

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you have mains gas and/or mains electricity in your home?	Base: All who have gas and/or electricity supply	5956
	9	2	Q.2 Are you responsible or jointly responsible for the gas and/or electricity bills in your household?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	17	3	Q.150 Is your gas and electricity supplied by the same energy supplier?	Base: All who have gas and electricity supply and are responsible for it	5196
●	25	4	Q.3 Who is your current gas supplier?	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	42	5	Q.4 Who is your current electricity supplier?	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	67	6	Q.151 Who is your current gas and electricity supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	92	7	Q.5 How do you pay for your gas?	Base: All who have gas supply	5213
●	107	8	Q.6 How do you pay for your electricity?	Base: All who have electricity supply	5939
●	123	9	Q.7 Do you receive a dual fuel discount for buying your gas and electricity from the same energy supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	131	10	Q.8/Q.9 Spend on home energy per year	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	139	11	Q.10 An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use. Are you on an online tariff, that is, a <gas / electricity / gas and electricity> account that you manage over the internet?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	147	12	Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	155	13	Q.13 Do you have an electricity meter that charges different amounts at different times of the day?	Base: All who have electricity supply	5939
●	163	14	Q.14 Which of the following do you think it is possible for energy customers to do?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	171	15	Q.86 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	179	16	Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688

	Page	Table	Title	Base Description	Base
●	187	17	Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	195	18	Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	203	19	Q.153 How familiar would you say you are with the features of your current dual fuel tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who receive a dual fuel discount	2876
●	211	20	Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who have gas supply but not as part of a dual fuel deal	2337
●	219	21	Q.90 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.	Base: All who have electricity supply but not as part of a dual fuel deal	3063
●	227	22	Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	235	23	Q.19 In the last 12 months, have you switched your gas supplier?	Base: All who have gas supply	5213
●	243	24	Q.18 In the last 12 months, have you switched your electricity supplier?	Base: All who have electricity supply	5939
●	251	25	Q.20 Have you ever switched your gas or electricity supplier?	Base: All who haven't switched gas or electricity supplier in the past 12 months	5155
●	259	26	Q.21 How many times have you ever switched your gas supplier?	Base: All who have switched gas supplier ever	2758
●	267	27	Q.138 When did you last do this?	Base: All who have switched gas supplier more than one year ago	2043
●	275	28	Q.22 How many times have you ever switched your electricity supplier?	Base: All who have switched electricity supplier ever	3121
●	283	29	Q.139 When did you last do this?	Base: All who have switched electricity supplier more than one year ago	2318
●	291	30	Q.154 Thinking about the last time you switched an energy supplier, did you switch both gas and electricity at the same time?	Base: All who have switched gas AND electricity supplier ever	2664
●	299	31	Q.155 And before you switched, did the same energy supplier (i.e. a single supplier) provide your gas and electricity?	Base: All who switched gas AND electricity supplier at same time	2503
●	307	32	Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch	2047

	Page	Table	Title	Base Description	Base
●	324	33	Q.29 Thinking of the last time you switched gas supplier, how did you switch?	Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch	696
●	341	34	Q.34 Thinking of the last time you switched electricity supplier, how did you switch?	Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch	1069
●	358	35	Q.156/Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table	Base: All who switched	3194
●	383	36	Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch	2047
●	391	37	Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"	Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch	696
●	399	38	Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"	Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch	1069
●	407	39	Q.158 And who was your previous energy supplier?	Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months	594
●	427	40	Q.25 And who was your previous gas supplier?	Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch	146
●	443	41	Q.30 And who was your previous electricity supplier?	Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch	237
●	460	42	Q.26 In the last 12 months, have you changed the payment method with your gas supplier?	Base: All who have gas supply	5213
●	468	43	Q.27 How did you previously pay for your gas?	Base: All who have changed gas payment method in past 12 months	197
●	477	44	Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?	Base: All who have electricity supply	5939
●	485	45	Q.32 How did you previously pay for your electricity?	Base: All who have changed electricity payment method in past 12 months	180
●	494	46	Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?	Base: All who have gas supply	5213
●	502	47	Q.37 Have you ever changed your tariff with an existing gas supplier?	Base: All who haven't changed gas tariff with an existing supplier in the last 12 months	4633

	Page	Table	Title	Base Description	Base
●	510	48	Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?	Base: All who have gas supply	5213
●	518	49	Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?	Base: All who haven't switched gas supplier in the last 12 months	4473
●	526	50	Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?	Base: All who have gas supply	5213
●	534	51	Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?	Base: All who haven't changed gas tariff in the last 12 months	4633
●	542	52	Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?	Base: All who have electricity supply	5939
●	550	53	Q.39 Have you ever changed your tariff with an existing electricity supplier?	Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months	5121
●	558	54	Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?	Base: All who have electricity supply	5939
●	566	55	Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?	Base: All who haven't switched electricity supplier in the last 12 months	5108
●	574	56	Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?	Base: All who have electricity supply	5939
●	582	57	Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?	Base: All who haven't changed electricity tariff in the last 12 months	5121
●	590	58	Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?	Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months	2112
●	598	59	Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2112
●	615	60	Q.161 And what were the main reasons that caused you to do this?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2112
●	651	61	Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2112

	Page	Table	Title	Base Description	Base
●	659	62	Q.163 And how did you find out more about your existing tariff or energy use?	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1403
●	668	63	Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it... To find the information that you wanted	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1403
●	677	64	Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it... To understand the information that you found	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1403
	685	65	Q.164 And thinking about the information that you wanted about your existing <gas / electricity / gas and electricity> tariff or energy use, how easy or difficult was it...? - Summary Table	Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use	1403
●	686	66	Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?	Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months	2112
●	703	67	Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your <gas / electricity / gas and electricity> tariff or supplier?	Base: All who have switched supplier or tariff in the last 12 months and aimed to save money	1424
●	711	68	Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	759	69	Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	767	70	Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	775	71	Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	783	72	Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas	Base: All who have different gas and electricity suppliers, or only have gas supply	525
	791	73	Q.60 To what extent do you trust or distrust your gas supplier to...? - Summary Table	Base: All who have different gas and electricity suppliers, or only have gas supply	525
●	792	74	Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	800	75	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251

	Page	Table	Title	Base Description	Base
●	808	76	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	816	77	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
	824	78	Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table	Base: All who have different gas and electricity suppliers, or only have electricity supply	1251
●	825	79	Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	833	80	Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	841	81	Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	849	82	Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
	857	83	Q.68 To what extent do you trust or distrust your energy supplier to...? - Summary Table	Base: All who have gas and electricity supply from the same supplier and are responsible for it	4688
●	858	84	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Landline phone providers	Base: All who has gas and/or electricity supply and responsible for it	5956
●	867	85	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Banks	Base: All who has gas and/or electricity supply and responsible for it	5956
●	876	86	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Insurance companies	Base: All who has gas and/or electricity supply and responsible for it	5956
●	885	87	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Water suppliers	Base: All who has gas and/or electricity supply and responsible for it	5956
●	894	88	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Energy suppliers in general	Base: All who has gas and/or electricity supply and responsible for it	5956
	903	89	Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Summary Table	Base: All who has gas and/or electricity supply and responsible for it	5956
●	904	90	Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?	Base: All who have gas and/or electricity supply and are responsible for it	5956

	Page	Table	Title	Base Description	Base
●	912	91	Q.167 And where did you see this information?	Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months	1629
●	920	92	Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	928	93	Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	936	94	Q.146 Why do you say that?	Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs	4373
●	969	95	Q.146 Why do you say that?	Base: All who think it's very/fairly easy to compare tariffs	2424
●	994	96	Q.146 Why do you say that?	Base: All who think it's Fairly difficult/Very difficult to compare tariffs	1949
●	1025	97	Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?	Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months	2112
●	1033	98	Q.75 Why do you say that?	Base: All who think it is easier or harder to compare compared to a year ago	624
●	1058	99	Q.75 Why do you say that?	Base: All who think it is easier to compare compared to a year ago	484
●	1083	100	Q.75 Why do you say that?	Base: All who think it is Harder to compare compared to a year ago	140
●	1100	101	Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1108	102	Q.79 Which energy company did you most recently complain to?	Base: All who made complaint in past 12 months to current or previous supplier	510
●	1125	103	Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?	Base: All who made complaint in past 12 months to current or previous supplier	510
●	1133	104	Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?	Base: All who haven't made a complaint in past 12 months to current or previous supplier	5446
●	1141	105	Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5956

	Page	Table	Title	Base Description	Base
●	1149	106	Q.83 Which supplier did you have contact with most recently?	Base: All who contacted a supplier in past 12 months, NOT to make a complaint	833
●	1166	107	Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?	Base: All who contacted a supplier in past 12 months, NOT to make a complaint	833
●	1174	108	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - An annual summary or review (containing details about your own energy tariff and energy use)	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1182	109	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - At least one bill or direct debit \ repayment statement	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1190	110	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A price increase notification letter	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1198	111	Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email. - A letter informing you your fixed term tariff is coming to an end	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1206	112	Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?	Base: All who recall receiving an annual summary	3512
●	1214	113	Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	1222	114	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	1230	115	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	1238	116	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I looked into switching to a different supplier	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	1246	117	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All received annual summary AND read it in detail/skimmed	3099
	1254	118	Q.98 Did you take any of the following actions as a result of receiving the annual summary? - Summary Table	Base: All who recall receiving an annual summary AND read it in detail/skimmed it	3099
●	1255	119	Q.99 Thinking about when you last received a bill or direct debit\prepayment statement, in how much detail did you look at it?	Base: All who recall receiving an energy bill	4079

	Page	Table	Title	Base Description	Base
●	1263	120	Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit\prepayment statement?	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1271	121	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1279	122	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1287	123	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I looked into switching to a different supplier	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1295	124	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1303	125	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - I used the QR code to find out more about my existing tariff or to compare tariffs	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
	1311	126	Q.102 Did you take any of the following action as a result of receiving the bill or direct debit\prepayment statement? - Summary Table	Base: All who recall receiving an energy bill AND read it in detail/skimmed it	3528
●	1312	127	Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?	Base: All who recall receiving a price increase notification letter	1319
●	1320	128	Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	1328	129	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	1336	130	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching tariffs with my current supplier	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	1344	131	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I looked into switching to a different supplier	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
●	1352	132	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123
	1360	133	Q.106 Did you take any of the following action as a result of receiving the price increase notice? - Summary Table	Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it	1123

	Page	Table	Title	Base Description	Base
●	1361	134	Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?	Base: All who recall receiving an end of fixed term letter	1203
●	1369	135	Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	1377	136	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I checked what I'm currently paying for my energy or found out about the tariff that I'm on	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	1385	137	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching tariffs with my current supplier	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	1393	138	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I looked into switching to a different supplier	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	1401	139	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
	1409	140	Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - Summary Table	Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it	1066
●	1410	141	Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1418	142	Q.169 And where did you see this?	Base: All who recall seeing a savings note/reminder on correspondence	1961
●	1435	143	Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff	Base: All who recall seeing a savings note/reminder on correspondence	1961
●	1443	144	Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier	Base: All who recall seeing a savings note/reminder on correspondence	1961
●	1451	145	Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier	Base: All who recall seeing a savings note/reminder on correspondence	1961
	1459	146	Q.170 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who recall seeing a savings note/reminder on correspondence	1961
●	1460	147	Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1468	148	Q.172 And where did you see this?	Base: All who are aware of TCR	1157

	Page	Table	Title	Base Description	Base
●	1484	149	Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff	Base: All who are aware of TCR	1157
●	1492	150	Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier	Base: All who are aware of TCR	1157
●	1500	151	Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier	Base: All who are aware of TCR	1157
	1508	152	Q.173 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of TCR	1157
●	1509	153	Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1517	154	Q.175 And where did you see this?	Base: All who are aware of PP	1933
●	1533	155	Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff	Base: All who are aware of PP	1933
●	1541	156	Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier	Base: All who are aware of PP	1933
●	1549	157	Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier	Base: All who are aware of PP	1933
	1557	158	Q.176 And to what extent, if at all, did this encourage you to...? - Summary Table	Base: All who are aware of PP	1933
●	1558	159	Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1566	160	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - It's too hard to work out whether I would save or not if I switched	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1575	161	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - There are no real differences between suppliers in the prices they charge	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1584	162	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Switching is a hassle that I've not got time for	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1593	163	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - I worry that if I switch things will go wrong	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1602	164	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - I don't think I'd be able to switch even if I wanted to	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1611	165	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Some energy suppliers are more trustworthy than others	Base: All who have gas and/or electricity supply and are responsible for it	5956

	Page	Table	Title	Base Description	Base
●	1620	166	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Changing tariff with your existing supplier is a good way to save money	Base: All who have gas and/or electricity supply and are responsible for it	5956
	1629	167	Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Summary Table	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1630	168	Q.122 What factors matter most to you when choosing your energy supplier or tariff?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1671	169	Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?	Base: All who have gas supply but not as part of a dual fuel deal	2337
●	1679	170	Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?	Base: All who have electricity supply but not as part of a dual fuel deal	3063
●	1687	171	Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?	Base: All who receive a dual fuel discount	2876
●	1695	172	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Financially things are a bit of a struggle for me	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1704	173	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I always like to look for ways that I can save money, even if it is only a little	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1713	174	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I often make a decision on impulse	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1722	175	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Everything seems to be getting more complicated these days	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1731	176	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - I always check bank or building society statements when I get them, including online	Base: All who have gas and/or electricity supply and are responsible for it	5956
	1740	177	Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Summary Table	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1741	178	Q.128 How often do you use the internet?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1750	179	Q.129 Can I check, is English your first or main language?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1758	180	Q.130 What is the highest level of education you have completed?	Base: All who have gas and/or electricity supply and are responsible for it	5956

	Page	Table	Title	Base Description	Base
●	1767	181	Q.131 Do you or your husband\wife\partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1775	182	Q.132 And do you or your husband\wife\partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1783	183	Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal\you and your husband's\wife's\ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1799	184	Q.134 Can I just check, is your own \ your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?	Base: All who answered "nothing/no work or scheme", refused or don't know their household income	1913
●	1807	185	Q.135 Have you moved house in the last 12 months?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1815	186	Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?	Base: All who have gas and/or electricity supply and are responsible for it	5956
●	1823	187	Q. Breaks X Breaks	Base: All who have gas and/or electricity supply and are responsible for it	5956

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Mains gas only	17	12	3	1	8	4	4	2	6	4	5
	*	*	7%	*	1%af	*	*	*	*	*	*
Mains electricity only	717	543	110	64	137	331	249	181	195	154	187
	12%	11%	20%ab	18%ab	12%	11%	15%af	12%	10%	13%	13%h
Mains gas and electricity	5254	4517	446	290	1028	2773	1455	1271	1694	1070	1219
	88%cdg	89%acd	80%	82%	88%	89%fg	85%	87%	89%hk	87%	88%

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
Mains gas only 17	6	9	2	-	1	16	8	1	6
Mains electricity only 717	258	374	64	20	150	567	384	189	130
Mains gas and electricity 5254	1393	3111	576	174	798	4456	3299	1041	839
88% ^{af}	84%	89% ^{ab}	90% ^b	89% ^b	84%	88% ^{af}	89% ^{ahj}	85%	86%

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Mains gas only	17	11	1	5	-	-	-	-	-	-	-
	9%	-	-	1%	-	-	-	-	-	-	-
Mains electricity only	717	476	94	139	717	-	717	-	269	380	72
	12% ^h	11%	15% ^{ab}	16% ^{ab}	100% ^{afgh}	-	12% ^{fh}	-	36% ^{ajk}	8%	14% ^j
Mains gas and electricity	5254	3952	513	726	-	5254	5254	5254	456	4300	451
	88% ^{cd}	89% ^{cd}	84%	84%	-	100% ^{afgh}	88% ^{de}	100% ^{afgh}	64%	92% ^{ak}	86% ^j



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

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4718	880	37	4135	806	1087
Weighted Base	4696	919	30*	4351	549	981
Mains gas only	14	1	-	7	2	6
Mains electricity only	717	574	90	468	79	132
	12% ^d	12% ^d	10%	11%	14% ^e	13% ^e
Mains gas and electricity	5254	4108	828	3876	468	843
	88%	87%	90% ^b	89% ^d	85%	86%

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

	TARIFF TYPE			
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2272	2861	57	742
Weighted Base	2362	2841	59*	701
Mains gas only	7	8	-	2
Mains electricity only	254	387	-	74
Mains gas and electricity	2102	2446	59	625
	88% ^c	88%	100% ^{abce}	89% ^c

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

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Mains gas only	17	2	15	4	12	-	2	1	-	2	1	7	7
	-	-	-	-	1 ^d	-	-	-	-	-	-	-	1 ^{jk}
Mains electricity only	717	90	626	292	425	105	76	75	26	99	172	268	178
	12% ^{dfg}	10%	12%	9%	16% ^{ad}	8%	9%	10%	13% ^f	11%	10%	12%	14% ^{ak}
Mains gas and electricity	5254	808	4446	3002	2252	1196	790	692	173	783	1509	1888	1074
	88% ^{ef}	90%	87%	91% ^{ae}	84%	92% ^{af}	91% ^{af}	90%	87%	89% ^{ef}	90% ^{afm}	87%	89%

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	596	946	1451	450	493	296	694	4057	4066	3586
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
Mains gas only	17	1	2	-	2	1	-	9	10	8
Mains electricity only	717	89	155	37	54	24	64	479	482	399
	12% ^{bcdh}	9%	10%	8%	10%	8%	8%	12%	12%	11%
Mains gas and electricity	5254	917	1415	413	481	270	692	3513	3527	3067
	88%	91% ^a	90% ^a	92% ^a	80%	91%	91% ^a	88%	88%	88%

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5966	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Mains gas only 17	1	1	3	1	1	1	-	1	2	1	1	1	1	1	-
Mains electricity only 717	78	71	72	34	57	21	16	42	66	42	49	39	93	32	4
	12%g/hk	13%g/hk	13%g/hk	11%g/h	10%g/h	6%	3%	32%abbcde fgh/kmo	16%aefghk o	8%h	12%g/hk	13%g/hk	21%abbcde fghkmo	10%h	16%
Mains gas and electricity 5254	511	495	471	283	496	327	474	99	341	490	363	254	348	279	22
	88%j/n	87%j/n	86%j/n	89%j/n	89%j/n	84%abbcde fkmno	97%abbcde fklmno	69%	83%j	92%abbcde jmo	88%j/n	86%j/n	79%j	89%j/n	84%

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
Yes 5987	1658	3493	642	194	949	5038	3690	1232	976
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	969	717	5270	5970	5254	716	4681	523
Yes	5987	4440	608	969	717	5270	5970	5254	716	4681	523
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	39	4351	549	981
Yes	5987	4696	919	39	4351	549	981
	100%	100%	100%	100%	100%	100%	100%

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



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

	TARIF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Yes	5987	2362	2841	59	701
	100%	100%	100%	100%	100%

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	596	948	1451	1408	450	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Yes	5987	1007	1572	1508	450	296	756	4001	4020	3504
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5196	4473	417	308	1012	2374	1810	1019	1381	996	1800
Weighted Base	5254	4517	446	290	1028	2773	1455	1271	1694	1070	1219
Yes	4758	4095	399	262	916	2537	1303	1159	1528	965	1104
	91%	91%	89%	90%	89%	91%g	90%	91%	90%	90%	91%
No	421	353	42	27	85	197	140	90	135	96	100
	8%	8%	9%	9%	8%	7%	10%af	7%	8%	9%	8%
Refused	3	3	1	-	1	2	1	1	-	2	1
	*	*	*	-	*	*	*	*	-	*	*
Don't know	73	67	5	1	25	37	11	21	31	7	14
	1%	1%	1%	*	2%afg	1%	1%	2%	2%	1%	1%



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5196	1766	2651	586	193	977	4219	3076	1008	1029
Weighted Base	5254	1393	3111	576	174	798	4456	3298	1041	859
Yes	4756	1243	2848	505	160	701	4055	3012	938	740
91%dfj		89%	92%bd	88%	92%	88%	91%df	91%	90%	88%
No	421	126	223	58	14	89	333	245	83	85
8%		9%e	7%	10%e	8%	11%ag	7%	7%	8%	10%ah
Refused	0	-	1	3	-	-	3	-	-	1
-		-	-	-abc	-	-	-	-	-	-
Don't know	73	24	39	10	-	8	65	38	20	14
1%		2%	1%	2%	-	1%	1%	1%	2%	2%

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

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5198	3275	578	977	-	5198	5198	5198	422	4263	464
Weighted Base	5254	3952	513	726	**	5254	5254	5254	456	4300	451
Yes	4756	3603	473	624	-	4756	4756	4756	416	3923	378
	91% ^{cd}	91% ^{cd}	82% ^{cd}	64%	-	91%	91%	91%	91% ^{cd}	91% ^{cd}	84%
No	421	287	37	92	-	421	421	421	34	334	49
	8%	7%	7%	13% ^{abcd}	-	8%	8%	8%	8%	6%	11% ^d
Refused	3	2	1	-	-	3	3	3	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	73	60	3	9	-	73	73	73	6	43	24
	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	5% ^{all}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5196	4094	779	37	3662	516	934
Weighted Base	5254	4108	628	39*	3876	468	843
Yes	4756	3772	823	-	3584	374	717
91%dfg		92%ad	99%abd		92%atg	80%	85%t
No	421	331	5	39	246	91	116
8%ce		8%c	1%	100%abc	6%	20%aeg	14%ae
Refused	3	-	-	-	1	-	-
	-	-	-	-	-	-	-
Don't know	73	5	-	-	47	3	10
1%bc		1	-	-	7%	1%	1%

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



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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5196	2011	2448	57	658
Weighted Base	5254	2102	2446	59*	625
Yes	4756	2014	2164	31	530
	91% ^{cde}	96% ^{acde}	88% ^{de}	52%	85% ^{cd}
No	421	80	259	29	53
	8% ^b	4%	11% ^{ab}	48% ^{abce}	9% ^b
Refused	3	1	-	-	-
	*	*	-	-	-
Don't know	73	7	24	-	43
	1% ^b	*	1% ^b	-	7% ^{abc}

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

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5196	770	4426	2893	2303	1062	772	730	178	710	1441	1908	1137
Weighted Base	5254	808	4446	3002	2252	1196	790	692	173	783	1509	1888	1074
Yes	4758	743	4013	2841	1914	1196	750	696	162	745	1407	1700	904
	91%em	82%	82%	95%ae	85%	95%a	95%a	95%a	94%	95%alm	93%alm	90%em	84%
No	421	55	366	138	283	48	36	36	8	35	95	170	121
	8%dfghk	7%	8%	5%	13%ad	4%	5%	5%	5%	4%	6%	9%ij	11%ajk
Refused	3	-	3	-	3	-	-	-	-	-	-	-	3
	*	-	*	-	*g	-	-	-	-	-	-	-	*h
Don't know	73	10	63	23	50	12	4	-	3	3	6	19	45
	1%dfghk	1%	1%	1%	2%ad	1%h	*	-	2%h	*	*	1%	4%ajk



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5196	857	1286	1267	412	269	632	2549	3553	3151
Weighted Base	5264	917	1415	1384	413	270	692	3513	3527	3097
Yes	4756	868	1317	1292	379	255	655	3161	3186	2785
	91%	95%a	93%a	93%a	92%	94%a	95%a	90%	90%	90%
No	421	47	86	83	30	14	34	313	302	277
	8%b,both	5%	6%	6%	7%	5%	5%	9%	9%	9%
Refused	3	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	73	3	10	9	4	1	3	39	39	34
	1%b,both	-	1%	1%	1%	-	-	1%	1%	1%

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



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

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5196	490	476	423	292	492	338	491	87	323	504	356	258	356	289	21
Weighted Base 5254	511	495	471	283	496	327	474	99*	341	490	363	254	348	279	22**
Yes 4756 91%†	460 90%	469 95%abdef hjkmm	416 88%	250 86%	449 90%	310 95%abdef hjkmm	429 91%	84 85%	310 91%	440 90%	315 87%	229 90%	315 91%	260 93%dl	20 93%
No 421 8%‡	38 7%	24 5%	51 11%scgh	34 12%labgho	39 8%	15 4%	32 7%	11 11%cg	29 9%cg	38 8%	40 11%scgh	24 9%cg	28 8%	18 8%	1 7%
Refused 3 *	-	-	-	-	-	2 1%a	-	-	1	-	1	-	-	-	-
Don't know 73 1%‡	19 3%	3 1%	4 1%	-	9 2%eg	-	19 4%	4 4%cegim o	2 7%	12 2%cegio	8 2%ceg	1	4 7%	1	-

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



Q.3 Who is your current gas supplier?

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Better Energy	1	1	-	-	-	1	-	-	-	1	-
British Gas	280	237	25	17	33	135	112	70	86	60	64
	54%e	55%	49%	58%	28%	56%e	71%af	61%	50%	55%	54%
Daigas	5	5	-	-	-	3	1	2	3	-	-
	1%	1%	-	-	-	1%	1%	2%	2%	-	-
E.ON	31	27	2	2	7	19	5	5	8	9	9
	6%	6%	4%	7%	6%	8%	3%	4%	5%	8%	8%
Economy Energy	2	2	-	-	2	-	-	-	-	1	1
	*	*	-	-	2%	-	-	-	-	*	1%
Ecotricity	1	1	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	*	-	-	-	-	1%
EDF	18	18	-	-	10	6	2	3	7	4	4
	4%	4%	-	-	9%afg	3%	1%	3%	4%	4%	3%
Extra Energy	2	2	-	-	-	2	-	1	-	-	1
	*	*	-	-	-	1%	-	1%	-	-	1%
First Utility	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	1%	-	-	-	-	-	1%
Good Energy	1	1	-	-	-	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	1%	-	-
Green Energy	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	1%	-	-	-	-	-	1%
Green Star Energy	2	2	-	-	-	-	2	1	-	-	1
	*	*	-	-	-	-	1%	1%	-	-	1%
Npower	30	28	1	1	12	17	2	2	17	4	7
	6%g	7%	2%	4%	10%g	7%g	1%	2%	10%h	4%	6%
Scottish Hydro	6	-	6	-	6	1	3	-	2	2	3
	1%h	-	12%ab	-	2%	*	2%	-	1%	2%	2%
Scottish Power	13	7	3	3	5	5	3	-	4	5	3
	2%	2%	6%	11%	4%	2%	2%	-	3%	5%h	3%
Southern Electric	8	7	1	-	3	2	4	1	3	3	1
	2%	2%	2%	-	2%	1%	2%	1%	2%	3%	1%

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



Q.3 Who is your current gas supplier?

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
SSE (Scottish and Southern Energy)	14	11	4	-	4	7	4	5	2	5	3
Swalec	3%	2%	7%	-	3%	3%	3%	4%	1%	4%	3%
Telecom Plus	4	-	-	4	2	-	1	-	4	-	-
Utility Warehouse	1%	-	-	14%	2%	-	1%	-	2%	-	-
Utilita	1	1	-	-	-	-	1	-	-	1	-
Zog Energy	1	-	-	-	-	-	-	-	-	1%	-
Other	4	4	-	-	2	2	-	-	4	-	1
SUMMARY CODE	1%	1%	-	-	2%	1%	-	-	2%	-	1%
SIX LARGE SUPPLIERS	405	335	42	27	79	192	134	86	133	92	94
SSE ALL	79%e	77%	82%	94%	66%	80%e	86%ae	75%	77%	84%	79%
Refused	33	18	11	4	11	10	12	6	11	9	7
Don't know	6%	4%	21%ab	14%	10%j	4%	7%	5%	6%	6%	6%
	5	4	1	-	3	2	1	1	-	3	1
	1%	1%	-	-	2%	1%	-	1%	-	3%j	1%
	79	71	6	2	29	35	15	23	29	10	18
	15%	16%	11%	6%	25%atg	14%	9%	20%j	17%	9%	15%

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

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

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

Q.3 Who is your current gas supplier?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Better Energy	1	-	1	-	-	-	1	1	-	-
British Gas	280	80	152	40	7	62	217	192	36	44
	54%	51%	56%	55%	51%	64%g	52%	65%hij	35%	41%
Dailgas	5	-	2	3	-	-	5	3	2	-
	1%	-	1%	4%b	-	-	1%	1%	2%	-
E.ON	31	12	15	4	-	3	28	11	7	13
	6%	8%	6%	6%	-	3%	7%	4%	7%	12%ah
Economy Energy	2	1	1	-	-	-	2	-	-	2
	-	-	-	-	-	-	-	-	-	2%h
Ecotricity	1	1	-	-	-	1	-	-	1	-
	-	-	-	-	-	1%	-	-	1%	-
EDF	18	2	9	6	1	2	16	9	4	5
	4%	2%	3%	8%b	8%	2%	4%	3%	4%	5%
Extra Energy	2	1	1	-	-	-	2	1	-	1
	-	1%	-	-	-	-	-	-	-	1%
First Utility	1	-	1	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	1%
Good Energy	1	-	1	-	-	-	1	-	-	-
	-	-	1%	-	-	-	-	1%	-	-
Green Energy	1	1	-	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	1%	-
Green Star Energy	2	-	2	-	-	2	-	-	1	1
	-	-	1%	-	-	2%g	-	-	1%	1%
Npower	30	7	20	3	-	5	26	12	7	9
	6%	4%	8%	5%	-	5%	6%	4%	7%	9%
Scottish Hydro	9	2	3	-	1	1	5	3	3	-
	1%	1%	1%	-	6%	1%	1%	1%	3%	-
Scottish Power	13	4	7	2	-	3	9	8	3	2
	2%	2%	3%	3%	-	3%	2%	3%	3%	2%

Q.3 Who is your current gas supplier?

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 525	202	235	73	15	118	407	282	101	129
Weighted Base 515	157	271	73*	14**	98	417	294	104*	106
Southern Electric 8 2%	6 4%cd	1 -	-	1 5%	-	8 2%	2 1%	2 2%	4 3%
SSE (Scottish and Southern Energy) 14 3%	7 4%	6 2%	1 1%	1 4%	4 4%	11 3%	3 1%	2 2%	8 8%ah
Swalec 4 1%	1 1%	1 1%	* 1%	1 7%	2 2%	2 1%	-	4 3%ah	-
Telecom Plus 1 *	1 1%	-	-	-	1 1%	-	1 *	-	-
Utility Warehouse 4 1%	2 1%	2 1%	-	1 7%	-	4 1%	2 1%	2 2%	-
Utilita 1 *	-	-	-	-	1 1%	-	-	1 1%	-
Zog Energy 2 *	-	2 1%	-	-	-	2 1%	2 1%	-	-
Other 3 1%	3 2%cd	-	-	-	2 2%	2 *	-	1 1%	3 3%h
SUMMARY CODE									
SIX LARGE SUPPLIERS 405 79%h	122 79%h	215 79%h	57 79%h	11 80%	82 84%	323 77%	241 82%h	89 66%	85 81%h
SSE ALL 33 6%	16 10%cd	12 4%	2 2%	3 21%	7 7%	26 6%	9 3%	11 11%h	12 11%h
Refused 5 1%	1 -	4 *	4 6%abc	-	-	5 1%	4 1%	-	1 1%
Don't know 79 15%	26 17%	42 16%	9 12%	2 13%	11 13%	68 16%	37 13%	27 26%ah	13 13%

Q.3 Who is your current gas supplier?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TYPE OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	538	42	388	70
Weighted Base	515	360	41*	107	-**	515	488	498	40*	378	72*
Better Energy	1	1	-	-	-	1	1	1	-	1	-
British Gas	280	177	31	68	-	280	273	273	25	221	22
	54%k	49%	75%ab	64%b	-	54%	55%	55%	63%k	59%k	31%
Daligas	5	5	-	-	-	5	5	5	-	5	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
E.ON	31	23	1	7	-	31	30	30	-	26	4
	6%	6%	2%	7%	-	6%	6%	6%	-	7%	5%
Economy Energy	2	2	-	-	-	2	2	2	1	1	-
	*	1%	-	-	-	*	*	*	1%	*	-
Ecotricity	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
EDF	18	16	-	2	-	18	18	18	1	12	5
	4%	4%	-	2%	-	4%	4%	4%	1%	3%	7%
Extra Energy	2	2	-	-	-	2	2	2	-	1	1
	*	*	-	-	-	*	*	*	-	*	1%
First Utility	1	1	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	*	-	-	-	-	-
Good Energy	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Green Energy	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Green Star Energy	2	1	-	1	-	2	2	2	1	1	-
	*	*	-	1%	-	*	*	*	2%	*	-
Npower	30	27	2	2	-	30	28	28	2	19	7
	6%	6% ^d	4%	2%	-	6%	6%	6%	6%	5%	9%
Scottish Hydro	6	3	-	3	-	6	6	6	-	6	-
	1%	1%	-	2%	-	1%	1%	1%	-	2%	-
Scottish Power	13	10	-	2	-	13	12	12	2	10	-
	2%	3%	-	2%	-	2%	2%	2%	4%	3%	-

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



Q.3 Who is your current gas supplier?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	538	42	388	70
Weighted Base	515	360	41*	107	**	515	488	498	40*	378	72*
Southern Electric	8	5	1	2	-	8	6	6	1	6	-
	2%	1%	2%	2%	-	2%	1%	1%	1%	1%	-
SSE (Scottish and Southern Energy)	14	8	2	3	-	14	14	14	2	10	2
	3%	2%	6%	3%	-	3%	3%	3%	4%	3%	3%
Swalec	4	2	-	2	-	4	4	4	1	1	-
	1%	1%	-	1%	-	1%	1%	1%	3%	-	-
Telecom Plus	1	-	-	1	-	1	1	1	-	1	-
	-	-	-	1%	-	-	-	-	-	-	-
Utility Warehouse	4	4	-	-	-	4	4	4	-	4	1
	1%	1%	-	-	-	1%	1%	1%	-	1%	1%
Utilita	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Zog Energy	2	2	-	-	-	2	2	2	1	1	-
	-	-	-	-	-	-	-	-	2%	-	-
Other	3	1	-	3	-	3	3	3	-	3	1
	1%	-	-	3% ^b	-	1%	1%	1%	-	1%	1%
SUMMARY CODE											
SIX LARGE SUPPLIERS	405	273	36	91	-	405	391	391	33	312	40
	79% ^k	76%	88%	85% ^b	-	79%	78%	78%	83% ^k	83% ^k	56%
SSE ALL	33	19	3	9	-	33	29	29	3	23	2
	6%	5%	7%	9%	-	6%	6%	6%	6%	6%	3%
Refused	5	4	1	-	-	5	5	5	-	2	-
	1%	1%	2%	-	-	1%	1%	1%	-	1%	-
Don't know	79	61	4	12	-	79	77	77	5	42	29
	15%	17%	10%	11%	-	15%	15%	15%	12%	11%	40% ^{l,j}

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



Q.3 Who is your current gas supplier?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	30*	300	98*	132
Better Energy	1	-	-	1	1	-	-
	-	-	-	3%ab	-	-	-
British Gas	280	252	-	12	165	75	55
	54%ag	72%ad	-	30%	55%g	78%ae	42%
Daligas	5	-	-	5	5	-	-
	1%	-	-	12%ab	2%	-	-
E.ON	31	24	-	3	20	4	11
	6%	7%	-	6%	7%	4%	8%
Economy Energy	2	-	-	2	2	-	2
	-	-	-	5%ab	-	-	1%e
Ecotricity	1	-	-	1	-	-	1
	-	-	-	2%b	-	-	1%
EDF	18	14	-	2	8	3	7
	4%	4%	-	4%	3%	3%	6%
Extra Energy	2	-	-	2	2	-	-
	-	-	-	4%ab	1%	-	-
First Utility	1	-	1	-	1	-	1
	-	-	10%	-	-	-	*
Good Energy	1	-	1	-	1	-	-
	-	-	24%	-	*	-	-
Green Energy	1	-	-	1	-	-	-
	-	-	-	2%b	-	-	-
Green Star Energy	2	-	1	1	2	-	1
	-	-	11%	3%b	1%	-	*
Npower	30	25	-	3	15	2	18
	6%	7%	-	6%	5%	2%	14%ae
Scottish Hydro	6	5	-	4	4	1	1
	1%	2%	-	-	1%	1%	1%

Q.3 Who is your current gas supplier?

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

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	30*	300	98*	132
Scottish Power	13	9	-	2	10	2	4
	2%	3%	-	5%	3%	2%	3%
Southern Electric	8	7	-	-	2	1	6
	2%	2%	-	-	1%	1%	4%e
SSE (Scottish and Southern Energy)	14	10	-	1	7	3	6
	3%	3%	-	1%	2%	4%	4%
Swalec	4	3	-	1	1	*	2
	1%	1%	-	3%	*	1%	2%
Telecom Plus	1	-	-	-	1	-	-
	-	-	-	-	*	-	-
Utility Warehouse	4	-	1	3	3	1	2
	1%	-	16%	9%ab	1%	1%	1%
Utilita	1	-	1	-	-	-	1
	-	-	23%	-	-	-	1%
Zog Energy	2	-	1	1	2	-	-
	*	-	15%	2%b	1%	-	-
Other	3	-	-	-	1	-	3
	1%	-	-	-	*	-	3%e
SUMMARY CODE							
SIX LARGE SUPPLIERS	405	350	-	23	231	92	110
	79% ^d	100% ^{ad}	-	58%	77%	96% ^{aeag}	80%
SSE ALL	33	28	-	2	14	7	15
	6%	7%	-	4%	5%	7%	11% ^e
Refused	5	-	-	-	2	-	-
	1%	-	-	-	1%	-	-
Don't know	79	-	-	-	55	3	12
	15% ^{ad}	-	-	-	17% ^{de}	4%	9%

Q.3 Who is your current gas supplier?

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97*
Better Energy	1	1	-	-	-
	-	1%	-	-	-
British Gas	280	51	180	21	27
	54% ^{ae}	55% ^{ae}	62% ^{ae}	73%	28%
Daligas	5	3	-	-	2
	1%	3% ^c	-	-	2% ^c
E.ON	31	8	17	1	5
	6%	9%	6%	3%	5%
Economy Energy	2	1	-	-	-
	*	1%	-	-	-
Electricity	1	-	1	-	-
	-	-	-	-	-
EDF	18	1	8	-	8
	4%	1%	3%	-	8% ^{bc}
Extra Energy	2	1	1	-	-
	*	1%	-	-	-
First Utility	1	1	-	-	-
	*	1%	-	-	-
Good Energy	1	1	-	-	-
	*	2% ^c	-	-	-
Green Energy	1	-	-	1	-
	*	-	-	2%	-
Green Star Energy	2	-	-	2	-
	*	-	-	6%	-
Npower	30	7	21	1	2
	6%	7%	7%	4%	2%
Scottish Hydro	6	2	3	1	1
	1%	2%	1%	2%	1%

Q.3 Who is your current gas supplier?

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97
Scottish Power	13	2	7	3	1
Southern Electric	2%	2%	3%	9%	1%
SSE (Scottish and Southern Energy)	8	1	7	-	1
Swalec	2%	1%	2%	-	1%
Telecom Plus	14	2	13	-	-
Utility Warehouse	3%	2%	4%	-	-
Utilita	4	-	-	-	4
Zog Energy	1%	-	-	-	4%ac
Other	1	-	-	-	1
SUMMARY CODE					
SIX LARGE SUPPLIERS	405	73	256	26	48
SSE ALL	79%e	78%e	88%abe	52%	49%
Refused	33	4	23	4	5
Don't know	6%	4%	8%	2%	9%
	5	2	-	-	-
	1%	2%c	-	-	-
	73	9	24	9	45
	15%c	10%	8%	-	47%abc

Q.3 Who is your current gas supplier?

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

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Better Energy	1	1	-	1	-	1	-	-	-	-	-	1	-
British Gas	-	2% _c	-	1%	-	2%	-	-	-	-	-	1%	-
Dalgas	280	15	265	59	220	18	20	13	4	15	60	129	75
	54% _{bdhm}	22%	59% _b	36%	63% _{ad}	29%	49%	36%	35%	38%	59% _{km}	60% _{ajm}	42%
Dalgas	5	3	2	3	2	2	-	-	-	3	-	-	2
	1%	4% _{ac}	*	2%	*	3%	-	-	-	8% _{akm}	-	-	1%
E.ON	31	5	26	17	14	8	4	5	-	-	8	12	10
	6%	8%	6%	11% _e	4%	13%	9%	14%	-	-	8%	6%	6%
Economy Energy	2	1	1	2	-	2	-	1	-	-	1	-	1
	*	1%	*	1%	-	-	-	3% _a	-	-	1%	-	*
Ecotricity	1	-	1	1	-	-	1	-	-	1	-	-	-
	-	-	-	-	-	-	2%	-	-	2%	-	-	-
EDF	18	6	12	10	8	6	1	2	-	2	5	6	6
	4%	9% _c	3%	6% _e	2%	10% _a	3%	6%	-	4%	5%	3%	3%
Extra Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
	*	3% _{ac}	-	1%	-	3% _a	-	-	-	4% _{alm}	-	-	-
First Utility	1	-	1	-	1	-	-	-	-	-	-	-	1
	*	-	*	-	*	-	-	-	-	-	-	-	*
Good Energy	1	1	-	1	-	-	-	-	-	1	-	-	-
	-	2% _c	-	1%	-	-	-	-	13%	4% _{alm}	-	-	-
Green Energy	1	-	1	1	-	-	-	1	-	-	1	-	-
	*	-	*	-	-	-	-	2%	-	-	1%	-	-
Green Star Energy	2	1	1	2	-	-	1	1	-	1	-	-	-
	*	2%	*	1%	-	-	3%	2%	-	3% _l	1%	-	-
Npower	30	6	25	16	14	7	3	6	-	4	12	6	8
	6%	9%	5%	10% _e	4%	11%	8%	17% _a	-	11%	12% _{alm}	3%	4%
Scottish Hydro	6	1	5	1	5	-	-	1	1	-	2	1	4
	1%	1%	1%	1%	1%	-	-	2%	5%	-	2%	*	2%
Scottish Power	13	2	10	4	9	2	-	2	-	3	2	3	5
	2%	3%	2%	2%	3%	3%	-	5%	-	8%	2%	2%	3%

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

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

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

Q.3 Who is your current gas supplier?

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

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Southern Electric	8	1	7	4	4	-	1	-	-	-	2	4	2
		2%	2%	2%	1%	-	3%	-	-	-	2%	2%	1%
SSE (Scottish and Southern Energy)	14	3	12	5	9	3	1	1	-	2	-	7	5
		3%	4%	3%	3%	6%	1%	4%	-	6%k	-	4%	3%
Swalec	4	1	3	1	3	-	1	-	-	-	-	4	-
		1%	1%	1%	1%	-	2%	-	-	-	-	2%	-
Telecom Plus	1	-	1	-	1	-	-	-	-	-	-	-	1
		-	-	-	-	-	-	-	-	-	-	-	-
Utility Warehouse	4	1	3	3	1	-	3	-	2	-	2	3	-
		1%	1%	2%	*	-	-	7%a	21%	-	2%	1%	-
Utilita	1	-	1	1	-	1	-	-	-	-	-	1	-
		-	-	1%	-	2%	-	-	-	-	-	1%	-
Zog Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
		*	3%ac	-	1%	3%a	-	-	-	3%alm	-	-	-
Other	3	1	3	1	3	-	-	-	-	-	-	1	2
		1%	1%	*	1%	-	-	-	-	-	-	1%	1%
SUMMARY CODE													
SIX LARGE SUPPLIERS	405	40	365	119	287	43	31	31	4	28	92	173	114
	77%bm	60%	81%b	71%	82%b	71%	76%	83%	40%	67%	89%ajm	88%ajm	64%
SSE ALL	33	6	27	11	21	3	3	2	1	2	4	16	10
		6%	6%	7%	6%	6%	7%	5%	5%	6%	4%	6%	6%
Refused	5	-	5	1	3	-	-	-	-	-	-	-	5
		1%	1%	1%	1%	-	4%	-	-	-	-	-	3%l
Don't know	79	14	65	26	53	9	6	1	3	3	7	17	52
	15%hn	21%	14%	16%	15%	16%	16%	3%	25%	8%	7%	8%	29%knl

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

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

Q.3 Who is your current gas supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	48	88	85	35	31	34	376	368	335
Weighted Base	515	51*	99*	94*	94*	39**	37*	300	352	320
Better Energy	1	-	-	-	1	-	-	-	-	-
British Gas	280	23	50	51	10	5	18	215	207	183
	54%a	46%	51%	55%	29%	13%	5%	62%	59%	57%
Daligas	5	3	3	3	1	3	3	3	3	3
	1%	6%a	3%	3%	3%	8%	8%a	1%	1%	1%
E.ON	31	2	2	3	5	1	1	22	18	18
	6%	4%	2%	3%	15%a	2%	3%	6%	5%	6%
Economy Energy	2	-	1	1	-	1	-	2	2	2
	-	-	1%	1%	-	1%	-	1%	1%	1%
Ecotricity	1	1	1	1	-	-	1	1	1	1
	-	1%	1%	1%	-	-	2%a	-	-	-
EDF	18	1	3	3	4	2	1	15	17	14
	4%	1%	3%	3%	11%a	6%	4%	4%	5%	4%
Extra Energy	2	2	2	2	-	2	2	-	-	-
	-	3%a	2%	2%	-	5%	5%a	-	-	-
First Utility	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Good Energy	1	-	1	1	-	1	-	1	1	1
	-	-	1%	2%	-	4%	-	-	-	-

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



Q.3 Who is your current gas supplier?

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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	49	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	39**	16**	37*	380	352	320
Green Energy	1	-	1%	1%	-	-	-	-	1	1	1
Green Star Energy	2	2	1%	1%	-	1	2	1	2	2	2
Npower	30	8	14	11	-	6	4	3	20	19	20
Scottish Hydro	6%	15%a	14%a	11%	-	16%	27%	9%	6%	5%	6%
Scottish Power	1%	2%	1%	1%	2%	-	-	3%	1%	1%	1%
Southern Electric	13	2	2	2	1	2	-	2	7	7	5
SSE (Scottish and Southern Energy)	2%	3%	2%	2%	2%	4%	-	5%	2%	2%	2%
Swalec	8	2	1	1	1	-	2	-	7	6	7
Telecom Plus	2%	5%	1%	1%	4%	-	15%	-	2%	2%	2%
Utility Warehouse	14	2	2	2	1	2	-	2	8	8	8
Utilita	3%	3%	2%	2%	4%	4%	-	4%	2%	2%	3%
	4	-	-	-	1	-	-	-	3	3	2
	1%	-	-	-	3%	-	-	-	1%	1%	1%
	1	-	-	-	-	-	-	-	1	1	-
	-	-	-	-	-	-	-	-	-	-	-
	4	-	1	1	-	1	-	-	3	3	2
	1%	-	1%	1%	-	3%	-	-	1%	1%	1%
	1	-	-	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-

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



Q.3 Who is your current gas supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	48	88	85	35	31	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	37*	360	352	320
Zog Energy	2	1	2	2	1	2	1	1	1	1
Other	3	2%	2%	2%	3%	5%	2%	3	3	3
	1%	-	-	-	2%	-	-	1%	1%	1%
SUMMARY CODE										
SIX LARGE SUPPLIERS	405	40	76	73	23	17	27	301	291	263
	79%	79%	76%	78%	69%	45%	74%	84%	83%	82%
SSE ALL	33	5	5	4	4	2	3	22	22	22
	6%	10%	8%	4%	12%	4%	7%	6%	6%	7%
Refused	5	-	-	-	-	-	-	-	1	-
	1%	-	-	-	-	-	-	-	-	-
Don't know	79	3	12	9	6	10	2	42	43	39
	15%	5%	12%	10%	19%	27%	6%	12%	12%	12%

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



Q.3 Who is your current gas supplier?

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59*	35**	49*	17**	45*	16**	34*	52	49*	26**	33*	21**	1**
Better Energy	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
British Gas	280	24	15	35	19	28	6	26	5	19	28	28	16	20	10	1
Dailgas	54%	45%	57%	60%	55%	56%	33%	57%	31%	56%	54%	58%	62%	59%	48%	100%
E.ON	31	10	-	1	3	1	2	2	2	1	4	2	-	2	3	-
Economy Energy	6%	19% ^{ad} _{hij}	-	1%	8%	3%	10%	5%	11%	2%	7%	5%	-	5%	13%	-
Ecotricity	2	-	-	-	-	2%	-	-	-	-	1%	1%	-	-	-	-
EDF	18	3	-	4	-	1	5	-	-	-	3	-	-	1	-	-
Extra Energy	4%	6%	-	8%	-	3%	31%	-	-	-	9%	-	-	4%	-	-
First Utility	2	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Good Energy	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Green Energy	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Green Star Energy	1	-	-	3% ^{aa}	-	-	-	-	-	-	-	-	-	-	-	-
Npower	30	5	3	4	4	2	1	1	4	1	1	1	3	2	3	-
Scottish Hydro	6%	9%	12%	7%	13%	4%	7%	3%	-	2%	2%	1%	10%	7%	12%	-
Scottish Power	6	1%	-	-	-	-	-	-	1	5	-	-	-	-	-	-
	13	-	-	-	7	-	1	-	2	14% ^{ab} _{cdhik}	-	-	-	-	-	-
	2%	-	-	-	20%	-	7%	-	7%	5%	-	2%	-	-	5%	-

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



Q.3 Who is your current gas supplier?

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59	35**	49	17**	45	16**	34	52	49	26**	33	21**	1**
Southern Electric	8	1	1	1	-	-	-	-	1	-	3	-	-	-	1	-
	2%	1%	5%	2%	-	-	-	-	7%	-	5%	-	-	-	7%	-
SSE (Scottish and Southern Energy)	14	-	1	1	-	5	-	1	3	1	2	-	-	-	-	-
	3%	-	5%	2%	-	11%abk	-	1%	17%	3%	5%	-	-	-	-	-
Swalec	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	16%	-	-	-
Telecom Plus	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility Warehouse	4	-	-	3	-	1	-	-	-	-	-	1	-	-	-	-
	1%	-	-	4%a	-	2%	-	-	-	-	-	1%	-	-	-	-
Utilita	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	7%	-
Zog Energy	2	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	4%	-	-	-	-	-	-	-	2%	-	-	-	-	-
Other	3	-	-	-	-	1	-	-	1	2	-	-	-	-	-	-
	1%	-	-	-	-	1%	-	-	4%	6%a	-	-	-	-	-	-
SUMMARY CODE																
SIX LARGE SUPPLIERS	405	42	21	47	33	38	15	29	13	28	38	35	22	25	18	1
	79%	80%	79%	80%	96%	77%	88%	66%	80%	82%	73%	70%	87%	75%	88%	100%
SSE ALL	33	1	3	2	-	5	-	1	5	6	2	4	-	-	1	-
	6%	1%	10%	4%	-	11%b	-	1%	31%	17%abdfhn	5%	5%	16%	-	7%	-
Refused	5	-	-	-	-	-	2	1	-	1	-	1	-	-	-	-
	1%	-	-	-	-	-	12%	3%	-	2%	-	1%	-	-	-	-
Don't know	79	9	3	6	2	8	-	11	3	3	11	3	8	2	2	-
	15%	18%	9%	10%	4%	16%	-	25%	16%	10%	21%	22%	13%	25%	8%	-

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



Q.4 Who is your current electricity supplier?

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

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

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



Q.4 Who is your current electricity supplier?

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Npower	117	106	4	7	15	50	52	30	28	23	38
10% ^c	10%	11%	3%	7%	6%	9%	13% ^{ef}	10%	8%	9%	12%
Ovo	14	13	1	-	6	4	4	2	7	2	4
1%	1%	1%	-	-	2%	1%	1%	1%	2%	1%	1%
Robin Hood Energy	1	1	-	-	-	1	-	-	1	-	-
Sainsbury's Energy	1	1	-	-	-	1	-	-	-	1	-
Scottish Hydro	19	-	19	-	-	11	7	7	6	1	4
2% ^d	2% ^d	-	12% ^{abd}	-	-	2% ^e	2% ^e	2%	2%	-	1%
Scottish Power	140	60	69	11	31	64	45	28	39	36	37
12% ^b	12% ^b	6%	44% ^{abd}	11%	12%	11%	11%	9%	11%	14%	12%
Southern Electric	51	49	2	-	9	24	19	9	14	14	14
4%	4%	5% ^d	1%	-	3%	4%	5%	3%	4%	5%	6%
Spark Energy	10	10	-	-	4	6	-	5	3	1	-
1%	1%	-	-	-	2% ^g	1% ^g	-	2% ^k	1%	-	-
SSE (Scottish and Southern Energy)	93	57	28	7	17	49	26	17	22	25	25
6%	6%	16% ^{abd}	6%	7%	7%	9%	7%	6%	6%	11% ^h	6%
Swalec	31	3	-	28	3	21	8	12	8	4	8
3% ^b	3% ^b	-	31% ^{abc}	1%	-	4%	2%	4%	2%	2%	3%
Utility Warehouse	10	9	1	-	2	8	-	5	1	3	1
1%	1%	1%	-	-	1% ^g	1% ^g	-	2%	-	1%	-
Utilita	7	6	1	-	5	2	-	2	3	1	1
1%	1%	-	1%	-	2% ^{afg}	1%	-	1%	1%	1%	1
Other	5	4	-	2	2	2	3	1	3	-	1
*	*	-	2%	-	-	*	1%	*	1%	-	*
SUMMARY CODE											
SIX LARGE SUPPLIERS	936	716	142	79	153	446	337	216	259	210	252
77% ^a	77% ^a	74%	90% ^{ab}	65% ^b	62%	79% ^e	84% ^{aeaf}	74%	72%	81% ^{ai}	84% ^{ah}
SSE ALL	194	109	49	35	29	105	60	44	51	48	51
16% ^b	16% ^b	11%	31% ^{ab}	39% ^{ab}	12%	19% ^{ae}	15%	15%	14%	16%	17%

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



Q.4 Who is your current electricity supplier?

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

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

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



Q.4 Who is your current electricity supplier?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
British Gas	95	27	49	18	1	23	72	45	27	22
	8%	7%	8%	13%abc	2%	9%	7%	7%	9%	10%
Co-operative Energy	5	-	4	-	-	1	4	-	-	-
	-	-	1%	-	-	-	1%	-	-	-
E (formerly Epower)	3	3	1	-	-	-	3	-	1	2
	-	1%	-	-	-	-	-	-	-	1%h
E.ON	215	65	131	14	6	41	174	145	37	29
	18%	16%	21%d	11%	17%	17%	18%	22%j	13%	13%
Economy Energy	2	2	-	-	-	1	1	-	-	2
	-	-	-	-	-	1%	-	-	-	1%h
Ecotricity	5	2	2	-	1	2	4	2	2	1
	-	-	-	-	2%	-	-	-	1%	-
EDF	175	70	76	23	6	35	140	94	37	41
	14%	17%e	12%	17%	14%	14%	15%	14%	13%	16%
Extra Energy	3	2	1	-	-	-	3	3	-	-
	-	-	-	-	-	-	-	-	-	-
First Utility	39	6	18	9	-	3	36	15	16	1
	3%	1%	3%	7%abc	-	1%	3%	2%	5%ahj	2%
Flow Energy	6	-	6	-	-	-	6	5	2	-
	1%	-	1%	-	-	-	1%	1%	1%	-
Good Energy	7	1	6	-	-	-	7	-	-	-
	1%	-	1%	-	-	-	1%	-	-	-
Green Energy	3	1	2	-	-	-	3	3	-	-
	-	-	-	-	-	-	-	-	-	-
Green Star Energy	3	2	1	-	-	2	1	3	-	-
	-	1%	-	-	-	1%	-	-	-	-
isupply Energy	8	1	6	1	-	3	5	5	2	1
	1%	-	1%	1%	-	1%	1%	1%	1%	-
LoCo2 Energy	1	-	1	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-

Q.4 Who is your current electricity supplier?

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1251	515	565	133	38	303	948	659	275	288
Weighted Base 1215	409	636	135	35	247	968	670	292	290
Marks & Spencer Energy 2	1	2	-	-	-	2	2	-	1
Npower 117	42	58	13	4	29	88	66	32	18
Ovo 14	4	8	2	-	4	10	4	7	1
Robin Hood Energy 1	-	1	-	-	-	1	1	-	-
Sainsbury's Energy 1	1	-	-	-	1	-	-	-	-
Scottish Hydro 19	6	12	-	-	5	14	15	-	4
Scottish Power 140	60	65	13	2	32	108	71	25	41
Southern Electric 51	19	25	5	2	13	39	26	13	13
Spark Energy 10	-	9	1	-	1	9	-	10	-
SSE (Scottish and Southern Energy) 93	34	50	6	2	19	74	45	16	23
Swalec 31	7	17	3	3	9	23	21	6	5
Utility Warehouse 10	-	7	2	1	-	10	3	7	-
Utilita 7	1	4	2	1	1	6	2	4	1
Other 5	2	3	-	-	3	2	4	2	-
SUMMARY CODE SIX LARGE SUPPLIERS	331	484	96	25	205	732	528	193	197
	77%	81% ^d	73%	72%	83% ^g	76%	79%	68%	86% ^{ah}

Q.4 Who is your current electricity supplier?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
SSE ALL	194	67	105	15	7	45	149	106	35	45
	18%	16%	17%	11%	20%	18%	15%	16%	12%	19%
Refused	12	2	4	5	2	1	12	10	1	2
	1%	-	1%	4%abc	5%abc	-	1%	1%	-	1%
Don't know	138	48	67	18	5	22	117	70	45	20
	11%	12%	11%	13%	16%	9%	12%	10%	16%	8%

Q.4 Who is your current electricity supplier?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
British Gas	95	55	20	18	63	32	95	32	15	66	11
	8%	7%	15%abd	7%	9%	6%	8%	6%	5%	9%	8%
Co-operative Energy	5	4	-	1	5	-	5	-	3	2	-
	*	*	-	*	1%	-	*	-	1%	*	-
E (formerly Epower)	3	3	1	-	2	1	3	1	1	3	-
	*	*	*	-	*	*	*	*	*	*	-
E.ON	215	155	17	43	127	89	215	89	95	145	16
	18%	19%	13%	16%	18%	18%	18%	18%	16%	19%k	11%
Economy Energy	2	2	-	-	1	1	2	1	-	2	-
	*	*	-	-	*	*	*	*	-	*	-
Ecotricity	5	4	-	1	4	1	5	1	1	4	-
	*	*	-	*	1%	*	*	*	*	1%	-
EDF	175	109	26	38	103	73	175	73	56	102	13
	14%	13%	20%b	16%	14%	15%	14%	15%	19%jk	13%	9%
Extra Energy	3	1	-	-	3	-	3	-	-	3	-
	*	*	-	-	1%ab	-	*	-	-	*	-
First Utility	33	30	2	-	28	4	33	4	7	16	10
	3%dh	4%d	1%	-	4%dh	1%	3%h	1%	2%	2%	7%aj
Flow Energy	6	6	-	-	5	2	6	2	2	5	-
	1%	1%	-	-	1%	*	1%	*	1%	1%	-
Good Energy	7	6	-	1	7	5	7	5	1	6	-
	1%	1%	-	1%	2	1%	1%	1%	1	1%	-
Green Energy	3	2	1	-	3	-	3	-	1	2	-
	*	*	1%	-	*	-	*	-	*	*	-
Green Star Energy	3	2	2	-	3	-	3	-	-	3	-
	*	*	1%b	-	*	-	*	-	-	*	-
isupply Energy	8	7	-	1	5	3	8	3	5	2	1
	1%	1%	-	1%	1%	1%	1%	1%	2%j	*	1%
LoCo2 Energy	1	1	-	-	-	1	1	1	1	-	-
	*	*	-	-	-	*	*	*	*	-	-

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



Q.4 Who is your current electricity supplier?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Marks & Spencer Energy	2	2	-	-	1	2	2	2	2	1	-
Npower	117	73	13	31	61	56	117	56	7	77	14
Ovo	14	12	1	1	10	4	14	4	9	10	10%
Robin Hood Energy	1	1	-	-	-	1	1	1	1	-	-
Sainsbury's Energy	1	1	-	-	1	-	1	-	1	-	-
Scottish Hydro	19	14	1	4	14	5	19	5	4	13	2
Scottish Power	140	86	12	41	93	47	140	47	1%	2%	1%
Southern Electric	51	34	7	10	26	25	51	25	12%	13%	11%
Spark Energy	10	10	-	-	9	1	10	1	4	2	3
SSE (Scottish and Southern Energy)	93	66	12	13	69	23	93	23	37	52	4
Swalec	31	21	3	6	18	13	31	13	3	23	4
Utility Warehouse	10	10	-	-	9	1	10	1	1	7	2
Utilita	7	7	-	-	1	6	7	6	2	4	1
Other	5	4	1	-	3	2	5	2	3	2	-

Q.4 Who is your current electricity supplier?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	303	743	508	1251	538	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
SUMMARY CODE											
SIX LARGE SUPPLIERS	936	612	112	203	574	362	936	362	246	596	66
	77%k	74%	84%b	80%ab	80%fh	73%	77%	73%	82%k	79%k	59%
SSE ALL	194	135	24	32	128	66	194	66	56	123	13
	16%k	16%	18%	13%	18%fh	13%	16%	13%	19%k	16%k	9%
Refused	12	6	2	3	4	9	12	9	1	6	2
	1%	1%	2%	1%	*	2%e	1%	2%e	*	1%	1%
Don't know	138	95	10	29	46	93	138	93	11	87	41
	11%e	12%	8%	12%	6%	19%ag	11%e	19%ag	4%	11%j	28%ajj



Q.4 Who is your current electricity supplier?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	30*	760	173	258
British Gas	95	90	-	4	47	10	37
	8% ^c	10% ^c	-	9% ^c	6%	6%	14% ^{aef}
Co-operative Energy	5	-	5	-	5	-	-
	-	-	5% ^{ab}	-	7%	-	-
E (formerly Epower)	3	-	2	1	-	-	3
	-	-	3% ^{ab}	2% ^b	-	-	1% ^{ae}
E.ON	215	208	-	5	149	29	33
	18% ^c	23% ^{ac}	-	13% ^c	20% ^g	17%	13%
Economy Energy	2	-	1	1	-	1	1
	-	-	1% ^b	3% ^{ab}	-	-	-
Ecotricity	5	-	4	1	5	-	-
	-	-	4% ^{ab}	2% ^b	7%	-	-
EDF	175	173	-	1	100	37	44
	14% ^c	19% ^{acd}	-	3%	13%	21% ^{ae}	17%
Extra Energy	3	-	3	-	3	-	-
	-	-	3% ^{ab}	-	-	-	-
First Utility	33	-	28	4	30	3	1
	3% ^{ag}	-	30% ^{abd}	12% ^{ab}	4% ^g	2%	-
Flow Energy	6	-	5	2	6	-	-
	1% ^b	-	5% ^{ab}	4% ^{ab}	7%	-	-
Good Energy	7	-	4	2	6	1	-
	1% ^b	-	4% ^{ab}	5% ^{ab}	7%	1%	-
Green Energy	3	-	3	-	3	-	-
	-	-	3% ^{ab}	-	-	-	-
Green Star Energy	3	-	3	-	3	1	-
	-	-	3% ^{ab}	-	-	-	-
isupply Energy	8	-	5	3	8	-	-
	1% ^b	-	5% ^{ab}	8% ^{ab}	7%	-	-

Q.4 Who is your current electricity supplier?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	98*	39*	760	173	258
LoCo2 Energy	1	-	-	1	1	-	-
Marks & Spencer Energy	2	-	1	-	-	-	1
Npower	117	113	-	3	72	25	22
Ovo	14	10	10	4	11	-	5
Robin Hood Energy	1	-	1%ab	-	1	-	-
Sainsbury's Energy	1	-	1%ab	-	1	-	-
Scottish Hydro	19	18	-	-	11	2	4
Scottish Power	140	138	-	-	78	18	32
Southern Electric	51	49	1	1	25	12	18
Spark Energy	10	-	9	2	5	2	2
SSE (Scottish and Southern Energy)	93	90	-	2	54	12	23
Swalec	31	31	-	-	21	3	7
Utility Warehouse	10	-	10%ab	-	10	-	-
Utilita	7	-	2%b	4	2	-	5
Other	5	-	-	-	4	-	-

Q.4 Who is your current electricity supplier?

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

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	36*	760	173	258
SUMMARY CODE							
SIX LARGE SUPPLIERS	936	910	-	16	559	149	219
	77%cd	100%abcd	-	42%cd	73%	86%aef	85%aef
SSE ALL	194	189	-	3	112	29	52
	16%cd	21%abc	-	8%cd	15%	17%	20%
Refused	12	-	-	-	8	4	1
	1%bd	-	-	-	1%	2%g	-
Don't know	138	-	-	-	93	13	19
	11%bcd	-	-	-	12%g	7%	8%

Q.4 Who is your current electricity supplier?

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	23**	169
British Gas	95 8%	25 7%	55 8%	1 4%	14 8%
Co-operative Energy	5 *	3 1%	2 *	-	-
E (formerly Epower)	3 *	-	3 *	-	-
E.ON	215 18% ^a	74 22% ^a	124 19% ^a	3 10%	15 9%
Economy Energy	2 *	-	1 *	1 2%	-
Electricity	5 *	2 *	3 *	-	-
EDF	175 14%	58 17% ^a	98 15%	3 11%	16 10%
Extra Energy	3 *	2 *	-	-	1 1% ^c
First Utility	33 3%	16 5% ^c	13 2%	-	3 2%
Flow Energy	6 1%	3 1%	3 *	-	-
Good Energy	7 1%	1 *	3 *	-	2 1%
Green Energy	3 *	1 *	2 *	-	-
Green Star Energy	3 *	2 1%	1 *	-	-
isupply Energy	8 1%	7 2% ^a	2 *	-	-

Q.4 Who is your current electricity supplier?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	29**	189
LoCo2 Energy	1	-	1	-	-
Marks & Spencer Energy	2	-	1	-	2
Npower	117	36	59	2	19
Ovo	14	3	6	3	2
Robin Hood Energy	1	-	-	-	-
Sainsbury's Energy	1	-	1	-	-
Scottish Hydro	19	6	9	1	2
Scottish Power	140	38	82	6	12
Southern Electric	51	5	37	4	5
Spark Energy	10	-	10	-	-
SSE (Scottish and Southern Energy)	83	19	65	1	7
Swalec	31	4	18	1	9
Utility Warehouse	10	4	5	-	1
Utilita	7	2	-	-	1
Other	5	2	4	-	-
	-	-	1%	-	-

Q.4 Who is your current electricity supplier?

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

	TARIFF TYPE			
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Total (a)				
Unweighted Base	1251	341	701	28
Weighted Base	1215	341	669	23**
SUMMARY CODE				
SIX LARGE SUPPLIERS	936	266	548	22
	77%e	78%e	82%ae	77%
SSE ALL	194	34	130	7
	16%b	10%	19%ab	23%
Refused	12	3	3	2
	1%	1%	-	6%
Don't know	138	25	56	1
	11%bc	7%	8%	5%

Q.4 Who is your current electricity supplier?

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

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD					SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)	
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363	
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348	
British Gas	95	9	85	42	53	10	6	22	4	10	22	30	33	
		6%	6%	9%	7%	6%	5%	20%afg	12%	7%	8%	6%	9%	
Co-operative Energy	5	1	4	5	-	4	1	-	-	2	-	2	-	
		1%	-	1%e	-	2%a	1%	-	-	1%a	-	-	-	
E (formerly Epower)	3	2	1	2	1	-	-	2	-	-	2	1	-	
		2%ac	-	1%	-	-	-	2%a	-	-	1%	-	-	
E.ON	215	32	183	86	130	44	14	14	7	32	54	93	37	
		18%a	17%	19%	17%	26%aagh	12%	12%	19%	23%am	20%a	20%a	11%	
Economy Energy	2	1	1	1	1	-	-	1	-	-	1	1	1	
		-	-	-	-	-	-	1%a	-	-	-	-	-	
Ecotricity	5	3	2	4	1	-	4	-	-	-	4	-	1	
		2%ac	-	1%e	-	-	4%af	-	-	-	1%af	-	-	
EDF	175	17	158	50	125	13	15	12	6	21	40	60	55	
		14%a	15%	11%	16%ad	8%	13%	11%	16%	15%	15%	13%	16%	
Extra Energy	3	3	-	3	-	2	1	-	-	2	1	-	-	
		2%ac	-	1%e	-	1%	1%	-	-	1%alm	-	-	-	
First Utility	33	8	25	13	20	6	6	2	2	5	7	10	11	
		3%	2%	3%	3%	3%	5%ah	-	4%h	4%	3%	2%	3%	
Flow Energy	6	2	5	3	3	3	-	-	-	3	2	-	2	
		1%	1%	1%	1%	2%a	-	-	-	2%al	1%	-	-	
Good Energy	7	2	5	6	1	1	3	-	1	4	-	1	2	
		1%	2%	1%e	-	1%	2%	-	4%a	3%aki	-	-	1%	
Green Energy	3	1	2	1	2	1	-	-	-	-	1	2	-	
		1%	-	-	-	1%	-	-	-	-	-	1	-	
Green Star Energy	3	3	-	3	-	3	-	1	-	2	2	-	-	
		2%ac	-	1%e	-	2%a	-	1%	-	1%a	1%	-	-	
isupply Energy	8	3	5	7	1	4	2	2	-	2	5	1	-	
		1%	2%ac	2%e	2%e	2%a	2%	1%	-	2%am	2%am	-	-	
LoCo2 Energy	1	-	1	1	-	1	-	-	-	-	-	1	-	
		-	-	-	-	1%	-	-	-	-	-	-	-	

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



Q.4 Who is your current electricity supplier?

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

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Marks & Spencer Energy	2	2	1	2	-	-	1	-	-	-	1	2	-
Npower	117	9	108	38	79	14	11	8	2	9	28	53	26
Ovo	14	5	9	11	3	5	4	1	1	3	5	4	2
Robin Hood Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
Sainsbury's Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
Scottish Hydro	19	2	17	6	12	2	1	1	-	1	2	10	6
Scottish Power	140	9	130	46	94	12	10	16	3	13	28	64	36
Southern Electric	51	5	46	15	36	6	4	4	1	1	13	20	17
Spark Energy	10	4	6	6	4	2	3	4	1	3	5	4	5
SSE (Scottish and Southern Energy)	93	6	86	33	59	11	8	11	2	10	25	39	18
Swalec	31	2	29	12	19	2	8	2	-	3	8	14	6
Utility Warehouse	10	1	9	6	4	-	2	3	-	-	3	4	3
Utilita	7	4	3	5	2	1	1	3	-	-	1	6	-
Other	5	1	4	3	2	2	-	2	-	1	2	2	1

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



Q.4 Who is your current electricity supplier?

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
SUMMARY CODE													
SIX LARGE SUPPLIERS	936	92	844	328	608	113	83	90	25	99	222	382	233
	77%blm	59%	80%b	73%	80%cd	68%	72%	82%h	67%	73%	81%k	84%ajm	67%
SSE ALL	194	15	179	66	127	21	21	19	3	15	49	83	47
	16%	10%	17%b	15%	17%	13%	18%	17%	8%	11%	18%	19%	13%
Refused	12	-	12	2	10	-	1	1	-	-	1	2	9
	1%	-	1%	1%	1%	-	1%	1%	-	-	1%	1%	3%kl
Don't know	138	15	123	37	102	18	6	5	3	9	15	33	81
	11%ln	10%	12%	8%	13%cd	11%	5%	5%	2%	7%	5%	7%	23%klm

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



Q.4 Who is your current electricity supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	42	96	894	861	752
Weighted Base	1215	139	253	233	71*	40*	101*	830	824	710
British Gas	95	9	22	20	3	3	7	54	57	53
Co-operative Energy	8%	7%	9%	9%	4%	7%	6%	6%	7%	6%
E (formerly Epower)	5	-	2	2	1	-	-	3	3	3
E.ON	-	-	1%	1%	2%	-	-	-	-	-
Economy Energy	3	-	1	1	2	-	-	1	1	1
Ecotricity	-	-	1%	1%	2%a	-	-	-	-	-
EDF	215	33	59	59	13	6	28	143	143	110
Extra Energy	14%	24%	23%	23%a	19%	14%	27%a	17%	17%	16%
Flow Energy	2	-	-	-	1	-	-	1	1	1
First Utility	5	-	-	-	3	-	-	5	5	5
Flow Energy	-	-	-	-	1%	-	-	-	-	-
Flow Energy	5	-	-	-	4%a	-	-	1%	1%	1%
Flow Energy	175	22	35	33	8	6	16	125	125	113
Flow Energy	14%	16%	14%	14%	11%	16%	16%	15%	15%	16%
Flow Energy	3	-	3	2	-	-	-	-	3	1
Flow Energy	-	-	1%	1%	-	-	-	-	-	-
Flow Energy	33	5	8	7	4	2	3	19	20	17
Flow Energy	3%	4%	3%	3%	6%	5%	3%	2%	2%	2%
Flow Energy	6	3	3	1	2	2	1	3	3	5
Flow Energy	1%	2%a	1%	1%	-	4%a	1%	-	-	1%

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



Q.4 Who is your current electricity supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	42	96	894	861	752
Weighted Base	1215	139	253	233	71*	40*	101*	830	824	710
Good Energy	7	-	2	2	-	-	-	5	4	3
Green Energy	3	-	1	1	-	-	-	3	3	3
Green Star Energy	3	1	2	1	2	2	1	3	3	3
isupply Energy	8	2	5	3	-	3	2	6	7	8
LoCo2 Energy	1	-	-	-	-	-	-	1	1	1
Marks & Spencer Energy	2	-	-	1	2	-	-	1	1	1
Npower	117	10	16	16	7	2	3	82	77	69
Ovo	14	6	5	6	3	2	1	12	12	12
Robin Hood Energy	1	-	1	1	1	1	-	-	-	-
Sainsbury's Energy	1	-	1	-	-	-	-	-	-	-
Scottish Hydro	19	2	3	3	1	1	2	14	15	12
	2%	1%	1%	1%	1%	-	2%	2%	2%	2%

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



Q.4 Who is your current electricity supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUSTY IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1251	136	239	222	73	81	42	96	804	861	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Scottish Power	140	14	27	25	5	4	6	9	93	95	87
	12%	10%	11%	11%	7%	5%	14%	9%	11%	12%	12%
Southern Electric	51	3	6	2	2	2	2	1	42	36	32
	4% ^d	2%	2%	1%	3%	3%	6%	1%	5%	4%	5%
Spark Energy	10	1	2	3	2	2	-	1	8	3	4
	1%	1%	1%	1%	3% ^a	2%	-	1%	1%	-	1%
SSE (Scottish and Southern Energy)	93	13	16	16	3	4	3	9	69	71	51
	8%	10%	6%	7%	4%	4%	10%	9%	8%	9%	7%
Swalec	31	2	8	6	1	2	1	2	26	24	17
	3%	2%	3%	3%	1%	2%	2%	2%	3%	3%	2%
Utility Warehouse	10	-	1	2	-	1	-	-	10	10	7
	1%	-	*	1%	-	1%	-	-	1%	1%	1%
Utilita	7	-	1	1	3	1	-	-	5	5	7
	1%	-	*	-	5% ^a	1%	-	-	1%	1%	1%
Other	5	1	-	-	1	-	1	-	4	3	4
	*	1%	-	-	1%	-	2%	-	*	*	1%
SUMMARY CODE											
SIX LARGE SUPPLIERS	936	110	193	182	42	52	30	82	649	644	545
	77% ^{ef}	80%	76%	78%	60%	57%	75%	81%	79%	78%	77%
SSE ALL	194	21	34	28	6	9	7	14	152	146	113
	16%	15%	13%	12%	9%	10%	17%	14%	18%	18%	16%

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



Q.4 Who is your current electricity supplier?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	1251	136	239	222	73	42	96	894	861	752
Weighted Base	1215	139	253	233	71*	40*	101*	830	824	710
Refused	12	-	-	-	-	-	-	6	6	6
	1%	-	-	-	-	-	-	1%	1%	1%
Don't know	138	9	23	17	4	2	8	85	85	75
	11%	6%	9%	7%	6%	5%	8%	10%	10%	11%

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



Q.4 Who is your current electricity supplier?

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

Total (a)	PSS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1251	129	101	110	68	117	38	69	54	95	103	104	63	141	54	5	
Weighted Base 1215	129	97*	127*	67*	105	37*	60*	57*	98*	93*	98*	64*	126	51*	61*	
British Gas 95	15	4	14	10	6	2	5	2	8	6	4	4	9	5	1	
Co-operative Energy 5	12% ^c	4%	71%	16% ^{ad}	6%	6%	9%	3%	6%	6%	4%	6%	7%	11%	16%	
E (formerly Epower) 3	-	2%	-	-	-	-	-	-	2% ^{ia}	-	-	1%	-	-	-	
E.ON 215	-	-	-	-	1	2%	-	-	-	-	1	-	1	-	-	
Economy Energy 2	-	-	-	-	1%	-	-	-	-	-	1%	-	1%	-	-	
Ecotricity 5	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	
EDF 175	17	3	41	3	13	4	1	-	3	36	3	1	49	-	1	
Extra Energy 3	14% ^{ab}	13% ^{ch}	32% ^{abcefg}	5%	12% ^{ch}	10% ^{io}	2%	-	3%	39% ^{abcefg}	3%	2%	39% ^{abcefg}	-	22%	
First Utility 33	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-	
Flow Energy 6	3	4	19	1	1	-	-	-	-	1	2	-	2	1	-	
Good Energy 7	2%	4%	15% ^{abcefg}	1%	1%	-	-	-	-	1%	2%	-	2%	1%	-	
Green Energy 3	1	-	2	-	-	2	-	-	-	-	2	-	-	-	-	
Green Star Energy 3	1%	-	1%	-	-	5% ^{adn}	-	-	-	-	2%	-	-	-	-	
isupply Energy 8	-	1%	-	-	-	4% ^{abn}	-	-	-	2%	-	1%	-	-	-	
	-	2%	-	-	-	-	-	-	-	-	-	1%	1%	-	-	
	1%	1%	3% ^{an}	-	1%	-	-	-	-	1%	-	-	-	2%	-	

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



Q.4 Who is your current electricity supplier?

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1251	129	101	110	68	117	38	69	54	95	103	104	63	141	54	5	
Weighted Base 1215	129	97	127	67	105	37	69	57	98	93	98	64	126	51	6*	
LoCo2 Energy	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Marks & Spencer Energy	2	-	-	-	-	-	-	-	-	2	1	-	-	-	-	
Npower	117	6	4	6	4	40	4	1	4	6	3	1	6	23	1	
	10%lm	5%	4%	5%	6%	3% ^h abdcde hijkmn	2%	2%	4%	6%	3%	1%	4%	44% ^h abdcde hijkmn	17%	
Ovo	14	2	2	2	-	2	1	-	-	-	2	-	1	1	-	
	1%	1%	2%	2%	-	2%	3%	-	1%	-	2%	-	1%	1%	-	
Robin Hood Energy	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	*	-	1% ^a	-	-	-	-	-	-	-	-	-	-	-	-	
Sainsbury's Energy	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	*	-	-	-	-	-	-	-	-	1% ^a	-	-	-	-	-	
Scottish Hydro	19	-	-	-	-	-	-	13	6	-	-	-	-	-	-	
	2%	-	-	-	-	-	-	22% ^h abdcdef ghijklmno	6% ^h abdcfkl in	-	-	-	-	-	-	
Scottish Power	140	8	8	7	27	1	4	4	63	2	2	2	1	4	2	
	12% ^h klmno	7% ⁿ	8% ^h n	6% ⁿ	41% ^h abdcdfg hijklmno	1%	10% ^h n	6% ⁿ	64% ^h abdcdef ghijklmno	2%	3%	2%	1%	7% ⁿ	44%	
Southern Electric	51	6	3	2	1	5	-	-	-	3	22	-	9	-	-	
	4%	4%	3%	1%	1%	5%	-	-	2%	3%	22% ^h abdcdef ghijklmno	-	7% ^h dhm	-	-	
Spark Energy	10	-	2	5	1	-	-	-	-	-	2	-	-	-	-	
	1%	-	2%	4% ^{abn}	1%	-	-	-	-	-	2%	-	-	-	-	
SSE (Scottish and Southern Energy)	93	5	1	1	1	6	1	27	2	2	24	8	9	1	-	
	8% ^h d	4%	6% ^h d	*	1%	6% ^h d	2%	48% ^h abdcdef ghijklmno	2%	3%	25% ^h abdcde fghijklno	13% ^h bdhejk	7% ^h d	2%	-	
Swalec	31	-	-	-	3	-	-	-	-	-	-	-	-	28	-	
	3%	-	-	-	5% ^h bdctjk ln	-	-	-	-	-	-	-	-	44% ^h abdcdef ghijklno	-	
Utility Warehouse	10	-	1	3	1	-	-	1	-	1	2	-	-	1	-	
	1%	-	1%	2%	-	1%	-	2%	-	1%	2%	-	-	3%	-	

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



Q.4 Who is your current electricity supplier?

