14%	9 10%	5 22%
Neither dissatisfied nor satisfied	529 35%	173 35%	318 35%	282 36%	100 31%	37 37%	123 35%	34 35%	9 40%
Quite satisfied	293 20%	91 18%	189 21%	158 20%	71 22%	20 20%	86 24%	27 28%	6 24%
Very satisfied	147 10%	54 11%	83 9%	75 10%	34 11%	11 11%	34 10%	15 15%	2 7%
Don't know	133 9%	42 8%	85 9%	65 8%	24 8%	7 7%	19 5%	3 3%	1 3%
Not applicable	34 2%	13 3%	19 2%	16 2%	5 2%	4 4%	3 1%	0 0%	0 0%
Summary: Dissatisfied	364 24%	120 24%	225 25%	185 24%	84 26%	21 21%	88 25%	18 19%	6 26%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	440 29%	145 29%	272 30%	232 30%	105 33%	31 31%	120 34%	42 43%	7 31%
Base for stats	1332	439	815	699	289	89	331	94	23
Mean	3.04	3.04	3.04	3.05	3.05	3.14	3.08	3.32	3.08
Standard error	.03	.05	.04	.04	.07	.11	.06	.11	.20

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	168 11%	51 10%	52 14%	19 8%	17 13%	17 15%	25 10%	11 8%	9 14%	7 14%	4 19%
Quite dissatisfied	196 13%	69 14%	42 11%	36 16%	19 15%	14 12%	27 11%	23 17%	9 14%	8 14%	2 7%
Neither dissatisfied nor satisfied	529 35%	168 33%	134 35%	73 32%	47 36%	54 46%	85 35%	49 35%	17 26%	21 40%	10 42%
Quite satisfied	293 20%	104 20%	76 20%	52 23%	23 18%	18 15%	54 22%	37 27%	16 25%	10 18%	4 19%
Very satisfied	147 10%	57 11%	36 9%	27 12%	13 10%	11 9%	33 13%	10 7%	10 16%	5 10%	3 11%
Don't know	133 9%	44 9%	41 11%	15 7%	7 5%	4 4%	19 8%	7 5%	2 4%	1 1%	* 2%
Not applicable	34 2%	15 3%	5 1%	3 1%	4 3%	0 0%	2 1%	0 0%	0 0%	2 3%	0 0%
Summary: Dissatisfied	364 24%	120 24%	95 24%	55 24%	36 28%	31 26%	53 21%	34 25%	18 28%	15 28%	6 27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 84 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? Competitiveness of prices

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	440 29%	161 32%	112 29%	79 35%	36 28%	29 24%	87 35%	47 34%	27 41%	15 28%	7 30%
Base for stats	1332	449	341	206	120	114	224	130	63	51	23
Mean	3.04	3.11	3.00	3.16	2.96	2.92	3.19	3.09	3.16	2.96	2.96
Standard error	.03	.06	.06	.08	.09	.09	.08	.09	.15	.14	.21

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Size						
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	Has employees
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	177 12%	51 12%	68 12%	34 13%	154 12%	103 12%	24 11%	126 12%
Quite dissatisfied	221 15%	58 13%	88 15%	39 15%	186 15%	128 15%	36 16%	163 15%
Neither dissatisfied nor satisfied	522 35%	157 36%	210 36%	78 31%	446 35%	289 34%	76 34%	364 34%
Quite satisfied	272 18%	72 17%	98 17%	58 23%	228 18%	156 18%	44 20%	200 19%
Very satisfied	139 9%	31 7%	54 9%	26 10%	111 9%	81 10%	27 12%	108 10%
Don't know	120 8%	52 12%	46 8%	11 4%	109 8%	57 7%	11 5%	68 6%
Not applicable	49 3%	11 3%	26 4%	8 3%	45 4%	34 4%	4 2%	38 4%
Summary: Dissatisfied	399 27%	109 25%	157 27%	73 29%	339 27%	230 27%	59 27%	289 27%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	411	103	152	85	339	237	71	308
	27%	24%	26%	33%	27%	28%	32%	29%
			c				f	g
Base for stats	1331	369	519	236	1125	756	206	962
Mean	2.98	2.93	2.96	3.01	2.96	2.98	3.08	3.00
							f	
Standard error	.03	.08	.06	.07	.04	.04	.06	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	177 12%	30 11%	4 4%	69 16%	28 14%	31 9%	15 9%	34 9%	143 13%	142 12%	13 11%	22 14%
Quite dissatisfied	221 15%	42 16%	6 7%	63 15%	24 12%	64 19%	22 13%	48 13%	173 15%	178 14%	17 15%	27 17%
Neither dissatisfied nor satisfied	522 35%	90 33%	38 40%	122 29%	74 36%	137 41%	60 35%	128 35%	393 35%	432 35%	38 33%	52 33%
Quite satisfied	272 18%	60 22%	23 25%	75 18%	29 14%	50 15%	35 20%	84 23%	189 17%	220 18%	24 21%	28 18%
Very satisfied	139 9%	17 6%	11 12%	38 9%	24 12%	28 8%	20 12%	28 8%	110 10%	115 9%	10 8%	14 9%
Don't know	120 8%	23 8%	11 11%	36 9%	17 9%	21 6%	12 7%	33 9%	87 8%	103 8%	10 9%	7 5%
Not applicable	49 3%	9 3%	2 2%	17 4%	9 4%	6 2%	7 4%	10 3%	39 3%	38 3%	4 4%	7 4%
Summary: Dissatisfied	399 27%	73 27%	10 11%	132 31%	52 25%	95 28%	38 22%	83 23%	316 28%	320 26%	30 26%	48 31%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Satisfied	411 27%	78 29%	34 36%	113 27%	52 26%	78 23%	55 32%	112 31%	299 26%	336 27%	33 29%	42 27%
Base for stats	1331	241	82	367	179	309	154	323	1008	1088	101	142
Mean	2.98	2.97	3.38	2.86	2.98	2.94	3.15	3.07	2.95	2.99	3.00	2.90
Standard error	.03	.07	b .08	.07	.09	.07	f .08	.05	.04	.03	.11	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	177 12%	154 12%	23 14%	3 17%	175 12%	0 0%	3 10%	146 13%	31 10%	63 10%	114 13%
Quite dissatisfied	221 15%	200 15%	21 13%	4 18%	218 15%	1 14%	2 7%	176 15%	45 14%	80 13%	139 16%
Neither dissatisfied nor satisfied	522 35%	452 34%	70 42%	6 29%	506 34%	2 37%	13 51%	401 34%	118 36%	211 35%	308 35%
Quite satisfied	272 18%	252 19%	21 13%	2 11%	269 18%	1 34%	3 10%	212 18%	59 18%	116 19%	157 18%
Very satisfied	139 9%	127 10%	12 7%	2 7%	135 9%	1 14%	3 9%	103 9%	35 11%	70 12%	68 8%
Don't know	120 8%	106 8%	13 8%	2 11%	119 8%	0 0%	1 4%	89 8%	31 9%	47 8%	73 8%
Not applicable	49 3%	43 3%	6 4%	1 7%	47 3%	0 0%	2 9%	40 3%	9 3%	19 3%	29 3%
Summary: Dissatisfied	399 27%	354 27%	44 27%	7 35%	393 27%	1 14%	5 17%	322 28%	76 23%	143 24%	253 28%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	411	378	33	4	404	2	5	315	93	186	225
	27%	28%	20%	19%	28%	49%	19%	27%	29%	31%	25%
		a	b							i	j
Base for stats	1331	1184	146	17	1303	4	23	1038	288	540	786
Mean	2.98	3.00	2.84	2.69	2.98	3.49	3.01	2.95	3.07	3.09	2.91
Standard error	.03	.03	.08	.31	.03	.47	.19	.04	.06	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	177 12%	159 11%	16 20%	73 10%	104 13%	56 13%	56 10%	65 12%	66 11%	62 11%	49 14%
Quite dissatisfied	221 15%	211 15%	10 13%	121 17%	100 13%	62 14%	87 16%	73 14%	88 15%	95 17%	38 11%
Neither dissatisfied nor satisfied	522 35%	494 35%	19 24%	254 36%	268 34%	157 37%	191 35%	173 32%	214 37%	206 36%	102 29%
Quite satisfied	272 18%	257 18%	14 18%	147 21%	125 16%	77 18%	108 20%	87 16%	102 18%	111 19%	60 17%
Very satisfied	139 9%	132 9%	5 6%	68 10%	71 9%	37 9%	61 11%	40 8%	61 11%	52 9%	25 7%
Don't know	120 8%	103 7%	13 16%	30 4%	89 11%	24 6%	30 6%	66 12%	29 5%	37 7%	53 15%
Not applicable	49 3%	46 3%	3 4%	16 2%	33 4%	14 3%	6 1%	29 5%	18 3%	8 1%	23 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	399 27%	370 26%	26 32%	195 27%	204 26%	117 27%	143 27%	138 26%	154 27%	157 28%	88 25%
Summary: Satisfied	411 27%	389 28%	19 24%	215 30%	196 25%	115 27%	168 31%	128 24%	164 28%	163 28%	85 24%
Base for stats	1331	1253	64	664	667	389	503	439	531	526	274
Mean	2.98	2.99	2.71	3.02	2.94	2.95	3.06	2.92	3.01	2.99	2.90
Standard error	.03	.03	.17	.04	.05	.06	.05	.06	.05	.05	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	177 12%	116 12%	50 13%	60 12%	33 11%	34 14%	82 11%	124 11%	44 14%	3 11%	89 12%	88 12%
Quite dissatisfied	221 15%	164 17%	59 16%	52 11%	42 14%	47 19%	117 16%	163 15%	41 13%	12 43%	121 16%	100 13%
Neither dissatisfied nor satisfied	522 35%	336 35%	138 37%	171 35%	110 37%	74 30%	262 36%	384 35%	114 35%	1 4%	264 36%	253 34%
Quite satisfied	272 18%	182 19%	70 19%	84 17%	53 18%	52 21%	130 18%	205 19%	57 18%	1 6%	140 19%	133 18%
Very satisfied	139 9%	91 9%	39 10%	40 8%	22 7%	28 12%	62 9%	101 9%	31 10%	0 0%	64 9%	73 10%
Don't know	120 8%	52 5%	14 4%	64 13%	30 10%	6 2%	46 6%	82 7%	23 7%	8 29%	43 6%	76 10%
Not applicable	49 3%	24 3%	8 2%	24 5%	4 1%	3 1%	22 3%	34 3%	13 4%	2 8%	19 3%	30 4%
Summary: Dissatisfied	399 27%	280 29%	108 29%	112 23%	75 26%	82 34%	198 28%	287 26%	85 26%	14 54%	210 28%	188 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Satisfied	411 27%	272 28%	109 29%	124 25%	75 25%	80 33%	192 27%	306 28%	88 27%	1 6%	204 28%	206 27%
Base for stats	1331	888	355	406	260	236	653	977	288	17	678	646
Mean	2.98	2.96	2.97	2.98	2.95	2.97	2.96	2.99	2.97	2.07	2.95	3.00
Standard error	.03	.04	.06	.06	.07	.08	.04	.04	.07	.21	.04	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	177 12%	69 14%	99 11%	88 11%	41 13%	11 11%	40 11%	6 6%	1 2%
Quite dissatisfied	221 15%	73 15%	139 15%	120 15%	46 15%	19 19%	50 14%	13 14%	8 34%
Neither dissatisfied nor satisfied	522 35%	170 34%	321 35%	280 36%	109 34%	24 24% e	121 34%	34 35%	5 22%
Quite satisfied	272 18%	81 16%	181 20%	141 18%	65 20%	25 25%	64 18%	24 25%	7 30%
Very satisfied	139 9%	44 9%	84 9%	76 10%	32 10%	11 11%	49 14% f	11 11%	3 12%
Don't know	120 8%	37 8%	69 8%	55 7%	16 5% d	4 4%	19 5% f	7 7%	0 0%
Not applicable	49 3%	21 4%	26 3%	18 2% c	10 3%	6 6%	10 3%	2 2%	0 0%
Summary: Dissatisfied	399 27%	142 29%	238 26%	209 27%	87 27%	30 30%	90 25%	19 20%	8 36%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	411 27%	125 25%	266 29%	218 28%	97 30%	36 36%	113 32%	35 36%	10 42%
Base for stats	1331	436	824	707	293	90	323	88	23
Mean	2.98	2.90	3.02	3.00	3.01	3.07	3.10	3.23	3.15
Standard error	.03	.05	.04	.04	.07	.13	.06	.11	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	177 12%	46 9%	54 14%	25 11%	16 13%	18 15%	21 9%	15 11%	9 14%	4 8%	2 9%
Quite dissatisfied	221 15%	64 13%	58 15%	31 14%	28 21%	23 19%	30 12%	16 12%	14 21%	9 17%	6 25%
Neither dissatisfied nor satisfied	522 35%	185 36%	134 35%	69 31%	39 30%	48 41%	85 35%	55 40%	14 21%	22 41%	7 28%
Quite satisfied	272 18%	96 19%	66 17%	48 22%	26 20%	21 18%	37 15%	26 19%	18 27%	12 23%	7 28%
Very satisfied	139 9%	51 10%	35 9%	24 11%	14 11%	6 5%	36 15%	12 9%	7 11%	5 10%	2 8%
Don't know	120 8%	45 9%	35 9%	17 8%	3 2%	2 2%	21 9%	12 9%	4 6%	0 0%	0 0%
Not applicable	49 3%	20 4%	6 1%	9 4%	5 4%	0 0%	15 6%	1 1%	0 0%	* 1%	0 0%
Summary: Dissatisfied	399 27%	110 22%	112 29%	56 25%	44 34%	41 35%	51 21%	31 22%	23 35%	13 25%	8 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 85 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The variety of options from different suppliers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	411 27%	148 29%	101 26%	72 32%	40 31%	27 23%	73 30%	39 28%	25 38%	18 33%	9 37%
Base for stats	1331	442	347	197	123	116	210	124	61	53	23
Mean	2.98	3.10	2.92	3.08	2.95	2.77	3.18	3.04	3.00	3.10	3.01
Standard error	.03	.06	.06	.08	.10	.08	.08	.10	.14	.12	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	233 16%	63 15%	92 16%	44 17%	200 16%	136 16%	34 15%	170 16%
Quite dissatisfied	238 16%	55 13%	111 19%	38 15%	204 16%	149 18%	35 16%	183 17%
Neither dissatisfied nor satisfied	396 26%	128 30%	141 24%	70 27%	339 27%	211 25%	56 26%	268 25%
Quite satisfied	321 21%	97 23%	121 21%	55 22%	274 21%	177 21%	47 21%	224 21%
Very satisfied	203 14%	55 13%	74 13%	34 13%	163 13%	108 13%	39 18%	148 14%
Don't know	62 4%	17 4%	29 5%	8 3%	54 4%	37 4%	7 3%	45 4%
Not applicable	47 3%	16 4%	22 4%	5 2%	44 3%	28 3%	3 1%	31 3%
Summary: Dissatisfied	472 31%	119 27%	203 34%	82 32%	404 32%	285 34%	68 31%	353 33%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	524	152	195	90	437	285	86	371
	35%	35%	33%	35%	34%	34%	39%	35%
							f	
Base for stats	1392	399	540	242	1181	782	211	992
Mean	3.02	3.06	2.95	2.99	3.00	2.96	3.11	3.00
Standard error	.03	.08	.06	.07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	233 16%	39 14%	12 13%	72 17%	39 19%	46 14%	24 14%	51 14%	182 16%	190 15%	15 13%	28 18%
Quite dissatisfied	238 16%	39 14%	9 9%	66 16%	28 14%	70 21%	26 15%	48 13%	190 17%	198 16%	15 13%	26 17%
Neither dissatisfied nor satisfied	396 26%	64 24%	27 28%	109 26%	64 31%	90 27%	42 24%	91 25%	305 27%	324 26%	35 30%	37 24%
Quite satisfied	321 21%	69 25%	33 35%	76 18%	31 15%	71 21%	41 24%	102 28%	219 19%	252 21%	27 24%	41 27%
Very satisfied	203 14%	34 12%	11 12%	60 14%	26 13%	43 13%	28 16%	45 12%	158 14%	166 14%	19 16%	18 12%
Don't know	62 4%	18 7%	2 2%	17 4%	10 5%	8 2%	7 4%	20 5%	42 4%	59 5%	1 1%	2 1%
Not applicable	47 3%	9 3%	2 2%	20 5%	6 3%	6 2%	5 3%	10 3%	36 3%	40 3%	3 3%	3 2%
Summary: Dissatisfied	472 31%	79 29%	21 22%	138 33%	67 33%	117 35%	50 29%	99 27%	372 33%	387 32%	30 26%	55 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column	a	b	c	d	e	f	g	h	i	j	k	
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Satisfied	524 35%	103 38%	44 46% b	137 33%	58 28% d	114 34%	69 40%	146 40% g	377 33% h	418 34%	46 40%	59 38%
Base for stats	1392	245	91	383	189	321	161	337	1055	1129	111	151
Mean	3.02	3.08	3.24 b	2.97	2.88	2.98	3.14	3.12 g	2.98	3.01	3.18	2.96
Standard error	.03	.08	.10	.08	.09	.08	.09	.06	.04	.04	.12	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	233 16%	207 16%	26 15%	3 16%	230 16%	0 0%	3 12%	184 16%	49 15%	90 15%	143 16%
Quite dissatisfied	238 16%	208 16%	30 18%	2 12%	230 16%	1 14%	8 29%	192 16%	47 14%	89 15%	148 17%
Neither dissatisfied nor satisfied	396 26%	354 27%	42 25%	4 20%	387 26%	2 57%	6 24%	300 26%	94 29%	153 25%	240 27%
Quite satisfied	321 21%	283 21%	38 23%	5 26%	316 22%	1 14%	4 16%	250 21%	70 21%	135 22%	185 21%
Very satisfied	203 14%	181 14%	22 13%	3 16%	198 13%	1 14%	4 15%	152 13%	50 15%	100 16%	103 12%
Don't know	62 4%	60 5%	2 1%	2 11%	61 4%	0 0%	1 3%	51 4%	11 3%	22 4%	40 4%
Not applicable	47 3%	40 3%	7 4%	0 0%	47 3%	0 0%	0 0%	39 3%	7 2%	18 3%	29 3%
Summary: Dissatisfied	472 31%	415 31%	56 34%	6 27%	460 31%	1 14%	11 41%	376 32%	95 29%	179 30%	291 33%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	524 35%	464 35%	59 36%	9 42%	514 35%	1 29%	8 32%	402 34%	120 37%	235 39%	288 32%
Base for stats	1392	1233	157	19	1361	4	26	1078	309	567	819
Mean	3.02	3.02	3.00	3.16	3.02	3.29	2.93	2.99	3.08	3.11	2.95
Standard error	.03	.04	.09	.34	.03	.45	.22	.04	.07	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	233 16%	217 15%	13 17%	109 15%	124 16%	73 17%	85 16%	75 14%	99 17%	88 15%	46 13%
Quite dissatisfied	238 16%	219 16%	17 22%	117 16%	121 15%	81 19%	91 17%	67 13%	101 18%	89 16%	48 14%
Neither dissatisfied nor satisfied	396 26%	367 26%	22 27%	190 27%	206 26%	101 24%	142 26%	153 29%	146 25%	157 28%	93 26%
Quite satisfied	321 21%	308 22%	9 11%	176 25%	145 18%	93 22%	125 23%	103 19%	120 21%	138 24%	64 18%
Very satisfied	203 14%	194 14%	7 9%	100 14%	102 13%	56 13%	74 14%	73 14%	84 14%	70 12%	48 14%
Don't know	62 4%	56 4%	4 5%	14 2%	48 6%	12 3%	16 3%	34 6%	15 3%	19 3%	28 8%
Not applicable	47 3%	39 3%	8 10%	5 1%	42 5%	11 2%	7 1%	29 5%	14 2%	9 2%	23 7%
Summary: Dissatisfied	472 31%	436 31%	31 38%	226 32%	245 31%	154 36%	176 33%	142 27%	200 35%	177 31%	95 27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Satisfied	524 35%	503 36% a	16 20% b	276 39% c	248 31% d	149 35%	199 37%	176 33%	204 35%	208 36%	112 32%
Base for stats	1392	1306	68	692	699	404	516	472	550	542	300
Mean	3.02	3.03	2.69	3.06	2.97	2.95	3.02	3.07	2.98	3.03	3.07
Standard error	.03	.04 a	.16	.05	.05	.06	.06	.06	.06	.05	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	233 16%	152 16%	56 15%	73 15%	46 15%	47 19%	105 15%	171 16%	47 14%	10 36%	117 16%	115 15%
Quite dissatisfied	238 16%	173 18%	80 21%	60 12%	48 16%	43 17%	130 18%	190 17%	28 9%	5 20%	121 16%	115 15%
Neither dissatisfied nor satisfied	396 26%	248 26%	80 21%	138 28%	92 31%	53 22%	195 27%	272 25%	100 31%	6 22%	199 27%	196 26%
Quite satisfied	321 21%	222 23%	102 27%	91 18%	59 20%	52 21%	170 24%	236 22%	77 24%	1 4%	170 23%	151 20%
Very satisfied	203 14%	130 14%	51 14%	67 14%	32 11%	45 18%	86 12%	154 14%	44 14%	1 2%	96 13%	105 14%
Don't know	62 4%	23 2%	6 2%	37 7%	13 5%	3 1%	20 3%	39 4%	15 4%	3 10%	22 3%	40 5%
Not applicable	47 3%	16 2%	2 1%	30 6%	6 2%	1 1%	15 2%	30 3%	14 4%	2 6%	15 2%	32 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	472 31%	325 34%	136 36%	133 27%	93 32%	90 37%	235 33%	361 33%	75 23%	15 56%	239 32%	229 30%
Summary: Satisfied	524 35%	352 36%	153 41%	157 32%	90 31%	96 39%	256 35%	390 36%	121 37%	1 6%	266 36%	256 34%
Base for stats	1392	925	369	428	275	239	686	1023	296	23	703	681
Mean	3.02	3.00	3.03	3.04	2.94	3.01	3.00	3.01	3.15	2.00	3.01	3.02
Standard error	.03	.04	.07	.06	.08	.09	.05	.04	h .07	.26	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have a	Do not have b	Less than 10% c	10 - 39% d	40%+ e	Less than 10% f	10 - 39% g	40%+ *h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	233 16%	95 19%	129 14%	118 15%	52 16%	16 16%	53 15%	11 11%	2 8%
Quite dissatisfied	238 16%	80 16%	146 16%	125 16%	50 16%	17 17%	54 15%	10 10%	6 24%
Neither dissatisfied nor satisfied	396 26%	115 23%	255 28%	209 27%	83 26%	22 22%	82 23%	29 30%	7 30%
Quite satisfied	321 21%	93 19%	210 23%	176 23%	66 21%	19 19%	80 23%	21 22%	6 27%
Very satisfied	203 14%	70 14%	120 13%	105 13%	49 15%	16 16%	69 20%	19 19%	1 3%
Don't know	62 4%	22 5%	33 4%	33 4%	9 3%	3 3%	10 3%	3 3%	0 0%
Not applicable	47 3%	19 4%	26 3%	14 2%	10 3%	7 7%	4 1%	4 5%	2 7%
Summary: Dissatisfied	472 31%	175 35%	275 30%	243 31%	102 32%	33 33%	107 30%	20 21%	8 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	524 35%	163 33%	330 36%	281 36%	114 36%	35 35%	149 42%	40 41%	7 31%
Base for stats	1392	453	860	733	300	91	338	89	22
Mean	3.02	2.92	3.05	3.03	3.03	3.02	3.18	3.31	2.93
Standard error	.03	a .06	b .04	c .05	d .08	e .14	f .07	g .12	*h .22

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	233 16%	65 13%	76 20%	26 12%	28 21%	18 15%	23 9%	26 19%	15 23%	6 10%	4 19%
Quite dissatisfied	238 16%	65 13%	61 16%	44 19%	18 14%	29 25%	28 12%	23 17%	7 10%	12 22%	5 23%
Neither dissatisfied nor satisfied	396 26%	145 28%	84 22%	69 31%	30 23%	27 23%	66 27%	35 25%	13 19%	15 27%	4 15%
Quite satisfied	321 21%	124 24%	80 21%	38 17%	27 21%	24 21%	58 24%	27 19%	14 22%	11 21%	7 28%
Very satisfied	203 14%	65 13%	56 14%	36 16%	21 16%	18 15%	52 21%	19 14%	8 12%	10 19%	3 11%
Don't know	62 4%	20 4%	22 6%	7 3%	5 4%	2 2%	8 3%	5 3%	6 10%	0 0%	1 3%
Not applicable	47 3%	24 5%	8 2%	4 2%	1 1%	0 0%	10 4%	3 2%	2 4%	0 0%	0 0%
Summary: Dissatisfied	472 31%	130 26%	137 35%	70 31%	45 35%	47 40%	52 21%	49 36%	22 33%	17 33%	10 42%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 86 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of comparing prices