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1251	129	101	110	68	117	38	69	54	95	103	104	63	141	54	5	
Weighted Base 1215	129	97*	127*	67*	105	37*	60*	57*	98*	93*	98*	64*	126	51*	6**	
Utilita 7 1%	-	-	-	2	-	2	-	-	-	-	1	1	-	1	-	
Other 5 *	1	-	-	3%a	-	4%abdfh	-	-	-	-	1%	2%	-	3%	-	
SUMMARY CODE																
SIX LARGE SUPPLIERS	936 77%cd	104 80%cd	75 78%cd	81 63%	59 67%cdgkn	83 78%cd	25 67%	44 74%	48 65%cdl	91 60%abcdff ghikmno	67 73%	68 69%	52 81%cd	92 74%	41 81%cd	6 100%
SSE ALL	194 16%bcdghko	10 8%cdh	8 8%cdh	2 2%	5 7%h	11 11%cdh	1 2%	-	39 68%abcde ghikmno	10 10%cdh	5 6%	46 47%abcde ghikmno	36 57%abcde ghikmno	18 14%cdhko	1 2%	-
Refused	12 1%	-	-	-	1 1%	3 7%abcdej lmn	1 2%	1 5%abcd	3 1%	1 1%	1 1%	1 1%	-	1 1%	1 1%	-
Don't know	138 11%cd	15 12%j	4 5%	13 10%	2 3%	13 12%j	2 7%	14 23%acdejo	5 9%	3 3%	17 18%cdj	19 19%acdj	6 10%	21 17%cdj	4 8%	-

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



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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Atlantic	2	2	-	-	-	1	1	1	-	-	1
Axis Telecom	2	2	-	-	2	-	-	-	2	-	-
British Gas	1396	1227	93	75	246	763	387	318	408	303	366
Bulb energy	1	1	-	-	29%	30%	30%	27%	27%	31%	33%
Co-operative Energy	49	45	2	1	2	34	13	12	19	11	7
E (formerly Epower)	7	6	-	1	2	4	1	-	2	2	3
E.ON	618	541	38	39	128	313	177	135	201	114	168
Edico	5	4	-	1	1	3	2	2	2	2	-
Economy Energy	8	5	1	1	3	4	1	-	2	1	4
Ecotricity	23	18	2	3	6	14	3	5	13	-	4
EDF	400	385	11	4	94	208	98	122	120	75	82
Extra Energy	30	27	3	-	1	19	10	11	12	5	2
First Utility	182	161	17	4	27	117	37	70	66	27	18
Flow Energy	16	15	1	-	4	8	4	6	8	2	-
GB Energy Supply Limited	18	10	5	3	3	12	2	8	7	1	2

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

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

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627	
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104	
Good Energy	21	17	2	2	7	8	6	8	9	4	*	
*k	*	*	*	1%	1%	*	*	1%k	*	*	*	
Gnergy	3	3	-	-	1	2	-	-	2	1	-	
*	*	*	-	-	*	*	-	-	*	-	-	
Green Energy	4	4	-	-	-	1	3	1	2	1	-	
*	*	*	-	-	*	*	*	*	*	*	-	
Green Star Energy	21	18	2	1	1	11	9	6	9	3	3	
*	*	1%	-	-	-	*	1%	1%	*	*	*	
iSupply Energy	1	1	-	-	-	1	-	-	-	-	1	
*	*	-	-	-	-	-	-	-	-	-	*	
LoCo2	1	1	-	-	-	-	1	-	1	-	-	
*	*	-	-	-	-	-	*	*	*	-	-	
Marks & Spencer Energy	21	20	-	2	-	7	14	3	10	5	4	
*	*	-	1%	-	-	*	1%aef	*	1%	1%	*	
Npower	321	292	16	13	60	186	74	77	109	59	75	
7%	7%cd	4%	5%	7%	7%	7%	6%	7%	7%	6%	7%	
Ovo	136	127	5	4	32	69	35	46	45	22	22	
3%	3%	1%	1%	3%	3%	3%	4%jk	3%	3%	2%	2%	
Robin Hood Energy Ltd	2	2	-	-	2	-	-	-	2	-	-	
*	*	-	-	-	1	-	-	-	-	-	-	
Sainsbury's Energy	73	65	5	4	8	45	20	26	21	14	12	
2%	2%	1%	1%	1%	1%	2%	2%k	1%	1%	1%	1%	
Scottish gas	3	-	3	-	-	1	2	1	1	-	1	
*	-	1%ab	-	-	-	-	*	*	*	-	*	
Scottish Hydro	40	1	39	-	10	16	14	10	11	8	10	
1%b	-	10%abd	-	1%	1%	1%	1%	1%	1%	1%	1%	
Scottish Power	486	361	113	12	63	276	127	128	159	104	95	
10%bd	9%cd	28%abd	5%	9%	11%	11%	10%	11%	10%	11%	9%	
Southern Electric	190	188	2	-	40	100	51	34	64	38	54	
4%cd	5%cd	*	-	4%	4%	4%	3%	4%	4%	4%	5%h	
Spark Energy	16	16	-	-	4	9	3	5	6	2	3	
*	*	-	-	*	*	*	*	*	*	*	*	

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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
SSE (Scottish and Southern Energy)	248	218	24	6	50	98	99	54	97	54	42
	5%dk	5%dl	6%ld	2%	5%	4%	8%alf	5%	6%k	6%k	4%
Swalec	75	8	-	67	9	37	28	7	18	25	24
	2%bch	-	-	25%abc	1%	1%	2%ie	7%	1%	3%iah	2%hi
Utility Warehouse	122	109	5	8	23	74	24	34	37	29	22
	3%	3%	1%	3%	3%	3%	2%	3%	3%	3%	2%
Utilita	64	56	1	7	29	30	5	1	15	15	33
	1%gh	1%	-	3%lc	3%alq	1%g	-	-	1%h	2%h	3%ahj
Other	14	13	1	1	6	5	3	1	5	6	3
	-	-	-	-	1%	-	-	-	-	1%	-
SUMMARY CODES											
SIX LARGE SUPPLIERS	3772	3220	336	216	720	1996	1055	886	1189	780	917
	79%	79%	84%ab	82%	79%	79%	81%	76%	78%	81%h	83%ah
SSE ALL	552	415	65	73	109	250	193	105	191	126	130
	12%ah	10%	16%ab	28%abc	12%	10%	15%af	9%	12%h	13%h	12%h
Refused	27	25	2	-	3	18	5	1	8	7	11
	1%	1%	-	-	-	1%	-	-	1%	1%h	1%h
Don't know	115	104	5	5	30	44	41	23	35	26	30
	2%	3%	1%	2%	3%j	2%	3%j	2%	2%	3%	3%

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Atlantic	2	-	1	1	-	-	2	2	-	-
Axis Telecom	2	-	2	-	-	-	2	2	-	-
British Gas	1396	378	788	173	57	207	1189	875	237	259
Bulb energy	1	-	-	1	-	1	-	1	-	-
Co-operative Energy	49	8	33	5	3	6	42	38	4	5
E (formerly Epower)	7	5	-	-	2	2	5	2	4	2
E.ON	618	172	372	80	14	97	521	383	132	88
Ebico	5	2	3	-	-	-	5	3	1	2
Economy Energy	8	5	3	-	-	3	5	1	4	3
Ecotricity	23	7	14	-	2	2	21	13	6	4
EDF	400	98	254	37	10	48	352	245	93	59
Extra Energy	30	2	24	4	-	3	26	28	1	1
First Utility	182	24	138	15	6	22	159	138	29	13
Flow Energy	16	1	11	2	2	2	14	14	2	-
GB Energy Supply Limited	18	2	13	2	-	1	17	16	2	-

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Good Energy	21	2	16	1	1	2	19	15	4	2
Green Energy	3	-	3	-	-	-	3	2	1	-
Green Star Energy	4	2	2	-	-	3	1	4	-	-
Green Star Energy	21	1	16	3	1	4	17	16	2	3
iSupply Energy	1	1	-	-	-	1	-	-	-	-
LoCo2	1	-	1	-	-	1	-	1	-	-
Marks & Spencer Energy	21	3	11	6	2	6	15	20	-	1
Npower	321	75	214	30	2	48	272	209	80	29
Ovo	136	31	91	10	3	19	116	81	29	24
Robin Hood Energy Ltd	2	-	2	-	-	-	2	2	-	-
Sainsbury's Energy	73	14	47	10	2	11	62	60	7	5
Scottish gas	3	2	1	-	-	1	2	3	-	-
Scottish Hydro	40	16	20	4	-	10	30	24	8	6
Scottish Power	486	127	302	44	12	70	416	331	85	60
Southern Electric	190	58	109	14	9	28	162	99	43	43
	4%	5%	4%	3%	5%	4%	4%	3%	5%	6%ah

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

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base 4756	1243	2948	505	160	701	4055	3012	908	740
Spark Energy 16	4	10	-	2	4	12	4	10	1
SSE (Scottish and Southern Energy) 248	78	141	20	8	40	207	158	51	33
Swalec 75	24	28	16	8	19	55	40	20	15
Utility Warehouse 122	26	78	16	2	9	113	82	32	8
Utilita 64	30	25	6	3	14	51	11	16	37
Other 14	8	6	1	-	4	10	3	7	4
SUMMARY CODES									
SIX LARGE SUPPLIERS 3772	1027	2227	398	120	566	3204	2363	749	603
SSE ALL 552	176	297	54	25	97	455	321	122	98
Refused 27	7	8	10	1	2	25	11	5	11
Don't know 115	29	62	14	9	11	103	77	24	12
	2%	2%	3%	6%abc	2%	3%	3%	3%	2%

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

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	-	-	-	380	3675	394
Weighted Base	4756	3603	473	624	-	4756	4756	4756	416	3923	378
Atlantic	2	2	-	-	-	2	2	2	-	2	-
Axis Telecom	2	-	-	-	-	-	2	2	-	2	-
British Gas	1396	1001	161	220	-	1396	1396	1396	109	1147	123
Bulb energy	1	1	-	-	-	1	1	1	26%	29%	32%
Co-operative Energy	49	41	3	5	-	49	49	49	5	41	3
E (formerly Epower)	7	4	2	1	-	7	7	7	-	5	2
E.ON	618	459	56	91	-	618	618	618	55	508	51
Ebico	5	5	-	-	-	5	5	5	13%	13%	13%
Economy Energy	8	4	3	1	-	8	8	8	1	4	-
Ecotricity	23	22	1	-	-	23	23	23	-	8	-
EDF	400	326	28	46	-	400	400	400	2	21	1%
Extra Energy	30	27	3	-	-	30	30	30	15%	34%	6%
First Utility	182	168	7	6	-	182	182	182	35	153	8
Flow Energy	16	15	1	-	-	16	16	16	5%	10	1
GB Energy Supply Limited	18	17	-	1	-	18	18	18	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



Q.151 Who is your current gas and electricity supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	-	-	-	380	3675	394
Weighted Base	4756	3603	473	624	-	4756	4756	4756	416	3923	378
Good Energy	21	19	2	-	-	21	21	21	-	21	-
Gnenergy	3	3	-	-	-	3	3	3	-	3	-
Green Energy	4	3	-	1	-	4	4	4	-	4	-
Green Star Energy	21	13	2	5	-	21	21	21	3	17	-
iSupply Energy	1	-	-	1	-	1	1	1	-	-	1
LoCo2	1	1	-	-	-	1	1	1	1	-	-
Marks & Spencer Energy	21	12	5	4	-	21	21	21	2	16	3
Npower	321	247	38	31	-	321	321	321	22	270	27
Ovo	136	122	8	4	-	136	136	136	22	108	5
Robin Hood Energy Ltd	2	2	-	-	-	2	2	2	-	2	-
Sainsbury's Energy	73	61	8	4	-	73	73	73	-	69	4
Scottish gas	3	1	-	2	-	3	3	3	-	2	1
Scottish Hydro	40	27	2	11	-	40	40	40	-	37	3
Scottish Power	486	379	45	54	-	486	486	486	43	406	33
Southern Electric	190	129	31	25	-	190	190	190	20	153	15
	4%	4%	7%abd	4%	-	4%	4%	4%	5%	4%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	-	4688	4688	380	3675	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Spark Energy	16	14	1	1	-	16	16	16	2	13	1
SSE (Scottish and Southern Energy)	248	175	27	43	-	248	248	248	19	211	17
Swalec	75	44	8	22	-	75	75	75	6	52	14
Utility Warehouse	122	99	11	11	-	122	122	122	14	101	8
Utilita	64	54	5	5	-	64	64	64	10	45	7
Other	14	12	-	2	-	14	14	14	4	8	2
	*	*	-	-	-	*	*	*	1%j	*	1%k
SUMMARY CODES											
SIX LARGE SUPPLIERS	3772	2789	394	543	-	3772	3772	3772	310	3123	308
	79% ^{hi}	77%	83% ^{lab}	87% ^{lab}	-	79%	79%	79%	75%	80% ^{hi}	81% ^{hi}
SSE ALL	552	376	68	101	-	552	552	552	46	452	50
	12%	10%	14% ^b	16% ^{lab}	-	12%	12%	12%	11%	12%	13%
Refused	27	13	7	3	-	27	27	27	*	20	2
	1%	*	1% ^{lab}	1%	-	1%	1%	1%	*	1%	1%
Don't know	115	80	11	23	-	115	115	115	12	81	22
	2%	2%	2%	4% ^{lab}	-	2%	2%	2%	3%	2%	6% ^{lab}

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

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

** very small base (under 20) ineligible for sig testing

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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	**	3584	374	717
Atlantic	2	-	-	-	2	1	-
Axis Telecom	2	-	2	-	-	-	-
British Gas	1396	1396	-	-	964	154	261
Bulb energy	1	-	1	-	1	-	-
Co-operative Energy	49	-	49	-	44	2	2
E (formerly Epower)	7	-	7	-	1	-	6
E.ON	618	618	-	-	471	49	90
Ebico	5	-	5	-	2	1	3
Economy Energy	8	-	8	-	1	-	6
Ecotricity	23	-	23	-	18	3	5
EDF	400	400	-	-	301	39	49
Extra Energy	30	-	30	-	30	10%g	7%
First Utility	182	-	182	-	170	2	7
Flow Energy	16	-	16	-	16	-	-

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

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

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	**	3584	374	717
GB Energy Supply Limited	18	-	18	-	18	-	-
	7 ^b	-	2%ab	-	-	-	-
Good Energy	21	-	21	-	19	1	-
	7 ^b	-	3%ab	-	7%	-	-
Gnergy	3	-	3	-	1	-	2
	-	-	*ab	-	*	-	*e
Green Energy	4	-	4	-	4	-	-
	-	-	*ab	-	*	-	-
Green Star Energy	21	-	21	-	18	1	1
	7 ^b	-	3%ab	-	7%	*	*
iSupply Energy	1	-	1	-	-	-	1
	-	-	*	-	-	-	*
LoCo2	1	-	1	-	1	-	-
	-	-	*b	-	*	-	-
Marks & Spencer Energy	21	-	21	-	20	*	-
	7 ^b	-	3%ab	-	7%	*	-
Npower	321	321	-	-	264	16	37
	7% ^c	8% ^c	-	-	7% ^d	4%	5%
Ovo	136	-	136	-	104	1	27
	3% ^{ab}	-	17% ^{ab}	-	3% ^d	*	4% ^d
Robin Hood Energy Ltd	2	-	2	-	2	-	-
	-	-	*b	-	*	-	-
Sainsbury's Energy	73	-	73	-	72	1	-
	2% ^{abg}	-	9% ^{ab}	-	2% ^d	*	-
Scottish gas	3	-	-	-	2	1	-
	-	-	*	-	*	-	-
Scottish Hydro	40	40	-	-	32	3	4
	1% ^c	1% ^c	-	-	7%	7%	7%

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

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

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4786	3772	823	**	3584	374	717
Scottish Power	486	486	-	-	398	29	54
10%g		13%ac	-	-	11%g	8%	7%
Southern Electric	190	190	-	-	132	24	34
4%c		5%ac	-	-	4%	8%ae	5%
Spark Energy	16	-	16	-	11	3	1
'b		-	2%ab	-	-	1%	-
SSE (Scottish and Southern Energy)	248	248	-	-	197	25	24
5%g		7%ac	-	-	5%g	7%g	3%
Swalec	75	75	-	-	50	8	17
2%c		2%c	-	-	1%	2%	2%
Utility Warehouse	122	-	122	-	111	1	7
3%abg		-	15%ab	-	3%g	-	1%
Utilita	64	-	64	-	2	1	54
1%be		-	8%ab	-	-	-	8%aef
Other	14	-	-	-	11	-	2
'b		-	-	-	-	-	-
SUMMARY CODES							
SIX LARGE SUPPLIERS	3772	3772	-	-	2808	346	578
79%c		100%ac	-	-	79%	92%aeg	81%
SSE ALL	552	552	-	-	410	59	79
12%c		15%ac	-	-	17%	16%aeg	17%
Refused	27	-	-	-	11	-	1
1%bc		-	-	-	-	-	-
Don't know	115	-	-	-	82	10	14
2%bc		-	-	-	2%	3%	2%

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Atlantic	2	-	2	-	-
Axis Telecom	2	2	-	-	-
British Gas	1396	523	690	10	170
Bulb energy	29%b	26%	32%ab	32%	32%b
Co-operative Energy	1	1	-	-	-
E (formerly Epower)	49	25	19	-	4
E.ON	1%	1%	1%	-	1%
Ebico	7	1	4	-	2
Economy Energy	618	274	279	5	60
Ecotricity	13%	14%	13%	15%	11%
EDF	5	-	5	-	-
Extra Energy	*	-	*b	-	-
First Utility	8	3	3	-	2
Flow Energy	*	*	*	-	*
	23	1	15	-	6
	*b	-	1%b	-	1%ab
	400	198	167	4	31
	8%a	10%ac	8%	12%	6%
	30	16	12	1	1
	1%	1%	1%	3%	*
	182	126	44	1	12
	4%c	6%ace	2%	3%	2%
	16	10	5	-	1
	*	-	-	-	1

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
GB Energy Supply Limited	18	7	8	-	2
Good Energy	21	6	13	-	1
Gnergy	3	-	3	-	-
Green Energy	4	4	-	-	-
Green Star Energy	21	12	5	-	4
iSupply Energy	1	1%	-	-	1%
LoCo2	1	-	1	-	-
Marks & Spencer Energy	21	5	11	-	4
Npower	321	173	114	1	32
Ovo	138	75	47	-	14
Robin Hood Energy Ltd	2	2	-	-	-
Sainsbury's Energy	73	52	17	-	3
Scottish gas	3	-	2	-	1
Scottish Hydro	40	10	25	-	6
	7%	-	1%b	-	1%

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Scottish Power	486 10%	235 12% ^c	201 9%	3 8%	46 9%
Southern Electric	190 4% ^b	57 3%	114 5% ^{ab}	2 7%	15 3%
Spark Energy	16 -	6 -	8 -	- -	2 -
SSE (Scottish and Southern Energy)	248 5%	85 4%	130 6% ^b	3 10%	25 5%
Swalec	75 2% ^b	14 1%	37 2% ^b	- -	21 4% ^{abc}
Utility Warehouse	122 3% ^b	28 1%	77 4% ^{ab}	1 3%	16 3% ^b
Utilita	64 1% ^b	11 1%	45 2% ^{ab}	- -	8 1% ^b
Other	14 -	10 1% ^c	2 -	- -	2 -
SUMMARY CODES					
SIX LARGE SUPPLIERS	3772 79%	1569 79%	1759 81% ^{be}	27 89%	406 77%
SSE ALL	562 12% ^b	166 8%	309 14% ^{ab}	5 17%	67 13% ^b
Refused	27 1%	7 -	13 1%	- -	1 -
Don't know	115 2%	34 2%	42 2%	1 2%	37 7% ^{abc}

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

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

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

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

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

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Atlantic	2	-	2	2	-	2	-	-	-	-	-	1	1
Axis Telecom	2	-	2	2	-	2	-	-	-	-	-	2	-
British Gas	1398	97	1299	611	785	205	188	158	28	149	346	565	335
Bulb energy	1	1	-	1	-	18%	20%	24%	16%	20%	25%	33%	37%
Co-operative Energy	49	13	36	45	4	28	10	3	2	11	20	12	6
E (formerly Epower)	7	4	3	5	2	1	-	4	-	2	-	3	3
E.ON	618	79	539	378	240	141	104	73	33	102	188	214	114
Ebico	5	1	5	4	1	4	1	-	-	-	3	2	-
Economy Energy	8	6	2	7	1	2	1	5	-	-	5	2	1
Ecotricity	23	4	19	19	4	9	8	-	1	2	10	9	2
EDF	400	45	355	240	159	104	74	37	15	73	117	142	68
Extra Energy	30	19	11	28	2	20	4	3	1	17	10	3	-
First Utility	182	64	118	115	20	115	27	17	5	60	73	41	8
Flow Energy	16	8	8	14	2	12	2	1	-	5	6	4	-

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



Q.151 Who is your current gas and electricity supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
GB Energy Supply Limited	18	17	*	17	*	11	4	-	2	13	1	3	-
Good Energy	21	6	14	21	-	7	10	3	1	6	9	3	3
Green Energy	4	4	-	4	-	2	1	-	1	-	4	-	-
Green Star Energy	21	20	1	21	-	10	5	3	2	5	10	6	-
iSupply Energy	1	1	-	1	-	-	1	-	-	-	-	-	1
LoCo2	1	1	-	1	-	1	-	-	-	-	1	-	-
Marks & Spencer Energy	21	2	19	18	3	2	-	13	1	1	8	10	2
Npower	321	36	284	201	120	80	54	46	6	51	94	120	56
Ovo	136	68	68	121	15	84	22	8	6	48	65	16	7
Robin Hood Energy Ltd	2	2	-	2	-	2	-	-	-	2	-	-	-
Sainsbury's Energy	73	47	25	71	2	45	10	9	5	36	23	13	1
Scottish gas	3	3	-	3	-	1	-	-	-	1	-	-	1
Scottish Hydro	40	-	40	13	27	-	4	5	-	2	11	15	12
Scottish Power	486	71	415	305	181	135	73	81	7	87	161	159	79

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



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

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

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Southern Electric	190	10	180	108	82	30	23	44	8	8	49	82	51
	4%b	1%	4%b	4%	4%	3%	3%	7%a/g	5%	1%	3%j	5%j	6%a/k
Spark Energy	16	2	14	5	11	3	2	-	-	4	2	6	4
	*	*	*	*	1%b	*	*	-	-	*	*	*	*
SSE (Scottish and Southern Energy)	248	22	226	145	103	33	48	51	7	29	69	105	45
	5%b	3%	6%b	5%	5%	3%	6%b	8%a/f	5%	4%	5%	6%j	5%
Swalec	75	1	74	42	33	4	14	19	4	6	15	34	19
	2%b	*	2%b	1%	2%	*	2%b	3%a/f	2%b	1%	1%	2%	2%
Utility Warehouse	122	23	99	94	28	15	26	22	2	11	40	54	17
	3%a/f	3%	2%	3%e	1%	1%	3%b	4%a/f	14%a/g/h	1%	3%	3%j	2%
Utilita	64	37	27	54	10	8	13	30	2	4	24	24	12
	1%c/e	5%a/c	1%	2%e	1%	1%	2%b	5%a/g	1%	1%	2%j	1%	1%
Other	14	6	9	10	4	1	6	2	2	5	4	4	1
	*	1%c	*	*	*	*	1%b	*	1%b	1%	*	*	*
SUMMARY CODES													
SIX LARGE SUPPLIERS	3772	360	3411	2043	1728	732	580	512	107	507	1050	1434	781
	79%b/d/g	49%	85%a/b	72%	90%a/d	64%	77%b	78%b	66%	68%	75%j	84%a/k	86%a/k
SSE ALL	552	33	520	308	244	66	90	119	19	45	144	236	128
	12%b	4%	13%b	11%	13%	6%	12%b	16%a/g	12%b	6%	10%j	14%a/k	14%a/k
Refused	27	1	26	9	18	4	1	1	-	2	6	6	13
	1%	*	1%	*	1%b	*	*	*	-	*	*	*	1%a/k
Don't know	115	25	90	57	57	16	13	15	1	5	28	41	42
	2%b	3%	2%	2%	3%b	1%	2%	2%	1%	1%	2%j	2%j	5%a/d

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	498	809	1211	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	379	445	295	655	3161	3186	2785
Atlantic	2	*	*	-	-	*	-	2	2	2
Axis Telecom	2	-	-	-	-	-	-	2	2	2
British Gas	1386	191	308	47	63	69	132	996	978	849
Bulb energy	1	1	1	-	1	-	1	1	1	1
Co-operative Energy	49	14	21	4	11	1	13	30	30	32
E (formerly Epower)	7	2	2	1	2	-	2	5	6	4
E.ON	618	126	170	36	52	44	90	402	413	360
Ebico	5	-	2	-	1	-	-	4	4	4
Economy Energy	8	2	3	4	3	-	2	7	7	6
Ecotricity	23	1	1	4	*	-	1	17	17	15
	-	-	-	7%	-	-	-	7%	7%	7%

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	498	809	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	295	655	3161	3186	2785
EDF	400	89	122	117	19	27	23	69	242	250	205
	5%a	10%	9%	9%	5%	6%	9%	11%	8%	8%	7%
Extra Energy	30	10	20	19	7	14	-	10	8	14	6
	1%k	1%	2%a	1%a	2%a	3%a	-	2%a	-	-	-
First Utility	182	54	77	78	33	35	13	42	117	122	110
	4%	6%a	6%a	6%a	9%a	8%a	5%	6%a	4%	4%	4%
Flow Energy	16	5	8	7	3	7	1	4	9	11	8
	-	1%	1%	1%	1%	2%a	-	1%	-	-	-
GB Energy Supply Limited	18	6	10	9	8	10	-	6	11	14	11
	-	1%	1%	1%	2%a	2%a	-	1%	-	-	-
Good Energy	21	6	8	7	4	5	-	6	19	17	16
	-	1%	1%	1%	1%	1%	-	1%	7%	1%	1%
Gnergy	3	-	1	1	1	1	-	-	3	3	3
	-	-	-	-	-	-	-	-	-	-	-
Green Energy	4	2	3	2	1	3	-	2	3	2	2
	-	-	-	-	-	1%a	-	-	-	-	-
Green Star Energy	21	1	10	8	14	10	-	1	17	17	14
	-	-	1%	1%	4%a	2%a	-	-	1%	1%	1%
iSupply Energy	1	-	-	-	1	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-	-

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUSTY IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	468	808	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	295	655	3161	3186	2785
LoCo2	1	1	1	1	1	1	-	1	1	1	1
Marks & Spencer Energy	21	1	2	2	1	1	-	1	17	14	13
Npower	321	69	89	92	13	28	19	57	184	188	154
Ovo	136	29	70	56	41	39	14	26	108	108	98
Robin Hood Energy Ltd	2	2	2	2	-	2	-	-	3	3	4
Sainsbury's Energy	73	25	50	47	15	37	2	24	58	59	50
Scottish gas	3	-	1	-	-	-	-	-	3	3	2
Scottish Hydro	40	3	9	8	-	-	1	3	27	26	25
Scottish Power	486	133	159	152	33	41	43	95	305	304	269
Southern Electric	190	11	22	12	9	9	17	15	10	10	10
Spark Energy	16	3	6	5	-	2	-	3	8	8	7

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



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

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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4988	808	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	256	655	3161	3186	2785
SSE (Scottish and Southern Energy)	248	37	57	60	14	12	9	30	158	163	143
Swalec	75	9	13	15	1	1	1	8	59	57	49
Utility Warehouse	122	12	27	25	17	7	4	9	98	93	93
Utilita	64	3	12	8	32	8	1	2	47	47	49
Other	14	2	5	6	3	3	1	2	10	10	20
SUMMARY CODES											
SIX LARGE SUPPLIERS	3772	608	950	958	171	227	215	491	2485	2501	2158
SSE ALL	552	60	101	111	23	16	17	48	356	368	319
Refused	27	1	3	3	-	1	-	1	11	13	12
Don't know	115	9	24	21	12	15	3	6	62	62	58

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



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

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

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20	
Weighted Base 4758	460	469	416	250	449	310	429	84*	310	440	315	229	315	260	20**	
Atlantic	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	
Axis Telecom	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	
British Gas	1396 29%g	137 30%g	139 30%g	158 38%abcbfg ijkm	85 34%gijm	123 27%g	59 19%	153 36%alqj km	15 16%	76 25%	118 27%g	93 29%g	57 25%	96 31%gi	80 31%gi	7 33%
Bulb energy	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
Co-operative Energy	49 1%	4 1%	7 2%	3 1%	1	12 3%abekmm	4 1%	4 1%	-	2 1%	1 2%k	6	1	2 1%	1 4%	
E (formerly Epower)	7	-	1	-	-	1	2 1%	-	-	-	-	1	-	1	-	
E.ON	618 13%	72 16%dk	83 18%adfi k	40 10%	32 13%	50 11%	39 13%	61 14%	5 6%	33 11%	46 11%	39 13%	40 14%	31 13%	41 16%di	5 24%
Ebico	5	1	1	-	-	1	-	-	-	1	-	1	1	-	-	
Economy Energy	8	-	2	-	1	-	2	-	1	-	-	1	1	1	-	
Ecotricity	23	2	-	1	-	1	-	-	2	6	2	3	5	1	-	
EDF	400 8%ehim	36 8%ehjm	28 6%im	68 16%abcbefg hijno	7 3%	47 10%acehij mo	29 9%ehjmn	19 4%	1 2%	10 3%	71 16%abcbefg hijno	16 5%im	3 1%	49 12%abcbefgh ijno	15 6%im	1 4%
Extra Energy	30 1%	6 1%	1	2	-	2	4 1%	1	2 2%cek	1	4	1	3	1	-	
First Utility	182 4%c	17 4%	9 2%	17 4%	5 2%	24 5%acn	16 5%c	17 4%	14 4%	20 5%c	15 5%c	5	7 2%	13 5%c	-	
Flow Energy	16	2	2	2	2	2	2	1	-	2	-	-	-	-	-	

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



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

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

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	460	469	416	250	449	310	429	84*	310	440	315	229	315	260	20**
GB Energy Supply Limited	18	1	-	-	-	-	2	2	2	3	2	2	3	-	1	-
Good Energy	21	-	-	-	4	1	2	1	3	2	4	-	1	2	-	-
Gnergy	3	-	-	2	-	-	-	-	-	-	1	-	-	-	-	-
Green Energy	4	-	-	-	-	1	-	-	-	-	3	-	-	-	-	-
Green Star Energy	21	3	1	-	1	4	-	2	-	2	6	2	-	-	1	-
iSupply Energy	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
LoCo2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	21	3	3	2	1	2	1	-	-	2	1	2	2	2	2	-
Npower	321	15%	15%	-	-	-	-	-	-	-	-	-	15%	15%	15%	-
Ovo	136	13	20	13	6	17	9	5	-	5	19	4	3	9	11	1
Robin Hood Energy Ltd	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	73	4	8	1	7	13	9	6	-	5	8	2	3	4	4	-
Scottish gas	3	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-
Scottish Hydro	40	-	-	-	1	-	-	-	15	24	-	-	-	-	-	-

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



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

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

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4688	439	450	372	259	438	321	439	72	292	440	306	236	323	269	20	
Weighted Base 4756	460	469	416	250	449	310	429	84*	310	440	315	229	315	260	20**	
Scottish Power	486 10%cdkmm	39 8%ud	33 7%ud	10 2%	45 18%abdcff gkmno	47 11%udkmm	36 12%cdkim	60 14%abdbok	15 4%	95 21%abdcdef ghikmno	28 6%ud	19 6%ud	12 5%	16 5%	24 9%ud	6 30%
Southern Electric	190 4%hjm	33 7%aceafh jmo	14 3%ijm	30 7%aceafh jmo	5 2%ijm	9 2%ijm	7 2%ij	2 1%	-	-	27 6%aceafh m	26 6%aceafh jmo	-	18 6%elfjm	8 3%ijm	-
Spark Energy	16 -	-	4 1%	-	1 -	1 -	1 1%	3 -	-	-	1 -	2 1%	-	5 2%abdtk o	-	-
SSE (Scottish and Southern Energy)	248 5%dh	19 4%	36 8%abdehn o	11 3%	6 3%	26 6%dh	19 6%dh	11 2%	12 4%abdefg hkmno	12 4%	24 5%h	42 12%abdcdef ghikmno	9 4%	13 4%	8 3%	-
Swalec	75 2%acghj kn	-	-	-	3 1%both	3 1%	-	-	-	-	1 -	-	67 22%abdcdef ghikno	-	1 -	-
Utility Warehouse	122 3%	7 2%	15 3%	11 3%	8 3%	11 3%	9 3%	8 2%	1 1%	4 1%	14 3%	11 3%	6 2%	12 4%	5 2%	-
Utilita	64 1%	5 1%	7 1%l	4 1%	7 3%ajkn	4 1%	6 2%akn	12 3%ajkn	-	-	2 -	-	-	6 3%ajkn	9 3%abdtk ln	-
Other	14 -	3 1%	2 1%	-	-	2 -	-	2 1%	1 1%	-	1 -	-	1 1%	2 1%	1 -	-
SUMMARY CODES																
SIX LARGE SUPPLIERS	3772 79%	369 80%	359 77%	337 81%	201 81%	346 77%	234 75%	343 80%	68 80%	263 85%acdak o	332 78%	258 82%	189 83%k	256 81%	198 78%	18 90%
SSE ALL	552 12%ehb	52 11%eh	51 11%h	41 10%h	16 6%	38 8%h	28 9%h	18 4%	29 34%abdcde ghikno	36 12%eh	52 12%ehb	68 22%abdcde ghikno	76 33%abdcde ghikno	31 10%h	17 7%	-
Refused	27 1%	7 2%afkn	4 1%	8 2%aeikm n	-	-	3 1%k	2 1%	-	2 1%	-	-	-	-	1 -	-
Don't know	115 2%j	13 3%j	15 3%j	8 2%	8 3%j	5 1%	7 2%j	13 3%j	5 5%ijm	1 -	15 3%j	8 3%j	3 1%	6 2%	7 3%j	-

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1386	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Monthly direct debit	3491	3014	307	169	532	1883	1075	1047	1237	658	548
	66%abc	67%cd	68%cd	58%	51%	68%e	74%aef	82%ajk	73%ajk	61%k	45%
Quarterly direct debit	339	300	22	17	79	155	104	78	121	71	69
	6%	7%	5%	6%	8%f	6%	7%f	6%	7%	7%	6%
Pay by cheque, cash or card on receipt of your bill	450	394	34	23	77	213	160	72	127	113	139
	9%h	9%	8%	8%	7%	8%	11%aef	6%	7%	11%hi	11%ahi
Prepayment meter (where you top up credit onto a key or card)	737	616	55	65	282	384	61	51	153	186	348
	14%gh	14%	12%	22%abc	27%aifg	14%kg	4%	4%	9%h	17%ahi	28%ahj
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	4	-	-	1	1	2	-	1	1	2
	*	*	-	-	*	*	*	-	*	*	*
Weekly / fortnightly payment scheme	37	27	7	3	12	16	10	2	14	3	19
	1%h	1%	2%ab	1%	1%	1%	1%	*	1%h	*	2%ahj
Payment card / book where you can pay money in whenever you choose (ad hoc)	131	102	17	12	37	67	26	9	23	26	73
	2%h	2%	4%b	4%	4%g	2%	2%	1%	1%	2%h	6%ahj
Online	8	7	1	-	2	4	2	2	1	3	3
	*	*	*	-	*	*	*	*	*	*	*
Standing order	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	b	*	*	*	*	*	*	*
Quarterly (Other mentions)	4	4	-	-	-	3	1	-	3	1	-
	*	*	*	-	*	*	*	*	*	*	*
Quarterly online	4	4	-	-	-	4	-	1	2	-	1
	*	*	*	-	*	*	*	*	*	*	*
Other	11	8	2	1	1	6	3	-	5	2	3
	*	*	*	*	*	*	*	*	*	*	*
Refused	25	25	1	-	4	14	6	2	4	7	11
	*	1%	*	-	*	1%	*	*	*	1%	1%ah
Don't know	29	25	3	1	6	15	7	9	9	4	7
	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%

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



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base 5270	1399	3120	578	174	799	4472	3306	1043	845
Monthly direct debit 3491	730	2299	360	102	500	2991	2615	549	291
Quarterly direct debit 339	88	197	45	9	40	299	229	71	36
Pay by cheque, cash or card on receipt of your bill 450	165	187	73	25	77	374	259	92	86
Prepayment meter (where you top up credit onto a key or card) 737	307	340	67	23	127	609	116	263	339
Fuel direct (where a set amount is deducted from your benefits before you receive them) 4	3	1	-	-	2	3	1	1	2
Weekly 1 fortnightly payment scheme 37	18	11	7	2	7	30	8	10	18
Payment card 1 book where you can pay money in whenever you choose (ad hoc) 131	74	42	7	9	35	96	34	43	51
Online 8	1	6	1	-	1	7	6	1	2
Standing order -	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions) 4	2	2	-	-	-	4	4	-	-
Quarterly online 4	1	4	-	-	-	4	4	-	1
Other 11	2	5	2	2	3	8	7	2	2
Refused 25	5	6	11	2	2	22	6	5	14

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



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base 5270	1399	3120	578	174	799	4472	3306	1043	845
Don't know 29	5	19	5	-	5	23	18	5	5
7%	-	7%	7%	-	7%	7%	7%	7%	7%

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	983	-	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	790	**	5270	5254	5254	456	4300	451
Monthly direct debit	3491 66% ^{cd}	2715 68% ^{ad}	332 65% ^{cd}	413 57%	-	3491 66%	3486 66%	3486 66%	310 68% ^{cd}	2925 68% ^{cd}	233 52%
Quarterly direct debit	339 6%	253 6%	33 6%	49 7%	-	339 6%	337 6%	337 6%	29 6%	257 6%	46 10% ^{aj}
Pay by cheque, cash or card on receipt of your bill	450 9% ^{bd}	289 7%	48 9% ^{bd}	125 17% ^{abcd}	-	450 9%	449 9%	449 9%	43 9%	362 8%	40 9%
Prepayment meter (where you top up credit onto a key or card)	737 14% ^d	572 14% ^d	68 13%	85 12%	-	737 14%	730 14%	730 14%	47 10%	574 13%	99 22% ^{aj}
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 *	2 *	1 *	1 *	-	4 *	4 *	4 *	1 *	3 *	-
Weekly / fortnightly payment scheme	37 1%	23 1%	4 1%	9 1%	-	37 1%	36 1%	36 1%	2 *	32 1%	3 1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	131 2%	76 2%	15 3%	37 5% ^{ab}	-	131 2%	131 2%	131 2%	17 4%	97 2%	16 3%
Online	8 *	8 *	-	-	-	8 *	8 *	8 *	1 *	6 *	1 *
Standing order	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	4 *	4 *	-	-	-	4 *	4 *	4 *	-	4 *	-
Quarterly online	4 *	4 *	-	-	-	4 *	4 *	4 *	-	4 *	-
Other	11 *	8 *	-	2 *	-	11 *	11 *	11 *	4 1% ^{aj}	6 *	-
Refused	25 *	12 *	7 1% ^{ab}	5 1%	-	25 *	25 *	25 *	-	15 *	2 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

Total (a)	INTERNET USER			TYPE OF CONSUMER			TYPE OF USE ELECTRICITY METER			
	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	790	5270	5254	5254	456	4300	451
Don't know	29	17	3	5	29	28	28	3	13	12
	1%	*	1%	1%	1%	1%	1%	1%	*	3%all

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	37	3669	520	940
Weighted Base	5270	4122	629	30*	3883	470	849
Monthly direct debit	3491	2675	643	20	3491	10	48
Quarterly direct debit	339	282	27	6	339	2	13
Pay by cheque, cash or card on receipt of your bill	450	414	17	3	12	450	28
Prepayment meter (where you top up credit onto a key or card)	737	577	118	9	27	6	737
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	4	-	-	-	-	2
Weekly / fortnightly payment scheme	37	30	3	-	-	1	4
Payment card / book where you can pay money in whenever you choose (ad hoc)	131	103	12	5%	6	1	17
Online	8	6	-	-	-	-	-
Standing order	-	-	-	-	-	-	-
Quarterly (Other mentions)	4	4	-	-	1	-	-
Quarterly online	4	3	1	-	-	-	-
Other	11	6	3	-	2	-	-

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

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	3669	520	940
Weighted Base	5270	4122	829	3883	470	849
Refused	25	5	-	4	-	-
Don't know	29	6	4	2	-	1
	1%be	0	1%	-	-	!

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	660
Weighted Base	5270	2109	2454	59*	627
Monthly direct debit	3491 66% ^{ce}	1743 83% ^{acde}	1325 54%	33 56%	382 61% ^{ce}
Quarterly direct debit	339 6%	124 6%	160 7%	8 14% ^{abc}	46 7%
Pay by cheque, cash or card on receipt of your bill	450 9% ^b	95 5%	290 12% ^{ab}	8 13% ^b	58 9% ^b
Prepayment meter (where you top up credit onto a key or card)	737 14% ^b	94 4%	542 22% ^{abcde}	8 13% ^b	89 14% ^b
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 -	1 -	3 -	- -	1 -
Weekly / fortnightly payment scheme	37 1%	11 1%	24 1%	1 1%	2 -
Payment card / book where you can pay money in whenever you choose (ad hoc)	131 2% ^b	27 1%	81 3% ^b	2 3%	21 3% ^b
Online	8 -	3 -	2 -	- -	3 -
Standing order	- -	- -	- -	- -	- -
Quarterly (Other mentions)	4 -	- -	4 -	- -	- -
Quarterly online	4 -	1 -	3 -	- -	- -
Other	11 -	4 -	3 -	- -	3 -

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59*	627
Refused	25	2	12	-	2
Don't know	29	2	0	-	21
	1%b				3%abc

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	178	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Monthly direct debit	3491	588	2902	2248	1245	1004	569	442	128	657	1130	1188	518
	66% <i>km</i>	73% <i>ac</i>	65%	75% <i>ae</i>	55%	84% <i>aghi</i>	72% <i>ah</i>	64%	74% <i>ah</i>	84% <i>akim</i>	75% <i>alm</i>	63% <i>kn</i>	48%
Quarterly direct debit	339	37	302	164	175	54	50	40	13	41	90	127	81
	6% <i>kl</i>	5%	7% <i>ab</i>	5%	8% <i>ud</i>	5%	6%	6%	8%	5%	6%	7%	8%
Pay by cheque, cash or card on receipt of your bill	450	30	420	158	293	36	49	49	9	38	85	213	115
	9% <i>bdgjk</i>	4%	9% <i>b</i>	5%	13% <i>ad</i>	3%	6% <i>l</i>	7% <i>l</i>	5%	5%	6%	11% <i>akj</i>	11% <i>akj</i>
Prepayment meter (where you top up credit onto a key or card)	737	128	609	344	392	80	103	129	16	39	156	274	268
	14% <i>cdk</i>	16%	14%	11%	17% <i>ad</i>	7%	13% <i>l</i>	19% <i>algi</i>	9%	5%	10% <i>j</i>	14% <i>kl</i>	25% <i>akl</i>
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	-	4	2	3	-	-	2	-	-	-	4	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Weekly / fortnightly payment scheme	37	4	34	14	24	3	5	4	1	2	3	16	17
	1% <i>k</i>	-	1%	-	1% <i>d</i>	-	1%	1%	-	-	-	1% <i>k</i>	2% <i>akj</i>
Payment card / book where you can pay money in whenever you choose (ad hoc)	131	13	118	53	78	12	10	28	2	8	32	54	37
	2% <i>dl</i>	2%	3%	2%	3% <i>ad</i>	1%	1%	4% <i>lg</i>	1%	1%	2%	3%	3%
Online	8	-	8	3	5	1	3	-	-	-	2	4	2
	-	-	-	-	-	-	-	-	-	-	-	-	-
Standing order	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	4	-	4	1	3	1	-	-	-	-	-	4	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly online	4	-	4	1	3	1	-	-	-	-	2	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	11	2	8	4	6	-	1	1	1	-	4	4	3
	-	-	-	-	-	-	-	-	1% <i>d</i>	-	-	-	-

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



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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	176	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Refused	25	1	24	2	23	1	1	-	-	1	1	4	19
Don't know	29	6	23	14	14	4	2	-	2	-	4	6	19
	1%	1%	1%	*	1%	*	*	*	1%h	-	*	*	2%akl

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5213	858	1299	1268	412	442	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	483	271	692	3522	3537	3105
Monthly direct debit	3491	776	1129	1118	267	383	223	589	2350	2374	2067
	68%	85%acd	80%a	81%a	65%	79%ae	82%a	85%a	67%	67%	67%
Quarterly direct debit	339	44	72	76	21	22	14	33	217	218	185
	6%	5%	5%	5%	5%	5%	5%	5%	6%	6%	6%
Pay by cheque, cash or card on receipt of your bill	450	43	73	68	15	19	12	34	303	296	262
	9%bcdefgh	5%	5%	5%	4%	4%	4%	5%	9%	8%	8%
Prepayment meter (where you top up credit onto a key or card)	737	43	111	94	88	51	13	30	501	498	451
	14%bcogh	5%	8%b	7%	21%af	11%	5%	4%	14%	14%	15%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	*	-	-
Weekly / fortnightly payment scheme	37	1	3	2	4	1	1	1	28	26	27
	1%cd	-	-	-	1%	-	1%	-	1%	1%	1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	131	8	24	22	12	4	5	5	82	83	75
	2%bh	1%	2%	2%	3%f	1%	2%	1%	2%	2%	2%
Online	8	2	1	2	-	-	2	-	5	5	3
	-	-	-	-	-	-	1%	-	-	-	-

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5213	858	1299	1268	412	442	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	483	271	692	3522	3537	3105
Standing order	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	4	-	-	-	-	-	-	-	2	2	3
Quarterly online	4	1	1	1	-	-	1	-	4	4	4
Other	11	-	-	-	-	-	-	-	-	5	4
Refused	25	1	1	1	-	1	-	1	12	15	12
Don't know	29	-	3	2	4	-	-	-	11	11	10
%	-	-	-	-	1%	-	-	-	-	-	-



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

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21	
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**	
Monthly direct debit 3491 66%deo	348 68%deo	337 68%deo	231 49%	166 58% <i>d</i>	347 70%deo	234 71% <i>demo</i>	324 68%deo	74 74% <i>deo</i>	228 66% <i>d</i>	338 69% <i>deo</i>	282 78% <i>abcde</i> 7% <i>kmno</i>	161 63% <i>d</i>	241 69% <i>deo</i>	164 59% <i>d</i>	15 71%	
Quarterly direct debit 339 6%	41 8%	25 5%	47 10% <i>adgk</i>	17 6%	26 5%	16 5%	33 7%	5 5%	17 5%	29 6%	22 6%	18 7%	26 7%	16 6%	2 7%	
Pay by cheque, cash or card on receipt of your bill 450 9%g	44 8%g	48 10%g	67 14% <i>abctgh</i> 14% <i>m</i>	24 9%	41 8%	15 4%	30 6%	5 5%	29 8%	46 9%g	30 8%	17 7%	29 8%	26 9%g	-	
Prepayment meter (where you top up credit onto a key or card) 737 14% <i>cl</i>	61 12% <i>u</i>	50 10% <i>u</i>	95 20% <i>abctg</i> 1% <i>kn</i>	63 22% <i>abctg</i> 1% <i>kn</i>	13% <i>u</i>	13% <i>u</i>	14% <i>u</i>	13 12% <i>u</i>	43 12% <i>u</i>	65 13% <i>u</i>	5% <i>u</i>	49 19% <i>abctg</i> 1% <i>kn</i>	42 12% <i>u</i>	61 22% <i>abctgh</i> 1% <i>kn</i>	2 8%	
Fuel direct (where a set amount is deducted from your benefits before you receive them) 4	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	
Weekly / fortnightly payment scheme 37 1%	1	3 1%	4 1%	3 1%	5 1%	3 1%	7 1% <i>u</i>	-	7 2% <i>abklmn</i>	2	-	-	-	1	-	
Payment card / book where you can pay money in whenever you choose (ad hoc) 131 2% <i>bk</i>	3 1%	23 5% <i>abhkn</i>	12 3% <i>b</i>	10 4% <i>bhk</i>	12 2% <i>b</i>	8 2% <i>b</i>	5 1%	2	15 4% <i>bhk</i>	5 1%	8 2%	9 4% <i>bhk</i>	6 2%	10 4% <i>bhk</i>	3 14%	
Online 8	1	3	1	-	-	1	2	-	1	-	-	-	-	-	-	
Standing order 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quarterly (Other mentions) 4	-	-	-	-	1	-	1	-	-	-	2	-	-	-	-	
Quarterly online 4	-	-	2	-	-	1	1	-	-	-	-	-	1	-	-	
Other 11	2	-	-	1	-	3	-	-	2	2	-	-	1	1	-	

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



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

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**
Refused 25	4 1%	2 *	10 2%acofhk lino	-	1 *	5 2%aeKlo	1 *	-	1 *	-	-	-	1 *	-	-
Don't know 29	6 1%	4 1%	3 1%	-	-	2 1%	2 *	2 2%	1 *	4 1%	2 *	1 *	1 *	2 1%	-

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Monthly direct debit	3876	3315	352	209	585	2059	1231	1181	1344	734	616
	65%abc	66%cd	63%	59%	50%	66%e	72%aef	81%ajk	71%ajk	60%k	44%
Quarterly direct debit	383	333	29	21	87	173	124	94	130	79	80
	6%	7%	5%	6%	7%f	6%	7%f	6%	7%	6%	6%
Pay by cheque, cash or card on receipt of your bill	503	439	41	23	75	228	200	86	147	121	149
	8%gh	9%	7%	6%	6%	7%	12%aef	6%	8%	10%h	11%ah
Prepayment meter (where you top up credit onto a key or card)	937	771	85	82	346	506	85	61	198	248	430
	16%gh	15%	15%	23%abc	30%aifg	16%g	5%	4%	10%h	20%ah	31%ahj
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	3	1	1	1	1	3	-	1	1	2
	*	*	*	*	*	*	*	*	*	*	*
Weekly / fortnightly payment scheme	39	27	9	3	9	19	11	2	12	3	23
	1%h	1%	2%ab	1%	1%	1%	1%	*	1%h	*	2%ahj
Payment card / book where you can pay money in whenever you choose (ad hoc)	144	102	30	12	43	71	30	12	33	22	77
	2%h	2%	5%ab	3%	4%aifg	2%	2%	1%	2%	2%	5%ahj
Online	10	7	1	2	2	6	2	2	3	3	3
	*	*	*	1%	*	*	*	*	*	*	*
Standing order	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	b	*	*	*	*	*	*	*
Quarterly (Other mentions)	3	3	-	-	-	2	1	-	2	1	-
	*	*	*	*	*	*	*	*	*	*	*
Paid at bank or post office	1	-	1	-	-	-	1	-	-	1	-
	*	*	b	*	*	*	*	*	*	*	*
Quarterly online	5	5	-	-	-	5	-	1	2	-	2
	*	*	*	*	*	*	*	*	*	*	*
Other	7	6	-	1	1	4	3	-	4	2	2
	*	*	*	*	*	*	*	*	*	*	*

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Refused	23	20	3	-	4	13	6	2	3	5	13
Don't know	33	29	4	-	11	16	7	10	11	4	8
	1%	1%	1%	-	1%	1%	1%	1%	7%	1%	1%



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base 5970	1651	3485	640	194	948	5023	3682	1230	969
Monthly direct debit 3876	839	2522	403	111	568	3308	2871	648	315
Quarterly direct debit 383	100	224	46	13	49	334	259	85	35
Pay by cheque, cash or card on receipt of your bill 500	190	215	74	25	93	410	298	106	88
Prepayment meter (where you top up credit onto a key or card) 937	405	425	82	26	175	763	164	322	427
Fuel direct (where a set amount is deducted from your benefits before you receive them) 4	3	1	1	-	3	2	2	1	2
Weekly / fortnightly payment scheme 39	21	9	7	2	9	30	9	11	18
Payment card / book where you can pay money in whenever you choose (ad hoc) 144	76	49	9	10	39	106	36	45	61
Online 10	2	6	1	-	3	7	6	2	2
Standing order -	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions) 3	2	1	-	-	-	3	3	-	-
Paid at bank or post office 1	-	-	1	-	-	1	1	-	-
Quarterly online 5	1	4	-	-	-	5	4	-	1
Other 7	1	4	1	2	2	5	5	2	-

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



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base 5970	1651	3485	640	194	948	5023	3682	1290	969
Refused 23	4	4	12	2	3	20	6	3	14
Don't know 33	6	21	4	2	4	29	21	5	7
1%	.	1%	1%	1%	.	1%	1%	.	1%

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	685	1164	743	5196	5939	5196	686	4671	529
Weighted Base	5970	4429	607	934	717	5254	5970	5254	716	4681	523
Monthly direct debit	3876 65% ^{de}	2987 67% ^{acd}	384 63% ^{cd}	474 55%	409 57%	3467 66% ^{de}	3876 65% ^{de}	3467 66% ^{de}	460 64% ^{ik}	3126 67% ^{ik}	273 52%
Quarterly direct debit	383 6%	273 6%	41 7%	94 7%	59 8%	325 6%	383 6%	325 6%	52 7%	283 6%	44 8% ^j
Pay by cheque, cash or card on receipt of your bill	503 8% ^{ab}	295 7%	57 9% ^{ab}	142 16% ^{abc}	79 11% ^{afgh}	425 8%	503 8%	425 8%	73 10%	384 8%	42 8%
Prepayment meter (where you top up credit onto a key or card)	937 16%	709 16%	98 16%	118 14%	132 18% ^h	806 15%	937 16%	806 15%	94 13%	709 15%	118 23% ^{aj}
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 *	2 *	- *	2 *	1 *	4 *	4 *	4 *	1 *	3 *	- *
Weekly / fortnightly payment scheme	39 1%	20 *	6 1%	13 1% ^{ab}	5 1%	34 1%	39 1%	34 1%	4 1%	32 1%	3 1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	144 2%	90 2%	13 2%	39 5% ^{abc}	28 4% ^{afgh}	116 2%	144 2%	116 2%	22 3%	95 2%	27 5% ^{aj}
Online	10 *	10 *	- *	- *	2 *	8 *	10 *	8 *	3 *	6 *	1 *
Standing order	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *
Quarterly (Other mentions)	3 *	3 *	- *	- *	- *	3 *	3 *	3 *	- *	3 *	- *
Paid at bank or post office	1 *	- *	- *	1 *	- *	1 *	1 *	1 *	- *	1 *	- *
Quarterly online	5 *	5 *	- *	- *	1 *	4 *	5 *	4 *	1 *	4 *	- *
Other	7 *	6 *	- *	1 *	- *	7 *	7 *	7 *	4 1% ^{aj}	4 *	4 *

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



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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	685	1164	743	5196	5939	5196	686	4671	529
Weighted Base	5970	4429	607	964	717	5254	5970	5254	716	4681	523
Refused	23	8	7	7	2	21	23	21	1	13	1
	*	*	1%ab	1%ab	*	*	*	*	*	*	*
Don't know	33	21	3	4	1	32	33	32	2	18	13
	1%	*	*	*	*	1%	1%	1%	*	*	2%aj



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

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	39*	4344	547	975
Monthly direct debit	3876	2961	718	23	3876	11	21
	65%g	63%	78%abd	59%	89%atg	2%	2%
Quarterly direct debit	383	322	28	3	383	1	6
	6%dfj	7%c	3%	9%	9%atg	-	1%
Pay by cheque, cash or card on receipt of your bill	503	453	21	1	12	503	6
	8%ceg	10%ac	2%	1%	-	92%aeg	1%
Prepayment meter (where you top up credit onto a key or card)	937	752	131	12	61	28	937
	16%ef	16%	14%	30%abc	1%	5%e	98%aef
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	4	-	-	-	-	-
Weekly / fortnightly payment scheme	39	31	3	-	1	1	2
	1%e	1%	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	144	121	11	1	6	2	1
	2%cdg	3%c	1%	2%	-	-	-
Online	10	8	-	-	-	-	-
	-	-	-	-	-	-	-
Standing order	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Quarterly (Other mentions)	3	3	-	-	-	-	-
	-	-	-	-	-	-	-
Paid at bank or post office	1	1	-	-	-	-	-
	-	-	-	-	-	-	-
Quarterly online	5	4	1	-	-	-	-
	-	-	-	-	-	-	-

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	30*	4344	547	975
Other	7	5	-	-	-	-	-
Refused	23	5	1	-	-	-	-
Don't know	33	12	5	-	3	1	1
	1%base	-	7%	-	-	-	-

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2356	2833	59 ^a	699
Monthly direct debit	3876 65% ^{cde}	1936 82% ^{acde}	1487 53%	26 44%	417 60% ^{cd}
Quarterly direct debit	383 6%	133 6%	189 7%	7 13% ^b	53 8%
Pay by cheque, cash or card on receipt of your bill	503 8% ^b	106 4%	326 11% ^{ab}	9 15% ^b	63 9% ^b
Prepayment meter (where you top up credit onto a key or card)	937 16% ^b	116 5%	693 24% ^{abde}	14 23% ^b	111 16% ^b
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4 *	1 *	3 *	- -	1 *
Weekly / fortnightly payment scheme	39 1%	14 1%	23 1%	- -	2 *
Payment card / book where you can pay money in whenever you choose (ad hoc)	144 2% ^b	38 2%	81 3% ^b	3 5% ^b	22 3% ^b
Online	10 *	3 *	4 *	- -	3 *
Standing order	- *	- *	- *	- -	- *
Quarterly (Other mentions)	3 *	- *	3 *	- -	- *
Paid at bank or post office	1 *	1 *	- *	- -	- *
Quarterly online	5 *	2 *	3 *	- -	- *

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2266	2833	59*	699
Other	7	3	2	-	3
Refused	23	2	11	-	2
Don't know	33	2	9	-	23
	1% ^b	-	-	-	3% ^{abc}

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2194	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Monthly direct debit	3079	855	3221	2438	1436	1091	620	474	147	732	1228	1338	578
Quarterly direct debit	383	40	343	174	209	56	48	44	18	48	112	133	91
Pay by cheque, cash or card on receipt of your bill	503	30	473	171	333	40	53	54	10	42	94	236	131
Prepayment meter (where you top up credit onto a key or card)	937	145	792	420	518	92	125	163	19	49	196	345	347
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	1	4	2	2	-	1	2	-	-	1	3	1
Weekly / fortnightly payment scheme	39	4	36	12	28	3	3	5	-	1	4	18	16
Payment card / book where you can pay money in whenever you choose (ad hoc)	144	13	131	50	95	13	11	21	2	7	31	63	43
Online	10	-	10	5	5	1	3	2	-	-	2	5	2
Standing order	-	-	-	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	3	-	3	1	2	1	-	-	-	-	-	3	-
Paid at bank or post office	1	1	-	1	-	-	-	1	-	-	-	-	-
Quarterly online	5	-	5	1	4	1	-	-	-	-	3	2	1

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



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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2194	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Other	7	2	6	4	4	-	-	-	1	-	2	4	2
Refused	23	1	22	2	21	1	1	-	-	1	1	1	20
Don't know	33	7	27	14	19	4	2	1	2	-	8	7	19
	1%	1%	1%	-	1%	-	-	-	1%	-	-	-	1%ajkl

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	593	945	1450	1405	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	1524	450	535	295	756	3992	4010	3496
Monthly direct debit	3876	846	1231	1210	291	426	239	642	2620	2650	2292
	65%	84%acd	78%a	79%a	65%	80%ae	81%a	85%a	66%	66%	66%
Quarterly direct debit	383	47	85	91	23	23	18	33	254	250	219
	6%h	5%	5%	6%	5%	4%	6%	4%	6%	6%	6%
Pay by cheque, cash or card on receipt of your bill	503	49	80	77	15	17	13	39	336	329	284
	8%bcdefgh	5%	5%	5%	3%	3%	4%	5%	8%	8%	8%
Prepayment meter (where you top up credit onto a key or card)	937	50	139	115	96	61	15	36	618	611	549
	16%bcdefgh	5%	9%b	8%b	21%af	11%	5%	5%	15%	15%	16%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	-	-	-	1	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	*	-	-
Weekly / fortnightly payment scheme	39	1	3	2	4	1	1	1	30	27	26
	1%cd	-	-	-	1%	-	-	-	1%	1%	1%
Payment card / book where you can pay money in whenever you choose (ad hoc)	144	8	23	20	13	3	5	4	95	101	90
	2%bcdm	1%	1%	1%	3%f	1%	2%	1%	2%	3%	3%
Online	10	2	1	2	-	-	2	-	5	5	3
	-	-	-	-	-	-	1%	-	-	-	-

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUSTY IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	528	945	1450	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	296	756	3992	4010	3496
Standing order	-	-	-	-	-	-	-	-	-	-
Quarterly (Other mentions)	3	-	-	-	-	-	-	-	-	2
Paid at bank or post office	1	1	1	-	1	-	1	-	-	-
Quarterly online	5	1	1	-	-	-	-	5	5	5
Other	7	-	-	2	-	-	-	4	4	4
Refused	23	1	1	-	1	-	1	11	14	11
Don't know	33	-	5	4	5	2	-	12	13	11
	1%b	-	-	1%	-	-	-	-	-	-



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

Total (a)	PPS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base	5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26*
Monthly direct debit	3876 65%de	396 67%deeo	380 67%deeo	262 48%	188 59%de	373 67%deeo	254 73%deadm o	330 67%deeo	93 66%de	254 62%de	357 67%deeo	305 74%deabde fjkmno	188 64%de	294 67%de	186 60%de	17 64%
Quarterly direct debit	383 6%	44 8%	31 5%	43 8%	22 7%	30 5%	17 5%	37 8%	8 5%	21 5%	36 7%	24 6%	17 6%	33 7%	19 6%	2 6%
Pay by cheque, cash or card on receipt of your bill	503 8%g	49 8%g	60 11%ghm	67 12%abeghj km	24 8%	52 9%g	15 4%	32 7%	11 8%	30 7%	49 9%g	32 8%	17 6%	35 8%g	29 9%g	1 4%
Prepayment meter (where you top up credit onto a key or card)	937 16%cl	82 14%	60 11%	133 25%abctg hkin	69 22%abctg hkin	80 14%	41 12%	71 14%	23 16%	61 15%	75 14%	45 11%	58 20%bognk	72 16%cl	65 21%abctg hki	4 14%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	4	1	1	1	-	-	-	-	-	1	-	-	1	-	-	-
Weekly / fortnightly payment scheme	39 1%	3 -	3 -	2 -	3 1%j	5 1%	2 1%	7 2%aljn	-	9 2%abodkl mno	2 -	-	1 -	1 -	1 -	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	144 2%ak	4 1%	23 4%abhdn	17 3%abkn	10 3%abkn	11 2%	7 2%	8 2%	6 4%abkn	23 6%abghk ln	5 1%	5 1%	9 3%abk	5 1%	9 3%abk	3 12%
Online	10	1	3	1	-	-	1	2	-	1	-	-	2	-	-	-
Standing order	*	-	-	-	-	-	-	-	-	-	-	-	1%a	-	-	-
Quarterly (Other mentions)	3	-	-	-	-	1	-	-	-	-	-	2	-	-	-	-
Paid at bank or post office	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Quarterly online	5	-	1	2	-	-	1	1	-	-	-	-	-	1	-	-

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**
Other 7	1	-	-	1	-	3	-	-	-	2	-	-	1	1	-
Refused 23	3	1	10	-	1	5	1	-	3	-	-	-	-	-	-
Don't know 33	6	5	5	-	-	2	1	2	3	6	2	-	-	2	-
	1%	1%	1%	-	-	1%	-	1%	1%	1%	-	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Yes	2992	2595	242	154	393	1710	891	880	995	566	573
63%ajk		63%	61%	59%	43%	67%aae	58%aae	74%ajjk	65%jk	59%ak	52%
No	1088	938	95	55	346	541	201	162	313	252	361
23%gh		23%	24%	21%	38%atlg	21%g	15%	14%	21%ih	26%atni	33%atjhj
Refused	16	10	1	4	2	11	3	-	5	4	6
	*	*	*	2%ab	*	*	*	-	*	7%	1%h
Don't know	657	552	57	48	174	275	208	137	214	142	164
14%l		13%	14%	18%ab	19%af	11%	16%af	12%	14%	15%	15%h



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Yes	2995	678	1943	290	84	443	2551	2181	453	329
	63% ^{bde}	55%	68% ^{abde}	57%	52%	63%	63%	72% ^{aij}	48%	45%
No	1088	370	534	136	47	147	941	465	310	292
	23% ^{ch}	30% ^{ac}	19%	27% ^{ic}	30% ^{ac}	21%	23%	15%	33% ^{ah}	40% ^{ah}
Refused	16	5	6	3	2	1	14	2	4	9
	0% ^h	0%	0%	1%	1%	0%	0%	0%	0% ^h	1% ^{ah}
Don't know	657	189	365	76	27	109	548	363	171	109
	14% ^h	15% ^{ic}	12%	15%	17%	16%	14%	12%	18% ^{ah}	15% ^h

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	4688	4688	4688	380	3675	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Yes	2995	2329	279	360	-	2995	2995	2995	282	2545	153
	63% ^{cd}	65% ^{cd}	59%	58%	-	63%	62%	63%	68% ^{cd}	65% ^{cd}	40%
No	1088	793	124	152	-	1088	1088	1088	94	878	102
	23%	22%	26% ^{ab}	24%	-	23%	23%	23%	23%	22%	27%
Refused	16	10	-	5	-	16	16	16	-	8	3
	-	-	-	1% ^{abc}	-	-	-	-	-	-	7%
Don't know	657	471	70	106	-	657	657	657	40	490	121
	14%	13%	15%	17% ^{ab}	-	14%	14%	14%	10%	12%	32% ^{all}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4796	3772	623	**	3584	374	717
Yes	2995	2383	543	-	2529	178	247
63%tg		63%	66%	-	71%atg	48%tg	35%
No	1088	881	164	-	562	135	360
23%ae		23%	20%	-	16%	36%ae	50%aeaf
Refused	16	7	3	-	5	1	7
	-	-	-	-	-	-	1%ae
Don't know	657	502	112	-	488	61	103
14%		13%	14%	-	14%	18%	14%

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Yes	2995	1551	1192	13	233
	63% ^c	77% ^{ac}	55% ^e	42%	44%
No	1088	278	679	14	113
	23% ^b	14%	31% ^{ab}	45%	21% ^b
Refused	16	1	7	-	2
	^b	-	-	-	^b
Don't know	657	185	285	4	182
	14% ^b	9%	13% ^b	13%	34% ^{abc}

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Yes	2995	524	2471	2011	963	895	502	433	109	608	1011	1017	357
	63% ^{abm}	71% ^{ac}	62%	71% ^{ae}	51%	79% ^{agh}	67%	66%	68%	82% ^{akm}	72% ^{alm}	60% ^m	40%
No	1088	133	955	489	599	141	159	133	24	89	229	421	349
	23% ^{bdjk}	18%	24% ^b	17%	31% ^{ad}	12%	21% ^{af}	20% ^{af}	15%	12%	16% ^j	25% ^{kl}	39% ^{akj}
Refused	16	3	13	8	8	5	2	1	-	-	4	6	7
	-	-	-	-	-	-	-	-	-	-	-	-	3% ⁱ
Don't know	657	82	575	333	324	95	87	89	28	48	163	256	190
	14% ^{djk}	11%	14% ^b	12%	17% ^{ad}	8%	12% ^{af}	14% ^{af}	17% ^d	8%	12% ^j	15% ^{kl}	21% ^{akj}

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	809	1211	1183	377	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	295	655	3161	3186	2785
Yes	2995	709	1020	1002	232	209	531	2038	2070	1774
No	1088	95	191	182	86	25	78	64%	65%	64%
Refused	16	1	1	1	2	-	1	8	11	8
Don't know	657	63	106	107	57	22	45	425	408	373
	14%bcdgh	7%	8%	8%	15%ef	9%	7%	13%	13%	13%

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base 4756	460	469	416	250	449	310	429	84*	310	440	315	229	315	260	20**
Yes 2995 63% ^{bd}	253 55% ^{ud}	333 71% ^{abdjl} m	190 46%	163 65% ^{abd}	303 67% ^{bdm}	208 67% ^{bdm}	286 67% ^{bdm}	51 60% ^{ud}	192 62% ^{ud}	297 68% ^{bdm}	190 60% ^{ud}	129 56% ^{ud}	215 68% ^{bdm}	174 67% ^{bdm}	10 51%
No 1088 23% ^{ln}	132 29% ^{adgh} kn	89 19%	162 39% ^{abcef} ghjklm o	56 23%	78 17%	56 16%	94 22%	20 24%	75 24% ^f	90 20%	55 17%	57 25% ^{ln}	55 17%	66 25% ^{gln}	4 20%
Refused 16 *	-	-	4 1%	-	1 *	2 1%	2 *	-	1 *	1 *	-	4 2% ^{abcefkl} lo	1 *	-	-
Don't know 657 14% ^{co}	75 16% ^{cho}	48 10%	59 14% ^{co}	30 12%	67 15% ^{coo}	45 14% ^{co}	47 11%	14 16% ^{co}	42 13% ^{co}	52 12%	70 22% ^{acdef} ghkne	39 17% ^{cho}	44 14% ^{co}	20 8%	6 29%

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
£0 to £700	968	797	97	72	214	434	319	180	305	214	268
	16%h	16%	17%	20%ab	18%j	14%	19%af	12%	16%h	17%h	13%ah
£701 to £1200	2374	2013	218	142	481	1241	651	572	785	483	534
	40%	40%	39%	40%	41%	40%	38%	39%	41%k	39%	38%
£1201 to £1500	563	493	49	32	93	327	143	162	181	102	118
	9%	10%	9%	9%	8%	11%ag	8%	11%jk	10%	8%	8%
£1501 or more	1087	913	123	50	233	651	203	279	306	245	256
	18%g	18%	22%abd	14%	20%g	21%ag	12%	19%j	16%	20%j	16%
Refused	96	82	12	2	20	52	24	25	29	20	22
	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%
Don't know	901	785	59	57	130	403	368	226	290	164	211
	15%cd	15%c	10%	16%c	11%	13%	22%aef	16%	15%	13%	15%
Mean Score	1183.6dg	1187.8d	1211.5d	1078.7	1176.1g	1236.8aag	1082.3	1231.6ik	1145.0	1267.9	1165.0
Standard Deviation	799.9	799.0	789.4	577.6	799.4	719.5	794.8	636.5	624.1	946.1	614.5
Error Variance	114.3	138.2	1315.5	1055.8	574.6	225.6	387.1	422.0	302.8	628.5	383.4



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
£0 to £700	966	386	467	97	16	195	771	510	233	202
16%ch		23%acde	13%e	15%e	8%	21%ag	16%	14%	19%ah	21%ah
£701 to £1200	2374	635	1452	230	56	351	2023	1441	565	343
40%iaj		38%e	42%bde	36%	29%	37%	40%	39%j	45%ahj	35%
£1201 to £1500	563	139	364	40	21	92	472	376	91	89
9%cd		8%	10%bd	6%	11%cd	10%	9%	10%i	7%	9%
£1501 or more	1087	259	697	97	33	152	935	656	220	198
18%hb		16%	20%bd	15%	17%	16%	19%	18%	18%	20%
Refused	96	11	40	41	4	6	90	59	11	24
2%bf		1%	1%	6%abce	2%	1%	2%f	2%	1%	2%j
Don't know	901	228	474	136	64	153	748	648	122	120
15%k		14%	14%	21%abc	33%abcd	16%	16%	18%aj	10%	12%
Mean Score	1163.66f	1093.1	1227.1ab	1155.9	1276.8b	1118.2	1195.9f	1204.9	1147.8	1188.1
Standard Deviation	176.9	83.9	74.5	67.0	636.8	95.8	765.3	764.8	748.7	750.5
Error Variance	114.3	390.0	205.8	909.9	2894.6	941.8	125.5	211.3	839.8	606.9

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
£0 to £700	966	678	107	170	278	688	964	686	137	742	78
	16%th	15%	16%	20%ab	39%afgh	13%	16%th	13%	19%j	16%	15%
£701 to £1200	2374	1837	234	292	230	2144	2205	2136	295	1889	169
	40%dekl	41%ld	39%ld	32%	32%	41%e	40%e	41%e	41%kl	40%kl	32%
£1201 to £1500	563	436	58	66	30	533	562	532	58	472	30
	9%ek	10%ld	10%	8%	4%	10%e	9%e	10%e	8%	10%kl	6%
£1501 or more	1087	879	86	106	80	1007	1084	1004	145	836	97
	18%cds	20%cd	14%	12%	11%	19%e	18%e	19%e	20%	19%	19%
Refused	96	61	12	14	10	86	96	86	7	64	11
	2%	1%	2%	2%	1%	2%	2%	2%	1%	1%	2%
Don't know	901	550	111	230	89	812	898	809	74	678	140
	15%ai	12%	16%ab	20%abc	12%	15%	15%	15%	10%	14%ij	27%ajk
Mean Score	1183.6cde	1207.8cd	1103.7	1092.1	904.7	1223.0aeg	1183.3e	1222.8aeg	1194.0	1178.1	1218.4
Standard Deviation	750.9	724.0	544.3	996.4	682.6	751.8	750.2	751.0	767.3	733.9	894.7
Error Variance	114.3	158.6	538.7	1174.1	728.1	131.6	114.4	131.7	974.9	137.6	2151.9

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



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

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

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
£0 to £700	966	777	153	1	704	110	140
16%	17% ^d	17% ^d	17% ^d	4%	16%	20% ^{ae}	14%
£701 to £1200	2374	1875	419	23	1783	207	371
40%	40%	48% ^{ab}	58% ^{ab}	47%	47%	39%	38%
£1201 to £1500	563	450	106	2	431	33	90
9% ^d	10%	12%	6%	10% ^d	6%	9% ^d	9% ^d
£1501 or more	1087	890	145	7	655	86	306
18% ^e	19% ^c	16%	18%	15%	16%	7%	31% ^{ae}
Refused	68	63	5	-	68	7	4
2% ^{cg}	1%	1%	-	2% ^g	1%	-	-
Don't know	901	641	91	6	700	107	70
15% ^{cg}	14% ^c	10%	15%	16% ^g	19% ^{ag}	7%	7%
Mean Score	1183.6 ^e	1193.1 ^c	1131.0	1239.9	1147.1	1135.9	1053.2 ^{ae}
Standard Deviation	750.9	788.1	542.5	708.6	737.1	1116.8	835.5
Error Variance	114.3	155.9	382.7	15682.1	161.0	2642.4	684.6

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59 ^a	701
£0 to £700	966 16% ^e	402 17% ^e	464 16% ^e	11 19%	85 12%
£701 to £1200	2374 40% ^{cde}	1066 45% ^{abcde}	1059 37% ^e	21 35%	228 32%
£1201 to £1500	563 9%	231 10%	270 9%	4 6%	58 8%
£1501 or more	1087 18% ^{bcde}	352 15%	631 22% ^{abcde}	15 25% ^{abcde}	89 13%
Refused	98 2%	38 2%	39 1%	-	7 1%
Don't know	901 15% ^{abc}	276 12%	379 13%	9 14%	236 34% ^{abcd}
Mean Score	1183.5b	1122.3	1241.1abc	1226.0	1155.1
Standard Deviation	750.9	667.8	837.9	613.6	594.4
Error Variance	114.3	228.2	289.3	7684.2	711.0

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

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
£0 to £700	968	145	821	505	462	207	130	106	31	155	252	378	183
	16%	16%	16%	15%	17%	16%	15%	14%	16%	18%	15%	17%	15%
£701 to £1200	2374	424	1950	1419	955	608	367	312	80	429	728	821	395
	40%	47%	38%	43%	36%	47%	42%	41%	40%	49%	43%	38%	31%
£1201 to £1500	563	86	477	336	228	127	92	91	20	95	169	212	87
	9%	10%	9%	10%	8%	10%	11%	12%	10%	11%	10%	10%	7%
£1501 or more	1087	152	935	615	471	200	176	178	44	145	336	365	240
	18%	17%	18%	19%	16%	15%	20%	23%	22%	16%	20%	17%	19%
Refused	96	7	89	34	62	16	11	4	-	8	19	36	33
	2%	1%	2%	1%	2%	1%	1%	1%	-	1%	1%	2%	3%
Don't know	901	86	815	390	512	143	92	76	24	52	177	353	319
	15%	10%	16%	12%	19%	11%	11%	10%	12%	6%	11%	16%	25%
Mean Score	1183.6	1147.6	1190.6	1175.2	1195.0	1132.5	1193.7	1233.9	1189.6	1144.6	1203.3	1169.5	1214.5
Standard Deviation	750.9	644.5	769.6	670.2	846.4	615.1	823.1	805.4	576.8	825.0	808.2	699.8	702.0
Error Variance	114.3	540.8	142.2	151.2	335.1	369.5	519.7	887.4	1922.9	616.0	448.2	384.7	517.7

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3586
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
£0 to £700	966	162	259	248	76	84	49	121	703	709	649
	16%	16%	16%	16%	17%	16%	17%	16%	18%	18%	19%a
£701 to £1200	2374	492	727	715	195	276	138	370	1816	1844	1419
	40%	49%a	46%a	47%a	43%	51%ae	47%a	49%a	40%	41%	40%
£1201 to £1500	563	104	170	167	44	52	30	78	367	372	317
	9%	10%	11%	11%	10%	10%	10%	10%	9%	9%	9%
£1501 or more	1087	188	269	259	81	78	53	126	655	636	532
	18%ijk	17%	17%	17%	18%	15%	18%	17%	16%	16%	15%
Refused	96	8	17	22	3	4	1	7	61	65	57
	2%	1%	1%	1%	1%	1%	-	1%	2%	2%	2%
Don't know	901	74	130	116	51	42	25	54	598	593	530
	15%bcdelgh	7%	9%	8%	11%	8%	8%	7%	15%	15%	15%
Mean Score	1183.6ijk	1156.2	1154.7	1157.1	1169.5	1112.1	1149.1	1164.7	1137.5	1136.8	1114.5
Standard Deviation	750.9	795.4	730.8	735.0	607.7	650.9	552.9	664.5	665.0	697.6	615.8
Error Variance	114.3	730.6	407.4	423.7	932.6	945.8	1136.3	1175.1	131.5	144.2	128.2

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



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

Total (a)	PFS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	596	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
£0 to £700	966 16%h	97 17%h	88 16%h	48 15%h	91 16%h	54 16%h	49 10%	17 12%	80 20%bh	87 16%h	68 17%h	52 18%h	100 23%abdcde 19%h	51 16%h	4 17%	
£701 to £1200	2374 40%	233 41%	231 39%	121 38%	227 41%	142 41%	178 36%	46 32%	169 41%	215 40%	165 40%	116 40%	168 38%	135 43%	12 45%	
£1201 to £1500	563 9%	48 8%	63 11% ^d	37 7%	43 13% ^{abdfj}	61 11% ^d	41 12% ^d	47 10%	13 9%	34 8%	47 9%	33 7%	20 7%	46 10%	1 6%	
£1501 or more	1087 18%	113 19%	86 15%	108 20%	57 10%	94 17%	54 16%	102 21% ^{cn}	80 20%	102 19%	74 18%	49 17%	67 15%	52 17%	3 13%	
Refused	96 2% ⁿ	15 3% ^{ekn}	8 1%	14 3% ^{efkn}	1 *	4 1%	11 3% ^{efkn}	6 1%	4 3% ^{en}	8 2% ⁿ	4 1%	4 1%	11 4% ^{acefk ln}	1 *	5 2% ⁿ	1 3%
Don't know	901 15% ^j	102 17% ^j	82 14% ^j	85 16% ^j	48 15% ^j	78 14% ^j	47 13%	107 22% ^{acdef gikmno}	19 74%	38 9%	78 15% ^j	69 17% ^j	44 15% ^j	60 13%	4 16%	
Mean Score	1183.6 ⁿ	1227.1 ^{cm n}	1132.2	1213.9 ⁿ	1197.6 ⁿ	1215.1 ⁿ	1163.0	1284.0 ^{ac gkikmn}	1436.8 ^{ab odegkkm n}	1141.1	1178.3 ⁿ	1149.6	1105.7	1076.1	993.9	
Standard Deviation	750.9	741.2	571.2	728.1	601.4	1078.9	577.0	652.1	1091.7	600.3	616.9	554.2	580.1	1318.0	398.1	
Error Variance	114.3	1199.5	706.2	1359.3	1300.9	2471.4	1132.4	1101.6	11350.6	1127.0	770.0	1126.0	1233.5	837.2	8340.9	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes, gas only	17	15	2	.	5	9	3	3	6	2	6
Yes, electricity only	282	216	44	21	75	141	66	81	97	58	46
Yes gas and electricity	2104	1843	173	88	428	1244	434	657	808	365	279
No	3197	2678	311	209	582	1498	1118	634	841	730	991
Refused	24	16	3	5	3	15	6	5	5	6	8
Don't know	363	304	32	26	81	200	81	75	137	71	80
	6%g	6%	5%	9%abc	7%g	8%g	5%	5%	7%h	6%	6%



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	9956	2093	2995	632	216	1166	4790	3467	1184	1204
Weighted Base	9987	1658	2493	642	194	949	5038	3690	1232	976
Yes, gas only	17	8	8	2	-	4	13	6	3	5
Yes, electricity only	282	64	179	32	7	38	244	155	86	38
Yes gas and electricity	2104	365	1488	204	47	212	1892	1510	399	180
No	3197	1142	1600	341	113	646	2552	1790	650	691
Refused	24	3	5	13	3	1	23	8	5	11
Don't know	363	75	214	50	24	49	314	220	90	51
		5%	6%b	6%b	12%abcd	5%	6%	6%	7%j	5%

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	686	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes, gas only	17	11	-	1	13	3	7
	-	-	-	3%abc	-	1%	1%a
Yes, electricity only	282	208	60	2	230	17	27
	5%g	4%	6%ab	5%	5%fg	3%	3%
Yes gas and electricity	2104	1511	504	13	1902	83	93
	35%afg	32%	55%abd	32%	44%afg	15%g	10%
No	3197	2715	294	21	1922	417	797
	53%ae	58%ac	32%	53%c	44%	73%ae	81%aef
Refused	24	12	3	-	11	2	5
	-	-	-	-	-	-	1%
Don't know	363	239	58	3	272	27	51
	6%b	5%	6%	7%	6%	5%	5%

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

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

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes, gas only	17	3	8	5	2
	-	-	-	8%abce	-
Yes, electricity only	282	150	103	9	21
	5%ce	6%ace	4%	14%labce	3%
Yes gas and electricity	2104	1301	643	9	150
	35%acde	55%acde	23%	14%	21%
No	3197	841	1959	37	317
	53%be	38%	70%abe	63%abe	45%b
Refused	24	3	3	-	5
	1%c	-	-	-	1%bc
Don't know	363	64	86	-	207
	6%bc	3%	3%	-	36%abcd

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes, gas only	17	2	14	7	9	3	1	1	-	1	2	9	5
Yes, electricity only	282	53	229	143	139	71	31	27	15	62	84	89	47
Yes gas and electricity	2104	478	1626	1455	650	812	312	211	81	554	761	571	218
No	3197	318	2880	1530	1667	357	487	493	105	237	759	1364	837
Refused	24	1	24	9	16	4	2	-	-	-	6	10	9
Don't know	363	48	315	155	208	54	34	36	15	30	69	120	143
	6%dbjk	5%	6%	5%	8%ad	4%	4%	5%	7%iq	3%	4%	6%	11%akl

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5956	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1572	1526	450	536	296	756	4001	4020	3504
Yes, gas only	17	1	1	2	-	1	1	11	11	11
	-	-	-	1%	-	-	-	-	-	-
Yes, electricity only	282	88	90	22	32	14	47	191	185	161
	5%	6%	6%	5%	6%	5%	6%	5%	5%	5%
Yes gas and electricity	2104	908	892	197	340	144	493	1387	1408	1186
	35%	61% ^a	59% ^a	44% ^a	63% ^{ae}	49% ^a	65% ^{ag}	35%	35%	34%
No	3197	504	479	204	140	126	191	2187	2192	1950
	53% ^{bcddefgh}	30%	31%	45% ^f	26%	42% ^h	25%	55%	55%	56% ^{ia}
Refused	24	4	4	1	-	-	-	11	12	11
	-	-	-	-	-	-	-	-	-	-
Don't know	363	67	62	24	25	11	25	213	212	185
	6% ^{bcdh}	4%	4%	5%	5%	4%	3%	5%	5%	5%

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



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

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Yes, gas only 17	4 1%	1	3	-	2	-	2	1	1	-	2	-	1	1	-
Yes, electricity only 282	42 7%ghk	28 5%ghk	43 8%ahk	15 5%h	15 3%	7 2%	5 1%	13 9%ahk	14 7%ahk	3%	15 4%h	8 3%	29 7%ghkm	13 4%h	5 16%
Yes gas and electricity 2104	231 35%deh	230 39%dehm	155 28%	91 29%	204 37%deh	137 39%dehm	147 30%	37 28%	136 33%	208 39%dehm	148 36%di	89 30%	158 36%de	126 40%dehm	9 33%
No 3197	278 53%b	286 50%	289 53%	199 63%abceffgkino	300 54%b	179 51%	318 65%abceffgkino	87 61%bckn	219 54%	264 49%	227 55%b	161 55%b	221 50%	162 52%	8 33%
Refused 24	3	2	5 1%k	-	-	4 1%k	1	-	3	-	-	5	1	-	-
Don't know 363	34 6%ch	19 3%	52 9%abcehi	12 4%	33 6%	22 6%	17 3%	5 3%	21 5%	48 9%acehij	21 5%	31 11%abcehij	31 7%cho	11 3%	4 16%

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



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes, gas only	44	32	12	-	14	20	10	8	15	10	11
	1%	1%	2% ^{abd}	-	1%	1%	1%	1%	1%	1%	1%
Yes, electricity only	275	210	41	25	44	138	93	72	93	50	61
	5%	4%	7% ^{ab}	7% ^{ab}	4%	4%	5% ^e	5%	5%	4%	4%
Yes gas and electricity	2102	1833	172	98	346	1124	632	582	744	421	356
	35% ^{de}	36% ^{cd}	31%	27%	30%	36% ^e	37% ^e	40% ^{ajk}	39% ^{ajk}	34% ^{ik}	25%
No	2841	2416	262	163	617	1485	739	646	832	593	771
	47% ^{gj}	48%	47%	46%	53% ^{al}	48% ^g	43%	44%	44%	48% ^l	55% ^{ahj}
Refused	23	13	6	3	6	12	6	5	2	9	7
	*	*	1% ^{ab}	1% ^b	*	*	*	*	*	1% ^l	1%
Don't know	701	568	67	68	145	328	228	141	209	146	205
	12%	11%	12%	19% ^{abc}	12%	11%	13% ^l	10%	11%	12%	15% ^{ahj}



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?