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	524 35%	189 37%	136 35%	73 33%	48 37%	42 35%	110 45%	46 33%	22 34%	21 40%	9 39%
Base for stats	1392	464	357	212	124	116	228	130	56	53	23
Mean	3.02	3.13	2.94	3.06	2.97	2.95	3.38	2.92	2.89	3.16	2.90
Standard error	.03	.06	.07	.08	.11	.10	.09	.11	.16	.15	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	334 22%	103 24%	127 21%	59 23%	289 23%	186 22%	45 20%	231 22%
Quite dissatisfied	304 20%	97 22%	128 22%	39 15%	264 21%	167 20%	40 18%	207 19%
Neither dissatisfied nor satisfied	453 30%	112 26%	183 31%	86 34%	382 30%	270 32%	72 32%	341 32%
Quite satisfied	200 13%	59 14%	71 12%	39 15%	168 13%	110 13%	32 14%	142 13%
Very satisfied	73 5%	17 4%	26 4%	11 4%	54 4%	37 4%	18 8%	55 5%
Don't know	43 3%	10 2%	19 3%	9 4%	38 3%	28 3%	6 3%	34 3%
Not applicable	92 6%	34 8%	38 6%	12 5%	84 7%	50 6%	8 4%	58 5%
Summary: Dissatisfied	638 43%	201 46%	254 43%	98 38%	553 43%	352 42%	85 39%	438 41%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	273	76	97	50	222	147	50	197
	18%	18%	16%	20%	17%	17%	23%	18%
							f	g
Base for stats	1364	388	535	234	1157	769	207	976
Mean	2.54	2.46	2.52	2.59	2.51	2.54	2.70	2.57
							f	g
Standard error	.03	.08	.05	.07	.04	.04	.06	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	334 22%	50 18%	9 10% b	125 30% c	46 22%	65 19%	39 23%	60 16% g	275 24% h	267 22%	24 20%	43 28%
Quite dissatisfied	304 20%	54 20%	23 24%	72 17%	40 20%	84 25% e	31 18%	76 21%	228 20%	251 20%	25 22%	28 18%
Neither dissatisfied nor satisfied	453 30%	92 34%	26 28%	122 29%	60 29%	105 31%	48 28%	118 32%	335 30%	367 30%	37 32%	49 32%
Quite satisfied	200 13%	40 15%	17 18%	48 11%	28 13%	41 12%	27 16%	56 15%	144 13%	163 13%	15 13%	22 14%
Very satisfied	73 5%	10 4%	5 6%	17 4%	13 6%	16 5%	11 6%	16 4%	57 5%	66 5% i	5 4%	2 1% k
Don't know	43 3%	6 2%	1 1%	10 2%	7 3%	10 3%	9 5% f	7 2%	36 3%	37 3%	5 4%	2 1%
Not applicable	92 6%	20 7%	14 14% b	25 6%	12 6%	14 4%	8 4%	33 9% g	59 5% h	77 6%	5 4%	10 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	638 43%	104 38%	32 34%	197 47%	86 42%	149 44%	70 41%	136 37%	502 44%	519 42%	49 42%	71 46%
Summary: Satisfied	273 18%	50 18%	22 23%	65 15%	41 20%	57 17%	38 22%	72 20%	200 18%	229 19%	20 17%	24 15%
Base for stats	1364	246	80	384	187	311	156	326	1038	1115	106	144
Mean	2.54	2.62	2.83	2.37	2.58	2.55	2.62	2.67	2.50	2.56	2.55	2.39
Standard error	.03	.07	b .10	c .07	.09	.07	.09	g .05	h .04	.04	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	334 22%	292 22%	42 25%	1 6%	328 22%	0 0%	5 19%	263 23%	71 22%	128 21%	206 23%
Quite dissatisfied	304 20%	282 21%	22 14%	2 12%	303 21%	1 14%	* 1%	228 20%	74 22%	131 22%	173 19%
Neither dissatisfied nor satisfied	453 30%	400 30%	54 32%	7 32%	442 30%	2 57%	9 33%	363 31%	90 28%	175 29%	273 31%
Quite satisfied	200 13%	181 14%	19 12%	2 9%	194 13%	1 14%	5 21%	147 13%	51 16%	86 14%	114 13%
Very satisfied	73 5%	64 5%	9 5%	2 9%	71 5%	1 14%	1 3%	54 5%	18 5%	33 5%	39 4%
Don't know	43 3%	34 3%	9 5%	2 11%	41 3%	0 0%	2 9%	37 3%	7 2%	17 3%	27 3%
Not applicable	92 6%	81 6%	11 7%	4 21%	89 6%	0 0%	4 14%	75 6%	17 5%	37 6%	56 6%
Summary: Dissatisfied	638 43%	574 43%	64 39%	4 18%	632 43%	1 14%	5 20%	492 42%	144 44%	259 43%	379 43%
			b		d		f				

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	273 18%	245 18%	28 17%	4 18%	265 18%	1 29%	6 24%	201 17%	69 21%	119 20%	153 17%
Base for stats	1364	1218	146	14	1339	4	20	1056	303	553	806
Mean	2.54	2.54	2.53	3.03	2.53	3.29	2.85	2.53	2.58	2.58	2.51
Standard error	.03	.03	.09	.30	.03	.45	.24	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	334 22%	297 21%	29 36%	139 20%	195 25%	86 20%	131 24%	118 22%	108 19%	143 25%	83 24%
Quite dissatisfied	304 20%	282 20%	20 25%	151 21%	153 19%	103 24%	94 17%	107 20%	133 23%	102 18%	69 20%
Neither dissatisfied nor satisfied	453 30%	431 31%	17 22%	223 31%	230 29%	118 28%	188 35%	147 28%	175 30%	195 34%	83 24%
Quite satisfied	200 13%	197 14%	2 2%	105 15%	95 12%	58 14%	80 15%	62 12%	78 13%	77 14%	45 13%
Very satisfied	73 5%	71 5%	1 2%	35 5%	37 5%	24 6%	22 4%	26 5%	33 6%	19 3%	21 6%
Don't know	43 3%	37 3%	5 6%	18 2%	26 3%	11 2%	7 1%	26 5%	12 2%	9 2%	22 6%
Not applicable	92 6%	87 6%	6 7%	39 5%	53 7%	27 6%	18 3%	47 9%	39 7%	25 4%	27 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	638 43%	579 41%	49 61%	290 41%	348 44%	189 44%	224 42%	225 42%	241 42%	245 43%	152 43%
Summary: Satisfied	273 18%	268 19%	3 4%	141 20%	132 17%	82 19%	102 19%	88 17%	111 19%	96 17%	66 19%
Base for stats	1364	1278	69	654	711	390	514	460	527	536	301
Mean	2.54	2.58	1.94	2.61	2.47	2.57	2.55	2.51	2.61	2.49	2.51
Standard error	.03	a .03	b .13	c .04	d .04	.06	.05	.06	.05	.05	.07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	334 22%	212 22%	85 22%	118 24%	63 21%	59 24%	154 21%	226 21%	83 26%	14 53%	160 22%	173 23%
Quite dissatisfied	304 20%	213 22%	79 21%	83 17%	54 18%	41 17%	172 24%	221 20%	67 21%	4 15%	165 22%	136 18%
Neither dissatisfied nor satisfied	453 30%	291 30%	115 31%	145 29%	106 36%	84 35%	207 29%	338 31%	92 28%	3 11%	223 30%	229 30%
Quite satisfied	200 13%	136 14%	56 15%	60 12%	32 11%	36 15%	100 14%	152 14%	36 11%	2 8%	103 14%	97 13%
Very satisfied	73 5%	40 4%	17 5%	29 6%	13 4%	11 5%	29 4%	59 5%	12 4%	1 2%	36 5%	36 5%
Don't know	43 3%	23 2%	8 2%	19 4%	6 2%	8 3%	16 2%	34 3%	10 3%	0 0%	13 2%	30 4%
Not applicable	92 6%	48 5%	17 4%	41 8%	22 7%	5 2%	43 6%	61 6%	24 7%	3 10%	40 5%	52 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	638 43%	426 44%	164 43%	201 41%	117 40%	100 41%	325 45% f	447 41% g	150 46%	18 68%	325 44%	309 41%
Summary: Satisfied	273 18%	176 18%	74 20%	89 18%	45 15%	47 19%	129 18%	211 19%	48 15%	3 10%	139 19%	133 18%
Base for stats	1364	893	353	435	267	231	662	997	290	24	687	670
Mean	2.54	2.53	2.55	2.54	2.54	2.56	2.52	2.60	2.41	1.77	2.55	2.53
Standard error	.03	.04	.06	.06	.07	.08	.04	g .04	h .07	.27	.04	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	334 22%	119 24%	192 21%	161 21%	86 27%	18 18%	83 24%	14 15%	1 5%
Quite dissatisfied	304 20%	100 20%	188 20%	167 21%	60 19%	26 26%	81 23%	18 18%	11 49%
Neither dissatisfied nor satisfied	453 30%	146 30%	287 31%	248 32%	86 27%	28 28%	96 27%	28 29%	4 17%
Quite satisfied	200 13%	61 12%	122 13%	105 13%	46 15%	11 11%	46 13%	23 24%	4 19%
Very satisfied	73 5%	26 5%	43 5%	35 4%	18 6%	6 6%	23 7%	4 4%	0 0%
Don't know	43 3%	19 4%	23 3%	24 3%	8 3%	5 5%	9 3%	5 6%	0 0%
Not applicable	92 6%	23 5%	64 7%	40 5%	14 4%	7 7%	13 4%	5 5%	2 9%
Summary: Dissatisfied	638 43%	219 44%	379 41%	329 42%	146 46%	44 44%	164 47%	32 33%	13 54%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	273 18%	87 18%	165 18%	139 18%	65 20%	17 17%	69 20%	27 28%	4 19%
Base for stats	1364	452	831	716	297	89	330	87	21
Mean	2.54	2.50	2.56	2.56	2.49	2.57	2.53	2.82	2.55
Standard error	.03	.05	.04	.04	.07	.12	.06	.11	.19

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	334 22%	92 18%	102 26%	47 21%	32 25%	25 21%	49 20%	21 16%	16 24%	10 18%	6 26%
Quite dissatisfied	304 20%	111 22%	70 18%	51 23%	23 17%	31 26%	50 21%	42 31%	11 18%	7 14%	6 28%
Neither dissatisfied nor satisfied	453 30%	142 28%	118 31%	71 32%	37 28%	35 29%	71 29%	37 27%	17 26%	22 41%	4 17%
Quite satisfied	200 13%	77 15%	50 13%	26 11%	21 16%	15 13%	32 13%	21 15%	16 25%	4 8%	5 20%
Very satisfied	73 5%	28 5%	14 4%	14 6%	8 6%	7 6%	16 6%	5 4%	4 5%	6 10%	2 7%
Don't know	43 3%	14 3%	16 4%	6 3%	2 2%	4 3%	6 2%	8 5%	0 0%	3 6%	0 0%
Not applicable	92 6%	44 9%	16 4%	9 4%	6 5%	2 2%	22 9%	4 3%	1 2%	1 2%	1 2%
Summary: Dissatisfied	638 43%	203 40%	172 45%	98 44%	55 42%	55 47%	99 40%	64 46%	27 41%	17 32%	13 54%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 87 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by energy suppliers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	273 18%	105 21%	64 17%	40 18%	30 23%	22 18%	48 19%	25 19%	20 31%	10 19%	6 27%
Base for stats	1364	450	355	209	122	112	218	126	64	49	23
Mean	2.54	2.64	2.45	2.56	2.59	2.54	2.61	2.57	2.70	2.77	2.52
Standard error	.03	.06	.06	.08	.10	.09	.08	.09	.14	.15	.22

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	465 31%	132 30%	188 32%	85 33%	405 32%	274 32%	60 27% f	333 31%
Quite dissatisfied	289 19%	83 19%	122 21%	40 16%	245 19%	162 19%	44 20%	207 19%
Neither dissatisfied nor satisfied	332 22%	75 17%	135 23%	59 23%	270 21%	194 23%	62 28% f	257 24% g
Quite satisfied	164 11%	58 13%	47 8% b	33 13%	138 11%	80 9%	26 12%	106 10% g
Very satisfied	82 5%	24 6%	29 5%	18 7%	71 6%	47 5%	11 5%	58 5%
Don't know	50 3%	10 2%	28 5%	4 2%	42 3%	32 4%	8 4%	40 4%
Not applicable	118 8%	50 12% a	42 7%	15 6%	107 8%	57 7%	11 5% f	68 6% g
Summary: Dissatisfied	754 50%	214 50%	310 52%	126 49%	650 51%	436 52%	104 47%	540 51%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	246	82	76	51	209	127	37	164
	16%	19%	13%	20%	16%	15%	17%	15%
			b	c				g
Base for stats	1332	372	521	236	1129	757	203	960
Mean	2.33	2.36	2.24	2.40	2.31	2.29	2.43	2.32
							f	
Standard error	.03	.09	.06	.07	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	465 31%	66 24% a	26 28%	163 39% c	78 38% d	85 25% e	46 27%	93 25% g	372 33% h	382 31%	36 31%	47 30%
Quite dissatisfied	289 19%	71 26% a	19 21%	72 17%	35 17%	59 17%	33 19%	90 25% g	199 18% h	232 19%	27 24%	30 19%
Neither dissatisfied nor satisfied	332 22%	72 26% a	16 17%	81 19%	34 17% d	85 25%	43 25%	88 24%	244 22%	260 21%	24 20%	48 31% k
Quite satisfied	164 11%	30 11%	20 21% b	42 10%	20 10%	34 10%	19 11%	49 13% g	115 10%	140 11%	14 12%	10 6% k
Very satisfied	82 5%	9 3% a	4 4%	26 6%	20 10% d	9 3% e	14 8%	13 3% g	69 6%	71 6%	5 5%	6 4%
Don't know	50 3%	7 2%	1 1%	10 2%	8 4%	16 5%	8 5%	8 2%	42 4%	44 4%	2 2%	4 3%
Not applicable	118 8%	18 7%	8 8%	25 6%	10 5%	48 14% e	9 5%	26 7%	92 8%	100 8%	7 6%	10 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	754 50%	137 50%	46 48%	235 56%	113 55%	143 43%	79 46%	183 50%	571 50%	614 50%	63 55%	77 50%
Summary: Satisfied	246 16%	38 14%	24 25%	68 16%	40 19%	43 13%	33 19%	62 17%	184 16%	211 17%	20 17%	16 10%
Base for stats	1332	247	86	384	187	272	156	333	999	1085	106	141
Mean	2.33	2.37	2.48	2.21	2.30	2.35	2.49	2.40	2.31	2.34	2.30	2.28
Standard error	.03	.07	.11	.08	.10	.07	.09	.06	.04	.04	.12	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	465 31%	418 31%	45 27%	5 25%	458 31%	0 0%	6 21%	363 31%	101 31%	196 32%	268 30%
Quite dissatisfied	289 19%	265 20%	24 14%	1 4%	284 19%	1 20%	5 19%	231 20%	55 17%	111 18%	176 20%
Neither dissatisfied nor satisfied	332 22%	294 22%	38 23%	5 25%	324 22%	1 28%	7 27%	258 22%	74 23%	126 21%	206 23%
Quite satisfied	164 11%	133 10%	31 19%	4 19%	159 11%	2 37%	3 13%	121 10%	43 13%	72 12%	91 10%
Very satisfied	82 5%	74 6%	8 5%	4 17%	79 5%	1 14%	3 10%	61 5%	20 6%	41 7%	41 5%
Don't know	50 3%	44 3%	7 4%	2 10%	49 3%	0 0%	1 4%	40 3%	10 3%	19 3%	32 4%
Not applicable	118 8%	104 8%	13 8%	0 0%	116 8%	0 0%	2 6%	93 8%	25 7%	42 7%	74 8%
Summary: Dissatisfied	754 50%	684 51%	69 42%	6 29%	742 51%	1 20%	11 40%	595 51%	155 47%	308 51%	444 50%
Summary: Satisfied	246 16%	207 16%	39 23%	8 36%	238 16%	2 52%	6 23%	182 16%	63 19%	112 19%	132 15%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Base for stats	1332	1185	146	19	1303	4	24	1035	292	546	782
Mean	2.33	2.31	2.53	3.01	2.32	3.46	2.68	2.31	2.41	2.36	2.31
Standard error	.03	.04	.10	.36	.03	.50	.24	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	465 31%	429 31%	27 34%	217 31%	247 31%	75 17% e	229 42% f	161 30%	126 22% h	233 41% i	106 30%
Quite dissatisfied	289 19%	272 19%	14 18%	139 20%	150 19%	87 20%	116 22%	86 16% g	121 21%	121 21%	47 13% j
Neither dissatisfied nor satisfied	332 22%	314 22%	15 19%	169 24%	163 21%	118 28% e	116 22%	98 18% g	140 24%	125 22%	67 19%
Quite satisfied	164 11%	157 11%	6 7%	76 11%	88 11%	94 22% e	47 9% f	24 4% g	110 19% h	38 7% i	16 5% j
Very satisfied	82 5%	80 6%	1 2%	43 6%	40 5%	49 12% e	19 4% f	13 2% g	54 9% h	19 3% i	8 2% j
Don't know	50 3%	46 3%	3 3%	18 3%	32 4%	5 1% e	3 1% f	42 8% g	10 2% h	10 2% i	31 9% j
Not applicable	118 8%	103 7%	14 17%	49 7%	69 9%	0 0% e	8 2% f	109 20% g	17 3% h	26 5% i	75 21% j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	754 50%	701 50%	41 52%	357 50%	397 50%	162 38% e	345 64% f	248 46% g	247 43% h	353 62% i	153 44% j
Summary: Satisfied	246 16%	237 17%	7 9%	118 17%	128 16%	143 33% e	66 12% f	37 7% g	164 28% h	57 10% i	25 7% j
Base for stats	1332	1251	64	643	688	422	527	382	551	535	245
Mean	2.33	2.35	2.06	2.36	2.31	2.90	2.07	2.06	2.72	2.05	2.07
Standard error	.03	a .03	.15	.05	.05	e .06	f .05	g .06	h .05	i .05	j .07

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	465 31%	287 30%	100 27%	168 34%	96 33%	76 31%	211 29%	327 30%	114 35%	11 42%	248 34%	214 28%
Quite dissatisfied	289 19%	208 22%	71 19%	78 16%	49 16%	45 18%	163 23%	201 18%	68 21%	4 14%	147 20%	141 19%
Neither dissatisfied nor satisfied	332 22%	224 23%	94 25%	94 19%	61 21%	63 26%	161 22%	264 24%	54 17%	1 4%	151 20%	178 24%
Quite satisfied	164 11%	117 12%	60 16%	42 8%	25 8%	30 12%	88 12%	121 11%	32 10%	4 16%	84 11%	80 11%
Very satisfied	82 5%	56 6%	23 6%	22 4%	12 4%	11 5%	45 6%	58 5%	18 6%	2 8%	38 5%	44 6%
Don't know	50 3%	26 3%	12 3%	22 4%	12 4%	7 3%	19 3%	42 4%	7 2%	0 0%	17 2%	33 4%
Not applicable	118 8%	46 5%	16 4%	69 14%	40 14%	11 4%	35 5%	78 7%	30 9%	4 15%	55 7%	63 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	754 50%	495 51%	171 45%	246 50%	145 49%	121 50%	374 52%	528 48%	182 56%	15 57%	395 53%	355 47%
Summary: Satisfied	246 16%	173 18%	84 22%	64 13%	36 12%	41 17%	133 18%	180 16%	51 16%	7 24%	122 16%	124 17%
Base for stats	1332	893	349	404	242	226	667	972	287	23	667	657
Mean	2.33	2.38	2.53	2.19	2.20	2.36	2.39	2.37	2.21	2.21	2.28	2.39
Standard error	.03	.04	.07	.06	.08	.08	.05	.04	.07	.36	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	465 31%	154 31%	285 31%	233 30%	118 37%	29 29%	120 34%	30 31%	4 18%
Quite dissatisfied	289 19%	97 20%	176 19%	166 21%	40 13%	28 28%	63 18%	12 12%	12 50%
Neither dissatisfied nor satisfied	332 22%	121 25%	193 21%	180 23%	73 23%	15 15%	68 19%	24 25%	2 9%
Quite satisfied	164 11%	41 8%	110 12%	88 11%	39 12%	9 9%	49 14%	11 12%	3 15%
Very satisfied	82 5%	33 7%	44 5%	35 4%	24 7%	8 8%	23 6%	12 12%	0 0%
Don't know	50 3%	16 3%	31 3%	25 3%	10 3%	1 1%	10 3%	2 2%	1 4%
Not applicable	118 8%	31 6%	81 9%	53 7%	15 5%	11 11%	20 6%	6 6%	1 3%
Summary: Dissatisfied	754 50%	252 51%	461 50%	399 51%	159 50%	57 57%	183 52%	42 43%	16 68%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	246 16%	74 15%	154 17%	123 16%	63 20%	17 17%	72 21%	23 23%	3 15%
Base for stats	1332	447	807	702	294	88	323	88	22
Mean	2.33	2.33	2.32	2.33	2.35	2.31	2.36	2.57	2.22
Standard error	.03	.06	.04	.05	.08	.13	.07	.14	.20

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	465 31%	142 28%	139 36%	67 30%	46 36%	36 30%	85 35%	36 26%	26 41%	13 24%	10 41%
Quite dissatisfied	289 19%	96 19%	78 20%	47 21%	15 11%	30 25%	32 13%	37 27%	17 26%	9 16%	6 26%
Neither dissatisfied nor satisfied	332 22%	114 22%	73 19%	54 24%	33 25%	32 27%	53 21%	28 20%	10 16%	12 22%	4 15%
Quite satisfied	164 11%	66 13%	31 8%	21 9%	16 13%	14 12%	32 13%	19 14%	5 7%	7 14%	2 8%
Very satisfied	82 5%	26 5%	24 6%	11 5%	10 8%	5 4%	18 7%	6 4%	3 5%	6 11%	2 10%
Don't know	50 3%	18 3%	17 4%	5 2%	4 3%	1 1%	6 3%	5 4%	2 3%	2 4%	0 0%
Not applicable	118 8%	46 9%	24 6%	18 8%	6 5%	1 1%	19 8%	6 5%	1 1%	4 8%	0 0%
Summary: Dissatisfied	754 50%	238 47%	217 56%	114 51%	61 47%	65 55%	118 48%	73 53%	44 67%	22 40%	16 67%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 88 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The sales approach by brokers

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	246 16%	92 18%	55 14%	32 14%	26 20%	19 16%	50 20%	25 18%	8 13%	13 25%	4 18%
Base for stats	1332	444	346	201	120	117	220	126	62	47	23
Mean	2.33	2.41	2.20	2.31	2.41	2.34	2.39	2.38	2.06	2.67	2.19
Standard error	.03	.07	.07	.08	.11	.09	.09	.10	.13	.17	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	192 13%	54 13%	81 14%	33 13%	168 13%	114 14%	23 10%	138 13%
Quite dissatisfied	180 12%	60 14%	70 12%	27 11%	157 12%	97 11%	23 10%	120 11%
Neither dissatisfied nor satisfied	323 22%	78 18%	140 24%	54 21%	272 21%	194 23%	52 23%	246 23%
Quite satisfied	319 21%	95 22%	114 19%	56 22%	264 21%	170 20%	55 25%	224 21%
Very satisfied	280 19%	82 19%	99 17%	50 20%	231 18%	150 18%	49 22%	198 19%
Don't know	104 7%	31 7%	43 7%	18 7%	93 7%	61 7%	12 5%	73 7%
Not applicable	102 7%	33 8%	44 7%	17 7%	94 7%	61 7%	8 4%	69 6%
Summary: Dissatisfied	371 25%	114 26%	151 26%	60 24%	325 25%	211 25%	46 21%	258 24%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	599	176	214	106	495	319	103	422
	40%	41%	36%	41%	39%	38%	47%	40%
			b				f	
Base for stats	1293	368	504	220	1092	725	201	925
Mean	3.24	3.24	3.16	3.28	3.21	3.20	3.41	3.24
							f	
Standard error	.04	.09	.07	.08	.04	.05	.06	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	192 13%	41 15%	9 9%	65 15%	27 13%	33 10%	17 10%	50 14%	141 12%	163 13%	12 10%	17 11%
Quite dissatisfied	180 12%	29 11%	15 16%	41 10%	29 14%	45 13%	20 12%	44 12%	136 12%	149 12%	11 9%	20 13%
Neither dissatisfied nor satisfied	323 22%	52 19%	18 19%	91 22%	47 23%	73 22%	43 25%	70 19%	253 22%	255 21%	33 28%	35 22%
Quite satisfied	319 21%	69 25%	21 22%	76 18%	34 16%	83 25%	37 21%	90 24%	229 20%	265 22%	17 15%	37 24%
Very satisfied	280 19%	43 16%	21 22%	93 22%	40 19%	56 17%	27 16%	64 17%	216 19%	226 18%	25 22%	29 19%
Don't know	104 7%	21 8%	6 7%	25 6%	17 8%	22 7%	13 8%	27 7%	77 7%	85 7%	9 8%	11 7%
Not applicable	102 7%	17 6%	4 5%	30 7%	12 6%	24 7%	16 9%	21 6%	81 7%	87 7%	9 8%	7 5%
Summary: Dissatisfied	371 25%	71 26%	24 25%	106 25%	57 28%	78 23%	37 21%	94 26%	277 24%	312 25%	23 20%	37 24%
Summary: Satisfied	599 40%	112 41%	42 45%	168 40%	73 36%	139 41%	64 37%	154 42%	445 39%	490 40%	43 37%	66 42%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Base for stats	1293	234	84	365	177	290	144	318	975	1057	98	138
Mean	3.24	3.18	3.37	3.25	3.17	3.29	3.27	3.23	3.25	3.23	3.34	3.30
Standard error	.04	.08	.12	.08	.10	.08	.09	.07	.04	.04	.13	.11