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

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Yes, gas only	44	10	30	3	1	5	39	27	9	8
7%	7%	1%	1%	*	*	1%	7%	1%	1%	7%
Yes, electricity only	275	90	157	23	5	52	223	165	63	44
5%	5%	5%	5%	4%	3%	6%	4%	4%	5%	4%
Yes gas and electricity	2102	444	1367	228	63	285	1817	1515	361	210
35% ^{klj}	27%	27%	39% ^{lab}	35% ^b	33%	30%	38% ^{ld}	41% ^{laj}	29% ^j	22%
No	2841	897	1575	287	83	468	2374	1587	630	569
47% ^{ch}	54% ^{acde}	45%	45%	45%	43%	49%	47%	43%	51% ^{lah}	58% ^{lah}
Refused	23	5	1	16	1	4	19	9	3	11
1%	1%	*	2% ^{abc}	1% ^c	*	*	*	*	*	1% ^{ah}
Don't know	701	211	363	86	40	135	566	387	165	134
12%	13% ^c	12%	13% ^c	13% ^c	21% ^{abcd}	14% ^{ag}	11%	10%	13% ^h	14% ^h



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	886	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Yes, gas only	44 1%e	38 1%e	3 0%	3 0%	- 0%	44 1%e	37 1%e	37 1%e	12 2%aj	21 0%	4 1%
Yes, electricity only	275 5%h	196 4%	37 6%	39 4%	254 35%afgh	22 0%	275 5%h	22 0%	107 15%ak	145 3%	22 4%
Yes gas and electricity	2102 35%cdk	1690 38%acd	179 29%cd	213 25%	- 0%	2102 40%aag	2102 35%e	2102 40%aag	206 29%ik	1767 38%ak	119 23%
No	2841 47%k	2042 46%	911 51%b	457 53%ab	387 54%afgh	2454 47%	2633 47%	2446 47%	328 46%k	2297 49%k	184 31%
Refused	23 0%	13 0%	2 0%	5 0%	2 0%	21 0%	23 0%	21 0%	1 0%	5 0%	5 1%j
Don't know	701 12%l	482 10%	78 12%	152 17%abc	74 10%	627 12%	699 12%	625 12%	62 9%	446 10%	169 28%ajl



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Yes, gas only	44	33	3	3	31	11	13
1%	1%	1%	-	7%abc	1%	2%ae	1%a
Yes, electricity only	275	218	39	2	295	15	17
5%g	5%	5%	4%	4%	5%fg	3%	2%
Yes gas and electricity	2102	1628	395	12	1870	97	107
35%fg	35%	43%ab	32%	43%afg	18%fg	71%	71%
No	2841	2303	391	17	1719	358	720
47%ce	49%c	43%	44%	40%	65%ae	73%aef	
Refused	23	12	1	2	11	-	4
-	-	-	4%abc	-	-	-	-
Don't know	701	501	89	4	485	68	119
12%	11%	10%	9%	11%	12%	12%	12%

Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Yes, gas only	44	7	-	37	-
	1%bcd	^c	-	63%abce	-
Yes, electricity only	275	254	-	22	-
	5%ce	11%ace	-	37%abce	-
Yes gas and electricity	2102	2102	-	-	-
	35%cdde	89%acde	-	-	-
No	2841	-	2841	-	-
	47%bde	-	100%abde	-	-
Refused	23	-	-	-	-
	^bc	-	-	-	-
Don't know	701	-	-	-	701
	12%bcd	-	-	-	100%abcd

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



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNICIY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes, gas only	44	10	34	21	23	4	9	7	2	10	18	10	7
		1%	1%	1%	1%	*	1% ^f	1%	1%	1%	1% ^k	*	1%
Yes, electricity only	275	53	222	147	128	73	35	25	13	64	91	80	40
	5% ^{km}	6%	4%	4%	5%	6% ^{uh}	4%	3%	7% ^{uh}	7% ^{alm}	5% ^{lm}	4%	3%
Yes gas and electricity	2102	447	1655	1417	685	722	342	237	70	536	750	595	221
	35% ^{cahm}	50% ^{ac}	32%	42% ^{ae}	25%	55% ^{agh}	39% ^{ah}	31%	35%	61% ^{akm}	45% ^{alm}	27% ^{cm}	18%
No	2841	301	2541	1393	1448	403	414	419	93	237	679	1200	725
	47% ^{bdtk}	33%	50% ^{ab}	42%	54% ^{ad}	31%	48% ^{af}	55% ^{atg}	47% ^t	27%	40% ^{lj}	55% ^{akj}	58% ^{akj}
Refused	23	2	21	6	17	2	1	3	-	-	2	7	13
	*	*	*	*	1% ^{sd}	*	*	*	-	-	*	*	1% ^{skl}
Don't know	701	87	615	314	387	97	67	78	21	36	142	271	253
	12% ^{cdjk}	10%	12%	10%	14% ^{ad}	7%	8%	10%	11%	4%	8%	13% ^{kl}	20% ^{akl}

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



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Yes, gas only	44	10	14	18	7	2	1	9	38	40	35
Yes, electricity only	275	66	91	89	19	35	16	51	183	192	163
Yes gas and electricity	2102	652	845	847	185	315	179	506	1453	1492	1274
No	2841	230	519	485	184	143	77	162	1889	1864	1647
Refused	23	-	1	1	2	-	-	-	10	11	10
Don't know	701	48	101	87	53	41	21	28	427	420	375
	12%bcdgh	5%	8%	6%	12%ef	8%	7%gh	4%	11%	10%	11%

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



Q.11 A fixed term tariff is a tariff that has a definite end date. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5967	569 96%	552 93%	485 81%	328 55%	556 93%	360 60%	508 85%	127 21%	389 65%	556 93%	411 69%	301 50%	465 78%	324 54%	25 0.4%	
Weighted Base	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*	
Yes, gas only	44 1%	5 1%	3 1%	6 1%	-	1 0%	1 0%	2 0%	4 1%	8 1%	3 1%	4 1%	2 0%	3 1%	2 0%	
Yes, electricity only	275 5%	40 7%	29 5%	22 4%	13 2%	23 4%	10 2%	8 1%	11 2%	29 5%	12 2%	16 3%	11 2%	37 6%	10 2%	
Yes gas and electricity	2102 35%	218 37%	207 36%	119 22%	97 17%	232 42%	150 25%	183 31%	28 5%	143 24%	206 35%	158 26%	83 14%	144 24%	128 21%	
No	2841 47%	266 45%	265 47%	337 56%	168 28%	230 41%	142 24%	244 41%	82 14%	177 30%	231 38%	194 32%	139 23%	205 34%	152 25%	
Refused	23 0.4%	2 0%	2 0%	2 0%	1 0%	-	6 1%	1 0%	-	6 1%	-	-	3 0%	-	-	
Don't know	701 12%	60 10%	61 11%	59 10%	39 7%	70 12%	40 7%	52 9%	18 3%	46 8%	82 14%	41 7%	55 9%	53 9%	20 0.3%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes, such as Economy 7 or Economy 10	718 12%ak	634 13%cl	54 10%	29 8%	142 12%	378 12%	196 12%	186 13%kl	226 12%kl	172 14%kl	132 9%
No, it's a single rate meter	4681 78%le	3968 78%	438 79%	275 78%	862 74%	2443 79%le	1376 81%ae	1172 81%lj	1474 78%	931 76%	1103 79%
Other	16 *	11 *	- -	4 1%abc	4 *	9 *	3 *	7 *	3 *	2 *	4 *
Refused	35 1%	26 1%	6 1%	3 1%	6 1%	18 1%	11 1%	5 *	12 1%	7 1%	12 1%
Don't know	523 9%gn	421 8%	58 10%	43 12%ab	149 13%afg	256 8%	117 7%	62 6%	175 9%h	111 9%h	155 11%ah

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	969
Yes, such as Economy 7 or Economy 10	716 12% ^d	202 12% ^d	450 13% ^d	36 6%	27 14% ^d	101 11%	615 12%	439 12% ^j	180 15% ^{ah}	89 9%
No, it's a single rate meter	4681 78% ^{ej}	1275 77% ^{ie}	2783 80% ^{be}	492 77% ^{ie}	131 67%	763 81%	3917 78%	2997 81% ^{aj}	882 72%	732 76% ^{uj}
Other	16 *	3 *	10 *	2 *	- *	2 *	14 *	8 *	3 *	4 *
Refused	35 1% ^c	5 *	4 *	25 4% ^{abc}	2 1% ^c	2 *	34 7%	12 *	5 *	18 2% ^{ah}
Don't know	523 9% ^{ch}	167 10% ^c	238 7%	84 13% ^{abc}	34 17% ^{abc}	80 9%	443 9%	225 6%	161 13% ^{ah}	125 13% ^{ah}

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	685	1164	743	5196	5939	5196	686	4671	529
Weighted Base	5970	4429	607	964	717	5254	5970	5254	716	4681	523
Yes, such as Economy 7 or Economy 10	716 12% ^{hjk}	560 12% ^{hd}	71 12%	88 10%	259 36% ^{algh}	456 9%	716 12% ^{hn}	456 9%	716 100% ^{ajk}	-	-
No, it's a single rate meter	4681 78% ^{ak}	3471 78% ^{ak}	492 81%	677 76%	380 53%	4300 82% ^{ang}	4681 78% ^{ae}	4300 82% ^{ang}	-	4681 100% ^{ak}	-
Other	16 .3%	12 .3%	1 .2%	2 .2%	1 .1%	14 .3%	16 .3%	14 .3%	-	-	-
Refused	35 .6%	16 .4%	3 .5%	9 1% ^b	3 .4%	32 .6%	35 .6%	32 .6%	-	-	-
Don't know	523 9% ^{kl}	379 9%	39 6%	88 10% ^c	72 10%	451 9%	523 9%	451 9%	-	-	523 100% ^{klj}

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



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

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4702	859	37	4128	804	1081
Weighted Base	4682	918	39*	4344	547	975
Yes, such as Economy 7 or Economy 10	716	120	6	517	75	94
12%g	12%	13%	16%	12%	14%g	10%
No, it's a single rate meter	4681	738	28	3473	418	738
78%	79%	80%	72%	80%g	78%	78%
Other	16	1	-	8	1	7
	*	*	-	*	*	1%ae
Refused	35	2	1	17	4	9
1%	1%	3%c	3%	*	1%	1%e
Don't know	523	57	4	330	51	128
9%ce	6%	6%	9%	9%	9%	13%ae

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2356	2833	59*	699
Yes, such as Economy 7 or Economy 10	716 12% ^e	312 13% ^e	328 12% ^e	13 22% ^{abcde}	62 9%
No, it's a single rate meter	4681 78% ^{de}	1884 80% ^{de}	2297 81% ^{abcde}	39 65%	446 64%
Other	16 *	5 *	10 *	1 1% ^e	-
Refused	35 1%	6 *	14 1%	-	3 *
Don't know	523 9% ^{bc}	138 6%	184 6%	7 12%	186 27% ^{abcd}

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS					
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)	
Unweighted Base	5939	859	5080	3191	859	2748	1163	848	815	200	801	1629	2194	1325
Weighted Base	5970	898	5072	3294	898	2677	1301	866	767	199	882	1680	2157	1251
Yes, such as Economy 7 or Economy 10	718	118	598	413	303	178	144	100	89	30	135	237	248	96
	12% _{ab}	13%	12%	12%	11%	14%	12%	12%	12%	15%	15% _{ablm}	14% _{ablm}	12% _{ab}	8%
No, it's a single rate meter	4681	704	3976	2661	2020	1050	706	619	160	717	1345	1708	911	72%
Other	78% _{em}	78%	78%	81% _{ae}	75%	81%	82% _{ea}	81%	81%	81%	81% _{em}	80% _{em}	79% _{em}	72%
Refused	16	1	14	5	10	3	-	-	-	1	4	2	4	6
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	35	4	32	12	23	7	4	-	-	2	3	3	10	21
	1% _{ak}	0%	1%	0%	1% _{ad}	1%	0%	0%	0%	0%	0%	0%	0%	2% _{akl}
	523	71	452	202	321	63	56	59	7	25	94	186	218	218
	9% _{cdgjk}	8%	9%	6%	12% _{ead}	5%	6%	8% _{cd}	4%	3%	6%	9% _{cd}	9% _{cd}	17% _{cdkl}

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	945	1450	1405	450	482	295	694	4047	4057	3577
Weighted Base	1006	1570	1534	450	535	295	756	3992	4010	3496
Yes, such as Economy 7 or Economy 10	149	215	221	56	71	50	106	469	462	397
No, it's a single rate meter	816	1287	1239	346	433	236	619	3193	3219	2899
Other	3	6	5	-	1	2	1	10	10	8
Refused	2	3	3	2	2	-	2	18	17	15
Don't know	36	60	56	46	28	7	29	301	301	266
	4%	4%	4%	10%	5%	2%	4%	8%	8%	8%

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



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

Total (a)	PFS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25	
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**	
Yes, such as Economy 7 or Economy 10	716 12% ^{dq} hym	131 22% ^{adefg} hymno	145 28% ^{adefgh} hymno	39 7% ^g	27 9% ^g	66 12% ^{dgho}	6 2%	26 5% ^g	24 17% ^{dghij} mno	30 7% ^g	97 18% ^{adefg} hymno	41 10% ^{gh}	22 8% ^g	35 8% ^g	4 17% ^g	
No, it's a single rate meter	4681 78% ^{bcdk}	425 69%	383 68%	388 71%	266 84% ^{labcdi} km	452 82% ^{bodk}	318 91% ^{labode} hijkmm o	417 85% ^{labodi} km	104 73%	327 80% ^{bodk}	389 72%	349 85% ^{labodi} km	221 70% ^c	373 85% ^{labodi} km	268 86% ^{labodi} km	20 78%
Other	16 .	2 .	2 .	2 .	1 .	1 .	1 .	1 .	1 .	1 .	3 1%	4 1% ^{alghjk}	1 .	1 .	1 .	
Refused	35 1%	5 1% ^c	-	14 3% ^{abcefh} kno	-	1 1% ^d	4 1% ^{cd}	1 .	-	6 2% ^{acefk} lo	1 .	3 1% ^c	1 .	1 .	1 .	
Don't know	523 9% ^{ll}	46 8%	35 6%	101 19% ^{abcefg} hikno	22 7%	34 6%	20 6%	46 9% ^l	15 10% ^l	44 11% ^{clgl}	45 8% ^l	20 5%	43 15% ^{abcefg} hikno	30 7%	21 7%	1 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5072	524	375	1147	2679	2130	1171	1551	1139	2095	
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410	
Change their payment method with their current supplier	5097 85%dkg	4347 86%ld	463 83%	287 81%	993 86%	2698 87%g	1406 82%	1302 90%ajk	1664 88%ajk	1018 83%k	1113 79%	
Change their tariff with their current supplier	5021 84%degk	4289 85%cd	453 81%	279 79%	949 81%	2680 86%aeg	1392 82%	1286 88%ajk	1637 86%ajk	1002 82%k	1096 78%	
Switch to a different supplier	5340 89%cak	4550 90%c	478 85%	312 88%	1015 87%	2628 81%aeg	1497 88%	1358 92%ajk	1715 91%k	1088 89%k	1179 84%	
All of the above	4803 80%dekg	4104 81%ld	434 77%	265 75%	899 77%	2577 83%aeg	1327 78%	1236 85%ajk	1578 83%ajk	956 78%k	1035 72%	
None	79 1%h	61 1%	17 3%abd	1 0%	17 1%	30 1%	31 2%j	8 1%	25 1%	17 1%h	29 2%abh	
Refused	23 0%	18 0%	4 1%	1 0%	2 0%	13 0%	7 0%	2 0%	9 0%	6 0%	6 0%	
Don't know	285 5%im	229 5%	32 6%	24 7%	60 5%	116 4%	110 6%af	39 3%	67 4%	59 5%h	121 9%ahj	



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Change their payment method with their current supplier	5097	1331	3122	487	158	786	4312	3233	1029	782
	85%bdj	80% d	89%abde	76%	81%	83%	86% f	88%aj	84% j	76%
Change their tariff with their current supplier	5021	1307	3084	477	152	709	4252	3224	990	739
	84%bddefj	79% d	88%abde	74%	79%	81%	84% f	87%aj	80% j	76%
Switch to a different supplier	5340	1406	3243	529	162	827	4513	3401	1059	808
	89%bdeaj	85%	93%abde	82%	83%	87%	90% f	92%aj	86% j	83%
All of the above	4803	1227	2964	464	149	732	4071	3105	933	703
	80%bdj	74%	85%abde	72%	77%	77%	81% f	84%aj	76%	72%
None	79	29	24	23	2	13	66	33	19	25
	1% c	2% c	1%	4%abc	1%	1%	1%	1%	2%	3%ah
Refused	23	6	1	16	-	3	21	8	5	9
	0% c	0% c	0%	2%abce	-	-	-	-	-	1%ah
Don't know	285	121	87	54	23	62	224	124	69	85
	5%ch	7%ac	2%	8%ac	12%abc	6%ag	4%	3%	6%h	9%ah

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Change their payment method with their current supplier	5097 85%dk	3883 87%acd	504 83%cd	668 77%	585 82%	4513 86%e	5086 85%e	4501 86%e	617 86%k	4075 87%ak	365 70%
Change their tariff with their current supplier	5021 84%dk	3824 86%acd	501 82%cd	655 75%	583 81%	4438 84%	5012 84%	4429 84%	622 87%k	4006 86%ak	359 69%
Switch to a different supplier	5340 89%dek	4038 91%ad	541 89%cd	715 82%	614 86%	4728 90%e	5331 89%e	4717 90%e	657 92%k	4244 91%ak	401 77%
All of the above	4893 80%dek	3658 82%acd	479 79%cd	626 72%	550 77%	4254 81%e	4795 80%e	4246 81%e	581 81%k	3847 82%ak	345 66%
None	79 1%l	40 1%	11 2%b	20 2%ab	13 2%	66 1%	76 1%	63 1%	2 *	57 1%l	11 2%l
Refused	23 *j	12 *	3 1%	5 1%	2 *	21 *	23 *	21 *	1 *	6 *	9 2%ajj
Don't know	285 5%kh	153 3%	27 4%	94 11%abc	55 8%dfgh	230 4%	284 5%	229 4%	24 3%	171 4%	84 16%ajj



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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Change their payment method with their current supplier	5097	3995	810	34	3787	452	767
	85%g	85%	88%ab	87%	87%afg	62%	78%
Change their tariff with their current supplier	5021	3951	791	32	3754	439	751
	84%g	84%	86%	81%	86%afg	79%	77%
Switch to a different supplier	5340	4192	846	36	3959	454	843
	89%g	89%	92%ab	91%	91%afg	63%	86%
All of the above	4803	3764	767	32	3591	410	709
	80%g	80%	83%ab	81%	83%afg	73%	72%
None	79	62	6	1	43	16	18
	1%	1%	1%	3%	1%	3%ae	2%ae
Refused	23	15	2	-	12	2	5
	*	*	*	-	*	*	*
Don't know	285	213	31	2	155	47	71
	5%e	5%	3%	6%	4%	9%ae	7%ae

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

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

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
Change their payment method with their current supplier	5097	2076	2412	47	549
	85% ^e	88% ^{ace}	85% ^e	79% ^e	78% ^e
Change their tariff with their current supplier	5021	2058	2375	51	538
	84% ^e	87% ^{ace}	84% ^e	86% ^e	75% ^e
Switch to a different supplier	5340	2153	2532	53	598
	89% ^e	91% ^{ace}	89% ^e	89% ^e	84% ^e
All of the above	4803	1959	2286	45	503
	80% ^e	83% ^{ace}	80% ^e	76% ^e	72% ^e
None	79	25	42	-	8
	1% ^a	1% ^a	1% ^a	-	1% ^a
Refused	23	7	6	1	5
	*	*	*	2% ^c	1% ^a
Don't know	285	58	155	1	70
	5% ^b	2% ^b	5% ^b	2% ^b	10% ^{abc}

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

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Change their payment method with their current supplier	5097	802	4295	2912	2180	1199	763	640	170	854	1539	1964	750
		89%ac	84%	88%ae	81%	92%aagh	88%ah	83%	88%	97%aklm	91%am	91%am	60%
Change their tariff with their current supplier	5021	780	4241	2872	2149	1193	749	630	170	852	1535	1932	702
		84%em	87%ac	83%	87%ae	80%	89%ah	82%	85%	90%aklm	91%am	89%am	56%
Switch to a different supplier	5340	836	4504	3065	2274	1244	796	703	165	864	1587	2043	848
		89%em	93%ac	89%	93%ae	85%	92%a	92%	93%	98%aklm	94%am	94%am	67%
All of the above	4803	757	4046	2756	2048	1160	706	601	161	840	1459	1875	630
		80%em	84%ac	80%	84%ae	76%	89%aagh	81%	78%	95%aklm	87%am	87%am	50%
None	79	5	74	24	55	3	10	5	-	3	4	9	62
		1%id	1%id	1%id	2%ad	1%id	1%id	1%id	-	1%id	1%id	1%id	2%akj
Refused	23	4	19	5	19	2	1	1	-	2	-	2	20
		1%id	1%id	1%id	1%id	1%id	1%id	1%id	-	1%id	-	1%id	2%akj
Don't know	285	22	263	81	204	16	14	31	6	2	14	37	232
		5%adgijl	5%b	2%id	8%ad	1%id	2%id	4%ig	3%id	1%id	1%id	2%ik	18%akjl

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	450	493	296	694	4057	4036	3586
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
Change their payment method with their current supplier	5097 85%	915 91%a	1410 90%a	398 88%	482 90%a	260 88%	693 92%a	3419 85%	3461 86%	2994 85%
Change their tariff with their current supplier	5021 84%	923 92%a	1405 89%a	382 85%	472 88%a	262 89%a	700 93%a	3369 84%	3414 85%	2950 84%
Switch to a different supplier	5340 89%	941 93%a	1464 93%a	416 92%a	503 94%a	273 92%	709 94%a	3555 89%	3602 90%	3110 89%
All of the above	4803 80%	883 88%a	1347 89%a	374 85%	486 85%a	249 84%	673 89%a	3208 80%	3259 81%	2810 80%
None	79 1%be	5 1%	13 1%	12 1%	4 1%	1 -	4 1%	48 1%	46 1%	46 1%
Refused	23 -	2 -	2 -	2 -	2 -	- -	2 -	8 -	9 -	10 -
Don't know	285 5%bcdm	17 2%	26 2%	17 4%j	24 1%	6 2%h	10 1%	185 5%	170 4%	155 4%

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



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

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
Change their payment method with their current supplier 5097 85%de	515 87%dej	496 88%dehjm	428 78%	249 78%	482 87%dej	302 87%dej	406 83%	124 87%	332 81%	456 85%de	372 90%dehjm	241 82%	392 89%dehjm	277 89%dehjm	24 95%	
Change their tariff with their current supplier 5021 84%de	514 87%dejm	496 87%dejm	411 75%	250 75%	479 86%dejm	295 85%de	413 84%de	121 85%de	325 79%	449 84%de	353 85%de	235 80%	386 87%dejm	269 86%de	24 95%	
Switch to a different supplier 5340 89%dj	530 90%dj	530 94%abdeh	434 79%	277 87%de	509 92%de	324 93%adejm	438 89%dj	125 87%	346 84%	484 91%dj	384 93%adejm	257 88%de	397 90%dj	280 89%de	24 95%	
All of the above 4803 80%de	489 83%dejm	478 84%dehjm	393 72%	235 74%	452 81%de	288 83%dejm	384 78%de	115 81%	311 76%	426 80%de	344 83%dejm	223 76%	376 85%dehjm	265 85%dehjm	24 95%	
None 79 1%e	4 1%	1	20 4%abcefg hkmo	2 1%	4 1%	5 1%	5 1%	1	16 4%abcefg hkmo	4 1%	1	2 1%	12 3%abcefg hkmo	2 1%	-	
Refused 23	2	-	11 2%abcegh kln	-	1	3 1%	1	1 1%	3 1%	1	-	1	-	1	-	
Don't know 285 5%	21 4%	17 3%	50 9%abcegh jkn	21 7%abgh	20 4%	10 3%	15 3%	11 8%gh	22 5%	26 5%	15 4%	17 6%	20 4%	19 6%e	1 5%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely	(4) 478	427	34	17	91	271	116	134	169	74	100
		8%cd	6%	5%	8%	9%g	7%	9%jk	9%j	6%	7%
Fairly	(3) 2050	1775	175	100	434	1137	480	539	692	395	425
		34%cdg	31%	28%	37%g	37%ag	28%	37%ijk	37%jk	32%	30%
Not very	(2) 1835	1546	173	116	375	938	522	462	563	396	412
		31%	30%	31%	32%	30%	31%	32%	30%	32%	29%
Not at all	(1) 1479	1207	161	111	252	692	535	295	423	336	425
		25%efh	24%	29%b	21%	22%	31%aef	20%	22%	27%hi	30%ah
SUMMARY CODES											
FAMILIAR	2528	2202	209	118	525	1408	596	673	861	469	525
		42%cdgk	43%cd	37%	45%g	45%ag	35%	46%ajk	45%ajk	38%	37%
UNFAMILIAR	3314	2753	334	227	627	1630	1057	757	986	734	839
		55%hi	54%	60%b	53%	62%aef	52%	52%	52%	60%ah	59%ah
Refused	19	14	5	1	3	8	8	2	5	6	6
		-	-	-	-	-	-	-	-	-	-
Don't know	128	104	13	10	17	61	47	22	43	19	42
		2%	2%	3%	1%	2%	3%e	1%	2%	2%	3%ahj
Mean Score	2.261cdgjk	2.267cd	2.149	2.070	2.316g	2.325ag	2.107	2.359ajk	2.329ajk	2.172	2.147
Standard Deviation	0.929	0.930	0.920	0.900	0.901	0.924	0.941	0.912	0.929	0.909	0.947
Error Variance	-	-	0.002	0.002	0.001	-	-	0.001	0.001	0.001	-



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Completely	(4) 478	99	310	58	11	68	410	315	82	72
	8%b	6%	9%b	9%b	6%	7%	8%	9%	7%	7%
Fairly	(3) 2050	482	1305	199	65	249	1801	1319	427	279
	34%bfj	29%	37%abd	31%	33%	26%	38%f	36%j	35%j	29%
Not very	(2) 1835	520	1079	172	64	273	1562	1154	383	272
	31%	31%cd	31%	27%	33%	29%	31%	31%j	31%	28%
Not at all	(1) 1479	515	753	169	42	327	1153	840	311	300
	25%ogp	31%acde	22%	26%c	22%	34%ag	23%	23%	25%	31%ah
SUMMARY CODES										
FAMILIAR	2528	581	1614	257	75	318	2211	1633	510	351
	42%bfj	35%	46%abde	40%b	39%	33%	44%f	44%j	41%j	36%
UNFAMILIAR	3314	1035	1832	341	106	599	2714	1994	694	572
	55%c	62%acde	52%	53%	54%	63%ag	54%	54%	56%	59%h
Refused	19	4	4	12	-	1	18	8	3	9
	-	-	-	2%abc	-	-	-	-	-	1%ah
Don't know	126	38	43	31	13	31	95	54	25	44
	2%ch	2%c	1%	5%abc	7%abc	3%ag	2%	1%	2%	5%ah
Mean Score	2.261bfj	2.102	2.34abd	2.245b	2.245b	2.064	2.298f	2.305hj	2.234j	2.134
Standard Deviation	0.929	0.923	0.917	0.973	0.879	0.960	0.919	0.932	0.913	0.961
Error Variance	-	-	-	0.002	0.004	0.001	-	-	0.001	0.001



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	3939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Completely	(4) 478	406	25	39	69	408	475	405	80	380	13
Fairly	(3) 2050	1661	192	176	226	1624	2046	1820	281	1663	103
Not very	(2) 1835	1353	216	255	197	1637	1829	1631	219	1439	161
Not at all	(1) 1478	948	180	357	207	1272	1477	1270	150	1133	185
SUMMARY CODES											
FAMILIAR	2528	2066	217	215	295	2233	2521	2225	341	2043	116
UNFAMILIAR	3514	2301	376	613	404	2909	3306	2902	349	2571	346
Refused	19	9	4	4	-	19	19	19	-	8	4
Don't know	126	64	11	37	17	109	124	107	5	58	56
Mean Score	2.261cdk	2.348acd	2.139d	1.875	2.225	2.266	2.261	2.265	2.381ajk	2.280k	1.880
Standard Deviation	0.929	0.920	0.863	0.904	0.983	0.921	0.929	0.921	0.940	0.926	0.852
Error Variance	-	-	0.001	0.001	0.001	-	-	-	0.001	-	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a1/j/k



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Completely	(4) 478 8%fg	335 7%	127 14%ab	7 19%ab	383 9%fg	26 5%	53 5%
Fairly	(3) 2050 34%fg	1624 35%	357 39%ab	11 27%	1592 37%fg	147 27%	277 28%
Not very	(2) 1835 31%	1449 31%	287 31%	11 29%	1338 31%	185 34%	304 31%
Not at all	(1) 1479 25%ce	1188 25%ce	140 15%	9 23%	957 22%	177 32%ae	316 32%ae
SUMMARY CODES							
FAMILIAR	2528 42%fg	1959 42%	483 53%ab	18 46%	1975 45%fg	173 31%	330 34%
UNFAMILIAR	3314 55%ce	2636 56%ce	427 46%	20 52%	2295 53%	363 66%ae	620 63%ae
Refused	19 *	13 *	1 *	- *	7 *	1 *	5 1%e
Don't know	126 2%g	88 2%g	8 1%	1 2%	75 2%	12 2%	26 3%
Mean Score	2.261fg	2.241	2.316ab	2.417	2.328fg	2.040	2.070
Standard Deviation	0.929	0.920	0.915	1.062	0.921	0.894	0.919
Error Variance	-	-	0.001	0.031	-	0.001	0.001

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



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59 ^a	701
Completely	(4) 478 8% ^{ce}	278 12% ^{ace}	177 6% ^{ce}	8 13% ^{ce}	15 2%
Fairly	(3) 2050 34% ^{ce}	1029 44% ^{ace}	885 31% ^{ce}	22 37% ^{ce}	107 15%
Not very	(2) 1835 31% ^b	646 27% ^b	938 33% ^{ab}	16 27% ^b	232 33% ^b
Not at all	(1) 1479 25% ^b	386 16%	785 28% ^{ab}	12 21%	292 42% ^{abod}
SUMMARY CODES					
FAMILIAR	2528 42% ^{ce}	1307 55% ^{ace}	1062 37% ^{ce}	30 51% ^{ce}	122 17%
UNFAMILIAR	3314 55% ^b	1032 44%	1723 61% ^{abd}	28 47%	524 75% ^{abod}
Refused	19 *	2 *	5 *	- *	9 1% ^{bc}
Don't know	126 2% ^b	21 1%	51 2% ^b	1 2%	50 7% ^{abc}
Mean Score	2.26 ^{1ce}	2.51 ^{3ace}	2.16 ^{2e}	2.44 ^{2ce}	1.76 ⁰
Standard Deviation	0.802	0.964	0.910	0.977	0.800
Error Variance	-	-	-	0.017	0.001

Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely	(4) 478	123	354	309	169	177	68	42	16	144	174	124	36
Fairly	(3) 2050	397	1653	1273	778	619	327	223	64	451	729	613	258
Not very	(2) 1835	248	1586	1038	797	338	285	291	74	225	499	770	340
Not at all	(1) 1479	124	1356	635	844	161	178	138	42	63	267	626	523
SUMMARY CODES													
FAMILIAR	2528	520	2008	1582	946	796	394	264	80	595	902	737	294
UNFAMILIAR	3314	372	2942	1673	1641	499	463	489	116	288	766	1367	863
Refused	19	-	19	5	14	1	2	-	-	-	1	3	15
Don't know	126	8	118	38	88	6	9	13	9	1	12	27	86
Mean Score	2.281cehm	2.583ac	2.203	2.386ae	2.104	2.627aghi	2.331h	2.144	2.275	2.767akim	2.485alm	2.110m	1.833
Standard Deviation	0.929	0.893	0.924	0.893	0.936	0.870	0.892	0.872	0.894	0.805	0.882	0.895	0.879
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.004	0.001	-	-	0.001

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



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Completely	(4)	478	244	243	42	97	21	127	356	376	321
Fairly	(3)	2050	991	776	178	265	119	381	1485	1525	1334
Not very	(2)	1835	381	363	135	125	101	173	1171	1164	1007
Not at all	(1)	1479	109	133	88	49	56	62	927	892	784
		22% ^{abcd} efghijk	11%	9%	19% ^l	9%	16% ^{lm}	8%	22%	22%	
SUMMARY CODES											
FAMILIAR	2528	636	1043	1020	219	362	139	518	1841	1901	1656
UNFAMILIAR	42%	63% ^a	66% ^a	67% ^a	49% ^a	67% ^{ae}	47%	68% ^{ag}	46% ^a	47% ^a	47% ^a
Refused	3314	367	519	495	223	174	156	235	2098	2057	1791
Don't know	19	1	1	2	-	-	-	1	4	6	4
	1	-	-	-	-	-	-	-	-	-	-
	128	3	9	8	8	1	1	2	58	57	53
	2% ^{bc} defghij	-	1%	1%	2% ^l	-	-	-	1%	1%	2%
Mean Score	2.261	2.671 ^a	2.736 ^a	2.746 ^{ab}	2.392 ^a	2.765 ^{ae}	2.353	2.774 ^{ag}	2.322 ^a	2.359 ^a	2.346 ^a
Standard Deviation	0.929	0.853	0.827	0.866	0.909	0.851	0.866	0.823	0.933	0.932	0.932
Error Variance	-	0.001	-	-	0.002	0.001	0.003	0.001	-	-	-

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



Q.88 How familiar would you say you are with the range of different energy tariffs available to you from energy suppliers in general?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PFS SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*	
Completely	(4) 478	58	74	41	20	45	28	22	10	24	38	37	19	25	37	1	
	8%h	10%hjn	13%adefh	8%	6%	8%h	8%h	4%	7%	6%	7%	9%h	6%	6%	12%adefhk	3%	
Fairly	(3) 2050	232	187	181	111	180	128	226	46	126	165	113	84	142	116	12	
	34%l	39%adfk	33%	33%	35%l	32%	37%lm	46%abde	32%	31%	31%	27%	29%	32%	37%lm	48%	
		lmm						o									
Not very	(2) 1835	194	190	159	99	182	77	134	35	134	180	141	98	135	70	7	
	31%go	33%go	34%gho	29%go	31%go	33%go	22%	27%	25%	33%go	34%gho	34%gho	33%go	31%go	22%	28%	
Not at all	(1) 1479	90	108	137	83	140	107	98	50	110	133	122	84	128	84	5	
	25%abc	15%	19%	25%bc	26%bch	25%bc	31%abch	20%	35%abodf	27%bch	25%bc	29%abch	28%bch	29%abch	27%bch	19%	
SUMMARY CODES																	
FAMILIAR	2528	290	262	222	131	225	156	248	56	150	203	150	103	167	153	13	
	42%jlm	49%adefj	46%hklmm	41%	41%	40%	45%hklm	51%adefj	38%	37%	38%	38%	35%	38%	49%adefjk	51%	
		kmm						klmm							lmm		
UNFAMILIAR	3314	284	298	296	183	322	184	231	85	244	313	262	182	263	154	12	
	55%bcho	48%	53%	54%h	58%bho	58%bho	53%	47%	59%bch	60%bcho	60%bcho	60%bcho	60%bcho	60%bcho	49%	47%	
Refused	19	3	-	3	-	-	3	2	1	4	-	1	2	-	-	-	
	-	-	-	1%	-	-	1%ckl	-	-	-	-	-	-	-	-	-	
Don't know	126	13	7	25	4	8	4	8	1	11	18	1	8	10	6	1	
	2%l	2%l	1%	4%acelgh	1%	1%l	1%	2%l	1%	3%l	3%clgl	-	2%l	2%l	2%l	2%	
Mean Score	2.261lmm	2.449ade	2.407ade	2.243	2.214	2.237	2.227	2.359aeef	2.115	2.163	2.208	2.158	2.133	2.148	2.346hjl	2.355	
Standard Deviation	0.929	0.875	0.945	0.935	0.911	0.926	0.987	0.855	0.975	0.903	0.910	0.951	0.915	0.917	1.010	0.834	
Error Variance	-	0.001	0.002	0.002	0.003	0.002	0.003	0.001	0.008	0.002	0.002	0.002	0.003	0.002	0.003	0.029	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	868	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely	(4) 477	426	28	25	86	278	113	138	175	75	89
Fairly	(3) 1708	1487	144	77	337	960	411	451	578	339	340
Not very	(2) 1379	1197	106	76	285	716	378	346	443	264	325
Not at all	(1) 1095	905	115	76	192	535	369	207	304	264	320
SUMMARY CODES											
FAMILIAR	2185	1912	171	102	424	1237	524	589	753	414	430
UNFAMILIAR	2474	2102	221	152	477	1251	747	553	747	528	646
Refused	11	8	1	1	-	7	-	-	1	6	4
Don't know	85	72	5	8	15	41	29	17	26	17	25
Mean Score	2.336cdgjk	2.357cd	2.210	2.203	2.354g	2.394ag	2.211	2.455ajk	2.416ajk	2.238	2.185
Standard Deviation	0.948	0.945	0.943	0.980	0.920	0.945	0.962	0.923	0.940	0.949	0.956
Error Variance	-	-	0.002	0.004	0.001	-	0.001	0.001	0.001	0.001	0.001



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Completely	477	91	322	55	8	59	419	317	91	63
10%be		7%	11%be	11%be	5%	8%	10%	11%	10%	6%
Fairly	1708	375	1090	188	55	208	1499	1154	323	216
36%bfj		30%	38%b	37%b	34%	30%	37%b	38%j	34%j	29%
Not very	1379	388	824	114	53	201	1178	869	285	208
29%fd		31%fd	29%fd	34%fd	29%	29%	29%	29%	30%	28%
Not at all	1095	365	573	124	33	219	876	636	212	224
23%fc		29%acde	20%	25%fc	21%	31%ag	22%	21%	23%	30%ah
SUMMARY CODES										
FAMILIAR	2185	467	1412	244	63	267	1918	1470	414	278
46%bfj		38%	50%abe	48%b	40%	38%	47%fd	49%aj	44%j	38%
UNFAMILIAR	2474	753	1397	238	87	420	2054	1505	497	430
52%cd		61%acd	49%	47%	54%	60%ag	51%	50%	53%	58%ah
Refused	11	3	1	5	1	1	10	3	3	4
		c		1%abc						1%h
Don't know	85	19	39	18	9	13	72	33	24	27
2%h		2%	1%	4%abc	6%abc	2%	2%	1%	3%h	4%ah
Mean Score	2.336bfj	2.158	2.413abe	2.364b	2.253	2.155	2.368f	2.387aj	2.321j	2.165
Standard Deviation	0.948	0.939	0.938	0.990	0.867	0.970	0.941	0.937	0.940	0.974
Error Variance	-	0.001	-	0.002	0.004	0.001	-	-	0.001	0.001

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	4688	4688	4688	380	3875	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Completely	(4) 477	417	21	32	-	477	477	477	49	415	11
	10%cdk	12%acd	4%	5%	-	10%	10%	10%	12%ik	11%k	3%
Fairly	(3) 1708	1372	164	151	-	1708	1708	1708	157	1456	83
	36%dk	38%cd	35%cd	24%	-	36%	36%	36%	38%ik	37%k	22%
Not very	(2) 1379	1032	159	181	-	1379	1379	1379	136	1119	115
	29%	29%	34%ab	29%	-	29%	29%	29%	33%	29%	30%
Not at all	(1) 1095	734	112	239	-	1095	1095	1095	70	879	138
	23%ki	20%	24%	38%abc	-	23%	23%	23%	17%	22%j	38%ajk
SUMMARY CODES											
FAMILIAR	2185	1788	185	183	-	2185	2185	2185	205	1871	93
	46%cdk	50%acd	39%cd	29%	-	46%	46%	46%	49%ik	48%k	25%
UNFAMILIAR	2474	1767	271	420	-	2474	2474	2474	206	1998	253
	52%ki	48%	57%ab	67%abc	-	52%	52%	52%	50%	51%	67%ajk
Refused	11	3	5	2	-	11	11	11	-	3	3
	-	-	1%ab	-	-	-	-	-	-	-	1%aj
Don't know	85	45	13	18	-	85	85	85	4	50	29
	2%	1%	3%ab	3%ab	-	2%	2%	2%	1%	1%	9%ajk
Mean Score	2.336cdk	2.414cd	2.206d	1.962	2.336	2.336	2.336	2.336	2.448ak	2.364k	1.902
Standard Deviation	0.948	0.944	0.864	0.928	0.948	0.948	0.948	0.948	0.909	0.949	0.868
Error Variance	-	-	0.001	0.001	-	-	-	-	0.002	-	0.002

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



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	--	3584	374	717
Completely	(4) 477 10%g	333 9%	138 17%ab	-	392 11%fg	26 7%	44 6%
Fairly	(3) 1708 36%ag	1344 36%	321 39%	-	1392 39%afg	104 29%	179 25%
Not very	(2) 1379 29%	1110 29%	226 27%	-	1028 29%	119 32%	221 31%
Not at all	(1) 1095 23%ce	910 24%c	131 16%	-	713 20%	119 32%ae	250 35%ae
SUMMARY CODES							
FAMILIAR	2185 46%fg	1677 44%	459 56%ab	-	1784 50%afg	130 35%	223 31%
UNFAMILIAR	2474 52%ce	2020 54%c	357 43%	-	1742 49%	238 64%ae	470 66%ae
Refused	11 -	0 -	- -	-	5 -	- -	3 -
Don't know	85 2%	67 2%	7 1%	-	53 1%	7 2%	21 3%ae
Mean Score	2.336fg	2.287	2.570ab	-	2.415fg	2.099	2.024
Standard Deviation	0.948	0.939	0.952	-	0.933	0.939	0.934
Error Variance	-	-	0.001	-	-	0.002	0.001

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



Q.152 How familiar would you say you are with the range of different tariffs available to you from your current energy supplier?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	4688	1955	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Completely	(4) 477	291	163	5	19
Fairly	(3) 1708	903	701	13	83
Not very	(2) 1379	514	689	6	170
Not at all	(1) 1095	285	578	6	223
SUMMARY CODES					
FAMILIAR	2185	1193	864	17	102
UNFAMILIAR	2474	799	1267	12	393
Refused	11	1	1	-	5
Don't know	85	21	32	1	30
Mean Score	2.336ce	2.602ace	2.211e	2.530	1.784
Standard Deviation	0.948	0.965	0.939	1.007	0.853
Error Variance	-	-	-	0.036	0.001

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

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	680	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Completely	(4) 477	119	358	329	148	176	82	47	17	155	180	113	28
Fairly	(3) 1708	331	1377	1129	579	537	318	201	46	387	634	512	174
Not very	(2) 1379	191	1188	844	536	285	206	237	29%	168	394	560	257
Not at all	(1) 1095	98	998	509	587	129	135	164	37	33	189	497	376
SUMMARY CODES													
FAMILIAR	2185	449	1736	1498	727	715	400	248	63	543	814	626	202
UNFAMILIAR	2474	294	2180	1343	1187	421	341	408	97	202	562	1057	633
Refused	11	-	11	2	9	-	-	-	-	-	-	1	10
Don't know	85	5	81	29	57	7	9	6	2	1	10	16	58
Mean Score	2.336cehlm	2.637ac	2.280	2.455ae	2.156	2.677aghj	2.465ahi	2.201	2.274	2.893aklm	2.577alm	2.144m	1.825
Standard Deviation	0.948	0.905	0.945	0.963	0.914	0.873	0.914	0.902	0.936	0.777	0.879	0.921	0.874
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.005	0.001	0.001	0.001	0.001

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	808	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	295	655	3161	3186	2785
Completely	(4) 477	169	249	256	44	92	23	148	356	381	318
Fairly	(3) 1708	438	650	657	157	214	113	349	1242	1271	1115
Not very	(2) 1379	195	311	284	100	101	85	123	855	855	742
Not at all	(1) 1095	63	96	84	75	36	35	33	684	637	571
SUMMARY CODES											
FAMILIAR	2185	607	899	913	201	307	136	497	1598	1652	1433
UNFAMILIAR	2474	257	407	368	176	136	120	155	1520	1491	1313
Refused	11	-	-	-	-	-	-	-	-	-	-
Don't know	85	3	11	11	3	2	-	3	43	42	40
Mean Score	2.336	2.825a	2.808a	2.847a	2.448a	2.821ae	2.465a	2.938ag	2.414a	2.444a	2.430a
Standard Deviation	0.948	0.825	0.828	0.813	0.940	0.852	0.838	0.783	0.847	0.946	0.945
Error Variance	-	0.001	0.001	0.001	0.002	0.002	0.003	0.001	-	-	-

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



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

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	460	469	416	250	449	310	429	84	310	440	315	229	315	260	20*
Completely	(4) 477	51	62	41	21	38	32	25	7	19	47	32	27	31	45	1
	10%h	11%h	13%ahf	10%h	8%	8%	10%h	6%	8%	6%	11%h	10%h	12%h	10%	17%abdefg	4%
Fairly	(3) 1708	185	157	135	82	166	113	200	27	116	146	102	88	104	96	9
	36%	40%cdkm	33%	33%	33%	37%	37%	47%adefgijkmno	32%	38%	33%	32%	30%	33%	37%	45%
Not very	(2) 1379	147	157	120	68	149	66	117	22	82	134	60	72	95	53	5
	29%go	32%go	33%go	29%go	27%	33%go	21%	27%	26%	26%	30%go	30%go	31%go	30%go	26%	22%
Not at all	(1) 1095	65	88	97	73	94	95	81	27	86	101	86	56	79	61	6
	23%bc	14%	19%	23%b	29%abcfh	21%b	31%abodf	19%	32%bch	28%bch	23%b	27%bch	25%b	25%bc	24%b	29%
SUMMARY CODES																
FAMILIAR	2185	236	219	176	103	204	145	225	34	136	193	133	95	135	142	10
	46%	51%adekl	47%	42%	41%	46%	47%	52%adekl	41%	44%	44%	42%	41%	43%	54%adefl	49%
UNFAMILIAR	2474	212	245	217	140	243	161	199	49	168	234	179	129	174	114	10
	52%bho	46%	52%o	52%	56%bho	54%bho	52%	46%	58%o	54%bo	53%bo	57%bho	56%bho	55%bho	44%	51%
Refused	11	2	-	3	-	-	1	1	1	1	-	1	-	-	-	-
	*	*	-	1%	-	-	*	*	1%	*	*	*	*	*	*	*
Don't know	85	10	5	20	6	1	2	5	12	2	12	2	5	7	4	-
	2%l	2%l	1%	5%abcfgh	2%l	*	1%	1%	-	2%	3%fl	*	2%l	2%l	2%	-
Mean Score	2.336	2.48%ade	2.41%egj	2.305	2.210	2.331	2.266	2.39%ej	2.170	2.227	2.327	2.253	2.291	2.261	2.43%ade	2.239
Standard Deviation	0.948	0.876	0.944	0.956	0.968	0.901	1.014	0.861	0.988	0.933	0.956	0.972	0.979	0.956	1.043	0.934
Error Variance	*	0.002	0.002	0.003	0.004	0.002	0.003	0.002	0.014	0.003	0.002	0.003	0.004	0.003	0.004	0.044

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



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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119
Completely	(4) 27	25	2	-	7	10	10	11	9	4	3
	5%	6%	4%	-	6%	4%	6%	9%k	5%	3%	3%
Fairly	(3) 152	132	16	5	34	70	48	31	50	39	32
	30%	30%	30%	18%	29%	29%	31%	27%	29%	36%	27%
Not very	(2) 145	117	15	13	40	72	33	26	50	35	33
	28%	27%	29%	44%	33%g	30%g	21%	23%	29%	32%	28%
Not at all	(1) 159	136	14	9	34	72	54	38	55	25	41
	31%	31%	28%	30%	28%	30%	34%	33%	32%	23%	34%
SUMMARY CODES											
FAMILIAR	179	156	18	5	41	80	57	42	59	43	36
	35%	36%	35%	18%	33%	34%	37%	36%	34%	39%	30%
UNFAMILIAR	304	253	29	21	73	144	86	65	105	60	74
	59%	58%	57%	74%	62%	60%	55%	56%	61%	55%	62%
Refused	4	3	1	-	1	1	1	1	-	2	1
	1%	1%	1%	-	1%	1%	1%	1%	-	2%	1%
Don't know	29	23	4	2	3	15	11	7	8	5	9
	6%	5%	7%	6%	3%	6%	7%	6%	5%	4%	7%
Mean Score	2.097	2.108	2.123	1.869	2.124	2.086	2.092	2.133	2.078	2.205	1.988
Standard Deviation	0.927	0.941	0.905	0.719	0.907	0.901	0.966	1.024	0.925	0.854	0.894
Error Variance	0.002	0.002	0.018	0.021	0.007	0.004	0.005	0.012	0.006	0.006	0.005

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



Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely	27	6	19	2	-	4	22	21	2	3
5%	5%	4%	7%	3%	-	4%	5%	7%	2%	3%
Fairly	152	44	83	18	7	23	129	95	30	26
30%	30%	28%	31%	25%	52%	24%	31%	32%	29%	24%
Not very	145	42	78	23	2	23	122	80	32	30
28%	28%	27%	29%	31%	11%	24%	29%	27%	31%	28%
Not at all	159	56	81	18	4	39	120	82	36	38
31%	31%	36%	30%	25%	30%	40%g	29%	28%	35%	36%
SUMMARY CODES										
FAMILIAR	179	50	102	20	7	28	151	116	31	29
35%	35%	32%	38%	28%	52%	28%	36%	39%g	30%	27%
UNFAMILIAR	304	98	159	41	6	62	242	162	68	68
59%	59%	63%	58%	57%	41%	63%	58%	55%	66%	64%
Refused	4	-	-	4	-	-	4	3	-	1
1%	1%	-	-	5%abc	-	-	1%	1%	-	1%
Don't know	29	9	11	8	1	8	20	13	4	9
6%	6%	6%	4%	11%c	7%	8%	5%	4%	4%	8%
Mean Score	2.097	1.998	2.154	2.062	2.220	1.925	2.196	2.195j	1.967	1.936
Standard Deviation	0.927	0.915	0.948	0.955	0.949	0.945	0.919	0.948	0.858	0.893
Error Variance	0.002	0.004	0.004	0.012	0.064	0.008	0.002	0.003	0.008	0.007

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

Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	538	42	388	70
Weighted Base	515	360	41*	107	**	515	498	498	40*	378	72*
Completely	(4) 27	18	5	4	-	27	25	25	4	19	2
	5%	5%	12%	4%	-	5%	5%	5%	9%	5%	3%
Fairly	(3) 152	114	15	21	-	152	147	147	14	120	7
	30%dk	32%ld	36%ld	20%	-	30%	29%	29%	35%uk	32%k	10%
Not very	(2) 145	112	9	22	-	145	140	140	6	115	19
	28%	31%ld	22%	21%	-	28%	28%	28%	14%	30%l	27%
Not at all	(1) 159	99	11	50	-	159	157	157	16	114	27
	31%	27%	26%	47%abcd	-	31%	32%	32%	40%	30%	38%
SUMMARY CODES											
FAMILIAR	179	132	20	25	-	179	172	172	18	140	10
	35%dk	37%ld	48%ld	24%	-	35%	35%	35%	44%uk	37%k	13%
UNFAMILIAR	304	210	20	72	-	304	297	297	22	259	47
	58%	58%	47%	66%bc	-	58%	60%	60%	54%	61%	64%
Refused	4	2	-	-	-	4	4	4	1	-	-
	1%	1%	-	-	-	1%	1%	1%	2%j	-	-
Don't know	29	16	2	9	-	29	25	25	-	9	16
	6%	4%	5%	9%	-	6%	5%	5%	-	2%	22%ajk
Mean Score	2.097dk	2.148d	2.358d	1.788	-	2.097	2.086	2.086	2.125	2.124k	1.727
Standard Deviation	0.927	0.899	1.020	0.928	-	0.927	0.927	0.927	1.068	0.913	0.851
Error Variance	0.002	0.003	0.022	0.007	-	0.002	0.002	0.002	0.028	0.002	0.013

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



Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	39*	300	98*	132
Completely	(4) 27 5%	19 5%	-	6 15%ab	20 7%	4 4%	5 4%
Fairly	(3) 152 30%	128 37%a	3 4%	13 33%	94 31%	28 29%	39 30%
Not very	(2) 145 28%	104 30%	3 4%	9 24%	86 29%	29 30%	37 28%
Not at all	(1) 159 31%	89 25%	1 10%	10 26%	87 29%	31 32%	44 33%
SUMMARY CODES							
FAMILIAR	179 35%	147 42%a	3 4%	19 48%	114 38%	32 33%	44 33%
UNFAMILIAR	304 59%	193 55%	3 5%	3 50%	172 58%	60 62%	61 61%
Refused	4 1%	1 -	-	-	1 -	-	-
Don't know	29 6%b	8 2%	-	1 2%	13 4%	4 4%	8 6%
Mean Score	2.097	2.227	2.322	2.271	2.106	2.058	2.044
Standard Deviation	0.927	0.901	0.708	1.048	0.944	0.905	0.909
Error Variance	0.002	0.002	0.004	0.031	0.003	0.008	0.006

Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97*
Completely	(4) 27 5%e	10 10%e	15 5%e	2 7%	-
Fairly	(3) 152 30%e	35 38%e	93 32%e	14 49%	10 10%
Not very	(2) 145 28%	28 30%	87 30%	7 24%	22 22%
Not at all	(1) 159 31%	21 22%	83 28%	6 20%	50 52%abcc
SUMMARY CODES					
FAMILIAR	179 35%e	45 48%ae	108 37%e	18 59%	10 10%
UNFAMILIAR	304 59%	48 51%	169 58%	13 44%	72 74%abcc
Refused	4 1%	-	1 -	-	-
Don't know	29 6%	1 1%	13 4%	-	15 16%abcc
Mean Score	2.597e	2.387ae	2.144e	2.429	1.514
Standard Deviation	0.927	0.944	0.911	0.908	0.710
Error Variance	0.002	0.010	0.003	0.029	0.006

Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Completely	(4) 27	6	20	11	16	5	2	4	-	7	6	12	1
Fairly	(3) 152	24	129	58	95	22	10	15	4	18%alm	6%um	49%um	1%
Not very	(2) 145	20	125	51	94	27%	25%	41%	37%	14	47	59	33
Not at all	(1) 159	16	143	42	117	35%	38%	27%	20%	35%um	46%alm	30%um	18%
SUMMARY CODES	31%j	24%	32%	25%	34%	20%	29%	19%	43%	13	23	65	44
FAMILIAR	179	30	149	88	111	27	12	19	4	21	54	71	34
UNFAMILIAR	304	36	268	93	211	45%	38%	51%	37%	53%alm	52%alm	36%um	15%
Refused	4	-	4	-	4	-	-	-	-	19	48	121	116
Don't know	29	1%	28	4	24	55%	67%	46%	63%	47%	47%	62%k	66%k
Mean Score	2.097m	2.304	2.064	2.230e	2.030	2.336	2.065	2.421	1.932	-	-	-	4
Standard Deviation	0.927	0.951	0.913	0.928	0.928	0.896	0.913	0.931	0.935	47%	47%	62%k	4
Error Variance	0.002	0.015	0.002	0.005	0.003	0.015	0.009	0.022	0.009	47%	47%	62%k	2%
										2.563alm	2.336am	2.141m	1.754
										0.953	0.929	0.912	0.822
										0.028	0.009	0.004	0.004

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



Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	48	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	16**	37*	360	352	320
Completely	(4) 27	5	12	11	-	6	1	5	22	22	22
Fairly	(3) 152	10%	12% ^a	12% ^a	-	17%	4%	12%	6%	6%	7%
Not very	(2) 145	20%	28%	25	8	14	4	7	104	102	89
Not at all	(1) 159	30%	33% ^a	44% ^a	44% ^a	51% ^a	50%	51% ^a	116	111	108
SUMMARY CODES											
FAMILIAR	179	32	55	53	17	16	9	23	138	133	130
UNFAMILIAR	304	18	44	40	16	22	7	14	211	207	179
Refused	4	-	-	-	-	-	-	-	-	-	-
Don't know	7%	-	-	-	-	-	-	-	-	-	-
Mean Score	2.097	2.583 ^a	2.517 ^a	2.527 ^a	2.274	2.379	2.440	2.580 ^a	2.152	2.144	2.200
Standard Deviation	0.927	0.884	0.961	0.842	0.909	1.008	0.838	0.929	0.931	0.936	0.941
Error Variance	0.002	0.016	0.009	0.010	0.021	0.033	0.044	0.025	0.002	0.002	0.003

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



Q.87 How familiar would you say you are with the range of different tariffs available to you from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seasboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59*	35**	49*	17**	45*	16**	34*	52	49*	26**	33*	21**	1**
Completely	27	1	4	-	-	4	-	2	1	1	4	4	1	1	2	-
	5%	3%	17%	-	-	9% ^d	-	5%	4%	4%	8% ^d	8% ^d	5%	4%	8%	-
Fairly	152	19	9	25	13	11	6	16	3	11	9	19	6	7	6	1
	30%	37% ^u	36%	43% ^{k/kh}	38%	22%	36%	35%	22%	31%	19%	39%	22%	21%	28%	100%
Not very	145	17	5	12	10	14	4	9	1	14	19	13	11	10	5	-
	28%	33%	18%	21%	30%	29%	24%	20%	7%	41%	37%	27%	43%	29%	22%	-
Not at all	159	11	8	14	10	17	5	15	10	5	15	23	6	14	7	-
	31% ^h	21%	29%	25%	29%	34% ^j	28%	34%	60%	74%	29%	46% ^{h/ab/d}	23%	42% ^{h/b}	35%	-
SUMMARY CODES																
FAMILIAR	179	21	14	25	13	15	6	18	4	12	14	13	7	8	7	1
	35%	40%	52%	43%	38%	30%	36%	41%	26%	36%	28%	28%	27%	25%	36%	100%
UNFAMILIAR	304	28	13	27	20	31	9	24	11	19	34	36	17	24	12	-
	59%	54%	48%	46%	59%	63%	52%	54%	67%	55%	66%	73% ^d	66%	72% ^d	57%	-
Refused	4	1	-	-	-	-	2	-	-	1	-	-	-	-	-	-
	1%	2%	-	-	-	-	12%	-	-	2%	-	-	-	-	-	-
Don't know	29	2	-	6	1	3	-	2	1	3	4	1	2	1	1	-
	6%	5%	-	11%	4%	7%	-	6%	7%	8%	8%	1%	7%	3%	7%	-
Mean Score	2.097	2.228	2.393	2.211	2.091	2.050	2.091	2.131	1.690	2.295	2.058	1.868	2.098	1.863	2.093	3.000
Standard Deviation	0.927	0.836	1.098	0.857	0.839	0.963	0.878	0.985	1.012	0.791	0.935	0.879	0.842	0.913	1.028	-
Error Variance	0.002	0.014	0.045	0.015	0.022	0.019	0.048	0.020	0.068	0.022	0.017	0.019	0.032	0.025	0.053	-

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely	(4) 122	103	8	11	24	58	40	40	37	19	27
	10%	11% ^c	5%	12%	10%	10%	10%	14% ^j	10%	7%	9%
Fairly	(3) 368	300	44	23	68	185	115	93	110	80	86
	30%	31%	28%	25%	28%	33%	29%	32%	30%	31%	29%
Not very	(2) 316	243	49	25	74	141	101	82	83	81	70
	26%	25%	31%	27%	30%	25%	25%	28%	23%	31% ^k	23%
Not at all	(1) 366	287	49	29	76	162	127	71	119	72	103
	30%	30%	31%	32%	31%	29%	32%	24%	33% ^h	28%	34% ^h
SUMMARY CODES											
FAMILIAR	490	404	52	34	92	243	155	133	146	96	113
	40%	42%	33%	37%	37%	43%	39%	45%	41%	38%	37%
UNFAMILIAR	682	529	99	54	150	303	229	154	202	153	173
	56%	55%	62%	59%	61%	53%	57%	52%	56%	59%	57%
Refused	5	4	2	-	1	3	1	1	-	2	3
	-	-	1%	-	1%	-	-	-	-	1%	1%
Don't know	38	29	5	4	4	18	16	6	12	6	13
	3%	3%	3%	4%	1%	3%	4%	2%	3%	2%	4%
Mean Score	2.211	2.236	2.072	2.175	2.162	2.256	2.177	2.354 ^k	2.183	2.179	2.128
Standard Deviation	1.000	1.009	0.916	1.033	0.983	0.999	1.011	1.005	1.023	0.934	1.013
Error Variance	0.001	0.001	0.006	0.012	0.004	0.002	0.002	0.004	0.004	0.004	0.002

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
Completely	(4) 122	34	74	14	1	21	101	76	24	19
	10%	8%	12%	11%	2%	9%	10%	11%	8%	6%
Fairly	(3) 368	113	204	37	14	63	305	225	83	55
	30%	28%	32%	27%	40%	25%	31%	33%	28%	24%
Not very	(2) 316	99	179	31	9	60	257	177	76	57
	26%	24%	28%	23%	26%	24%	27%	26%	26%	25%
Not at all	(1) 366	152	166	40	8	88	277	172	102	85
	30%	37%ac	28%	30%	23%	36%ig	29%	26%	35%uh	37%ah
SUMMARY CODES										
FAMILIAR	490	148	278	51	15	84	408	300	107	74
	40%	36%	44%b	38%	43%	34%	42%f	45%j	37%	32%
UNFAMILIAR	682	249	344	71	17	148	534	350	177	142
	56%	61%cd	54%	53%	49%	60%	55%	52%	61%h	62%h
Refused	5	2	-	4	-	-	5	3	-	3
	-	-	-	3%abc	-	-	1%	-	-	1%
Don't know	38	11	14	9	3	15	23	17	7	12
	3%	3%	2%	7%abc	8%cd	6%ag	2%	3%	3%	5%
Mean Score	2.211b	2.071	2.298b	2.207	2.244	2.074	2.244f	2.314hj	2.105	2.035
Standard Deviation	1.000	1.002	0.990	1.022	0.970	1.009	0.995	0.990	0.990	1.001
Error Variance	0.001	0.002	0.002	0.009	0.022	0.004	0.001	0.002	0.004	0.004

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Completely	(4) 122	97	11	14	98	24	122	24	51	68	2
Fairly	(3) 368	267	48	46	227	140	308	140	99	243	20
Not very	(2) 316	221	32	61	179	137	316	137	73	208	32
Not at all	(1) 368	216	43	109	189	166	368	166	75	223	67
SUMMARY CODES											
FAMILIAR	490	364	60	60	325	165	490	165	150	311	22
UNFAMILIAR	682	437	72	169	378	303	682	303	148	431	99
Refused	5	4	-	-	1	4	5	4	1	1	1
Don't know	38	21	3	11	12	26	38	26	-	15	23
Mean Score	2.211dfhk	2.306d	2.229d	1.847	2.318dfgh	2.048	2.211fh	2.048	2.424ajk	2.210k	1.651
Standard Deviation	1.000	0.998	0.983	0.946	1.031	0.928	1.000	0.928	1.046	0.975	0.822
Error Variance	0.001	0.001	0.006	0.003	0.001	0.002	0.001	0.002	0.004	0.001	0.006



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	36*	760	173	258
Completely	(4) 122 10%	89 10%	26 27%ab	4 10%	91 12%d	11 6%	21 8%
Fairly	(3) 368 30%	308 34%	27 29%	17 43%	246 32%	44 23%	70 27%
Not very	(2) 316 26%	252 28%	22 24%	6 15%	196 26%	49 28%	70 27%
Not at all	(1) 366 30%	245 27%	20 21%	12 31%	208 27%	61 35%e	87 34%
SUMMARY CODES							
FAMILIAR	490 40%j	397 44%	53 56%ab	20 53%	337 44%fg	55 32%	91 35%
UNFAMILIAR	682 56%k	497 55%	42 44%	18 46%	404 53%	110 64%e	157 61%e
Refused	5 -	2 -	- -	- -	3 -	- -	- -
Don't know	38 3%h	13 1%	- -	1 2%	17 2%	7 4%	10 4%
Mean Score	2.2111	2.270	2.816ab	2.326	2.268fg	2.030	2.101
Standard Deviation	1.000	0.973	1.087	1.035	1.008	0.954	0.980
Error Variance	0.001	0.001	0.014	0.030	0.001	0.005	0.004

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	23**	189
Completely	(4) 122 10%e	61 18%ace	56 8%e	2 7%	3 2%
Fairly	(3) 368 30%e	136 40%ace	194 29%e	14 48%	24 14%
Not very	(2) 316 26%	79 23%	189 28%	6 22%	42 25%
Not at all	(1) 366 30%b	61 18%	212 32%b	5 19%	85 50%abc
SUMMARY CODES					
FAMILIAR	490 40%e	198 58%ace	250 37%e	16 55%	26 15%
UNFAMILIAR	682 56%b	139 41%	400 60%b	12 41%	127 75%abc
Refused	5 -	1 -	1 -	- -	- -
Don't know	38 3%b	3 1%	17 3%	1 4%	16 10%abc
Mean Score	2.211e	2.559ace	2.145e	2.483	1.833
Standard Deviation	1.000	0.984	0.974	0.999	0.896
Error Variance	0.001	0.003	0.001	0.031	0.004

Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Completely	(4) 122	28	93	68	56	35	14	12	3	39	36	35	12
Fairly	(3) 368	56	311	158	210	61	38	35	15	55	114	134	65
Not very	(2) 316	35	281	117	199	43	30	32	11	30	72	135	79
Not at all	(1) 268	22%	27%	26%	29%	20%	20%	20%	29%	22%	26%	30%	22%
		30% bd ik	31% b	23%	34% d	16%	28% f	27% h	20%	9%	18% j	32% kl	45% km
SUMMARY CODES													
FAMILIAR	490	86	404	224	266	96	52	48	18	94	151	168	77
	40% am	55% ac	38%	50% ae	35%	58% ah	45%	42%	49%	69% akim	55% alm	37% am	22%
UNFAMILIAR	682	68	614	460	69	62	61	18	18	42	121	262	236
	56% bn kl	44%	58% b	49%	60% d	42%	54%	55% f	49%	31%	44% j	62% kl	68% km
Refused	5	-	5	-	5	-	-	-	-	-	-	-	5
	-	-	1%	-	1%	-	-	-	-	-	-	-	2% kn
Don't know	38	2	36	7	31	-	1	2	1	-	2	7	29
	3% n	1%	3%	1%	4% d	-	1%	2%	2%	-	1%	2%	8% kn
Mean Score	2.211em	2.533ac	2.162	2.416ae	2.085	2.631agh	2.291	2.283	2.385	2.883akim	2.505alm	2.125m	1.785
Standard Deviation	1.000	1.033	0.986	1.006	0.976	0.968	0.991	0.991	0.908	0.934	0.940	0.957	0.906
Error Variance	0.001	0.007	0.001	0.002	0.001	0.005	0.009	0.008	0.004	0.007	0.003	0.002	0.003

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	81	42	96	864	861	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Completely	(4) 122	38	57	62	6	23	7	31	94	95	87
Fairly	(3) 368	62	107	102	27	33	16	46	277	283	244
Not very	(2) 316	25	62	49	15	22	10	17	201	202	170
Not at all	(1) 366	13	26	19	21	12	7	6	238	223	190
		30% ^{bcd}	9%	10%	29% ^d	14%	17%	6%	29%	27%	27%
SUMMARY CODES											
FAMILIAR	490	100	164	164	33	56	22	78	370	378	331
	40%	72% ^{ia}	69% ^{ia}	70% ^{ia}	47%	62% ^{ia}	50%	77% ^{ag}	45%	46% ^{ia}	47% ^{ia}
UNFAMILIAR	682	38	88	68	36	34	17	24	440	426	360
	55% ^{bcd} ^{hik}	28%	35%	29%	51%	38%	42% ^h	23%	53%	52%	51%
Refused	5	-	-	-	-	-	-	-	2	3	1
Don't know	38	-	1	1	2	-	-	-	19	18	19
	3% ^d	-	-	-	3%	-	-	-	2%	2%	2%
Mean Score	2.211	2.804 ^a	2.775 ^a	2.892 ^a	2.364	2.746 ^{ae}	2.569 ^a	3.013 ^{ag}	2.278	2.311 ^a	2.331 ^a
Standard Deviation	1.000	0.912	0.918	0.890	0.996	0.994	0.971	0.861	1.011	1.004	1.013
Error Variance	0.001	0.006	0.004	0.004	0.014	0.012	0.023	0.008	0.001	0.001	0.001

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



Q.88 How familiar would you say you are with the range of different tariffs available to you from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1251	129	101	110	88	117	38	69	54	95	103	104	63	141	54	5
Weighted Base	1215	129	97	127	67	105	37	60	57	98	93	98	64	126	51	6*
Completely	(4) 122 10%	17 13% ^u	26 27% ^{abdefg} hijkmn	7 6%	4 6%	10 9%	1 3%	3 6%	2 3%	6 7%	7 7%	13 13% ^u	8 12%	13 10%	4 9%	-
Fairly	(3) 368 30%	53 41% ^{aklm} n	29 30%	44 35%	25 38% ^{lm}	32 30%	13 35%	19 32%	19 33%	24 24%	23 25%	23 24%	20 20%	30 24%	13 24%	2 44%
Not very	(2) 316 26%	32 25%	20 20%	25 20%	18 24%	27 26%	7 19%	14 24%	14 24%	34 35% ^{cd}	27 29%	27 27%	21 34%	36 29%	14 28%	2 34%
Not at all	(1) 366 30% ^b	22 17%	22 23%	46 36% ^{bc}	20 30%	34 33% ^b	14 38% ^b	19 32% ^b	22 38% ^b	28 28%	29 32% ^b	35 35% ^b	19 29%	41 33% ^b	14 27%	1 22%
SUMMARY CODES																
FAMILIAR	490 40%	70 54% ^{adfh} jklmn	55 57% ^{adfh} jklmn	51 40%	30 44%	42 40%	14 37%	23 38%	21 36%	30 31%	30 32%	36 37%	21 32%	43 34%	22 43%	2 44%
UNFAMILIAR	682 56% ^{bc}	54 42%	42 43%	70 55%	36 54%	61 58% ^{bc}	21 57%	34 56%	36 62% ^{bc}	62 63% ^{bc}	56 61% ^{bc}	61 62% ^{bc}	40 63% ^{bc}	77 62% ^{bc}	28 55%	3 56%
Refused	5 -	1 1%	-	1 1%	-	-	2 6% ^{adkin}	-	-	2 2%	-	-	-	-	-	-
Don't know	38 3%	4 3%	-	4 4%	1 2%	2 2%	-	4 7% ^{ad}	1 2%	4 4%	7 7% ^{ad}	1 1%	3 5% ^c	5 4% ^c	1 2%	-
Mean Score	2.211	2.526 ^{ade} ghijklm n	2.612 ^{ade} ghijklm n	2.106	2.213	2.168	2.026	2.128	2.006	2.099	2.081	2.155	2.157	2.123	2.250	2.219
Standard Deviation	1.000	0.940	1.112	0.985	0.960	1.005	0.953	0.965	0.929	0.916	0.963	1.059	1.010	1.009	0.966	0.863
Error Variance	0.001	0.007	0.012	0.009	0.014	0.009	0.025	0.015	0.016	0.009	0.010	0.011	0.017	0.008	0.018	0.149

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	2876	2501	214	161	366	1420	1090	689	802	531	854
Weighted Base	2995	2595	245	154	393	1710	891	860	995	566	573
Completely	(4) 468 16%k	417 16%	30 12%	21 14%	52 13%	282 17%	134 15%	168 20%ajk	163 16%jk	68 12%	69 12%
Fairly	(3) 1240 41%kl	1076 41%	99 40%	65 42%	187 48%lag	717 42%g	336 38%	368 43%kl	428 43%kl	230 41%	213 37%
Not very	(2) 771 26%	677 26%	64 26%	30 20%	101 26%	440 26%	230 26%	206 24%	249 25%	151 27%	166 29%h
Not at all	(1) 474 16%h	393 15%	48 19%	33 21%b	50 13%	253 15%	171 19%laef	105 12%	143 14%	115 20%iah	111 19%iah
SUMMARY CODES											
FAMILIAR	1708 57%gk	1493 58%	129 53%	86 56%	239 61%g	999 58%g	470 53%	538 62%ajk	591 59%jk	359 53%	282 49%
UNFAMILIAR	1245 42%h	1070 41%	111 45%	63 41%	151 38%	693 41%	401 45%lef	311 36%	391 39%	266 47%iah	277 48%iah
Refused	3 *	2 *	- *	1 *	- *	2 *	1 *	1 *	- *	- *	2 *
Don't know	39 1%	30 1%	5 2%	4 3%	3 1%	16 1%	20 2%af	12 1%	13 1%	2 2%j	12 2%j
Mean Score	2.577gk	2.592	2.465	2.498	2.619g	2.498	2.607g	2.707ajk	2.622jk	2.447	2.430
Standard Deviation	0.940	0.935	0.948	0.993	0.873	0.934	0.975	0.924	0.927	0.948	0.944
Error Variance	*	*	0.004	0.006	0.002	0.001	0.001	0.001	0.001	0.002	0.001



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

Base: All who receive a dual fuel discount

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2876	860	1641	263	32	528	2348	2008	423	410
Weighted Base	2955	678	1943	290	84*	443	2511	2181	453	329
Completely	(4) 468	84	328	45	11	59	409	359	65	40
	16% _{ab}	12%	17% _b	15%	13%	13%	16%	16% _{ij}	14%	12%
Fairly	(3) 1240	246	837	123	33	148	1091	921	191	116
	41% _{abfj}	36%	43% _b	42%	40%	33%	43% _{fj}	42% _{ij}	42%	35%
Not very	(2) 771	200	492	60	20	118	653	555	120	88
	26%	30% _{acd}	25%	23%	27%	27%	26%	25%	26%	27%
Not at all	(1) 474	139	271	50	14	106	368	324	67	76
	16%	20% _{ac}	14%	17%	16%	24% _{ag}	14%	15%	15%	23% _{ah}
SUMMARY CODES										
FAMILIAR	1708	330	1165	168	44	207	1501	1280	256	156
	57% _{abfj}	49%	60% _b	53%	53%	47%	59% _{fj}	59% _{ij}	56% _{ij}	47%
UNFAMILIAR	1245	339	762	110	33	224	1021	878	167	164
	42%	50% _{acd}	39%	38%	40%	51% _{ag}	40%	40%	41%	50% _{ahj}
Refused	3	-	1	2	-	1	2	1	2	-
	-	-	1% _c	1% _c	-	-	-	-	-	-
Don't know	39	9	14	10	6	10	28	21	8	9
	1%	1%	1%	4% _{abc}	7% _{abc}	2% _g	1%	1%	2%	3% _{ah}
Mean Score	2.577 _{hj}	2.412	2.634 _b	2.594 _b	2.539	2.371	2.612 _f	2.610 _j	2.571 _j	2.376
Standard Deviation	0.940	0.954	0.924	0.966	0.948	1.001	0.924	0.933	0.918	0.983
Error Variance	-	0.001	0.001	0.003	0.011	0.002	-	-	0.002	0.002

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

Base: All who receive a dual fuel discount

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2876	2068	307	485	-	2876	2876	2876	250	2455	157
Weighted Base	2995	2329	279	360	**	2995	2995	2995	282	2545	153
Completely	(4) 468	407	20	36	-	468	468	468	45	412	9
		16%cdk	7%	10%	-	16%	16%	16%	16%k	16%k	6%
Fairly	(3) 1240	1000	116	114	-	1240	1240	1240	118	1060	55
		41%cd	42%cd	32%	-	41%	41%	41%	42%	42%	36%
Not very	(2) 771	594	82	92	-	771	771	771	82	643	43
		26%	29%	26%	-	26%	26%	26%	29%	25%	28%
Not at all	(1) 474	306	55	108	-	474	474	474	35	404	32
		16%bd	20%bd	30%abcd	-	16%	16%	16%	13%	16%	21%a
SUMMARY CODES											
FAMILIAR	1708	1407	136	150	-	1708	1708	1708	163	1472	64
		57%cdk	49%	42%	-	57%	57%	57%	58%k	58%k	42%
UNFAMILIAR	1245	900	137	200	-	1245	1245	1245	117	1047	76
		42%bd	49%ab	56%ab	-	42%	42%	42%	42%	41%	49%
Refused	3	2	1	-	-	3	3	3	-	1	1
		*	*	*	-	*	*	*	-	*	1%aj
Don't know	39	21	4	10	-	39	39	39	1	25	12
		1%	2%	3%ab	-	1%	1%	1%	1%	1%	8%aj
Mean Score	2.577cdk	2.654acd	2.368	2.223	-	2.577	2.577	2.577	2.616k	2.587k	2.294
Standard Deviation	0.940	0.919	0.886	1.000	-	0.940	0.940	0.940	0.902	0.944	0.896
Error Variance	*	*	0.003	0.002	-	*	*	*	0.003	*	0.006

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



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2876	2330	488	-	2163	196	292
Weighted Base	2995	2383	543	-**	2529	178	247
Completely	(4) 468 16%g	345 14%	116 21%ab	-	420 17%g	24 14%g	16 7%
Fairly	(3) 1240 41%g	985 41%	226 42%	-	1088 43%g	63 36%	77 31%
Not very	(2) 771 26%	614 26%	138 25%	-	628 25%	53 30%	79 32%ae
Not at all	(1) 474 16%g	399 17%g	61 11%	-	359 14%	37 21%e	70 28%ae
SUMMARY CODES							
FAMILIAR	1708 57%g	1330 56%	342 63%ab	-	1509 60%g	87 49%g	93 38%
UNFAMILIAR	1245 42%	1013 43%g	199 37%	-	986 39%	90 51%ae	148 60%ae
Refused	3	3	-	-	3	-	-
Don't know	39 1%	37 2%g	1	-	31 1%	1	6 2%
Mean Score	2.577f	2.544	2.732ab	-	2.630f	2.420g	2.164
Standard Deviation	0.840	0.840	0.923	-	0.926	0.969	0.924
Error Variance	-	-	0.002	-	-	0.005	0.003

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



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

Base: All who receive a dual fuel discount

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2876	1454	1157	11	247
Weighted Base	2995	1551	1192	13**	233
Completely	(4) 468 16%ce	315 20%ace	138 12%e	8 63%	7 3%
Fairly	(3) 1240 41%ce	735 47%ace	443 37%e	1 7%	58 25%
Not very	(2) 771 26%b	336 22%	355 30%ab	2 19%	75 32%ab
Not at all	(1) 474 16%b	153 10%	243 20%ab	1 10%	77 33%abc
SUMMARY CODES					
FAMILIAR	1708 57%ce	1050 68%ace	581 49%e	9 70%	65 28%
UNFAMILIAR	1245 42%b	489 32%	598 50%ab	4 30%	152 65%abc
Refused	3 -	-	1 -	-	1 1%b
Don't know	39 1%	12 1%	12 1%	-	14 6%abc
Mean Score	2.577ce	2.788ace	2.404e	3.234	1.880
Standard Deviation	0.940	0.881	0.942	1.135	0.871
Error Variance	-	0.001	0.001	0.117	0.003

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

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2876	484	2392	1892	984	784	483	446	107	548	939	1008	381
Weighted Base	2995	524	2471	2011	983	895	502	433	109	608	1011	1017	357
Completely	(4)	468 16% ^{bhm}	340 14%	338 17% ^{ie}	131 13%	177 20% ^{lah}	86 17% ^h	51 12%	19 17%	172 28% ^{akm}	193 19% ^{alm}	78 7%	27 8%
Fairly	(3)	1240 41% ^{ehim}	236 10%	1004 41%	870 43% ^{ie}	369 40% ^{lah}	430 48% ^{lah}	228 30%	34 31%	304 50% ^{alm}	473 47% ^{alm}	380 37% ^{cm}	82 23%
Not very	(2)	771 26% ^h	113 22%	658 27% ^{ib}	526 26%	245 23%	205 23%	118 24%	37 34% ^{lg}	108 18%	239 24% ^h	324 32% ^{akj}	99 28% ^h
Not at all	(1)	474 16% ^{bdhk}	45 9%	429 17% ^b	259 13%	215 22% ^{ad}	77 9%	65 13% ^l	17 18% ^g	21 3%	97 10% ^h	227 22% ^{akj}	129 36% ^{akj}
SUMMARY CODES													
FAMILIAR	1708 57% ^{ehim}	304 70% ^{ac}	1344 54%	1208 60% ^{ie}	500 51%	607 68% ^{lah}	315 63% ^{lah}	207 46%	53 48%	478 78% ^{akm}	666 66% ^{alm}	456 45% ^{cm}	110 31%
UNFAMILIAR	1245 42% ^{bdhk}	158 30%	1087 44% ^b	784 39%	461 47% ^{ad}	282 32%	183 36%	220 51% ^{alg}	54 49% ^g	129 21%	337 33% ^h	551 54% ^{akj}	228 64% ^{akj}
Refused	3 *	-	3 *	2 *	1 *	-	-	-	1 1% ^{alg}	1 *	1 *	1 *	-
Don't know	39 1%	2 *	37 1%	17 1%	22 2% ^{ud}	6 1%	4 1%	6 1%	1 1%	2 *	8 1%	9 6% ^{akj}	20 6% ^{akj}
Mean Score	2.577 ^{ehim}	2.858 ^{ac}	2.516	2.646 ^{ie}	2.432	2.794 ^{lah}	2.676 ^{ah}	2.418	2.512	3.036 ^{akm}	2.760 ^{alm}	2.303 ^{cm}	2.023
Standard Deviation	0.940	0.887	0.940	0.910	0.983	0.857	0.910	0.825	0.983	0.775	0.873	0.902	0.976
Error Variance	-	0.002	-	-	0.001	0.001	0.002	0.002	0.009	0.001	0.001	0.001	0.003

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2876	651	918	900	222	915	206	477	1988	2026	1751
Weighted Base	2995	709	1020	1002	232	349	209	531	2038	2070	1774
Completely	(4) 468	184	253	261	37	105	37	150	341	373	305
		18%	26%a	28%a	16%	30%ae	18%	28%ag	17%	18%a	17%
Fairly	(3) 1240	350	513	506	98	166	97	270	898	917	783
		41%	49%a	50%a	42%	48%a	46%	51%a	44%	44%	44%
Not very	(2) 771	132	187	174	71	55	56	84	479	482	409
		26%bcdm	19%	18%	31%d	16%	27%ah	16%	23%	23%	23%
Not at all	(1) 474	37	60	53	24	23	20	21	302	279	260
		16%bcdefghj	5%	6%	10%	7%	9%h	4%	15%	13%	15%
SUMMARY CODES											
FAMILIAR	1708	534	766	767	135	271	133	420	1240	1290	1088
		57%	75%a	77%a	58%	78%ae	64%	79%ag	61%a	62%a	61%a
UNFAMILIAR	1245	169	247	227	86	78	73	105	798	761	670
		42%bcdefhjk	24%	23%	41%d	22%	36%h	20%	37%	38%	38%
Refused	3	1	1	1	-	-	-	1	2	1	1
		-	-	-	-	-	-	-	-	-	-
Don't know	38	5	6	2	-	-	-	-	16	17	16
		1%	1%	1%	1%	-	-	1%	1%	1%	1%
Mean Score	2.577	2.966a	2.946a	2.960a	2.642	3.010ae	2.720a	3.048ag	2.633	2.675a	2.644a
Standard Deviation	0.940	0.813	0.818	0.808	0.874	0.850	0.863	0.776	0.832	0.825	0.934
Error Variance	-	0.001	0.001	0.001	0.003	0.002	0.004	0.001	-	-	0.001