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	192 13%	159 12%	32 19%	1 4%	192 13%	0 0%	0 0%	143 12%	47 14%	79 13%	112 13%
Quite dissatisfied	180 12%	162 12%	18 11%	0 0%	175 12%	1 14%	4 14%	144 12%	36 11%	71 12%	107 12%
Neither dissatisfied nor satisfied	323 22%	274 21%	49 30%	5 25%	313 21%	1 20%	9 35%	249 21%	73 22%	128 21%	191 22%
Quite satisfied	319 21%	296 22%	23 14%	5 23%	316 22%	0 0%	3 11%	244 21%	73 22%	130 21%	188 21%
Very satisfied	280 19%	250 19%	30 18%	5 25%	272 18%	3 66%	6 21%	216 18%	63 19%	130 21%	150 17%
Don't know	104 7%	98 7%	7 4%	2 11%	102 7%	0 0%	2 9%	88 8%	16 5%	31 5%	73 8%
Not applicable	102 7%	95 7%	8 5%	3 12%	100 7%	0 0%	3 11%	84 7%	19 6%	37 6%	66 7%
Summary: Dissatisfied	371 25%	321 24%	50 30%	1 4%	367 25%	1 14%	4 14%	287 25%	83 25%	150 25%	220 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	599 40%	546 41%	52 32%	10 48%	587 40%	3 66%	9 32%	460 39%	136 42%	260 43%	338 38%
Base for stats	1293	a	b							i	
Mean	3.24	3.28	3.00	3.85	3.24	4.17	3.49	3.25	3.24	3.30	3.21
Standard error	.04	a	b								
	.04	.04	.11	.28	.04	.61	.21	.04	.08	.06	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	192 13%	175 12%	15 19%	95 13%	97 12%	60 14%	68 13%	63 12%	68 12%	79 14%	45 13%
Quite dissatisfied	180 12%	173 12%	6 7%	89 13%	91 11%	57 13%	68 13%	55 10%	82 14%	66 12%	32 9%
Neither dissatisfied nor satisfied	323 22%	303 22%	17 21%	153 22%	170 22%	84 20%	119 22%	120 22%	129 22%	122 21%	73 21%
Quite satisfied	319 21%	303 22%	11 13%	167 24%	151 19%	113 27%	118 22%	88 16%	140 24%	123 22%	56 16%
Very satisfied	280 19%	261 19%	13 16%	144 20%	136 17%	98 23%	92 17%	90 17%	135 23%	90 16%	55 16%
Don't know	104 7%	95 7%	7 9%	32 4%	73 9%	9 2%	38 7%	57 11%	12 2%	46 8%	46 13%
Not applicable	102 7%	91 6%	12 15%	31 4%	71 9%	6 1%	36 7%	61 11%	13 2%	45 8%	44 13%
		a	b	c	d	e		g	h		j

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	371 25%	348 25%	21 26%	184 26%	188 24%	117 27%	136 25%	118 22%	150 26%	145 25%	77 22%
Summary: Satisfied	599 40%	564 40%	24 30%	311 44%	288 36%	211 49%	210 39%	177 33%	274 47%	213 37%	111 32%
Base for stats	1293	1215	62	647	646	412	466	416	553	480	261
Mean	3.24	3.25	3.02	3.27	3.22	3.32	3.21	3.21	3.35	3.17	3.17
Standard error	.04	.04	.20	.05	.05	.07	.06	.07	.06	.06	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	192 13%	122 13%	48 13%	65 13%	35 12%	31 13%	91 13%	143 13%	30 9% h	12 43%	116 16% j	75 10% k
Quite dissatisfied	180 12%	136 14% a	48 13%	40 8% c	30 10%	30 12%	105 15% f	131 12%	42 13%	4 15%	92 12%	86 11%
Neither dissatisfied nor satisfied	323 22%	232 24% a	84 22%	84 17% c	63 21%	49 20%	183 25% f	242 22%	60 19%	6 21%	154 21%	168 22%
Quite satisfied	319 21%	235 24% a	96 25% b	77 16% c	52 18%	63 26%	172 24% f	229 21%	74 23%	1 6%	160 22%	156 21%
Very satisfied	280 19%	206 21% a	96 25% b	67 14% c	42 14% d	66 27% e	140 19%	229 21% g	46 14% h	0 0%	128 17%	152 20%
Don't know	104 7%	17 2% a	3 1% b	81 16% c	41 14% d	3 1% e	14 2% f	55 5% g	44 14% h	1 2%	50 7%	53 7%
Not applicable	102 7%	18 2% a	2 1% b	81 16% c	33 11% d	1 1% e	16 2% f	63 6% g	29 9%	4 14%	40 5% j	61 8% k

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	371 25%	258 27%	97 26%	104 21%	65 22%	61 25%	196 27%	274 25%	71 22%	15 58%	208 28%	162 21%
		a	b	c	d	e	f	g	h	i	j	k
Summary: Satisfied	599 40%	440 46%	192 51%	144 29%	94 32%	129 53%	311 43%	458 42%	120 37%	1 6%	288 39%	308 41%
Base for stats	1293	930	372	332	221	239	690	974	251	23	649	638
Mean	3.24	3.29	3.38	3.13	3.17	3.43	3.24	3.28	3.26	1.87	3.14	3.35
Standard error	.04	.04	.07	.08	.09	.09	.05	.04	.08	.26	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	192 13%	72 15%	111 12%	92 12%	44 14%	15 15%	50 14%	10 10%	5 20%
Quite dissatisfied	180 12%	75 15%	99 11%	87 11%	44 14%	13 13%	43 12%	11 11%	3 12%
Neither dissatisfied nor satisfied	323 22%	92 19%	212 23%	167 21%	76 24%	22 22%	72 20%	22 22%	8 35%
Quite satisfied	319 21%	90 18%	207 22%	172 22%	70 22%	22 22%	72 20%	30 31%	2 9%
Very satisfied	280 19%	106 21%	157 17%	155 20%	52 16%	19 19%	84 24%	15 15%	3 13%
Don't know	104 7%	31 6%	62 7%	59 8%	16 5%	4 4%	14 4%	5 5%	1 6%
Not applicable	102 7%	28 6%	72 8%	48 6%	17 5%	5 5%	16 5%	5 6%	1 4%
Summary: Dissatisfied	371 25%	147 30%	210 23%	179 23%	88 28%	28 28%	93 27%	21 21%	8 33%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	599 40%	196 40%	363 40%	328 42%	122 38%	41 41%	156 44%	44 46%	5 21%
Base for stats	1293	435	786	674	286	91	322	87	21
Mean	3.24	3.19	3.25	3.31	3.15	3.18	3.30	3.33	2.79
Standard error	.04	.07	.05	.05	.08	.14	.07	.12	.29

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	192 13%	52 10%	53 14%	27 12%	22 17%	23 19%	29 12%	13 10%	13 20%	5 10%	6 25%
Quite dissatisfied	180 12%	67 13%	58 15%	24 11%	13 10%	8 7%	30 12%	24 17%	5 7%	4 8%	1 6%
Neither dissatisfied nor satisfied	323 22%	116 23%	73 19%	50 22%	24 18%	32 27%	48 20%	30 22%	17 26%	11 21%	7 29%
Quite satisfied	319 21%	113 22%	71 18%	51 23%	31 24%	26 22%	54 22%	31 22%	8 12%	14 26%	5 21%
Very satisfied	280 19%	90 18%	81 21%	49 22%	26 20%	22 18%	60 24%	25 18%	16 25%	12 22%	4 18%
Don't know	104 7%	33 7%	30 8%	15 7%	9 7%	5 4%	10 4%	5 4%	5 8%	5 9%	* 2%
Not applicable	102 7%	38 7%	22 6%	8 4%	6 5%	2 2%	14 6%	9 7%	1 2%	2 4%	0 0%
Summary: Dissatisfied	371 25%	119 23%	111 29%	51 23%	35 27%	31 26%	59 24%	37 27%	18 27%	9 18%	7 31%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 89 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The ease of switching supplier

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	599 40%	203 40%	152 39%	100 45%	57 44%	48 41%	114 46%	55 40%	24 37%	26 48%	9 39%
Base for stats	1293	437	336	200	115	111	221	123	59	47	23
Mean	3.24	3.28	3.21	3.35	3.22	3.14	3.38	3.24	3.16	3.49	3.00
Standard error	.04	.07	.08	.09	.12	.11	.09	.11	.17	.16	.25

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Very dissatisfied	211 14%	59 14%	85 14%	42 16%	186 15%	127 15%	25 12%	152 14%
Quite dissatisfied	245 16%	74 17%	106 18%	32 12%	212 17%	138 16%	33 15%	171 16%
Neither dissatisfied nor satisfied	444 30%	117 27%	175 30%	81 32%	373 29%	256 30%	71 32%	327 31%
Quite satisfied	298 20%	90 21%	105 18%	56 22%	252 20%	161 19%	46 21%	208 19%
Very satisfied	161 11%	46 11%	61 10%	27 10%	134 10%	88 10%	28 12%	115 11%
Don't know	91 6%	28 6%	36 6%	15 6%	79 6%	51 6%	12 6%	63 6%
Not applicable	50 3%	18 4%	23 4%	3 1%	44 3%	26 3%	6 3%	32 3%
Summary: Dissatisfied	456 30%	133 31%	191 32%	74 29%	398 31%	265 31%	58 26%	323 30%

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Summary: Satisfied	459 31%	136 32%	167 28%	83 32%	385 30%	249 29%	74 33%	323 30%
Base for stats	1359	386	533	237	1156	770	203	973
Mean	2.97	2.97	2.91	2.97	2.94	2.93	3.09	2.96
Standard error	.03	.08	.06	.07	.04	.05	.06 ^f	.04

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Very dissatisfied	211 14%	35 13%	6 6%	67 16%	38 18%	44 13%	22 12%	41 11%	171 15%	179 15%	9 8%	23 15%
Quite dissatisfied	245 16%	47 17%	b 17%	d 17%	d 16%	d 15%	d 14%	g 17%	h 16%	i 16%	j 18%	k 21%
Neither dissatisfied nor satisfied	444 30%	80 29%	21 22%	126 30%	67 32%	105 31%	45 26%	101 27%	343 30%	359 29%	41 36%	43 28%
Quite satisfied	298 20%	54 20%	36 38%	62 15%	36 17%	67 20%	44 25%	90 25%	208 18%	241 20%	23 20%	34 22%
Very satisfied	161 11%	21 8%	8 9%	54 13%	20 10%	38 11%	20 12%	29 8%	132 12%	132 11%	15 13%	14 9%
Don't know	91 6%	23 9%	4 4%	26 6%	9 4%	18 5%	11 6%	27 7%	64 6%	83 7%	3 2%	5 3%
Not applicable	50 3%	12 4%	4 4%	12 3%	4 2%	11 3%	8 4%	16 4%	35 3%	43 4%	4 3%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Summary: Dissatisfied	456 30%	82 30%	22 23% b	140 33%	71 35%	95 28%	46 27%	104 28%	352 31%	370 30%	30 26%	56 36%
Summary: Satisfied	459 31%	75 28%	44 47% b	115 27%	55 27%	106 32%	64 37% f	119 33%	340 30%	373 30%	38 33%	49 31%
Base for stats	1359	237	87	382	193	306	154	324	1035	1102	109	147
Mean	2.97	2.91	3.28 b	2.90	2.82	3.02	3.11	3.01	2.95	2.96	3.13	2.89
Standard error	.03	.07	.09	.07	.09	.08	.09	.06	.04	.04	.11	.10

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Very dissatisfied	211 14%	186 14%	25 15%	0 0%	206 14%	0 0%	5 19%	164 14%	47 14%	90 15%	121 14%
Quite dissatisfied	245 16%	218 16%	26 16%	3 13%	241 16%	0 0%	4 15%	195 17%	50 15%	81 13%	159 18%
Neither dissatisfied nor satisfied	444 30%	397 30%	47 28%	10 46%	431 29%	2 51%	10 39%	352 30%	92 28%	179 30%	264 30%
Quite satisfied	298 20%	258 19%	40 24%	3 14%	295 20%	1 34%	2 7%	222 19%	72 22%	135 22%	163 18%
Very satisfied	161 11%	143 11%	18 11%	3 16%	157 11%	1 14%	3 13%	117 10%	43 13%	73 12%	88 10%
Don't know	91 6%	84 6%	6 4%	2 11%	90 6%	0 0%	1 4%	77 7%	14 4%	32 5%	59 7%
Not applicable	50 3%	48 4%	3 2%	0 0%	50 3%	0 0%	1 3%	41 4%	9 3%	17 3%	33 4%
Summary: Dissatisfied	456 30%	404 30%	52 31%	3 13%	447 30%	0 0%	9 34%	358 31%	97 30%	171 28%	280 32%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)		
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
Column		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Summary: Satisfied	459 31%	400 30%	59 35%	6 30%	452 31%	2 49%	5 20%	339 29%	115 35%	208 34%	252 28%
Base for stats	1359	1201	157	19	1329	4	25	1050	304	558	796
Mean	2.97	2.96	3.00	3.37	2.97	3.63	2.78	2.94	3.05	3.04	2.92
Standard error	.03	.04	.09	.23	.03	.37	.23	.04	.07	.05	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Very dissatisfied	211 14%	194 14%	15 19%	89 13%	122 15%	57 13%	80 15%	74 14%	78 13%	84 15%	49 14%
Quite dissatisfied	245 16%	222 16%	21 26%	124 17%	120 15%	64 15%	85 16%	95 18%	98 17%	86 15%	61 18%
Neither dissatisfied nor satisfied	444 30%	426 30%	12 15%	239 34%	205 26%	128 30%	173 32%	142 27%	181 31%	189 33%	74 21%
Quite satisfied	298 20%	283 20%	12 15%	156 22%	142 18%	105 24%	110 20%	84 16%	128 22%	110 19%	61 17%
Very satisfied	161 11%	155 11%	4 5%	73 10%	88 11%	49 11%	59 11%	53 10%	66 11%	58 10%	37 11%
Don't know	91 6%	78 6%	10 12%	26 4%	65 8%	18 4%	21 4%	52 10%	21 4%	32 6%	38 11%
Not applicable	50 3%	44 3%	6 8%	4 1%	46 6%	6 1%	10 2%	34 6%	8 1%	12 2%	31 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one a	Do not b	Have done c	Have not d	Used e	Used but not main f	Not used g	Used broker/ PCW/ telephone service h	Used but not main i	Not used any j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Dissatisfied	456 30%	415 30%	36 45%	213 30%	243 31%	122 28%	165 31%	169 32%	176 30%	170 30%	110 31%
Summary: Satisfied	459 31%	438 31%	16 20%	229 32%	230 29%	153 36%	169 31%	137 26%	194 34%	168 29%	98 28%
Base for stats	1359	1280	64	681	678	403	508	448	550	527	282
Mean	2.97	2.99	2.52	3.00	2.93	3.06	2.97	2.88	3.01	2.95	2.91
Standard error	.03	.03	.17	.04	.05	.06	.05	.06	.05	.05	.08

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Very dissatisfied	211 14%	143 15%	52 14%	64 13%	45 15%	35 14%	108 15%	153 14%	42 13%	8 30%	117 16%	94 13%
Quite dissatisfied	245 16%	162 17%	71 19%	78 16%	63 22%	45 18%	117 16%	180 17%	50 16%	6 24%	124 17%	118 16%
Neither dissatisfied nor satisfied	444 30%	293 30%	118 31%	137 28%	83 28%	85 35%	207 29%	334 31%	90 28%	4 14%	216 29%	224 30%
Quite satisfied	298 20%	214 22%	86 23%	77 16%	50 17%	44 18%	171 24%	219 20%	64 20%	5 18%	157 21%	140 19%
Very satisfied	161 11%	103 11%	33 9%	51 10%	20 7%	27 11%	75 10%	118 11%	38 12%	1 2%	70 9%	92 12%
Don't know	91 6%	34 4%	10 3%	52 10%	19 6%	2 1%	33 5%	58 5%	25 8%	3 13%	34 5%	55 7%
Not applicable	50 3%	15 2%	6 1%	34 7%	14 5%	6 2%	10 1%	30 3%	14 4%	0 0%	22 3%	29 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Switching				Contract Rollover			Contact Supplier In Last Year			
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Dissatisfied	456 30%	305 32%	123 33%	142 29%	108 37% d	80 33%	225 31%	333 31%	93 29%	14 54%	241 33%	213 28%
Summary: Satisfied	459 31%	317 33%	120 32%	128 26%	70 24% d	71 29%	246 34% f	337 31%	102 32%	5 20%	227 31%	231 31%
Base for stats	1359	915	361	408	262	236	678	1004	285	24	684	668
Mean	2.97	2.97	2.94	2.94	2.76 d	2.93	2.98	2.97	3.02	2.30	2.91	3.02
Standard error	.03	.04	.06	.06	.07	.08	.05	.04	.07	.30	.05	.05

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Very dissatisfied	211 14%	77 16%	125 14%	94 12%	51 16%	17 17%	45 13%	12 13%	2 10%
Quite dissatisfied	245 16%	86 17%	143 16%	120 15%	62 20%	17 17%	47 13%	11 12%	5 23%
Neither dissatisfied nor satisfied	444 30%	148 30%	278 30%	236 30%	89 28%	28 28%	97 27%	34 35%	5 22%
Quite satisfied	298 20%	88 18%	190 21%	172 22%	61 19%	23 23%	89 25%	24 25%	7 30%
Very satisfied	161 11%	56 11%	91 10%	87 11%	37 12%	6 6%	51 14%	9 9%	2 7%
Don't know	91 6%	28 6%	55 6%	48 6%	14 4%	5 5%	17 5%	3 3%	0 0%
Not applicable	50 3%	11 2%	37 4%	23 3%	5 2%	4 4%	7 2%	4 4%	2 8%
Summary: Dissatisfied	456 30%	163 33%	268 29%	215 28%	113 35%	34 34%	92 26%	23 24%	8 33%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Summary: Satisfied	459 31%	144 29%	280 30%	260 33%	98 31%	29 29%	140 40%	33 34%	9 37%
Base for stats	1359	455	827	710	300	91	329	90	22
Mean	2.97	2.91	2.97	3.05	2.91	2.83	3.16	3.06	3.00
Standard error	.03	.06	.04	.05	.07	.12	.07	.11	.25

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Very dissatisfied	211 14%	60 12%	63 16%	28 13%	24 19%	19 16%	34 14%	20 14%	9 14%	6 11%	4 17%
Quite dissatisfied	245 16%	88 17%	58 15%	37 17%	20 16%	19 16%	34 14%	21 15%	10 16%	7 12%	5 23%
Neither dissatisfied nor satisfied	444 30%	129 25%	126 33%	75 33%	32 24%	39 33%	61 25%	42 30%	21 33%	19 36%	5 23%
Quite satisfied	298 20%	113 22%	75 19%	40 18%	27 21%	29 24%	60 24%	30 22%	15 23%	12 23%	5 23%
Very satisfied	161 11%	65 13%	31 8%	30 13%	15 11%	11 9%	38 15%	12 9%	5 7%	8 15%	3 11%
Don't know	91 6%	36 7%	20 5%	8 4%	11 8%	2 2%	10 4%	10 7%	3 5%	1 1%	* 2%
Not applicable	50 3%	17 3%	16 4%	5 2%	1 1%	* *% e	9 4%	2 2%	1 2%	1 2%	* 2%
Summary: Dissatisfied	456 30%	148 29%	120 31%	65 29%	44 34%	38 32%	68 28%	41 30%	20 30%	13 24%	9 40%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 90 (continuation)

H3. Thinking now about the energy market in general, how would you rate your level of satisfaction with the following? The level of advice available to businesses when they are looking to switch supplier

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Summary: Satisfied	459 31%	178 35%	106 27%	70 31%	42 32%	39 33%	97 40%	43 31%	19 30%	20 37%	8 33%
Base for stats	1359	455	352	210	118	116	227	125	60	52	23
Mean	2.97	3.08	2.87	3.03	2.90	2.94	3.15	2.96	2.92	3.17	2.86
Standard error	.03	.07	.06	.08	.11	.09	.09	.10	.13	.14	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Completely trust	58 4%	18 4%	22 4%	9 4%	49 4%	31 4%	9 4%	40 4%
Tend to trust	329 22%	81 19%	140 24%	52 20%	272 21%	191 23%	57 26%	248 23%
Neither trust or distrust	499 33%	150 35%	201 34%	83 32%	434 34%	283 33%	65 30%	349 33%
Tend to distrust	336 22%	94 22%	124 21%	62 24%	280 22%	186 22%	56 25%	242 23%
Completely distrust	256 17%	80 19%	97 16%	45 18%	223 17%	143 17%	33 15%	176 16%
Don't know	22 1%	8 2%	8 1%	5 2%	21 2%	12 1%	1 1%	14 1%
Summary: Trust	387 26%	99 23%	161 27%	61 24%	321 25%	222 26%	66 30%	287 27%
Summary: Distrust	592 39%	175 40%	222 38%	107 42%	503 39%	329 39%	89 40%	418 39%
Base for stats	1478	424	584	250	1258	834	220	1054
Mean	2.73	2.68	2.77	2.67	2.72	2.74	2.79	2.75
Standard error	.03	.07	.05	.06	.03	.04	.05	.03

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Completely trust	58 4%	12 5%	8 8% b	14 3%	5 2%	10 3%	9 5%	20 5% g	38 3%	49 4%	3 3%	6 4%
Tend to trust	329 22%	61 22%	22 23%	87 21%	50 24%	64 19%	43 25%	83 23%	246 22%	267 22%	28 24%	34 22%
Neither trust or distrust	499 33%	90 33%	31 33%	138 33%	61 30%	126 38%	53 31%	122 33%	377 33%	423 34% i	31 27%	45 29%
Tend to distrust	336 22%	61 22%	23 25%	84 20% c	41 20%	87 26%	40 23%	84 23% g	252 22%	264 21%	30 26%	42 27%
Completely distrust	256 17%	44 16%	5 6% b	92 22% c	43 21%	48 14%	25 15%	49 13% g	207 18%	208 17%	22 19%	26 16%
Don't know	22 1%	4 1%	5 5% b	5 1%	6 3%	1 *%	2 1%	8 2%	14 1%	17 1%	2 1%	3 2%
Summary: Trust	387 26%	73 27%	30 31%	101 24%	55 27%	75 22%	52 30%	103 28%	283 25%	316 26%	31 27%	40 25%
Summary: Distrust	592 39%	105 38%	29 30% b	176 42%	84 41%	134 40%	65 38%	133 36%	459 40%	472 38%	52 45%	68 44%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

	Sector									Nation		
	Total	ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accomm.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
Column		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Base for stats	1478	268	90	415	199	335	171	358	1120	1212	114	152
Mean	2.73	2.77	3.04	2.63	2.67	2.71	2.83	2.84	2.69	2.74	2.65	2.69
Standard error	.03	.06	b .09	.06	.08	.06	.07	g .05	.03	.03	.11	.09