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



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

	Total (a)	PES SEGMENTS														NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	
Unweighted Base	2876	238	310	162	164	288	210	282	41	170	300	179	132	216	175	9
Weighted Base	2995	253	333	190	163	303	208	286	51*	192	297	190	129	215	174	10**
Completely	(4) 468 16%eh	48 19%uehj	58 18%ueh	32 17%	15 9%	43 14%	32 16%	31 11%	9 17%	21 11%	41 14%	30 16%	23 18%e	40 19%eh	42 24%aeafh jk	2 24%
Fairly	(3) 1240 41%	117 46%	132 40%	72 38%	63 39%	124 41%	76 36%	144 50%adef gh	17 34%	81 42%	129 43%	74 39%	53 41%	83 39%	73 42%	2 19%
Not very	(2) 771 26%	74 29%o	93 28%	51 27%	44 27%	81 27%	52 25%	70 24%	10 20%	53 27%	74 25%	55 29%	28 22%	50 23%	35 20%	3 34%
Not at all	(1) 474 16%ub	11 4%	47 14%ub	31 16%ub	39 24%abchkk o	52 17%ub	48 23%abchkk o	36 13%ub	12 24%ub	35 18%ub	45 15%ub	30 16%ub	21 16%ub	42 20%ubh	23 13%ub	2 23%
SUMMARY CODES																
FAMILIAR	1708 57%ae	164 65%aeftj i	191 57%	104 55%	78 48%	167 55%	108 52%	175 61%e	26 52%	102 53%	170 57%	104 54%	77 59%	123 57%	115 66%adefq j	4 43%
UNFAMILIAR	1245 42%ub	85 33%	140 42%	81 43%	82 50%abhkkm o	133 44%ubo	100 48%ubho	106 37%	22 44%	87 45%ubo	119 40%	84 44%ubo	49 38%	92 43%	58 33%	6 57%
Refused	3	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-
Don't know	39 1%	3 1%	2 1%	5 2% 3%agn	3 2%	3 1%	-	5 2%	2 4%agn	3 2%	8 3%agn	2 1%	3 2%agn	-	1 1%	-
Mean Score	2.577e	2.607eod efghikl n	2.610e	2.567	2.345	2.524	2.444	2.603e	2.468	2.469	2.575e	2.552	2.632e	2.563e	2.774eef ghj	2.436
Standard Deviation	0.940	0.795	0.938	0.964	0.951	0.939	1.012	0.848	1.068	0.919	0.917	0.941	0.971	1.009	0.969	1.148
Error Variance	-	0.003	0.003	0.006	0.006	0.003	0.005	0.003	0.029	0.005	0.003	0.005	0.007	0.005	0.005	0.146

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



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2337	1984	206	147	654	958	725	332	584	468	953
Weighted Base	2276	1934	205	137	642	1066	568	413	705	507	650
Completely	(4) 162 7%	143 7%	11 5%	8 6%	50 8%	76 7%	37 7%	39 9%k	55 8%	32 6%	36 6%
Fairly	(3) 619 27%	527 27%	59 29%	33 24%	196 31%g	285 27%	139 24%	112 27%	207 29%	138 27%	162 25%
Not very	(2) 682 30%	583 30%	59 29%	50 36%	212 33%g	326 31%	154 27%	127 31%	205 29%	156 31%	204 31%
Not at all	(1) 709 31%e	597 31%	70 34%	42 30%	169 26%	338 32%e	211 37%aef	121 29%	207 29%	159 31%	221 34%
SUMMARY CODES											
FAMILIAR	781 34%k	670 35%	70 34%	41 30%	246 38%g	360 34%	175 31%	151 36%	262 37%k	170 34%	198 30%
UNFAMILIAR	1400 62%	1180 61%	128 63%	92 67%	371 58%	664 62%	365 64%e	248 60%	412 58%	315 62%	425 65%k
Refused	10 *	9 *	1 1%	- -	1 *	6 1%	3 1%	1 *	1 *	5 1%	3 *
Don't know	84 4%	75 4%	5 2%	4 3%	23 4%	37 3%	24 4%	13 3%	29 4%	17 3%	25 4%
Mean Score	2.108gk	2.117	2.056	2.058	2.220hfg	2.095	2.002	2.171k	2.163k	2.089	2.022
Standard Deviation	0.946	0.951	0.933	0.960	0.922	0.946	0.960	0.972	0.957	0.934	0.921
Error Variance	*	*	0.004	0.006	0.001	0.001	0.001	0.003	0.002	0.002	0.001



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2337	913	1017	306	101	451	1086	1075	586	627
Weighted Base	2276	721	1176	288	90*	356	1920	1124	590	516
Completely	(4) 162	36 7%b	98 8%b	25 9%b	4 4%	21 6%	141 7%	84 7%	44 7%	30 6%
Fairly	(3) 619	177 27%a	338 29%	78 27%	26 29%	74 21%	545 28%a	313 28%	164 28%	130 25%
Not very	(2) 692	233 30%	355 30%	73 25%	31 35%	106 30%	585 30%	333 30%	193 33%	152 29%
Not at all	(1) 709	248 31%	353 30%	83 29%	25 28%	141 40%ag	568 30%	357 32%	168 28%	171 33%
SUMMARY CODES										
FAMILIAR	781	213 34%af	435 37%b	103 36%	30 33%	95 27%	686 36%a	398 35%	208 35%	160 31%
UNFAMILIAR	1400	480 62%cd	708 60%	156 54%	56 60%	247 69%ag	1153 60%	690 61%	361 61%	323 63%
Refused	10	2	-	8 3%abc	-	-	10 1%	5	-	5 1%a
Don't know	84	25 4%	33 3%	22 7%abc	4 4%	13 4%	71 4%	32 3%	21 4%	28 5%h
Mean Score	2.108bf	2.003	2.158b	2.171b	2.098	1.929	2.141f	2.115	2.149	2.039
Standard Deviation	0.946	0.907	0.960	0.989	0.872	0.935	0.945	0.956	0.934	0.934
Error Variance	-	0.001	0.001	0.004	0.008	0.002	-	0.001	0.002	0.001

Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2337	1527	270	498	-	2337	2320	2320	172	1808	307
Weighted Base	2276	1634	235	370	**	2276	2259	2259	175	1755	298
Completely	(4) 162	133	13	12	-	162	161	161	16	137	6
		8%dk	6%	3%	-	7%	7%	7%	9%k	8%k	2%
Fairly	(3) 619	483	56	65	-	619	614	614	64	492	48
		27%dk	30%k	24%k	-	27%	27%	27%	37%ak	28%k	16%
Not very	(2) 692	495	90	101	-	692	686	686	45	555	79
		30%	36%abd	27%	-	30%	30%	30%	26%	32%	27%
Not at all	(1) 709	467	65	172	-	709	706	706	45	530	129
		31%	28%	46%abc	-	31%	31%	31%	26%	30%	43%aj
SUMMARY CODES											
FAMILIAR	781	618	69	77	-	781	775	775	80	628	54
	34%dk	38%acd	29%k	21%	-	34%	34%	34%	46%ak	36%k	19%
UNFAMILIAR	1400	982	156	273	-	1400	1392	1392	90	1085	209
	62%	59%	66%b	74%abc	-	62%	62%	62%	52%	62%j	70%aj
Refused	10	5	1	1	-	10	10	10	1	2	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	84	51	8	18	-	84	82	82	4	38	36
	4%	3%	4%	5%	-	4%	4%	4%	2%	2%	12%aj
Mean Score	2.108dk	2.179ad	2.075d	1.765	-	2.108	2.106	2.106	2.301ajk	2.137k	1.735
Standard Deviation	0.946	0.953	0.876	0.873	-	0.946	0.946	0.946	0.967	0.947	0.834
Error Variance	-	0.001	0.003	0.002	-	-	-	-	0.006	0.001	0.003

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



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2337	1788	292	37	1316	324	698
Weighted Base	2276	1739	286	39*	1555	292	602
Completely	(4) 162 7%	115 7%	38 13%ab	6 15%	108 8%	14 8%	36 6%
Fairly	(3) 619 27%	481 28%	101 35%ab	13 33%	393 29%	69 24%	147 24%
Not very	(2) 692 30%	548 32%	83 29%	8 22%	422 31%	96 33%	175 29%
Not at all	(1) 709 31%c	542 31%c	56 20%	11 28%	389 29%	106 36%e	213 35%e
SUMMARY CODES							
FAMILIAR	781 34%	596 34%	139 49%ab	18 47%	498 37%fg	83 29%	183 30%
UNFAMILIAR	1400 62%c	1090 63%c	140 49%	19 50%	811 60%	202 69%ae	389 65%
Refused	10 -	3 -	- -	- -	3 -	- -	1 -
Don't know	84 4%	50 3%	7 3%	1 3%	42 3%	7 2%	29 5%
Mean Score	2.108fg	2.100	2.432ab	2.345	2.166fg	1.970	2.010
Standard Deviation	0.946	0.933	0.960	1.069	0.948	0.903	0.939
Error Variance	-	0.001	0.003	0.032	0.001	0.003	0.001

Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2337	563	1300	46	413
Weighted Base	2276	558	1262	46*	394
Completely	(4) 162 7%e	67 12%ace	82 6%e	6 13%e	7 2%
Fairly	(3) 619 27%e	188 34%ace	348 28%e	18 39%e	58 15%
Not very	(2) 682 30%	181 32%	385 31%	9 20%	115 29%
Not at all	(1) 709 31%b	112 20%	405 32%b	11 24%	179 45%abd
SUMMARY CODES					
FAMILIAR	781 34%e	255 46%ace	431 34%e	24 52%ace	66 17%
UNFAMILIAR	1400 62%bd	293 53%	791 63%bd	20 45%	294 75%abd
Refused	10 *	1 *	1 *	1 *	1 *
Don't know	84 4%b	9 2%	40 3%	2 4%	34 9%abc
Mean Score	2.108e	2.383ace	2.088e	2.434ace	1.704
Standard Deviation	0.946	0.844	0.938	1.015	0.809
Error Variance	*	0.002	0.001	0.024	0.002

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

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2337	287	2050	1005	1332	278	290	285	69	163	503	907	764
Weighted Base	2276	285	1990	955	1281	301	289	260	64	176	498	878	723
Completely	(4) 162 7% _m	38 13% _{ac}	124 6%	89 9% _e	73 6%	43 14% _{agh}	17 6%	22 8%	4 6%	37 21% _{akm}	53 11% _{alm}	60 7% _m	12 2%
Fairly	(3) 619 27% _{em}	102 36% _{ac}	517 26%	314 32% _{ae}	305 24%	122 41% _{ah}	94 33%	66 25%	20 31%	82 47% _{alm}	195 39% _{alm}	219 25% _m	122 17%
Not very	(2) 692 30% _j	72 25%	619 31%	303 30%	389 30%	88 29%	93 32%	82 31%	20 32%	39 22%	137 27%	307 35% _{ajkm}	210 29%
Not at all	(1) 709 31% _{bdjk}	67 23%	642 32% _b	283 26%	445 35% _{ad}	44 15%	78 27% _d	87 33% _d	19 29% _d	17 10%	105 21% _j	278 32% _{jk}	308 43% _{ajkl}
SUMMARY CODES													
FAMILIAR	781 34% _{em}	140 49% _{ac}	641 32%	403 41% _{ae}	378 30%	166 59% _{agh}	111 38%	87 34%	23 37%	119 68% _{akm}	248 50% _{alm}	280 32% _m	134 19%
UNFAMILIAR	1400 62% _{bdjk}	139 49%	1261 63% _b	567 57%	834 65% _{ad}	132 44%	171 59% _d	169 65% _d	39 62% _d	55 31%	242 49% _j	586 67% _{ajk}	518 72% _{ajkl}
Refused	10 0% _d	-	10 1%	-	10 1% _d	-	-	-	-	-	-	-	10 1% _{adl}
Don't know	84 4% _{kl}	6 2%	78 4%	25 3%	59 5% _d	3 1%	7 3%	4 2%	1 1%	2 1%	8 2%	13 1%	61 8% _{ajkl}
Mean Score	2.108 _m	2.400 _{ac}	2.065	2.236 _{ae}	2.005	2.556 _{agh}	2.177	2.067	2.137	2.852 _{akm}	2.400 _{alm}	2.071 _m	1.750
Standard Deviation	0.946	0.998	0.931	0.953	0.928	0.915	0.896	0.864	0.923	0.885	0.943	0.922	0.819
Error Variance	-	0.004	-	0.001	0.001	0.003	0.003	0.003	0.013	0.005	0.002	0.001	0.001

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2337	207	381	388	190	127	65	155	1561	1538	1409
Weighted Base	2276	209	397	384	181	134	63*	161	1484	1467	1331
Completely	(4) 162	41	68	67	18	25	2	38	116	126	118
		19%a	17%a	17%a	10%	18%ae	4%	24%ag	8%	9%	9%
Fairly	(3) 619	79	166	164	61	50	23	61	463	451	418
		38%a	42%a	43%a	34%	37%a	37%	38%a	31%a	31%a	31%a
Not very	(2) 692	50	97	94	46	35	19	36	442	429	389
		30%cd	24%	24%	26%	26%	31%	23%	30%	29%	29%
Not at all	(1) 709	37	58	62	49	22	17	23	417	415	362
		31%bcdhik	18%	14%	27%j	16%	27%h	15%	28%	28%	27%
SUMMARY CODES											
FAMILIAR	781	119	234	231	79	75	25	99	579	577	535
		34%	59%a	60%a	44%a	56%ae	41%	62%ag	39%a	39%a	40%a
UNFAMILIAR	1490	67	155	145	96	57	36	60	859	844	750
		62%bcdhijk	42%	39%	53%	45%	58%h	37%	58%	58%	56%
Refused	10	-	-	-	-	-	-	-	1	2	1
		%k	-	-	-	-	-	-	%	%	%
Don't know	84	3	8	7	6	2	1	2	45	45	44
		4%	1%	2%	3%	1%	2%	1%	3%	3%	3%
Mean Score	2.108	2.594a	2.626a	2.653a	2.273a	2.587ae	2.180	2.716ag	2.194a	2.202a	2.227a
Standard Deviation	0.946	1.000	0.940	0.927	0.989	0.978	0.884	0.993	0.947	0.961	0.960
Error Variance	*	0.005	0.002	0.002	0.005	0.008	0.012	0.006	0.001	0.001	0.001

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



Q.89 How familiar would you say you are with the features of your current gas tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	PES_SEGMENTS														Yorkshir e (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	2337	253	167	264	129	205	129	209	47	155	205	178	128	141	115	12	
Weighted Base	2276	259	163	264	121	195	120	188	50*	151	194	174	128	133	106	11**	
Completely	(4) 162 7%	21 8%	15 9%	13 5%	9 7%	10 5%	9 8%	10 5%	2 5%	8 6%	18 9%	9 5%	13 11% nd	7 6%	17 16% ^{abdefh jn}	-	
Fairly	(3) 619 27%	75 29%	52 32% ^{af}	98 34% ^{aaek n}	26 21%	40 21%	34 29%	54 29%	10 19%	48 32% ^{af}	48 25%	43 25%	32 25%	29 22%	25 24%	4 38%	
Not very	(2) 692 30% ^{go}	93 36% ^{gio}	43 26%	79 28%	34 28%	77 41% ^{aaedg fo}	24 20%	58 31% ^{go}	10 19%	47 31% ^o	70 36% ^{gio}	50 29%	44 35% ^{go}	40 30%	20 19%	4 34%	
Not at all	(1) 709 31% ^b	55 21%	50 31% ^b	72 25%	50 41% ^{abdkj m}	64 33% ^b	47 39% ^{bdkm}	59 31% ^b	28 57% ^{abdcdf hkmo}	42 27%	49 25%	71 41% ^{abdkj m}	33 28%	49 37% ^{bdk}	39 37% ^{bdk}	3 28%	
SUMMARY CODES																	
FAMILIAR	781 34% ^d	97 37% ^{af}	67 41% ^{afmn}	111 39% ^{fn}	35 29%	50 26%	44 36%	64 34%	12 24%	57 37% ^{af}	66 34%	52 30%	45 36%	36 27%	42 40% ^{fn}	4 38%	
UNFAMILIAR	1400 62% ^{kd}	148 57%	92 57%	151 53%	83 69% ^{bdcto}	141 72% ^{abdcda hjo}	70 59%	117 62%	38 76% ^{bdgjo}	88 58%	120 61%	121 70% ^{abdcdf o}	77 61%	88 66% ^{fd}	59 55%	7 62%	
Refused	10 *	2 1%	-	2 1%	-	-	3 3% ^{acdN}	1 -	1 -	1 1%	-	-	-	-	-	-	
Don't know	84 4%	12 5% ^{aj}	4 2%	21 7% ^{adgj}	3 2%	4 2%	2 2%	6 3%	-	5 3%	9 4% ^{aj}	1 1%	3 3%	9 6% ^{ll}	5 5% ^{aj}	-	
Mean Score	2.10811	2.255ae ^f	2.200ef ⁱ	2.199ef ⁱ	1.949	1.981	2.053	2.0881	1.723	2.16201	2.167ef ⁱ	1.940	2.209ef ⁱ	1.959	2.205ef ⁱ	2.104	
Standard Deviation	0.946	0.905	0.868	0.899	0.870	0.870	1.018	0.918	0.843	0.912	0.840	0.926	0.865	0.929	1.134	0.846	
Error Variance	*	0.003	0.006	0.003	0.008	0.004	0.008	0.004	0.019	0.006	0.005	0.005	0.008	0.006	0.012	0.060	

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



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3063	2544	307	212	773	1255	1035	480	744	605	1234
Weighted Base	2976	2465	311	200	770	1353	812	592	894	658	833
Completely	(4) 281	249	17	15	70	142	69	77	92	47	65
	9% <i>c</i>	10% <i>c</i>	5%	7%	9%	10%	8%	13% <i>ajk</i>	10%	7%	8%
Fairly	(3) 869	702	105	62	247	396	226	181	270	196	220
	29%	28%	34%	31%	32%	28%	28%	31%	30%	30%	26%
Not very	(2) 847	720	70	56	240	401	206	169	247	198	233
	28% <i>c</i>	29% <i>c</i>	23%	28%	31% <i>g</i>	29%	25%	29%	28%	30%	28%
Not at all	(1) 867	697	111	59	189	399	279	145	250	192	281
	29% <i>ah</i>	28%	36% <i>ab</i>	29%	25%	29%	34% <i>laef</i>	24%	29%	29%	34% <i>lah</i>
SUMMARY CODES											
FAMILIAR	1150	951	122	77	318	536	284	258	362	244	285
	39% <i>ka</i>	39%	39%	39%	41% <i>g</i>	39%	36%	44% <i>ajk</i>	41% <i>ka</i>	37%	34%
UNFAMILIAR	1714	1417	181	115	429	800	485	314	497	389	514
	56%	57%	58%	58%	56%	57%	60%	53%	56%	59%	62% <i>lah</i>
Refused	11	6	1	2	1	5	5	1	2	5	3
	*	*	*	1%	*	*	1%	*	*	1%	*
Don't know	101	88	7	6	22	50	29	18	33	20	30
	3%	4%	2%	3%	3%	4%	4%	3%	4%	3%	4%
Mean Score	2.197 <i>gk</i>	2.213	2.091	2.173	2.267 <i>g</i>	2.210 <i>g</i>	2.108	2.334 <i>ajk</i>	2.239 <i>k</i>	2.156	2.087
Standard Deviation	0.980	0.983	0.965	0.956	0.944	0.968	0.995	1.000	0.989	0.942	0.972
Error Variance	*	*	0.003	0.005	0.001	0.001	0.001	0.002	0.001	0.002	0.001



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3063	1226	1347	366	124	636	2427	1452	760	796
Weighted Base	2976	973	1541	350	111	504	2471	1501	778	640
Completely	(4) 281	69	168	40	4	41	240	162	69	45
		9%be	7%	11%be	3%	8%	10%	11%j	9%	7%
Fairly	(3) 869	257	479	96	36	125	743	443	243	166
		29%d	26%	31%ab	32%	29%	30%d	30%	31%j	20%
Not very	(2) 647	290	442	79	36	137	710	425	226	178
		28%d	30%cd	23%	32%cd	27%	29%	28%	29%	28%
Not at all	(1) 867	323	414	101	30	181	686	421	214	215
		29%	33%ac	29%	27%	36%ag	28%	28%	27%	34%ah
SUMMARY CODES										
FAMILIAR	1150	327	647	136	40	167	983	605	312	211
		39%dfj	34%	42%ab	39%	33%	40%fj	40%ij	40%j	33%
UNFAMILIAR	1714	613	856	180	65	318	1396	847	449	393
		58%cd	63%acd	51%	59%	63%ag	58%	56%	57%	61%sh
Refused	11	2	-	9	1	2	10	7	-	4
		%c	-	2%abc	1%e	%	%	%	-	1%j
Don't know	101	32	39	25	5	18	82	42	26	31
		3%	3%	7%abc	5%	4%	3%	3%	3%	5%h
Mean Score	2.197bh	2.078	2.267ab	2.236	2.134	2.056	2.226i	2.238j	2.222	2.068
Standard Deviation	0.980	0.953	0.985	1.038	0.871	0.985	0.977	0.993	0.962	0.963
Error Variance	-	0.001	0.001	0.003	0.006	0.002	-	0.001	0.001	0.001



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3063	1965	378	679	743	2320	3063	2320	436	2216	372
Weighted Base	2976	2099	328	504	717	2259	2976	2259	434	2136	370
Completely	(4) 281	232	25	20	125	156	281	156	73	196	11
		91%dk	11%ld	4%	17%afgh	7%	9%fh	7%	17%ajk	9%k	3%
Fairly	(3) 869	652	92	108	243	626	869	626	165	636	53
		29%dk	31%ld	21%	34%afgh	28%	29%	28%	38%ajk	30%k	14%
Not very	(2) 847	597	109	134	170	677	847	677	99	641	100
		29%ek	28%	30%ld	27%	24%	29%e	30%e	23%	30%j	27%
Not at all	(1) 867	553	90	218	166	700	867	700	91	612	161
		29%be	26%	43%abc	23%	31%e	29%e	31%e	21%	29%j	43%ajj
SUMMARY CODES											
FAMILIAR	1150	884	116	127	367	782	1150	782	238	832	64
		39%dkk	42%acd	29%	51%afgh	35%	39%fh	35%	50%ajk	39%k	17%
UNFAMILIAR	1714	1150	199	352	326	1378	1714	1378	190	1253	260
		58%el	55%	61%b	47%	61%aeg	58%e	61%aeg	44%	59%j	70%ajj
Refused	11	4	3	1	2	11	11	11	1	3	1
		-	-	1%	-	1%	-	1%	-	-	-
Don't know	101	61	10	21	13	88	101	88	5	47	45
		3%aj	3%	4%	2%	4%e	3%e	4%e	1%	2%	12%ajj
Mean Score	2.197dhk	2.277ad	2.162d	1.852	2.463afgh	2.110	2.197fh	2.110	2.514ajk	2.200k	1.733
Standard Deviation	0.980	0.966	0.931	0.907	1.038	0.944	0.980	0.944	1.010	0.967	0.849
Error Variance	-	0.001	0.002	0.001	0.001	-	-	-	0.002	-	0.002



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3063	2382	371	37	1775	408	799
Weighted Base	2976	2299	375	39*	1815	369	727
Completely	(4) 281 9%	197 9%	69 19%ab	6 15%	189 10%	26 7%	57 8%
Fairly	(3) 869 29%fg	689 30%	132 35%a	13 33%	574 32%fg	85 23%	181 25%
Not very	(2) 847 28%	688 30%	93 25%	6 16%	521 29%	119 32%	205 28%
Not at all	(1) 867 29%	658 29%c	76 20%	11 28%	478 26%	126 34%ae	251 35%ae
SUMMARY CODES							
FAMILIAR	1150 39%fg	886 39%	201 54%ab	18 47%	763 42%afg	111 30%	239 33%
UNFAMILIAR	1714 55%bc	1345 59%bc	168 45%	17 44%	999 55%	245 66%ae	456 63%ae
Refused	11 -	6 -	- -	- -	4 -	1 -	2 -
Don't know	101 3%	62 3%	6 2%	3 9%bc	49 3%	12 3%	31 4%
Mean Score	2.197fg	2.190	2.527ab	2.373	2.266afg	2.031	2.065
Standard Deviation	0.980	0.959	1.019	1.096	0.977	0.941	0.974
Error Variance	-	-	0.003	0.005	0.001	0.002	0.001

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



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3363	812	1695	46	483
Weighted Base	2976	805	1641	46*	467
Completely	(4) 281	130 16%ac	135 8%e	6 13%e	10 2%
Fairly	(3) 869	292 29%a	485 36%ac	15 33%e	71 15%
Not very	(2) 847	221 28%	476 29%	12 29%	138 30%
Not at all	(1) 867	149 18%	499 30%b	13 27%	205 44%abcd
SUMMARY CODES					
FAMILIAR	1150	421 39%e	620 38%e	22 46%e	81 17%
UNFAMILIAR	1714	370 46%b	975 59%b	24 52%	343 78%abcd
Refused	11	2	2	-	1
Don't know	101	12	44	1	43
	3%b	1%	2%	2%	9%abc
Mean Score	2.197*	2.509ac	2.160*	2.332*	1.731
Standard Deviation	0.980	0.977	0.965	1.031	0.821
Error Variance	-	0.001	0.001	0.024	0.002

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



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.
 Base: All who have electricity supply but not as part of a dual fuel deal

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)	
Unweighted Base	3063	375	2688	1299	1764	379	365	369	93	253	690	1176	944	
Weighted Base	2976	374	2602	1283	1693	406	364	334	90*	273	669	1139	894	
Completely	(4)	281 9%em	67 18%ac	214 6%	162 13%ae	120 7%	80 20%ag	34 9%	34 10%	10 11%	78 29%akm	89 13%alm	89 8%km	24 3%
Fairly	(3)	869 29%im	130 35%ac	738 28%	420 33%ae	448 28%	158 39%ah	131 36%ah	91 27%	30 33%	116 42%aim	276 41%aim	309 27%km	168 19%
Not very	(2)	847 28%ib	81 22%	766 29%ib	355 28%	491 29%	108 27%	101 28%	98 29%	24 27%	50 18%	167 25%	285 34%ajkm	244 27%j
Not at all	(1)	867 29%bdjk	87 23%	780 30%b	317 25%	550 32%ad	57 14%	92 25%l	103 31%l	23 26%l	28 10%	128 19%j	333 29%jk	378 42%ajkl
SUMMARY CODES														
FAMILIAR	1150 39%im	198 53%ac	952 37%	582 45%ae	568 34%	239 59%ah	165 45%ah	125 37%	40 44%	194 71%akm	365 55%alm	398 35%km	192 22%	
UNFAMILIAR	1714 56%bdjk	168 45%	1546 59%ib	672 52%	1041 62%ad	164 40%	193 53%l	201 60%l	47 52%l	78 29%	296 44%j	718 63%ajk	622 70%ajkl	
Refused	11 -	-	11 -	2 -	10 -	-	-	1 -	1 -	-	-	1 -	11 -	
Don't know	101 3%idj	8 2%	93 4%	27 2%	74 4%id	3 1%	6 2%	7 2%	2 2%	2 1%	8 1%	8 2%	69 8%ajkl	
Mean Score	2.197em	2.487ac	2.154	2.340ae	2.085	2.651aghi	2.297	2.172	2.309	2.895akim	2.494alm	2.139m	1.903	
Standard Deviation	0.980	1.047	0.963	0.994	0.954	0.953	0.857	0.892	0.962	0.937	0.954	0.926	0.857	
Error Variance	-	0.003	-	0.001	0.001	0.002	0.003	0.003	0.011	0.003	0.001	0.001	0.001	

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



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	9063	284	532	505	228	177	90	217	2049	2031	1828
Weighted Base	2976	297	550	523	218	186	86*	225	1954	1940	1721
Completely	(4)	281	125	123	22	50	8	67	207	213	197
		9%	23%a	23%a	10%	27%ae	9%	30%ag	11%	11%	11%a
Fairly	(3)	869	230	228	73	66	35	87	645	640	565
		29%	39%a	42%a	33%	35%	41%a	39%a	33%a	33%a	33%a
Not very	(2)	847	60	108	53	38	23	43	520	508	459
		29%bcdm	20%	21%	24%	20%	27%	19%	27%	26%	27%
Not at all	(1)	887	42	69	62	31	19	26	527	522	447
		29%bcdhik	14%	12%	28%j	17%	23%h	11%	27%	27%	28%
SUMMARY CODES											
FAMILIAR	1150	182	354	351	95	116	43	154	853	853	762
	39%	65%a	64%a	67%a	44%	62%ae	50%a	69%ag	44%a	44%a	44%a
UNFAMILIAR	1714	103	187	164	115	68	42	69	1047	1030	900
	58%bcdhijk	35%	34%	31%	53%j	37%	48%h	31%	54%	53%	53%
Refused	11	-	-	-	-	-	-	-	1	3	1
	1%	-	-	-	-	-	-	-	1%	1%	1%
Don't know	101	2	9	8	8	2	1	2	54	54	53
	3%bcdm	1%	2%	2%	4%	1%	1%	1%	3%	3%	3%
Mean Score	2.197	2.763a	2.757a	2.812a	2.283	2.733ae	2.370	2.876ag	2.281a	2.289a	2.307a
Standard Deviation	0.980	0.890	0.950	0.921	0.999	1.039	0.939	0.973	0.888	0.994	0.993
Error Variance	*	0.003	0.002	0.002	0.005	0.006	0.010	0.004	*	0.001	0.001

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



Q.50 How familiar would you say you are with the features of your current electricity tariff? I mean the rate you pay and any discounts, any standing charges that apply, exit fees or benefits that you receive.

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

	Total (a)	PES_SEGMENTS														Yorkshir e (g)	NA (h)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	3063	330	241	320	163	267	149	226	85	217	255	231	167	248	148	16	
Weighted Base	2976	338	234	353	154	251	140	204	91*	215	235	223	163	228	137	16**	
Completely	(4) 281	36 11%hj	41 18%abdefg hijon	31 9%	10 6%	16 6%	12 8%	11 5%	5 6%	12 5%	25 10%	24 11%hj	17 11%	23 10%	19 14%efgh	-	
Fairly	(3) 869	106 29%ij	68 29%ij	117 33%ij	43 28%	66 26%	44 32%	61 30%	29 32%	74 35%ij	61 26%	50 22%	49 30%	58 26%	39 28%	4	
Not very	(2) 847	114 28%ij	114 34%adgij o	62 27%ij	93 26%ij	41 27%ij	94 38%abcdg ijno	24 17%	63 31%ij	14 15%	54 25%	77 33%ijlo	67 30%ij	45 28%ij	61 27%ij	30 22%	7 4%
Not at all	(1) 867	64 29%ub	60 26%	89 25%	57 37%abcbdk	70 28%ub	52 38%abcbdk	60 29%ub	44 48%abcbdf hkmno	68 31%ub	61 26%	78 35%ubcdk	45 27%ub	70 31%ub	45 33%ub	4 29%	
SUMMARY CODES																	
FAMILIAR	1150	142 42%ull	109 47%aeefhk n	147 42%uf	53 35%	81 32%	56 40%	72 35%	34 37%	86 40%	85 36%	74 33%	66 41%	81 36%	57 42%	4 28%	
UNFAMILIAR	1714	178 59%kd	122 52%	182 51%	98 64%ubod	164 65%abcbda m	76 55%	123 60%	57 63%	121 56%	138 59%	146 65%abod	90 55%	131 58%	75 55%	11 72%	
Refused	11	2 1%	-	2	-	-	3	1	-	1	-	-	-	2	-	-	
Don't know	101	13 4%	2 1%	23 6%acell	3 2%	6 2%	4 3%	8 4%	-	7 3%	11 5%cd	3 1%	5 3%	13 6%cd	4 3%	-	
Mean Score	2.1971	2.358def	2.389def	2.271ef	2.042	2.110	2.114	2.117	1.953	2.147	2.218f	2.091	2.250f	2.162	2.234	1.996	
Standard Deviation	0.990	0.926 ghjln	1.056 ghjln	0.963	0.963	0.963	1.026	0.913	1.016	0.946	0.970	1.011	0.994	1.008	1.074	0.778	
Error Variance	-	0.003	0.005	0.003	0.006	0.003	0.008	0.004	0.012	0.004	0.004	0.004	0.006	0.004	0.008	0.008	

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
£0 to £50	246	204	23	19	50	129	66	83	91	35	36
	41%	4%	4%	5%	4%	4%	4%	6%ajk	5%jk	3%	3%
£51 to £100	524	434	44	47	101	301	122	170	163	96	95
	9%gk	9%	8%	13%abc	9%	10%g	7%	12%ajk	9%k	8%	7%
£101 to £200	1153	1000	106	47	250	607	296	336	386	228	204
	19%ak	20%cd	19%cd	13%	21%g	20%	17%	22%ajk	20%k	19%k	14%
£201 to £400	1273	1105	125	43	267	721	285	313	438	281	240
	21%dk	22%cd	22%cd	12%	23%g	23%g	17%	22%k	23%k	23%k	17%
£401 or more	698	592	85	22	179	410	109	169	215	157	157
	12%dg	12%cd	15%abd	6%	15%ag	13%g	6%	12%	11%	13%	11%
It's not all about the money	1010	837	97	78	118	445	448	208	287	207	310
	17%afh	16%	17%	22%ab	10%	14%e	26%aef	14%	15%	17%	22%ahj
Refused	62	52	7	4	10	32	21	9	20	16	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	1020	849	74	58	187	463	168	188	295	207	350
	17%ch	17%cd	13%	28%abc	17%	15%	21%aef	12%	16%h	17%h	25%ahj
Mean Score	283.207g	283.862d	316.841d	198.226	308.201g	287.772g	247.876	260.783	278.387	300.888h	305.239h
Standard Deviation	348.666	348.961	407.636	167.809	401.662	342.063	309.797	294.491	407.951	345.816	313.221
Error Variance	33.170	38.415	491.618	198.201	198.197	64.932	90.713	102.149	158.953	162.705	92.993



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
£0 to £50	246	57	171	15	2	29	216	176	47	22
	4%de	3%	5%bde	2%	1%	3%	4%	5%j	4%j	2%
£51 to £100	524	116	353	46	9	77	447	359	97	63
	9%de	7%	10%abde	7%	5%	8%	9%	10%j	8%	7%
£101 to £200	1153	289	779	73	14	146	1007	766	261	111
	19%de	17%de	22%abde	11%	7%	15%	20%f	21%j	21%j	11%
£201 to £400	1273	317	826	108	23	184	1089	799	274	186
	21%bde	19%e	24%abde	17%	12%	19%	22%	22%	22%	19%
£401 or more	688	173	460	53	12	95	603	379	172	139
	12%de	10%	13%bde	8%	6%	10%	12%	10%	14%ah	14%ah
It's not all about the money	1010	351	463	147	50	209	802	626	147	211
	17%cd	21%ac	13%	23%ac	26%ac	22%ag	16%	17%u	12%	22%ah
Refused	62	15	16	27	4	9	53	42	7	14
	1%e	1%	*	4%abc	2%e	1%	1%	1%	1%	1%j
Don't know	1020	341	426	173	81	200	820	542	227	230
	17%ch	21%ac	12%	41%abcd	21%ag	16%	15%	18%h		24%ah
Mean Score	293.207	h 293.167	276.259	287.388	318.425	271.129	285.113	263.555	289.825	361.575ahi
Standard Deviation	349.666	339.412	362.494	254.668	352.299	237.691	362.046	331.328	306.466	467.180
Error Variance	33.170	99.311	60.359	229.172	1880.518	106.248	42.822	49.184	118.438	353.739

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	3939	5198	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
£0 to £50	246 4%dk	200 5%cd	22 4%	23 3%	33 5%	212 4%	246 4%	212 4%	39 5%k	198 4%k	9 2%
£51 to £100	524 9%dk	442 10%cd	47 8%cd	31 4%	68 9%	456 9%	523 9%	455 9%	80 11%k	411 9%k	29 6%
£101 to £200	1153 19%dk	944 21%acd	105 17%cd	98 11%	149 21%	1004 19%	1152 19%	1003 19%	163 23%ak	909 19%k	74 14%
£201 to £400	1273 21%dk	1037 23%acd	119 20%cd	110 13%	110 15%	1163 22%e	1270 21%e	1159 22%e	147 21%k	1039 22%k	79 15%
£401 or more	698 12%cd	582 13%acd	50 8%	62 7%	68 10%	630 12%	693 12%	625 12%	77 11%	543 12%	68 13%
It's not all about the money	1010 17%dk	590 13%	124 20%ab	276 32%abc	154 21%afgh	856 16%	1009 17%	855 16%	108 15%	785 17%	107 20%j
Refused	62 1%	34 1%	5 1%	12 1%	3 *	59 1%	62 1%	59 1%	5 1%	43 1%	4 1%
Don't know	1020 17%dk	611 14%	135 22%ab	256 29%abc	131 18%	889 17%	1017 17%	886 17%	97 13%	753 16%	153 29%aj
Mean Score	283.207	284.786	264.226	288.007	258.369	286.274	280.288	283.003	270.640	275.595	350.219aj
Standard Deviation	349.666	361.442	315.910	283.190	373.090	346.595	329.479	323.619	360.459	322.221	345.778
Error Variance	33.170	45.742	281.254	162.604	322.960	36.906	29.539	32.284	277.038	35.183	498.177

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
£0 to £50	246	188	44	2	209	15	23
4%g		4%	5%	6%	5%fg	3%	2%
£51 to £100	524	395	107	3	412	46	59
9%g		8%	12%ab	7%	9%g	8%	6%
£101 to £200	1153	900	205	13	950	83	112
19%fg		19%	22%ab	33%ab	22%afg	19%fg	11%
£201 to £400	1273	1021	199	9	974	103	192
21%		22%	22%	24%	22%	19%	20%
£401 or more	698	575	97	4	446	49	188
12%ae		12%	11%	10%	10%	9%	19%aeef
It's not all about the money	1010	794	151	1	673	132	179
17%fd		17%fd	16%fd	3%	15%	24%aeag	18%e
Refused	62	41	5	2	42	4	4
1%		1%	1%	4%c	1%	1%	*
Don't know	1020	781	112	5	647	116	225
17%ce		17%ce	12%	13%	15%	21%ae	23%ae
Mean Score	263.207	e 266.578	265.554	245.001	261.953	264.744	369.903aeef
Standard Deviation	349.666	327.577	458.927	320.889	337.771	271.459	426.115
Error Variance	33.170	36.586	353.279	1405.486	41.837	241.606	300.619

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59 ^a	701
£0 to £50	246 4% ^a	126 5% ^a	101 4% ^a	5 8% ^a	13 2% ^a
£51 to £100	524 9%	247 10% ^a	213 8%	6 10%	55 9%
£101 to £200	1153 19% ^a	567 24% ^a	488 17% ^a	5 8%	91 13%
£201 to £400	1273 21% ^a	511 22% ^a	632 22% ^a	22 38% ^a	106 15%
£401 or more	698 12%	259 11%	381 13%	7 12%	70 10%
It's not all about the money	1010 17% ^b	351 15%	511 18% ^b	8 14%	134 19% ^b
Refused	62 1%	23 1%	28 1%	-	3 *
Don't know	1020 17% ^b	278 12%	506 18% ^b	6 10%	229 33% ^a
Mean Score	283.207	b 257.968	306.085^a	291.191	292.604
Standard Deviation	349.666	314.653	392.750	237.000	272.144
Error Variance	33.170	62.611	89.738	1611.202	219.769

Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
E0 to E50	248	62	183	180	65	90	44	27	13	62	94	59	30
		4%em	7%ac	5%ae	2%	7%ah	5%	4%	7%	7%alm	6%aim	3%	2%
£51 to £100	524	101	423	362	162	187	81	70	18	137	181	145	61
		9%em	11%ac	11%ae	6%	14%agh	9%	9%	9%	16%akm	11%aim	7%im	5%
£101 to £200	1153	213	940	726	427	328	190	157	45	248	358	393	155
		19%em	24%ac	19%ae	22%ae	16%	29%agh	21%	20%	29%akm	21%aim	18%im	12%
£201 to £400	1273	198	1075	769	504	305	205	195	34	217	395	472	189
		21%em	22%	23%ae	19%	23%	24%	25%ai	17%	25%am	24%im	22%im	15%
£401 or more	699	109	590	372	326	140	111	83	29	84	214	259	142
		12%	12%	11%	12%	11%	12%	11%	14%	10%	13%	12%	11%
It's not all about the money	1010	104	906	452	558	121	141	123	34	70	235	438	268
		17%bdjk	12%	14%	21%ad	9%	16%af	16%af	17%af	8%	14%aj	20%ajk	21%ajk
Refused	62	4	58	23	39	11	3	5	3	3	13	18	28
		1%	+	1%	1%	1%	+	1%	1%	+	1%	1%	2%akl
Don't know	1000	108	892	414	607	121	103	108	26	64	191	379	386
		17%bdghjk	12%	13%	23%ad	9%	12%	14%af	13%	7%	11%aj	18%ajk	31%ajkl
Mean Score	283.207dfj	248.663	290.558b	260.965	319.282ad	235.988	279.814f	287.220f	264.882	218.383	268.824j	314.889ajk	325.077ajk
Standard Deviation	349.666	234.309	369.209	325.258	383.965	254.566	292.234	478.104	240.641	190.381	280.919	465.152	317.568
Error Variance	33.170	86.051	44.723	47.040	102.275	70.286	147.090	420.190	442.047	54.340	67.622	168.510	177.652

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1509	450	536	296	756	4001	4020	3504
£0 to £50	246	65	104	101	20	49	18	50	145	150	122
	4%	6% ^a	7% ^a	7% ^a	4%	9% ^{ae}	6%	7% ^a	4%	4%	3%
£51 to £100	524	141	203	197	49	82	31	113	330	347	277
	9%	14% ^a	13% ^a	13% ^a	11%	12%	10%	16% ^{ag}	8%	9%	8%
£101 to £200	1153	245	396	384	94	135	69	185	741	750	635
	19%	24% ^a	25% ^a	25% ^a	21%	25% ^a	23%	24% ^a	19%	19%	18%
£201 to £400	1273	241	372	376	99	123	70	183	828	845	715
	21%	24%	24%	25% ^a	22%	23%	24%	24%	21%	21%	20%
£401 or more	698	108	179	165	54	60	39	77	448	429	375
	12%	11%	11%	11%	12%	11%	13%	10%	11%	11%	11%
It's not all about the money	1010	108	170	153	64	55	37	71	767	765	704
	17% ^{bcdh}	11%	11%	10%	14%	10%	13%	9%	19% ^a	19% ^a	20% ^a
Refused	62	6	7	8	2	3	2	4	42	42	40
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	1020	94	140	142	68	50	30	68	700	691	637
	17% ^{bcdgh}	9%	9%	9%	15% ^l	9%	10%	9%	17%	17%	18%
Mean Score	283.207 ^{cm}	237.414	244.176	239.765	284.197	234.492	254.219	233.461	286.909	273.381	282.294
Standard Deviation	349.666	223.238	246.765	239.317	232.082	228.418	227.881	226.867	364.697	299.812	323.697
Error Variance	33.170	67.436	53.377	51.644	176.597	133.098	231.829	92.736	55.720	37.159	50.938

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



Q.17/Q.137 Minimum amount of money would have to save to encourage switching gas or electricity supplier per year
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	596	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	5967	590	567	546	318	555	348	143	410	534	413	294	442	313	26*	
£0 to £50	246	23	28	13	16	20	5	21	7	16	26	11	23	14	-	
4%g	4%g	5%dg	2%	5%g	4%	1%	4%g	5%	4%	5%dg	6%dg	4%	5%dg	4%g	-	
£51 to £100	524	52	55	29	24	40	28	26	6	37	60	44	40	51	26	
9%ch	9%ch	10%dh	5%	8%	7%	8%	8%	5%	4%	9%ch	11%dh	14%bdef	12%dh	8%	19%	
£101 to £200	1153	128	109	72	61	135	55	85	24	81	95	97	104	62	7	
18%dm	22%dgm	19%dm	7%	19%dm	24%kadehk	16%	7%	17%	20%dm	18%d	23%dghkm	13%	23%kadehk	20%dm	28%	
£201 to £400	1273	147	142	107	60	129	68	89	33	92	129	93	45	75	1	
21%mm	25%dehmn	25%dehmn	20%	19%	23%mmn	20%	18%	23%	22%mm	24%hmmn	22%mm	15%	17%	21%	3%	
£401 or more	698	74	64	74	25	80	29	70	21	62	61	33	22	35	45	
12%cm	12%elmn	11%	12%egmn	8%	14%egmn	8%	8%	14%egmn	15%lmmn	14%egmn	11%	8%	7%	8%	15%egmn	
It's not all about the money	1010	71	86	107	69	83	76	74	29	65	80	64	82	97	43	
17%db	12%	15%	20%b	22%abcbh	kio	15%	20%b	15%	20%b	16%	15%	16%	21%bcbhk	22%abcbh	14%	
Refused	62	12	4	7	2	1	17	3	1	6	-	2	3	4	1	
1%k	2%fk	1%	1%k	*	*	*	5%abcbdef	1%	1%	1%fk	-	1%	*	1%k	3%	
Don't know	1020	84	79	139	61	67	69	122	23	50	62	58	73	56	5	
17%qjn	14%	14%	25%abcf	19%jkn	12%	20%bcbj	25%abcf	16%	12%	15%	14%	25%abcf	13%	17%	19%	
Mean Score	283.207	304.970i	266.403	342.489a	246.358	289.881i	254.689	353.986a	322.769e	313.579h	257.871	240.686	226.375	241.146	277.931m	300.360
Standard Deviation	349.666	409.029	255.790	371.213	247.418	309.433	204.712	652.791	267.881	443.588	215.986	262.268	190.270	339.126	234.801	349.331
Error Variance	33.170	427.889	174.942	546.822	334.512	249.977	236.763	1511.122	956.805	759.730	126.081	251.038	235.083	402.120	261.287	8135.465

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	780	889	60	31	188	435	159	231	280	145	145
	15% <i>gk</i>	19% <i>ld</i>	13%	11%	18% <i>ag</i>	16% <i>g</i>	11%	18% <i>ghk</i>	15% <i>ik</i>	14%	12%
No	4458	3817	385	256	842	2325	1291	1035	1435	919	1069
	85% <i>eh</i>	84%	86%	88%	81%	84%	88% <i>ladf</i>	81%	84%	86% <i>hj</i>	87% <i>ahk</i>
Refused	10	7	3	-	3	3	4	1	1	3	4
	*	*	1% <i>b</i>	-	*	*	*	*	*	*	*
Don't know	23	16	3	4	4	13	6	7	4	6	6
	*	*	1%	2% <i>ab</i>	*	*	*	1%	*	1%	*



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	780	156	534	72	17	84	696	501	168	107
15% ^{bf}		11%	17% ^{abde}	13%	10%	11%	16% ^{kl}	15%	16% ^{ij}	13%
No	4458	1238	2578	490	152	708	3749	2785	867	733
85% ^{ko}		69% ^{acd}	83%	85%	87%	89% ^{ag}	84%	84%	83%	87% ^{kl}
Refused	10	2	1	7	-	-	10	6	2	2
-		-	-	1% ^{abc}	-	-	-	-	-	-
Don't know	23	4	6	9	4	6	17	14	6	3
-		-	-	2% ^{abc}	2% ^{abc}	1%	-	-	1%	-

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	-	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	793	**	5270	5254	5254	456	4300	451
Yes	780 15%cd	677 17%acd	51 10%cd	42 6%	-	780 15%	779 15%	779 15%	76 17%	635 15%	65 14%
No	4458 86%ab	3271 83%	459 89%ab	684 94%abcd	-	4458 85%	4442 85%	4442 85%	377 85%	3654 85%	372 83%
Refused	10	5	2	1	-	10	10	10	2	3	-
Don't know	23	10	2	4	-	23	23	23	1%j	8	14
	1	*	*	1%	-	*	*	*	*	*	3%kl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	3669	520	940
Weighted Base	5270	4122	629	3883	470	849
Yes	780	373	350	616	27	128
15% ^{bt}		9%	42% ^{lab}	16% ^d	6%	15% ^d
No	4458	3731	478	3248	443	720
85% ^{bt}		91% ^{acd}	58%	84%	94% ^{acag}	85%
Refused	10	6	1	6	-	-
	-	-	-	-	-	-
Don't know	23	12	-	14	1	3
	-	-	-	-	-	-

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59 ^a	627
Yes	780 15% ^c	438 21% ^{abce}	260 11% ^a	7 12% ^a	75 12% ^a
No	4458 85% ^b	1667 79% ^a	2189 89% ^{abce}	50 85% ^a	538 85% ^b
Refused	10 *	2 *	1 *	2 3% ^{abce}	1 *
Don't know	23 ^b	2 *	4 *	-	15 2% ^{abce}

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	176	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Yes	780	780	-	780	-	433	170	112	51	319	362	91	8
	15%com	96%ac	-	26%ae	-	36%agh	22%ah	16%	29%agh	41%akm	24%alm	5%k	1%
No	4458	26	4431	2220	2238	760	619	581	122	466	1141	1803	1047
	85%bdgjk	3%	99%ab	74%	99%ad	64%	78%fi	84%gi	71%	59%	76%j	90%ajk	97%akl
Refused	10	2	8	2	7	2	1	-	-	-	2	1	7
	*	*	*	*	*	*	*	-	-	-	*	*	3%akl
Don't know	23	1	22	4	19	1	1	1	-	-	4	1	18
	*d	-	*	*	1%ad	*	*	*	-	-	*	*	2%akl

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5213	858	1299	1268	412	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	271	692	3522	3537	3105
Yes	780	231	478	427	390	42	195	522	548	477
	15%	25%a	34%ab	31%ab	94%a	15%	28%ag	15%	15%	15%
No	4453	685	937	954	21	228	495	2994	2961	2621
	85%bcdeh	79%cd	66%	69%	5%f	84%h	72%	82%	84%	84%
Refused	10	-	-	1	2	-	-	4	5	4
	-	-	-	-	-	-	-	-	-	-
Don't know	23	3	2	3	1	1	2	1	3	3
	0%	-	-	-	-	-	-	-	-	-

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



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

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**
Yes 780 15% ^d	73 14% ^d	82 17% ^d	31 6%	33 12% ^d	90 18% ^d	64 20% ^d	64 14% ^d	13 13%	45 13% ^d	87 18% ^d	44 12% ^d	32 13% ^d	59 17% ^d	56 20% ^d	7 31%
No 4458 85% ^{go}	434 85%	412 83%	441 93% ^{abcef ghjklmno}	249 88% ^{gko}	408 82%	281 80%	406 86% ^{go}	88 87%	293 85%	402 82%	319 88% ^{gko}	219 86% ^o	289 83%	222 79%	15 69%
Refused 10	2	-	-	-	-	3	1	-	3	-	-	-	-	2	-
Don't know 23	3	1	3	1	-	-	3	-	3	3	1	4	-	1	-
	1%	*	1%	*	-	-	1%	-	1%	1%	*	1% ^{adgn}	-	*	-

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	869	764	62	43	216	466	197	256	285	162	167
	15%cp	15%c	11%	12%	19%afg	15%g	11%	18%ajk	15%k	13%	12%
No	5068	4272	489	307	940	2621	1508	1186	1601	1053	1228
	85%eh	84%	88%db	87%	81%	84%fe	88%lad	82%	85%ih	86%h	87%iah
Refused	5	3	2	-	1	1	3	1	-	2	2
	*	*	*	-	*	*	*	*	-	*	*
Don't know	28	21	3	4	6	16	6	8	3	8	9
	*	*	*	1%	1%	1%	*	1%	*	1%	1%



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	869
Yes	869	186	594	78	21	105	764	548	196	119
15%zf		71%	17%abde	12%	11%	11%	15%k	15%j	16%j	12%
No	5068	1461	2891	549	167	837	4231	3112	1029	844
85%hc		88%ac	83%	86%	86%	88%ag	84%	85%	84%	87%hi
Refused	5	-	-	5	-	-	5	-	-	1
	-	-	-	1%abc	-	-	-	-	-	-
Don't know	28	4	9	8	6	6	22	17	6	5
	-	-	-	1%abc	3%abc	1%	-	-	-	7%

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	885	1164	743	5198	5939	5198	886	4671	529
Weighted Base	5970	4429	607	964	717	5254	5970	5254	716	4681	523
Yes	869 15%cd	747 17%acd	62 10%cd	50 6%	90 13%	779 15%	869 15%	779 15%	115 16%	680 15%	69 13%
No	5068 85%b	3665 83%	541 90%ab	809 94%abcd	624 87%	4445 85%	5068 85%	4445 85%	600 84%	3991 80%	437 84%
Refused	5	2	-	1	-	5	5	5	-	1	-
Don't know	28	14	2	4	3	25	28	25	1	9	17
	T	-	-	1%	-	-	-	-	-	-	3%all



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

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	39*	4344	547	975
Yes	869	419	385	16	681	30	144
15% ^{bt}	9%	42% ^{ab}	40% ^{ab}	16% ^d	16%	5%	15% ^d
No	5068	4248	533	23	3646	516	826
85% ^{cd}	91% ^{acd}	58%	58%	84%	94% ^{ae}	85%	85%
Refused	5	1	1	-	1	-	-
Don't know	28	13	-	1	16	2	4
*	*	*	2% ^{bc}	*	*	*	*

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

	TARIFF TYPE			
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2266	2852	57	740
Weighted Base	2356	2833	59*	699
Yes	869	289	11	84
15% ^c	21% ^{abc}	10%	18%	12%
No	1869	2538	48	595
85% ^b	79%	90% ^{abcde}	82%	85% ^b
Refused	5	1	-	1
Don't know	28	5	-	20
^b	*	*	-	3% ^{abc}

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

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2184	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Yes	869	869	-	869	-	481	190	143	60	353	386	110	10
15%com		97%ac	-	95%ae	-	35%agh	22%ai	19%aj	30%agh	40%akm	24%alm	5%an	1%
No	5068	27	5041	2420	2648	838	675	624	139	528	1279	2046	1214
85%bdghjk		3%	99%ab	73%	99%ad	64%	78%fi	81%fi	70%	60%	76%j	90%ak	97%akj
Refused	5	-	5	-	5	-	-	-	-	-	-	-	5
	*	-	*	-	*g	-	-	-	-	-	-	-	*h
Don't know	28	2	26	5	23	3	-	1	-	-	5	1	22
	*d	-	1%	*	1%ad	*	-	*	-	-	*i	-	2%akj

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (n)										
Unweighted Base	593	945	1450	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	295	756	3992	4010	3496
Yes	869	251	520	438	518	48	210	586	610	537
	15%	25% ^a	33% ^{ab}	97% ^a	97% ^a	16%	28% ^{ag}	15%	15%	15%
No	5068	754	1046	12	15	247	545	3402	3390	2952
	85% ^{bcd}	79% ^{cd}	67%	3%	3%	84% ^h	72%	85%	83%	84% ⁱ
Refused	5	-	-	-	-	-	-	1	2	1
	-	-	-	-	-	-	-	-	-	-
Don't know	28	2	4	3	2	-	2	3	8	6
	0%	-	-	-	-	-	-	-	-	-

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**
Yes 869 15% ^d	87 15% ^d	96 17% ^{dj}	30 5%	38 12% ^d	95 17% ^{dj}	67 19% ^{adehi}	66 13% ^d	15 10%	48 12% ^d	94 18% ^d	53 13% ^d	42 14% ^d	72 16% ^d	61 20% ^{adehi}	7 29%
No 5068 85% ^{go}	498 85% ^{go}	469 83%	510 94% ^{abcef}	277 87% ^{gko}	459 83%	278 80%	422 86% ^{go}	127 90% ^{gko}	355 87% ^{gko}	435 82%	355 86% ^{go}	248 85%	368 84%	248 80%	18 71%
Refused 5	-	-	-	-	-	3	1	-	2	-	-	-	-	-	-
Don't know 28	3	1	4	2	1	-	2	-	3	4	3	1	2	2	-
-	1%	-	1%	1%	-	-	-	-	1%	1%	1%	-	1%	1%	-

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5155	4352	473	330	940	2297	1918	968	1329	955	1863
Weighted Base	5145	4334	498	314	966	2649	1530	1206	1617	1072	1251
Yes, gas only	72	61	2	9	16	38	18	19	21	16	13
	1%	1%	*	3%abc	2%	1%	1%	2%	1%	2%	1%
Yes, electricity only	337	266	35	36	44	161	131	97	89	77	73
	7%e	6%	7%	11%abc	5%	6%	9%aef	8%ik	6%	7%	6%
Yes, both	2043	1790	150	113	227	1211	605	569	677	404	393
	40%cds	41%ce	30%	36%	24%	46%aeg	40%se	47%aijk	42%jk	38%ka	31%
SUMMARY CODES											
GAS SUPPLIER	2115	1841	152	122	243	1249	623	588	699	422	407
	41%cdx	42%ce	30%	39%ce	25%	47%aeg	41%se	49%aijk	43%ka	39%ka	33%
ELECTRICITY SUPPLIER	2380	2046	185	149	271	1372	736	666	766	481	467
	46%cdx	47%ce	37%	48%ce	28%	52%aeg	49%se	55%aijk	47%ka	45%ka	37%
No, neither	2806	2155	303	149	654	1196	757	497	809	550	751
	51%ah	50%	61%abd	47%	68%aag	45%	49%af	41%	50%ah	51%h	60%ahj
Refused	10	7	1	2	3	4	4	1	1	4	4
	*	*	1%	*	*	*	*	*	*	*	*
Don't know	77	66	6	6	23	40	15	22	20	19	16
	2%	2%	1%	2%	2%g	1%	1%	2%	1%	2%	1%



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5155	1873	2505	581	196	1045	4110	2983	1004	1073
Weighted Base 5145	1483	2920	568	176	852	4294	3153	1044	864
Yes, gas only 72 1%	17 1%	45 2%	8 1%	1 1%	10 1%	62 1%	42 1%	15 1%	15 2%
Yes, electricity only 337 7%	105 7%	189 8%	34 6%	9 5%	72 9%	264 7%	232 7%	51 5%	50 6%
Yes, both 2043 40% ^{bde}	471 32%	1338 46% ^{abde}	180 32%	55 31%	351 41%	1693 39%	1437 47% ^{ahj}	264 25%	257 30% ^u
SUMMARY CODES									
GAS SUPPLIER 2115 41% ^{bde}	488 33%	1383 47% ^{abde}	188 33%	56 32%	361 42%	1754 41%	1538 49% ^{ahj}	279 27%	272 31% ^u
ELECTRICITY SUPPLIER 2380 46% ^{bde}	576 39%	1527 52% ^{abde}	214 36%	63 36%	423 50% ^g	1957 46%	1728 55% ^{ahj}	315 30%	306 35% ^u
No, neither 2806 51% ^{ch}	869 59% ^{ac}	1307 45%	325 57% ^{ac}	104 59% ^{ac}	404 47%	2202 51% ^h	1334 42%	684 66% ^{ahj}	528 61% ^{ah}
Refused 10 1%	3 1%	-	7 1% ^{abc}	-	1	9	6	-	3
Don't know 77 2%	18 1%	40 1%	13 2%	7 4% ^{abc}	14 2%	64 1%	43 1%	20 2%	12 1%



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

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5155	3361	620	1107	654	4501	5139	4465	587	4037	464
Weighted Base	5145	3713	548	824	626	4519	5130	4504	605	4021	457
Yes, gas only	72	54	6	11	2	70	72	70	6	56	7
	1%e	1%b	1%c	1%d	*	2%e	1%e	2%e	1%e	1%e	2%e
Yes, electricity only	337	228	45	61	174	163	336	162	92	223	19
	7%h	6%b	8%c	7%d	28%afgh	4%f	7%h	4%h	15%ajk	6%j	4%k
Yes, both	2043	1607	203	221	25	2018	2041	2016	204	1718	110
	40%dek	43%aecd	37%cd	27%e	4%e	45%aefg	40%e	45%aefg	34%k	43%ak	24%k
SUMMARY CODES											
GAS SUPPLIER	2115	1660	208	232	28	2087	2113	2086	211	1774	118
	41%dek	45%aecd	38%cd	28%e	4%e	46%aefg	41%e	46%aefg	35%k	44%ak	28%k
ELECTRICITY SUPPLIER	2380	1834	247	282	199	2181	2377	2178	296	1940	129
	46%dek	49%aecd	45%cd	34%e	32%e	48%e	48%e	48%e	49%k	48%k	28%k
No, neither	2699	1770	290	515	417	2190	2594	2178	294	1980	294
	51%abh	48%b	53%cb	62%abcd	67%afgh	48%f	51%h	49%h	49%e	49%e	64%ajk
Refused	10	5	1	1	-	10	10	10	1	4	1
	*	*	*	*	*	*	*	*	*	*	*
Don't know	77	50	4	15	8	69	77	68	7	40	26
	2%g	1%b	1%c	2%cd	1%e	2%e	1%e	2%e	1%e	1%e	6%ajk

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



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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5155	4338	494	30	3526	580	938
Weighted Base	5145	4291	537	31**	3685	523	846
Yes, gas only	72	61	3	3	53	8	21
	1%	1%	1%	9%	1%	2%	3%ae
Yes, electricity only	337	261	46	9	255	29	49
	7%	6%	8%	29%	7%	6%	6%
Yes, both	2043	1624	351	9	1874	117	228
	40%fg	38%	65%ab	29%	45%afg	22%	27%
SUMMARY CODES							
GAS SUPPLIER	2115	1685	355	12	1728	126	249
	41%fg	39%	69%ab	39%	47%afg	24%	29%af
ELECTRICITY SUPPLIER	2280	1885	337	18	1925	148	277
	46%afg	44%	74%ab	58%	52%afg	28%	33%
No, neither	2606	2279	136	10	1655	356	530
	51%ce	53%ac	25%	32%	45%	68%aeg	63%ae
Refused	10	0	1	-	4	-	1
	*	*	*	-	*	-	*
Don't know	77	60	1	-	44	11	16
	2%e	1%e	*	-	1%	2%	2%

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

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

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	5155	1837	2586	51	657
Weighted Base	5145	1888	2560	54*	620
Yes, gas only	72	22	39	4	7
	1%	1%	2%	8%abcde	1%
Yes, electricity only	337	144	151	6	34
	7%	8%ac	6%	11%	5%
Yes, both	2043	914	921	13	192
	40%acde	48%acde	36%e	24%	31%
SUMMARY CODES					
GAS SUPPLIER	2115	935	960	17	199
	41%ce	50%acde	37%e	32%	32%
ELECTRICITY SUPPLIER	2380	1058	1072	19	226
	46%ce	56%acde	42%e	35%	36%
No, neither	2806	791	1419	31	352
	51%b	42%	55%ab	57%ab	57%ab
Refused	10	1	2	-	3
	*	-	-	-	*b
Don't know	77	17	28	-	32
	2%	1%	1%	-	5%abc

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

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

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (c)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5155	59	5096	2394	2761	745	674	679	142	480	1261	2093	1321
Weighted Base	5145	58*	5087	2456	2689	846	682	639	141	533	1299	2064	1249
Yes, gas only	72	22	50	72	-	26	20	15	5	9	28	27	7
	1%em	38%ac	1%	3%ae	-	3%a	3%a	2%	3%	2%em	2%em	1%em	1%
Yes, electricity only	337	15	322	337	-	98	97	85	22	42	122	143	30
	7%em	25%ac	6%	14%ae	-	12%a	14%a	13%a	16%a	8%em	9%aim	7%em	2%
Yes, both	2043	16	2027	2043	-	719	565	540	114	354	797	751	201
	40%em	28%	40%	83%ae	-	85%a	83%a	84%a	81%a	66%akm	57%aim	38%em	16%
SUMMARY CODES													
GAS SUPPLIER	2115	39	2076	2115	-	745	586	554	118	364	765	778	208
	41%em	67%ac	41%	86%ae	-	88%a	86%a	87%a	84%a	68%akm	59%aim	38%em	17%
ELECTRICITY SUPPLIER	2380	31	2349	2380	-	817	662	624	136	397	859	894	231
	46%em	54%	46%	97%ae	-	97%a	97%a	98%a	97%a	74%akm	66%aim	43%em	16%
No, neither	2606	5	2602	5	2602	3	-	-	-	125	402	1119	960
	51%bdghjk	8%	51%b	*	97%ad	*	-	-	-	24%	31%j	54%akj	77%akj
Refused	10	-	10	-	10	-	-	-	-	-	-	8	8
	1d	-	1	-	1d	-	-	-	-	-	-	1	1%ad
Don't know	77	-	77	-	77	-	-	-	-	1	10	23	43
	2%dfgh	-	2%	-	3%ad	-	-	-	-	-	1%	1%	3%akj

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5155	722	979	998	38	21	249	511	3510	3501	3085
Weighted Base	5145	764	1058	1074	36*	22**	251	552	3437	3431	2988
Yes, gas only	72	13	26	23	11	11	3	10	45	46	36
Yes, electricity only	337	54	75	75	12	2	22	34	233	234	203
Yes, both	2043	475	599	609	9	7	148	351	1343	1351	1159
	40%	62% ^{acd}	57% ^{ka}	57% ^{ka}	28%	33%	59% ^{ka}	64% ^{ka}	39%	39%	39%
SUMMARY CODES											
GAS SUPPLIER	2115	488	625	632	20	18	151	381	1388	1399	1195
	41%	64% ^{ad}	59% ^{ka}	59% ^{ka}	57%	83%	60% ^{ka}	60% ^{ka}	40%	41%	40%
ELECTRICITY SUPPLIER	2380	529	674	685	22	10	170	385	1575	1585	1359
	46%	69% ^{acd}	64% ^{ka}	64% ^{ka}	61%	43%	68% ^{ka}	70% ^{ka}	46%	46%	45%
No, neither	2805	217	349	358	3	1	74	154	1781	1765	1562
	51% ^{bcegh}	28%	33%	33% ^b	9%	7%	32%	28%	52%	51%	52%
Refused	10	1	-	-	-	-	1	-	1	2	1
	0%	0%	-	-	-	-	0%	0%	0%	0%	0%
Don't know	77	6	9	9	-	-	3	4	34	32	30
	2% ⁱ	1%	1%	1%	-	-	1%	1%	1%	1%	1%

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5155	498	460	461	291	470	299	440	116	349	464	363	260	399	266	19
Weighted Base 5145	506	472	517	283	462	284	425	129	362	442	362	255	373	256	18*
Yes, gas only 72 1%	6 1%	6 1%	13 2%ij	4 2%	6 1%	3 1%	4 1%	1 .	1 .	4 1%	7 2%	11 4%abctfh jkn	4 1%	3 1%	-
Yes, electricity only 337 7%dh	41 8%dgh	35 7%dh	15 3%	26 9%dgh	38 8%dgh	11 4%	13 3%	5 4%	29 8%dgh	25 6%	22 6%id	26 10%adghk	21 6%	30 12%adghk ln	-
Yes, both 2043 40%dj	198 39%di	232 49%abthi jmn	113 22%	118 42%di	216 47%abthi jn	143 51%abdeh ijmn	152 36%di	28 22%	122 34%di	223 50%abdeh ijmn	146 40%di	103 40%di	136 36%di	111 43%di	2 13%
SUMMARY CODES															
GAS SUPPLIER															
2115 41%dj	204 40%di	238 50%abthi jn	126 24%	123 43%ij	222 48%abthi jn	146 51%abthi jn	156 37%di	29 22%	123 34%di	227 51%abdeh ijn	152 42%ij	114 45%thj	140 38%di	113 44%di	2 13%
ELECTRICITY SUPPLIER															
2380 46%thi	238 47%thi	267 57%abthi jn	129 25%	144 51%thijn	254 55%abthi jn	154 54%adthj n	165 39%di	33 28%	151 42%di	247 56%abthi jn	167 46%thi	129 51%thij	158 42%di	140 55%adthj ln	2 13%
No, neither 2606 51%cdpkm o	247 49%ck	195 41%	363 70%abcef ghjkmno	132 47%	197 43%	124 44%	252 59%abcef ghkmno	94 73%abcef ghjkmno	202 56%cefgh mo	183 42%	178 49%ck	107 42%	206 55%cefgh mo	111 43%	16 87%
Refused 10 .	1 .	1 .	- .	- .	- .	3 1%ad	1 .	- .	3 1%a	- .	2 .	1 .	- .	- .	- .
Don't know 77 2%	14 3%acefg	3 1%	13 3%og	1 1%	4 1%	4 1%	4 1%	1 1%	5 1%	7 2%	9 2%g	8 3%cefgh	6 2%	2 1%	-

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2758	2411	187	160	424	1402	932	651	770	923	814
Weighted Base	2869	2505	211	154	422	1669	779	811	951	560	548
Once	(1) 1299 45%h	1122 45%h	89 42%	88 57%abc	254 60%afg	696 42%	349 45%	291 36%	423 45%h	277 49%h	308 58%ahj
Twice	(2) 645 22%	567 23%	54 25%	25 16%	77 18%	374 22%	194 25%e	185 23%	203 21%	145 26%k	113 21%
Three times	(3) 410 14%ak	365 15%	25 12%	20 13%	44 10%	254 15%	113 15%	132 16%jk	151 16%k	67 12%	60 11%
Four times or more	(4) 467 16%ajk	409 16%	39 19%	18 12%	39 9%	323 19%aag	104 13%	192 24%ajk	156 16%k	61 11%	57 10%
Refused	3 *	3 *	- -	- -	1 *	2 *	- -	- -	- -	1 *	2 *
Don't know	45 2%	39 2%	4 2%	2 1%	5 1%	21 1%	18 2%	10 1%	18 2%	9 2%	8 2%
Mean Score	2.016djk	2.025d	2.071d	1.789	1.681	2.124ag	1.963e	2.280ajk	2.043jk	1.842	1.751
Standard Deviation	1.126	1.126	1.145	1.076	0.999	1.161	1.075	1.188	1.134	1.024	1.024
Error Variance	*	0.001	0.007	0.007	0.002	0.001	0.001	0.002	0.002	0.002	0.001



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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2758	804	1616	259	79	529	2229	1844	425	457
Weighted Base	2869	639	1900	257	72	442	2427	2029	436	374
Once	(1) 1299	348	775	140	37	202	1097	800	259	223
	45%ch	54%ac	41%	54%ac	51%	46%	45%	39%	59%ah	60%ah
Twice	(2) 645	144	434	49	18	104	541	491	76	75
	22%i	23%	23%	19%	24%	23%	22%	24%j	17%	20%
Three times	(3) 410	76	302	29	4	64	347	322	41	42
	14%k	12%	16%be	11%	5%	14%	14%	16%j	9%	11%
Four times or more	(4) 467	61	360	33	11	63	403	379	57	28
	16%l	10%	19%abd	13%	16%	14%	17%	19%kaj	13%j	7%
Refused	3	1	1	1	-	-	3	1	1	1
	-	-	-	1%c	-	-	-	-	-	-
Don't know	45	9	28	5	3	10	35	36	2	6
	2%	1%	1%	2%	4%	2%	1%	2%	1%	2%
Mean Score	2.016bdj	1.764	2.132abde	1.625	1.848	1.972	2.024	2.146aj	1.760	1.669
Standard Deviation	1.126	1.005	1.153	1.055	1.109	1.055	1.131	1.143	1.080	0.953
Error Variance	-	0.001	0.001	0.005	0.016	0.002	0.001	0.001	0.003	0.002

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



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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2758	2081	289	364	28	2732	2755	2729	256	2207	179
Weighted Base	2869	2316	258	273	28**	2842	2866	2838	284	2388	160
Once	(1) 1299 43%	1004 43%	127 49%	155 57% ^{ab}	16 57%	1284 45%	1299 45%	1284 45%	123 43%	1080 45%	87 48%
Twice	(2) 645 22%	513 22%	69 27%	80 22%	6 22%	639 22%	645 22%	639 22%	63 22%	543 22%	36 20%
Three times	(3) 410 14%	343 15%	31 12%	32 12%	3 10%	408 14%	409 14%	406 14%	49 17%	331 14%	28 16%
Four times or more	(4) 467 16% ^{cdk}	424 18% ^{cdk}	24 9%	17 6%	3 11%	464 16%	465 16%	462 16%	46 17% ^k	402 17% ^k	19 9%
Refused	3	2	1	-	-	3	3	3	-	2	1
Don't know	45	30	6	9	-	45	45	45	-	30	12
	2%	1%	2%	3% ^{ab}	-	2%	2%	2%	1%	1%	7% ^{cdk}
Mean Score	2.016^{cd}	2.082^{cd}	1.810	1.664	1.745	2.018	2.014	2.017	2.058	2.024	1.835
Standard Deviation	1.126	1.152	0.991	0.926	1.032	1.127	1.125	1.126	1.124	1.132	1.019
Error Variance	-	0.001	0.004	0.002	0.041	-	-	-	0.005	0.001	0.006

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



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2758	1978	659	20	2153	163	408
Weighted Base	2669	2039	705	20**	2326	150	368
Once	(1) 1299 45% ^{ce}	985 48% ^{sc}	266 38%	10 49%	960 47%	90 60% ^{ae}	238 65% ^{ae}
Twice	(2) 645 22% ^g	465 23%	148 21%	4 21%	540 23% ^g	34 23%	61 16%
Three times	(3) 410 14% ^g	289 14%	110 16%	2 8%	360 15% ^g	17 11%	29 8%
Four times or more	(4) 467 16% ^{btg}	267 13%	179 25% ^{cab}	4 21%	424 18% ^{dg}	9 6%	35 9%
Refused	3 -	1 -	- -	- -	3 -	- -	- -
Don't know	45 2% ^c	31 2% ^c	2 -	- -	38 2%	- -	5 1%
Mean Score	2.016 ^{btg}	1.919	2.286 ^{ab}	2.010	2.108 ^{btg}	1.640	1.610
Standard Deviation	1.128	1.078	1.213	1.221	1.144	0.915	0.989
Error Variance	-	0.001	0.002	0.075	0.001	0.005	0.002

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



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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2758	1273	1177	24	280
Weighted Base	2869	1362	1209	24**	271
Once	(1) 1299 45% ^b	526 39%	623 52% ^{ab}	16 68%	131 48% ^b
Twice	(2) 645 22%	307 23%	271 23%	5 23%	63 23%
Three times	(3) 410 14%	215 16%	161 13%	-	34 13%
Four times or more	(4) 467 16% ^{bc}	300 22% ^{abc}	139 11%	2 9%	25 9%
Refused	3	1	1	-	1
Don't know	45 2%	13 1%	15 1%	-	17 6% ^{abc}
Mean Score	2.016 ^{bc}	2.214 ^{abc}	1.845	1.491	1.810
Standard Deviation	1.126	1.181	1.048	0.900	1.006
Error Variance	-	0.001	0.001	0.034	0.004

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

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2758	755	2003	2758	-	1029	728	701	170	614	1063	848	233
Weighted Base	2869	793	2076	2869	-**	1163	749	664	168	675	1113	865	216
Once	(1) 1289 45% ^h	345 44%	954 46%	1289 45%	-	418 36%	361 48% ^l	375 56% ^{atg}	81 48% ^l	188 28%	496 45% ^q	484 57% ^{akj}	122 56% ^{akj}
Twice	(2) 645 22%	151 19%	494 24% ^b	645 22%	-	244 21%	194 26% ^l	145 22%	39 23%	157 23%	251 23%	187 22%	50 23%
Three times	(3) 410 14% ^{km}	97 12%	313 15%	410 14%	-	185 16%	101 14%	88 13%	20 12%	113 17% ^{km}	173 16% ^{km}	105 12%	18 8%
Four times or more	(4) 467 16% ^{cphtm}	191 24% ^{ac}	275 13%	467 16%	-	301 26% ^{aght}	88 12% ^h	49 7%	23 14% ^h	215 32% ^{aklm}	173 16% ^{km}	64 7%	14 6%
Refused	3 *	-	3 *	3 *	-	1 *	1 *	-	-	-	1 *	1 *	1 *
Don't know	45 2% ^{aj}	8 1%	37 2%	45 2%	-	15 1%	3 *	9 1%	5 3% ^g	2 *	19 2% ^j	14 2% ^j	10 5% ^{ajkl}
Mean Score	2.016 ^{ghlm}	2.172 ^{ac}	1.955	2.016	-	2.321 ^{aghi}	1.868 ^h	1.710	1.905 ^h	2.529 ^{aklm}	2.021 ^{lm}	1.695	1.630
Standard Deviation	1.126	1.228	1.076	1.228	-	1.219	1.041	0.980	1.067	1.263	1.116	0.957	0.909
Error Variance	*	0.002	0.001	*	-	0.001	0.001	0.001	0.007	0.002	0.001	0.001	0.004

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2758	801	1001	569	399	439	191	499	1800	1681	1648
Weighted Base	2869	712	1067	1045	400	480	192	550	1894	1927	1659
Once	(1) 1299	227	380	365	223	172	68	173	900	898	817
	45%bcdgh	32%	35%	36%	56%af	36%	35%	32%	49%	47%	49%a
Twice	(2) 645	179	264	263	86	93	44	148	413	422	363
	22%e	25%	24%	25%	17%	19%	23%	27%a	22%	22%	22%
Three times	(3) 410	98	164	154	43	59	29	69	278	287	240
	14%	14%	15%	15%	11%	12%	15%	13%	15%	15%	14%
Four times or more	(4) 467	202	271	253	60	152	50	156	280	294	218
	16%ik	28%a	25%a	24%a	15%	32%ae	26%a	28%a	15%	15%	13%
Refused	3	-	-	-	-	-	-	-	1	1	1
Don't know	45	6	7	10	7	3	2	4	22	26	20
	2%k	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Mean Score	2.016ek	2.390a	2.302a	2.285a	1.848	2.403ae	2.323a	2.380a	1.967	1.968	1.914
Standard Deviation	1.126	1.206	1.191	1.183	1.127	1.267	1.209	1.202	1.108	1.114	1.082
Error Variance	-	0.002	0.001	0.001	0.003	0.004	0.008	0.003	0.001	0.001	0.001

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



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

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2758	251	301	129	162	291	205	222	34	162	310	187	145	193	189	7
Weighted Base	2869	274	320	151	156	307	208	218	41**	168	311	195	145	197	189	9*
Once	(1) 1299 45%k	133 49%k	134 42%	79 52%k	85 55%adfk no	121 39%	112 54%adfk no	107 49%k	18 45%	69 41%	116 37%	85 43%	80 55%adfk no	83 42%	70 41%	7 80%
Twice	(2) 645 22%lm	65 24%	79 25%lm	37 24%	27 17%	73 24%lm	45 22%	56 26%lm	8 20%	46 27%lm	73 24%lm	30 16%	22 15%	45 23%	39 23%	1 14%
Three times	(3) 410 14%	33 12%	41 13%	19 12%	22 14%	48 16%	22 7%	22 7%	4 10%	21 13%	58 19%abgh	35 18%gh	20 14%	38 19%gh	27 16%	-
Four times or more	(4) 467 16%	34 12%	64 20%bdh	15 10%	22 14%	61 20%bdh	28 13%	24 11%	8 20%	31 18%k	60 19%bdh	42 22%bdgh	20 14%	28 14%	30 16%	-
Refused	3	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
Don't know	45 2%	9 3%cd	2 1%	2 2%	-	4 1%	1	6 3%	2 6%	2 1%	3 1%	2 1%	4 3%e	4 2%	3 2%	1 7%
Mean Score	2.016dgh	1.875	2.108bde	1.793	1.871	2.160bde	1.834	1.829	2.055	2.084dgh	2.205abd	2.183bde	1.854	2.056dh	2.110bdg	1.145
Standard Deviation	1.128	1.060	1.159	1.004	1.112	1.158	1.079	1.029	1.210	1.133	1.145	1.215	1.120	1.099	1.146	0.375
Error Variance	*	0.005	0.005	0.008	0.008	0.005	0.006	0.005	0.046	0.009	0.004	0.008	0.009	0.006	0.008	0.023

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.138 When did you last do this?

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2043	1778	138	127	244	1062	747	470	569	396	608
Weighted Base	2115	1841	152	122	243	1249	623	588	699	422	407
Between 1 and 2 years ago	(1.5) 390	341	24	24	77	239	74	105	129	84	72
		18%g	16%	20%	32%ahfg	19%g	12%	18%	16%	20%	18%
Between 2 and 5 years ago	(3.5) 959	843	71	45	123	585	251	290	320	182	167
		46%g	47%	37%	51%g	47%g	40%	49%k	46%	43%	41%
Between 5 and 9 years ago	(7) 483	421	40	23	29	302	152	130	162	93	98
		23%h	29%	18%	12%	18%	24%e	22%	23%	22%	24%
10 or more years ago	(10) 242	202	15	25	6	107	129	52	74	57	58
		11%af	10%	21%abc	2%	9%e	21%aef	9%	17%	14%h	14%h
Refused	3	3	-	-	1	1	1	1	-	1	1
		-	-	-	1%f	-	-	-	-	-	-
Don't know	38	31	2	5	6	17	15	9	14	4	11
		2%	1%	4%	2%	1%	2%	1%	2%	1%	2%
Mean Score	4.688e	4.663	4.759	5.166	3.490	4.534e	5.516aef	4.513	4.658	4.775	4.959ah
Standard Deviation	2.665	2.641	2.567	3.101	1.983	2.526	2.915	2.511	2.627	2.784	2.805
Error Variance	0.004	0.004	0.048	0.080	0.017	0.006	0.012	0.014	0.012	0.020	0.013



Q.138 When did you last do this?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2043	612	1178	192	61	427	1616	1406	272	337
Weighted Base	2115	488	1383	188	56	361	1754	1538	279	272
Between 1 and 2 years ago	(1.5) 390 18%	79 16%	285 19%	34 18%	11 20%	56 16%	334 19%	249 16%	82 29%ahj	56 21%
Between 2 and 5 years ago	(3.5) 959 45%	200 41%	661 48%b	75 40%	24 42%	136 38%	824 47%k	707 46%	137 49%	105 38%
Between 5 and 9 years ago	(7) 483 23%	132 27%ac	306 22%	37 20%	8 16%	101 28%ag	383 22%	360 23%	47 23%	74 27%
10 or more years ago	(10) 242 11%	69 14%c	136 10%	27 14%	10 18%	60 17%ag	182 10%	190 12%	10 4%	33 12%k
Refused	3	1	-	3	-	-	3	3	-	1
Don't know	38 2%	7 2%	14 1%	13 7%abc	3 5%c	8 2%	29 2%	30 2%	3 1%	4 1%
Mean Score	4.698l	5.065ac	4.542	4.888	4.854	5.290ag	4.577	4.825i	3.739	4.858h
Standard Deviation	2.665	2.768	2.577	2.958	3.004	2.958	2.608	2.675	2.184	2.768
Error Variance	0.004	0.013	0.006	0.046	0.158	0.020	0.004	0.005	0.018	0.023

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



Q.138 When did you last do this?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2043	1486	235	307	28	2017	2041	2015	193	1719	118
Weighted Base	2115	1660	208	232	28**	2087	2113	2086	211	1774	118
Between 1 and 2 years ago	(1.5) 390	331	33	23	4	385	390	385	32	336	21
		18% <i>d</i>	16%	10%	16%	18%	18%	18%	15%	19%	18%
Between 2 and 5 years ago	(3.5) 959	763	88	82	12	947	958	946	105	788	59
		45% <i>d</i>	42%	35%	44%	45%	45%	45%	50%	44%	49%
Between 5 and 9 years ago	(7) 483	371	47	61	8	475	483	475	49	410	22
		23%	22%	26%	30%	23%	23%	23%	23%	23%	18%
10 or more years ago	(10) 242	147	38	56	3	239	242	239	24	206	10
		11% <i>ab</i>	9%	24% <i>ab</i>	10%	11%	11%	11%	17%	12%	9%
Refused	3	3	-	-	-	3	3	3	-	3	-
		-	-	-	-	-	-	-	-	-	-
Don't know	38	25	3	10	-	38	37	37	2	29	6
		2%	1%	4% <i>ab</i>	-	2%	2%	2%	1%	2%	5% <i>ajk</i>
Mean Score	4.898b	4.476	5.171 <i>ab</i>	5.386 <i>abc</i>	4.893	4.896	4.898	4.896	4.796	4.715	4.391
Standard Deviation	2.665	2.541	2.907	2.961	2.644	2.666	2.666	2.666	2.597	2.688	2.507
Error Variance	0.004	0.004	0.037	0.030	0.269	0.004	0.004	0.004	0.035	0.004	0.057

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



Q.138 When did you last do this?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2043	1646	327	13	1609	139	278
Weighted Base	2115	1685	355	12**	1728	126	249
Between 1 and 2 years ago	(1.5) 390 18%b	260 15%	112 32%ab	6 46%	312 16%	20 16%	58 23%
Between 2 and 5 years ago	(3.5) 959 45%b	740 44%	187 53%ab	4 29%	815 47%b	40 32%	104 42%
Between 5 and 9 years ago	(7) 483 23%b	428 25%b	44 12%	2 13%	375 22%	41 33%ab	65 26%
10 or more years ago	(10) 242 11%b	229 14%b	9 3%	-	190 11%	24 19%ab	19 8%
Refused	3	1	-	-	3	-	-
Don't know	38 2%	27 2%	2 1%	1 11%	32 2%	1 1%	3 1%
Mean Score	4.698b	4.987bc	3.472	2.987	4.638	5.560abg	4.459
Standard Deviation	2.665	2.724	1.974	2.014	2.629	2.914	2.566
Error Variance	0.004	0.005	0.012	0.369	0.004	0.062	0.024

Q.138 When did you last do this?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2043	883	934	17	205
Weighted Base	2115	935	960	17**	199
Between 1 and 2 years ago	(1.5) 390 18% ^c	212 23% ^{ac}	138 14%	4 24%	36 18%
Between 2 and 5 years ago	(3.5) 959 45%	450 48% ^c	416 43%	7 41%	85 43%
Between 5 and 9 years ago	(7) 463 23% ^b	173 18%	259 27% ^{ab}	5 28%	46 23%
10 or more years ago	(10) 242 11%	87 9%	134 14% ^b	1 7%	19 10%
Refused	3	3	1	-	-
Don't know	38 2%	11 1%	14 1%	-	13 7% ^{abc}
Mean Score	4.698 ^b	4.311	5.086 ^{ab}	4.410	4.647
Standard Deviation	2.865	2.550	2.722	2.590	2.659
Error Variance	0.004	0.008	0.008	0.095	0.036

Q.138 When did you last do this?