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
	a	b	*c	d	*e	f	g	h	i	j	
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Completely trust	58 4%	50 4%	7 4%	0 0%	57 4%	1 14%	0 0%	46 4%	12 4%	20 3%	38 4%
Tend to trust	329 22%	302 23%	26 16%	8 38%	320 22%	2 51%	6 23%	269 23%	59 18%	126 21%	202 23%
Neither trust or distrust	499 33%	441 33%	58 35%	6 29%	488 33%	0 0%	11 41%	368 32%	129 39%	213 35%	284 32%
Tend to distrust	336 22%	290 22%	46 28%	4 21%	331 23%	1 34%	3 13%	267 23%	67 21%	149 25%	186 21%
Completely distrust	256 17%	228 17%	28 17%	2 12%	250 17%	0 0%	6 22%	205 18%	51 15%	86 14%	169 19%
Don't know	22 1%	22 2%	0 0%	0 0%	22 2%	0 0%	0 0%	12 1%	10 3%	12 2%	10 1%
Summary: Trust	387 26%	353 26%	34 20%	8 38%	378 26%	3 66%	6 23%	316 27%	71 22%	146 24%	240 27%
Summary: Distrust	592 39%	518 39%	74 45%	7 33%	581 40%	1 34%	9 35%	472 40%	118 36%	234 39%	354 40%
Base for stats	1478	1311	166	21	1447	4	27	1155	318	594	878

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	No. Of Sites			Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
		Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Mean	2.73	2.74	2.63	2.93	2.73	3.46	2.66	2.73	2.73	2.74	2.72
Standard error	.03	.03	.08	.24	.03	.57	.18	.03	.06	.04	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Completely trust	58 4%	54 4%	3 4%	19 3% c	39 5% d	11 2%	22 4%	25 5%	14 2% h	24 4%	20 6%
Tend to trust	329 22%	314 22%	10 12% b	156 22%	173 22%	88 21%	136 25% f	105 20%	114 20%	146 26% i	68 20%
Neither trust or distrust	499 33%	476 34% a	17 22% b	226 32%	273 35%	152 36%	169 31%	178 33%	200 35%	181 32%	118 34%
Tend to distrust	336 22%	307 22%	26 33% b	173 24%	163 21%	98 23%	112 21%	126 24%	139 24%	118 21%	79 22%
Completely distrust	256 17%	228 16% a	24 30% b	126 18%	130 16%	74 17%	97 18%	85 16%	102 18%	99 17%	55 16%
Don't know	22 1%	21 1%	0 0%	10 1%	13 2%	5 1%	2 *% f	15 3% g	9 2%	2 *% i	11 3% j
Summary: Trust	387 26%	369 26%	12 16% b	175 25%	212 27%	99 23%	158 29% f	130 24%	128 22% h	170 30% i	88 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Summary: Distrust	592 39%	535 38%	50 63%	300 42%	292 37%	171 40%	210 39%	211 39%	241 42%	218 38%	134 38%
Base for stats	1478	1380	80	701	777	422	537	519	569	569	340
Mean	2.73	2.75	2.26	2.67	2.78	2.68	2.76	2.73	2.65	2.78	2.76
Standard error	.03	a .03	b .13	c .04	d .04	.05	.05	.05	h .04	.05	.06

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Completely trust	58 4%	31 3%	10 3%	26 5% c	6 2%	7 3%	24 3%	40 4%	15 5%	1 2%	31 4%	27 4%
Tend to trust	329 22%	196 20% a	78 21%	122 25%	69 23%	48 20%	148 21%	232 21%	84 26% h	1 2%	160 22%	168 22%
Neither trust or distrust	499 33%	320 33%	118 31%	164 33%	108 37%	87 36%	233 32%	361 33%	116 36%	1 6%	219 30% j	279 37% k
Tend to distrust	336 22%	234 24% a	90 24%	91 18% c	61 21%	62 25%	173 24%	253 23%	52 16% h	18 66%	183 25% j	153 20% k
Completely distrust	256 17%	175 18% b	78 21%	79 16%	46 15%	40 16%	135 19%	190 17%	51 16%	7 25%	140 19%	112 15% k
Don't know	22 1%	9 1% a	1 *% b	13 3% c	6 2%	1 *%	8 1%	16 1%	5 2%	0 0%	9 1%	13 2%
Summary: Trust	387 26%	226 23% a	89 23%	149 30% c	75 25%	54 22%	172 24%	272 25%	99 31% h	1 4%	190 26%	195 26%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Switching						Contract Rollover			Contact Supplier In Last Year	
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Summary: Distrust	592 39%	409 42%	169 45%	170 34%	106 36%	102 42%	308 43%	443 41%	103 32%	24 90%	322 44%	265 35%
Base for stats	1478	a	b	c			f		h		j	k
Mean	2.73	2.66	2.61	2.85	2.75	2.67	2.65	2.70	2.88	1.91	2.67	2.79
Standard error	.03	a	b	c			f		h			k
		.04	.06	.05	.06	.07	.04	.03	.06	.17	.04	.04

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Completely trust	58 4%	16 3%	36 4%	32 4%	16 5%	2 2%	12 3%	5 5%	1 4%
Tend to trust	329 22%	116 24%	198 22%	178 23%	60 19%	18 18%	68 19%	18 18%	5 22%
Neither trust or distrust	499 33%	163 33%	305 33%	268 34%	102 32%	32 32%	124 35%	38 39%	3 14%
Tend to distrust	336 22%	103 21%	214 23%	173 22%	68 21%	34 34%	90 26%	21 22%	10 44%
Completely distrust	256 17%	93 19%	149 16%	124 16%	68 21%	11 11%	55 16%	12 12%	4 15%
Don't know	22 1%	3 1%	17 2%	6 1%	5 1%	2 2%	3 1%	4 4%	0 0%
Summary: Trust	387 26%	133 27%	234 25%	210 27%	76 24%	20 20%	80 23%	23 23%	6 26%
Summary: Distrust	592 39%	195 40%	363 39%	297 38%	137 43%	45 45%	145 41%	33 34%	14 59%
Base for stats	1478	491	902	774	314	98	349	93	23
Mean	2.73	2.72	2.73	2.77	2.64	2.65	2.69	2.82	2.56
Standard error	.03	.05	.04	.04	.07	.10	.05	.10	.23

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Completely trust	58 4%	29 6%	10 3%	8 3%	4 3%	2 1%	14 6%	2 1%	1 1%	2 3%	1 2%
Tend to trust	329 22%	119 23%	84 22%	50 22%	28 21%	20 17%	53 21%	27 20%	10 16%	13 24%	2 10%
Neither trust or distrust	499 33%	176 35%	125 32%	72 32%	39 30%	34 29%	86 35%	55 40%	21 32%	16 31%	6 27%
Tend to distrust	336 22%	98 19%	93 24%	54 24%	31 24%	37 31%	58 24%	33 24%	19 29%	13 24%	9 39%
Completely distrust	256 17%	76 15%	70 18%	36 16%	26 20%	25 21%	29 12%	19 14%	13 20%	8 16%	4 19%
Don't know	22 1%	10 2%	3 1%	4 2%	2 1%	1 1%	6 2%	2 2%	1 2%	1 3%	1 3%
Summary: Trust	387 26%	148 29%	95 24%	58 26%	32 24%	22 19%	66 27%	29 21%	11 17%	14 27%	3 12%
Summary: Distrust	592 39%	174 34%	164 42%	90 40%	58 44%	62 52%	87 35%	52 38%	31 48%	21 40%	14 58%
Base for stats	1478	498	384	219	128	118	240	135	64	52	23
Mean	2.73	2.85	2.66	2.73	2.63	2.47	2.85	2.70	2.50	2.74	2.36

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 91 (continuation)

H4. To what extent do you trust or distrust energy suppliers to be fair in the way they deal with business customers?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Standard error	.03	.06	.06	.07	.09	.08	.07	.08	.12	.13	.18

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Size						
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	Has employees
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
Less than £73,000	227 15%	136 31% a	81 14%	9 3% c	226 18% d	90 11% e	1 1% f	91 9% g
£73,000 - £99,999	78 5%	36 8% a	33 6%	7 3% c	76 6% d	40 5% e	2 1% f	42 4% g
£100,000 - £199,999	197 13%	64 15% a	109 18% b	18 7% c	191 15% d	127 15% e	6 3% f	133 12% g
£200,000 - £299,999	140 9%	18 4% a	79 13% b	32 13% c	129 10% d	112 13% e	10 5% f	122 11% g
£300,000 - £499,999	103 7%	13 3% a	44 7% b	30 12% c	87 7% d	74 9% e	16 7% f	90 8% g
£500,000 - £749,000	82 5%	12 3% a	29 5% b	27 11% c	68 5% d	56 7% e	14 6% f	71 7% g
£750,000 - £999,999	43 3%	5 1% a	11 2% b	16 6% c	32 2% d	27 3% e	11 5% f	39 4% g
£1m - £1.99m	94 6%	4 1% a	21 4% b	24 9% c	49 4% d	45 5% e	44 20% f	90 8% g

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Size						Has employees
		0 employees	1 - 4 employees	5 - 9 employees	0 - 9 employees	1 - 9 employees	10 - 49 employees	
		a	b	c	d	e	f	g
Unweighted Bases	1500	245	472	336	1053	808	447	1255
Weighted Bases	1500	432	591	255	1279	847	221	1068
£2m - £4.99m	48 3%	2 1%	3 *%	5 2%	10 1%	8 1%	38 17%	46 4%
		a	b		d	e	f	g
£5m or more	22 1%	0 0%	5 1%	3 1%	8 1%	8 1%	14 6%	22 2%
		a			d		f	g
Don't know	112 7%	29 7%	37 6%	24 9%	90 7%	61 7%	22 10%	83 8%
							f	
Refused	354 24%	113 26%	138 23%	60 24%	312 24%	198 23%	42 19%	241 23%
							f	g
Base for stats	736	193	310	118	621	428	115	542
Mean '000s	754	176	478	604	408	512	2629	960
		a			d	e		
Standard error	111	28	108	69	56	75	442	138

Columns tested against total minus each column: a,b,c,d,e,f,g

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
Less than £73,000	227 15%	43 16%	6 6% b	51 12%	40 20% d	47 14%	40 23% f	48 13%	178 16%	177 14%	29 25% j	21 14%
£73,000 - £99,999	78 5%	22 8% a	1 1% b	19 5%	8 4%	15 5%	12 7%	24 6%	54 5%	65 5%	6 5%	7 5%
£100,000 - £199,999	197 13%	35 13%	9 10%	55 13%	35 17%	48 14%	15 9% f	44 12%	153 13%	158 13%	16 14%	23 15%
£200,000 - £299,999	140 9%	18 7%	10 11%	38 9%	20 10%	39 12%	15 9%	28 8%	112 10%	117 10%	8 7%	15 10%
£300,000 - £499,999	103 7%	21 8%	7 7%	30 7%	9 4%	25 7%	13 7%	27 7%	76 7%	84 7%	4 4%	15 10%
£500,000 - £749,000	82 5%	16 6%	11 11% b	24 6%	7 3%	16 5%	9 5%	26 7%	56 5%	66 5%	10 9%	6 4%
£750,000 - £999,999	43 3%	8 3%	2 2%	10 2%	6 3%	14 4%	4 2%	10 3%	34 3%	35 3%	1 1%	7 5%
£1m - £1.99m	94 6%	18 7%	12 13% b	30 7%	5 3% d	22 7%	6 3% f	31 8% g	63 6%	78 6%	4 3%	12 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Sector								Nation		
		ABCDE - Primary	F - Construction	G - Retail/ Wholesale	HI - Transport/ Food/ Accom.	JKLMN - Business services	PQRS- Other services	Production (A-F)	Services (G-S)	England	Wales	Scotland
		a	b	c	d	e	f	g	h	i	j	k
Unweighted Bases	1500	307	152	318	212	282	229	459	1041	1223	114	163
Weighted Bases	1500	272	95	420	205	336	173	367	1133	1229	116	156
£2m - £4.99m	48 3%	9 3%	5 5%	10 2%	3 1%	17 5% e	4 2%	14 4%	34 3%	43 4%	3 3%	2 1%
£5m or more	22 1%	4 2%	5 5% b	6 1%	1 1%	6 2%	0 0% f	9 2% g	13 1%	16 1%	1 1%	5 3% k
Don't know	112 7%	17 6%	8 9%	25 6%	25 12% d	22 6%	16 9%	25 7%	87 8%	91 7%	13 11%	7 5%
Refused	354 24%	62 23%	19 20%	123 29% c	47 23%	64 19% e	39 23%	81 22%	273 24%	300 24%	21 18%	33 21%
Base for stats	736	134	46	193	94	189	79	180	556	591	56	88
Mean '000s	754	651	1350	609	610	1067	358	829	729	771	411	859
Standard error	111	101	239	92	362	414	54	101	150	133	112	246