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

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2043	40	2003	2043	-	649	572	586	119	327	733	761	222
Weighted Base	2115	39*	2076	2115	-**	745	586	554	118	364	765	778	208
Between 1 and 2 years ago	(1.5) 380 18%nm	30 79%ac	350 17%	350 16%	-	198 27%agh	106 18%h	53 10%	20 22%h	94 26%alm	158 21%lm	125 16%lm	13 6%
Between 2 and 5 years ago	(3.5) 959 45%bhm	6 14%	954 46%b	959 45%	-	407 55%aagh	246 42%	219 40%	48 41%	208 57%alm	398 52%alm	307 39%lm	46 22%
Between 5 and 9 years ago	(7) 483 23%bjk	2 4%	482 23%b	483 23%	-	106 14%	150 26%l	165 30%af	27 23%l	39 11%	146 19%	210 27%akj	88 42%akj
10 or more years ago	(10) 242 11%dkl	-	242 12%l	242 11%	-	25 3%	78 13%l	104 19%atg	15 13%l	23 6%	52 7%	122 16%akj	45 21%akj
Refused	3	3	3	3	-	1	1	-	-	-	2	-	1
Don't know	38	1	36	38	-	7	3	13	3	-	9	14	15
		3%g	2%	2%	-	1%	1%	2%g	2%	-	1%	2%g	7%akl
Mean Score	4.698bjk	2.040	4.747b	4.698	-	3.688	4.918f	5.620afgl	4.699f	3.775	4.210j	5.172akj	6.486ajkl
Standard Deviation	2.665	1.294	2.659	2.665	-	2.062	2.758	2.786	2.793	2.229	2.377	2.824	2.616
Error Variance	0.004	0.043	0.004	0.004	-	0.007	0.013	0.014	0.067	0.015	0.008	0.011	0.034

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2043	454	579	585	23	17	148	329	1373	1376	1200
Weighted Base	2115	488	625	632	20**	18**	151	361	1388	1398	1195
Between 1 and 2 years ago	(1.5) 390	103	155	153	17	13	24	83	250	253	208
Between 2 and 5 years ago	(3.5) 959	249	294	294	3	3	84	178	604	616	534
Between 5 and 9 years ago	(7) 483	91	127	131	1	1	23	72	331	324	270
10 or more years ago	(10) 242	42	46	50	-	-	19	27	177	177	161
Refused	3	1	-	1	-	-	13%	7%	13%	13%	14%
Don't know	38	2	2	2	-	1	1	1	25	26	21
Mean Score	4.888bcdh	4.289	4.196	4.280	1.918	2.163	4.243	4.221	4.930	4.795	4.846
Standard Deviation	2.665	2.486	2.481	2.514	1.096	1.516	2.614	2.450	2.730	2.722	2.749
Error Variance	0.004	0.014	0.011	0.011	0.052	0.144	0.046	0.018	0.006	0.006	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2043	192	220	107	127	215	145	157	24	114	227	148	113	139	113	2
Weighted Base	2115	204	238	120*	123	222	146	156	29**	123	227	152	114*	140	113	2**
Between 1 and 2 years ago	(1.5) 390 16%	26 13%	37 16%	26 21%	20 17%	47 21%b	35 24%b	26 17%	6 20%	18 15%	40 18%	33 22%b	23 20%	22 15%	29 26%bc	-
Between 2 and 5 years ago	(3.5) 959 43%	97 48%	112 48%	57 46%	60 49%	86 39%	59 40%	68 43%	12 41%	60 48%	106 47%	70 46%	42 37%	75 53%l/gm	56 49%	1 30%
Between 5 and 9 years ago	(7) 483 23%	52 26%	55 23%	27 22%	22 18%	63 28%	30 21%	37 23%	9 32%	31 25%	55 24%	30 20%	21 19%	29 21%	22 19%	-
10 or more years ago	(10) 242 11%	24 12%	33 14%o	10 8%	18 14%o	23 10%	21 15%ko	20 13%o	2 7%	13 11%	18 8%	18 12%	23 20%lad/kno	12 8%	6 5%	2 70%
Refused	3	-	1	-	-	-	-	3	-	-	-	-	-	-	-	-
Don't know	38 2%	5 2%	1 1%	5 4%g	2 2%	3 1%	2	2	-	2	8 3%cg	2 1%	4 4%cg	3 2%	1 1%	-
Mean Score	4.898o	4.921o	4.895o	4.416	4.771o	4.758o	4.706	4.874o	4.679	4.778o	4.538	4.510	5.134o	4.481	4.009	8.020
Standard Deviation	2.865	2.599	2.750	2.540	2.759	2.698	2.898	2.743	2.561	2.578	2.484	2.696	3.089	2.432	2.331	3.897
Error Variance	0.004	0.036	0.034	0.063	0.061	0.034	0.058	0.049	0.273	0.059	0.028	0.050	0.089	0.044	0.049	7.593

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3121	2705	217	199	478	1543	1100	741	847	596	937
Weighted Base	3222	2787	244	191	477	1630	915	914	1045	636	627
Once	(1) 1489 48%h	1264 45%g	108 44%g	117 61%abc	291 61%afg	753 47%g	446 40%f	340 37%g	473 45%h	317 50%h	359 57%ahj
Twice	(2) 709 22%d	627 23%d	56 23%d	25 13%	85 18%	413 23%e	211 23%e	209 23%	212 20%	159 25%ik	128 20%
Three times	(3) 470 15%ak	410 15%ak	37 15%	24 12%	62 13%	296 18%	123 13%	153 17%jk	175 17%jk	76 12%	64 10%
Four times or more	(4) 502 16%agk	439 16%agk	39 16%	23 12%	41 9%	344 19%aag	117 13%e	203 22%ajk	165 16%jk	69 11%	65 10%
Refused	2 *	2 *	- -	- -	- -	1 *	1 *	1 *	- -	- -	1 *
Don't know	51 2%	45 2%	4 2%	2 1%	9 2%	25 1%	18 2%	8 1%	20 2%	13 2%	10 2%
Mean Score	1.995degk	2.009d	2.033d	1.748	1.662	2.128ag	1.901e	2.242ajk	2.031jk	1.836	1.734
Standard Deviation	1.119	1.119	1.124	1.084	0.963	1.152	1.071	1.177	1.129	1.024	1.020
Error Variance	*	*	0.006	0.006	0.002	0.001	0.001	0.002	0.002	0.002	0.001

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3121	940	1799	291	91	625	2496	2082	487	513
Weighted Base	3222	752	2100	288	82	521	2701	2264	503	419
Once	(1) 1489	412	878	154	45	250	1239	922	299	250
	46%ch	55%ac	42%	53%ac	54%c	48%	46%	41%	60%ah	60%ah
Twice	(2) 709	157	480	54	17	117	592	535	85	82
	22%h	21%	23%	19%	21%	22%	22%	24%h	17%	19%
Three times	(3) 470	94	334	37	5	75	395	368	51	45
	15%aj	13%	16%be	13%	6%	14%	12%	16%h	10%	11%
Four times or more	(4) 502	75	378	37	12	70	432	401	63	34
	16%k	10%	18%abd	13%	15%	13%	16%	18%h	12%h	8%
Refused	2	1	-	1	-	-	2	1	-	1
	-	-	-	1% c	-	-	-	-	-	-
Don't know	51	13	29	6	3	9	42	37	5	9
	2%	2%	1%	2%	3%	2%	2%	2%	1%	2%
Mean Score	1.885bdj	1.771	2.103ade	1.844	1.807	1.930	2.006	2.111aj	1.754	1.864
Standard Deviation	1.119	1.020	1.143	1.085	1.102	1.085	1.125	1.135	1.071	0.968
Error Variance	-	0.001	0.001	0.004	0.014	0.002	0.001	0.001	0.002	0.002

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



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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3121	2308	350	435	298	2825	3119	2822	379	2530	194
Weighted Base	3222	2561	308	329	289	2933	3220	2930	407	2802	195
Once	(1) 1489 48%	1116 44%	163 53%ab	198 60%abc	154 53%algh	1335 46%	1487 46%	1333 46%	185 46%	1200 46%	91 47%
Twice	(2) 709 22%	570 22%	72 23%	62 19%	50 17%	659 22%	709 22%	659 22%e	83 20%	585 20%	59 20%
Three times	(3) 470 15%	391 15%	35 12%	38 12%	52 18%	418 14%	469 15%	417 14%	74 18%j	359 14%	34 17%
Four times or more	(4) 502 16%cdde	450 18%cd	30 10%	21 6%	29 10%	472 16%e	502 16%e	472 16%e	58 14%	425 16%k	17 9%
Refused	2	2	-	-	-	2	2	2	-	2	-
Don't know	51 2%	32 1%	8 3%	10 3%b	4 1%	48 2%	51 2%	48 2%	7 2%	31 1%	14 7%kl
Mean Score	1.995de	2.069bcd	1.774	1.629	1.846	2.010e	1.955e	2.010e	2.011	2.003	1.873
Standard Deviation	1.119	1.142	1.005	0.929	1.055	1.124	1.119	1.124	1.109	1.127	1.027
Error Variance	-	0.001	0.003	0.002	0.004	-	-	-	0.003	0.001	0.006

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



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3121	2244	727	26	2421	190	460
Weighted Base	3222	2292	779	26**	2594	173	413
Once	(1) 1489 46% ^{ce}	1122 49% ^{cd}	304 39%	13 51%	1109 43%	98 57% ^{iae}	260 63% ^{iae}
Twice	(2) 709 22% ^{fg}	515 22%	154 20%	7 26%	586 23% ^{fg}	41 24%	70 17%
Three times	(3) 470 15% ^{fg}	328 14%	129 17%	-	406 16% ^{fg}	20 12%	39 9%
Four times or more	(4) 502 16% ^{bfgh}	293 13%	188 24% ^{ab}	6 23%	450 17% ^{gh}	11 7%	41 10%
Refused	2 -	1 -	-	-	2 -	-	-
Don't know	51 2% ^c	35 2% ^c	4 1%	-	41 2%	2 1%	3 1%
Mean Score	1.995 ^{bfgh}	1.987	2.250 ^{ab}	1.851	2.078 ^{bfgh}	1.678	1.662
Standard Deviation	1.119	1.074	1.210	1.220	1.138	0.950	1.010
Error Variance	-	0.001	0.002	0.057	0.001	0.005	0.002

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



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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3121	1444	1325	24	322
Weighted Base	3222	1532	1354	24**	307
Once	(1) 1489 46%b	618 40%	693 51%ab	16 67%	158 51%b
Twice	(2) 709 23%	329 21%	309 23%	5 20%	67 22%
Three times	(3) 470 15%	254 17%c	179 13%	-	37 12%
Four times or more	(4) 502 16%cd	315 21%ace	158 12%	3 13%	24 8%
Refused	2 *	1 *	1 *	-	-
Don't know	51 2%	16 1%	15 1%	-	21 7%abc
Mean Score	1.985ce	2.176ace	1.852	1.596	1.745
Standard Deviation	1.119	1.174	1.050	1.036	0.976
Error Variance	-	0.001	0.001	0.045	0.003

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

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3121	838	2285	3121	-	1139	830	798	194	680	1201	981	259
Weighted Base	3222	874	2349	3222	**	1274	845	753	195	746	1243	994	240
Once	(1) 1489	379	1110	1489	-	485	423	435	93	207	567	571	144
		48% ^h	47%	46%	-	38%	50% ^l	58% ^{atgj}	48% ^l	28%	46% ^h	57% ^{akj}	60% ^{akj}
Twice	(2) 709	166	543	709	-	271	207	160	49	176	279	207	47
		22%	23% ^b	22%	-	21%	25%	21%	25%	24%	22%	21%	20%
Three times	(3) 470	117	354	470	-	221	109	92	24	132	191	128	22
		15% ^{km}	15%	15%	-	17% ^{agh}	13%	12%	12%	19% ^{km}	15% ^{km}	13%	9%
Four times or more	(4) 502	205	297	502	-	311	101	57	26	231	186	70	16
		16% ^{qghlm}	23% ^{ac}	16%	-	24% ^{lagh}	12% ^h	8%	13% ^h	31% ^{aklm}	15% ^{lm}	7%	7%
Refused	2	-	2	2	-	1	-	-	-	-	2	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Don't know	51	7	45	51	-	14	5	9	3	1	18	20	12
		2% ^{aj}	2% ^b	2%	-	1%	1%	1%	1%	-	1% ^j	2% ^j	5% ^{ajkl}
Mean Score	1.995 ^{qghlm}	2.170 ^{ac}	1.929	1.995	-	2.308 ^{aghi}	1.866 ^h	1.692	1.910 ^h	2.519 ^{aklm}	1.996 ^{lm}	1.685	1.604
Standard Deviation	1.119	1.221	1.071	1.119	-	1.197	1.048	0.860	1.070	1.194	1.109	0.951	0.923
Error Variance	-	0.002	0.001	-	-	0.001	0.001	0.001	0.006	0.002	0.001	0.001	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3121	719	1102	1045	438	481	214	536	2113	2141	1889
Weighted Base	3222	772	1168	1136	438	523	215	589	2140	2175	1875
Once	(1) 1489	243	412	392	247	182	80	180	1048	1044	946
	46%bcdgh	32%	35%	35%	57%af	35%	37%	30%	49%	48%	50%a
Twice	(2) 709	197	291	286	88	105	52	158	447	460	393
	22%e	25%	24%	25%a	16%	20%	24%	27%a	21%	21%	21%
Three times	(3) 470	110	191	180	50	72	27	83	310	317	269
	15%	14%	16%	16%	11%	14%	12%	14%	14%	15%	14%
Four times or more	(4) 502	217	288	266	65	161	56	165	305	322	242
	16%ik	28%ad	24%a	23%a	15%	31%ae	26%a	28%a	14%	13%	13%
Refused	2	1	-	1	-	-	-	1	1	2	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	51	3	6	8	7	3	1	2	29	30	28
	2%abh	-	1%	1%	2%	1%	1%	1%	1%	1%	1%
Mean Score	1.995ek	2.382a	2.300a	2.284a	1.844	2.409ae	2.269a	2.400a	1.839	1.961	1.895
Standard Deviation	1.119	1.201	1.181	1.172	1.129	1.251	1.214	1.192	1.104	1.112	1.081
Error Variance	-	0.002	0.001	0.001	0.003	0.003	0.007	0.003	0.001	0.001	0.001

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



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

		PRS SEGMENTS														
Total		Eastern	EME	London	Manweb	Midlands	Northern	Norweb	Scottish Hydro	Scottish Power	Seaboard	Southern	SWALEC	SWEB	Yorkshire	NA
(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	3121	299	342	136	187	334	213	234	39	178	344	212	168	228	199	8
Weighted Base	3222	322	362	159	180	347	218	230	47	197	339	219	168	228	199	10*
Once	(1) 1489 46%k	146 45%	153 42%	81 51%k	100 56%abctj	144 41%	121 56%abctj	114 50%k	22 kno	86 44%	132 39%	101 46%	97 58%abctj	99 44%	86 43%	7 69%
Twice	(2) 709 22%elm	78 24%elm	91 25%elm	44 28%elm	26 14%	84 24%elm	45 21%	57 25%elm	11 23%	45 23%em	76 22%em	33 15%	22 13%	53 24%elm	42 21%	1 13%
Three times	(3) 470 15%	50 15%	47 13%	16 10%	27 15%	51 15%	23 7%	26 7%	5 7%	32 18%	60 17%	38 12%	20 12%	42 19%cdgh	33 17%	-
Four times or more	(4) 502 16%bd	34 10%	70 19%bdh	15 9%	25 14%	64 18%bdh	29 13%	26 7%	9 17%	51 16%	69 20%abdh	43 20%bdh	25 15%	31 14%	33 16%	1 13%
Refused	2	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
Don't know	51 2%	15 5%acetzgk	1	2 1%	2 1%	4 1%	-	6 3%og	2 4%og	3 1%	3 1%	4 2%	3 2%	1	5 3%og	1 6%
Mean Score	1.995dg	1.907	2.092bde	1.771	1.871	2.102bde	1.817	1.837	1.997	2.042d	2.191abd	2.105dgh	1.833	2.023d	2.060dgh	1.534
Standard Deviation	1.119	1.034	1.150	0.974	1.125	1.143	1.080	1.034	1.158	1.119	1.163	1.199	1.141	1.086	1.137	1.085
Error Variance	-	0.004	0.004	0.007	0.007	0.004	0.005	0.005	0.035	0.007	0.004	0.007	0.008	0.005	0.007	0.168

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



Q.139 When did you last do this?

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2318	1997	167	154	271	1161	886	538	624	452	704
Weighted Base	2380	2046	185	149	271	1372	736	666	766	481	467
Between 1 and 2 years ago	(1.5) 423	365	31	27	83	259	81	126	135	85	77
		18%	17%	18%	31%alf	19%g	11%	19%	16%	18%	17%
Between 2 and 5 years ago	(3.5) 1044	910	77	58	142	619	283	306	343	205	191
		44%g	42%	39%	52%alfg	45%g	38%	46%	45%	43%	41%
Between 5 and 9 years ago	(7) 560	482	53	25	32	344	183	149	182	117	112
		24%h	29%hd	17%	12%	25%ie	20%ie	22%	24%	24%	24%
10 or more years ago	(10) 300	248	19	33	7	123	170	72	91	67	70
		13%af	12%	22%abc	2%	9%e	23%aef	11%	12%	14%	15%h
Refused	2	-	-	1	-	1	2	1	-	-	1
Don't know	50	40	4	6	8	27	16	11	16	6	16
		2%	2%	4%	3%	2%	2%	2%	2%	2%	2%
Mean Score	4.817ef	4.782	4.894	5.209	3.464	4.606e	5.709aef	4.630	4.777	4.923	5.042h
Standard Deviation	2.719	2.695	2.639	3.116	1.958	2.661	2.956	2.640	2.683	2.773	2.821
Error Variance	0.003	0.004	0.042	0.067	0.015	0.006	0.010	0.013	0.012	0.017	0.012



Q.139 When did you last do this?

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2318	719	1309	219	71	503	1815	1597	307	381
Weighted Base	2380	576	1527	214	63	423	1957	1728	315	306
Between 1 and 2 years ago	(1.5) 423 18%	85 15%	292 19% ^b	33 15%	14 22%	65 15%	358 18%	274 16%	84 27% ^{ah}	62 20%
Between 2 and 5 years ago	(3.5) 1044 44% ⁱ	233 40%	699 46% ^b	87 40%	25 40%	156 37%	888 45% ^h	757 44%	161 51% ^{ahj}	117 38%
Between 5 and 9 years ago	(7) 560 24% ⁱ	156 27% ^{ce}	350 23%	44 21%	9 14%	111 26%	448 23%	421 24% ^h	54 17%	79 26% ^h
10 or more years ago	(10) 300 13% ^h	88 15% ^c	165 11%	34 16% ^c	13 21% ^c	78 18% ^{ag}	222 11%	236 14% ^h	12 4%	41 13% ^h
Refused	2	1	-	2	-	1	2	1	-	1
Don't know	50 2%	13 2%	21 1%	14 6% ^{abc}	2 4%	12 3%	39 2%	38 2%	5 2%	7 2%
Mean Score	4.8171	5.185 ^{ac}	4.640	5.070 ^c	4.954	5.367 ^{ag}	4.699	4.958 ^h	3.818	4.897 ⁱ
Standard Deviation	2.719	2.790	2.640	2.869	3.127	2.928	2.660	2.738	2.177	2.809
Error Variance	0.003	0.011	0.005	0.040	0.144	0.018	0.004	0.005	0.016	0.021

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



Q.139 When did you last do this?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2318	1645	284	371	207	2111	2315	2108	280	1894	129
Weighted Base	2380	1634	247	282	199	2181	2377	2178	296	1940	129
Between 1 and 2 years ago	(1.5) 423	361	32	30	38	385	423	385	48	353	21
		18% ^{cd}	13%	7%	19%	18%	18%	18%	18%	18%	16%
Between 2 and 5 years ago	(3.5) 1044	846	94	97	80	955	1044	955	147	831	60
		44% ^{cd}	38%	34%	45%	44%	44%	44%	50% ^{cd}	43%	46%
Between 5 and 9 years ago	(7) 560	416	61	76	37	523	558	521	62	471	23
		24%	25%	27%	18%	24%	23%	24%	21%	24%	18%
10 or more years ago	(10) 300	176	54	69	28	272	299	271	34	250	13
		13% ^{ab}	10%	22% ^{ab}	14%	12%	13%	12%	11%	13%	10%
Refused	2	2	1	-	-	2	2	2	-	2	-
Don't know	50	34	6	10	7	43	50	43	6	33	12
	2%	2%	2%	4% ^b	3%	2%	2%	2%	2%	2%	9% ^{ajk}
Mean Score	4.817 ^b	4.544	5.285 ^{ab}	5.915 ^{ab}	4.737	4.824	4.913	4.820	4.673	4.846	4.571
Standard Deviation	2.719	2.585	2.972	2.970	2.807	2.712	2.718	2.711	2.617	2.739	2.622
Error Variance	0.003	0.004	0.032	0.025	0.040	0.004	0.003	0.004	0.025	0.004	0.059

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a1/jk



Q.139 When did you last do this?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2318	1862	360	19	1812	164	310
Weighted Base	2380	1886	397	18**	1929	146	277
Between 1 and 2 years ago	(1.5) 423 18%b	282 14%	132 33%ab	12 65%	342 18%	18 12%	62 22%f
Between 2 and 5 years ago	(3.5) 1044 44%b	809 43%	201 51%ab	1 6%	881 46%f	45 31%	111 40%
Between 5 and 9 years ago	(7) 560 24%b	482 26%b	49 12%	3 17%	429 22%	51 35%ae	72 26%
10 or more years ago	(10) 300 13%b	283 15%ac	12 3%	-	235 12%	30 21%aeg	28 10%
Refused	2	2	-	-	2	-	-
Don't know	50	38	2	2	39	3	4
	2%	2%	1%	13%	2%	2%	2%
Mean Score	4.817c	5.147ac	3.465	2.679	4.741	5.855aeg	4.640
Standard Deviation	2.719	2.759	2.042	2.222	2.688	2.862	2.651
Error Variance	0.693	0.604	0.012	0.309	0.004	0.051	0.024

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



Q.139 When did you last do this?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2318	1008	1049	18	237
Weighted Base	2380	1058	1072	19**	226
Between 1 and 2 years ago	(1.5) 423 18% ^c	224 21% ^{ac}	152 14%	4 23%	41 18%
Between 2 and 5 years ago	(3.5) 1044 44%	500 47% ^c	446 42%	7 36%	90 40%
Between 5 and 9 years ago	(7) 560 24% ^b	203 19%	296 28% ^{ab}	5 25%	54 24%
10 or more years ago	(10) 300 13%	114 11%	161 15% ^b	2 11%	23 10%
Refused	2	1	1	-	1
Don't know	50 2%	16 2%	16 1%	1 5%	17 8% ^{abc}
Mean Score	4.817b	4.462	5.188 ^{abc}	4.701	4.713
Standard Deviation	2.719	2.636	2.763	2.841	2.671
Error Variance	0.603	0.607	0.607	0.475	0.632

Q.139 When did you last do this?

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

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2318	33	2285	2318	-	719	662	661	136	359	830	862	247
Weighted Base	2380	31**	2349	2380	-**	817	662	624	136	397	859	894	231
Between 1 and 2 years ago	(1.5) 423 18%nm	22 71%	401 17%	423 18%	-	209 26%lgh	113 17%h	68 11%	28 21%h	99 25%akm	164 19%lm	144 16%lm	16 7%
Between 2 and 5 years ago	(3.5) 1044 44%nlm	6 18%	1039 44%	1044 44%	-	442 54%lgh	269 41%	239 38%	50 37%	227 57%akm	432 50%alm	339 38%lm	47 20%
Between 5 and 9 years ago	(7) 560 24%l	2 5%	558 24%	560 24%	-	124 15%	179 27%l	182 29%af	34 25%l	44 11%	177 21%	243 27%ajk	96 41%ajkl
10 or more years ago	(10) 300 13%jk	1 3%	299 13%	300 13%	-	30 4%	65 14%l	123 20%afg	19 14%l	25 6%	73 9%	149 17%ajk	53 23%ajkl
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	50 2%	1 3%	49 2%	50 2%	-	10 1%	7 1%	12 2%	4 3%	1 *	12 1%	19 2%	19 8%ajkl
Mean Score	4.817jk	2.448	4.848	4.817	-	3.764	5.052f	5.626afgl	4.928f	3.796	4.404j	5.251ajk	6.577ajkl
Standard Deviation	2.719	2.003	2.714	2.719	-	2.110	2.783	2.843	2.876	2.223	2.485	2.866	2.658
Error Variance	0.003	0.125	0.003	0.003	-	0.006	0.012	0.012	0.063	0.014	0.008	0.009	0.031

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



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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2318	495	629	635	24	9	167	353	1504	1572	1368
Weighted Base	2380	529	674	685	22**	10**	170	385	1575	1565	1359
Between 1 and 2 years ago	(1.5) 423	107	156	152	15	7	27	84	276	280	240
Between 2 and 5 years ago	(3.5) 1044	208	316	321	4	2	90	191	649	660	558
Between 5 and 9 years ago	(7) 560	105	143	145	1	1	30	80	387	383	323
10 or more years ago	(10) 300	44	56	62	1	-	21	26	229	228	208
Refused	2	1	-	1	-	-	12%	7%	15%	14%	15%a
Don't know	50	4	3	4	1	-	-	1	1	2	1
Mean Score	4.817bcdh	4.546	4.318	4.389	2.466	2.538	4.010	4.244	4.867	4.866	5.007
Standard Deviation	2.719	2.478	2.827	2.581	2.088	1.915	2.613	2.417	2.804	2.800	2.538
Error Variance	0.003	0.013	0.010	0.010	0.190	0.407	0.042	0.017	0.005	0.005	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



Q.139 When did you last do this?

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

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2318	228	250	111	150	248	152	166	28	139	252	164	127	162	139	2
Weighted Base	2380	238	267	129	144	254	154	165	33**	151	247	167	129	158	140	2**
Between 1 and 2 years ago	(1.5) 423	31	42	24	26	44	41	25	7	23	43	34	24	26	33	-
	16%	13%	16%	18%	18%	17%	26% ^{abcth jkn}	15%	22%	15%	17%	20%	19%	16%	23% ^b	-
Between 2 and 5 years ago	(3.5) 1044	111	120	56	66	105	58	68	11	66	113	78	47	77	67	1
	44%	47%	45%	44%	46%	41%	38%	41%	32%	44%	46%	47%	36%	49%	46%	30%
Between 5 and 9 years ago	(7) 560	62	64	33	23	68	32	41	11	42	63	31	24	34	32	-
	24%	26% ^{ue}	24%	25%	16%	27% ^{ue}	21%	25%	34%	28% ^{ue}	26% ^{ue}	18%	18%	22%	22%	-
10 or more years ago	(10) 300	24	36	11	24	34	23	27	2	17	23	21	30	17	8	2
	13% ^o	10%	14% ^o	9%	17% ^{ko}	13% ^o	15% ^o	16% ^{ko}	6%	12%	9%	13% ^o	23% ^{abcoff jkn}	11%	5%	70%
Refused	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Don't know	50	10	4	5	5	9	-	4	2	3	5	3	3	3	1	-
	2%	4% ^{ago}	2%	4% ^g	3% ^g	1%	-	2%	5%	2%	2%	2%	2%	2%	-	-
Mean Score	4.817 ^o	4.865 ^o	4.922 ^o	4.621	4.827	4.981 ^o	4.664	5.183 ^o	4.698	4.936 ^o	4.688	4.575	5.341 ^{ko}	4.685	4.179	6.020
Standard Deviation	2.719	2.550	2.729	2.562	2.890	2.757	2.923	2.846	2.806	2.652	2.572	2.731	3.188	2.609	2.372	3.897
Error Variance	0.003	0.030	0.031	0.062	0.058	0.031	0.056	0.059	0.251	0.051	0.027	0.047	0.082	0.043	0.041	7.593

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2664	2334	180	150	404	1360	900	634	744	501	785
Weighted Base	2777	2428	204	144	402	1622	753	789	923	536	529
Yes	2613	2293	190	131	378	1526	711	754	878	493	488
	94%	94%	93%	91%	93%	94%	94%	90% ^{ijk}	95% ^{ijk}	92%	92%
No	132	111	12	10	24	81	27	30	33	39	31
	5%	5%	6%	7%	6%	5%	4%	4%	4%	7% ^{lmn}	6% ^l
Don't know	31	24	3	4	2	15	14	5	12	3	11
	1%	1%	1%	3%	*	1%	2%	1%	1%	1%	2% ^{lmn}

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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 2664	774	1566	249	75	511	2153	1782	408	433
Weighted Base 2777	617	1842	248	69*	428	2349	1973	418	356
Yes 2613	568	1754	228	63	395	2218	1874	388	324
94%	92%	95%bd	92%	91%	92%	94%	95%h	93%	91%
No 132	40	73	14	5	27	106	77	28	26
5%	6%c	4%	6%	7%	6%	4%	4%	7%h	7%ah
Don't know 31	9	15	6	1	7	25	23	1	6
1%	1%	1%	2%c	2%	2%	1%	1%	*	2%j

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2854	2216	281	344	24	2640	2662	2638	248	2232	171
Weighted Base	2777	2245	251	259	25**	2751	2775	2749	276	2314	172
Yes	2613	2123	233	241	17	2596	2611	2594	267	2188	147
	94% ^{kl}	95%	83%	90%	68%	94%	94%	94%	96% ^{kl}	95% ^{kl}	86%
No	132	103	16	10	9	124	132	124	9	106	15
	5%	5%	6%	4%	32%	5%	5%	5%	3%	5%	9% ^{ajl}
Don't know	31	20	2	8	-	31	31	31	1	20	10
	1%	1%	1%	3% ^{abc}	-	1%	1%	1%	*	1%	6% ^{ajl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2664	1903	652	14	2086	153	383
Weighted Base	2777	1966	698	13**	2256	140	345
Yes	2613	1842	685	7	2135	127	315
	84%	84%	98%ab	54%	95%fg	91%	91%
No	132	105	11	6	98	9	25
	5%a	5%a	2%	4%	4%	7%	7%a
Don't know	31	19	2	-	22	4	5
	1%	1%	*	-	1%	3%	1%

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2664	1239	1129	18	274
Weighted Base	2777	1326	1166	17**	264
Yes	2613	1274	1087	12	239
No	132	47	66	4	13
Don't know	31	5	13	1	12
	1%b	-	1%b	6%	5%abc
	94%e	96%ace	93%	73%	90%
	5%	4%	6%b	22%	5%

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

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2664	711	1953	2664	-	1000	705	674	162	596	1028	816	224
Weighted Base	2777	750	2027	2777	**	1129	724	642	162	656	1077	835	209
Yes	2613	723	1890	2613	-	1088	671	603	149	629	1023	780	182
	94% _m	96% _{ac}	89%	94%	-	96% _{agh}	83%	94%	92%	96% _m	95% _m	93% _m	87%
No	132	23	109	132	-	36	45	36	9	27	44	45	16
	5% _f	3%	5% _b	5%	-	3%	6% _f	6% _f	6%	4%	4%	5%	8% _k
Don't know	31	4	27	31	-	5	8	2	4	-	10	10	11
	1% _j	-	1%	1%	-	-	1%	-	2% _h	-	1% _j	1% _j	5% _{akl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 ** very small base (under 20) ineligible for sig testing



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	2964	968	938	374	420	187	483	1800	1823	1594
Unweighted Base	2777	1051	1011	377	459	188	533	1836	1869	1609
Yes	2613	1001	963	361	444	179	508	1735	1757	1514
No	132	44	42	13	13	8	25	85%	90	79
Don't know	31	6	6	4	2	2	-	18	19	17
	15h	*	1%	1%	*	1%	-	1%	1%	1%

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2664	244	294	118	155	283	200	216	32	148	304	179	134	187	164	6
Weighted Base 2777	267	314	138	150	299	205	212	40**	164	304	187	134	191	165	8**
Yes 2613	233	297	124	142	289	194	198	34	155	294	178	123	187	159	7
94%b	87%	95%b	80%	95%b	97%bdc	95%b	93%b	86%	95%b	97%bdc	95%b	82%	98%bdc	97%bd	82%
No 132	24	16	13	6	9	10	10	4	8	9	7	7	5	4	-
5%	9%akno	5%	10%akno	4%	3%	5%	5%	10%	5%	3%	4%	5%	2%	3%	-
Don't know 31	11	-	1	2	1	1	4	2	1	1	2	4	-	1	1
1%	4%adpkn	-	1%	1%	-	-	2%c	4%	1%	-	1%	3%clkn	-	1%	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2503	2200	169	134	377	1278	848	608	710	461	724
Weighted Base	2613	2293	190	131	376	1526	711	754	878	493	488
Yes	2201	1938	157	107	324	1299	578	662	724	412	404
	84%	85%	83%	82%	86%g	85%g	81%	88%ahk	82%	84%	83%
No	388	335	32	21	49	220	119	88	149	76	75
	15%	15%	17%	16%	13%	14%	17%	12%	17%ih	16%	15%
Don't know	24	20	1	2	3	7	14	4	6	5	9
	1%	1%	1%	2%	1%	1%	2%af	1%	1%	1%	2%ahh



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

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 2503	714	1492	229	68	470	2033	1701	379	396
Weighted Base 2613	568	1754	228	63*	395	2218	1674	388	324
Yes	460	1493	193	55	334	1867	1576	339	282
84%	81%	85%b	85%	87%	85%	84%	84%	87%j	81%
No	388	102	249	30	7	333	281	46	58
15%	18%c	14%	13%	11%	14%	15%	15%	12%	18%k
Don't know	24	6	12	5	1	6	19	4	3
1%	1%	1%	2%c	2%	1%	1%	1%	1%	1%

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

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2533	1904	282	319	17	2486	2501	2484	238	2109	145
Weighted Base	2613	2123	233	241	17**	2596	2611	2594	267	2188	147
Yes	2201	1802	196	190	16	2185	2200	2184	229	1845	120
	84% ^d	85% ^d	84%	79%	80%	84%	84%	84%	86%	84%	82%
No	388	309	32	44	1	387	388	387	37	325	23
	15%	15%	14%	16%	6%	15%	15%	15%	14%	15%	16%
Don't know	24	12	5	7	1	24	24	23	1	18	4
	1%	1%	2% ^b	3% ^{ab}	4%	1%	1%	1%	*	1%	3% ^d

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2503	1779	640	7	1974	137	350
Weighted Base	2613	1842	685	7**	2135	127	315
Yes	2201	1522	604	5	1803	106	254
84%	84%	83%	88%ab	74%	84%	84%	81%
No	388	299	80	2	311	19	58
15%	15%	16%ac	12%	28%	15%	15%	18%
Don't know	24	21	1	-	22	1	4
1%	1%	1%e	*	-	1%	1%	1%

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

	TARIFF TYPE			
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Total (a)				
Unweighted Base	2503	1190	1049	12
Weighted Base	2613	1274	1087	12**
Yes	2201	1105	885	10
	84%	87% ^c	81%	84%
No	388	161	193	31
	15%	12%	18% ^{ab}	12%
Don't know	24	8	9	6
	1%	1%	1%	3% ^{abc}

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2503	684	1819	2503	-	967	651	632	149	571	976	763	193
Weighted Base	2613	723	1890	2613	**	1088	671	603	149	629	1023	780	182
Yes	2201	650	1551	2201	-	949	554	502	111	569	852	637	144
	84%	90%	82%	84%	-	87%	82%	83%	75%	90%	83%	82%	79%
No	388	71	317	388	-	138	113	94	36	60	165	129	34
	15%	10%	17%	15%	-	13%	17%	16%	24%	9%	16%	17%	19%
Don't know	24	2	22	24	-	1	4	7	2	-	5	14	4
	1%	*	1%	1%	-	*	1%	1%	1%	*	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 ** very small base (under 20) ineligible for sig testing



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	2503	808	322	882	357	179	458	1698	1712	1499
Unweighted Base	2613	857	1001	963	361	179	508	1795	1757	1514
Yes	2201	592	878	853	322	158	459	1461	1478	1282
	84%	90% ^a	88% ^a	89% ^a	89% ^a	88%	90% ^a	84%	84%	85%
No	388	82	118	107	38	20	47	296	261	218
	15% ^b	9%	12%	11%	11%	9%	11%	15%	15%	14%
Don't know	24	3	5	3	*	1	1	18	18	14
	7%	*	7%	*	*	7%	*	7%	7%	7%

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



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

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2503	212	280	104	147	274	188	202	28	141	292	188	121	183	158	5
Weighted Base 2613	233	297	124*	142	289	194	198	34**	155	294	178	123	187	159	7*
Yes 2201	184	257	112	122	240	166	173	29	127	246	139	99	158	140	7
84%	79%	87%bl	90%blm	86%	83%	86%	87%bl	85%	82%	84%	79%	81%	84%	88%bl	100%
No 388	46	33	12	19	44	27	25	5	27	48	37	22	26	19	-
15%	20%cd	11%	10%	14%	15%	14%	12%	15%	17%	16%	21%cdho	18%	14%	12%	-
Don't know 24	3	7	-	-	4	-	*	-	1	-	2	2	4	*	-
1%	1%	2%lagk	-	-	2%k	-	*	-	1%	-	1%	2%k	2%k	*	-

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



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2047	1809	133	105	309	1058	680	519	566	374	588
Weighted Base	2147	1890	153	103*	309	1269	568	648	703	402	393
Online price comparison service	813 39% ^d	740 39% ^d	47 31%	26 25%	119 39% ^g	538 42% ^{ag}	155 27%	301 46% ^{ajk}	291 41% ^k	145 36% ^k	76 19%
I contacted the supplier by phone	433 20%	377 20%	34 22%	22 22%	70 23%	230 18%	133 23% ^f	122 19%	135 19%	90 22%	86 22%
Through a salesperson who knocked at my door	285 13% ^h	246 13%	17 11%	22 21% ^{abc}	30 10%	164 13%	91 16% ^e	58 9%	78 11%	57 14% ^h	92 23% ^{ahj}
Telephone price comparison service	113 5%	102 5%	8 5%	3 3%	34 11% ^{afg}	56 4%	23 4%	25 4%	43 6%	16 4%	30 8% ^{ahj}
Through the supplier's website	108 5% ^k	91 5%	9 6%	8 8%	18 6%	72 6% ^g	19 3%	36 6% ^k	45 6% ^k	16 4%	11 3%
Supplier contacted me by phone	102 5%	79 4%	15 10% ^{ab}	8 8%	3 1%	55 4%	8 1%	25 4%	40 6%	24 6%	27 7% ^h
Through a salesperson in the street \ shopping centre \ other public place	101 5%	92 5%	8 5%	2 2%	9 3%	53 4%	39 7% ^{aeaf}	22 3%	34 5%	21 5%	25 6% ^h
Friend/relative recommended/did it for me	32 1%	27 1%	2 1%	3 3%	3 1%	16 1%	13 2%	9 1%	7 1%	5 1%	11 3% ^{ab}
Moved house	27 1%	23 1%	2 1%	2 2%	3% ^{afg}	14 1%	2 0%	8 1%	7 1%	6 1%	6 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25 1%	24 1%	-	1 1%	4 1%	9 1%	12 2% ^f	7 1%	8 1%	6 1%	4 1%
Leaflet/letter (through the door)	7 *	7 *	-	-	-	3 *	4 1%	2 *	2 *	1 *	1 *
Online research	2 *	2 *	-	-	-	1 *	1 *	1 *	-	-	1 *
(Ad) On TV	1 *	1 *	-	-	-	1 *	-	-	-	1 *	-

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



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

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

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

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	186	59	379	1668	1396	326	303
Weighted Base	2147	448	1454	190	55	319	1827	1545	334	246
Online price comparison service	813 38% ^{bfj}	87 20%	642 44% ^{abd}	64 34% ^b	20 36% ^b	80 25%	733 40% ^{fi}	656 42% ^{ajj}	98 29%	54 22%
I contacted the supplier by phone	433 20%	113 25% ^{iac}	272 19%	40 17%	9 17%	88 27% ^{ag}	346 19%	277 18%	89 27% ^{iah}	61 25% ^h
Through a salesperson who knocked at my door	285 13% ^c	85 19% ^{ac}	159 11%	30 16%	15 27% ^{ac}	58 18% ^{ag}	227 12%	195 13%	35 10%	52 21% ^{ah}
Telephone price comparison service	113 5%	40 9% ^{iac}	61 4%	10 5%	2 4%	15 5%	98 5%	67 4%	27 8% ^h	19 8% ^h
Through the supplier's website	108 5% ^b	9 2%	92 6% ^b	7 4%	1 1%	11 4%	97 5%	77 5%	22 7%	8 3%
Supplier contacted me by phone	102 5%	30 7% ^c	60 4%	8 4%	4 7%	21 6%	81 4%	71 5%	16 5%	12 5%
Through a salesperson in the street \ shopping centre \ other public place	101 5%	34 8% ^{ac}	59 4%	7 4%	1 2%	16 5%	85 5%	65 4%	20 6%	16 7%
Friend/relative recommended/did it for me	32 1%	10 2%	18 1%	2 1%	1 2%	8 3%	23 1%	23 2%	2 1%	5 2%
Moved house	27 1%	9 2%	16 1%	2 1%	-	1 *	26 1%	12 1%	13 4% ^{ahj}	2 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity housing association \ Big Switch \ Ready to Switch etc.)	25 1%	4 1%	17 1%	4 2%	-	4 1%	21 1%	21 1%	1 *	3 1%
Leaflet/letter (through the door)	7 *	3 1%	4 *	-	-	3 1%	4 *	5 *	1 *	1 1%
Online research	2 *	1 *	-	1 %	-	1 *	1 *	1 *	-	1 *

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	186	59	379	1668	1396	326	303
Weighted Base	2147	448	1454	190	55	319	1827	1545	334	246
(Ad) On TV	1	-	1	-	-	-	1	1	-	-
Relative/friend/I worked for them	1	-	1	-	-	-	1	-	-	-
Contacted them myself	-	-	-	-	-	-	-	-	-	-
Other	15	2	10	3	1	2	13	14	1	-
Refused	3	1	2	1	-	-	3	3	-	1
Don't know	79	21	44	12	2	13	66	57	10	11
	4%	5%	3%	6% ^c	4%	4%	4%	4%	3%	5%

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

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2047	1572	213	248	-	2047	2047	2047	197	1734	111
Weighted Base	2147	1756	194	184	-*	2147	2147	2147	219	1808	113*
Online price comparison service	813	749	49	9	-	813	813	813	87	692	32
	38%cd	43%acd	25%cd	5%	-	38%	38%	38%	40%	38%k	28%
I contacted the supplier by phone	433	331	46	55	-	433	433	433	34	373	26
	20%	19%	24%	30%ab	-	20%	20%	20%	15%	21%	23%
Through a salesperson who knocked at my door	285	200	39	44	-	285	285	285	29	241	15
	13%	11%	20%ab	24%ab	-	13%	13%	13%	13%	13%	13%
Telephone price comparison service	113	85	12	14	-	113	113	113	19	81	11
	5%	5%	6%	6%	-	5%	5%	5%	9%j	4%	9%j
Through the supplier's website	108	105	3	1	-	108	108	108	11	91	6
	5%cd	6%cd	1%	1%	-	5%	5%	5%	5%	5%	5%
Supplier contacted me by phone	102	72	12	18	-	102	102	102	6	88	8
	5%	4%	6%	10%ab	-	5%	5%	5%	3%	5%	7%
Through a salesperson in the street \ shopping centre \ other public place	101	71	17	13	-	101	101	101	11	83	8
	5%	4%	9%ab	7%b	-	5%	5%	5%	5%	5%	7%
Friend/relative recommended/did it for me	32	21	2	9	-	32	32	32	4	26	1
	1%	1%	1%	5%abc	-	1%	1%	1%	2%	1%	1%
Moved house	27	22	2	1	-	27	27	27	3	23	1
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25	20	2	2	-	25	25	25	2	23	-
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-
Leaflet/letter (through the door)	7	5	-	2	-	7	7	7	2	5	-
	*	*	-	1%	-	*	*	*	1%	*	-
Online research	2	2	-	-	-	2	2	2	-	2	-
	*	*	-	-	-	*	*	*	-	*	-

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



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

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2047	1572	213	248	-	2047	2047	2047	197	1734	111
Weighted Base	2147	1756	194	184	**	2147	2147	2147	219	1808	113*
(Ad) On TV	1	1	-	-	-	1	1	1	-	1	-
Relative/friend/I worked for them	1	1	-	-	-	1	1	1	-	1	-
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-
Other	15	13	-	2	-	15	15	15	1	14	-
Refused	3	2	1	-	-	3	3	3	-	3	-
Don't know	79	56	7	13	-	79	79	79	10	62	8
	4%	3%	4%	7%ab	-	4%	4%	4%	5%	3%	5%

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



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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2047	1429	559	-	1627	107	269
Weighted Base	2147	1486	600	**	1767	102*	240
Online price comparison service	813 38% ^{abg}	493 33%	302 50% ^{ab}	-	743 42% ^{afg}	19 19%	43 16%
I contacted the supplier by phone	433 20% ^c	340 23% ^c	83 74%	-	338 19%	31 31% ^{cae}	58 24%
Through a salesperson who knocked at my door	285 13% ^c	233 16% ^c	45 8%	-	195 11%	16 16%	64 26% ^{aef}
Telephone price comparison service	113 5%	88 6%	24 4%	-	90 5%	5 5%	16 7%
Through the supplier's website	108 5%	62 4%	42 7% ^b	-	94 5%	5 5%	8 3%
Supplier contacted me by phone	102 5%	71 5%	23 4%	-	76 4%	9 9% ^{ae}	17 7%
Through a salesperson in the street \ shopping centre \ other public place	101 5%	62 4%	37 6%	-	77 4%	6 6%	15 6%
Friend/relative recommended/did it for me	32 1%	14 1%	17 3% ^{ab}	-	28 2%	1 1%	2 1%
Moved house	27 1% ^c	26 2% ^c	-	-	18 1%	3 3%	5 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity housing association \ Big Switch \ Ready to Switch etc.)	25 1%	17 1%	7 1%	-	23 1%	1 1%	2 1%
Leaflet (through the door)	7 -	5 -	2 -	-	5 -	1 -	1 1%

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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2047	1429	559	-	1627	107	269
Weighted Base	2147	1486	600	**	1767	102*	240
Online research	2	1	1	-	2	-	-
(Ad) On TV	1	1	-	-	-	-	1
Relative/friend/I worked for them	1	-	1	-	1	-	-
Contacted them myself	-	-	-	-	-	-	-
Other	15	7	7	-	13	1	-
Refused	3	1	1%	-	1%	-	-
Don't know	79	66	8	-	62	5	9
	4% ^c	4% ^c	1%	-	3%	2%	4%

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

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

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	2047	1011	833	6	197
Weighted Base	2147	1087	864	6**	189
Online price comparison service	813 38%ce	510 47%ace	242 28%	4 48%	57 30%
I contacted the supplier by phone	433 20%	188 17%	211 24%ab	-	34 18%
Through a salesperson who knocked at my door	285 13%b	97 9%	159 18%ab	1 16%	28 15%b
Telephone price comparison service	113 5%	68 6%	38 4%	-	7 4%
Through the supplier's website	108 5%	63 6%	41 5%	-	4 2%
Supplier contacted me by phone	102 5%	43 4%	42 5%	1 17%	16 9%ab
Through a salesperson in the street \ shopping centre \ other public place	101 5%	39 4%	50 6%b	-	12 6%
Friend/relative recommended/did it for me	32 1%	11 1%	15 2%	2 22%	5 2%
Moved house	27 1%	11 1%	13 2%	-	2 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity housing association \ Big Switch \ Ready to Switch etc.)	25 1%	19 2%c	4 *	-	2 1%
Leaflet (letter (through the door)	7 *	4 *	3 *	-	-

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

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

** very small base (under 20) ineligible for sig testing

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2047	1011	833	6	197
Weighted Base	2147	1087	864	8**	189
Online research	2	-	2	-	-
(Ad) On TV	1	-	1	-	-
Relative/friend/I worked for them	1	1	-	-	-
Contacted them myself	-	-	-	-	-
Other	15	5	7	-	2
Refused	3	3	1	-	-
Don't know	79	25	34	-	20
	4%	2%	4% ^a	-	11% ^{abc}

Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (b)	Never switched (c)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2047	594	1453	2047	-	819	523	509	112	503	795	608	141
Weighted Base	2147	630	1516	2147	**	926	542	488	108*	557	835	621	133
Online price comparison service	813	307	506	813	-	813	-	-	-	301	321	166	25
		38%gghm	49%ac	38%	-	88%aaght	-	-	-	54%akm	38%km	27%	19%
I contacted the supplier by phone	433	96	337	433	-	-	433	-	-	106	156	145	26
		20%bfn	15%	20%	-	-	80%afh	-	-	19%	19%	23%k	20%
Through a salesperson who knocked at my door	285	44	241	285	-	-	-	285	-	25	93	139	28
		13%bfnj	7%	13%	-	-	-	58%afgj	-	4%	11%	22%akj	21%akj
Telephone price comparison service	113	42	71	113	-	113	-	-	-	34	46	29	5
		5%gh	7%	5%	-	12%aaght	-	-	-	6%	6%	4%	4%
Through the supplier's website	108	38	70	108	-	-	108	-	-	37	56	10	5
		5%kfe	6%	5%	-	-	20%afh	-	-	7%	7%	2%	4%
Supplier contacted me by phone	102	30	73	102	-	-	-	102	-	12	48	34	9
		5%kfg	5%	5%	-	-	-	21%afgj	-	2%	6%	5%	7%
Through a salesperson in the street \ shopping centre \ other public place	101	21	80	101	-	-	-	101	-	10	43	36	12
		5%kfg	3%	5%	-	-	-	21%afgj	-	2%	5%	6%	9%
Friend/relative recommended/did it for me	32	15	17	32	-	-	-	-	32	7	13	10	1
		1%kgh	2%	1%	-	-	-	-	29%afgh	1%	2%	2%	*
Moved house	27	10	17	27	-	-	-	-	-	2	16	6	2
		1%kgh	2%	1%	-	-	-	-	-	*	2%	1%	2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25	13	12	25	-	-	-	25	-	11	8	5	*
		1%kgh	2%k	1%	-	-	-	23%afgh	-	2%	1%	7%	*
Leaflet/letter (through the door)	7	-	7	7	-	-	-	-	7	2	1	4	*
		-	*	*	-	-	-	-	6%afgh	*	*	1%	*

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



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2047	594	1453	2047	-	819	523	509	112	503	795	608	141
Weighted Base	2147	630	1516	2147	**	926	542	488	108*	557	835	621	133
Online research	2	-	2	2	-	-	-	-	2	1	1	-	-
(Ad) On TV	1	-	1	1	-	-	-	-	1%afgh	-	-	1	-
Relative/friend/I worked for them	1	-	1	1	-	-	-	-	1%afgh	-	-	-	-
Contacted them myself	-	-	-	-	-	-	-	-	1%af	-	-	-	-
Other	15	5	10	15	-	-	-	-	a	-	-	-	-
Refused	3	1	3	3	-	-	-	-	15%afgh	4	7	3	-
Don't know	79	9	70	79	-	-	-	-	-	1%	2%	3%	1%

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



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

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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2047	528	782	780	307	355	150	402	1389	1399	1230
Weighted Base	2147	579	857	835	313	389	154	451	1428	1443	1250
Online price comparison service	813	297	443	423	106	240	62	241	507	542	440
I contacted the supplier by phone	431	94	145	148	67	42	26	73	304	303	260
Through a salesperson who knocked at my door	285	40	67	64	32	16	14	31	192	179	162
Telephone price comparison service	113	31	40	36	22	25	11	22	79	71	72
Through the supplier's website	108	42	56	60	16	25	10	33	74	79	67
Supplier contacted me by phone	102	15	29	29	20	12	6	9	69	70	61
Through a salesperson in the street/shopping centre/other public place	101	17	18	20	16	5	10	12	76	71	64
Friend/relative recommended/did it for me	32	5	10	9	9	7	2	2	25	22	28
Moved house	27	8	7	8	8	4	4	6	16	16	15
		1%	1%	1%	2%	1%	2%	1%	1%	1%	1%

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	2947	528	782	780	307	355	150	402	1389	1399	1220
Weighted Base	2147	579	857	835	313	389	154	451	1428	1443	1250
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25 1%	7 1%	11 1%	11 1%	8 3%a	7 2%	3 2%	5 1%	16 1%	17 1%	14 1%
Leaflet/letter (through the door)	7	2	2	2	-	-	1	2	3	4	3
Online research	2	1	1	1	-	-	-	1	2	2	1
(Ad) On TV	1	-	-	-	-	-	-	-	1	1	1
Relative/friend/I worked for them	1	-	1	1	-	-	-	-	1	1	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-
Other	15 1%	5 1%	8 1%	6 1%	2 1%	3 1%	1 1%	4 1%	14 1%	13 1%	13 1%
Refused	3	2	2	2	-	1	-	2	1	1	1

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	2047	528	782	780	307	355	150	402	1389	1399
Weighted Base	2147	579	857	835	313	389	154	451	1428	1443
Don't know	79	11	17	15	7	3	5	6	49	52
	4% ^{ns}	2%	2%	2%	2%	1%	2%	2%	3%	4%

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



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

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	2047	163	240	90	124	220	156	172	22	111	238	128	94	151	135	5
Weighted Base	2147	178	254	108*	120	237	161	171	23*	124*	239	134	98*	154	135	7**
Online price comparison service	813	69	88	39	39	108	66	61	10	37	109	54	28	45	57	3
		38%	35%	36%	33%	46% ^{abcem}	41% ^{gn}	36%	35%	30%	46% ^{acegm}	40%	29%	29%	42% ^{lmn}	41%
I contacted the supplier by phone	433	35	44	21	32	31	29	36	2	32	52	29	20	39	27	4
		20% ^d	17%	19%	27% ^{cd}	13%	18%	21% ^f	7%	26% ^f	22% ^f	21%	21%	26% ^f	20%	59%
Through a salesperson who knocked at my door	285	23	40	11	23	24	17	29	5	12	22	19	20	19	22	-
		13%	15%	10%	19% ^{gjk}	10%	10%	17% ^g	17%	10%	9%	14%	21% ^{gjk}	12%	16%	-
Telephone price comparison service	113	12	27	8	-	19	5	11	2	6	6	2	3	2	10	-
		5% ^e	7% ^{eh}	11% ^{eaegkn}	-	8% ^{ekn}	3%	8% ^{eln}	6%	5% ^e	3%	1%	4%	1%	8% ^{ekn}	-
Through the supplier's website	108	8	15	4	5	11	8	7	4	5	13	6	8	10	3	-
		5%	6%	4%	4%	5%	5%	4%	13%	4%	5%	5%	9% ^o	7%	2%	-
Supplier contacted me by phone	102	3	10	5	5	11	13	5	4	11	9	3	6	10	6	-
		2%	4%	5%	4%	5%	8% ^{bbh}	3%	14%	9% ^{bhh}	4%	3%	6%	6%	5%	-
Through a salesperson in the street \ shopping centre \ other public place	101	13	14	7	4	12	8	9	-	8	7	8	2	7	2	-
		5%	6% ^{ko}	7%	4%	5%	5%	5%	-	6%	3%	6%	2%	4%	1%	-
Friend/relative recommended/did it for me	32	2	5	-	4	4	3	1	-	2	3	1	2	3	1	-
		1%	2%	-	4%	2%	2%	1%	-	1%	1%	1%	2%	2%	1%	-
Moved house	27	3	1	2	1	3	-	1	-	2	4	3	2	5	1	-
		1%	1%	2%	1%	1%	-	1%	-	1%	2%	2%	2%	3% ^{og}	1%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	25	5	2	1	-	4	1	1	-	-	5	-	2	3	1	-
		1%	1%	1%	-	2%	1%	1%	-	-	2%	-	1%	2%	1%	-
Leaflet/letter (through the door)	7	-	1	-	-	-	-	2	-	-	-	1	-	1	-	-
		-	1%	-	-	-	-	1%	-	-	1%	1%	-	1%	-	-
Online research	2	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-
		-	-	-	1% ^a	-	-	-	-	-	-	-	-	1%	-	-

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



Q.156 Thinking of the last time you switched your gas and electricity supplier, how did you switch?
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	PPS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2047	163	240	90	124	220	156	172	22	111	238	128	94	151	135	5
Weighted Base	2147	178	254	108*	120	237	161	171	23**	124*	239	134	96*	154	135	7**
(Ad) On TV	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Relative/friend/I worked for them	1	-	-	-	-	1%	-	-	-	-	-	1	-	-	-	-
Contacted them myself	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
Other	15	-	1	-	3	2	3	1	-	1	1	1	-	1	1	-
Refused	3	-	1	-	3%abc	1%	2%	1%	-	1%	*	1%	-	1%	*	-
Don't know	79	6	7	10	1	6	6	6	2	8	7	5	3	8	4	-
	4%	3%	3%	9%abc	1%	2%	4%	4%	6%	7%e	3%	4%	3%	5%	3%	-

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



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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	696	589	53	54	111	339	246	130	199	147	220
Weighted Base	710	603	57*	50*	110*	394	206	160	243	156	151
Online price comparison service	190	167	14	9	32	124	34	67	66	40	16
	27%gk	28%	25%	18%	29%g	32%g	16%	42%ajk	27%k	28%k	11%
I contacted the supplier by phone	165	142	10	13	36	87	42	42	41	44	38
	23%	24%	18%	26%	33%alg	22%	20%	26%	17%	28%l	25%l
Through a salesperson who knocked at my door	109	94	8	7	11	57	41	11	39	28	31
	15%h	16%	14%	14%	10%	14%	20%e	7%	16%h	18%h	20%h
Telephone price comparison service	36	29	4	3	4	23	9	3	11	6	14
	5%	5%	6%	6%	4%	6%	4%	2%	5%	4%	9%ah
Through a salesperson in the street \ shopping centre \ other public place	31	26	3	2	5	14	12	2	14	5	10
	4%	4%	5%	5%	4%	4%	6%	1%	6%	3%	7%h
Supplier contacted me by phone	25	18	4	4	3	15	7	2	6	5	12
	4%	3%	7%	7%	3%	4%	3%	1%	3%	3%	8%ah
Through the supplier's website	21	16	3	2	2	13	7	7	10	2	3
	3%	3%	5%	5%	1%	3%	3%	4%	4%	1%	2%
Supplier was already at the house (when I moved in)	10	10	-	1	2	6	2	4	3	2	1
	1%	2%	-	1%	2%	2%	1%	2%	1%	2%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10	10	-	-	1	7	2	2	6	2	-
	1%	2%	-	-	1%	2%	1%	1%	2%	1%	-
Someone else/friend (no detail)	6	3	1	2	-	3	3	-	4	-	2
	1%	-	2%	4%ab	-	1%	2%	-	2%	-	1%
Recommendation	6	5	-	1	-	2	4	-	4	-	2
	1%	1%	-	1%	-	1%	2%	-	1%	-	1%
Someone else did it (no detail)	5	2	2	1	-	2	3	3	-	1	1
	1%	-	3%b	2%	-	1%	2%	2%	-	1%	1%
Someone else contacted supplier by phone	2	2	-	-	1	-	1	-	2	-	-
	-	-	-	-	1%	-	1%	-	1%	-	-

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



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

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

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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Online price comparison service	190 27% ^{af}	26 14%	143 33% ^b	17 25% ^b	4 24%	21 17%	169 29% ^{af}	138 29% ^{af}	27 27%	24 19%
I contacted the supplier by phone	165 23%	48 26%	101 23%	13 19%	3 20%	25 21%	141 24%	97 20%	34 33% ^{ah}	32 25%
Through a salesperson who knocked at my door	109 15%	39 21% ^c	50 13%	9 13%	3 19%	24 21%	85 14%	73 15%	9 9%	24 19% ^{aj}
Telephone price comparison service	36 5%	13 7%	18 4%	5 7%	-	4 3%	32 5%	23 5%	5 5%	7 6%
Through a salesperson in the street / shopping centre / other public place	31 4%	11 6%	15 3%	2 3%	2 14%	6 5%	25 4%	17 4%	7 7%	5 4%
Supplier contacted me by phone	25 4%	9 5%	15 3%	1 1%	1 6%	10 9% ^{ag}	15 2%	9 2%	5 5%	11 9% ^{ah}
Through the supplier's website	21 3%	5 3%	15 3%	2 2%	-	4 4%	17 3%	15 3%	3 3%	3 2%
Supplier was already at the house (when I moved in)	10 1%	1 1%	8 2%	1 2%	1 4%	-	10 2%	7 1%	1 1%	2 2%
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	10 1%	3 2%	7 2%	-	-	2 1%	8 1%	10 2%	-	-
Someone else / friend (no detail)	6 1%	1 1%	3 1%	2 3%	-	3 2% ^{ag}	3 1%	5 1%	1 1%	-
Recommendation	6 1%	2 1%	3 1%	1 1%	-	2 2%	3 1%	4 1%	-	2 2%
Someone else did it (no detail)	5 1%	2 1%	3 1%	-	-	2 2%	3 1%	5 1%	-	-

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



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Someone else contacted supplier by phone	2	1	1	-	-	1	1	2	-	-
Supplier sent a letter	2	1%	2	-	-	1%	2	2	-	-
Leaflet	1	-	1	-	-	-	1	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	1	-	-
Internet/online (no detail)	1	1%	1	-	-	1	1	1	-	-
Other	14	6	5	3	-	1%	10	11	1	1
Refused	2%	3%	1%	4%	-	3%	2%	2%	1%	1%
Don't know	2	-	2	-	-	-	2	1	1	-
	72	19	39	13	2	11	62	54	5	13
	10%	10%	9%	19%ac	13%	8%	10%	11%	5%	10%

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

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	698	499	75	112	28	670	833	667	58	561	67
Weighted Base	710	550	64*	87	28**	682	707	679	64*	569	66*
Online price comparison service	190 27% ^d	168 30% ^d	14 22% ^d	5 6%	7 24%	183 27%	190 27%	183 27%	23 36%	151 27%	14 21%
I contacted the supplier by phone	165 23%	138 25%	11 17%	14 16%	6 22%	159 23%	164 23%	158 23%	14 22%	133 23%	14 22%
Through a salesperson who knocked at my door	109 15% ^a	72 13%	15 24% ^b	21 25% ^{a,b}	4 13%	106 15%	109 15%	106 16%	3 5%	94 17% ^a	12 18% ^a
Telephone price comparison service	36 5%	28 5%	5 7%	4 4%	-	36 5%	36 5%	36 5%	2 3%	30 5%	3 4%
Through a salesperson in the street \ shopping centre \ other public place	31 4%	22 4%	5 8%	4 4%	5 16%	26 4%	31 4%	26 4%	6 9%	21 4%	4 6%
Supplier contacted me by phone	25 4%	17 3%	1 2%	7 8% ^{a,b}	1 3%	24 4%	25 4%	24 4%	3 5%	17 3%	5 8%
Through the supplier's website	21 3%	17 3%	2 3%	2 2%	1 3%	21 3%	21 3%	21 3%	3 4%	17 3%	2 3%
Supplier was already at the house (when I moved in)	10 1%	10 2%	-	-	-	10 2%	10 1%	10 2%	-	10 2%	1 1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	9 2%	-	1 1%	1 3%	9 1%	10 1%	9 1%	1 2%	7 1%	1 2%
Someone else \ friend (no detail)	6 1%	3 1%	-	3 3% ^b	-	6 1%	6 1%	6 1%	-	6 1%	-
Recommendation	6 1%	3 1%	1 1%	2 2%	1 4%	4 1%	6 1%	4 1%	1 2%	4 1%	1 1%
Someone else did it (no detail)	5 1%	4 1%	-	1 1%	-	5 1%	5 1%	5 1%	1 2%	2 1%	2 3%

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



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

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	698	499	75	112	28	670	893	667	59	561	67
Weighted Base	710	550	64*	87	28**	682	707	679	64*	569	66*
Someone else contacted supplier by phone	2	1	-	1	-	2	2	2	1	1	-
Supplier sent a letter	2	2	-	-	1	1	2	1	2%	1	-
Leaflet	1	1	-	-	4%	1	1	1	2%	1	-
Through Age UK/Age Concern	1	-	-	1	-	1	1	1	-	1	-
Internet online (no detail)	1	1	-	-	-	1	1	1	-	1	-
Other	14	9	3	1	1	12	14	12	-	12	1
Refused	2	1	1	-	-	2	2	2	1	-	1
Don't know	72	44	2%ab	21	1	72	71	70	1%j	4	2%k
	10%	6%	10%	24%abc	2%	11%	10%	10%	6%	10%	10%

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



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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	696	542	95	18	517	54	137
Weighted Base	710	547	101*	17**	549	47*	128
Online price comparison service	190 27%g	130 24%	40 40%ab	6 38%	166 30%g	9 19%	20 16%
I contacted the supplier by phone	165 23%c	143 26%c	10 10%	2 9%	123 22%	12 26%	36 29%
Through a salesperson who knocked at my door	109 15%	97 18%c	8 8%	2 11%	77 14%	9 20%	24 19%
Telephone price comparison service	36 5%	30 5%	2 2%	1 4%	27 5%	1 1%	6 5%
Through a salesperson in the street \ shopping centre \ other public place	31 4%	23 4%	6 6%	1 6%	23 4%	2 4%	8 6%
Supplier contacted me by phone	25 4%	19 3%	4 4%	1 7%	12 2%	4 9%e	9 7%ae
Through the supplier's website	21 3%	12 2%	9 9%ab	- -	21 4%	- -	2 2%
Supplier was already at the house (when i moved in)	10 1%	10 2%	- -	- -	8 1%	- -	4 3%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	8 1%	2 2%	- -	9 2%	1 2%	- -
Someone else/friend (no detail)	6 1%	1 -	3 3%b	2 10%	6 1%	- -	- -
Recommendation	6 1%	3 1%	3 3%	- -	3 1%	- -	1 1%

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

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

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	696	542	95	18	517	54	137
Weighted Base	710	547	101*	17**	549	47*	128
Someone else did it (no detail)	5 1%	2	1 1%	-	2	1 1%	-
Someone else contacted supplier by phone	2	2	-	-	2	-	-
Supplier sent a letter	2	2	-	-	2	-	-
Leaflet	1	-	1 1%b	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	1	-	-
Internet/online (no detail)	1	-	1 1%b	-	1	-	-
Other	14 2%	7 1%	6 6%ab	1 4%	11 2%	1 3%	2 2%
Refused	2	2	-	-	1	1	-
Don't know	72 10%	54 10%	5 5%	2 11%	50 9%	6 14%	14 11%

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

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	696	254	338	17	83
Weighted Base	710	267	342	15**	86*
Online price comparison service	190 27% ^c	106 40% ^{ace}	60 18%	1 5%	22 28%
I contacted the supplier by phone	165 23%	66 25%	82 24%	4 27%	12 15%
Through a salesperson who knocked at my door	109 15% ^b	27 10%	74 22% ^{abe}	2 16%	6 7%
Telephone price comparison service	36 5%	14 5%	17 5%	1 10%	3 3%
Through a salesperson in the street \ shopping centre \ other public place	31 4%	7 2%	21 6% ^b	1 4%	3 4%
Supplier contacted me by phone	25 4%	5 2%	14 4%	2 16%	4 5%
Through the supplier's website	21 3%	8 3%	10 3%	-	3 4%
Supplier was already at the house (when i moved in)	10 1%	2 1%	6 2%	-	2 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	5 2%	5 2%	-	-
Someone else/friend (no detail)	6 1%	2 1%	3 1%	-	1 1%
Recommendation	6 1%	2 1%	4 1%	2 -	-

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	696	254	338	17	83
Weighted Base	710	267	342	15**	86*
Someone else did it (no detail)	5 1%	1 1%	1 -	1 7%	2 2%
Someone else contacted supplier by phone	2 *	1 *	1 *	- -	- -
Supplier sent a letter	2 *	2 1%	- -	- -	- -
Leaflet	1 *	- -	1 *	- -	- -
Through Age UK/Age Concern	1 *	- -	1 *	- -	- -
Internet/online (no detail)	1 *	- -	1 *	- -	- -
Other	14 2%	4 2%	6 2%	1 5%	3 4%
Refused	2 *	- -	1 *	- -	1 1%
Don't know	72 10%	17 6%	33 10%	2 10%	21 25%abc

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

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

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	696	146	550	696	-	207	202	185	56	108	262	234	92
Weighted Base	710	150	560	710	**	233	205	170	58*	114*	273	240	83*
Online price comparison service	190	70	120	190	-	190	5	1	1	51	87	49	3
	27%gghm	47%ac	21%	27%	-	82%aigh	2%	1%	2%	44%akm	32%km	20%kn	4%
I contacted the supplier by phone	165	29	136	165	-	2	165	2	-	36	58	56	16
	23%fh	19%	24%	23%	-	1%	81%ahf	1%	-	31%	21%	23%	19%
Through a salesperson who knocked at my door	109	7	103	109	-	-	3	109	-	8	33	47	21
	15%ahj	4%	18%b	15%	-	-	1%	64%afgi	-	7%	12%	20%kj	25%akj
Telephone price comparison service	36	12	24	36	-	36	4	-	-	4	23	6	3
	5%h	8%	4%	5%	-	16%aigh	2%	-	-	3%	9%j	3%	4%
Through a salesperson in the street / shopping centre / other public place	31	6	25	31	-	-	1	31	-	1	10	14	6
	4%ig	4%	5%	4%	-	-	*	18%afgi	-	1%	4%	6%	7%j
Supplier contacted me by phone	25	5	20	25	-	-	2	25	-	3	10	9	4
	4%if	3%	4%	4%	-	-	1%	15%afgi	-	2%	4%	4%	5%
Through the supplier's website	21	5	17	21	-	1	21	-	-	5	12	4	1
	3%ih	3%	3%	3%	-	*	10%ahf	-	-	4%	4%	2%	1%
Supplier was already at the house (when I moved in)	10	2	8	10	-	-	1	-	10	1	5	5	-
	1%	2%	1%	1%	-	-	*	-	18%afgh	1%	2%	2%	-
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	10	2	8	10	-	-	1	-	10	3	3	2	2
	1%	2%	1%	1%	-	-	*	-	17%afgh	3%	1%	1%	2%
Someone else / friend (no detail)	6	-	6	6	-	-	-	2	6	-	2	3	1
	1%	-	1%	1%	-	-	-	1%	10%afgh	-	1%	1%	1%
Recommendation	6	-	6	6	-	1	1	-	6	-	1	4	1
	1%	-	1%	1%	-	*	1%	-	9%afgh	-	*	2%	1%

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



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

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

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (e)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	696	146	550	696	-	207	202	185	56	108	262	234	92
Weighted Base	710	150	560	710	-**	233	205	170	58*	114*	273	240	83*
Someone else did it (no detail)	5	-	5	5	-	-	-	-	5	-	1	4	-
Someone else contacted supplier by phone	7%	-	1%	1%	-	-	-	-	8%alfgh	-	-	2%	-
Supplier sent a letter	2	-	2	2	-	-	-	-	2	-	-	1	1
Leaflet	-	-	-	-	-	-	-	-	3%alfgh	-	-	-	1%
Through Age UK/Age Concern	2	-	2	2	-	-	-	-	2	1	-	-	-
Internet/online (no detail)	-	-	-	-	-	-	-	-	3%alfgh	1%	-	-	-
Other	1	-	1	1	-	-	-	-	1	-	-	1	-
Refused	-	-	-	-	-	-	-	-	2%alfg	-	-	7%	-
Don't know	14	3	11	14	-	1	-	-	1	-	1	-	-
	2%	2%	2%	2%	-	-	-	-	24%alfgh	1%	3%	2%	7%
	2	-	2	2	-	-	-	-	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	7%	-
	72	9	63	72	-	1	1	-	-	2	16	29	25
	10%ahjk	6%	11%	10%	-	1%	-	-	-	2%	6%	12%	31%akl

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	696	128	217	195	79	82	40	94	461	473	408
Weighted Base	710	128	227	206	76*	88*	37*	96*	457	476	400
Online price comparison service	190	52	96	84	23	57	13	40	123	132	96
I contacted the supplier by phone	27%	40%a	42%a	41%a	30%	65%ae	35%	41%a	27%	28%	24%
Through a salesperson who knocked at my door	165	33	59	58	19	13	6	28	118	123	101
Telephone price comparison service	23%	26%	26%	28%	24%	15%	16%	29%	26%	26%	23%
Through a salesperson in the street \ shopping centre \ other public place	109	11	22	18	4	3	7	6	69	69	63
Supplier contacted me by phone	15%cdm	9%	10%	9%	5%	3%	18%	7%	15%	14%	16%
Through the supplier's website	36	9	12	13	8	4	2	6	20	23	24
Supplier was already at the house (when I moved in)	3%	7%	6%	6%	11%	4%	6%	7%	4%	5%	6%
	31	1	3	2	4	2	1	-	16	16	16
	4%dh	1%	1%	1%	5%	2%	3%	-	4%	3%	4%
	25	3	4	3	4	2	1	2	17	17	13
	4%	2%	2%	2%	5%	3%	2%	3%	4%	4%	3%
	21	3	10	9	-	5	-	3	12	11	11
	3%	3%	5%	4%	-	5%	1%	3%	3%	2%	3%
	10	2	1	2	2	-	-	2	6	8	5
	1%	2%	-	1%	3%	-	-	2%	1%	2%	1%

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	696	217	195	79	82	40	94	461	473	408
Weighted Base	710	227	206	76*	88*	37*	96*	457	476	400
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	10 1%	4 2%	5 3%	1 1%	1 2%	1 2%	1 1%	3 1%	6 1%	3 1%
Someone else/friend (no detail)	6 1%	1 *	-	-	-	-	-	5 1%	6 1%	5 1%
Recommendation	6 1%	1 *	-	-	-	-	-	5 1%	4 1%	5 1%
Someone else did it (no detail)	5 1%	-	-	-	-	-	-	2 *	2 *	2 1%
Someone else contacted supplier by phone	2 *	1 *	-	-	-	-	-	2 *	2 *	2 1%
Supplier sent a letter	2 *	1 *	1 1%	-	-	1 2%	1 1%	-	1 *	-
Leaflet	1 *	-	-	-	-	-	-	1 *	1 *	1 *
Through Age UK/Age Concern	1 *	1 1%	-	-	-	1 3%a	-	-	-	-
Internet/online (no detail)	1 *	1 1%	1 *	-	-	-	1 1%	-	-	-

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	696	129	217	195	79	82	40	94	461	473	408
Weighted Base	710	128	227	206	76*	88*	37*	96*	457	476	400
Other	14	1	1	1	3	-	1	-	11	10	10
	2%	1%	1%	1%	4%	-	2%	-	2%	2%	3%
Refused	2	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	72	7	8	8	9	1	4	4	45	45	43
	10% ^{sd}	5%	3%	4%	12% ^{sd}	1%	10%	4%	10%	9%	11%

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



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

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

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	696	87	60	38	36	70	48	49	12	40	71	60	50	40	33	2
Weighted Base	710	95	65	43	34	69	47	46	12*	44	70	60	48	42	33*	2*
Online price comparison service	190	35	11	8	6	20	16	10	1	13	20	21	13	6	9	-
27%	36% ^{con}	16%	19%	19%	29%	35% ^{con}	22%	9%	30%	28%	36% ^{con}	28%	13%	28%	-	-
I contacted the supplier by phone	165	13	18	14	7	14	15	8	3	7	20	18	10	10	8	-
23%	14%	27%	33% ^{ub}	20%	20%	32% ^{ub}	17%	23%	17%	29% ^{ub}	29% ^{ub}	21%	24%	25%	-	-
Through a salesperson who knocked at my door	109	15	12	6	8	11	4	11	2	5	10	7	6	10	3	-
15%	15%	18%	13%	23%	16%	8%	24% ^{ag}	20%	12%	14%	14%	13%	23%	9%	-	-
Telephone price comparison service	36	5	3	6	1	3	1	4	2	1	2	-	2	3	2	1
5%	5%	4%	15% ^{ag}	3%	5%	2%	8% ^{ul}	14%	3%	3%	-	5%	6%	5%	71%	-
Through a salesperson in the street / shopping centre / other public place	31	3	5	-	1	3	4	1	-	3	4	3	2	-	3	-
4%	3%	7%	-	2%	4%	9%	2%	-	-	6%	5%	4%	5%	-	8%	-
Supplier contacted me by phone	25	2	5	1	2	3	3	1	1	3	-	-	2	-	-	-
4%	2%	8% ^{ul}	3%	7% ^{ul}	5%	7% ^{ul}	2%	10%	6%	-	-	-	5%	-	-	-
Through the supplier's website	21	1	4	-	-	1	-	3	-	3	3	2	2	2	1	-
3%	1%	6%	-	-	2%	-	6%	-	7%	4%	4%	5%	5%	2%	-	-
Supplier was already at the house (when I moved in)	10	-	-	-	-	-	1	2	-	-	1	1	2	2	2	-
1%	-	-	-	-	-	3%	5% ^{ub}	-	-	1%	2%	1%	5%	5%	5%	-
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	10	1	2	1	-	2	-	-	-	-	3	1	-	-	-	-
1%	1%	2%	3%	-	3%	-	-	-	-	4%	2%	-	-	-	-	-
Someone else / friend (no detail)	6	-	1	2	-	-	-	-	-	1	-	-	2	-	-	-
1%	-	1%	4%	-	-	-	1%	-	-	2%	-	-	4% ^{ua}	-	-	-
Recommendation	6	-	2	2	-	1	1	1	-	-	-	-	1	1	3	-
1%	-	-	4%	-	1%	1%	-	-	-	-	-	-	1%	2%	-	-
Someone else did it (no detail)	5	1	-	-	1	-	-	1	2	-	-	-	-	-	-	-
1%	2%	-	-	3%	-	-	-	1%	14%	-	-	-	-	-	-	-

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



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

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

	Total (a)	PPS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	696	87	60	38	36	70	48	49	12	40	71	60	50	40	33	2
Weighted Base	710	95*	65*	43*	34*	69*	47*	46*	12**	44*	70*	60*	48*	42*	33**	2**
Someone else contacted supplier by phone	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
Supplier sent a letter	2	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-
Leaflet	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Through Age UK/Age Concern	1	-	-	-	-	1	-	-	-	-	-	-	-	3%a	-	-
Internet/online (no detail)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Other	14	2	1	-	-	2	2	-	1	1	1	2	-	3	1	-
Refused	2%	2%	2%	-	-	3%	-	-	4%	2%	2%	3%	-	7%a	4%	-
Don't know	72	15	5	3	6	7	-	5	1	6	6	4	6	5	4	1
	10%g	15%g	8%	6%	18%g	10%g	-	10%g	6%	14%g	9%g	7%	12%g	11%g	13%	28%

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Online price comparison service	275	231	22	21	32	166	57	92	93	58	31
		26%g	24%	24%	31%g	30%g	17%	35%ajk	27%k	25%k	13%
I contacted the supplier by phone	261	215	27	20	44	140	77	66	68	61	66
		24%	29%	23%	27%	25%	22%	25%	20%	26%	28%j
Through a salesperson who knocked at my door	151	129	11	12	18	71	63	21	44	42	45
		14%h	14%	12%	11%	13%	18%ef	8%	13%	18%h	19%hah
Telephone price comparison service	59	49	6	4	8	28	23	14	19	7	19
		5%	6%	5%	5%	5%	7%	5%	6%	3%	8%j
Supplier contacted me by phone	57	42	7	8	8	35	14	11	14	14	18
		5%	8%	9%	5%	6%	4%	4%	4%	6%	8%j
Through a salesperson in the street \ shopping centre \ other public place	46	38	5	3	11	18	18	5	16	10	14
		4%	6%	3%	6%	3%	5%	2%	5%	4%	6%h
Through the supplier's website	36	31	2	3	3	22	10	11	18	2	6
		3%	2%	4%	2%	4%	3%	4%j	5%j	1%	3%
Moved house	17	17	-	-	6	10	1	7	4	5	1
		2%	-	-	4%g	2%	-	2%	1%	2%	1%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13	13	-	-	1	9	3	2	7	3	1
		1%	-	-	1%	2%	1%	1%	2%	1%	-
Someone else did it (no detail)	6	4	2	1	-	2	5	3	-	2	2
		1%	2%	1%	-	1%	1%	1%	-	1%	1%
Letter/post (no detail)	5	5	-	-	-	1	4	2	2	1	1
		1%	-	-	-	1%	1%j	1%	1%	-	-
Recommendation (all references)	4	3	1	-	1	3	-	3	1	-	-
		-	1%	-	1%	1%	-	1%	-	-	-
Through work	3	2	-	1	-	2	1	2	1	-	-
		-	-	1%	-	-	-	1%	-	-	-

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



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

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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Someone else contacted the supplier by phone	3	3	-	-	1	-	2	-	2	-	1
Through Age UK/Age Concern	2	2	-	-	1%	-	-	-	1%	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	-	-	-	2
Internet online (no detail)	1	1	1%	-	-	-	-	-	-	-	1%
Someone else did it online	1	1	-	-	-	-	1	-	-	-	1
Other	18	18	-	-	2	6	10	2	8	5	2
Refused	7	2	3	2	-	5	1	-	3	2	2
Don't know	104	86	5	13	12	40	52	23	36	21	22
	10%	10%	6%	14%	7%	7%	15% ^{aefg}	9%	11%	9%	9%

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



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	560	105	31	246	823	684	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Online price comparison service	275 26% ^{afj}	46 15%	197 31% ^{ab}	25 26% ^b	6 22%	33 16%	242 28% ^{af}	200 28% ^{aj}	46 27% ^{aj}	26 15%
I contacted the supplier by phone	261 24%	81 27%	156 24%	17 17%	7 25%	48 24%	213 25%	157 22%	51 31% ^{ah}	47 27%
Through a salesperson who knocked at my door	151 14%	62 20% ^{ac}	72 11%	14 14%	4 13%	38 19%	115 13%	97 13%	16 9%	36 21% ^{ah}
Telephone price comparison service	59 5%	15 5%	35 5%	8 8%	1 5%	10 5%	49 6%	42 6%	6 4%	10 6%
Supplier contacted me by phone	57 5%	23 8% ^d	30 5%	2 2%	2 9%	16 8%	41 5%	32 5%	10 6%	15 9% ^{ah}
Through a salesperson in the street \ shopping centre \ other public place	46 4%	15 5%	25 4%	5 5%	1 2%	11 5%	35 4%	27 4%	8 5%	9 5%
Through the supplier's website	38 3%	6 2%	25 4%	3 3%	2 6%	9 4%	28 3%	24 3%	7 4%	6 3%
Moved house	17 2%	3 1%	12 2%	1 1%	1 3%	2 1%	15 2%	6 1%	10 6% ^{ahj}	2 1%
Through a collective (group) switching	13 1%	4 1%	9 1%	-	-	2 1%	11 1%	12 2%	1 -	-
Through a collective campaign organised by a third party (e.g. council \ charity) housing association \ Big Switch \ Ready to Switch etc.)	6 1%	3 1%	3 1%	-	-	3 1%	4 -	6 1%	-	1 -
Someone else did it (no detail)	5 1%	1 -	4 1%	-	-	1 -	5 1%	4 -	-	1 1%
Letter/post (no detail)	4 -	-	4 1%	-	-	-	4 -	4 1%	-	-
Recommendation (all references)	3 -	-	3 1%	-	-	-	3 -	2 -	2 1%	-
Through work	-	-	-	-	-	-	-	-	-	-

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



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	560	105	31	246	823	684	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Someone else contacted the supplier by phone	3	1	1	1	-	1	2	3	-	-
Through Age UK/Age Concern	2	2	-	-	-	-	2	2	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	1	1	-
Internet/online (no detail)	1	-	1	-	-	1	-	1	-	-
Someone else did it online	1	1	-	-	-	1	-	-	-	1
Other	18	7	8	3	-	5	13	14	2	1
Refused	2%	2%	1%	3%	-	2%	1%	2%	1%	1%
Don't know	7%	-	7%	-	-	5%	5%	5%	2%	-
	104	30	50	20	4	21	83	79	7	18
	10%	10%	8%	20%abc	14%	10%	10%	11%	4%	10%

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



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

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1069	732	136	187	296	773	1065	770	181	792	83
Weighted Base	1071	601	114	145	289	782	1069	779	187	789	82
Online price comparison service	275	236 86% ^{hd}	25 9%	8 3%	86 30%	189 24%	275 26%	189 14%	56 20%	202 26%	15 18%
I contacted the supplier by phone	261	203 78%	29 11%	29 11%	67 26%	194 25%	261 24%	194 14%	42 16%	199 25%	19 23%
Through a salesperson who knocked at my door	151	94 62%	23 15%	33 22%	34 23%	117 78%	151 14%	151 11%	17 11%	118 15%	16 21%
Telephone price comparison service	59	39 66%	8 13%	10 17%	16 27%	42 71%	59 5%	42 7%	11 19%	41 69%	5 8%
Supplier contacted me by phone	57	40 70%	5 9%	13 23%	20 35%	38 67%	57 5%	38 6%	14 24%	38 66%	7 12%
Through a salesperson in the street \ shopping centre \ other public place	46	34 74%	7 15%	5 11%	19 41%	27 59%	46 4%	26 56%	9 19%	32 69%	3 7%
Through the supplier's website	36	32 89%	1 3%	3 8%	9 25%	27 75%	36 3%	27 7%	9 25%	22 61%	4 11%
Moved house	17	17 100%	-	1 6%	6 35%	11 65%	17 1%	11 6%	6 35%	11 65%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13	11 85%	-	2 15%	5 38%	8 62%	13 1%	8 6%	4 31%	7 54%	2 15%
Someone else did it (no detail)	6	4 67%	1 17%	2 33%	1 17%	6 100%	6 1%	6 100%	1 17%	3 50%	2 33%
Letter/post (no detail)	5	4 80%	-	2 40%	2 40%	3 60%	5 1%	3 6%	1 20%	4 80%	-
Recommendation (all references)	4	4 100%	-	-	1 25%	3 75%	4 1%	3 75%	-	4 100%	-

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



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

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1069	732	136	197	298	773	1065	770	181	792	83
Weighted Base	1071	601	114	145	289	782	1069	779	187	789	82
Through work	3	3	-	-	2	1	3	1	1	2	-
Someone else contacted the supplier by phone	3	1	-	2	1	2	3	2	1%	1	-
Through Age UK/Age Concern	2	-	-	2	-	2	2	2	1%	-	-
Friend/someone else (no detail)	2	2	-	-	-	2	2	2	-	2	-
Internet/online (no detail)	1	1	-	-	-	1	1	1	-	1	-
Someone else did it online	1	-	-	1	1	-	1	-	-	1	-
Other	18	13	2	2	5	13	18	13	3	18	1
Refused	7	5	2	-	-	7	7	7	2%	2%	1%
Don't know	104	58	12	31	15	89	102	87	9	83	9
	10% ^a	7%	1%	22% ^{a,b,c}	5%	11% ^{a,e}	10% ^a	11% ^a	5%	10% ^a	9%

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



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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1069	811	168	25	790	83	190
Weighted Base	1071	802	179	25**	823	71*	172
Online price comparison service	275 26% ^{dg}	180 22%	73 41% ^{ab}	8 31%	243 30% ^{dg}	7 10%	28 15%
I contacted the supplier by phone	261 24% ^{ic}	215 27% ^{ic}	24 13%	6 24%	196 24%	15 21%	54 31% ^{ie}
Through a salesperson who knocked at my door	151 14% ^{ic}	133 17% ^{ic}	11 6%	2 9%	98 12%	17 23% ^{iae}	36 21% ^{ae}
Telephone price comparison service	59 5%	45 6%	8 5%	- -	44 5%	5 7%	6 3%
Supplier contacted me by phone	57 5%	48 6%	6 3%	3 11%	36 4%	6 8%	13 7%
Through a salesperson in the street \ shopping centre \ other public place	46 4%	33 4%	11 6%	1 3%	31 4%	1 1%	14 8% ^{aef}
Through the supplier's website	36 3%	19 2%	13 7% ^{ab}	3 12%	32 4%	3 4%	4 2%
Moved house	17 2%	16 2%	1 1%	- -	11 1%	3 4%	5 3%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	9 1%	4 2%	- -	13 2%	- -	- -
Someone else did it (no detail)	6 1%	3 -	1 1%	- -	4 1%	- -	- -
Letter/post (no detail)	5 1%	4 -	1 1%	- -	4 1%	- -	1 1%

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

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1069	811	168	25	790	83	190
Weighted Base	1071	802	179	25**	823	71*	172
Recommendation (all references)	4	1	3	-	4	-	-
Through work	3	1	2	-	3	-	-
Someone else contacted the supplier by phone	3	3	-	-	3	-	-
Through Age UK/Age Concern	2	2	-	-	2	-	-
Friend/someone else (no detail)	2	-	2	-	2	-	-
Internet/online (no detail)	1	-	1	-	1	-	-
Someone else did it online	1	1	-	-	1	-	-
Other	18	8	9	1	15	2	1
Refused	2%	1%	5%ab	3%	2%	3%	*
Refused	7	7	-	-	7	-	-
Refused	1%	1%	-	-	1%	-	-
Don't know	104	77	9	2	74	12	14
	10%	10%	5%	7%	8%	18%aag	8%

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

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

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	
Unweighted Base	1069	428	492	18	125
Weighted Base	1071	441	490	16**	118
Online price comparison service	275 26%	157 36%ace	88 18%	3 16%	25 22%
I contacted the supplier by phone	261 24%	104 23%	132 27%	4 23%	22 16%
Through a salesperson who knocked at my door	151 14%b	41 9%	94 19%abe	3 17%	11 9%
Telephone price comparison service	59 5%	32 7%	21 4%	-	5 5%
Supplier contacted me by phone	57 5%	24 5%	29 6%	2 11%	4 3%
Through a salesperson in the street \ shopping centre \ other public place	46 4%	11 3%	28 6%b	-	6 5%
Through the supplier's website	36 3%	12 3%	18 4%	2 13%	4 4%
Moved house	17 2%	4 1%	12 2%	-	2 2%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	6 1%	6 1%	-	1 1%
Someone else did it (no detail)	6 1%	2 -	1 -	1 6%	2 2%cc
Letter/post (no detail)	5 1%	2 -	2 -	-	2 2%
Recommendation (all references)	4 -	1 -	2 -	-	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing

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

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

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1069	428	482	18	125
Weighted Base	1071	441	490	16**	118
Through work	3	2	2	-	-
Someone else contacted the supplier by phone	3	2	1	-	-
Through Age UK/Age Concern	2	1	1	-	-
Friend/someone else (no detail)	2	2	-	-	-
Internet/online (no detail)	1	-	1	-	-
Someone else did it online	1	-	-	-	1
Other	18	7	11	-	1
Refused	7	3	2	-	1
Don't know	104	30	42	2	30
	10%	7%	9%	4%	25%abc

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

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

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1069	237	832	1069	-	318	306	287	82	173	405	373	118
Weighted Base	1071	239	832	1071	**	345	303	263	86*	184	408	373	106
Online price comparison service	275	87	177	275	-	275	2	-	2	83	123	64	4
	26%aghtn	41%ac	21%	26%	-	80%aaght	1%	-	2%h	45%akm	30%km	17%kn	4%
I contacted the supplier by phone	261	43	218	261	-	8	261	6	3	51	96	89	26
	24%hts	18%	26%hb	24%	-	2%	86%ahs	2%	4%	27%	24%	24%	24%
Through a salesperson who knocked at my door	151	20	132	151	-	-	-	151	-	7	47	73	25
	14%htbj	8%	16%hb	14%	-	-	-	57%atgji	-	4%	12%	20%akj	23%akj
Telephone price comparison service	59	13	46	59	-	59	2	-	-	9	25	20	5
	5%gth	5%	6%	5%	-	17%aaght	1%	-	-	5%	6%	5%	5%
Supplier contacted me by phone	57	15	42	57	-	-	2	57	2	6	22	25	5
	5%tg	6%	5%	5%	-	-	1%	22%atgji	2%t	3%	5%	7%	4%
Through a salesperson in the street \ shopping centre \ other public place	46	11	35	46	-	1	-	46	-	1	18	20	7
	4%tgj	5%	4%	4%	-	*	-	17%atgji	-	1%	4%	5%	6%
Through the supplier's website	36	11	25	36	-	-	36	-	-	10	15	10	1
	3%ht	5%	3%	3%	-	-	12%ahs	-	-	5%kn	4%	3%	1%
Moved house	17	5	13	17	-	1	-	-	17	4	9	5	-
	2%gh	2%	2%	2%	-	*	-	-	20%atgth	2%	2%	1%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13	7	6	13	-	-	-	-	13	7	3	2	1
	1%	3%ic	1%	1%	-	-	-	-	15%atgth	4%akl	1%	1%	1%
Someone else did it (no detail)	6	-	6	6	-	-	-	-	6	1	1	4	1
	1%	-	1%	1%	-	-	-	-	7%atgth	*	*	1%	*
Letter/post (no detail)	5	2	4	5	-	-	-	-	5	3	1	2	-
	1%	1%	*	1%	-	-	-	-	6%atgth	2%	*	*	-
Recommendation (all references)	4	-	4	4	-	-	-	-	4	-	2	2	-
	*	-	*	*	-	-	-	-	5%atgth	-	*	1%	-

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



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

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

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1069	237	832	1069	-	318	306	287	82	173	405	373	118
Weighted Base	1071	239	832	1071	-**	345	303	263	86*	184	408	373	106
Through work	3	-	3	3	-	-	-	-	3	-	2	1	1
Someone else contacted the supplier by phone	3	-	3	3	-	-	-	-	3	-	-	2	1
Through Age UK/Age Concern	2	-	2	2	-	-	-	-	3%alfgh	-	-	-	1%
Friend/someone else (no detail)	2	-	2	2	-	-	-	-	2%alfgh	-	1	-	-
Internet/online (no detail)	1	-	1	1	-	-	-	-	1	-	1	-	-
Someone else did it online	1	-	1	1	-	-	-	-	1%a	-	-	-	-
Other	18	4	14	18	-	-	-	-	18	1	10	6	1
Refused	7	-	7	7	-	-	-	-	21%alfgh	1%	2%	2%	1%
Don't know	104	11	92	104	-	1	-	3	5	3	29	42	30
	10%bghj	5%	11%b	10%	-	*	-	1%	5%lgh	2%	7%	11%k	28%akl

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



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

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

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1069	188	315	280	131	121	64	131	721	740	637
Weighted Base	1071	190	326	296	124	130	61*	135	710	730	623
Online price comparison service	275	75	138	122	29	79	17	59	177	187	146
I contacted the supplier by phone	261	43	76	71	26	20	16	30	192	192	160
Through a salesperson who knocked at my door	151	13	27	25	16	4	9	6	104	105	97
Telephone price comparison service	59	14	17	14	8	5	5	9	33	35	32
Supplier contacted me by phone	57	6	12	9	11	5	3	3	39	43	35
Through a salesperson in the street / shopping centre / other public place	46	4	9	4	5	6	1	3	29	28	27
Through the supplier's website	36	11	15	15	7	4	1	9	22	22	20
Moved house	17	4	1	4	5	-	-	4	10	11	11
	2%	2%	-	1%	4%	-	-	3%	1%	2%	2%

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1069	188	315	280	131	64	131	721	740	637	
Weighted Base	1071	190	326	296	124	61*	135	710	730	623	
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13 1%	5 2%	7 2%	9 3%	1 1%	5 4%a	1 1%	4 2%	8 1%	7 1%	6 1%
Someone else did it (no detail)	6 1%	-	-	-	-	-	-	4 1%	3 *	3 *	
Letter/post (no detail)	5 1%	2 1%	2 1%	2 1%	1 1%	1 1%	1 1%	3 *	3 *	3 *	
Recommendation (all references)	4 *	-	-	-	-	-	-	3 *	3 *	3 *	
Through work	3 *	-	-	2 1%	-	-	-	3 *	3 *	3 1%	
Someone else contacted the supplier by phone	3 *	-	1 *	-	-	-	-	3 *	3 *	3 *	
Through Age UK/ Age Concern	2 *	1 1%	1 *	-	-	-	1 2%a	-	-	-	
Friend/ someone else (no detail)	2 *	-	1 *	-	-	-	-	2 *	2 *	2 *	
Internet/online (no detail)	1 *	1 *	1 *	1 *	-	-	1 1%	1 *	-	-	

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



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

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	188	315	280	131	121	64	131	721	740	637
Weighted Base	1071	190	326	296	124	130	135	710	730	623
Someone else did it online	1	-	1	-	-	-	-	1	1	-
Other	18	2	2	3	4	-	2	14	15	14
Refused	2%	1%	1%	1%	3%	-	2%	2%	2%	2%
Don't know	7	-	2	2	-	-	-	5	4	6
	7%	-	1%	1%	-	-	-	7%	5%	1%
	104	9	16	14	11	2	4	60	64	54
	10% ^{both}	5%	5%	5%	9% ^d	2%	3%	8%	9%	9%

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



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

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

	Total (a)	PRS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1069	136	102	45	63	113	57	61	17	67	105	86	74	77	63	3
Weighted Base	1071	144	107	50	59	109	58	58	18	73	99	85	71	72	63	3
Online price comparison service	275	44	24	15	14	22	18	15	3	19	28	27	15	12	18	1
26%	31% ^{un}	22%	29%	23%	20%	32%	25%	17%	26%	28%	32% ^{un}	21%	17%	29%	35%	
I contacted the supplier by phone	261	30	26	14	9	29	20	13	6	21	25	24	16	17	11	-
24%	27%	25%	28%	14%	26%	35% ^{ie}	23%	23%	31%	29%	25%	29%	24%	19%	-	
Through a salesperson who knocked at my door	151	20	17	4	10	13	6	9	3	7	15	10	13	15	9	-
14%	14%	16%	8%	17%	12%	11%	15%	19%	10%	15%	12%	18%	20%	14%	-	
Telephone price comparison service	59	9	3	9	1	7	-	4	-	6	3	-	3	6	7	-
5% ^{kl}	6% ^{kl}	3%	18% ^{labcef}	2%	6% ^{kl}	-	7% ^{kl}	-	8% ^{kl}	3%	-	4%	9% ^{kl}	12% ^{kl}	-	
Supplier contacted me by phone	57	7	9	2	5	6	4	1	3	4	2	4	5	3	2	1
5%	5%	9% ^{kl}	3%	8% ^{kl}	5%	6%	2%	16%	5%	2%	5%	6%	4%	3%	44%	
Through a salesperson in the street \ shopping centre \ other public place	46	3	4	-	4	4	3	2	-	5	8	4	3	4	2	-
4%	2%	4%	-	7%	4%	-	4%	-	7%	8% ^b	5%	4%	5%	3%	-	
Through the supplier's website	36	3	7	-	-	5	-	4	-	2	3	4	3	4	1	-
3%	2%	7%	-	-	4%	-	6%	-	3%	3%	5%	5%	6%	2%	-	
Moved house	17	1	1	-	1	2	1	2	-	-	2	3	-	2	2	-
2%	1%	1%	-	2%	1%	3%	4%	-	-	2%	3%	-	3%	2%	-	
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	13	3	5	1	-	1	-	-	-	-	2	1	-	-	-	-
1%	2%	5% ^{aa}	3%	-	1%	-	-	-	-	2%	1%	-	-	-	-	
Someone else did it (no detail)	6	1	1	1	1	-	-	-	2	-	-	1	-	-	-	-
1%	1%	-	2%	2%	-	-	1%	-	3%	-	-	1%	-	-	-	
Letterpost (no detail)	5	2	-	-	1	2	-	-	-	-	-	1	-	-	-	-
1%	1%	-	-	2%	2%	-	-	-	-	-	1%	-	-	-	-	
Recommendation (all references)	4	1	-	-	2	-	-	-	1	-	-	-	-	-	-	-
-	1%	-	-	3% ^{aa}	-	-	-	6%	-	-	-	-	-	-	-	

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



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

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

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1069	136	102	45	63	113	57	61	17	67	105	86	74	77	63	3
Weighted Base	1071	144	107	50	59	109	58	58	18*	73	99	85	71*	72	63	3*
Through work	3	-	-	-	-	-	-	-	-	-	1	2	1	-	-	-
Someone else contacted the supplier by phone	3	-	-	-	1	-	1	-	-	-	1%	2%a	1%	-	-	1
Through Age UK/Age Concern	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Friend/someone else (no detail)	2	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-
Internet/online (no detail)	1	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-
Someone else did it online	1	-	-	-	2%a	-	-	-	-	-	-	-	-	-	-	-
Other	18	-	3	2	1	2	1	-	-	1	2	-	4	-	-	-
Refused	7	2	-	-	2%	2%	-	1%	-	-	1%	2%	-	6%abkm	-	-
Don't know	104	18	5	3	9	16	1	8	-	5	11	3	11	5	9	1
	10%	13%aj	5%	5%	15%kaj	15%kaj	2%	13%aj	-	7%	11%aj	3%	16%kaj	6%	14%kaj	2%

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base	3297	2847	250	200	493	1671	933	934	1065	657	641
Online price comparison service	1118 34% ^{cdg}	997 35% ^{cd}	73 29%	48 24%	177 36% ^g	720 39% ^{ag}	220 24%	406 43% ^{ahjk}	396 37% ^{jk}	208 32% ^{kl}	108 17%
Telephone price comparison service	184 6%	158 6%	17 7%	10 5%	43 9% ^{afg}	95 5%	47 5%	39 4%	66 6%	27 4%	52 8% ^{ahj}
I contacted the supplier by phone	722 22%	613 22%	62 25%	46 23%	124 25% ^f	381 20%	216 23%	198 21%	208 20%	161 24% ^{kl}	155 24% ^{kl}
Through the supplier's website	146 4% ^k	122 4%	12 5%	12 6%	22 4%	94 5% ^g	30 3%	47 5% ^{jk}	63 6% ^{kl}	18 3%	18 3%
Through a salesperson who knocked at my door	453 14% ^{ah}	388 14%	30 12%	34 17%	50 10%	244 13%	159 17% ^{lad}	81 9%	128 12% ^{lh}	102 15% ^{lh}	142 22% ^{ahhj}
Through a salesperson in the street \ shopping centre \ other public place	156 5% ^h	138 5%	13 5%	5 3%	21 4%	74 4%	60 6% ^{lad}	27 3%	54 5% ^{lh}	33 5% ^{lh}	42 7% ^{ah}
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	40 1%	-	1	6 1%	21 1%	14 2%	9 1%	16 2%	10 1%	5 1%
Supplier contacted me by phone	165 5%	124 4%	23 9% ^{ab}	17 9% ^{ab}	17 3%	92 5%	55 6% ^{ie}	38 4%	41 4%	39 6%	47 7% ^{ah}
Someone else contacted supplier by phone	3	3	-	-	1	-	2	-	2	-	1
Someone else did it online	1	1	-	-	-	-	1	-	-	-	1
Someone else did it (no detail)	7	4	2 1%	1 1%	-	2 1% ^f	5 1% ^f	3	-	2	3
Moved house	44 1% ^g	40 1%	2 1%	2 1%	17 3% ^{afg}	24 1% ^g	3	14 2%	12 1%	11 2%	7 1%
Someone else/ friend (no detail)	6	3	1	2 1% ^{ab}	-	3	-	-	4	-	2

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base	3297	2847	250	200	493	1671	933	934	1065	657	641
Recommendation	10	8	1	1	1	5	4	3	5	-	2
Internet/online (no detail)	1	1	-	-	-	-	1	1	-	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	-	1	-	-
Through work	3	2	-	1	-	2	1	2	1	-	-
Supplier sent a letter	2	2	-	-	-	-	2	2	-	-	-
Supplier was already at the house (when I moved in)	10	10	-	1	2	6	2	4	3	2	1
Leaflet	1	1	-	-	-	1	-	-	1	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	-	-	-	2
Through Age UK/Age Concern	2	2	-	-	-	-	-	-	2	-	-
Friend/relative recommended/did it for me	32	27	2	3	3	16	13	9	7	5	11
Online research	2	2	-	-	-	1	1	1	-	-	1
Relative/friend/I worked for them	1	1	-	-	-	-	-	-	-	-	1
Leaflet/letter (through the door)	7	7	-	-	-	3	4	2	2	1	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-
(Ad) On TV	1	1	-	-	-	1	-	-	-	1	-



Q.156:Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3194	2763	223	208	493	1579	1122	756	865	614	959
Weighted Base	3297	2847	250	200	493	1671	933	934	1065	657	641
Other	38	34	2	1	3	16	17	12	10	10	6
Refused	11	6	3	2	1	6	4	1	4	2	3
Don't know	183	151	16	16	14	88	81	47	62	33	40
	0%	5%	0%	0%	3%	5%	9% ¹	5%	6%	5%	2%



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1839	299	93	638	2556	2122	500	532
Weighted Base	3297	769	2149	296	63*	532	2765	2309	518	434
Online price comparison service	1118 34% ^{bfj}	138 16%	860 40% ^{abd}	95 32% ^{lb}	25 30% ^{lb}	118 22%	999 36% ^{if}	874 38% ^{ahj}	149 29% ^{ij}	87 20%
Telephone price comparison service	184 6%	61 8% ^{ac}	101 5%	20 7%	3 4%	26 8%	158 6%	117 5%	35 7%	32 7% ^{uh}
I contacted the supplier by phone	722 22% ^{ah}	198 26% ^{acd}	449 21%	59 20%	16 19%	138 26% ^{ag}	583 21%	451 20%	149 29% ^{ah}	109 25% ^{uh}
Through the supplier's website	146 4% ^{ab}	16 2%	117 5% ^{ab}	10 4%	2 3%	20 4%	126 5%	101 4%	29 6%	14 3%
Through a salesperson who knocked at my door	453 14% ^{cd}	153 20% ^{ac}	236 11%	45 15%	19 23% ^{ac}	98 18% ^{ag}	355 13%	302 13%	51 10%	92 21% ^{ah}
Through a salesperson in the street \ shopping centre \ other public place	156 5%	54 7% ^{ac}	88 4%	12 4%	3 4%	28 5%	127 5%	95 4%	31 6%	27 6% ^{uh}
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	8 1%	28 1%	4 1%	-	7 1%	34 1%	36 2% ^h	2 *	3 1%
Supplier contacted me by phone	165 5%	55 7% ^{acd}	94 4%	10 3%	6 7%	40 7% ^{ag}	125 5%	106 5%	27 5%	29 7%
Someone else contacted supplier by phone	3 *	1 *	1 *	1 *	-	1 *	2 *	3 *	-	-
Someone else did it online	1 *	1 *	-	-	-	1 *	-	-	-	1 *
Someone else did it (no detail)	7 *	4 *	3 *	-	-	3 1% ^{ig}	4 *	7 *	-	1 *
Moved house	44 1%	13 2%	29 1%	3 1%	1 1%	3 1%	41 1%	18 1%	22 4% ^{ahj}	4 1%

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1839	299	93	638	2556	2122	500	532
Weighted Base	3297	769	2149	296	83	532	2765	2309	518	434
Someone else/friend (no detail)	6	1	3	2	-	3	3	5	1	-
Recommendation	10	2	7	1	-	2	7	8	-	2
Internet/online (no detail)	1	-	1	-	-	1	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	-	-	1	1	-	-
Through work	3	-	3	-	-	-	3	2	2	-
Supplier sent a letter	2	-	2	-	-	-	2	2	-	-
Supplier was already at the house (when I moved in)	10	1	8	1	1%	-	10	7	1	2
Leaflet	1	-	1	-	-	-	1	1	-	-
Friend/someone else (no detail)	2	1	1	-	-	1	1	1	1	-
Through Age UK/Age Concern	2	2	-	-	-	-	2	2	-	-
Friend/relative recommended/did it for me	32	10	18	2	1	8	23	23	2	5
Online research	2	1	-	1	-	1	1	1	-	1
Relative/friend I worked for them	1	-	1	-	-	-	1	-	-	-
Leaflet/letter (through the door)	7	3	4	-	-	3	4	5	1	1
Contacted them myself	-	-	-	-	-	-	-	-	-	-

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



Q.156:Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3194	963	1839	299	93	638	2556	2122	500	532
Weighted Base	3297	789	2149	296	83	532	2765	2309	518	434
(Ad) On TV	1	-	1	-	-	-	1	1	-	-
Other	38	10	20	7	1	8	30	32	4	1
Refused	11	1	10	1	-	2	9	8	2	1
Don't know	188	51	97	29	6	33	149	136	16	29
	6%	7%	4%	10%	2%	6%	2%	6%	3%	7%

Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3194	2358	358	451	298	2896	3191	2893	385	2508	201
Weighted Base	3297	2616	313	340	292	3005	3284	3002	413	2661	202
Online price comparison service	1118 34% ^{abc}	1012 39% ^{abcd}	76 24% ^d	19 6%	89 30%	1029 34%	1118 34%	1029 34%	146 35% ^k	920 35% ^k	47 23%
Telephone price comparison service	184 6%	134 5%	21 7%	26 8% ^{ab}	10 6%	168 6%	184 6%	168 6%	31 8% ^k	131 5%	10 8%
I contacted the supplier by phone	722 22%	555 21%	76 24%	87 26% ^{ab}	67 23%	655 22%	720 22%	653 22%	79 19%	591 22%	47 23%
Through the supplier's website	146 4% ^{cd}	137 5% ^{cd}	4 1%	4 1%	9 3%	137 5%	146 4%	137 5%	20 5%	115 4%	9 5%
Through a salesperson who knocked at my door	453 14% ^{ab}	305 12%	65 21% ^{ab}	80 23% ^{ab}	34 12%	418 14%	453 14%	418 14%	46 11%	373 14%	33 16%
Through a salesperson in the street \ shopping centre \ other public place	156 5%	109 4%	26 8% ^{ab}	20 6%	20 7%	136 5%	156 5%	136 5%	20 5%	121 5%	14 7%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	34 1%	2 1%	4 1%	6 2%	35 1%	40 1%	35 1%	6 2%	32 1%	2 1%
Supplier contacted me by phone	165 5%	117 4%	18 6%	32 9% ^{abcd}	21 7%	144 5%	165 5%	144 5%	22 6%	128 5%	16 7%
Someone else contacted supplier by phone	3 -	1 -	-	2 * ^{ab}	1 -	2 -	3 -	2 -	1 -	2 -	-
Someone else did it online	1 -	-	-	1 * ^b	1 * ^h	-	1 -	-	-	1 -	-
Someone else did it (no detail)	7 -	4 -	1 -	3 1% ^{ab}	1 -	7 -	7 -	7 -	1 -	4 -	2 1% ^k
Moved house	44 1%	39 1%	2 -	2 1%	6 2%	38 1%	44 1%	38 1%	9 2%	35 1%	1 -

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3194	2358	358	451	298	2896	3191	2893	385	2608	201
Weighted Base	3297	2616	313	340	292	3005	3284	3002	413	2661	202
Someone else/friend (no detail)	6	3	-	3	-	-	6	6	-	6	-
Recommendation	10	7	1	2	2	7	10	7	1	8	1
Internet online (no detail)	1	1	-	-	7%	-	1	1	-	1	-
Through Age UK/Age Concern	1	-	-	1	-	-	1	1	-	1	-
Through work	3	3	-	-	2	1	3	1	1	2	-
Supplier sent a letter	2	2	-	-	1%	1	2	1	1	1	-
Supplier was already at the house (when I moved in)	10	10	-	-	-	10	10	10	-	10	1
Leaflet	1	1	-	-	-	-	1	1	-	1	-
Friend/someone else (no detail)	2	2	-	-	-	2	2	-	-	2	-
Through Age UK/Age Concern	2	-	-	2	-	-	2	2	-	2	-
Friend/relative recommended/did it for me	32	21	2	9	-	32	32	32	4	26	1
Online research	2	2	-	-	-	2	2	2	7%	1%	7%
Relative/friend/I worked for them	1	1	-	-	-	1	1	1	-	1	-
Leaflet/letter (through the door)	7	5	-	2	-	7	7	7	-	5	-
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-



Q.156/Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3194	2358	358	451	298	2896	3191	2893	385	2698	201
Weighted Base	3297	2616	313	340	292	3005	3284	3002	413	2661	202
(Ad) On TV	1	1	-	-	-	1	1	1	-	1	-
Other	38	29	4	5	6	32	38	32	3	33	1
Refused	11	7%	3	7%	2%	1%	7%	7%	1%	7%	1
Don't know	183	113	20	46	17	166	181	164	19	143	16
	6%	4%	6%	14%abc	6%	6%	5%	5%	5%	5%	8%



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3194	2307	729	29	2474	198	482
Weighted Base	3297	2355	782	29**	2550	181	434
Online price comparison service	1118 34% ^{abg}	693 29%	377 48% ^{ab}	9 32%	1012 38% ^{afg}	30 17%	73 17%
Telephone price comparison service	184 6%	145 6%	33 4%	1 2%	143 5%	10 6%	24 6%
I contacted the supplier by phone	722 22% ^c	579 25% ^{ac}	109 14%	6 21%	553 21%	50 28% ^{fe}	117 27% ^{ae}
Through the supplier's website	146 4%	81 3%	56 7% ^{ab}	3 11%	127 5%	8 4%	12 3%
Through a salesperson who knocked at my door	453 14% ^{ce}	390 16% ^{ac}	57 7%	4 12%	304 11%	33 18% ^{fe}	106 24% ^{ae}
Through a salesperson in the street \ shopping centre \ other public place	158 5%	102 4%	48 6%	2 6%	113 4%	9 5%	31 7% ^{ae}
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity) housing association \ Big Switch \ Ready to Switch etc.)	40 1%	29 1%	11 1%	-	37 1%	2 1%	2 *
Supplier contacted me by phone	165 5%	121 5%	30 4%	3 10%	117 4%	15 8% ^{fe}	31 7% ^{ae}
Someone else contacted supplier by phone	3	3	-	-	3	-	-
Someone else did it online	1	1	-	-	1	-	-
Someone else did it (no detail)	7	4	1	-	4	-	-
	*	*	*	-	*	*	-

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

Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3194	2307	729	29	2474	198	482
Weighted Base	3297	2355	782	29**	2550	181	434
Moved house	44	41	1	-	30	6	10
Someone else/friend (no detail)	6	1	3	2	6	3**e	2**e
Recommendation	10	4	5	-	8	-	1
Internet/online (no detail)	1	-	1	-	1	-	-
Through Age UK/Age Concern	1	1	-	-	1	-	-
Through work	3	1	2	-	3	-	-
Supplier sent a letter	2	2	-	-	2	-	-
Supplier was already at the house (when I moved in)	10	10	-	-	8	-	4
Leaflet	1	-	1	-	1	-	-
Friend/someone else (no detail)	2	-	2	-	2	-	-
Through Age UK/Age Concern	2	2	-	-	2	-	-
Friend/relative recommended/did it for me	32	14	17	-	28	1	2
Online research	2	1	1	-	2	-	-
Relative/friend/I worked for them	1	-	1	-	1	-	-

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3194	2307	729	29	2474	198	482
Weighted Base	3297	2355	782	29**	2550	181	434
Leaflet/letter (through the door)	7	5	2	-	5	1	1
Contacted them myself	-	-	-	-	-	-	-
(Ad) On TV	1	1	-	-	-	-	1
Other	38	19	18	1	33	3	2
Refused	11	9	-	-	9	1	-
Don't know	183	148	13	2	136	17	24
	6% ^c	6% ^c	2% ^c	6% ^c	5% ^c	10% ^{ae}	6% ^c

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

Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3194	1465	1366	29	328
Weighted Base	3297	1555	1392	30**	314
Online price comparison service	1118 34%ce	685 44%ace	338 24%	6 21%	86 27%
Telephone price comparison service	184 6%	105 7%c	65 5%	1 5%	12 4%
I contacted the supplier by phone	722 22%	301 19%	355 26%abe	8 20%	58 19%
Through the supplier's website	146 4%	76 5%	59 4%	2 7%	9 3%
Through a salesperson who knocked at my door	453 14%b	141 9%	264 19%abe	5 17%	49 15%
Through a salesperson in the street \ shopping centre \ other public place	156 5%	53 3%	82 6%b	1 2%	19 6%b
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity) housing association \ Big Switch \ Ready to Switch etc.)	40 1%	25 2%	12 1%	-	3 1%
Supplier contacted me by phone	165 5%	67 4%	74 5%	4 12%	20 6%
Someone else contacted supplier by phone	3 -	2 -	1 -	-	-
Someone else did it online	1 -	-	-	-	1 -
Someone else did it (no detail)	7 -	2 -	2 -	1 3%	2 1%
Moved house	44 1%	15 1%	25 2%	-	4 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
** very small base (under 20) ineligible for sig testing



Q.156:Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3194	1465	1366	29	328
Weighted Base	3297	1555	1392	30**	314
Someone else/friend (no detail)	6	2	3	-	1
Recommendation	10	3	6	-	1
Internet/online (no detail)	1	-	1	-	-
Through Age UK/Age Concern	1	-	1	-	-
Through work	3	2	2	-	-
Supplier sent a letter	2	2	-	-	-
Supplier was already at the house (when I moved in)	10	2	6	-	2
Leaflet	1	-	1	-	-
Friend/someone else (no detail)	2	2	-	-	-
Through Age UK/Age Concern	2	1	1	-	-
Friend/relative recommended/did it for me	32 1%	11 1%	15 1%	2 6%	5 1%
Online research	2	-	2	-	-
Relative/friend I worked for them	1	1	-	-	-
Leaflet/letter (through the door)	7	4	3	-	-

Q.156:Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3194	1465	1366	29	328
Weighted Base	3297	1555	1392	30**	314
Contacted them myself	-	-	-	-	-
(Ad) On TV	1	-	1	-	-
Other	38	13	19	1	5
Refused	11	6	4	-	1
Don't know	183	55	75	2	51
	8%b	4%	5%b	5%	16%abc

Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3194	860	2334	3194	-	1163	849	815	200	691	1229	1006	268
Weighted Base	3297	900	2398	3297	-**	1301	867	767	199	758	1273	1019	247
Online price comparison service	1118	418	699	1118	-	1118	7	1	3	394	457	238	30
		34%g/h/m	47%a/c	34%	-	88%a/g/h	1%	-	2%h	52%a/k/m	36%l/m	23%l/m	12%
Telephone price comparison service	184	61	123	184	-	184	5	-	-	45	80	49	10
		6%g/h	7%	6%	-	14%a/g/h	1%h	-	-	6%	6%	2%	4%
I contacted the supplier by phone	722	149	573	722	-	11	722	8	3	166	258	244	53
		22%b/h/m	17%	22%	-	1%	83%a/h/i	1%	2%	22%	20%	24%k	22%
Through the supplier's website	146	53	96	146	-	1	146	-	-	47	73	20	5
		4%b/n	6%	4%	-	-	17%a/h/i	-	-	6%l/m	6%l/m	2%	2%
Through a salesperson who knocked at my door	453	66	386	453	-	-	3	453	-	35	145	219	54
		14%b/h/j/k	7%	14%	-	-	-	59%a/l/g/j	-	5%	11%j	21%a/k	22%a/k
Through a salesperson in the street / shopping centre / other public place	156	33	122	156	-	1	1	156	-	12	65	59	20
		5%g/j	4%	5%	-	-	-	20%a/l/g/j	-	2%	5%	6%	8%a/j
Through a collective (group) switching campaign organised by a third party (e.g. council / charity / housing association / Big Switch / Ready to Switch etc.)	40	20	20	40	-	-	1	-	40	18	13	7	3
		1%g/h	2%a/c	1%	-	-	-	-	20%a/l/g/h	2%a/k	1%	1%	1%
Supplier contacted me by phone	165	46	118	165	-	-	4	165	2	17	74	59	14
		5%g/j	5%	5%	-	-	1%	21%a/l/g/j	1%l	2%	6%j	6%j	6%j
Someone else contacted supplier by phone	3	-	3	3	-	-	-	-	3	-	-	2	1
		-	-	-	-	-	-	-	1%a/l/g/h	-	-	-	1%k
Someone else did it online	1	-	1	1	-	-	-	-	1	-	-	1	-
		-	-	-	-	-	-	-	1%a	-	-	-	-
Someone else did it (no detail)	7	-	7	7	-	-	-	-	7	1	1	5	1
		-	-	-	-	-	-	-	4%a/l/g/h	-	-	-	-
Moved house	44	14	30	44	-	1	-	-	44	6	25	11	2
		1%b/n	2%	1%	-	-	-	-	22%a/l/g/h	1%	2%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
** very small base (under 20) ineligible for sig testing



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3194	860	2334	3194	-	1163	849	815	200	691	1229	1006	268
Weighted Base	3297	900	2398	3297	**	1301	867	767	199	758	1273	1019	247
Someone else/friend (no detail)	6	-	6	6	-	-	-	2	6	-	2	3	1
Recommendation	10	-	10	10	-	1	1	-	10	-	3	6	1
Internet/online (no detail)	1	-	1	1	-	-	-	-	1	-	1	-	-
Through Age UK/Age Concern	1	-	1	1	-	-	-	-	1	-	1	-	-
Through work	3	-	3	3	-	-	-	-	3	-	2	1	1
Supplier sent a letter	2	-	2	2	-	-	-	-	2	1	1	-	-
Supplier was already at the house (when I moved in)	10	2	8	10	-	-	1	-	10	1	5	5	-
Leaflet	1	-	1	1	-	-	-	-	1	-	-	1	-
Friend/someone else (no detail)	2	-	2	2	-	-	-	-	2	-	2	-	-
Through Age UK/Age Concern	2	-	2	2	-	-	-	-	2	-	1	1	-
Friend/relative recommended/did it for me	32	15	17	32	-	-	32	-	32	7	13	10	1
Online research	2	-	2	2	-	-	-	-	2	-	1	-	-
Relative/friend/I worked for them	1	-	1	1	-	-	-	-	1	1	-	-	-
Leaflet (letter through the door)	7	-	7	7	-	-	-	-	7	2	1	4	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
** very small base (under 20) ineligible for sig testing



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3194	860	2334	3194	-	1163	849	815	200	691	1229	1006	268
Weighted Base	3297	900	2398	3297	**	1301	867	767	199	758	1273	1019	247
Contacted them myself
(Ad) On TV	1	.	1	1	1%afgh	.	.	1	.
Other	38	10	28	38	.	1	.	.	39	6	19	11	1
Refused	11	1	10	11	19%afgh	1%	2%	1%	1%
Don't know	183	21	162	183	2	8	51	74	49
	6%b gh	2%	7%b	6%	1%gh	1%	4%	7%k	20%gkl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
** very small base (under 20) ineligible for sig testing



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	3194	732	1126	1069	450	493	217	540	2159	2187	1908
Weighted Base	3927	785	1217	1161	450	536	218	600	2185	2222	1913
Online price comparison service	1118	384	600	562	138	330	83	309	701	749	600
Telephone price comparison service	184	49	62	56	34	32	17	33	118	113	113
I contacted the supplier by phone	722	145	234	231	98	66	43	110	511	511	431
Through the supplier's website	146	54	72	76	24	30	12	43	96	102	89
Through a salesperson who knocked at my door	453	57	97	92	49	21	24	40	305	292	267
Through a salesperson in the street \ shopping centre \ other public place	156	22	29	26	12	12	11%h	2%	14%	13%	14%
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40	12	19	20	10	12	3	9	25	27	21
	7%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3194	732	1126	450	493	217	540	2159	2187	1908
Weighted Base	3927	785	1217	450	536	218	600	2185	2222	1913
Supplier contacted me by phone	165	22	42	32	17	10	12	112	114	99
Someone else contacted supplier by phone	3	-	1	-	-	-	-	3	3	3
Someone else did it online	1	-	1	-	-	-	-	1	1	-
Someone else did it (no detail)	7	-	-	-	-	-	-	4	4	3
Moved house	44	11	8	11	4	4	9	26	27	26
Someone else/friend (no detail)	6	-	1	-	-	-	-	5	6	5
Recommendation	10	-	1	-	-	-	-	8	7	8
Internet/online (no detail)	1	1	1	-	-	-	1	1	-	-
Through Age UK/Age Concern	1	1	1	-	-	-	-	-	-	-
Through work	3	-	-	2	-	-	-	3	3	3
Supplier sent a letter	2	2	1	1	-	1	1	-	1	-

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	3194	732	1128	1069	450	493	217	540	2159	2187	1908
Weighted Base	3927	785	1217	1161	450	536	218	600	2185	2222	1913
Supplier was already at the house (when I moved in)	10	2	1	2	2	-	-	2	6	8	5
Leaflet	1	-	-	-	-	-	-	-	1	1	1
Friend/someone else (no detail)	2	-	1	-	-	-	-	-	2	2	2
Through Age UK/Age Concern	2	1	1	-	-	-	1	-	-	-	-
Friend/relative recommended/did it for me	32	5	10	9	9	7	2	2	25	22	28
Online research	2	1	1	1	-	-	-	1	2	2	1
Relative/friend I worked for them	1	-	1	1	-	-	-	-	1	1	1
Leaflet/letter (through the door)	7	2	2	2	-	-	1	2	3	4	3
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-
(Ad) On TV	1	-	-	-	-	-	-	-	1	1	1

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	3194	732	1126	1069	450	493	217	540	2159	2187	1908
Unweighted Base	3297	785	1217	1161	450	536	218	600	2185	2222	1913
Other	38	8	11	10	7	3	2	7	31	30	28
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Refused	11	2	3	3	-	1	-	2	5	5	7
	-	-	-	-	-	-	-	-	-	-	-
Don't know	183	19	34	31	17	5	9	12	109	115	102
	6% ^{abcm}	2%	3%	3%	4% ^d	1%	4%	2%	5%	5%	5%

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

Total (a)	PFS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	3194	305	348	145	191	340	217	238	41	181	348	219	178	232	202	9
Weighted Base	3297	328	368	170	183	354	222	234	45*	200	343	228	179	230	201	11**
Online price comparison service	1118 34%mn	118 36%mn	113 31%	55 32%	54 29%	134 38%mn	87 39%mn	78 33%	13 27%	60 30%	139 41%acejmn	82 36%mn	47 26%	57 25%	77 38%mn	4 34%
Telephone price comparison service	184 6%el	21 6%el	32 9%aeqkn	18 11%aeqkn	2 1%	28 8%eqk	6 3%	15 6%el	4 7%el	12 6%el	10 3%	2 1%	7 4%	9 4%	17 9%eqkn	1 13%
I contacted the supplier by phone	722 22%	66 20%	73 20%	42 25%	41 23%	62 17%	49 22%	50 21%	8 16%	54 27%l	78 23%	55 24%	40 23%	59 26%l	39 19%	4 36%
Through the supplier's website	148 4%	11 3%	22 6%	4 3%	5 3%	16 5%	8 4%	11 5%	4 8%	8 4%	16 5%	10 7%	12 7%	14 6%	4 2%	-
Through a salesperson who knocked at my door	453 14%	45 14%	58 16%	18 10%	34 19%dfgk	38 11%	23 10%	40 17%l	9 18%	21 11%	39 11%	29 13%	33 18%gk	33 14%	31 15%	-
Through a salesperson in the street \ shopping centre \ other public place	158 5%	19 6%	20 6%	7 4%	8 4%	18 5%	12 5%	11 5%	-	13 6%	14 4%	13 6%	5 3%	10 5%	5 2%	-
Through a collective (group) switching campaign organised by a third party (e.g. council \ charity \ housing association \ Big Switch \ Ready to Switch etc.)	40 1%	8 2%e	7 2%	2 1%	-	5 2%	1 1%	1 -	-	-	8 2%e	1 -	2 1%	3 2%	1 1%	-
Supplier contacted me by phone	165 5%	11 3%	21 6%	8 5%	11 6%	17 5%	18 8%bkh	6 2%	7 15%abodth	16 8%bkh	10 3%	8 3%	10 6%	13 5%	8 4%	1 11%
Someone else contacted supplier by phone	3 *	-	-	-	1 1%	-	1 *	-	-	-	-	-	-	-	1 *	-
Someone else did it online	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-	-	-	-
Someone else did it (no detail)	7 *	1 *	1 *	1 *	1 1%	-	-	1 *	2 4%actgh	-	-	1 *	-	-	-	-

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



Q.156/Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seasboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3194	305	348	145	191	340	217	238	41	181	348	219	178	232	202	9
Weighted Base 3297	328	368	170	183	354	222	234	45*	200	343	228	179	230	201	11**
Moved house	44	4	2	2	5	1	4	-	2	6	6	2	7	3	-
7%	1%	*	1%	1%	1%	1%	2%	-	1%	2%	2% ^c	1%	3% ^{ac}	1%	-
Someone else/friend (no detail)	6	-	1	2	-	-	-	-	1	-	-	2	-	-	-
*	-	*	1%	-	-	-	-	-	-	-	-	1% ^a	-	-	-
Recommendation	10	1	-	2	1	1	1	1	-	-	-	1	1	-	-
*	*	-	1%	1%	-	-	-	2% ^{ack}	-	-	-	*	*	-	-
Internet online (no detail)	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	1% ^a	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
Through work	3	-	-	-	-	-	-	-	-	1	2	1	-	-	-
*	-	-	-	-	-	-	-	-	-	*	1% ^a	1%	-	-	-
Supplier sent a letter	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
Supplier was already at the house (when i moved in)	10	-	-	-	-	1	2	-	-	1	1	1	2	2	-
*	-	-	-	-	-	1%	1%	-	-	*	1%	*	1%	1%	-
Leaflet	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	1% ^a	-	-
Friend/someone else (no detail)	2	-	1	-	-	-	-	-	1	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Through Age UK/Age Concern	2	-	-	-	1	-	-	-	-	-	-	-	-	1	-
*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-
Friend/relative recommended/did it for me	32	2	5	4	4	3	1	-	2	3	1	2	3	1	-
1%	*	1%	-	2%	1%	1%	1%	-	1%	1%	*	1%	1%	1%	-
Online research	2	-	-	1	-	-	-	-	-	-	-	-	1	-	-
*	-	-	1% ^a	-	-	-	-	-	-	-	-	-	*	-	-
Relative/friend/ worked for them	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Leaflet/letter (through the door)	7	-	1	-	-	-	2	-	-	2	1	-	1	-	-
*	-	*	-	-	-	-	1%	-	-	1%	*	*	*	-	-

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



Q.156-Q.29/Q.34 Thinking of the last time you switched your gas/electricity supplier, how did you switch? - Comb table
Base: All who switched

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3194	305	348	145	191	340	217	238	41	181	348	219	178	232	202	9
Weighted Base 3297	328	368	170	183	354	222	234	45*	200	343	228	179	230	201	11**
Contacted them myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(Ad) On TV	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Other	38	2	3	2	4	5	2	1	2	2	3	-	5	2	-
	1%	1%	1%	1%	2%	1%	1%	3%	1%	1%	1%	-	2%	1%	-
Refused	11	3	1	-	-	2	-	-	3	-	1	2	-	-	-
	* 1%	* 1%	-	-	-	1%	-	-	2%	-	1%	1%	-	-	-
Don't know	183	23	14	12	11	21	6	14	3	13	10	14	14	13	1
	6%	7%	4%	7%	6%	6%	3%	6%	5%	7%	4%	4%	8%	6%	5%

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2047	1809	133	105	309	1058	680	519	566	374	588
Weighted Base	2147	1890	153	103*	309	1269	568	648	703	402	393
Agree strongly	(2) 682	588	68	32	104	423	157	238	227	114	106
		32% ^{gk}	43% ^{ab}	31%	34%	33% ^g	28%	37% ^{gjk}	32%	29%	27%
Tend to agree	(1) 976	872	52	52	151	550	275	282	323	200	191
		45% ^{ch}	46% ^c	34%	49%	43%	48% ^{fd}	40%	46%	50% ^h	49% ^h
Neither agree nor disagree	(0) 203	174	22	8	25	133	45	53	64	39	47
		9%	14%	8%	8%	10%	8%	8%	9%	10%	12% ^h
Tend to disagree	(-1) 170	159	4	7	20	98	51	62	52	27	29
		8% ^c	3%	6%	7%	8%	8%	10%	7%	7%	7%
Disagree strongly	(-2) 66	59	6	1	4	45	18	21	21	12	12
		3%	4%	1%	1%	4% ^e	3%	3%	3%	3%	3%
SUMMARY CODES											
AGREE	1661	1459	118	84	256	973	432	500	550	314	297
		77%	77%	81%	83% ^{alg}	77%	76%	77%	78%	78%	76%
DISAGREE	236	218	10	8	24	143	69	83	73	39	41
		11%	12%	7%	8%	11%	12% ^{ie}	13%	10%	10%	10%
Refused	1	1	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	-	-	-	-	-
Don't know	46	38	4	4	4	20	22	12	15	11	8
		2%	2%	4%	1%	2%	4% ^{laef}	2%	2%	3%	2%
Mean Score	0.973	0.966	1.021	1.055	1.099	0.969	0.919	0.998	0.992	0.964	0.909
Standard Deviation	1.015	1.020	0.888	0.888	0.891	1.040	0.818	1.070	1.003	0.968	0.968
Error Variance	0.001	0.001	0.008	0.008	0.003	0.001	0.002	0.002	0.002	0.003	0.002

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2047	566	1236	186	59	379	1668	1396	326	303
Weighted Base	2147	448	1454	190	55	319	1827	1545	334	246
Agree strongly	(2) 685	120	475	73	17	95	590	484	118	74
	32% _b	27%	33% _b	38% _b	32%	30%	32%	31%	36%	30%
Tend to agree	(1) 976	217	660	77	22	136	840	702	149	114
	45%	49%	45%	41%	40%	43%	48%	45%	45%	46%
Neither agree nor disagree	(0) 203	59	122	21	4	39	164	146	29	27
	9%	12% _c	8%	11%	8%	12%	9%	9%	9%	11%
Tend to disagree	(-1) 170	34	124	4	7	29	140	130	21	19
	8% _d	8% _d	9% _d	2%	12% _d	9%	8%	8%	6%	6%
Disagree strongly	(-2) 66	11	47	7	1	15	51	48	9	9
	3%	2%	3%	4%	3%	5%	3%	3%	3%	4%
SUMMARY CODES										
AGREE	1661	337	1134	150	39	231	1430	1187	268	188
	77% _f	75%	78%	79%	72%	72%	78% _f	77%	80%	76%
DISAGREE	236	45	171	11	5	44	192	178	29	28
	11% _g	10%	12% _g	6%	10% _g	14%	10%	12%	9%	11%
Refused	1	1	-	-	-	1	-	-	-	1
	-	-	-	-	-	9	-	-	-	h
Don't know	46	10	27	7	3	5	42	34	8	3
	2%	2%	2%	4%	2%	1%	2%	2%	2%	1%
Mean Score	0.973 _f	0.918	0.974	1.122 _b	0.911	0.948	0.995 _f	0.956	1.068	0.926
Standard Deviation	1.015	0.965	1.031	0.968	1.101	1.099	0.998	1.023	0.970	1.027
Error Variance	0.001	0.002	0.001	0.005	0.022	0.003	0.001	0.001	0.003	0.004

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2047	1572	213	248	-	2047	2047	2047	197	1734	111
Weighted Base	2147	1756	194	184	**	2147	2147	2147	219	1808	113*
Agree strongly	(2) 685 32%cd	599 34%cd	39 20%	45 25%	-	685	685	685	60 27%	583 32%	39 35%
Tend to agree	(1) 976 45%	774 44%	106 55%ab	90 49%	-	976	976	976	104 47%	817 45%	51 46%
Neither agree nor disagree	(0) 203 9%	163 9%	21 11%	17 9%	-	203	203	203	26 12%	171 9%	6 5%
Tend to disagree	(-1) 170 8%	145 8%	11 6%	12 6%	-	170	170	170	20 9%	140 8%	10 6%
Disagree strongly	(-2) 66 3%	52 3%	6 3%	8 4%	-	66	66	66	7 3%	57 3%	2 2%
SUMMARY CODES											
AGREE	1661 77%	1373 78%	145 75%	135 74%	-	1661 77%	1661 77%	1661 77%	163 75%	1400 77%	91 80%
DISAGREE	236 11%	197 11%	17 9%	20 11%	-	236 11%	236 11%	236 11%	27 12%	198 11%	12 10%
Refused	1 *	-	1 1%ab	-	-	1 *	-	1 *	-	1 *	-
Don't know	46 2%	23 1%	10 5%ab	11 6%ab	-	46 2%	46 2%	46 2%	3 1%	39 2%	5 4%
Mean Score	0.973	0.994	0.882	0.888	-	0.973	0.973	0.973	0.876	0.977	1.075
Standard Deviation	1.015	1.022	0.920	1.024	-	1.015	1.015	1.015	1.020	1.017	0.970
Error Variance	0.001	0.001	0.004	0.004	-	0.001	0.001	0.001	0.005	0.001	0.009

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2047	1429	559	-	1627	107	269
Weighted Base	2147	1486	600	**	1767	102*	240
Agree strongly	(2) 685 32%g	435 29%	242 40%ab	-	583 33%g	26 25%	60 25%
Tend to agree	(1) 976 45%	679 46%	260 43%	-	799 45%	46 45%	115 46%
Neither agree nor disagree	(0) 203 9%	151 10%	45 8%	-	162 9%	9 9%	32 13%e
Tend to disagree	(-1) 170 8%	126 8%	41 7%	-	135 8%	14 13%e	19 8%
Disagree strongly	(-2) 60 3%c	55 4%c	8 1%	-	56 3%	3 3%	9 4%
SUMMARY CODES							
AGREE	1661 77%	1115 75%	502 84%ab	-	1382 78%	71 70%	175 73%
DISAGREE	236 11%	162 12%c	50 8%	-	191 11%	17 16%	27 11%
Refused	1 0%	1 0%	-	-	1 0%	-	-
Don't know	46 2%a	38 3%a	3 0%	-	33 2%	5 5%a	6 2%
Mean Score	0.973	0.908	1.148ab	-	0.991	0.800	0.849
Standard Deviation	1.015	1.044	0.930	-	1.015	1.063	1.014
Error Variance	0.001	0.001	0.002	-	0.001	0.012	0.004

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2047	1011	833	6	197
Weighted Base	2147	1087	864	6**	189
Agree strongly	(2) 685	399	233	3	50
	32% ^c	37% ^{ace}	27%	40%	26%
Tend to agree	(1) 976	497	403	-	76
	45%	46%	47%	-	40%
Neither agree nor disagree	(0) 203	75	98	3	26
	9% ^b	7%	11% ^b	38%	14% ^b
Tend to disagree	(-1) 170	74	78	2	17
	8%	7%	9%	22%	9%
Disagree strongly	(-2) 66	27	34	-	6
	3%	2%	4%	-	3%
SUMMARY CODES					
AGREE	1661	895	637	3	125
	77% ^{ae}	82% ^{ace}	74%	40%	66%
DISAGREE	236	100	111	2	22
	11%	9%	13% ^b	22%	12%
Refused	1	-	-	-	-
Don't know	46	14	17	-	15
	2%	1%	2%	-	8% ^{abc}
Mean Score	0.973 ^c	1.089 ^{ace}	0.856	0.582	0.848
Standard Deviation	1.015	0.967	1.048	1.301	1.045
Error Variance	0.001	0.001	0.001	0.282	0.006

Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2047	594	1453	2047	-	819	523	509	112	503	795	608	141
Weighted Base	2147	630	1516	2147	**	926	542	488	108*	557	835	621	133
Agree strongly	(2) 685	258	427	685	-	340	166	125	42	213	277	164	30
		32%chm	41%ac	28%	-	37%agh	31%	26%	39%h	38%alm	33%lm	26%	23%
Tend to agree	(1) 976	277	699	976	-	425	245	241	36	246	385	286	59
		45%ii	46%	45%	-	46%ii	45%ii	49%ii	33%	44%	46%	46%	44%
Neither agree nor disagree	(0) 203	43	160	203	-	62	47	64	17	38	77	72	17
		3%id	7%	9%	-	7%	9%	13%atg	16%atg	7%	9%	12%	12%
Tend to disagree	(-1) 170	33	136	170	-	67	50	36	8	40	66	50	13
		8%ib	5%	9%ib	-	7%	9%	7%	8%	7%	8%	8%	10%
Disagree strongly	(-2) 66	10	56	66	-	24	25	16	1	17	22	26	1
		3%	2%	3%	-	3%	5%	3%	1%	3%	3%	4%	1%
SUMMARY CODES													
AGREE	1661	535	1126	1661	-	765	411	366	78	459	662	450	90
		77%chm	85%ac	74%	-	83%agh	76%	75%	72%	62%alm	79%lm	72%	67%
DISAGREE	236	44	192	236	-	90	75	52	9	57	89	76	14
		11%ib	7%	13%ib	-	10%	14%ii	11%	8%	10%	11%	12%	11%
Refused	1	-	1	1	-	-	1	-	-	-	-	-	1
		-	-	-	-	-	-	-	-	-	-	-	1%ad
Don't know	46	9	37	46	-	9	7	7	4	3	7	24	12
		2%ik	1%	2%	-	1%	1%	1%	3%	1%	1%	4%ak	9%akj
Mean Score	0.973d	1.108ac	0.863	0.973	-	1.062agh	0.895	0.877	1.058	1.060ghm	1.000	0.859	0.866
Standard Deviation	1.015	0.801	1.046	1.015	-	0.977	1.091	0.991	0.972	1.008	0.996	1.048	0.848
Error Variance	0.001	0.001	0.001	0.001	-	0.001	0.002	0.002	0.009	0.002	0.001	0.002	0.007

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2047	528	782	780	307	355	150	402	1389	1399	1230
Weighted Base	2147	579	857	835	313	389	154	451	1428	1443	1250
Agree strongly	(2) 685	204	309	295	123	162	44	164	519	530	463
		32%	36% ^a	35%	39% ^a	42% ^a	29%	36%	36% ^a	37% ^a	37% ^a
Tend to agree	(1) 976	250	398	381	131	175	71	198	675	684	601
		45%	46%	45%	42%	45%	46%	49%	47%	47%	48%
Neither agree nor disagree	(0) 203	46	61	64	28	25	17	32	111	107	87
		9% ^{jk}	7%	8%	9%	6%	11%	7%	8%	7%	7%
Tend to disagree	(-1) 170	49	60	63	19	19	11	40	72	72	51
		9% ^{ijk}	7%	8%	6%	5%	7%	9%	5%	5%	4%
Disagree strongly	(-2) 68	23	21	24	7	4	9	15	25	23	23
		3% ^{ijk}	2%	3%	2%	1%	6%	3%	2%	2%	2%
SUMMARY CODES											
AGREE	1661	454	707	676	254	337	115	360	1194	1214	1064
		77%	82% ^a	81%	81%	87% ^a	75%	80%	84% ^a	84% ^a	85% ^a
DISAGREE	236	72	81	87	28	23	19	55	97	95	74
		11% ^{ijk}	9%	10%	8%	6%	13%	12%	7%	7%	6%
Refused	1	-	-	-	-	-	-	-	-	-	-
Don't know	48	7	9	7	6	4	2	5	28	27	25
		2% ^d	1%	1%	2%	1%	2%	1%	2%	2%	2%
Mean Score	0.973	0.985	1.078 ^a	1.038	1.120 ^a	1.230 ^a	0.863	1.020	1.135 ^a	1.148 ^a	1.168 ^a
Standard Deviation	1.015	1.068	0.966	1.000	0.960	0.848	1.094	1.047	0.892	0.882	0.869
Error Variance	0.091	0.092	0.091	0.091	0.093	0.092	0.098	0.093	0.091	0.091	0.091

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



Q.157 Thinking of the last time you switched your energy supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2047	163	240	90	124	220	156	172	22	111	238	126	94	151	135	5
Weighted Base	2147	176	254	108*	120	237	161	171	23**	124*	239	134	90*	154	135	7**
Agree strongly	(2) 665 32% _c	57 32% _c	48 19%	38 35% _c	43 36% _c	81 34% _c	62 38% _{ch}	44 26%	11 37%	55 44% _{chkm} n	70 29% _c	47 36% _c	29 30% _c	42 28%	55 41% _{chkn}	2 35%
Tend to agree	(1) 978 45% _j	76 43%	154 61% _{abdef} ghjkm	49 45%	55 46%	106 45% _j	68 43%	85 50% _j	11 39%	41 33%	107 45% _j	55 41%	46 48% _j	66 43%	51 38%	5 65%
Neither agree nor disagree	(0) 203 9%	23 13% _{cdg}	15 6%	9 9%	8 7%	22 9%	8 5%	24 14% _{cdgk}	5 15%	17 14% _{cdg}	18 8%	12 9%	8 8%	23 15% _{cdgk}	13 10%	-
Tend to disagree	(-1) 170 8%	10 5%	25 10%	8 7%	10 8%	18 8%	11 7%	12 7%	-	4 3%	32 13% _{abj}	10 7%	5 5%	15 10%	11 8%	-
Disagree strongly	(-2) 66 3%	6 4%	6 2%	1 1%	2 2%	8 3%	6 4%	2 1%	3 9%	3 2%	7 3%	7 5%	4 5%	6 4%	4 3%	-
SUMMARY CODES																
AGREE	1661 77%	133 75%	202 79%	87 80%	98 82% _{kn}	187 79%	130 81% _{kn}	129 76%	22 76%	96 77%	177 74%	103 77%	75 78%	108 71%	106 79%	7 100%
DISAGREE	236 11%	16 9%	31 12%	9 8%	12 10%	26 11%	17 11%	14 8%	3 9%	7 6%	39 16% _{abhj}	17 13%	10 10%	21 14%	15 11%	-
Refused	11 -	-	-	-	-	-	-	-	-	-	1 -	-	-	-	-	-
Don't know	46 2%	6 3%	6 2%	3 3%	2 2%	2 1%	6 4%	4 2%	-	4 3%	5 2%	2 2%	4 4%	1 1%	1 1%	-
Mean Score	0.973	0.974	0.957	1.100 _{kn}	1.073	1.001	1.091 _{kn}	0.947	0.960	1.164 _{kn}	0.862	0.956	0.975	0.811	1.059	1.346
Standard Deviation	1.015	1.016	0.931	0.907	0.965	1.021	1.038	0.886	1.163	0.984	1.084	1.123	1.029	1.077	1.058	0.513
Error Variance	0.001	0.007	0.004	0.009	0.008	0.005	0.007	0.005	0.061	0.009	0.005	0.010	0.012	0.008	0.008	0.003

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	696	589	53	54	111	339	246	130	199	147	220
Weighted Base	710	603	57*	50*	110*	394	206	160	243	156	151
Agree strongly	(2) 207	182	16	9	44	117	46	50	59	56	43
	29%	30%	28%	19%	40%ag	30%	23%	31%	24%	36%h	29%
Tend to agree	(1) 277	239	20	18	43	145	88	64	97	57	59
	39%	40%	36%	35%	39%	37%	43%	40%	40%	36%	39%
Neither agree nor disagree	(0) 92	66	17	7	11	48	33	15	37	19	21
	13%	11%	30%ab	10%	10%	12%	16%	9%	15%	12%	14%
Tend to disagree	(-1) 59	52	6	6	6	38	15	12	25	10	12
	8%c	9%c	-	13%c	5%	10%	7%	7%	10%	6%	6%
Disagree strongly	(-2) 31	23	2	5	4	19	8	10	12	4	5
	4%	4%	4%	11%ab	3%	5%	4%	6%	5%	3%	3%
SUMMARY CODES											
AGREE	484	421	38	27	87	283	195	114	156	112	102
	68% <i>d</i>	70% <i>d</i>	64%	54%	79% <i>afg</i>	67%	65%	71%	64%	72%	68%
DISAGREE	89	75	2	12	9	57	23	22	37	14	17
	13%	12%	4%	24% <i>abc</i>	8%	14%	11%	14%	15%	9%	11%
Refused	4	4	-	-	-	3	1	1	-	1	1
	1%	1%	-	-	-	1%	1%	1%	-	1%	1%
Don't know	41	36	1	4	3	24	14	8	13	10	9
	6%	6%	2%	7%	3%	6%	7%	5%	5%	6%	6%
Mean Score	0.856 <i>d</i>	0.855 <i>d</i>	0.855	0.415	1.102 <i>afg</i>	0.826	0.794	0.878	0.716	1.031 <i>i</i>	0.890
Standard Deviation	1.095	1.083	0.982	1.287	1.009	1.141	1.036	1.152	1.118	1.023	1.048
Error Variance	0.002	0.002	0.019	0.033	0.009	0.004	0.005	0.011	0.007	0.008	0.005

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	696	233	373	71	19	145	551	439	97	150
Weighted Base	710	187	439	66*	17**	119	591	476	101*	125
Agree strongly	(2) 207	50	132	21	5	36	171	118	46	41
	29%	27%	30%	32%	27%	30%	29%	25%	46% ^{ah}	33%
Tend to agree	(1) 277	76	167	28	5	38	239	198	30	47
	39%	41%	38%	43%	29%	32%	40%	42%	29%	38%
Neither agree nor disagree	(0) 92	29	53	8	3	21	71	66	10	14
	13%	15%	12%	13%	16%	17%	12%	14%	10%	12%
Tend to disagree	(-1) 59	17	36	3	2	10	48	39	9	9
	8%	9%	8%	5%	12%	9%	8%	8%	9%	7%
Disagree strongly	(-2) 31	6	21	2	1	8	22	22	2	6
	4%	3%	5%	3%	9%	7%	4%	5%	2%	5%
SUMMARY CODES										
AGREE	484	126	299	50	10	74	410	316	76	88
	68%	67%	68%	75%	56%	62%	69%	66%	75%	70%
DISAGREE	89	23	58	5	4	19	71	61	11	16
	13%	12%	13%	7%	21%	16%	12%	13%	11%	12%
Refused	4	-	3	1	-	-	4	2	1	-
	1%	-	1%	2%	-	-	1%	1%	1%	-
Don't know	41	10	27	3	1	6	35	30	3	7
	6%	5%	6%	4%	7%	5%	6%	6%	3%	6%
Mean Score	0.858	0.822	0.859	1.025	0.576	0.729	0.884	0.793	1.116 ^{ah}	0.903
Standard Deviation	1.095	1.057	1.121	0.963	1.330	1.214	1.069	1.082	1.080	1.131
Error Variance	0.002	0.005	0.004	0.014	0.104	0.011	0.002	0.003	0.013	0.009

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	698	499	75	112	28	670	853	657	58	561	67
Weighted Base	710	550	64*	87	28**	682	707	679	64*	569	66*
Agree strongly	(2) 207	172	16	18	10	198	207	198	17	180	11
		31% <i>ak</i>	25%	20%	35%	29%	29%	28%	28%	32% <i>ak</i>	17%
Tend to agree	(1) 277	216	29	29	10	267	276	265	27	228	19
		39%	46%	33%	35%	39%	39%	39%	42%	40%	27%
Neither agree nor disagree	(0) 92	61	8	22	2	90	92	90	7	72	12
		13%	11%	13% <i>ab</i>	7%	13%	13%	13%	11%	13%	18%
Tend to disagree	(-1) 59	48	2	8	3	56	59	56	10	39	10
		8%	3%	9%	4%	8%	8%	8%	15% <i>j</i>	7%	15% <i>j</i>
Disagree strongly	(-2) 31	22	2	5	2	29	30	28	1	18	8
		4%	3%	5%	7%	4%	4%	4%	2%	3%	12% <i>ajj</i>
SUMMARY CODES											
AGREE	484	388	46	46	19	464	482	463	43	407	29
		69% <i>ak</i>	72% <i>d</i>	53%	70%	68%	68%	69%	67% <i>ak</i>	72% <i>ak</i>	44% <i>j</i>
DISAGREE	89	71	4	13	5	84	88	83	11	57	18
		13%	13%	15%	18%	12%	12%	12%	16%	10%	27% <i>ajj</i>
Refused	4	1	3	-	1	2	4	2	-	2	1
		1%	1%	4% <i>abd</i>	5%	1%	1%	1%	-	1%	2%
Don't know	41	29	3	6	-	41	40	40	4	30	6
		6%	5%	7%	-	6%	6%	6%	6%	5%	9%
Mean Score	0.858dk	0.897d	0.979d	0.575	0.841	0.859	0.863	0.863	0.794k	0.954k	0.249
Standard Deviation	1.095	1.096	0.922	1.117	1.271	1.089	1.091	1.084	1.068	1.029	1.321
Error Variance	0.002	0.003	0.013	0.012	0.066	0.002	0.002	0.002	0.001	0.002	0.029

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	696	542	95	18	517	54	137
Weighted Base	710	547	101*	17**	549	47*	126
Agree strongly	(2) 207	152	43	7	159	9	42
		29%	43%ab	42%	29%	19%	33%
Tend to agree	(1) 277	209	41	7	216	20	43
		30%	38%	44%	39%	42%	34%
Neither agree nor disagree	(0) 92	77	8	1	73	8	11
		13%	14%	7%	13%	17%	8%
Tend to disagree	(-1) 59	54	4	1	46	4	15
		8%	10%	4%	8%	4%	12%
Disagree strongly	(-2) 31	27	1	1	24	1	6
		4%	5%	3%	4%	1%	5%
SUMMARY CODES							
AGREE	484	360	84	14	376	29	85
		68%	83%ab	68%	68%	62%	68%
DISAGREE	89	80	5	1	70	4	21
		13%	15%c	8%	13%	9%	17%
Refused	4	4	-	-	4	-	-
		1%	-	-	1%	-	-
Don't know	41	28	4	-	26	5	9
		6%	4%	-	6%	11%	7%
Mean Score	0.858	0.783	1.241ab	1.166	0.847	0.798	0.857
Standard Deviation	1.095	1.129	0.865	0.992	1.097	0.939	1.188
Error Variance	0.002	0.002	0.008	0.055	0.002	0.018	0.011

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"

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

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	696	254	338	17	83
Weighted Base	710	267	342	15**	86*
Agree strongly	(2) 207 29%e	100 37%ace	90 26%	4 27%	13 16%
Tend to agree	(1) 277 39%	94 35%	148 43%	2 14%	32 39%
Neither agree nor disagree	(0) 92 13%	27 10%	53 15%	1 5%	11 13%
Tend to disagree	(-1) 59 8%	28 10%	26 8%	2 13%	3 3%
Disagree strongly	(-2) 31 4%	11 4%	10 3%	4 29%	3 3%
SUMMARY CODES					
AGREE	484 68%e	193 72%e	238 70%e	6 41%	45 55%
DISAGREE	99 13%	39 15%	37 11%	6 42%	6 7%
Refused	4 1%	-	1	-	1
Don't know	41 6%b	6 2%	13 4%	2 12%	20 24%abc
Mean Score	0.858	0.934	0.858	-0.040	0.814
Standard Deviation	1.095	1.146	1.015	1.754	0.978
Error Variance	0.002	0.005	0.003	0.205	0.015

Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	696	146	550	696	-	207	202	185	56	108	262	234	92
Weighted Base	710	150	560	710	**	233	205	170	58*	114*	273	240	83*
Agree strongly	(2) 207	63	144	207	-	73	70	48	19	48	76	72	10
		29% _{km}	42% _{ac}	29%	-	31%	34%	28%	33%	42% _{aklm}	28% _{km}	30% _{km}	12%
Tend to agree	(1) 277	53	224	277	-	99	88	65	15	40	117	90	30
		39%	40%	39%	-	42% _u	43% _u	38%	26%	35%	43%	38%	36%
Neither agree nor disagree	(0) 92	12	80	92	-	25	16	30	9	9	25	39	20
		13%	6%	13%	-	11%	8%	18% _g	15%	8%	9%	15% _{kl}	24% _{akj}
Tend to disagree	(-1) 59	9	50	59	-	22	17	15	7	11	30	14	3
		6%	9%	6%	-	9%	8%	9%	12%	10%	11%	6%	4%
Disagree strongly	(-2) 31	4	27	31	-	11	8	9	2	6	14	7	4
		4%	5%	4%	-	5%	4%	5%	4%	5%	5%	3%	5%
SUMMARY CODES													
AGREE	494	116	368	494	-	171	158	113	34	88	193	163	40
	68% _{km}	77% _{ac}	66%	68%	-	74% _u	77% _{ahj}	67%	59%	77% _{km}	71% _{km}	68% _{km}	48%
DISAGREE	89	13	76	89	-	32	25	24	9	18	44	21	7
	13%	9%	14%	13%	-	14%	12%	14%	16%	15%	16% _u	9%	9%
Refused	4	-	4	4	-	1	-	-	1	-	2	1	-
	1%	-	1%	1%	-	-	-	-	2% _g	-	1%	-	-
Don't know	41	9	32	41	-	3	5	2	4	-	9	16	16
	6% _{klm}	6%	6%	6%	-	1%	3%	1%	7% _h	-	3%	7%	19% _{akj}
Mean Score	6.858 _m	1.148 _{ac}	0.790	0.858	-	0.860	0.874	0.789	0.793	0.866 _m	0.812	0.893 _m	0.561
Standard Deviation	1.095	1.016	1.103	1.095	-	1.103	1.072	1.121	1.206	1.180	1.134	1.014	1.013
Error Variance	0.002	0.007	0.002	0.002	-	0.006	0.006	0.007	0.029	0.013	0.005	0.005	0.014

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	696	128	217	195	79	82	40	94	461	473	408
Weighted Base	710	128	227	206	76*	88*	37*	96*	457	476	400
Agree strongly	(2) 207	46	73	71	36	32	8	38	167	169	145
Tend to agree	(1) 277	36%	32%	34%	47% ^a	36%	21%	40%	37% ^a	36% ^a	36% ^a
Neither agree nor disagree	(0) 92	9	20	14	6	7	3	6	41	40	33
Tend to disagree	(-1) 59	7%	9%	7%	8%	8%	7%	6%	9%	8%	8%
Disagree strongly	(-2) 31	8	6	6	3	2	4	5	32	35	28
		4%	3%	3%	3%	2%	10%	5%	7%	7%	7%
SUMMARY CODES											
AGREE	484	99	171	156	59	69	27	76	348	363	306
	68%	77% ^a	75%	76% ^a	77%	78%	72%	80% ^a	76% ^a	76% ^a	77% ^a
DISAGREE	89	18	31	31	6	9	8	12	45	50	42
	13%	14%	14%	15%	8%	10%	21%	12%	10%	11%	11%
Refused	4	1	1	2	-	-	-	1	1	1	-
	1%	1%	1%	1%	-	-	-	1%	-	-	-
Don't know	41	1	4	2	6	3	-	1	21	21	19
	6% ^{bcdh}	2%	2%	1%	8%	4%	-	1%	5%	4%	5%
Mean Score	0.858	0.934	0.930	0.947	1.217 ^a	1.063	0.618	1.045	1.051 ^a	1.030 ^a	1.035 ^a
Standard Deviation	1.095	1.162	1.062	1.092	1.038	0.991	1.227	1.101	1.024	1.035	1.045
Error Variance	0.002	0.011	0.005	0.006	0.015	0.012	0.028	0.015	0.002	0.002	0.003

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



Q.23 Thinking of the last time you switched your gas supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched gas supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PRS SEGMENTS														
		Eastem (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	696	87	60	38	36	70	48	49	12	40	71	60	50	40	33	2
Weighted Base	710	95	65	43	34	69	47	46	12*	44	70	60	48	42	33*	2*
Agree strongly	(2) 207	18	15	15	11	23	24	9	3	13	28	18	7	8	13	-
	29% _m	19%	23%	36% _m	32%	34% _{bm}	51% _{abchf}	20%	21%	41% _{bchmm}	30%	15%	20%	40%	-	
Tend to agree	(1) 277	40	29	12	9	32	16	20	5	15	23	23	21	19	12	-
	39%	42%	45%	29%	25%	47% _{se}	34%	44%	45%	34%	33%	38%	45%	46%	35%	-
Neither agree nor disagree	(0) 92	16	8	8	6	7	-	3	3	14	6	6	8	4	3	-
	13% _g	16% _g	12% _g	23% _{ghk}	18% _g	10% _g	-	7%	28%	32% _{adghk}	8%	9% _g	17% _g	10% _g	8%	-
Tend to disagree	(-1) 59	8	9	2	3	2	4	8	-	-	3	7	5	4	2	-
	8%	9%	14% _j	5%	70%	3%	9%	18% _{afjk}	-	-	5%	11% _j	11% _j	9%	5%	-
Disagree strongly	(-2) 31	2	3	2	2	2	3	2	-	1	5	2	4	3	-	1
	4%	2%	5%	5%	5%	2%	6%	5%	-	2%	7%	3%	8%	7%	-	71%
SUMMARY CODES																
AGREE	484	58	44	28	19	56	40	29	8	28	51	41	29	28	25	-
	68%	60%	68%	65%	57%	81% _{abehm}	85% _{abdeh}	63%	68%	65%	74%	68%	60%	68%	75%	-
DISAGREE	89	10	12	4	5	3	7	11	-	1	8	9	7	2	1	1
	13%	11%	19% _j	10%	15% _j	5%	15% _j	23% _{afj}	-	2%	12%	14% _j	19% _j	16% _j	5%	71%
Refused	4	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	1%	1%	-	-	-	-	-	2%	-	-	-	-	-	4%	-	-
Don't know	41	11	1	1	3	3	-	2	1	5	5	5	2	3	2	1
	6%	11% _{og}	1%	2%	10% _g	5%	-	5%	6%	7%	8%	8%	4%	6%	7%	29%
Mean Score	0.858_m	0.764	0.690	0.872	0.766	1.127_{bch}	1.157_{hm}	0.584	0.928	0.935	1.027_m	0.871	0.508	0.691	1.250	-2.000
Standard Deviation	1.095	0.974	1.130	1.129	1.219	0.881	1.188	1.188	0.756	0.906	1.188	1.118	1.147	1.147	0.859	-
Error Variance	0.002	0.012	0.022	0.034	0.046	0.012	0.029	0.031	0.052	0.021	0.021	0.023	0.027	0.035	0.025	-

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



Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1069	891	84	94	168	484	417	222	279	220	348
Weighted Base	1071	892	91*	88*	167	559	345	266	340	232	233
Agree strongly	(2) 323	262	34	27	70	167	86	94	79	79	71
		30% ^h	37%	30%	42% ^{afg}	30%	25%	35% ^h	23%	34% ^h	30%
Tend to agree	(1) 445	385	27	33	63	232	150	107	148	96	95
		43% ^c	30%	38%	38%	42%	44%	40%	43%	41%	41%
Neither agree nor disagree	(0) 129	97	20	12	17	56	56	22	49	26	31
		12%	11%	22% ^{ab}	10%	10%	16% ^{af}	8%	14% ^h	12%	12%
Tend to disagree	(-1) 81	69	6	6	7	51	22	17	32	15	17
		8%	6%	7%	4%	9%	6%	7%	9%	6%	7%
Disagree strongly	(-2) 33	28	1	4	3	23	6	10	15	2	6
		3%	1%	5%	2%	4%	2%	4%	4% ^j	1%	3%
SUMMARY CODES											
AGREE	768	647	61	60	133	399	296	201	227	175	165
	72%	72%	67%	68%	80% ^{afg}	71%	68%	75% ^h	67%	76% ^h	71%
DISAGREE	113	96	6	11	10	75	28	27	47	17	23
	11%	11%	7%	12%	6%	13% ^{efg}	8%	10%	14% ^j	7%	10%
Refused	-	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	1%
Don't know	59	51	4	5	6	29	24	17	18	12	13
	6%	6%	4%	5%	4%	5%	7%	6%	5%	5%	6%
Mean Score	0.835	0.834	1.007	0.863	1.152 ^{afg}	0.864	0.864	1.033	0.755	1.076	0.847
Standard Deviation	1.027	1.023	0.963	1.115	0.932	1.093	0.942	1.046	1.075	0.915	1.008
Error Variance	0.001	0.001	0.012	0.014	0.005	0.003	0.002	0.005	0.004	0.004	0.003

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



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

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

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1069	373	560	105	31	246	823	684	159	209
Weighted Base	1071	303	643	99*	26**	202	869	718	167	172
Agree strongly	(2) 323	74	209	34	6	54	269	198	62	56
	30%	25%	32% ^b	34%	22%	27%	31%	28%	37% ^h	33%
Tend to agree	(1) 445	137	259	40	9	69	376	308	66	69
	42% ^a	45%	40%	40%	35%	34%	43% ^a	43%	39%	40%
Neither agree nor disagree	(0) 129	44	68	13	5	37	93	86	25	16
	12%	14%	11%	13%	20%	18% ^{ag}	11%	12%	15%	9%
Tend to disagree	(-1) 81	23	50	5	2	18	62	54	10	15
	8%	8%	8%	5%	7%	9%	7%	8%	6%	9%
Disagree strongly	(-2) 33	6	21	4	1	9	24	24	1	6
	3%	2%	3%	4%	6%	4%	3%	3%	1%	4%
SUMMARY CODES										
AGREE	768	212	468	73	15	124	644	507	128	125
	72% ^a	70%	73%	74%	57%	61%	74% ^{af}	71%	78%	73%
DISAGREE	113	30	72	8	4	27	87	79	11	22
	11%	10%	11%	8%	14%	13%	10%	11%	7%	12%
Refused	1	-	1	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	1% ^h	-
Don't know	59	18	34	4	2	15	44	47	2	10
	6%	6%	5%	4%	8%	7%	5%	6%	1%	6% ^{aj}
Mean Score	0.935 ^f	0.876	0.962	1.008	0.653	0.761	0.974 ^f	0.898	1.078	0.942
Standard Deviation	1.027	0.966	1.049	1.023	1.156	1.113	1.003	1.029	0.920	1.063
Error Variance	0.001	0.003	0.002	0.011	0.048	0.005	0.001	0.002	0.005	0.006