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
Less than £73,000	227 15%	223 17%	4 2%	1 7%	225 15%	2 37%	0 0%	188 16%	39 12%	81 13%	146 16%
£73,000 - £99,999	78 5%	74 6%	4 2%	0 0%	78 5%	0 0%	0 0%	61 5%	17 5%	25 4%	52 6%
£100,000 - £199,999	197 13%	180 13%	17 10%	1 5%	197 13%	0 0%	0 0%	148 13%	49 15%	66 11%	131 15%
£200,000 - £299,999	140 9%	122 9%	18 11%	5 23%	137 9%	0 0%	3 12%	105 9%	33 10%	61 10%	79 9%
£300,000 - £499,999	103 7%	92 7%	12 7%	2 11%	102 7%	0 0%	1 4%	73 6%	30 9%	46 8%	57 6%
£500,000 - £749,000	82 5%	74 6%	8 5%	4 18%	78 5%	1 20%	3 12%	69 6%	13 4%	35 6%	48 5%
£750,000 - £999,999	43 3%	37 3%	6 4%	0 0%	42 3%	0 0%	1 4%	34 3%	9 3%	22 4%	19 2%
£1m - £1.99m	94 6%	69 5%	25 15%	0 0%	88 6%	1 14%	5 19%	77 7%	17 5%	38 6%	55 6%
		a	b		d		f				

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	No. Of Sites				Extent Of Responsibility			Fuel (Responsibility)		Fuel (Usage)	
	Total	Single site	Multi-site	Franchise	Entire business	Part	One site (Multi)	Electricity	Gas	Use both	Use electricity only
		a	b	*c	d	*e	f	g	h	i	j
Unweighted Bases	1500	1304	194	19	1458	5	35	1154	341	664	831
Weighted Bases	1500	1333	166	21	1469	4	27	1168	327	607	888
£2m - £4.99m	48 3%	33 2%	15 9%	2 8%	44 3%	1 14%	4 14%	34 3%	14 4%	31 5%	16 2%
£5m or more	22 1%	14 1%	8 5%	0 0%	22 1%	0 0%	* 2%	17 1%	5 2%	14 2%	8 1%
Don't know	112 7%	97 7%	14 9%	4 21%	107 7%	1 14%	4 15%	91 8%	20 6%	40 7%	71 8%
Refused	354 24%	320 24%	34 21%	2 7%	349 24%	0 0%	5 18%	271 23%	82 25%	148 24%	203 23%
Base for stats	736	646	90	8	719	3	14	585	148	291	443
Mean '000s	754	664	1399	537	740	579	1553	766	710	1000	591
Standard error	111	a 124	b 191	331	113	536	340	138	107	i 217	109

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92 (continuation)

11b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
Less than £73,000	227 15%	210 15%	12 15%	88 12% c	139 18% d	61 14%	81 15%	85 16%	81 14%	89 16%	56 16%
£73,000 - £99,999	78 5%	75 5%	1 1%	40 6%	38 5%	26 6%	20 4%	32 6%	38 7%	19 3% i	21 6%
£100,000 - £199,999	197 13%	186 13%	11 13%	94 13%	103 13%	66 15%	71 13%	60 11%	85 15%	66 12%	46 13%
£200,000 - £299,999	140 9%	126 9%	10 13%	66 9%	73 9%	37 9%	43 8%	59 11%	53 9%	49 8%	38 11%
£300,000 - £499,999	103 7%	97 7%	6 8%	50 7%	53 7%	32 8%	45 8%	26 5% g	42 7%	42 7%	19 5%
£500,000 - £749,000	82 5%	81 6% a	1 1%	41 6%	42 5%	26 6%	29 5%	27 5%	37 6%	31 5%	15 4%
£750,000 - £999,999	43 3%	43 3%	0 0%	21 3%	23 3%	15 3%	15 3%	14 3%	17 3%	16 3%	10 3%
£1m - £1.99m	94 6%	84 6%	7 9%	50 7%	43 5%	36 8%	38 7%	20 4% g	40 7%	39 7%	14 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Fixed Term Contract		Shopped Around Last Year		Broker Usage			TPI Usage		
		Have one	Do not	Have done	Have not	Used	Used but not main	Not used	Used broker/PCW/telephone service	Used but not main	Not used any
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	1407	71	729	771	445	563	492	584	582	334
Weighted Bases	1500	1401	80	710	790	427	539	534	578	571	351
£2m - £4.99m	48 3%	45 3%	3 3%	24 3%	24 3%	17 4%	21 4%	11 2%	19 3%	21 4%	8 2%
£5m or more	22 1%	21 2%	* *%	15 2%	7 1%	9 2%	10 2%	3 1%	11 2%	9 2%	3 1%
Don't know	112 7%	103 7%	6 8%	54 8%	58 7%	25 6%	38 7%	50 9%	35 6%	43 8%	34 10%
Refused	354 24%	329 23%	23 28%	168 24%	186 24%	78 18%	128 24%	148 28%	119 21%	149 26%	87 25%
Base for stats	736	686	39	352	384	229	261	246	300	271	165
Mean '000s	754	769	407	795	716	1047	783	452	904	747	493
Standard error	111	118	116	117	186	312	118	66	243	113	92

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/ New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
Less than £73,000	227 15%	129 13%	50 13%	96 19%	66 23%	30 12%	99 14%	158 14%	61 19%	3 9%	117 16%	109 15%
£73,000 - £99,999	78 5%	53 5%	24 6%	24 5%	16 5%	12 5%	41 6%	49 4%	22 7%	1 4%	46 6%	32 4%
£100,000 - £199,999	197 13%	134 14%	36 9%	57 12%	38 13%	31 13%	104 14%	143 13%	38 12%	8 31%	89 12%	107 14%
£200,000 - £299,999	140 9%	92 10%	30 8%	43 9%	22 7%	25 10%	67 9%	103 9%	31 10%	2 8%	59 8%	79 10%
£300,000 - £499,999	103 7%	72 7%	38 10%	30 6%	15 5%	15 6%	57 8%	83 8%	15 5%	3 13%	51 7%	51 7%
£500,000 - £749,000	82 5%	50 5%	16 4%	31 6%	12 4%	13 5%	37 5%	50 5%	26 8%	1 2%	38 5%	44 6%
£750,000 - £999,999	43 3%	29 3%	7 2%	13 3%	10 4%	6 2%	23 3%	32 3%	9 3%	0 0%	23 3%	20 3%
£1m - £1.99m	94 6%	69 7%	24 6%	20 4%	16 6%	18 7%	51 7%	73 7%	18 6%	1 2%	47 6%	46 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Switching					Contract Rollover			Contact Supplier In Last Year		
		Have in last 5 years	Have in last year	Not in last 5 years	Considered but never done so	Frequent	Infrequent	First/New contract	Rollover with knowledge	Rollover without knowledge	Contacted	Not contacted
		a	b	c	d	e	f	g	h	*i	j	k
Unweighted Bases	1500	979	396	459	285	242	737	1092	326	20	733	757
Weighted Bases	1500	964	377	494	295	244	721	1092	324	27	740	752
£2m - £4.99m	48 3%	35 4%	15 4%	12 3%	7 2%	6 2%	29 4%	40 4%	8 2%	0 0%	28 4%	20 3%
£5m or more	22 1%	15 2%	9 2%	7 1%	5 2%	9 4%	7 1%	20 2%	2 1%	0 0%	11 1%	11 2%
Don't know	112 7%	60 6%	28 7%	39 8%	23 8%	21 8%	39 5%	81 7%	24 7%	0 0%	60 8%	52 7%
Refused	354 24%	226 23%	99 26%	121 24%	64 22%	58 24%	168 23%	261 24%	71 22%	8 31%	171 23%	180 24%
Base for stats	736	476	185	247	163	130	346	532	165	15	364	368
Mean '000s	754	839	916	589	652	811	849	871	480	172	667	842
Standard error	111	155	202	126	187	138	206	149	75	58	75	210

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
Less than £73,000	227 15%	63 13%	157 17%	118 15%	69 22%	18 18%	46 13%	19 20%	5 20%
£73,000 - £99,999	78 5%	22 4%	52 6%	35 4%	23 7%	9 9%	14 4%	5 6%	1 5%
£100,000 - £199,999	197 13%	78 16%	108 12%	120 15%	46 14%	9 9%	40 11%	9 9%	2 7%
£200,000 - £299,999	140 9%	50 10%	84 9%	89 11%	27 9%	12 12%	45 13%	8 9%	3 14%
£300,000 - £499,999	103 7%	27 5%	72 8%	71 9%	18 6%	8 8%	35 10%	5 5%	3 13%
£500,000 - £749,000	82 5%	29 6%	49 5%	55 7%	12 4%	7 7%	22 6%	6 6%	1 5%
£750,000 - £999,999	43 3%	18 4%	23 3%	29 4%	5 1%	2 2%	18 5%	3 3%	1 3%
£1m - £1.99m	94 6%	37 7%	52 6%	58 7%	20 6%	6 6%	26 7%	5 5%	1 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Smart Meter		Electricity Usage (% Of All Costs)			Gas Usage (% Of All Costs)		
		Have	Do not have	Less than 10%	10 - 39%	40%+	Less than 10%	10 - 39%	40%+
		a	b	c	d	e	f	g	*h
Unweighted Bases	1500	512	895	769	318	103	389	111	24
Weighted Bases	1500	494	919	780	319	100	352	97	23
£2m - £4.99m	48 3%	15 3%	28 3%	31 4%	7 2%	2 2%	22 6% f	3 3%	1 6%
£5m or more	22 1%	7 2%	14 2%	13 2%	3 1%	1 1%	11 3% f	1 1%	0 0%
Don't know	112 7%	34 7%	64 7%	29 4% c	26 8%	7 7%	17 5% f	9 9%	0 0%
Refused	354 24%	114 23%	215 23%	132 17% c	64 20%	19 19%	57 16% f	24 24%	5 23%
Base for stats	736	251	454	450	166	48	196	43	12
Mean '000s	754	733	762	709	606	503	1141 f	506	398
Standard error	111	118	169	101	165	143	305	121	140

Columns tested against total minus each column: a,b,c,d,e,f,g,h

Table 92 (continuation)

11b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
Less than £73,000	227 15%	131 26%	61 16%	15 7%	7 6%	5 4%	38 16%	16 11%	11 17%	7 13%	1 3%
£73,000 - £99,999	78 5%	a 9%	b 5%	c 2%	d 1%	e 5%	f 5%	g 5%	h 1%	i 3%	j *
£100,000 - £199,999	197 13%	a 14%	b 17%	c 14%	d 11%	e 8%	f 11%	g 15%	h 12%	i 4%	j 5%
£200,000 - £299,999	140 9%	a 9%	b 10%	c 11%	d 12%	e 7%	f 14%	g 7%	h 8%	i 12%	j 8%
£300,000 - £499,999	103 7%	a 5%	b 7%	c 8%	d 12%	e 8%	f 7%	g 10%	h 13%	i 7%	j 18%
£500,000 - £749,000	82 5%	a 4%	b 5%	c 9%	d 7%	e 7%	f 4%	g 8%	h 5%	i 8%	j 12%
£750,000 - £999,999	43 3%	a 3%	b 2%	c 4%	d 4%	e 4%	f 4%	g 1%	h 6%	i 11%	j 8%
£1m - £1.99m	94 6%	a 1%	b 7%	c 9%	d 10%	e 18%	f 4%	g 6%	h 9%	i 8%	j 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j

Table 92 (continuation)

I1b. Which of these ranges does your turnover fall into?

(Base: All Respondents)

Column	Total	Electricity Expenditure					Gas Expenditure				
		Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus	Up to £1,000	£1K - £2.5K	£2.5K - £5K	£5K - £10K	£10K plus
		a	b	c	d	e	f	g	h	i	j
Unweighted Bases	1500	403	378	245	166	169	229	151	83	75	35
Weighted Bases	1500	508	387	224	130	119	245	138	65	53	23
£2m - £4.99m	48 3%	6 1%	9 2%	6 3%	9 7%	16 13%	11 4%	6 4%	4 6%	5 10%	2 7%
£5m or more	22 1%	2 *%	3 1%	2 1%	5 4%	7 6%	2 1%	2 1%	2 4%	5 9%	1 5%
Don't know	112 7%	36 7%	17 4%	18 8%	12 9%	7 6%	14 6%	7 5%	5 7%	3 5%	1 2%
Refused	354 24%	105 21%	92 24%	56 25%	22 17%	15 13%	63 25%	38 28%	8 13%	5 10%	2 8%
Base for stats	736	254	202	112	70	73	112	69	42	31	16
Mean '000s	754	382	456	618	1331	1687	575	654	967	1559	992
Standard error	111	158	60	82	273	324	94	120	247	346	263

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j