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



Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1069	732	136	167	296	773	1066	770	161	732	83
Weighted Base	1071	601	114	145	289	782	1069	779	187	789	82
Agree strongly	(2) 323	262	30	30	116	207	323	207	59	243	19
		39% <i>d</i>	26%	20%	40% <i>aefgh</i>	27%	30%	27%	32%	31%	23%
Tend to agree	(1) 445	326	57	57	115	330	445	330	81	338	21
		42% <i>k</i>	41%	39%	40%	42%	42%	42%	43% <i>kl</i>	43% <i>k</i>	26%
Neither agree nor disagree	(0) 129	89	9	31	27	103	129	102	18	96	13
		12%	7%	21% <i>abc</i>	9%	13%	12%	13%	10%	12%	15%
Tend to disagree	(-1) 81	61	8	10	19	62	81	62	17	52	12
		8%	7%	7%	7%	8%	8%	8%	9%	7%	14% <i>aj</i>
Disagree strongly	(-2) 33	23	2	6	4	28	33	27	3	19	8
		3%	2%	4%	2%	4%	3%	3%	2%	2%	9% <i>aj</i>
SUMMARY CODES											
AGREE	768	588	87	87	291	537	768	537	149	562	40
		72% <i>cdk</i>	77% <i>d</i>	60%	80% <i>aefgh</i>	69%	72%	69%	75% <i>k</i>	74% <i>k</i>	49%
DISAGREE	113	85	10	16	23	90	112	89	20	71	19
		11%	7%	11%	8%	12%	11%	11%	11%	9%	24% <i>aj</i>
Refused	1	-	1	-	-	1	1	1	-	-	1
		-	1% <i>ab</i>	-	-	1	1	-	-	-	1% <i>aj</i>
Don't know	59	39	6	11	8	51	59	50	9	39	8
		6%	5%	8%	3%	6% <i>e</i>	5%	6% <i>e</i>	5%	5%	10%
Mean Score	0.935dk	0.975d	0.991d	0.702	1.134efgh	0.858	0.939	0.863	0.989k	0.979k	0.446
Standard Deviation	1.027	1.028	0.917	1.042	0.850	1.046	1.023	1.040	0.990	0.980	1.330
Error Variance	0.001	0.002	0.007	0.006	0.003	0.002	0.001	0.002	0.006	0.001	0.005

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



Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1069	811	168	25	790	83	190
Weighted Base	1071	862	179	25**	823	71*	172
Agree strongly	(2) 323	228	75	9	246	15	66
	30%	28%	42% ^{ab}	38%	30%	21%	38% ^{aef}
Tend to agree	(1) 445	334	73	10	345	31	68
	42%	42%	41%	40%	42%	43%	39%
Neither agree nor disagree	(0) 129	107	11	3	103	11	12
	12% ^c	13% ^c	6%	13% ^g	13% ^g	16%	7%
Tend to disagree	(-1) 81	65	14	1	63	5	16
	8%	8%	8%	2%	8%	7%	9%
Disagree strongly	(-2) 33	27	2	1	27	1	5
	3%	3%	1%	3%	3%	2%	3%
SUMMARY CODES							
AGREE	768	582	148	20	591	46	134
	72%	70%	83% ^{ab}	77%	72%	64%	78% ^d
DISAGREE	113	92	16	1	89	6	21
	11%	11%	9%	5%	11%	8%	12%
Refused	1	1	-	-	1	-	-
Don't know	59	40	4	1	38	9	6
	6%	5%	2%	6%	5%	12% ^{aag}	3%
Mean Score	0.935	0.882	1.171^{ab}	1.123	0.920	0.863	1.038
Standard Deviation	1.027	1.043	0.943	0.954	1.034	0.945	1.067
Error Variance	0.001	0.001	0.005	0.008	0.001	0.012	0.006

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



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

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1069	428	492	18	125
Weighted Base	1071	441	490	16**	118
Agree strongly	(2) 323 30%	154 35% ^{abc}	133 27%	5 34%	29 24%
Tend to agree	(1) 445 42%	178 40%	220 45%	2 12%	43 37%
Neither agree nor disagree	(0) 129 12%	44 10%	67 14%	2 14%	16 14%
Tend to disagree	(-1) 81 8%	35 8%	40 8% ^{abc}	2 15%	3 3%
Disagree strongly	(-2) 33 3%	13 3%	13 3%	1 7%	4 3%
SUMMARY CODES					
AGREE	768 72% ^{abc}	332 75% ^{abc}	353 72% ^{abc}	7 46%	72 61%
DISAGREE	113 11%	48 11%	53 11%	4 22%	7 6%
Refused	1 -	-	-	-	1 1% ^{abc}
Don't know	59 6%	17 4%	17 3%	3 18%	22 19% ^{abc}
Mean Score	0.935	1.002	0.888	0.625	0.944
Standard Deviation	1.027	1.039	0.999	1.451	0.984
Error Variance	0.001	0.003	0.002	0.140	0.010

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

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

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

Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier switch

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1069	237	832	1069	-	318	306	287	82	173	405	373	118
Weighted Base	1071	239	832	1071	-**	345	303	263	86*	184	408	373	106
Agree strongly	(2) 323	98	224	323	-	115	101	75	29	85	122	100	16
		30% _m	41% _{ac}	27%	30%	33%	33%	28%	34%	49% _{aklm}	30% _m	27% _m	15%
Tend to agree	(1) 445	95	351	445	-	163	127	112	29	62	185	161	38
		42%	42%	42%	-	47% _u	42%	42%	33%	33%	45% _j	43% _j	36%
Neither agree nor disagree	(0) 129	22	108	129	-	29	29	44	11	17	35	57	20
		12%	9%	12%	-	8%	9%	17% _{lg}	12%	9%	9%	15% _{ka}	19% _{kl}
Tend to disagree	(-1) 81	11	70	81	-	25	28	22	7	10	37	25	9
		8%	4%	8%	-	7%	9%	8%	8%	5%	9%	7%	8%
Disagree strongly	(-2) 33	4	29	33	-	9	11	9	3	9	12	7	5
		3%	2%	3%	-	3%	4%	3%	4%	5%	3%	2%	4%
SUMMARY CODES													
AGREE	768	193	575	768	-	278	228	187	58	147	307	261	54
		72% _m	81% _{ac}	69%	72%	81% _{ah}	75%	71%	67%	80% _{aklm}	75% _m	70% _m	50%
DISAGREE	113	15	113	113	-	34	39	30	10	19	49	32	13
		11%	6%	12% _b	11%	10%	13%	11%	11%	10%	12%	9%	13%
Refused	1	-	1	1	-	-	-	-	-	-	-	1	-
		-	-	-	-	-	-	-	-	-	-	-	-
Don't know	59	9	50	59	-	5	7	3	8	2	16	22	20
		6% _{lghj}	4%	6%	-	1%	2%	1%	9% _{gh}	1%	4%	6% _j	18% _{akl}
Mean Score	6.855 _m	1.900 _{ac}	0.960	0.935	-	1.628 _m	0.841	0.857	0.951	1.117 _{alm}	0.845 _m	0.819 _m	0.591
Standard Deviation	1.027	0.914	1.047	1.027	-	0.978	1.075	1.033	1.103	1.099	1.025	0.960	1.065
Error Variance	0.001	0.004	0.001	0.001	-	0.003	0.004	0.004	0.016	0.007	0.003	0.003	0.012

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



Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1069	188	315	280	131	121	64	131	721	740	637
Weighted Base	1071	190	326	296	124	130	61*	135	710	730	623
Agree strongly	(2) 323	73	120	115	48	56	19	54	250	256	222
	30%	39% ^a	37% ^a	39% ^a	38%	43% ^a	30%	40% ^a	35% ^a	35% ^a	36% ^a
Tend to agree	(1) 445	80	132	130	48	33	29	56	304	316	271
	42%	42%	41%	42%	38%	41%	47%	41%	43%	43%	43%
Neither agree nor disagree	(0) 129	14	28	22	14	10	5	11	67	66	52
	12% ^{dk}	7%	9%	7%	11%	8%	8%	8%	9%	9%	8%
Tend to disagree	(-1) 81	9	28	24	5	6	4	6	41	44	34
	8%	5%	9%	8%	4%	5%	6%	5%	6%	6%	5%
Disagree strongly	(-2) 33	11	10	10	2	2	5	6	14	14	12
	3%	6%	3%	3%	1%	2%	8%	5%	2%	2%	2%
SUMMARY CODES											
AGREE	768	154	253	235	96	109	48	110	554	572	492
	72%	81% ^a	77%	79% ^a	77%	84% ^a	78%	81% ^a	78% ^a	78% ^a	79% ^a
DISAGREE	113	20	37	33	7	9	8	13	55	58	46
	11% ^a	11%	11%	11%	6%	7%	14%	10%	8%	8%	7%
Refused	1	-	-	-	-	-	-	-	-	-	-
Don't know	59	2	8	6	8	2	-	1	24	34	33
	6% ^{both}	1%	2%	2%	6%	2%	1%	1%	5%	5%	5%
Mean Score	0.935	1.038	1.024	1.060	1.154 ^a	1.209 ^a	0.875	1.083	1.090 ^a	1.088 ^a	1.111 ^a
Standard Deviation	1.027	1.094	1.044	1.046	0.904	0.919	1.150	1.056	0.942	0.941	0.929
Error Variance	0.091	0.096	0.094	0.094	0.097	0.097	0.021	0.099	0.091	0.091	0.091

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



Q.24 Thinking of the last time you switched your electricity supplier, how much do you agree or disagree with the statement? "I found it easy to decide which deal to switch to"
 Base: All who have switched electricity supplier, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PSS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1069	136	102	45	63	113	57	61	17	67	105	86	74	77	63	3
Weighted Base	1071	144	107	50	59	109	58	58	18	73	99	85	71	72	63	3
Agree strongly	(2) 323	32	30	16	22	32	30	10	7	27	32	31	16	13	22	2
	30% ^h	22%	28%	33%	37% ^{abh}	29%	52% ^{abcbth}	17%	38%	37% ^{bh}	32%	36% ^{bh}	23%	18%	35% ^{hn}	79%
Tend to agree	(1) 445	69	47	21	20	53	16	25	8	19	45	32	27	38	26	-
	42% ⁱ	48% ^{gj}	44% ^j	41%	33%	48% ^{gj}	28%	42%	43%	26%	45% ^j	38%	38%	52% ^{egj}	41%	-
Neither agree nor disagree	(0) 129	17	13	8	7	11	2	5	1	8	8	8	8	14	7	-
	12%	12%	12%	17% ^g	11%	10%	3%	9%	6%	26% ^{abcbtgh}	8%	10%	19% ^{gk}	13%	11%	-
Tend to disagree	(-1) 81	11	10	2	3	7	4	12	1	5	5	8	6	6	2	-
	8%	7%	10%	3%	5%	6%	7%	21% ^{abdefg}	3%	7%	5%	9%	9%	8%	3%	-
Disagree strongly	(-2) 33	2	4	2	3	2	3	1	-	1	4	3	4	3	1	-
	3%	2%	4%	4%	4%	1%	5%	2%	-	1%	4%	3%	6%	4%	2%	-
SUMMARY CODES																
AGREE	768	102	77	37	42	85	47	35	15	47	77	63	43	51	48	2
	72% ^{cm}	70%	72%	74%	70%	78% ^{hmn}	81% ^{hmn}	80%	81%	64%	77% ^{hmn}	74%	80%	71%	78%	79%
DISAGREE	113	13	15	4	6	8	7	13	1	6	9	10	11	9	3	-
	11%	9%	14%	8%	10%	8%	12%	23% ^{abdtjk}	3%	8%	9%	12%	15%	13%	4%	-
Refused	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	59	12	3	1	6	5	2	5	2	2	6	4	4	3	6	1
	6%	8%	2%	1%	9%	4%	4%	8%	9%	3%	6%	4%	6%	4%	9%	21%
Mean Score	0.939 ^{hm}	0.908 ^h	0.842	0.962	1.021 ^h	1.024 ^{hm}	1.201 ^{hmn}	0.971	1.267	0.947	1.028 ^{hm}	0.990 ^h	0.699	0.742	1.152 ^{hmn}	2.000
Standard Deviation	1.027	0.921	1.077	1.033	1.103	0.902	1.163	1.109	0.776	1.021	1.007	1.090	1.132	1.016	0.874	0.000
Error Variance	0.001	0.007	0.012	0.024	0.021	0.008	0.025	0.022	0.038	0.016	0.010	0.014	0.018	0.014	0.013	0.000

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	594	530	38	26	140	297	157	161	169	99	165	
Weighted Base	630	558	47*	25**	138	359	133	197	212	109*	114	
Atlantic	1	1	-	-	-	1	-	1	-	-	-	
British Gas	133	122	7	4	36	69	28	22	47	31	33	
	21%h	22%	15%	16%	26%	19%	21%	11%	22%h	29%h	29%h	
Co-operative Energy	10	5	4	1	2	6	2	5	3	1	-	
	2%	1%	8%ab	4%	1%	2%	2%	3%	2%	1%	-	
E (formerly Epower)	1	1	-	-	-	1	-	-	-	-	1	
	-	-	-	-	-	-	-	-	-	-	1%	
E.ON	115	106	7	2	23	68	24	41	39	15	20	
	19%	19%	14%	8%	16%	19%	18%	21%	18%	14%	17%	
Economy Energy	3	1	-	3	2	1	-	-	-	1	2	
	1%	-	-	11%	1%	-	-	-	-	1%	2%	
Ecotricity	2	1	1	-	1	1	-	-	1	-	1	
	-	-	2%	-	1%	-	-	-	-	-	1%	
EDF	62	56	4	2	21	33	9	24	23	6	7	
	10%	10%	9%	6%	15%g	9%	7%	12%	11%	7%	6%	
Extra Energy	4	4	-	-	-	4	-	1	3	-	-	
	1%	-	-	-	-	1%	-	1%	1%	-	-	
First Utility	16	16	-	-	-	13	4	4	6	4	3	
	3%	3%	-	-	-	3%e	4%	2%	3%	3%	2%	
Flow Energy	2	-	-	2	-	2	-	-	2	-	-	
	-	-	-	6%	-	-	-	-	1%	-	-	
Good Energy	1	1	-	-	-	-	-	-	1	-	-	
	-	-	-	-	1%	-	-	-	-	-	-	
Green Star Energy	2	2	-	-	-	2	-	-	1	-	1	
	-	-	-	-	-	1%	-	-	1%	-	1%	
LoCo2	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	
Marks & Spencer Energy	2	2	-	-	-	1	1	2	-	-	-	
	-	-	-	-	-	1%	1%	1%	-	-	-	
Npower	54	50	3	2	12	29	14	20	17	11	6	
	9%	9%	6%	7%	9%	8%	10%	10%	8%	10%	6%	

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	594	530	38	26	140	297	157	161	169	99	165
Weighted Base	630	558	47*	25**	138	359	133	197	212	109*	114
Ovo	12	10	2	-	2	7	3	5	5	2	1
Sainsbury's Energy	15	14	1	-	2	7	6	8	5	1	1
Scottish Hydro	4	3	1	-	2	1	2	1	2	1	1
Scottish Power	76	65	9	2	10	49	17	27	21	14	13
Southern Electric	23	22	2	-	4	17	2	10	7	4	3
SSE (Scottish and Southern Energy)	38	35	3	-	6	22	10	13	14	3	8
Swalec	8	1	-	8	4	3	2	1	2	4	1
Utility Warehouse	8	6	2	-	4	2	2	2	3	1	3
Utilita	5	4	-	-	3	-	-	-	1	1	3
Other	1	1	-	-	1	-	-	-	1	-	3%ah
SUMMARY CODES											
SIX LARGE SUPPLIERS	514	457	38	19	116	291	107	160	172	91	91
SSE ALL	82%	82%	80%	77%	84%	81%	80%	81%	81%	84%	80%
Refused	74	59	9	9	15	44	15	26	24	11	13
Don't know	12%	10%	16%	31%	17%	12%	11%	13%	11%	10%	11%
	2	2	-	-	-	-	2	-	1	-	1
	29	28	1	-	6	18	6	8	8	7	5
	5%	5%	2%	-	4%	5%	4%	4%	4%	7%	5%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	594	149	379	50	16	81	513	370	128	92
Weighted Base	630	116	445	55*	15**	67*	563	417	131	76*
Atlantic	1	-	1	-	-	-	1	1	-	-
British Gas	133	35	84	12	2	22	111	69	38	23
	27%	30%ac	19%	22%	10%	32%ag	20%	17%	29%h	30%h
Co-operative Energy	10	1	7	2	-	-	10	7	3	-
	2%	1%	2%	3%	-	-	2%	2%	2%	-
E (formerly Epower)	1	1	-	-	-	1	-	-	-	1
	-	1%c	-	-	-	2%ag	-	-	-	1%h
E.ON	115	19	87	6	4	15	100	83	17	15
	18%	16%	19%	10%	25%	22%	18%	20%	13%	19%
Economy Energy	3	1	2	-	-	1	3	-	1	2
	1%	1%	-	-	-	1%	-	-	1%h	2%h
Ecotricity	2	2	-	-	-	2	-	-	-	2
	-	1%c	-	-	-	2%ag	-	-	-	2%ah
EDF	62	7	51	2	2	5	57	43	17	3
	10%	6%	12%	4%	10%	7%	10%	10%	13%j	4%
Extra Energy	4	-	4	-	-	-	4	4	-	-
	1%	-	1%	-	-	-	1%	1%	-	-
First Utility	16	2	12	1	1	2	14	13	2	1
	3%	2%	3%	2%	4%	3%	3%	3%	1%	2%
Flow Energy	2	-	-	3%ac	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-
Good Energy	1	-	1	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	1%	-
Green Star Energy	2	1	1	-	-	1	1	1	-	1
	-	1%	-	-	-	2%g	-	-	-	2%
LoCo2	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	1%g	-	-	-	1%
Marks & Spencer Energy	2	-	2	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	594	149	379	50	16	81	513	370	128	92
Weighted Base	630	116	445	55*	15**	67*	563	417	131	76*
Npower	54	11	37	4	3	3	52	43	8	4
Ovo	12	9%	8%	6%	22%	4%	9%	10%	6%	5%
Sainsbury's Energy	15	2	7	4	-	5	7	9	2	1
Scottish Hydro	4	1%	2%	7%ac	-	2%ag	1%	2%	2%	1%
Scottish Power	15	1	13	-	-	2	12	15	-	-
Southern Electric	23	7%	3%	-	-	3%	2%	4%h	-	-
SSE (Scottish and Southern Energy)	4	1	4	-	-	4	-	4	-	1
Swalec	76	1%	1%	-	-	-	1%	1%	-	1%
Utility Warehouse	23	13	58	5	1	5	71	56	13	6
Utilita	12%	11%	13%	9%	5%	7%	13%	13%	10%	8%
Other	4%	4%	2%	6%	-	2%	4%	12	5	6
SIX LARGE SUPPLIERS	38	6	26	5	1	2	36	24	7	5
SSE ALL	6%	5%	6%	9%	7%	3%	6%	6%	6%	6%
Refused	8	2	5	1	-	-	8	3	4	1
Don't know	1%	1%	1%	3%	-	-	1%	1%	3%	1%
	8	1	7	-	-	6	2	6	2	-
	1%	1%	2%	-	-	1%	2%	1%	1%	-
	5	-	4	1	-	-	5	-	2	3
	1%	-	1%	2%	-	-	1%	-	1%	3%ah
	1	1	-	-	-	-	1	-	1	-
	*	1%	-	-	-	-	-	-	1%	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	514	96	367	39	12	52	461	337	110	63
SSE ALL	74	82%	82%	71%	80%	79%	82%	81%	84%	80%
Refused	2	-	1	1	-	-	2	2	-	-
Don't know	29	6	15	6	2	1	28	18	7	4
	5%	5%	3%	11%c	16%	1%	5%	4%	5%	6%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TYPE OF USE ELECTRICITY METER			
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	594	497	44	46	-	594	594	594	53	494	45
Weighted Base	630	549	41*	33*	-**	630	630	630	59*	519	48*
Atlantic	1	1	-	-	-	1	1	1	1	-	-
British Gas	133	110	12	11	-	133	133	133	9	110	15
Co-operative Energy	27%	20%	29%	33%	-	27%	27%	27%	13%	21%	32%
E (formerly Epower)	10	10	-	-	-	10	10	10	1	9	-
E.ON	2%	2%	-	-	-	2%	2%	2%	2%	2%	-
Economy Energy	1	-	1	-	-	1	1	1	-	1	-
Ecotricity	-	-	3%ab	-	-	-	-	-	-	-	-
EDF	115	96	10	7	-	115	115	115	17	94	4
Extra Energy	16%	16%	25%	20%	-	16%	16%	16%	28%k	16%	9%
First Utility	3	3	1	-	-	3	3	3	-	3	-
Flow Energy	1%	-	1%	-	-	1%	1%	1%	-	1%	-
Good Energy	2	2	-	-	-	2	2	2	-	2	-
Green Star Energy	62	59	1	1	-	62	62	62	5	49	6
LoCo2	10%	11%	3%	2%	-	10%	10%	10%	9%	9%	13%
Marks & Spencer Energy	4	4	-	-	-	4	4	4	-	4	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
	16	16	-	1	-	16	16	16	-	16	-
	3%	3%	-	2%	-	3%	3%	3%	-	3%	-
	2	2	-	-	-	2	2	2	-	2	-
	1	1	-	-	-	1	1	1	-	1	-
	2	1	-	-	-	2	2	2	-	1	1
	-	-	3%ab	-	-	-	-	-	-	-	2%
	-	-	-	1%ab	-	-	-	-	-	-	-
	2	2	-	-	-	2	2	2	-	2	-

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	594	497	44	46	-	594	594	594	53	494	45
Weighted Base	630	549	41*	33*	-**	630	630	630	59*	519	48*
Npower	54	47	4	2	-	54	54	54	3	51	1
	9%	8%	10%	7%	-	9%	9%	9%	6%	10%	1%
Ovo	12	11	1	1	-	12	12	12	1	11	-
	2%	2%	2%	2%	-	2%	2%	2%	2%	2%	-
Sainsbury's Energy	15	14	-	1	-	15	15	15	-	13	1
	2%	2%	-	3%	-	2%	2%	2%	-	3%	2%
Scottish Hydro	4	4	-	-	-	4	4	4	-	1	3
	1%	1%	-	-	-	1%	1%	1%	-	*	6%aj
Scottish Power	76	68	4	4	-	76	76	76	11	61	4
	12%	12%	4%	13%	-	12%	12%	12%	19%	12%	8%
Southern Electric	23	23	-	1	-	23	23	23	3	18	1
	4%	4%	-	3%	-	4%	4%	4%	4%	4%	2%
SSE (Scottish and Southern Energy)	38	32	3	1	-	38	38	38	2	32	4
	6%	6%	8%	3%	-	6%	6%	6%	3%	6%	9%
Swalec	8	8	-	-	-	8	8	8	-	7	1
	1%	2%	-	-	-	1%	1%	1%	-	1%	2%
Utility Warehouse	8	8	-	1	-	8	8	8	2	5	1
	1%	1%	-	2%	-	1%	1%	1%	4%	1%	2%
Utilita	5	5	-	-	-	5	5	5	-	5	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Other	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES											
SIX LARGE SUPPLIERS	514	447	35	27	-	514	514	514	48	423	39
	82%	81%	85%	79%	-	82%	82%	82%	81%	81%	81%
SSE ALL	74	67	3	2	-	74	74	74	4	59	9
	12%	12%	8%	5%	-	12%	12%	12%	7%	11%	18%
Refused	2	1	-	-	-	2	2	2	-	1	1
	*	*	-	3%ab	-	*	*	*	-	*	2%j
Don't know	29	23	2	2	-	29	29	29	5	19	5
	5%	4%	6%	7%	-	5%	5%	5%	8%	4%	10%

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

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

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

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	594	273	295	-	453	18	106
Weighted Base	630	294	313	**	499	20*	98*
Atlantic	1	1	-	-	-	1	-
British Gas	133	53	75	-	97	7%	29
	21%	18%	24%	-	19%	21%	30% ^{ee}
Co-operative Energy	10	6	4	-	9	1	-
	2%	2%	1%	-	2%	5%	-
E (formerly Epower)	1	-	1	-	-	-	1
	*	-	*	-	-	-	1% ^{ee}
E.ON	115	65	47	-	98	3	13
	18%	22% ^{cc}	15%	-	20%	15%	13%
Economy Energy	3	1	2	-	-	-	3
	1%	*	1%	-	-	-	3% ^{ee}
Ecotricity	2	-	2	-	-	-	1
	*	-	*	-	-	-	1%
EDF	62	33	28	-	53	-	8
	10%	11%	9%	-	11%	-	8%
Extra Energy	4	3	2	-	4	-	3
	1%	1%	1%	-	1%	-	-
First Utility	16	6	10	-	16	-	-
	3%	2%	3%	-	3%	-	-
Flow Energy	2	-	2	-	2	-	-
	*	-	1%	-	*	-	-
Good Energy	1	1	-	-	1	-	-
	*	*	-	-	*	-	-
Green Star Energy	2	1	1	-	2	-	-
	*	*	*	-	*	-	-
LoCo2	-	-	-	-	-	2%	-

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch in the past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	594	273	295	-	453	18	106
Weighted Base	630	294	313	**	499	20*	98*
Marks & Spencer Energy	2	-	1	-	2	-	-
Npower	54	28	25	-	50	-	4
Ovo	12	5	7	-	10	-	2
Sainsbury's Energy	15	2%	2%	-	2%	-	2%
Scottish Hydro	4	2%	2%	-	15	-	-
Scottish Power	78	24	51	-	1	2	1
Southern Electric	23	10	14	-	60	3	2%
SSE (Scottish and Southern Energy)	38	23	14	-	12%	14%	13
Swalec	8	3	5	-	18%	-	14%
Utility Warehouse	8	4	4	-	18	-	6
Utilita	5	3	2	-	4%	-	6%
Other	1	1	-	-	29	3	5
SUMMARY CODES							
SIX LARGE SUPPLIERS	514	240	261	-	409	15	83
SSE ALL	74	37	35	-	52	5	16
	12%	13%	11%	-	10%	22%	17%

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	594	273	295	-	453	18	106
Weighted Base	630	294	313	**	499	20*	96*
Refused	2	-	-	-	1	-	-
Don't know	29	14	8	-	17	2	4
	5%	5%	2%	-	3%	3%	4%

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	594	335	200	3	56
Weighted Base	630	367	206	3**	55*
Atlantic	1	1	-	-	-
British Gas	133	70	48	2	13
	21%	19%	23%	61%	24%
Co-operative Energy	10	7	3	-	-
	2%	2%	2%	-	-
E (formerly Epower)	1	-	1	-	-
	*	-	1%	-	-
E.ON	115	70	34	-	10
	18%	19%	17%	-	19%
Economy Energy	3	-	2	-	1
	1%	-	1%	-	3%b
Ecotricity	2	-	2	-	-
	*	-	1%	-	-
EDF	82	35	22	-	4
	10%	10%	11%	-	8%
Extra Energy	4	3	2	-	-
	1%	1%	1%	-	-
First Utility	16	13	4	-	-
	3%	3%	2%	-	-
Flow Energy	2	-	2	-	-
	*	-	1%	-	-
Good Energy	1	-	1	-	-
	*	-	*	-	-
Green Star Energy	2	1	1	-	-
	*	*	1%	-	-
LoCo2	-	-	-	-	-
	-	-	-	-	-

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	594	335	200	3	56
Weighted Base	630	367	206	3**	55*
Marks & Spencer Energy	2	2	-	-	-
Npower	54	33	18	-	3
Ovo	12	8	3	-	1
Sainsbury's Energy	15	13	2	-	1%
Scottish Hydro	4	2	2	-	-
Scottish Power	76	48	22	-	6
Southern Electric	23	15	7	-	1
SSE (Scottish and Southern Energy)	38	23	9	1	5
Swalec	8	4	4	38%	9%
Utility Warehouse	8	4	4	-	1
Utilita	5	3	2	-	-
Other	1	-	1	-	-
SUMMARY CODES					
SIX LARGE SUPPLIERS	514	300	167	3	44
SSE ALL	74	43	22	1	7
	12%	12%	11%	38%	13%

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	TARIFF TYPE			
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Total (a)	594	200	3	56
Unweighted Base	630	206	3**	55*
Weighted Base	2	-	-	1
Refused	*	-	-	2%
Don't know	29	10	-	7
	5%	5%	-	12%abc

Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	594	594	-	594	-	317	127	96	45	246	273	69	6
Weighted Base	630	630	-**	630	-**	349	134	95*	43*	269	287	69*	5**
Atlantic	1	1	-	1	-	1	-	-	-	1	-	-	-
British Gas	133	133	-	133	-	58	34	29	11	48	61	23	1
Co-operative Energy	27%	27%	-	27%	-	17%	25% [†]	30% [†]	24%	18%	21%	33% [‡]	13%
E (formerly Epower)	10	10	-	10	-	8	1	1	-	7	3	-	-
E.ON	2%	2%	-	2%	-	2%	1%	1%	-	2%	1%	-	-
Economy Energy	1	1	-	1	-	-	-	1	-	-	1	-	-
Ecotricity	115	115	-	115	-	57	28	19	8	44	55	15	1
EDF	18%	18%	-	18%	-	16%	21%	20%	19%	16%	19%	21%	18%
Extra Energy	3	3	-	3	-	1	-	3	-	1	1	-	-
First Utility	1%	1%	-	1%	-	-	-	3% [‡]	-	-	1%	2%	-
Flow Energy	2	2	-	2	-	1	-	1	-	1	-	1	-
Good Energy	62	62	-	62	-	37	18	4	9	35	25	1	1
Green Star Energy	10% [†]	10%	-	10%	-	10%	13% [‡]	4%	8%	13% [‡]	9% [‡]	7%	12%
LoCo2	4	4	-	4	-	3	-	-	1	4	-	-	-
Marks & Spencer Energy	7%	7%	-	7%	-	7%	-	-	3% [‡]	2%	-	-	-

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	594	594	-	594	-	317	127	96	45	246	273	69	6
Weighted Base	630	630	-**	630	-**	349	134	95*	43*	269	287	69*	5**
Don't know	29	29	-	29	-	13	6	4	3	3	17	6	2
	5%	5%	-	5%	-	4%	5%	5%	6%	1%	6%	9%	4%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	584	174	355	318	307	35	144	404	420	370
Weighted Base	630	194	389	348	313	34*	165	420	439	386
Atlantic	1	-	1	1	-	-	-	-	1	-
British Gas	133	43	79	72	65	9	35	101	106	90
	21%	22%	20%	21%	21%	26%	21%	24%	24%	23%
Co-operative Energy	10	4	9	9	4	-	4	7	5	3
	2%	2%	2%	3%	1%	-	3%	2%	1%	1%
E (formerly Epower)	1	1	1	1	-	-	1	1	1	1
	-	1%	-	-	-	-	1%	-	-	-
E.ON	115	38	74	62	54	4	34	79	76	71
	18%	20%	19%	18%	17%	13%	21%	19%	17%	18%
Economy Energy	3	-	1	1	3	-	-	3	3	3
	1%	-	-	-	1%	-	-	1%	1%	1%
Ecotricity	2	1	1	-	1	1	-	1	1	-
	-	-	-	-	-	2%	-	-	-	-
EDF	62	27	45	41	28	5	23	32	37	29
	10%	14%	12%	12%	9%	15%	14%	8%	8%	7%
Extra Energy	4	2	4	4	-	-	2	1	1	1
	1%	1%	1%	1%	-	-	1%	-	-	-
First Utility	16	8	13	12	5	2	8	9	11	8
	3%	4%	3%	4%	2%	4%	5%	2%	2%	3%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	584	174	355	318	307	35	144	404	420	370
Weighted Base	630	194	389	348	313	34*	165	420	439	386
Flow Energy	2	-	-	-	2	-	-	2	2	2
Good Energy	1	-	-	-	1	-	-	1	1	1
Green Star Energy	2	-	1	1	1	-	-	1	1	1
LoCo2	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	2	-	2	2	-	-	-	-	1	1
Npower	54	24	36	34	20	5	20	35	41	32
Ovo	12	4	11	11	4	-	4	9	9	8
Sainsbury's Energy	2%	2%	3%	3%	1%	-	3%	2%	2%	2%
Scottish Hydro	4	3	3	3	2	-	3	1	3	3
Scottish Power	7%	1%	3%	3%	2%	-	3%	1%	2%	2%
Southern Electric	23	6	17	15	12	1	6	18	19	14
	4%	3%	4%	4%	4%	2%	3%	4%	4%	4%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	584	174	355	318	307	35	144	404	420	370
Weighted Base	630	194	389	348	313	34*	165	420	439	386
SSE (Scottish and Southern Energy)	38	10	20	17	23	5	4	24	28	25
	6%	5%	5%	5%	7%	15%	3%	6%	6%	6%
Swalec	8	3	4	4	7	1	3	6	6	6
	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%
Utility Warehouse	8	-	1	-	7	1	-	8	8	8
	1%	-	-	-	2%	-	-	2%	2%	2%
Utilita	5	1	2	2	3	-	1	2	2	4
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%
Other	1	-	1	1	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	514	166	319	282	255	31	138	350	366	321
	82%	86%	82%	81%	81%	82%	84%	83%	83%	83%
SSE ALL	74	21	44	38	44	7	16	50	55	47
	12%	11%	11%	11%	14%	19%	9%	12%	13%	12%
Refused	2	1	1	1	1	-	-	1	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	29	4	11	10	20	-	4	12	15	12
	5%	2%	3%	3%	6%	-	2%	3%	3%	3%

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

Total (a)	PFS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	594	42	72	17	32	68	49	52	7	31	68	33	24	48	48	3
Weighted Base	630	51*	72	20**	30**	77	52	49	10**	37**	70	37**	24**	49	47	5*
Atlantic	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
British Gas	133	16	15	4	9	18	10	9	-	7	11	4	2	18	10	-
Co-operative Energy	10	-	-	-	-	2	-	2	-	4	1	-	1	-	1	-
E (formerly Epower)	2*	-	-	-	-	3%	-	3%	-	10%	1%	-	4%	-	2%	-
E.ON	1	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Economy Energy	115	5	12	3	8	12	11	15	2	5	17	3	2	7	10	2
Ecotricity	78%	11%	17%	15%	28%	16%	22%	31%ab	19%	13%	24%	9%	8%	15%	20%	38%
EDF	3	1	-	-	1	-	-	-	-	-	-	-	2	-	-	-
Extra Energy	1%	1%	-	-	2%	-	-	-	-	-	-	-	9%	-	-	-
First Utility	2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-
Flow Energy	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good Energy	62	8	11	3	-	4	7	5	1	3	7	4	2	1	6	1
Green Star Energy	10%	15%	15%un	14%	-	5%	13%	10%	13%	9%	10%	10%	7%	3%	12%	27%
LoCo2	4	2	-	-	-	1	-	-	-	-	1	-	-	-	-	-
Marks & Spencer Energy	1*	3%	-	-	-	2%	-	-	-	-	2%	-	-	-	-	-
	16	2	2	-	-	1	3	1	-	-	2	3	-	1	1	-
	3%	5%	2%	-	-	2%	6%	3%	-	-	3%	8%	-	2%	1%	-
	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	7%	-	-	-
	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	2%ia	-	-	-	-	-	-	-	-	-
	2	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	3%ia	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	2%ia	-	-	-	-	-	-

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



Q.158 And who was your previous energy supplier?

Base: All whose last energy supplier switch was a combined (gas and electricity) supplier to combined supplier switch AND switch was in the past 12 months

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	594	42	72	17	32	68	49	52	7	31	68	33	24	48	48	3
Weighted Base	630	51*	72*	20**	30**	77*	52*	49*	10**	37**	70*	37**	34**	49*	47*	5**
Npower	54	3	4	2	2	8	6	3	2	1	7	5	1	5	5	-
Ovo	12	5%	6%	9%	7%	10%	12%	7%	18%	3%	10%	15%	3%	10%	11%	-
Sainsbury's Energy	15	2%	3%	7%af	-	-	-	3%	-	5%	2%	2%	-	-	-	-
Scottish Hydro	1	-	1%	6%	11%	1%	-	4%	-	2%	-	3%	-	7%k	3%	-
Scottish Power	76	4	8	2	3	15	6	4	1	8	7	3	4	4	6	2
Southern Electric	23	4%	7%	1%	3	7%	-	-	-	2	2	2	-	3	-	-
SSE (Scottish and Southern Energy)	38	6%	3%	4	-	5	1	4	2	1	4	8	-	2	4	-
Swalec	8	-	-	-	-	-	-	-	-	-	-	-	8	-	-	-
Utility Warehouse	9	2	1	-	-	-	1	-	-	2	-	-	-	2	-	-
Utilita	5	1%	3%	2%	-	-	1%	1%	-	5%	-	-	-	5%	-	-
Other	1	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
SIX LARGE SUPPLIERS	514	42	55	16	23	67	41	41	10	27	55	31	19	41	41	5
SSE ALL	74	82%	81%	78%	81%	88%	79%	82%	100%	74%	78%	83%	79%	83%	87%	100%
Refused	2	7	4	3	1	11	1	4	4	3	7	11	8	5	5	-
Don't know	29	12%g	6%	13%	4%	14%g	1%	7%	44%	6%	10%	23%	35%	11%	10%	-
	2	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	1	2%	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-
	29	1	5	1	3	2	4	-	-	1	6	1	-	2	3	-
	5%	2%	6%	5%	9%	3%	8%	-	-	2%	8%	2%	-	3%	7%	-

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

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

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	146	127	12	7	47	67	32	26	39	34	47
Weighted Base	150	131	12**	6**	47*	76*	26**	34**	48*	36*	31*
Other	2	1	-	1	-	1	1	1	-	-	1
	1%	1%	-	13%	-	2%	3%	3%	-	-	4%
SUMMARY CODES											
SIX LARGE SUPPLIERS	108	92	11	6	33	56	19	23	30	31	23
	72%	70%	89%	87%	70%	74%	72%	69%	63%	86%	75%
SSE ALL	14	9	2	3	4	5	5	4	3	2	4
	9%	7%	15%	45%	9%	6%	17%	12%	6%	6%	13%
Don't know	27	27	1	-	11	16	1	7	13	4	3
	18%	20%	8%	-	23%	21%	2%	21%	27%	10%	11%

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

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

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

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	146	49	74	20	3	23	123	77	35	34
Weighted Base	150	40*	89*	17**	3**	17**	133	84*	37**	29**
British Gas	50	15	29	5	2	4	47	34	8	8
	34%	37%	33%	28%	63%	23%	35%	41%	21%	28%
Co-operative Energy	1	1	-	-	-	1	-	1	-	-
	*	2%	-	-	-	4%	-	1%	-	-
E.ON	21	7	12	2	-	1	20	11	6	5
	14%	16%	14%	11%	-	7%	18%	13%	15%	16%
EDF	6	2	3	1	-	2	4	-	4	2
	4%	6%	3%	4%	-	10%	3%	-	10%	8%
Extra Energy	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	1%	-	-
First Utility	5	3	2	1	-	2	5	4	2	-
	4%	6%	2%	6%	-	-	4%	4%	4%	-
Npower	9	2	6	1	-	-	9	3	6	1
	6%	5%	7%	6%	-	-	7%	3%	15%	2%
Ovo	1	1	-	-	-	1	-	-	1	1
	1%	3%	-	-	-	8%	-	-	2%	2%
Sainsbury's Energy	2	-	1	1	-	-	2	2	-	-
	1%	-	1%	6%	-	-	2%	2%	-	-
Scottish Hydro	2	-	1	1	-	-	-	-	1	1
	1%	-	1%	7%	-	-	1%	-	2%	4%
Scottish Power	8	2	5	1	-	1	7	5	1	2
	6%	5%	6%	6%	-	8%	5%	5%	4%	8%
Southern Electric	3	**	2	**	-	-	3	1	1	1
	2%	1%	3%	3%	-	-	2%	2%	3%	3%
SSE (Scottish and Southern Energy)	6	1	5	-	1	-	6	4	1	1
	4%	1%	5%	-	33%	-	5%	5%	1%	5%
Swalec	2	-	2	1	-	1	2	2	-	-
	2%	-	2%	4%	-	4%	1%	3%	-	-
Utilita	1	1	-	-	-	1	-	-	-	1
	*	2%	-	-	-	4%	-	-	-	2%

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

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	146	49	74	20	3	23	123	77	35	34
Weighted Base	150	40*	89*	17**	3**	17**	133	84*	37**	29**
Zog Energy	2	-	2	-	-	-	2	-	4%	-
Other	7%	-	2%	-	-	-	7%	-	-	-
	2	1	-	1	-	1	1	2	-	-
	1%	2%	-	8%	-	5%	1%	3%	-	-
SUMMARY CODES										
SIX LARGE SUPPLIERS	108	29	65	12	3	9	99	61	26	21
	72%	71%	73%	67%	100%	51%	78%	72%	71%	74%
SSE ALL	14	1	9	2	1	1	13	8	2	3
	9%	2%	11%	13%	37%	4%	10%	10%	6%	11%
Don't know	27	6	19	2	-	5	23	14	7	6
	18%	14%	22%	13%	-	28%	17%	17%	18%	22%

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TYPE OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	146	118	13	12	-	146	145	145	13	114	18
Weighted Base	150	128	10**	8**	-**	150	148	148	16**	116	16**
British Gas	50 34%	42 33%	4 30%	2 27%	-	50	49	49	6 35%	37 32%	7 41%
Co-operative Energy	1	1	-	-	-	1	1	1	-	1	-
E.ON	21 14%	20 16%	1 7%	-	-	21	21	21	-	20 17%	1 6%
EDF	6 4%	5 4%	-	-	-	6	6	6	-	6 5%	-
Extra Energy	-	-	-	-	-	-	-	-	-	-	-
First Utility	5 4%	4 3%	1 10%	-	-	5	5	5	2 9%	4 3%	-
Npower	9 6%	9 7%	-	-	-	9	9	9	2 14%	5 4%	2 11%
Ovo	1	1	-	-	-	1	1	1	-	1	-
Sainsbury's Energy	1 1%	1 1%	-	-	-	1	1	1	-	1	-
Sainsbury's Energy	2 1%	2 2%	-	-	-	2	2	2	1 6%	1 1%	-
Scottish Hydro	2	1	1	-	-	2	2	2	-	2	-
Scottish Power	8 6%	4 3%	1 9%	3 31%	-	8	8	8	-	8 7%	1 3%
Southern Electric	3 2%	2 2%	-	4 5%	-	3	3	3	-	3	-
SSE (Scottish and Southern Energy)	6 4%	5 4%	1 10%	-	-	6	6	6	2 10%	3 3%	1 7%
Swalec	2 2%	2 1%	-	1 8%	-	2	2	2	-	-	2 14%
Utilita	1	1	-	-	-	1	1	1	-	-	1 4%

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

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

** very small base (under 20) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	146	118	13	12	-	146	145	145	13	114	18
Weighted Base	150	128	10**	8**	**	150	148	148	16**	116	16**
Zog Energy	2	2	-	-	-	2	2	2	-	2	-
	7%	7%	-	-	-	7%	7%	7%	-	7%	-
Other	2	2	-	-	-	2	2	2	-	2	-
	7%	7%	-	6%	-	7%	2%	2%	-	2%	-
SUMMARY CODES											
SIX LARGE SUPPLIERS	108	91	8	6	-	108	107	107	10	83	13
	72%	71%	60%	72%	-	72%	72%	72%	59%	72%	63%
SSE ALL	14	10	3	1	-	14	14	14	2	9	3
	9%	8%	25%	13%	-	9%	9%	9%	10%	7%	21%
Don't know	27	24	1	2	-	27	27	27	4	21	2
	18%	15%	10%	22%	-	18%	18%	18%	26%	18%	13%

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

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

** very small base (under 20) ineligible for sig testing

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	146	78	37	11	108	8	33
Weighted Base	150	79*	37*	11**	117*	6**	30**
British Gas	50	31	12	5	43	1	8
	34%	39%	33%	44%	37%	20%	28%
Co-operative Energy	1	1	-	-	1	-	-
	*	1%	-	-	1%	-	-
E.ON	21	12	7	1	16	1	3
	14%	15%	18%	12%	14%	22%	11%
EDF	6	2	2	-	4	2	3
	4%	3%	6%	-	3%	26%	9%
Extra Energy	-	-	-	-	-	-	-
	-	-	1%	-	-	7%	-
First Utility	5	-	3	1	5	-	-
	4%	-	8%b	9%	4%	-	-
Npower	9	6	3	1	3	7	3
	6%	7%	7%	5%	6%	-	8%
Ovo	1	-	1	-	1	-	1
	1%	-	4%	-	1%	-	2%
Sainsbury's Energy	1	-	1	1	1	-	-
	1%	-	3%	10%	2%	-	-
Scottish Hydro	2	2	-	-	1	-	1
	1%	2%	-	-	1%	-	2%
Scottish Power	8	5	3	-	7	-	1
	6%	6%	8%	-	6%	-	5%
Southern Electric	3	2	1	-	3	-	-
	2%	2%	2%	-	3%	-	-
SSE (Scottish and Southern Energy)	6	3	2	1	5	1	1
	4%	4%	5%	6%	4%	8%	2%
Swalec	2	2	-	-	2	-	-
	2%	3%	-	-	2%	-	-

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

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	146	78	37	11	108	8	33
Weighted Base	150	79*	37*	11**	117*	6**	30**
Utilita	1	1	-	-	-	-	1
	-	1%	-	-	-	-	2%
Zog Energy	2	-	-	2	2	-	-
	1%	-	-	15%	1%	-	-
Other	2	2	-	-	2	-	-
	1%	3%	-	-	2%	-	-
SUMMARY CODES							
SIX LARGE SUPPLIERS	108	65	28	7	88	5	20
	72%	82%	75%	67%	78%	78%	68%
SSE ALL	14	9	3	1	11	1	1
	9%	11%	7%	6%	10%	8%	4%
Don't know	27	11	2	-	16	1	9
	18%	14%	6%	-	14%	17%	30%

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	146	66	54	5	21
Weighted Base	150	71*	54*	4**	20**
British Gas	50 34%	25 35%	19 36%	-	6 31%
Co-operative Energy	1 *	1 1%	-	-	-
E.ON	21 14%	12 18%	7 13%	1 14%	1 4%
EDF	6 4%	-	4 7% ^b	-	2 10%
Extra Energy	-	-	-	-	-
First Utility	5 4%	1 8%	-	-	1 4%
Npower	9 6%	4 6%	5 9%	-	-
Ovo	1 1%	1 1%	1 1%	-	-
Sainsbury's Energy	2 1%	2 3%	-	-	-
Scottish Hydro	2 1%	1 2%	-	1 18%	-
Scottish Power	8 6%	1 1%	4 6%	1 37%	3 12%
Southern Electric	3 2%	2 3%	1 2%	-	-
SSE (Scottish and Southern Energy)	6 4%	4 6%	1 1%	1 15%	1 3%
Swalec	2 2%	2 3%	-	-	-

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	146	66	54	5	21
Weighted Base	150	71*	54*	4**	20**
Utilita	1	1	-	-	-
Zog Energy	2	2	-	-	-
Other	2	2	-	-	-
SUMMARY CODES					
SIX LARGE SUPPLIERS	106	52	40	3	13
SSE ALL	14	10	2	1	1
Don't know	27	6	14	1	7
	18%	3%	28% ^{ab}	1%	33%

Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	146	146	-	146	-	77	36	22	7	48	72	21	5
Weighted Base	150	150	-**	150	-**	84*	36*	17**	8**	50*	75*	22**	3**
British Gas	50	50	-	50	-	27	14	4	5	20	24	6	-
Co-operative Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
E.ON	21	21	-	21	-	10	4	6	-	7	9	5	-
EDF	14%	14%	-	14%	-	12%	11%	36%	-	14%	13%	20%	-
Extra Energy	6	6	-	6	-	5	-	1	-	2	1	1	1
First Utility	4%	4%	-	4%	-	5%	-	8%	-	5%	2%	6%	21%
Npower	9	9	-	9	-	2	2%	15% ^h	-	3%	6	1	-
Ovo	6%	6%	-	6%	-	2	1	-	-	3%	8%	6%	-
Sainsbury's Energy	1	1	-	1	-	1	-	-	-	1	1	-	-
Scottish Hydro	7%	7%	-	7%	-	1%	-	4%	-	1%	1%	-	-
Scottish Power	2	2	-	2	-	1	-	-	-	2	-	-	-
Southern Electric	7%	7%	-	7%	-	1%	-	-	-	4%	-	-	-
SSE (Scottish and Southern Energy)	2	2	-	2	-	1	-	-	-	1	2	-	-
Swalec	1%	1%	-	1%	-	1%	-	-	10%	-	3%	-	-
Utilita	8	8	-	8	-	5	1	1	1	1	5	2	1
	6%	6%	-	6%	-	6%	4%	8%	10%	2%	7%	7%	24%
	3	3	-	3	-	2	1	-	-	1	2	-	-
	2%	2%	-	2%	-	3%	2%	-	-	3%	2%	-	-
	6	6	-	6	-	5	1	1	-	2	5	-	-
	4%	4%	-	4%	-	6%	3%	4%	-	3%	6%	-	-
	2	2	-	2	-	2	1	-	-	-	2	1	-
	2%	2%	-	2%	-	2%	2%	-	-	-	2%	3%	-
	1	1	-	1	-	1	-	-	-	-	-	-	1
	-	-	-	-	-	1%	-	-	-	-	-	-	18%

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	146	146	-	146	-	77	36	22	7	48	72	21	5
Weighted Base	150	150	-**	150	-**	84*	36*	17**	8**	50*	75*	22**	3**
Zog Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
Other	1%	1%	-	1%	-	2%	-	-	-	3%	-	-	-
Other	2	2	-	2	-	2	-	-	-	1	1	-	-
Other	1%	1%	-	1%	-	3%	-	-	-	2%	2%	-	-
SUMMARY CODES													
SIX LARGE SUPPLIERS	108	108	-	108	-	58	28	14	6	35	58	16	2
	72%	72%	-	72%	-	69%	77%	85%	80%	71%	75%	71%	45%
SSE ALL	14	14	-	14	-	10	3	1	1	3	10	1	-
	9%	9%	-	9%	-	12%	7%	4%	10%	6%	13%	3%	-
Don't know	27	27	-	27	-	16	5	2	1	5	15	6	1
	18%	18%	-	18%	-	19%	14%	11%	20%	10%	20%	29%	37%

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	148	40	83	73	79	82	9	32	89	101	88
Weighted Base	150	37*	89*	79*	76*	88*	8**	30**	102*	109*	91*
British Gas	50	17	28	26	25	28	3	14	35	37	29
Co-operative Energy	34%	47%	31%	34%	33%	32%	34%	46%	35%	34%	32%
E.ON	1	-	1	1	-	1	-	-	-	-	-
EDF	14%	7%	15%	13%	15%	14%	-	8%	15%	15%	17%
Extra Energy	6	2	4	2	2	4	-	2	4	4	2
First Utility	4%	6%	4%	3%	3%	4%	-	8%	4%	4%	3%
Npower	-	1%	-	1%	-	-	-	1%	-	-	-
Ovo	5	3	3	3	2	3	-	3	4	4	4
Sainsbury's Energy	4%	8%	3%	4%	3%	3%	-	9%	4%	4%	5%
Scottish Hydro	9	-	7	7	3	7	-	-	7	8	7
	6%	-	7%	8%	4%	7%	-	-	7%	8%	7%
	1	1	1	1	1	1	-	1	1	1	1
	1%	2%	1%	1%	1%	1%	-	2%	1%	1%	1%
	2	1	2	2	2	2	-	1	-	-	-
	1%	3%	2%	3%	3%	2%	-	4%	-	-	-
	2	1	-	-	2	-	1	-	2	2	2
	1%	2%	-	-	2%	-	10%	-	2%	2%	2%

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	146	40	83	73	79	82	9	32	99	101	88
Weighted Base	150	37*	89*	79*	76*	88*	8**	30**	102*	109*	91*
Scottish Power	8	2	3	2	7	3	2	1	5	5	6
	6%	6%	3%	3%	9%	3%	20%	2%	5%	4%	7%
Southern Electric	3	*	1	2	3	1	-	*	2	2	2
	2%	1%	2%	3%	4%	2%	-	2%	2%	2%	2%
SSE (Scottish and Southern Energy)	6	1	4	4	5	4	-	1	3	4	3
	4%	2%	5%	5%	6%	5%	-	2%	3%	4%	4%
Swalec	2	-	2	2	1	2	-	-	2	1	1
	2%	-	2%	2%	1%	2%	-	-	2%	1%	1%
Utilita	1	-	1	-	-	1	-	-	1	1	1
	-	-	1%	-	-	1%	-	-	1%	1%	1%
Zog Energy	2	-	2	2	-	2	-	-	2	2	2
	1%	-	2%	2%	-	2%	-	-	2%	2%	2%
Other	2	*	2	1	-	2	*	-	2	2	2
	1%	1%	2%	1%	-	3%	6%	-	2%	2%	2%
SUMMARY CODES											
SIX LARGE SUPPLIERS	108	26	61	56	59	61	5	21	77	78	67
	72%	70%	69%	71%	77%	68%	64%	66%	75%	72%	72%
SSE ALL	14	2	7	8	10	7	1	1	10	8	8
	9%	5%	8%	10%	13%	8%	10%	4%	9%	8%	8%
Don't know	27	5	17	14	12	17	2	4	16	21	15
	18%	16%	12%	18%	16%	19%	30%	14%	16%	19%	16%

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



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	146	19	10	9	3	12	13	15	3	8	18	7	9	9	9	2
Weighted Base	150	22**	10**	11**	3**	13**	12**	15**	3**	8**	17**	7**	8**	10**	8**	2**
British Gas	50	11	2	5	1	7	3	4	2	3	3	1	3	4	1	1
Co-operative Energy	34%	51%	15%	52%	22%	51%	27%	30%	74%	37%	18%	18%	35%	34%	12%	29%
E.ON	1	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-
EDF	21	3	1	2	-	3	3	2	-	1	4	2	-	1	-	-
Extra Energy	14%	12%	6%	16%	-	24%	27%	12%	-	7%	23%	29%	-	9%	-	-
First Utility	6	-	-	7%	-	2	1	-	-	-	1	-	-	1	-	-
Npower	4%	-	-	-	-	12%	6%	-	-	-	9%	-	-	14%	-	-
Ovo	5	-	2	-	-	-	-	1	-	1	-	-	-	-	-	-
Sainsbury's Energy	4%	-	24%	-	-	-	6%	-	12%	5%	-	-	-	-	-	-
Scottish Hydro	9	-	-	9%	-	-	5%	12%	-	20%	8%	-	-	12%	17%	-
Scottish Power	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Southern Electric	1	1	-	-	-	-	-	-	-	20%	8%	-	-	-	-	-
SSE (Scottish and Southern Energy)	7%	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Swalec	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilita	1%	5%	9%	-	-	-	-	-	2	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	23%	-	-	-	-	-	-	-
	8	1	1	-	-	1	-	1	-	-	1	-	-	-	3	1
	4%	4%	8%	-	-	6%	-	4%	-	-	11%	-	-	35%	71%	-
	3	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	8%	-	-	-	-	-	4%	-	-	6%	-	-	6%	-	-
	6	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-
	4%	8%	16%	-	-	-	-	6%	-	-	8%	-	-	8%	-	-
	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	29%	-	-
	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	4%	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.25 And who was your previous gas supplier?

Base: All who have switched gas supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 146	19	10	9	3	12	13	15	3	8	18	7	9	9	9	2
Weighted Base 150	22%	10%	11%	3%	13%	12%	15%	3%	8%	17%	7%	8%	10%	8%	2%
Zog Energy 2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
7%	-	16%	-	-	-	-	-	-	-	-	-	-	-	-	-
Other 2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	28%	-	-	-
SUMMARY CODES															
SIX LARGE SUPPLIERS	108	18	5	9	1	12	8	10	2	7	11	4	6	7	6
72%	83%	45%	84%	22%	83%	65%	68%	74%	68%	68%	64%	72%	69%	69%	100%
SSE ALL 14	3	2	-	-	-	-	1	-	2	1	-	3	-	-	-
9%	16%	16%	-	-	-	-	10%	-	33%	8%	-	37%	-	6%	-
Don't know 27	1	-	2	3	1	4	3	1	-	5	2	-	3	3	-
18%	6%	-	16%	78%	7%	35%	22%	28%	-	27%	36%	-	31%	31%	-

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

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

** very small base (under 20) ineligible for sig testing

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	237	201	15	21	78	92	67	48	60	51	78	
Weighted Base	239	205	15**	19**	78*	106*	54*	59*	73*	53*	53*	
British Gas	40 17%	32 16%	3 19%	5 24%	16 20%	14 14%	10 17%	5 8%	13 18%	10 19%	12 22%	
Co-operative Energy	1	1	-	-	-	-	1	-	-	-	1	
E (formerly Epower)	1	1	-	-	1	-	-	-	-	-	1	
E.ON	39 16%	35 17%	2 15%	2 8%	12 16%	20 19%	7 12%	7 12%	14 19%	10 20%	8 15%	
Ebico	2	2	-	-	-	2	-	-	2	-	-	
Ecotricity	1	1	-	-	-	1	-	-	2	-	-	
EDF	21 9%	19 9%	2 13%	-	4 6%	11 10%	6 11%	11 19%	3 3%	5 10%	3 5%	
Extra Energy	2	2	-	-	2	-	-	-	2	-	-	
First Utility	1 1%	1 1%	-	-	2 2%	-	1 1%	-	2 2%	-	1 1%	
Green Star Energy	8 3%	7 4%	1 7%	-	3 4%	2 2%	3 5%	3 6%	1 1%	3 6%	1 1%	
isupply Energy	3	3	-	-	1	1	1	2	-	-	1	
Npower	1 1%	1 1%	-	-	1 1%	1 2%	2 3%	3 3%	4 4%	-	1 1%	
Ovo	21 9%	16 8%	2 11%	3 14%	7 9%	12 12%	2 4%	3 6%	7 10%	6 10%	6 10%	
Sainsbury's Energy	1	1	-	-	-	1	-	-	-	-	1	
Scottish Hydro	1 1%	2 1%	-	-	-	1 1%	1 1%	-	2 2%	-	2 1%	
Scottish Power	3 1%	2 1%	1 12%	-	1 1%	1 10%	1 14%	1 17%	1 14%	1 7%	1 3%	

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	237	201	15	21	78	92	67	48	60	51	78
Weighted Base	239	205	15**	19**	78*	106*	54*	59*	73*	53*	53*
Southern Electric	7	7	-	-	1	2	4	1	2	3	2
	3%	3%	-	-	2%	2%	7%	1%	2%	6%	3%
SSE (Scottish and Southern Energy)	14	13	1	1	3	7	4	6	2	2	4
	6%	6%	4%	4%	4%	6%	7%	10%	3%	5%	7%
Swalec	8	-	-	8	4	-	3	3	1	1	3
	3% ^h	-	-	41%	5%	-	6% ^h	5%	1%	2%	6%
Utilita	1	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	1%	-	-	-	-	1%
Other	1	1	-	-	-	1	-	-	-	-	1
	-	1%	-	-	-	1%	-	-	-	-	1%
SUMMARY CODES											
SIX LARGE SUPPLIERS	181	149	14	18	58	79	44	47	53	42	39
	76%	72%	93%	96%	74%	74%	80%	79%	72%	78%	74%
SSE ALL	32	20	3	8	9	11	12	11	6	7	8
	13%	10%	20%	43%	12%	10%	22% ^h	16%	8%	13%	16%
Don't know	35	34	-	1	14	16	5	5	14	9	7
	14%	17%	-	4%	18%	15%	9%	8%	20%	16%	12%

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

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

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

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

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

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 237	83	122	25	7	49	188	128	59	48
Weighted Base 239	70*	139	23**	6**	37*	202	132	65*	41*
Scottish Power 27	7	16	4	1	2	25	12	8	7
71%	71%	71%	16%	14%	6%	73%	9%	12%	16%
Southern Electric 7	3	3	-	-	3	4	6	-	1
3%	4%	2%	2%	-	8%g	2%	5%	-	2%
SSE (Scottish and Southern Energy) 14	3	8	-	2	1	13	7	5	2
6%	6%	6%	-	37%	2%	7%	5%	8%	4%
Swalec 8	1	5	1	1	1	7	5	3	-
3%	1%	4%	5%	16%	3%	3%	4%	4%	-
Utilita 1	1	-	-	-	1	-	-	-	1
-	1%	-	-	-	2%	-	-	-	2%
Other 1	1	-	-	-	-	1	1	-	-
-	2%	-	-	-	-	1%	1%	-	-
SUMMARY CODES									
SIX LARGE SUPPLIERS 181	44	111	19	6	27	153	103	45	31
76%b	62%	80%b	85%	100%	73%	78%	78%	70%	76%
SSE ALL 32	7	19	3	3	6	26	20	8	4
13%	10%	13%	12%	52%	16%	13%	15%	13%	9%
Don't know 35	13	18	3	-	7	28	17	12	6
14%	19%	13%	15%	-	18%	14%	13%	16%	15%

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	237	186	24	24	89	148	237	148	50	162	23
Weighted Base	239	198	21**	17**	90*	149	239	149	56*	161	20**
British Gas	40	34	3	3	16	24	40	24	5	28	5
Co-operative Energy	17%	17%	15%	16%	17%	16%	17%	16%	10%	16%	25%
E (formerly Epower)	1	1	-	-	-	1	1	1	-	1	-
E.ON	39	35	4	1	14	25	39	25	7	29	3
Ebico	16%	17%	16%	4%	16%	16%	16%	17%	13%	16%	13%
Ecotricity	2	2	-	-	2	-	2	-	2	-	-
EDF	7%	1%	-	-	2%	-	1%	-	3%	-	-
Extra Energy	1	1	-	-	1	-	1	-	-	1	-
First Utility	21	17	2	2	12	9	21	9	8	12	1
Green Star Energy	9%	9%	6%	10%	13%	6%	9%	6%	15%	7%	4%
isupply Energy	2	2	-	-	-	2	2	2	-	2	-
Npower	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Ovo	8	7	1	-	3	5	8	5	3	5	-
Sainsbury's Energy	3%	4%	5%	-	4%	3%	3%	3%	6%	3%	-
Scottish Hydro	3	3	-	-	1	2	3	2	-	3	-
	1%	1%	-	-	1%	1%	1%	1%	3%	-	-

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	237	186	24	24	89	148	237	148	50	162	23
Weighted Base	239	198	21**	17**	90*	149	239	149	56*	161	20**
Scottish Power	27	21	4	3	14	13	27	13	11	14	3
	11%	11%	16%	16%	15%	9%	11%	9%	20%	9%	13%
Southern Electric	7	5	-	2	3	4	7	4	3	4	-
	3%	2%	-	13%	3%	3%	3%	3%	5%	3%	-
SSE (Scottish and Southern Energy)	14	9	3	2	6	8	14	8	5	8	1
	6%	5%	14%	9%	7%	5%	6%	5%	9%	5%	3%
Swalec	8	5	1	3	3	5	8	5	1	4	2
	3%	2%	3%	16%	4%	3%	3%	3%	1%	3%	11%
Utilita	1	1	-	-	-	1	1	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	3%
Other	1	1	-	-	-	1	1	1	-	1	-
	-	1%	-	-	-	1%	-	1%	-	1%	-
SUMMARY CODES											
SIX LARGE SUPPLIERS	181	145	18	15	77	103	181	103	45	117	17
	76%	73%	86%	86%	86% ^{uh}	69%	76%	69%	81%	72%	63%
SSE ALL	32	21	5	6	13	19	32	19	8	23	3
	13%	10%	23%	38%	14%	13%	13%	13%	15%	12%	14%
Don't know	35	31	1	2	5	30	35	30	3	29	3
	14% ^{se}	16%	5%	12%	5%	20% ^{ue}	14% ^{se}	20% ^{ue}	6%	18% ^u	14%

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

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

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

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	237	122	76	14	171	12	52
Weighted Base	239	125	72*	16**	162	9**	48*
British Gas	40	19	15	5	34	-	8
Co-operative Energy	1	15%	21%	30%	19%	-	16%
E (formerly Epower)	1	1	-	-	1	-	-
E.ON	39	24	13	1	25	2	13
Ebico	2	2	-	-	14%	17%	27% ^e
Ecotricity	1	1%	-	-	-	-	2
EDF	21	10	9	-	19	6%	3
Extra Energy	2	-	-	2	10%	10%	6%
First Utility	8	3	2	3	8	1	-
Green Star Energy	3	2	-	1	2	4%	-
isupply Energy	1	2%	-	7%	1%	8%	-
Npower	21	11	8	-	2	-	-
Ovo	1	-	1	-	12%	1%	-
Sainsbury's Energy	2	1	1	-	16	-	2
	1%	1%	1%	-	10%	-	5%
					1	-	1
					1%	-	1%
					2	-	-
					7%	-	-

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	237	122	76	14	171	12	52
Weighted Base	239	125	72*	16**	162	9**	48*
Scottish Hydro	3	3	-	-	-	-	-
Scottish Power	27	18	10	2	19	3	5
Southern Electric	7	1	5	-	6	-	1
SSE (Scottish and Southern Energy)	14	7	5	1	12	1	1
Swalec	8	6	1	1	5	-	3
Utilita	1	1	-	-	-	-	1
Other	1	1	-	-	1	-	-
SUMMARY CODES							
SIX LARGE SUPPLIERS	181	97	64	8	140	6	35
SSE ALL	22	17	10	2	25	1	4
Don't know	35	18	3	1	24	1	10
	14% ^c	14% ^c	4%	7%	13%	6%	20%

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	237	110	86	8	32
Weighted Base	239	117*	83*	8**	29**
British Gas	40 17%	20 17%	14 17%	2 27%	4 13%
Co-operative Energy	1 *	1 1%	-	-	-
E (formerly Epower)	1 *	-	1 1%	-	-
E.ON	39 16%	17 14%	14 17%	4 52%	4 14%
Ebico	2 1%	-	2 2%	-	-
Ecotricity	1 *	1 1%	-	-	-
EDF	21 9%	11 9%	7 9%	3 7	3 11%
Extra Energy	2 1%	2 2%	-	-	-
First Utility	8 3%	5 4%	2 3%	-	1 3%
Green Star Energy	3 1%	1 1%	1 1%	1 13%	-
isupply Energy	2 1%	2 2%	-	-	-
Npower	21 9%	12 10%	7 9%	-	3 9%
Ovo	1 1%	1 1%	1 1%	-	-
Sainsbury's Energy	2 1%	2 2%	-	-	-

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	237	110	86	8	32
Weighted Base	239	117*	83*	8**	29**
Scottish Hydro	3	2	1	-	-
Scottish Power	1%	2%	1%	-	-
Scottish Power	27	10	11	-	5
	11%	8%	13%	-	18%
Southern Electric	7	4	2	-	1
	3%	3%	3%	-	4%
SSE (Scottish and Southern Energy)	14	8	5	-	1
	6%	7%	6%	-	2%
Swalec	8	6	-	-	2
	3%	5% ^c	-	-	5%
Utilita	1	1	-	-	-
	*	1%	-	-	-
Other	1	-	1	-	-
	*	-	1%	-	-
SUMMARY CODES					
SIX LARGE SUPPLIERS	181	90	61	6	22
	76%	77%	73%	73%	73%
SSE ALL	32	20	8	-	3
	13%	17%	10%	-	11%
Don't know	35	13	15	1	6
	14%	11%	18%	8%	21%

Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	237	237	-	237	-	106	55	56	15	79	109	42	7
Weighted Base	239	239	-**	239	-**	112*	56*	48*	17**	84*	109*	41*	5**
British Gas	40	40	-	40	-	20	9	7	4	15	14	10	-
	17%	17%	-	17%	-	18%	16%	14%	28%	19%	13%	25%	-
Co-operative Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
	*	*	-	*	-	1%	-	-	-	1%	-	-	-
E (formerly Epower)	1	1	-	1	-	-	-	1	-	-	1	-	-
	*	*	-	*	-	-	-	2%	-	-	1%	-	-
E.ON	39	39	-	39	-	20	1	14	2	16	19	5	-
	16%g	16%	-	16%	-	18%g	2%	30%ag	14%	19%	17%	11%	-
Ebico	2	2	-	2	-	2	-	-	-	-	2	-	-
	1%	1%	-	1%	-	-	-	-	3%	-	1%	-	-
Ecotricity	1	1	-	1	-	1	-	-	-	-	1	-	-
	*	*	-	*	-	1%	-	-	-	-	1%	-	-
EDF	21	21	-	21	-	7	8	5	1	8	9	2	2
	9%	9%	-	9%	-	6%	14%	11%	5%	10%	8%	6%	33%
Extra Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
	1%	1%	-	1%	-	2%	-	-	-	2%	-	-	-
First Utility	8	8	-	8	-	3	7	-	-	2	4	2	-
	3%	3%	-	3%	-	2%	12%ath	-	-	3%	4%	4%	-
Green Star Energy	3	3	-	3	-	2	3	1	-	2	1	-	-
	1%	1%	-	1%	-	2%	2%	-	-	3%	1%	-	-
isupply Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
	1%	1%	-	1%	-	2%	-	-	-	2%	-	-	-
Npower	21	21	-	21	-	13	4	2	-	9	9	4	-
	9%	9%	-	9%	-	12%	8%	4%	-	10%	8%	10%	-
Ovo	1	1	-	1	-	1	-	1	-	1	1	-	-
	1%	1%	-	1%	-	1%	-	1%	-	1%	1%	-	-
Sainsbury's Energy	2	2	-	2	-	2	-	-	-	2	-	-	-
	1%	1%	-	1%	-	2%	-	-	-	2%	-	-	-
Scottish Hydro	3	3	-	3	-	2	-	1	-	1	2	-	-
	1%	1%	-	1%	-	2%	-	1%	-	1%	2%	-	-

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	237	237	-	237	-	106	55	56	15	79	109	42	7
Weighted Base	239	239	-**	239	-**	112*	56*	48*	17**	84*	109*	41*	5**
Scottish Power	27	27	-	27	-	9	9	6	3	12	9	6	1
	11%	11%	-	11%	-	8%	16%	13%	19%	14%	8%	14%	18%
Southern Electric	7	7	-	7	-	3	-	2	2	2	5	1	-
	3%	3%	-	3%	-	3%	1%	3%	12%	2%	4%	1%	-
SSE (Scottish and Southern Energy)	14	14	-	14	-	5	6	3	-	1	11	2	-
	6%	6%	-	6%	-	4%	10%	7%	-	1%	10%	4%	-
Swalec	8	8	-	8	-	5	3	-	-	1	4	3	-
	3%	3%	-	3%	-	5%	5%	-	-	1%	3%	8%	-
Utilita	1	1	-	1	-	1	-	-	-	-	-	-	1
	*	*	-	*	-	1%	-	-	-	-	-	-	13%
Other	1	1	-	1	-	-	-	1	-	-	1	-	-
	*	*	-	*	-	-	-	2%	-	-	1%	-	-
SUMMARY CODES													
SIX LARGE SUPPLIERS	181	181	-	181	-	86	40	40	13	65	81	33	2
	76%	76%	-	76%	-	76%	72%	83%	77%	77%	74%	80%	51%
SSE ALL	32	32	-	32	-	15	9	6	2	5	21	6	-
	13%	13%	-	13%	-	14%	16%	12%	12%	6%	20%	14%	-
Don't know	35	35	-	35	-	14	8	4	4	8	18	7	2
	14%	14%	-	14%	-	12%	15%	6%	23%	10%	17%	16%	38%

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	237	57	123	101	131	15	44	166	170	154
Weighted Base	239	56*	132	110*	124	14**	45*	166	171	152
British Gas	40	16	23	20	18	2	13	32	28	26
	17%	28%	17%	18%	15%	17%	30% ^a	19%	16%	17%
Co-operative Energy	1	-	1	1	-	-	-	-	-	-
	*	-	*	1%	-	-	-	-	-	-
E (formerly Epower)	1	-	-	1	1	-	-	1	1	1
	*	-	-	1%	1%	-	-	*	*	1%
E.ON	39	12	23	19	20	2	9	27	26	25
	16%	20%	17%	17%	16%	16%	21%	16%	15%	16%
Ebico	2	-	-	-	2	-	-	2	-	2
	1%	-	-	-	1%	-	-	1%	-	1%
Ecotricity	1	-	-	-	1	-	-	1	1	-
	*	-	-	-	*	-	-	*	*	-
EDF	21	1	11	8	10	1	-	11	15	8
	9%	2%	9%	8%	8%	6%	-	6%	9%	5%
Extra Energy	2	*	2	2	-	-	1%	2	2	2
	1%	1%	2%	2%	-	-	1%	1%	1%	1%
First Utility	8	2	6	2	3	-	2	6	6	6
	3%	3%	4%	2%	3%	-	4%	4%	3%	4%
Green Star Energy	3	2	3	3	-	1	2	2	2	2
	1%	3%	2%	3%	-	7%	4%	1%	1%	1%

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	237	57	123	101	131	121	15	44	166	170	154
Weighted Base	239	56*	132	110*	124	130	14**	45*	166	171	152
isupply Energy	2	2	2	2	-	2	-	2	2	2	2
	1%	3%	1%	2%	-	1%	-	4%	1%	1%	1%
Npower	21	5	15	12	8	15	1	4	14	16	12
	9%	9%	11%	10%	6%	11%	4%	10%	9%	9%	8%
Ovo	1	1	1	1	1	1	-	1	1	1	1
	1%	1%	1%	1%	1%	1%	-	2%	-	1%	1%
Sainsbury's Energy	2	-	2	2	1	2	-	-	-	-	-
	1%	-	1%	2%	1%	1%	-	-	-	-	-
Scottish Hydro	3	-	1	1	2	1	-	-	2	3	3
	1%	-	1%	1%	1%	1%	-	-	1%	2%	2%
Scottish Power	27	4	14	15	15	14	1	4	20	20	20
	11%	6%	10%	11%	12%	10%	6%	8%	12%	12%	13%
Southern Electric	7	1	2	2	6	2	1	-	5	5	5
	3%	1%	1%	1%	5%	1%	6%	-	3%	3%	3%
SSE (Scottish and Southern Energy)	14	1	5	3	11	5	1	-	12	13	12
	6%	2%	4%	3%	9%	4%	7%	-	7%	8%	8%
Swalec	8	2	4	3	5	4	2	-	8	6	6
	3%	3%	3%	2%	4%	3%	11%	-	5%	3%	4%
Utilita	1	-	-	-	-	1	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	-	-	1	-	-	-	1	1	1
	-	-	-	-	1%	-	-	-	1%	1%	1%

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	237	57	123	101	131	15	44	168	170	154
Weighted Base	239	56*	132	110*	124	14**	45*	166	171	152
SUMMARY CODES										
SIX LARGE SUPPLIERS	181	41	97	80	95	10	31	129	132	114
	76%	72%	74%	72%	76%	72%	69%	78%	77%	78%
SSE ALL	32	3	12	9	24	3	-	26	27	25
	13%h	6%	9%	8%	19%h	24%	-	15%	16%	16%
Don't know	35	9	18	18	21	3	7	20	23	20
	14%	16%	13%	16%	17%	20%	17%	12%	14%	14%

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



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

Total (a)	PSS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 237	32	22	6	8	20	14	17	5	10	25	17	20	22	14	3
Weighted Base 239	36**	24**	10**	8**	18**	15**	17**	5**	10**	24**	16**	18**	23**	14**	3**
British Gas 40	6	6	5	3	3	2	1	2	1	2	2	3	3	2	1
17%	15%	26%	47%	37%	15%	14%	4%	42%	10%	8%	10%	18%	12%	17%	21%
Co-operative Energy 1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
E (formerly Epower) 1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	4%	-	-	-	-	-	-	-	-	-	-
E.ON 39	12	3	-	-	1	3	2	1	1	2	4	3	2	3	1
16%	35%	13%	-	-	4%	23%	10%	22%	12%	9%	26%	16%	10%	20%	44%
Ebico 2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	7%	-	-
Ecotricity 1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	-
EDF 21	3	1	1	-	-	-	-	-	2	8	2	-	7	-	-
9%	7%	4%	7%	-	-	-	-	-	16%	26%	13%	-	30%	-	-
Extra Energy 2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	7%	-	-	-	-	-	-	-	2%	-	-	-	-	-
First Utility 8	-	3	2	-	-	-	-	1	-	1	1	-	-	-	-
3%	-	13%	16%	-	-	-	-	6%	-	10%	4%	5%	-	-	-
Green Star Energy 3	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
1%	-	-	-	10%	-	-	7%	-	-	-	6%	-	-	-	-
isupply Energy 2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
1%	-	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
Npower 21	-	-	-	-	5	1	2	-	2	2	2	3	3	2	-
9%	-	-	-	-	29%	7%	10%	-	16%	8%	10%	18%	12%	15%	-
Ovo 1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy 2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Hydro 3	-	-	-	-	-	-	-	1	2	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	22%	17%	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.30 And who was your previous electricity supplier?

Base: All who have switched electricity supplier in past 12 months, but last switch was not a combined supplier to combined supplier switch

	Total (a)	PSS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	237	32	22	8	8	20	14	17	5	10	25	17	20	22	14	3
Weighted Base	239	36**	24**	10**	8**	18**	15**	17**	5**	10**	24**	16**	18**	23**	14**	3**
Scottish Power	27	6	4	-	2	4	2	3	-	2	1	1	-	1	3	-
	11%	17%	15%	-	20%	21%	11%	17%	-	17%	6%	5%	-	5%	23%	-
Southern Electric	7	1	-	-	-	1	-	-	-	-	1	2	-	2	-	-
	3%	4%	-	-	-	6%	-	-	-	-	3%	10%	-	8%	-	-
SSE (Scottish and Southern Energy)	14	3	3	-	-	3	-	1	1	-	2	1	1	-	-	-
	6%	8%	12%	-	-	16%	-	6%	14%	-	10%	5%	4%	-	-	-
Swalec	8	-	-	-	-	-	-	-	-	-	-	-	7	-	-	1
	3%	-	-	-	-	-	-	-	-	-	-	-	40%	-	-	35%
Utilita	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	4%	-	-	-	-	-	-	-	-
Other	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	-
SUMMARY CODES																
SIX LARGE SUPPLIERS	181	31	17	5	5	17	8	8	5	9	17	13	17	18	10	3
	76%	86%	70%	54%	57%	82%	54%	47%	100%	90%	69%	78%	86%	77%	75%	100%
SSE ALL	32	4	3	-	-	4	-	1	2	2	3	3	8	2	-	1
	13%	12%	12%	-	-	24%	-	6%	36%	17%	13%	16%	44%	8%	-	35%
Don't know	35	4	-	3	3	1	7	5	-	4	4	2	1	4	3	-
	14%	10%	-	28%	33%	3%	46%	29%	-	16%	16%	10%	4%	17%	25%	-

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	199	176	15	8	64	102	33	47	48	59	45
	4%g	4%	3%	3%	6%a f g	4%g	2%	4%	3%	6%a k	4%
No	5010	4302	427	281	957	2644	1410	1210	1637	997	1167
	96%a e j	96%	95%	97%	82%	95%a e	97%a e f	95% j	96% j	93%	95% j
Refused	12	9	3	-	2	5	5	1	1	5	5
	*	*	1%	-	*	*	*	*	*	1	1
Don't know	49	43	5	2	12	26	11	15	14	13	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	199	51	132	12	4	31	168	95	61	41
	4%h	4%	4% ^d	2%		4%	4%	3%	6% ^{iah}	5% ^h
No	5010	1337	2957	550	166	762	4248	3172	972	794
	96%h	96%	95%	95%	96%	95%	96%	96% ^h	93%	94%
Refused	12	1	2	9	-	2	10	7	2	3
	-	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	49	11	29	7	3	4	45	32	8	8
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	-	5213	5198	5198	422	4263	484
Weighted Base	5270	3963	514	793	**	5270	5254	5254	456	4300	451
Yes	199 4% ^d	173 4% ^d	13 3%	12 2%	-	199 4%	196 4%	196 4%	21 5%	153 4%	22 5%
No	5010 95% ^a	3754 95% ^a	494 86%	710 97% ^{a,b}	-	5010 95%	4999 95%	4999 95%	431 94% ^{a,k}	4125 96% ^{a,k}	405 90%
Refused	12	5	2	1	-	12	12	12	1	3	1
Don't know	49 1%	30 1%	5 1%	8 1%	-	49 1%	47 1%	47 1%	4 1%	19 *	22 5% ^{a,l}

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



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
Base: All who have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	37	3669	520	940
Weighted Base	5270	4122	629	39*	3883	470	849
Yes	199	146	45	1	136	15	45
	4%	4%	5%ab	2%	4%	3%	5%ae
No	5010	3943	784	38	3719	449	796
	95%	95%	98%	98%	96%g	93%	94%
Refused	12	5	1	-	6	-	-
	-	-	-	-	-	-	-
Don't know	49	28	-	-	23	7	8
	1%e	1%e	-	-	7%	2%e	1%

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
Base: All who have gas supply

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59*	627
Yes	199	97	70	7	25
	4%	5% ^c	3%	12% ^{abcde}	4%
No	5010	2005	2373	52	568
	95% ^{de}	95% ^{de}	97% ^{abcde}	88%	90%
Refused	12	1	2	-	3
	*	*	*	-	^b
Don't know	49	6	10	-	33
	1% ^{bc}	*	*	-	5% ^{abc}

Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	178	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Yes	199	92	107	148	53	74	39	20	10	107	75	16	1
	-	4% ^{caam}	11% ^{ca}	5% ^{cae}	2%	6% ^{cah}	5%	3%	6%	14% ^{cajm}	5% ^{cm}	1% ^{clm}	-
No	5010	710	4301	2833	2177	1120	747	673	161	678	1431	1864	1038
	96% ^{cb}	88%	96% ^{cab}	94%	96% ^{cad}	94%	94%	97% ^{calgi}	93%	86%	95% ^{clj}	98% ^{clkm}	90% ^{clm}
Refused	12	-	12	2	10	1	-	-	-	-	1	1	10
	-	-	-	-	1%	-	-	-	-	-	-	-	3% ^{cajkl}
Don't know	49	7	42	25	24	2	4	-	2	-	3	15	32
	1% ^{cajkl}	1%	1%	1%	1%	-	1%	-	1% ^{cah}	-	-	1% ^{cajkl}	3% ^{cajkl}

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



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5213	858	1299	1268	412	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	271	692	3522	3537	3105
Yes	199	82	91	89	49	24	65	130	136	114
	4%	9% ^{acd}	6% ^a	6% ^a	12% ^a	9% ^a	9% ^a	4%	4%	4%
No	5010	895	1300	1290	356	247	626	3376	3386	2977
	95% ^{bcdefgh}	91%	93%	93%	86%	91%	80%	95%	96%	96%
Refused	12	1	1	1	-	-	1	2	2	2
	-	-	-	-	-	-	-	-	-	-
Don't know	49	1	5	5	7	-	1	13	14	12
	1% ^{bcghik}	-	-	-	2% ^f	-	-	-	-	-

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



Q.26 In the last 12 months, have you changed the payment method with your gas supplier?
 Base: All who have gas supply

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**
Yes 199 4% ^d	27 5% ^{dg}	25 5% ^{dg}	8 2%	9 3%	27 5% ^{dg}	7 2%	16 3%	1 1%	14 4% ^d	18 4%	9 3%	7 3%	18 5% ^d	13 5% ^d	-
No 5010 95% ^{nb}	472 92% ^{nb}	466 94% ^{nb}	460 97% ^{nbco}	273 96% ^{nb}	470 94% ^{nb}	318 97% ^{nbco}	455 96% ^{nb}	98 98% ^{nb}	323 94% ^{nb}	464 94% ^{nb}	352 97% ^{nb}	246 96% ^{nb}	329 94% ^{nb}	262 90% ^{nb}	22 100% ^{nb}
Refused 12 *	2 *	1 *	2 1%	- *	- *	3 1%	1 *	- *	3 1%	- *	1 *	- *	- *	- *	- *
Don't know 49 1%	11 2% ^{algh}	3 1%	4 1%	2 1%	1 *	- *	2 *	2 2% ^g	3 1%	10 2% ^{algh}	2 1%	2 1%	2 1%	6 2% ^{lgh}	-

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



Q.27 How did you previously pay for your gas?
 Base: All who have changed gas payment method in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	197	174	14	9	62	91	44	36	39	55	67	
Weighted Base	199	176	15**	8**	64*	102*	33*	47*	48*	59*	45*	
Monthly direct debit	75 38%	66 37%	7 47%	3 34%	18 28%	42 42%	15 46%	16 34%	21 44%	19 33%	19 43%	
Quarterly direct debit	25 12%	22 12%	1 7%	2 26%	11 17%	9 9%	5 15%	6 12%	5 11%	8 14%	6 12%	
Pay by cheque, cash or card on receipt of your bill	48 24%	44 25%	2 13%	2 23%	9 14%	31 30%e	8 25%	18 39%j	8 17%	12 20%	10 21%	
Prepayment meter (where you top up credit onto a key or card)	31 16%	28 16%	3 19%	-	17 27%g	12 12%	2 6%	4 9%	6 13%	13 22%	7 17%	
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	-	1 4%	-	1 1%	-	-	-	-	-	1 1%	
Weekly / fortnightly payment scheme	1 1%	-	1 8%	-	-	-	1 4%l	-	1 2%	-	-	
Payment card / book where you can pay money in whenever you choose (ad hoc)	13 6%	11 6%	1 6%	1 12%	6 9%	6 5%	2 5%	2 3%	5 10%	5 8%	1 3%	
Other	4 2%	4 2%	-	-	2 3%	3 3%	-	2 4%	-	1 2%	1 3%	
Don't know	1 *	1 *	-	-	1 1%	-	-	-	1 2%	-	-	

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



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

Base: All who have changed gas payment method in past 12 months

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

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

Base: All who have changed gas payment method in past 12 months

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	197	164	15	18	-	197	195	195	20	153	22
Weighted Base	199	173	13**	12**	-**	199	196	196	21**	153	22**
Monthly direct debit	75 38%	63 37%	8 60%	4 33%	-	75 38%	74 38%	74 38%	11 51%	58 38%	6 25%
Quarterly direct debit	25 12%	22 13%	1 11%	1 10%	-	25 12%	25 13%	25 13%	2 10%	21 14%	2 7%
Pay by cheque, cash or card on receipt of your bill	48 24%	43 25%	3 21%	2 18%	-	48 24%	48 24%	48 24%	5 24%	35 23%	8 34%
Prepayment meter (where you top up credit onto a key or card)	31 16%	29 17%	-	2 16%	-	31 16%	30 15%	30 15%	2 8%	22 14%	7 31%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	1	1	-	1	-
Weekly / fortnightly payment scheme	1 1%	-	1 8%	-	-	1 1%	1 1%	1 1%	-	1 1%	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	13 6%	10 6%	-	2 19%	-	13 6%	13 7%	13 7%	1 7%	11 7%	-
Other	4 2%	4 2%	-	-	-	4 2%	4 2%	4 2%	-	4 2%	1 4%
Don't know	1	1	-	-	-	1	1	1	-	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

Base: All who have changed gas payment method in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	197	142	46	1	131	16	47
Weighted Base	199	146	45*	1**	136	15**	45*
Monthly direct debit	75 38%	52 36%	17 37%	-	46 34%	5 34%	23 52% ^e
Quarterly direct debit	25 12%	18 12%	7 15%	-	17 12%	-	7 15%
Pay by cheque, cash or card on receipt of your bill	48 24% ^g	35 24%	11 24%	1 100%	41 30% ^g	6 40%	3 7%
Prepayment meter (where you top up credit onto a key or card)	31 16%	24 16%	7 16%	-	19 14%	2 11%	12 26%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 -	1 -	-	-	-	-	-
Weekly/fortnightly payment scheme	1 1%	1 1%	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	13 6%	10 7%	3 6%	-	10 7%	1 9%	1 -
Other	4 2%	4 2%	1 2%	-	4 3%	-	-
Don't know	1 -	1 1%	-	-	-	1 6%	-

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

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

Base: All who have changed gas payment method in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	197	93	68	7	29
Weighted Base	199	97*	70*	7**	25**
Monthly direct debit	75 38%	36 37%	29 41%	4 57%	7 28%
Quarterly direct debit	25 12%	9 9%	12 17%	-	4 14%
Pay by cheque, cash or card on receipt of your bill	48 24%	27 28% ^c	10 14%	-	11 42%
Prepayment meter (where you top up credit onto a key or card)	31 16%	11 11%	15 21%	2 24%	4 15%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	-	1 1%	-	-
Weekly / fortnightly payment scheme	1 1%	1 1%	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	13 6%	8 8%	3 5%	1 19%	-
Other	4 2%	4 5%	-	-	-
Don't know	1 *	-	1 1%	-	-

Q.27 How did you previously pay for your gas?
 Base: All who have changed gas payment method in past 12 months

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	197	93	104	147	50	71	39	23	12	103	74	18	2
Weighted Base	199	92*	107*	146	53*	74*	39*	20**	10**	107*	75*	16**	1**
Monthly direct debit	75	34	41	55	20	30	14	4	5	42	23	10	1
	38%	37%	39%	38%	39%	40%	37%	22%	58%	39%	31%	63%	46%
Quarterly direct debit	25	10	15	18	7	8	6	3	1	12	11	2	-
	12%	11%	14%	12%	14%	11%	14%	13%	10%	11%	14%	12%	-
Pay by cheque, cash or card on receipt of your bill	48	21	27	34	13	19	5	6	1	25	19	3	1
	24%	23%	25%	24%	26%	26%	14%	32%	14%	24%	26%	17%	54%
Prepayment meter (where you top up credit onto a key or card)	31	16	15	25	6	9	8	5	2	15	14	1	-
	16%	16%	14%	17%	11%	12%	19%	26%	20%	14%	19%	9%	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	1	-	-	1	1	-	-	1	-	-
	1%	1%	-	1%	-	-	2%	3%	-	-	1%	-	-
Weekly / fortnightly payment scheme	1	1	-	1	-	1	-	-	-	-	1	-	-
	1%	1%	-	1%	-	2%	-	-	-	-	2%	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	13	5	8	8	5	4	4	1	-	11	2	-	-
	6%	5%	7%	5%	9%	5%	10%	4%	-	10%	3%	-	-
Other	4	4	-	4	-	3	2	-	-	2	2	-	-
	2%	5%	-	3%	-	4%	4%	-	-	2%	3%	-	-
Don't know	1	-	1	-	1	-	-	-	-	-	1	-	-
	1%	-	1%	-	2%	-	-	-	-	-	1%	-	-

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



Q.27 How did you previously pay for your gas?
 Base: All who have changed gas payment method in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Compared tariff with those from other suppliers, in the last 12 months (e)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (f)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (h)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (i)	Treat you fairly in their dealings with you (j)	Provide clear and helpful information for you (k)	Charge you a fair price for your electricity (l)
Unweighted Base	197	77	87	84	51	53	27	57	127	129	110
Weighted Base	199	82*	91*	89*	48*	53*	24**	65*	130	136	114*
Monthly direct debit	75	33	39	37	17	23	10	27	54	55	47
Quarterly direct debit	38%	40%	43%	41%	34%	44%	40%	41%	41%	40%	42%
Pay by cheque, cash or card on receipt of your bill	25	6	7	7	7	3	2	4	17	16	15
	12%	7%	8%	8%	14%	5%	8%	7%	13%	13%	13%
Prepayment meter (where you top up credit onto a key or card)	48	20	21	20	8	13	9	15	34	35	29
	24%	25%	23%	23%	17%	25%	38%	23%	28%	28%	25%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	31	10	11	12	13	6	3	7	14	17	13
	16%	12%	12%	14%	27%	12%	13%	10%	11%	13%	11%
Weekly / fortnightly payment scheme	1	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-
Payment card book where you can pay money in whenever you choose (ad hoc)	1	-	-	-	1	-	-	-	1	1	1
	1%	-	-	-	2%	-	-	-	1%	1%	1%
Other	13	11	11	11	1	4	1	11	6	6	4
	6%	14%	12%	12%	1%	8%	2%	16%a	4%	4%	4%
	4	2	3	2	2	3	*	1	4	4	4
	2%	2%	3%	3%	3%	5%	2%	2%	3%	3%	3%

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



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

Base: All who have changed gas payment method in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	197	77	87	84	51	53	27	57	127	129	110
Unweighted Base	199	82*	91*	89*	49*	53*	24**	65*	130	136	114*
Weighted Base	1	-	-	-	-	-	-	-	1	1	1
Don't know	-	-	-	-	-	-	-	-	1%	1%	1%

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



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

Base: All who have changed gas payment method in past 12 months

Total (a)	PPS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	197	25	25	7	8	21	8	17	1	13	20	10	9	20	13	-
Weighted Base	199	27**	25**	8**	9**	27**	7**	16**	1**	14**	18**	9**	7**	18**	13**	**
Monthly direct debit	75	13	10	3	6	8	2	6	1	6	4	3	2	6	6	-
	38%	47%	38%	46%	63%	28%	34%	37%	100%	44%	25%	32%	21%	32%	49%	-
Quarterly direct debit	25	3	2	1	2	4	3	*	-	1	1	1	2	3	2	-
	12%	12%	8%	11%	26%	15%	35%	3%	-	7%	6%	7%	28%	15%	13%	-
Pay by cheque, cash or card on receipt of your bill	49	5	6	1	-	9	-	7	-	2	6	3	2	5	1	-
	24%	20%	23%	18%	-	34%	-	42%	-	11%	36%	38%	31%	28%	6%	-
Prepayment meter (where you top up credit onto a key or card)	31	4	5	2	1	1	1	3	-	3	4	1	-	3	3	-
	16%	16%	18%	28%	11%	5%	6%	16%	-	20%	25%	6%	-	16%	24%	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	4%	-	-	-	-	-	-
Weekly / fortnightly payment scheme	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	13	1	2	-	-	1	1	-	-	1	1	1	1	1	1	-
	6%	5%	10%	-	-	5%	10%	-	-	6%	6%	14%	13%	7%	8%	-
Other	4	-	1	-	-	3	-	-	-	-	-	-	-	-	-	-
	2%	-	3%	-	-	12%	-	-	-	-	-	-	-	6%	-	-
Don't know	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	12%	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	183	163	13	7	62	96	25	45	49	50	38
	3%g	3%	2%	2%	5%afg	3%g	1%	3%	3%	4%h	3%
No	5728	4848	536	345	1089	2975	1664	1391	1828	1159	1353
	96%e	96%	96%	97%	94%	96%e	98%aef	96%	97%h	95%	96%
Refused	13	10	3	-	3	5	5	1	1	5	5
	*	*	*	-	*	*	*	*	*	*	1%
Don't know	46	40	4	3	9	28	10	14	13	11	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%



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

Base: All who have electricity supply

	Total (a)	INCOME				DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196	
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1290	969	
Yes	183	48	122	9	3	36	147	82	65	35	
3%dh		3%h	4%h	1%		4%	3%	2%	5%ah	4%h	
No	5728	1589	3337	615	187	907	4822	3565	1152	923	
96%h		96%h	96%h	96%h		96%h	96%h	97%ahj	94%h	95%h	
Refused	13	1	1	10	-	1	11	6	3	3	
				2%abc							
Don't know	46	13	24	6	4	4	43	28	10	7	
1%		1%	1%	1%	2%e		1%	1%	1%	1%	

Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	685	1164	743	5196	5939	5196	686	4671	529
Weighted Base	5970	4429	607	934	717	5254	5970	5254	716	4681	523
Yes	183 3%cd	163 4%cd	9 2%	11 1%	26 4%	157 3%	183 3%	157 3%	27 4%	135 3%	21 4%
No	5728 96%a	4234 96%	591 97%ab	947 96%ab	685 96%	5044 96%	5728 96%	5044 96%	662 95%k	4528 97%ak	479 91%
Refused	13	4	2	1	1	12	13	12	1	4	1
Don't know	46 1%	28 1%	5 1%	5 1%	5 1%	42 1%	46 1%	42 1%	6 1%	14 1%	25 5%ll



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	30*	4344	547	975
Yes	183	138	41	-	122	14	40
	3%	3%	5%ab	-	3%	3%	4%e
No	5728	4512	876	39	4190	528	929
	96%	96%	98%	100%	97%	96%	95%
Refused	13	6	1	-	6	-	-
	*	*	*	-	*	-	-
Don't know	46	28	-	-	23	7	6
	1%c	1%e	-	-	7%	1%e	1%

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



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2256	2833	59*	699
Yes	183	84	74	5	21
	3%	4%	3%	8% ^c	3%
No	5728	2266	2748	55	643
	96% ^a	99% ^a	97% ^{a,c}	92% ^a	92% ^a
Refused	13	1	2	-	3
	*	*	*	-	^b c
Don't know	48	5	10	-	32
	1% ^{b,c}	*	*	-	5% ^{b,c}

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



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	848	1163	848	815	200	801	1629	2184	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Yes	183	84	98	129	54	59	38	20	10	109	59	13	1
	3%cam	9%ac	2%	4%ae	2%	5%ah	4%a	3%	5%	12%akm	4%k	1%k	-
No	5728	809	4920	3141	2588	1241	823	747	187	773	1620	2127	1209
	96%b	90%	97%ab	95%	97%ad	95%	95%	97%aj	94%	88%	96%j	99%akm	97%j
Refused	13	-	13	2	11	-	-	-	1	-	-	2	11
	*	-	*	*	1%	-	-	-	*	-	-	*	3%ajk
Don't know	46	5	41	23	24	2	4	-	2	-	2	14	31
	1%bjd	1%	1%	1%	1%	*	1%	-	1%h	-	*	1%k	2%ajk

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



Q.31 In the last 12 months, have you changed the payment method with your electricity supplier?
 Base: All who have electricity supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	593	945	1450	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	295	756	3992	4010	3496
Yes	183	74	83	42	49	17	63	116	123	100
	3%	7% ^{abc}	5% ^a	9% ^a	9% ^a	6% ^a	8% ^a	3%	3%	3%
No	5728	932	1484	402	486	277	634	3883	3873	3386
	96% ^{bcd}	92%	94%	89%	91%	84%	92%	97% ^a	97%	97% ^a
Refused	13	-	1	-	-	-	-	2	3	1
	* ^k	-	*	-	-	-	-	*	*	*
Don't know	46	-	3	5	-	-	-	11	11	9
	1% ^{cd}	-	*	1% ^d	-	-	-	*	*	*

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



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

Base: All who have electricity supply

Total (a)	PPS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base	5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**
Yes	183	25	23	9	7	24	6	12	5	9	17	13	6	19	11	-
	3%	4% <i>dg</i>	4% <i>d</i>	2%	2%	4% <i>dg</i>		2%	3%	2%	3%	3%	2%	4% <i>dg</i>	3%	-
No	5728	551	538	528	308	529	339	476	135	384	505	398	284	419	297	26
	96% <i>ub</i>	94% <i>b</i>	95% <i>b</i>	97% <i>ub</i>	97% <i>ub</i>	95% <i>b</i>	97% <i>ub</i>	97% <i>ub</i>	98% <i>b</i>	97% <i>b</i>	95% <i>b</i>	98% <i>b</i>	97% <i>ub</i>	95% <i>b</i>	98% <i>b</i>	100% <i>b</i>
Refused	10	2	1	2	-	-	3	1	-	3	-	1	-	-	1	-
	-	-	-	-	-	-	1% <i>akf</i>	-	-	1%	-	-	-	-	-	-
Don't know	48	11	4	5	2	2	-	1	2	2	10	1	3	3	2	-
	1%	2% <i>alght</i>	1%	1%	1%	1%	-	-	1%	1%	2% <i>alght</i>	-	1%	1%	1%	-

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



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

Base: All who have changed electricity payment method in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	180	159	12	9	60	84	36	35	41	46	58
Weighted Base	183	163	13**	7**	62*	96*	25*	45*	49*	50*	38*
Monthly direct debit	59	53	3	1	13	32	11	14	18	11	13
	31%	32%	22%	9%	21%	33%	44% ^a	31%	37%	22%	34%
Quarterly direct debit	27	24	1	2	12	11	4	7	10	7	3
	15%	15%	8%	30%	19%	12%	16%	15%	19%	14%	9%
Pay by cheque, cash or card on receipt of your bill	49	43	3	3	10	33	7	17	8	12	12
	27%	27%	22%	47%	15%	34% ^a	28%	38%	17%	23%	32%
Prepayment meter (where you top up credit onto a key or card)	33	28	5	-	18	12	2	2	8	14	8
	18%	17%	37%	-	28% ^g	13%	8%	5%	16%	29% ^h	21% ^h
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	-	1	-	1	-	-	-	-	-	1
	*	-	5%	-	1%	-	-	-	-	-	2%
Payment card (book where you can pay money in whenever you choose (ad hoc))	10	8	1	1	5	4	1	2	5	3	-
	5%	5%	6%	14%	8%	4%	3%	4%	10% ^k	6%	-
I only changed the bank \ building account bills are paid from	2	2	-	-	-	2	-	2	-	-	-
	1%	1%	-	-	-	2%	-	4%	-	-	-
Other	5	5	-	-	3	2	-	2	-	3	1
	3%	3%	-	-	5%	2%	-	4%	-	6%	2%
Don't know	1	1	-	-	1	-	-	-	1	-	-
	*	1%	-	-	1%	-	-	-	2%	-	-

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



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

Base: All who have changed electricity payment method in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	180	60	104	13	3	43	137	82	58	39
Weighted Base	183	48*	122*	9**	3**	38*	147	62*	65*	35*
Monthly direct debit	56 31%	15 31%	37 30%	3 29%	1 48%	7 20%	49 33%	24 29%	20 31%	11 31%
Quarterly direct debit	27 15%	2 4%	22 18% ^b	1 14%	1 33%	3 8%	24 16%	14 18%	9 13%	4 11%
Pay by cheque, cash or card on receipt of your bill	49 27%	16 34%	30 25%	3 32%	-	17 48% ^{ag}	32 22%	31 38% ^h	11 18%	7 20%
Prepayment meter (where you top up credit onto a key or card)	33 18%	10 21%	20 17%	1 16%	1 19%	7 18%	26 18%	7 9%	13 20%	13 36% ^{ah}
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	1 7%	-	-	-	1 2%	-	-	-	1 2%
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	1 2%	8 6%	1 9%	-	1 3%	9 6%	3 4%	6 10%	-
I only changed the bank \ building account bills are paid from	2 1%	-	2 1%	-	-	-	2 1%	2 2%	-	-
Other	5 3%	2 5%	3 3%	-	-	3 -	5 4%	1 1%	5 7%	-
Don't know	1 *	1 2%	-	-	-	-	1 1%	-	1 1%	-

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

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

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

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

Base: All who have changed electricity payment method in past 12 months

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	180	152	11	17	27	153	180	153	28	131	20
Weighted Base	183	163	9**	11**	26**	157	183	157	27**	135	21**
Monthly direct debit	56	49	5	2	7	49	56	49	9	42	5
	31%	30%	46%	22%	27%	31%	31%	31%	34%	31%	24%
Quarterly direct debit	27	24	1	2	5	21	27	21	5	21	1
	15%	15%	10%	15%	20%	14%	15%	14%	19%	15%	5%
Pay by cheque, cash or card on receipt of your bill	49	43	4	2	6	43	49	43	8	34	7
	27%	27%	42%	21%	24%	28%	27%	28%	29%	25%	35%
Prepayment meter (where you top up credit onto a key or card)	33	30	-	3	4	28	33	28	3	22	7
	18%	18%	-	25%	17%	18%	18%	18%	12%	16%	33%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	10	8	-	2	2	8	10	8	2	8	-
	5%	5%	-	16%	6%	5%	5%	5%	6%	6%	-
I only changed the bank / building account bills are paid from	2	2	-	-	-	2	2	2	-	2	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Other	5	5	-	-	2	4	5	4	-	5	1
	3%	3%	-	-	6%	2%	3%	2%	-	3%	4%
Don't know	1	1	-	-	1	1	1	1	-	1	-
	*	1%	-	-	-	1%	*	1%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

Base: All who have changed electricity payment method in past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	180	134	41	-	117	16	39
Weighted Base	183	138	41*	-**	122	14**	40*
Monthly direct debit	56 31%	40 29%	13 32%	-	25 20%	6 42%	21 54% ^{ae}
Quarterly direct debit	27 15%	19 14%	8 19%	-	18 15%	-	7 17%
Pay by cheque, cash or card on receipt of your bill	49 27% ^g	39 29%	10 24%	-	42 34% ^g	5 38%	3 7%
Prepayment meter (where you top up credit onto a key or card)	33 18%	25 18%	7 16%	-	23 19%	1 4%	8 21%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 -	1 -	- -	- -	- -	- -	- -
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	7 5%	3 6%	-	7 6%	1 9%	-
I only changed the bank \ building account bills are paid from	2 1%	2 1%	- -	- -	2 1%	-	-
Other	5 3%	5 3%	1 2%	-	5 4%	-	-
Don't know	1 -	1 1%	- -	- -	- -	1 6%	-

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

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

Base: All who have changed electricity payment method in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	180	82	69	4	25
Weighted Base	183	84*	74*	5**	21**
Monthly direct debit	56 31%	22 27%	29 40%	1 20%	3 16%
Quarterly direct debit	27 15%	11 14%	13 17%	-	3 12%
Pay by cheque, cash or card on receipt of your bill	49 27%	26 31%	13 17%	-	11 51%
Prepayment meter (where you top up credit onto a key or card)	33 18%	13 16%	12 17%	2 51%	6 21%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1 *	-	1 1%	-	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10 5%	5 6%	3 5%	1 29%	-
I only changed the bank \ building account bills are paid from	2 1%	2 2%	-	-	-
Other	5 3%	4 5%	2 2%	-	-
Don't know	1 *	-	1 1%	-	-

Q.32 How did you previously pay for your electricity?
 Base: All who have changed electricity payment method in past 12 months

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	180	83	97	129	51	55	38	24	11	105	58	15	2
Weighted Base	183	84*	99*	129	54*	59*	38*	20**	10**	109*	59*	13**	1**
Monthly direct debit	58	30	28	44	13	21	11	6	5	37	12	8	-
	31%	35%	27%	34%	23%	38%	29%	30%	52%	34%	20%	58%	-
Quarterly direct debit	27	11	16	17	10	6	5	3	2	15	10	2	-
	15%	13%	16%	13%	18%	10%	13%	17%	24%	14%	17%	12%	-
Pay by cheque, cash or card on receipt of your bill	49	20	29	32	17	17	6	6	1	25	21	3	1
	27%	24%	29%	25%	31%	29%	16%	23%	6%	23%	36%	20%	54%
Prepayment meter (where you top up credit onto a key or card)	33	14	18	24	9	11	9	2	2	20	11	1	1
	18%	17%	19%	19%	16%	19%	23%	12%	17%	18%	18%	11%	46%
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	1	-	1	-	-	1	1	-	-	1	-	-
	-	1%	-	-	-	-	2%	3%	-	-	1%	-	-
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10	3	6	5	4	1	3	1	-	9	1	-	-
	5%	4%	6%	4%	7%	2%	9%	4%	-	8%	1%	-	-
I only changed the bank \ building account bills are paid from	2	-	2	-	2	-	-	-	-	2	-	-	-
	1%	-	2%	-	3%	-	-	-	-	1%	-	-	-
Other	5	5	-	5	-	2	3	-	-	2	3	-	-
	3%	6% ^c	-	4%	-	4%	8%	-	-	2%	5%	-	-
Don't know	1	-	1	-	1	-	-	-	-	-	1	-	-
	-	-	1%	-	2%	-	-	-	-	-	1%	-	-

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



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

Base: All who have changed electricity payment method in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	160	69	79	79	42	19	56	115	120	99	
Weighted Base	163	74*	83*	84*	42*	17**	63*	116*	123	100*	
Monthly direct debit	56	23	27	25	16	7	20	37	36	33	
Quarterly direct debit	27	8	10	10	8	1	7	32%	30%	33%	
Pay by cheque, cash or card on receipt of your bill	15%	11%	12%	12%	13%	6%	11%	15%	15%	15%	
Pay by cheque, cash or card on receipt of your bill	49	19	20	20	9	8	14	36	37	30	
Prepayment meter (where you top up credit onto a key or card)	27%	25%	24%	23%	21%	45%	22%	31%	30%	30%	
Fuel direct (where a set amount is deducted from your benefits before you receive them)	33	14	14	17	10	1	12	16	19	14	
Payment card \ book where you can pay money in whenever you choose (ad hoc)	18%	19%	17%	20%	24%	9%	20%	14%	16%	14%	
I only changed the bank \ building account bills are paid from	1	-	-	-	1	-	-	-	-	-	
Other	-	-	-	-	1%	-	-	-	-	-	
Payment card \ book where you can pay money in whenever you choose (ad hoc)	10	7	9	9	-	3	7	4	6	4	
I only changed the bank \ building account bills are paid from	3%	10%	9%	10%	-	7%	11%	4%	5%	4%	
Other	2	2	2	2	-	-	2	-	-	-	
	1%	2%	2%	2%	-	-	3%	-	-	-	
	5	1	4	2	2	-	1	4	4	4	
	3%	2%	5%	3%	4%	-	2%	3%	3%	4%	

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



Q.32 How did you previously pay for your electricity?
 Base: All who have changed electricity payment method in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	180	89	79	42	48	19	56	115	120	99
Weighted Base	163	74*	63*	42*	49*	17**	63*	116*	123	100*
Don't know	1	-	-	-	-	-	-	1 1%	1 1%	1 1%

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



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

Base: All who have changed electricity payment method in past 12 months

Total (a)	PFS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	180	22	23	9	7	19	6	12	4	8	19	12	7	21	11	-
Weighted Base	183	25**	23**	9**	7**	24**	6**	12**	5**	9**	17**	13**	6**	19**	11**	**
Monthly direct debit	56	7	5	3	3	5	1	6	1	2	5	4	1	6	7	-
	31%	30%	20%	40%	44%	22%	16%	45%	16%	26%	32%	32%	10%	34%	62%	-
Quarterly direct debit	27	3	2	-	2	4	3	-	-	1	1	4	2	4	1	-
	15%	13%	8%	-	34%	17%	45%	-	-	12%	6%	30%	36%	20%	10%	-
Pay by cheque, cash or card on receipt of your bill	49	6	6	3	1	8	-	6	1	2	6	3	2	4	1	-
	27%	25%	28%	34%	9%	36%	-	49%	30%	18%	37%	22%	36%	22%	7%	-
Prepayment meter (where you top up credit onto a key or card)	33	5	6	2	1	1	1	1	2	2	4	1	-	3	2	-
	18%	20%	27%	26%	14%	6%	11%	5%	54%	28%	20%	6%	-	17%	21%	-
Fuel direct (where a set amount is deducted from your benefits before you receive them)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-
Payment card / book where you can pay money in whenever you choose (ad hoc)	10	3	-	-	-	1	1	-	-	1	-	1	1	-	-	-
	5%	12%	-	-	-	6%	13%	-	-	9%	-	10%	17%	7%	-	-
I only changed the bank / building account bills are paid from	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5	-	2	-	-	3	-	-	-	-	-	-	-	-	-	-
	3%	-	10%	-	-	13%	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	15%	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	627	542	60	25	79	367	181	212	216	121	77
	12%ak	12%	13%	9%	8%	13%ae	12%ae	17%ajk	13%ak	11%ak	6%
No	4527	3900	375	252	940	2340	1246	1029	1451	926	1121
	86%ah	86%ah	83%	87%	91%aalg	84%	85%	81%	85%ah	86%ah	92%ahhj
Refused	12	9	3	1	3	6	3	1	1	4	6
	*	*	1%	*	*	*	*	*	*	*	1%
Don't know	105	79	12	13	12	64	29	31	31	23	19
	2%	2%	3%	5%ab	1%	2%ae	2%	2%	2%	2%	2%



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base	5270	1399	3120	578	174	799	4472	3306	1043	845
Yes	627	109	454	51	13	108	518	493	83	44
12%bd		8%	15%abde	9%	7%	14%	12%	15%ahj	8%ij	5%
No	4527	1283	2602	507	154	676	3851	2736	939	784
86%ch		90%ac	83%	88%ic	89%	85%	88%	83%	90%ah	93%ahj
Refused	12	1	2	10	-	1	12	6	3	4
-		-	-	2%abc	-	-	-	-	-	-
Don't know	105	26	62	10	7	14	91	71	18	13
2%		2%	2%	2%	4%ab	2%	2%	2%	2%	2%



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	-	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	793	**	5270	5254	5254	456	4300	451
Yes	627	547	38	38	-	627	625	625	74	526	22
	12% ^{cd}	14% ^{acd}	7%	5%	-	12%	12%	12%	16% ^{ak}	12% ^k	5%
No	4327	3345	462	673	-	4327	4513	4513	377	3704	388
	86%	84%	90% ^{ab}	92% ^{ab}	-	86%	86%	86%	85%	86%	88% ^l
Refused	12	5	2	1	-	12	12	12	-	5	1
	*	*	*	*	-	*	*	*	-	*	*
Don't know	105	67	13	18	-	105	103	103	5	65	30
	2%	2%	2%	2%	-	2%	2%	2%	1%	2%	7% ^{all}

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



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
Base: All who have gas supply

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	37	3669	520	940
Weighted Base	5270	4122	629	39*	3883	470	849
Yes	627	488	118	8	571	30	23
	12%g	12%	14%	20%	15%atg	6%g	3%
No	4527	3563	698	31	3236	433	807
	86%ae	86%	84%	80%	83%	92%ae	95%ae
Refused	12	6	1	-	6	-	-
	-	-	-	-	-	-	-
Don't know	105	65	12	-	71	8	18
	2%	2%	1%	-	2%	2%	2%

Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
Base: All who have gas supply

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59*	627
Yes	627	474	119	11	22
	12%ce	22%ace	5%	19%ce	4%
No	4527	1611	2306	48	547
	86%ab	79%	94%abde	81%	87%ab
Refused	12	2	1	-	3
	*	-	-	-	1%bc
Don't know	105	21	28	-	55
	2%bc	1%	1%	-	9%abcd

Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	176	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Yes	627	132	495	493	194	285	126	71	22	371	228	28	-
12% ^{km}		16% ^{ac}	11%	16% ^{ae}	6%	22% ^{aghi}	16% ^{ah}	10%	12%	47% ^{akm}	15% ^{alm}	1% ^m	-
No	4527	657	3870	2449	2077	918	654	612	143	412	1259	1827	1028
86% ^{bdjkl}		81%	87% ^b	81%	92% ^{ad}	77%	83% ^{af}	88% ^{ag}	83%	53%	83% ^j	96% ^{ajk}	95% ^{ajk}
Refused	12	-	12	2	11	1	-	-	-	-	1	2	10
	*	-	*	*	1%	*	-	-	-	-	*	*	3% ^{akl}
Don't know	105	21	84	63	42	13	12	10	8	2	22	39	42
2% ^l		3%	2%	2%	2%	1%	1%	2%	5% ^{algh}	-	1% ^j	2% ^j	4% ^{ajkl}

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



Q.35 In the last 12 months, did <you / you also> change the tariff you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER / COMPARISON - LAST 12 MONTHS		CHANGED TARIFF / COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY / ENDS TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5213	858	1299	1268	412	442	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	483	271	692	3522	3537	3105
Yes	627	627	449	480	20	120	208	464	415	432	351
	12%a	68%acd	32%a	35%a	5%	25%ae	77%ah	67%a	12%	12%	11%
No	4357	289	951	890	378	354	62	227	3057	3048	2714
	86%bcdgh	31%	67%b	64%b	92%af	72%	23%	33%g	87%	86%	87%
Refused	12	1	-	-	-	-	1	-	2	3	2
	*	*	-	-	-	-	*	-	*	*	*
Don't know	105	2	17	15	13	8	-	2	48	54	38
	2%hijkl	*	1%b	1%b	3%	2%	-	*	1%	2%	1%

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



Q.35 In the last 12 months, did <you / you also> change the tariff if you were on with your existing gas supplier (without switching supplier)?
 Base: All who have gas supply

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**
Yes 627 12%dh	53 10%id	86 17%abdehk im	25 5%	30 10%id	75 15%bdh	41 12%dh	35 7%	18 18%dh	42 12%dh	62 13%dh	40 11%id	26 10%id	53 15%dh	39 14%dh	2 8%
No 4527 86%ic	444 87%ic	402 81%	441 93%abcef gikmno	249 88%ci	412 83%	283 86%	433 91%abctq ikmmo	78 78%	291 85%	416 85%	318 87%ci	216 85%	288 83%	237 84%	20 92%
Refused 12 *	1	1	2	-	-	3	1	-	3	-	1	-	-	1	-
Don't know 105 2%	14 3%g	6 1%	7 2%	5 2%	10 2%	2 *	5 1%	4 4%gh	8 2%	14 3%g	5 1%	12 5%acddhi e	8 2%	4 1%	-

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



Q.37 Have you ever changed your tariff with an existing gas supplier?
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4633	3981	371	281	945	2074	1614	848	1206	886	1693
Weighted Base	4644	3987	390	266	956	2410	1278	1061	1483	953	1146
Yes	448	387	42	17	33	282	131	156	165	65	60
	10% ^{ap}	10%	11%	7%	3%	12% ^{aa}	10% ^a	15% ^{ajk}	11% ^{jk}	7%	5%
No	4081	3495	333	234	903	2054	1104	862	1286	853	1061
	87% ^{ah}	88%	85%	88%	94% ^{atg}	85%	86%	81%	87% ^{ih}	89% ^{ih}	93% ^{ahj}
Refused	14	11	3	-	4	6	5	1	2	6	5
	*	*	1%	-	*	*	*	*	*	1%	*
Don't know	122	95	12	15	16	68	38	42	31	29	21
	3%	2%	3%	6% ^{ab}	2%	3%	3%	4% ^{ak}	2%	3%	2%



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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4633	1642	2271	539	181	860	3773	2640	931	984
Weighted Base	4644	1290	2666	527	161	690	3953	2613	960	801
Yes	446	90	302	46	8	67	379	369	39	33
10% ^h _h	10% ^h _h	7% ^h	11% ^h _{abc}	9% ^h	5% ^h	10% ^h	10% ^h	13% ^h _{ah}	4% ^h	4% ^h
No	4061	1169	2293	455	145	598	3463	2352	897	749
87% ^h _h	87% ^h _h	91% ^h _{acd}	86% ^h	86% ^h	90% ^h	87% ^h	88% ^h	84% ^h	93% ^h _{ah}	94% ^h _{ah}
Refused	14	1	3	10	-	1	13	7	4	3
Don't know	122	30	68	16	8	25	98	85	19	15
3% ^h	3% ^h	2% ^h	3% ^h	3% ^h	5% ^h	4% ^h	2% ^h	3% ^h	2% ^h	2% ^h

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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4633	3098	536	206	-	4633	4617	4617	359	3771	443
Weighted Base	4644	3417	476	693	**	4644	4628	4628	382	3744	428
Yes	446 10% ^{kd}	371 11% ^{lcd}	35 7%	37 5%	-	446 10%	446 10%	446 10%	51 13% ^{akj}	371 10% ^k	18 4%
No	4061 87%	2950 87%	426 89%	629 91% ^{ab}	-	4061 87%	4048 87%	4048 87%	323 85%	3316 89%	379 89%
Refused	14 -	6 -	2 -	1 -	-	14 -	14 -	14 -	1 -	6 -	1 -
Don't know	122 3%	80 2%	14 3%	24 4%	-	122 3%	120 3%	120 3%	7 2%	81 2%	30 7% ^{all}

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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	4633	3652	674	30	3143	495	915
Weighted Base	4644	3634	711	31**	3313	441	826
Yes	446	351	86	2	402	22	25
10%tg		10%	72%	5%	12%atg	5%	3%
No	4061	3195	614	29	2819	410	782
87%ae		88%	86%	33%	86%	93%ae	95%ae
Refused	14	7	1	1	8	1	-
	-	-	-	2%	-	-	-
Don't know	122	80	11	-	84	9	18
3%	2%	2%	-	3%	2%	2%	2%

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

Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	4633	1582	2346	48	638
Weighted Base	4644	1635	2335	48*	626
Yes	446	236	166	12	32
	10%	14%ace	7%	24%ace	5%
No	4061	1372	2134	36	598
	87%abde	84%	91%abde	75%	84%
Refused	14	2	3	1	3
	*	*	*	1%	*
Don't know	122	25	33	-	64
	3%bc	2%	1%	-	11%abcd

Q.37 Have you ever changed your tariff with an existing gas supplier?
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4633	653	3980	2442	2191	830	656	657	153	383	1219	1866	1145
Weighted Base	4644	677	3966	2514	2130	931	665	622	151	414	1282	1868	1080
Yes	448	76	370	353	80	163	93	63	23	153	228	58	9
	10% ^{ah}	11%	9%	14% ^{ae}	4%	18% ^{ah}	14% ^{ah}	10%	15% ^{ia}	37% ^{akm}	18% ^{alm}	3% ^m	1%
No	4061	577	3484	2084	1977	754	556	545	119	257	1029	1763	1012
	87% ^{dhjk}	85%	88%	83%	93% ^{ad}	81%	84%	88% ^{hi}	79%	62%	80% ^j	94% ^{ajk}	94% ^{ajk}
Refused	14	1	14	3	12	-	1	1	-	-	1	3	11
	-	-	-	-	1% ^d	-	-	-	-	-	-	-	1% ^{kd}
Don't know	122	24	99	74	49	13	16	14	9	4	24	45	49
	3%	3%	2%	3%	2%	1%	2%	2%	6% ^{algh}	1%	2%	2%	5% ^{ajki}



Q.37 Have you ever changed your tariff with an existing gas supplier?
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4633	278	884	338	389	62	210	3169	3162	2839
Weighted Base	4644	292	968	305	393	63*	228	3107	3105	2754
Yes	446	109	213	205	22	30	80	287	293	239
	10%e	37%acd	22%a	23%a	6%	47%a	35%a	9%	9%	9%
No	4061	176	737	884	352	32	144	2754	2746	2463
	87%bcdgh	62%	78%b	78%b	89%ef	50%	63%	89%	89%	89%a
Refused	14	-	2	2	1	-	-	3	4	3
	-	-	-	-	-	-	-	-	-	-
Don't know	122	7	15	14	19	2	5	62	62	48
	3%k	2%	2%	2%	5%af	2%	2%	2%	2%	2%

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



Q.37 Have you ever changed your tariff with an existing gas supplier?
 Base: All who haven't changed gas tariff with an existing supplier in the last 12 months

	Total (a)	PPS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4833	443	403	407	265	422	301	457	74	290	446	317	234	304	250	20
Weighted Base	4644	459	409	450	254	423	287	438	83	302	430	324	229	296	241	20*
Yes	446	32	58	20	14	65	24	30	6	36	57	31	24	32	17	-
	10%de	7%	14%abdeph	5%	5%	15%abdeph	8%id	7%	8%	12%bdeh	13%abdeh	10%ld	10%ld	11%de	7%	-
No	4061	413	341	420	233	347	257	403	71	256	358	279	192	253	219	20
	87%ck	90%ckfm	83%	90%adfil	92%cklkm	82%	90%ckf	92%adfk	86%	85%	83%	86%	84%	85%	91%ckfm	100%
Refused	14	3	1	2	-	-	3	1	-	3	-	1	-	-	1	-
	-	1%	-	-	-	-	1%akf	-	-	1%akf	-	-	-	-	-	-
Don't know	122	11	11	7	8	11	3	5	5	7	14	12	13	11	4	-
	3%	2%	3%	2%	3%	3%	1%	1%	7%ldgh	2%	3%h	4%gh	6%abdgpho	4%gh	2%	-

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	1242	1088	101	56	222	751	273	418	428	226	173
	24% ^{gk}	24%	22%	19%	21%	27% ^{ang}	19%	33% ^{ajk}	25% ^{jk}	21% ^{ka}	14%
No	3922	3363	335	225	787	1962	1163	624	1247	822	1029
	74% ^{lh}	74%	74%	77%	77% ^{af}	71%	80% ^{af}	65%	73% ^{lh}	77% ^{lh}	84% ^{ahj}
Refused	15	10	3	3	3	8	4	1	5	4	6
	*	*	1%	1% ^{ab}	*	*	*	*	*	*	*
Don't know	88	69	11	8	12	56	20	30	20	22	16
	2%	2%	2%	3%	1%	2%	1%	2% ^u	1%	2%	1%



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base 5270	1399	3120	578	174	799	4472	3306	1043	845
Yes 24% ^{bde}	1245 195	901 29% ^{abde}	123 21% ^b	26 15%	150 19%	1095 24% ^{fg}	959 29% ^{ahj}	178 17% ^j	102 12%
No 74% ^{ch}	3922 1183	2165 85% ^{acd}	431 75% ^c	143 79% ^c	631 79% ^{ag}	3291 74%	2284 69%	841 81% ^{ah}	730 80% ^{ah}
Refused 15 % ^b	-	3 1%	10 2% ^{abc}	2 1% ^{abc}	1 %	14 %	6 %	6 %	3 %
Don't know 88 2%	21 1%	51 2%	14 2%	2 1%	17 2%	71 2%	57 2%	18 2%	11 1%



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	-	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	790	**	5270	5254	5254	456	4300	451
Yes	1245 24%cd	1093 28%acd	85 16%cd	61 8%	-	1245 24%	1243 24%	1243 24%	132 29%ak	1062 25%k	44 10%
No	3922 74%b	2801 71%	421 82%ab	653 89%abcd	-	3922 74%	3910 74%	3910 74%	318 70%	3166 74%	375 63%aj
Refused	15	7	2	1	-	15	15	15	1	6	2
Don't know	88 2%	62 2%	7 1%	15 2%	-	88 2%	85 2%	85 2%	6 1%	46 1%	30 7%aj

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
Base: All who have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	37	3669	520	940
Weighted Base	5270	4122	629	39*	3883	470	849
Yes	1245	885	306	13	1067	67	101
24% ^{abg}		21%	37% ^{ab}	34%	27% ^{afg}	14%	12%
No	3922	3190	510	24	2754	395	729
74% ^{ac}		77% ^{acd}	62%	62%	71%	84% ^{ac}	88% ^{ac}
Refused	15	7	2	-	8	-	2
	-	-	-	-	-	-	-
Don't know	88	50	11	2	55	8	16
2%		1%	1%	4%	1%	2%	2%

Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59*	627
Yes	1245 24%ce	780 36%ace	397 16%e	14 24%e	73 12%
No	3922 74%b	1329 63%	2031 83%ab	44 75%	508 81%ab
Refused	15 *	3 *	2 *	-	4 1%bc
Don't know	88 2%bc	17 1%	24 1%	1 1%	44 7%abc

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

Base: All who have gas supply

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	176	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Yes	1245	443	802	967	258	536	247	135	46	620	557	56	7
	24%cahm	55%ac	18%	33%ae	11%	45%aigh	31%ah	19%	27%	80%akm	37%alm	3%an	1%
No	3922	346	3577	1961	1961	645	533	552	119	156	934	1807	1025
	74%bdajk	43%	80%ab	65%	87%ad	54%	67%af	80%afgi	69%af	20%	62%aj	90%akj	90%akj
Refused	15	-	15	5	11	2	1	-	1	-	-	5	11
	*	-	*	*	*	*	*	-	*	-	-	*	3%akl
Don't know	88	21	67	53	35	12	10	7	7	3	18	29	38
	2%	3%c	1%	2%	2%	1%	1%	1%	4%algh	-	1%	2%	4%ajkl



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5213	858	1259	1268	412	442	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	483	271	692	3522	3537	3105
Yes	1245	644	1245	1088	49	441	101	567	818	869	697
	24%e	70%a	88%abd	79%ab	12%	91%ae	37%a	82%ag	23%	25%	22%
No	3922	266	165	269	343	40	165	121	2638	2624	2375
	74%bcdgh	29%cd	12%	21%c	83%af	8%	61%h	16%	72%	74%	76%aj
Refused	15	-	1	1	-	-	-	-	5	6	5
	-	-	-	-	-	-	-	-	-	-	-
Don't know	88	8	5	7	21	2	5	3	41	38	29
	2%cdhk	1%	-	-	5%af	-	2%	1%	1%	1%	1%

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who have gas supply

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	487	328	474	100*	344	492	364	255	348	281	22**
Yes 1245 24% ^{dh}	102 20% ^{hd}	119 24% ^{dh}	68 14%	69 24% ^{dh}	161 33% ^{abdcde hijm}	90 28% ^{bdh}	77 16%	27 27% ^{dh}	74 22% ^{hd}	141 29% ^{abdthj}	92 25% ^{dh}	55 22% ^{hd}	88 25% ^{dh}	78 28% ^{bdh}	3 15%
No 3922 74% ^{fk}	398 78% ^{kyko}	370 75% ^l	396 83% ^{abcef gijkimno}	212 75% ^l	324 65%	230 70%	395 83% ^{abcef gijkimno}	69 68%	280 76% ^l	340 69%	266 73% ^l	189 74% ^l	256 73% ^l	198 71%	18 85%
Refused 15	3 1%	1	2	-	-	3 1%	1	-	3 1%	-	-	3 1% ^{akfn}	-	1	-
Don't know 88 2% ^h	9 2% ^h	6 1%	3 2% ^h	3 1%	12 2% ^h	5 1% ^h	1	5 5% ^{ch}	7 2% ^h	11 2% ^h	6 2% ^h	7 3% ^h	5 1% ^h	4 1% ^h	-

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4473	3828	370	275	833	2014	1626	834	1178	866	1595
Weighted Base	4490	3840	390	260	849	2341	1300	1043	1440	929	1079
Yes	807	699	65	44	107	492	178	268	266	156	116
	18%gk	18%	17%	17%	16%	21%ang	14%	26%ajk	18%k	17%k	11%
No	3599	3078	314	207	699	1801	1098	752	1151	750	945
	80%lh	80%	80%	80%	82%l	77%	84%laf	72%	80%lh	81%h	88%lahj
Refused	15	10	3	3	3	8	4	1	5	4	6
	*	*	1%	1%ab	*	*	*	*	*	*	1%
Don't know	69	54	9	6	10	40	20	22	18	18	12
	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	1%



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4473	1575	2205	519	174	875	3598	2636	846	911
Weighted Base	4480	1243	2585	505	156	714	3776	2805	875	738
Yes	807	131	571	88	18	106	701	632	114	57
	18% ^{bde}	7% ^f	22% ^{abde}	17% ^b	11%	15%	19% ^f	23% ^{aih}	13% ^j	6%
No	3599	1094	1973	396	134	593	3005	2121	743	670
	80% ^{ch}	88% ^{acd}	78%	78%	76% ^{cd}	83% ^g	80%	78%	85% ^{ah}	91% ^{ahj}
Refused	15	-	3	10	2	1	14	6	6	3
	0% ^b	-	1% ^{abc}	2% ^{abc}	1%	0%	0%	0%	1% ^h	0%
Don't know	69	18	37	12	2	14	55	46	12	8
	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%

Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4473	2370	520	325	-	4473	4457	4457	356	3655	401
Weighted Base	4490	3286	463	689	**	4490	4475	4475	381	3665	386
Yes	807	698	57	48	-	807	807	807	89	696	19
	18%cd	21%acd	12%cd	7%	-	18%	18%	18%	23%ak	19%k	5%
No	3099	2535	398	626	-	3099	3086	3086	299	2929	337
	80%b	77%	86%ab	91%abcd	-	80%	80%	80%	76%	60%	87%aj
Refused	15	7	2	1	-	15	15	15	1	6	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	69	46	6	13	-	69	67	67	2	34	28
	2%l	1%	1%	2%	-	2%	1%	1%	-	1%	7%ll

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4473	3757	448	26	3108	494	801
Weighted Base	4490	3749	479	28**	3268	444	723
Yes	807	671	120	4	694	48	54
18% ^{fg}		18%	25% ^{ab}	14%	21% ^{afg}	11% ^g	7%
No	3599	3030	352	22	2520	389	655
80% ^{ce}		81% ^c	79%	80%	77%	88% ^{ae}	91% ^{ae}
Refused	15	7	2	-	8	-	2
	-	-	-	-	-	-	-
Don't know	69	41	5	2	45	7	11
2%		1%	1%	6%	1%	1%	2%

Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4473	1616	2203	49	583
Weighted Base	4490	1671	2194	52*	552
Yes	807 18% ^{ce}	489 28% ^{ace}	284 13% ^{ce}	12 24% ^{ce}	40 7%
No	3599 80% ^b	1186 71%	1889 85% ^{ab}	40 78%	473 80% ^{ab}
Refused	15 *	3 *	2 *	-	4 1% ^{bc}
Don't know	69 2% ^{bc}	13 1%	19 1%	-	34 6% ^{abc}

Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4473	31	4442	2157	2316	668	610	613	124	417	1097	1825	1134
Weighted Base	4490	29**	4461	2226	2264	763	621	581	122	466	1148	1805	1072
Yes	807	5	802	549	258	229	168	98	26	362	384	45	6
	18% ^{abm}	16%	18%	25% ^{ade}	11%	31% ^{ah}	27% ^{ah}	17%	21%	78% ^{aklm}	34% ^{alm}	2% ⁿ	1%
No	3599	22	3577	1638	1961	516	444	480	93	102	747	1731	1019
	80% ^{cdjk}	76%	80%	74%	87% ^{ad}	68%	72%	83% ^{fg}	76%	22%	65% ^j	96% ^{ajk}	95% ^{ajk}
Refused	15	-	15	5	11	2	1	-	1	-	-	5	11
	-	-	-	-	-	-	-	-	1% ^h	-	-	-	1% ^{ajkl}
Don't know	69	2	67	34	35	6	8	3	3	2	7	24	37
	2% ^k	6%	1%	2%	2%	1%	1%	1%	2%	-	1%	1%	3% ^{ajkl}

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	4473	4450	4473	26	5	226	456	3056	3043	2702
Unweighted Base	644	861	879	26	5	229	497	3000	2989	2628
Weighted Base	687	939	958	24**	6**	229	497	3000	2989	2628
Yes	807	807	705	2	3	74	382	542	568	454
	18%	86%abd	74%ab	8%	49%	32%a	77%ag	18%	19%	17%
No	3569	127	246	19	3	154	111	2420	2367	2148
	80%bcdgh	39%cd	28%c	62%	51%	67%h	22%	81%	80%	82%
Refused	15	1	1	-	-	-	-	5	6	5
	-	-	-	-	-	-	-	-	-	-
Don't know	69	3	6	2	-	2	3	33	29	21
	2%cdk	1%	1%	10%	-	1%	1%	7%	1%	1%

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



Q.41 In the last 12 months, did you compare the gas tariff you were on with those offered by other suppliers?
 Base: All who haven't switched gas supplier in the last 12 months

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4473	430	395	400	258	413	277	424	78	286	419	317	227	300	233	16
Weighted Base 4490	439	413	444	251	408	264	410	88	298	405	320	223	289	225	15*
Yes 807 18% ^{dh}	61 14%	75 18% ^{cd}	52 12%	51 20% ^{bdh}	97 24% ^{labdhj}	54 21% ^{bdh}	55 13%	19 21% ^{cd}	46 15%	82 20% ^{bdh}	69 22% ^{bdh}	42 19% ^{cd}	50 17% ^{cd}	50 22% ^{bdh}	2 11%
No 3599 80% ^{hl}	366 83% ^{lgljo}	333 81% ^{cd}	381 90% ^{acelfl}	196 78%	303 74%	203 77%	353 80% ^{acelfl}	65 74%	245 82% ^{cd}	317 78%	245 77%	172 77%	235 81% ^{cd}	170 78%	13 88%
Refused 15 *	3 7%	1 *	2 *	- *	- *	3 1%	1 *	- *	3 1%	- *	- *	3 1% ^{akfl}	- *	1 *	- *
Don't know 69 2% ^h	9 2% ^h	4 1%	9 2% ^h	3 1%	8 2% ^h	4 2% ^h	1 *	5 6% ^{acehkn}	4 1%	6 1%	6 2% ^h	5 2% ^h	3 1%	4 2% ^h	- *

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



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

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5213	4485	420	308	1020	2378	1815	1021	1388	999	1807
Weighted Base	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
Yes	1219	1057	100	62	213	727	279	402	431	219	167
	23% ^{gkj}	23%	22%	21%	21%	26% ^{ang}	19%	32% ^{ajjk}	25% ^{jk}	20% ^{jk}	14%
No	3959	3400	339	220	806	2000	1153	645	1246	834	1034
	75% ^{lm}	75%	73%	70%	78% ^l	72%	79% ^{laf}	66%	73% ^{lh}	78% ^{lm}	85% ^{lahj}
Refused	16	11	3	2	3	9	4	1	2	6	6
	*	*	1%	1%	*	*	*	*	*	1%	*
Don't know	76	62	7	7	13	40	23	24	20	15	16
	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%



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

Base: All who have gas supply

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5213	1773	2658	589	193	979	4234	3083	1009	1037
Weighted Base 5270	1399	3120	578	174	799	4472	3306	1043	845
Yes 1219 23% ^{bj}	195 14%	879 28% ^{abde}	116 20% ^b	30 17%	162 20%	1057 24% ^{fi}	932 28% ^{aij}	184 18% ^{ij}	93 11%
No 3959 75% ^{ch}	1182 84% ^{acd}	2196 70%	439 75% ^c	143 82% ^{ac}	622 78%	3338 79%	2314 70%	842 81% ^{ah}	738 87% ^{ah}
Refused 16 -	1 -	2 -	11 2% ^{abc}	1 -	1 -	14 -	6 -	5 -	4 1%
Don't know 76 1%	21 2%	43 1%	12 2%	1 1%	14 2%	62 1%	53 2%	11 1%	10 1%

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

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5213	3385	577	883	-	5213	5198	5198	422	4263	464
Weighted Base	5270	3963	514	793	**	5270	5254	5254	456	4300	451
Yes	1219	1084	77	52	-	1219	1218	1218	139	1032	40
	23%cdk	27%acd	15%cd	7%	-	23%	23%	23%	31%akj	24%k	9%
No	3959	2822	430	600	-	3959	3946	3946	308	3225	384
	75%bl	71%	84%ab	90%abcd	-	75%	75%	75%	68%	75%l	85%ajl
Refused	16	6	2	2	-	16	16	16	1	4	3
]	*	*	*	-	*	*	*	*	*	1%
Don't know	78	51	5	17	-	78	74	74	8	40	24
	1%	1%	1%	2%b	-	1%	1%	1%	2%	1%	5%all

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5213	4108	780	37	3669	520	940
Weighted Base	5270	4122	629	39*	3883	470	849
Yes	1219	898	275	12	1059	63	85
23% ^{dg}		22%	33% ^{ab}	30%	27% ^{afg}	13%	10%
No	3959	3171	545	26	2772	399	751
75% ^{ace}		77% ^c	68%	67% ^c	77%	83% ^{ae}	88% ^{ae}
Refused	16	8	1	-	7	-	1
Don't know	76	45	8	1	45	9	12
1%		1%	1%	3%	1%	2%	1%

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5213	2017	2457	57	680
Weighted Base	5270	2109	2454	59*	627
Yes	1219	761	374	18	66
	23%ce	36%ace	15%e	31%ce	11%e
No	3959	1334	2055	40	518
	75%b	63%	84%abd	68%	83%abd
Refused	16	2	3	-	4
	*	*	*	-	1%bc
Don't know	78	19	22	1	40
	1%b	1%	1%	1%	6%abc

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

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5213	771	4442	2897	2316	1062	773	731	176	711	1442	1915	1145
Weighted Base	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1080
Yes	1219	388	831	952	268	512	252	128	42	635	527	51	6
	23%cahm	48%ac	19%	32%ae	12%	43%aghi	32%ah	18%	24%	81%akm	35%alm	3%an	1%
No	3959	399	3560	2002	1957	675	527	559	123	148	964	1818	1029
	75%bdajk	49%	80%ab	67%	86%ad	56%	67%af	81%algi	71%af	19%	64%aj	90%akj	95%akj
Refused	16	-	16	3	13	-	1	-	-	-	-	3	12
	*	-	*	*	1%ad	-	*	-	-	-	-	*	3%akj
Don't know	76	22	54	50	26	9	10	7	8	2	18	24	33
	1%j	3%ac	1%	2%	1%	1%	1%	1%	5%algh	-	1%j	1%j	3%akj

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



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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5213	858	1299	1268	412	442	270	632	3559	3564	3160
Weighted Base	5270	918	1417	1385	413	483	271	692	3522	3537	3105
Yes	1219	679	1103	1219	51	380	53	657	813	857	702
No	23% ^{ae}	74% ^a	78% ^{ab}	86% ^{abc}	12%	79% ^{ae}	20%	95% ^{ag}	23%	24%	23%
Refused	3959	236	304	162	345	97	215	35	2669	2640	2369
Don't know	75% ^{bcdh}	26% ^{cd}	21% ^d	12%	84% ^{af}	20%	79% ^{ah}	5%	76%	73%	76%
Refused	16	-	1	1	-	-	-	-	3	3	2
Don't know	* ^k	-	-	-	-	-	-	-	-	-	-
Refused	76	3	9	3	17	6	3	-	37	37	32
Don't know	1% ^{bcdh}	-	1%	-	4% ^{af}	1%	1% ^{ah}	-	1%	1%	1%

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



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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5213	491	477	426	293	483	339	491	88	325	505	357	290	357	290	21
Weighted Base 5270	512	496	474	284	497	328	474	100*	344	492	364	255	348	281	22**
Yes 1219 23% ^{dh}	102 20% ^{hd}	128 26% ^{bcdh}	65 14%	64 22% ^{cdh}	151 30% ^{abdeh j}	83 25% ^{dh}	73 15%	24 24% ^{hd}	77 22% ^{dh}	139 28% ^{abdh}	83 23% ^{dh}	60 23% ^{dh}	92 26% ^{bcdh}	77 27% ^{bcdh}	2 8%
No 3959 75% ^{fk}	402 79% ^{hko}	362 73%	401 84% ^{labcef giklmno}	216 76% ^{fk}	339 68%	237 72%	399 84% ^{labcef giklmno}	73 73%	280 76% ^f	340 69%	273 75% ^f	188 74%	253 73%	197 70%	20 92%
Refused 16	3	1	2	-	-	4	1	-	3	-	-	2	-	1	-
	1%	-	-	-	-	1% ^{afhd}	-	-	1%	-	-	1%	-	-	-
Don't know 76	5	4	8	4	7	4	2	3	4	13	8	6	3	6	-
	1%	1%	2%	1%	1%	1%	-	3% ^h	1%	3% ^{ch}	2% ^h	2% ^h	1%	2% ^h	-

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



Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

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



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

Base: All who haven't changed gas tariff in the last 12 months

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 4633	1642	2271	539	181	860	3773	2640	931	984
Weighted Base 4644	1290	2666	527	161	690	3953	2613	960	801
Yes 17% ^{klj}	128	543	78	20	98	671	571	129	63
No 17% ^{klj}	10%	20% ^{abde}	15% ^b	13%	14%	17%	20% ^{aij}	13% ^j	6%
3784	1141	2078	425	139	578	3206	2183	815	725
81% ^{ch}	88% ^{acd}	78%	81%	86% ^c	84%	81%	78%	85% ^{ah}	91% ^{ah}
Refused 16	1	2	11	1	1	14	6	5	4
Don't know 75	20	43	12	1	12	62	52	11	9
2%	2%	2%	2%	1%	2%	2%	2%	1%	1%

Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4633	3098	536	206	-	4633	4617	4617	359	3771	443
Weighted Base	4644	3417	476	693	**	4644	4628	4628	382	3774	428
Yes	769	671	58	35	-	769	768	768	93	647	24
	17%cd	20%acd	12%cd	5%	-	17%	17%	17%	24%ak	17%k	6%
No	3784	2698	411	640	-	3784	3772	3772	281	3084	379
	81%bd	79%	86%ab	92%abcd	-	81%	82%	82%	75%	82%l	89%aj
Refused	16	6	2	2	-	16	16	16	1	4	3
]	*	*	*	-	*	*	*	*	*	1%j
Don't know	75	51	5	15	-	75	73	73	8	39	23
	2%l	1%	1%	2%	-	2%	2%	2%	2%	1%	5%ll

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4633	3652	674	30	3143	495	915
Weighted Base	4644	3634	711	31**	3313	441	826
Yes	769	554	183	7	646	42	71
17% ^{ag}	15%	26% ^{ab}	23%	19% ^{atg}	9%	9%	9%
No	3784	3027	521	23	2615	391	741
81% ^{ae}	83% ^{ac}	73%	74%	79%	89% ^{ae}	90% ^{ae}	90% ^{ae}
Refused	16	8	1	-	7	-	1
-	-	-	-	-	-	-	-
Don't know	75	45	7	1	45	8	12
2%	1%	1%	3%	1%	2%	2%	1%

Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	4633	1582	2346	48	638
Weighted Base	4644	1635	2335	48*	625
Yes	789	400	301	10	59
	17%ce	24%ace	13%e	20%e	10%
No	3784	1221	2009	38	504
	81%b	75%	86%ab	79%	82%b
Refused	16	2	3	-	4
	*	*	*	-	1%c
Don't know	75	12	22	1	39
	2%bc	1%	1%	1%	6%abc

Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4633	653	3980	2442	2191	830	656	657	153	383	1219	1866	1145
Weighted Base	4644	677	3966	2514	2130	931	665	622	151	414	1282	1868	1080
Yes	769	278	491	590	179	307	160	82	27	315	406	43	6
	17%cahm	41%ac	12%	23%ae	8%	33%aigh	24%ah	13%	18%	75%akim	32%aim	2%an	1%
No	3784	378	3406	1872	1912	615	494	534	116	97	860	1798	1029
	81%bdajk	56%	86%ab	74%	90%ad	66%	74%af	86%afgi	77%af	23%	67%aj	96%ajk	95%ajk
Refused	16	-	16	3	13	-	1	-	-	-	-	3	12
	*	-	*	*	1%ad	-	*	-	-	-	-	*	1%ajkl
Don't know	75	21	53	49	26	9	9	6	8	2	16	24	33
	2%	3%ac	1%	2%	1%	1%	1%	1%	5%afgh	-	1%	1%	3%ajkl

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



Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4833	278	884	338	389	62	210	3169	3162	2839
Weighted Base	4644	292	968	305	393	63*	228	3107	3105	2754
Yes	769	229	713	769	45	22	207	526	548	454
	17%a	78%a	74%a	85%abc	11%	34%a	91%ag	17%	18%	17%
No	3784	61	245	131	331	40	22	2542	2516	2266
	81%bcdgh	21%d	23%d	15%	84%ef	63%h	9%	82%	81%	82%
Refused	16	-	1	1	-	-	-	3	3	2
	*k	-	-	-	-	-	-	-	-	-
Don't know	75	2	9	3	16	2	-	36	36	31
	2%cd	7%	1%	*	4%a	3%h	-	1%	1%	1%

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



Q.43 In the last 12 months, did you compare the gas tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed gas tariff in the last 12 months

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 4633	443	403	407	265	422	301	457	74	290	446	317	234	304	250	20
Weighted Base 4644	459	409	450	254	423	287	438	83	302	430	324	229	296	241	20*
Yes 769 17%dh	65 14%	72 18%dh	46 10%	44 17%dh	96 23%abdhj	52 18%dh	48 11%	10 12%	47 15%	89 21%abdh	55 17%dh	41 18%dh	56 19%dh	48 20%dh	-
No 3784 81%uk	386 84%uko	332 81%	395 88%acofq kinnr	207 81%	320 76%	228 73%	388 85%acofq kinnr	69 83%	248 82%	328 78%	260 80%	180 79%	237 80%	187 77%	20 100%
Refused 16 *	3 1%	1 *	2 *	-	-	4 1%akd	1 *	-	3 1%	-	-	2 1%	-	1 *	-
Don't know 75 2%	5 1%	4 1%	8 2%	4 2%	6 2%	3 1%	2 *	3 4%h	4 1%	13 3%h	8 3%h	6 3%h	3 1%	6 2%h	-

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



Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

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



Q.36 In the last 12 months, did <you / you also> change the tariff if you were on with your existing electricity supplier (without switching supplier)?
Base: All who have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	969
Yes	876	147	628	84	17	139	737	677	115	77
	15%bc	9%	18%abde	13%b	9%	15%	15%	18%ahj	9%	6%
No	4980	1475	2799	532	174	789	4191	2932	1093	875
	83%ch	89%acd	80%	83%	90%acd	63%	83%	80%	89%ah	90%ah
Refused	14	2	2	10	-	1	13	6	4	4
	-	-	-	2%abc	-	-	-	-	-	-
Don't know	100	28	56	13	3	19	81	67	19	14
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%

Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	685	1164	743	5196	5939	5196	686	4671	529
Weighted Base	5970	4429	607	964	717	5254	5970	5254	716	4681	523
Yes	876 15%cd	756 17%acd	66 11%cd	45 5%	89 12%	787 15%	876 15%	787 15%	128 18%ak	718 15%k	27 5%
No	4980 83%b	3599 81%	532 88%ab	800 93%abcd	610 86%	4364 83%	4980 83%	4364 83%	575 80%	3907 83%	462 88%aj
Refused	14 -	5 -	2 -	3 -	- -	14 -	14 -	14 -	- -	4 -	2]
Don't know	100 2%l	68 2%	7 1%	17 2%	11 2%	89 2%	100 2%	89 2%	13 2%	52 1%	31 6%kl



Q.38 In the last 12 months, did <you / you also> change the tariff if you were on with your existing electricity supplier (without switching supplier)?
Base: All who have electricity supply

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4702	859	37	4128	804	1081
Weighted Base	4682	918	39*	4344	547	975
Yes	672	182	4	789	43	38
15%tg	14%	20%ab	9%	18%atg	8%g	4%
No	3943	724	34	3485	493	922
83%ae	84%ac	79%	88%	80%	90%ae	95%aef
Refused	7	1	-	7	-	1
-	-	-	-	-	-	-
Don't know	60	12	1	63	10	13
2%	1%	1%	3%	1%	2%	1%

Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2356	2833	59*	699
Yes	876	634	195	8	38
	15%ce	27%acde	7%	14%ce	5%
No	4980	1696	2610	50	608
	83%ab	72%	82%abde	85%ab	87%ab
Refused	14	2	2	-	4
	*	-	-	-	1%bc
Don't know	100	24	27	1	49
	2%bc	1%	1%	1%	7%abc

Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2184	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Yes	678	231	645	689	187	385	179	82	39	530	318	27	1
	15%cahm	26%ac	12%	21%ae	7%	30%aigh	21%ah	11%	20%h	60%akm	19%alm	1%am	-
No	4960	642	4338	2536	2444	901	674	672	150	346	1338	2098	1197
	83%bdgjk	71%	86%ab	77%	91%ad	69%	78%af	88%afgi	75%	39%	80%j	97%akm	90%akj
Refused	14	-	14	3	12	-	1	-	-	-	-	2	12
	*	-	*	*	10	-	*	-	-	-	-	*	3%akj
Don't know	100	25	75	66	34	15	11	13	10	5	24	29	42
	2%j	3%ac	1%	2%ae	1%	1%	1%	2%	5%afgh	1%	1%	1%	3%akj

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



Q.36 In the last 12 months, did <you / you also> change the tariff you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER / COMPARISON - LAST 12 MONTHS		CHANGED TARIFF / COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY / ENDS TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	593	945	1450	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	295	756	3992	4010	3496
Yes	876	876	683	28	221	206	715	569	597	482
	15%ae	87%acd	43%ca	6%	41%ae	70%ca	95%ag	14%	15%	14%
No	496	125	874	400	310	85	40	3376	3360	2972
	83%bcdfgh	12%	58%bd	89%af	58%	29%h	5%	82%	84%	85%
Refused	14	-	1	-	-	-	-	2	2	2
	ijk	-	-	-	-	-	-	-	-	-
Don't know	100	6	13	22	4	4	2	45	51	41
	2%bcdfgh	1%	1%	5%af	1%	1%h	-	1%	1%	1%

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



Q.36 In the last 12 months, did <you / you also> change the tariff if you were on with your existing electricity supplier (without switching supplier)?
 Base: All who have electricity supply

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**
Yes 876 15%dh	95 16%dh	108 19%adh	29 5%	47 15%h	98 18%dh	65 19%adh	49 10%h	24 17%h	59 14%h	90 17%dh	52 13%h	40 14%h	62 14%h	55 18%dh	3 11%
No 4980 83%cp	485 82%cp	452 80%	505 10%abcef qhijklmno	265 84%	446 80%	274 79%	435 89%abcef ghkmo	114 80%	338 83%	428 80%	354 86%cdljk	240 82%	372 84%	250 81%	23 89%
Refused 14 -	2 -	- -	2 -	- -	- -	4 1%adkn	1 -	- -	3 1%	- -	1 -	- -	1 -	- -	- -
Don't know 100 2%	7 1%	6 1%	8 1%	5 1%	10 2%	5 1%	5 1%	5 3%	7 2%	15 3%h	6 1%	11 4%abodh	7 2%	4 1%	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.39 Have you ever changed your tariff with an existing electricity supplier?
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5121	4345	452	324	1032	2237	1852	922	1300	997	1902
Weighted Base	5095	4315	474	306	1049	2582	1463	1150	1591	1075	1279
Yes	478	416	42	16	54	277	147	157	198	91	72
	9% ^{cd}	10% ^d	10% ^d	5%	5%	11% ^{ae}	10% ^{ae}	14% ^{ajk}	10% ^k	8% ^k	6%
No	4502	3802	417	283	978	2247	1277	962	1401	956	1162
	88% ^{ch}	88% ^e	89% ^e	92% ^{ab}	93% ^{aafg}	87% ^e	87% ^e	84% ^e	88% ^{ch}	89% ^{ch}	92% ^{ahj}
Refused	14	11	3	-	3	7	5	1	1	6	6
	*	*	1%	-	*	*	*	*	*	1% ⁱ	1%
Don't know	101	85	9	7	14	52	35	29	31	23	18
	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	1%



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

Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5121	1909	2448	564	200	1009	4112	2848	1070	1109
Weighted Base	5085	1505	2957	556	177	809	4286	3005	1115	892
Yes	478	115	302	45	16	77	401	367	70	35
	9% ^{bj}	8%	11% ^b	8%	9%	9%	9%	12% ^{ahj}	6% ^{ij}	4%
No	4502	1362	2493	489	157	712	3790	2562	1030	835
	88% ^{ah}	91% ^{ac}	87%	88%	88%	88%	88%	85%	92% ^{ah}	94% ^{ah}
Refused	14	2	1	10	1	-	14	6	3	5
	0% ^c	0%	0%	2% ^{abc}	1% ^c	0%	0%	0%	0%	1%
Don't know	101	26	60	11	4	20	81	70	13	17
	2%	2%	2%	2%	2%	2%	2%	2% ^{ij}	1%	2%

Q.39 Have you ever changed your tariff with an existing electricity supplier?
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5121	3333	613	1106	655	4466	5121	4466	567	4001	552
Weighted Base	5095	3672	541	820	628	4467	5095	4467	588	3963	496
Yes	478	380	40	56	64	414	478	414	75	384	15
No	4502	3220	490	744	552	3950	4502	3950	501	3516	451
Refused	14	5	2	2	-	14	14	14	1	3	2
Don't know	101	67	9	18	12	89	101	89	11	60	27
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	6%all

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



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

Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5121	4072	693	33	3398	565	1039
Weighted Base	5095	4010	736	35**	3555	504	936
Yes	478	372	88	2	409	27	34
	9%g	9%	12%ab	5%	12%atg	5%	4%
No	4502	3566	638	33	3073	464	893
	88%e	88%	87%	85%	86%	92%ae	95%ae
Refused	14	7	1	-	7	-	1
	-	-	-	-	-	-	-
Don't know	101	65	10	-	66	13	9
	2%g	2%	1%	-	2%	2%g	1%

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

Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	5121	1672	2674	50	702
Weighted Base	5095	1722	2639	51*	661
Yes	478	258	182	4	33
	9%ce	15%ace	7%	8%	5%
No	4502	1434	2429	46	577
	88%b	83%	92%abe	92%	87%b
Refused	14	1	3	-	4
	*	*	*	-	1%bc
Don't know	101	29	25	-	48
	2%c	2%c	1%	-	7%abc

Q.39 Have you ever changed your tariff with an existing electricity supplier?
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5121	647	4474	2552	2569	823	677	732	161	324	1316	2157	1324
Weighted Base	5095	667	4428	2005	2490	916	687	685	160	352	1363	2130	1251
Yes	478	85	393	374	104	165	91	74	24	130	248	83	10
		9% <i>lm</i>	9%	14% <i>ae</i>	4%	18% <i>agh</i>	13% <i>a</i>	7%	15% <i>a</i>	39% <i>aklm</i>	18% <i>alm</i>	4% <i>m</i>	7%
No	4502	565	3937	2164	2337	733	589	600	128	211	1095	2010	1185
		88% <i>bdjk</i>	85%	83%	94% <i>ad</i>	80%	86% <i>fi</i>	88% <i>fi</i>	79%	60%	80% <i>j</i>	94% <i>ajk</i>	95% <i>ajk</i>
Refused	14	-	14	2	12	-	1	-	-	-	-	1	13
		-	-	-	1% <i>d</i>	-	-	-	-	-	-	-	3% <i>ad</i>
Don't know	101	17	84	64	36	19	6	11	10	4	19	35	42
		2% <i>g</i>	2%	2% <i>de</i>	1%	2%	1%	2%	6% <i>algh</i>	1%	1%	2%	3% <i>ajkl</i>

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



Q.39 Have you ever changed your tariff with an existing electricity supplier?
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5121	127	823	731	422	291	87	40	3509	3483	3119
Weighted Base	5095	130	888	788	422	314	89*	42*	3423	3413	3014
Yes	478	67	206	180	30	64	46	21	313	322	264
	9%	52%acd	23%a	23%a	7%	20%ae	52%a	50%a	9%	9%	9%
No	4502	90	669	558	377	247	41	19	3065	3046	2714
	88%bcdgh	46%	79%b	70%b	89%fd	79%	46%	46%	80%	89%	80%a
Refused	14	-	-	-	-	-	-	-	1	2	1
	1%k	-	-	-	-	-	-	-	*	*	*
Don't know	101	3	13	10	14	3	2	2	44	44	35
	2%ijk	3%	1%	1%	3%l	1%	2%	4%	7%	7%	1%

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



Q.39 Have you ever changed your tariff with an existing electricity supplier?
 Base: All who haven't changed electricity tariff with an existing supplier in the last 12 months

Total (a)	PSS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5121 5085	484 494	457 458	460 514	282 270	460 456	299 282	459 441	106 118*	338 349	442 442	361 361	258 252	400 378	269 256	23 23**
Yes 478 9% ^{de}	33 7%	73 16% ^{abdegh}	24 5%	13 5%	66 15% ^{abdegh}	19 7%	34 8%	10 8%	35 10% ^{de}	53 12% ^{abdeghm}	32 9% ^d	15 6%	51 13% ^{abdegh}	19 7%	1 4%
No 4502 88% ^{cfkn}	449 91% ^{cfkn}	379 83%	481 94% ^{adk}	252 93% ^{adk}	372 82%	256 91% ^{cfkn}	403 91% ^{cfkn}	105 89%	304 87% ^f	372 84%	324 90% ^{cfkn}	230 91% ^{cfkn}	319 84%	233 91% ^{cfkn}	22 96%
Refused 14	2	-	2	-	-	4	1	-	3	-	1	-	1	1	-
Don't know 101 2%	10 2%	6 1%	8 2%	5 2%	17 4% ^{adghl}	3 1%	3 1%	3 2%	6 2%	17 4% ^{adghl}	4 1%	7 3% ^h	7 2%	4 1%	-

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



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	A1 (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	1380	1167	121	72	254	822	304	470	468	247	195
	23%ajk	23%	22%	20%	22%ig	26%aag	18%	32%ajk	25%jk	22%ik	14%
No	4487	3790	426	270	891	2229	1366	657	1397	951	1181
	75%bh	75%	77%	76%	77%if	72%	80%lad	66%	74%ih	78%ih	84%ahj
Refused	16	12	3	1	3	8	5	1	2	6	6
	*	*	1%	*	*	*	*	*	*	1%	*
Don't know	88	71	6	11	16	45	28	23	22	20	24
	1%	1%	1%	3%abc	1%	1%	2%	2%	1%	2%	2%



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base	5970	1651	3485	640	194	948	5023	3682	1230	969
Yes	1380	223	997	130	29	190	1189	1005	242	118
	23% ^{bde}	13%	29% ^{abde}	20% ^b	15%	20%	24% ^{fg}	27% ^{ahj}	20% ^j	12%
No	4487	1399	2441	486	160	739	3747	2615	967	832
	75% ^{ch}	85% ^{acd}	70%	76% ^c	79% ^c	78% ^g	73%	71%	79% ^{ah}	86% ^{ahj}
Refused	16	0	0	10	-	-	16	7	5	4
	-	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	88	27	43	13	5	18	70	54	17	16
	1%	2%	1%	2%	3%	2%	1%	1%	1%	2%

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?

Base: All who have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	885	1164	743	5198	5939	5198	886	4671	529
Weighted Base	5970	4429	607	984	717	5254	5970	5254	716	4681	523
Yes	1380 23%cd	1211 27%acd	100 17%cd	57 7%	155 22%	1225 23%	1380 23%	1225 23%	190 27%k	1127 24%k	54 10%
No	4487 75%b	3157 71%	498 82%ab	786 91%abcd	552 77%	3934 75%	4487 75%	3934 75%	512 72%	3509 79%	435 83%aj
Refused	16 -	6 -	2 -	2 -	1 -	15 -	16 -	15 -	1 -	6 -	1 -
Don't know	88 1%	55 7%	7 1%	19 2%b	9 1%	80 2%	88 1%	80 2%	13 2%j	39 7%	32 6%kl



Q.42: In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	30*	4344	547	975
Yes	1380	997	322	11	1168	72	128
23% ^{abg}		21%	35% ^{ab}	29%	27% ^{afg}	13%	13%
No	4487	3624	586	27	3114	464	839
75% ^{ace}		77% ^{ac}	64%	68%	72%	85% ^{ace}	88% ^{ace}
Refused	16	7	1	-	7	1	1
Don't know	88	53	9	1	56	10	8
1%		1%	1%	3%	1%	2%	1%

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2356	2833	59*	699
Yes	1380	833	450	14	82
	23%ice	35%ace	16%e	23%e	12%
No	4487	1499	2359	45	568
	75%ab	64%	83%ab	77%	81%ab
Refused	16	3	3	-	3
	*	*	*	-	*
Don't know	88	21	21	-	46
	1%bc	1%	1%	-	7%abc

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2184	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Yes	1380	483	897	1068	312	605	264	137	52	704	591	80	5
		22%cahm	54%ac	32%ae	12%	46%aigh	31%ah	18%	26%h	80%akm	35%alm	4%l	*
No	4487	398	4088	2172	2315	686	592	622	141	177	1076	2042	1192
		72%bdajk	44%	81%ab	86%ad	53%	68%af	81%algi	71%l	20%	64%k	90%akj	90%akj
Refused	16	1	15	4	12	1	2	1	-	-	2	3	11
	*	*	*	*	1%	*	*	*	-	-	*	*	3%akj
Don't know	88	16	73	50	38	9	8	7	6	1	12	32	43
	1%k	2%	1%	2%	1%	1%	1%	1%	3%gh	*	1%	1%k	3%akj



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who have electricity supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	593	945	1450	450	482	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	295	756	3982	4010	3496
Yes	1380	680	1380	40	482	64	630	906	963	782
	23%ae	68%a	88%abd	9%	90%ae	22%	83%ag	23%	24%	22%
No	4497	324	196	393	53	229	126	3035	2999	2670
	75%abh	32%cd	12%	87%af	10%	78%ah	17%	76%	73%	76%
Refused	16	-	-	1	-	-	-	3	4	3
	-	-	-	-	-	-	-	-	-	-
Don't know	88	2	5	16	-	2	-	47	44	40
	1%abh	-	-	3%af	-	1%h	-	1%	1%	1%

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



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?

Base: All who have electricity supply

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26*
Yes 1380 23% ^{dh}	124 21% ^d	144 25% ^{dh}	76 14%	66 21% ^d	165 30% ^{abdeh} jmn	95 27% ^{bdh}	82 17%	31 22%	90 22% ^d	145 27% ^{abdeh}	99 24% ^{dh}	66 23% ^d	105 24% ^{dh}	86 28% ^{bdh}	4 16%
No 4487 75% ^{fk}	454 77% ^{fyko}	414 73%	455 84% ^{abcef} gklmno	246 78% ^{fk}	381 69%	246 71%	402 82% ^{adaj} klmno	111 78% ^f	308 76% ^f	375 71%	305 74%	216 74%	330 75% ^f	220 71%	21 84%
Refused 16	3	1	2	-	-	4	1	-	3	-	-	1	-	1	-
Don't know 88 1%	8 1%	7 1%	9 2%	5 1%	7 1%	2 1%	5 1%	-	6 1%	12 2%	8 2%	10 3% ^{aboghi}	5 1%	4 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5108	4314	458	326	921	2286	1901	960	1317	986	1845
Weighted Base	5101	4296	494	311	947	2638	1517	1196	1604	1062	1239
Yes	909	773	82	53	155	551	202	309	301	168	132
	18% ^{gk}	18%	17%	17%	16% ^g	21% ^{ang}	12%	26% ^{ajk}	19% ^k	16% ^k	11%
No	4105	3453	403	249	776	2047	1282	667	1283	873	1083
	80% ^{lh}	80%	82%	80%	82% ^l	78%	85% ^{laf}	72%	80% ^{lh}	82% ^{lh}	87% ^{lahj}
Refused	15	12	3	-	3	7	5	1	2	5	6
	*	*	1%	-	*	*	*	*	*	*	*
Don't know	73	58	6	8	13	33	27	19	19	16	18
	1%	1%	1%	3%	1%	1%	2%	2%	1%	2%	1%

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5108	1854	2487	574	193	1034	4074	2962	996	1056
Weighted Base	5101	1465	2900	562	173	843	4258	3134	1035	850
Yes	909	148	641	96	24	137	772	667	156	75
	18%aj	10%	22%abde	17%b	14%	16%	18%	21%aj	15%j	9%
No	4105	1292	2223	444	145	691	3414	2413	864	759
	80%ch	88%acd	77%	79%	84%e	82%	80%	77%	83%ah	89%ah
Refused	15	0	2	10	-	-	15	7	4	4
	-	-	2%abc	2%	-	-	-	-	-	-
Don't know	73	22	35	12	4	15	58	47	11	13
	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5108	3330	617	1094	654	4454	5108	4454	583	4015	461
Weighted Base	5101	3681	545	814	626	4475	5101	4475	601	4000	454
Yes	909	789	69	46	101	808	909	808	125	751	28
	18%cd	21%acd	13%cd	6%	16%	18%	18%	18%	21%k	19%k	6%
No	4105	2846	468	748	517	3598	4105	3598	466	3213	397
	80%b	77%	86%ab	82%abcd	63%	80%	80%	80%	29%	80%	87%aj
Refused	15	5	2	2	1	14	15	14	1	5	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	73	41	6	18	7	66	73	66	9	32	29
	1%	1%	1%	2%b	1%	1%	1%	1%	1%	1%	6%aj



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5108	4307	488	23	3504	574	923
Weighted Base	5101	4263	533	23**	3663	517	830
Yes	909	756	128	3	766	59	70
18% ^{dg}		18%	24% ^{lab}	14%	21% ^{afg}	11%	8%
No	4105	3452	399	20	2842	448	795
80% ^{ae}		81% ^{ac}	78%	86%	78%	87% ^{cae}	91% ^{aef}
Refused	15	7	1	-	7	1	1
-		-	-	-	-	-	-
Don't know	73	47	5	-	49	10	5
1%		1%	1%	-	1%	2% ^{ag}	1%

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5108	1821	2566	48	652
Weighted Base	5101	1872	2544	48*	616
Yes	909	524	324	11	49
	18% ^{ce}	28% ^{ace}	13% ^{ce}	23% ^{ce}	8%
No	4105	1328	2199	37	528
	80% ^b	71%	86% ^{ab}	77%	86% ^{ab}
Refused	15	3	3	-	2
	*	*	*	-	*
Don't know	73	17	18	-	37
	1% ^{ce}	1%	1%	-	6% ^{abc}

Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5108	28	5080	2360	2748	740	666	663	140	476	1247	2073	1312
Weighted Base	5101	29**	5072	2425	2677	840	675	624	139	528	1284	2047	1242
Yes	959	12	897	597	312	280	185	95	28	416	423	65	4
	18% <i>abm</i>	42%	16%	25% <i>ade</i>	12%	33% <i>agh</i>	27% <i>ah</i>	15%	20%	79% <i>akm</i>	33% <i>alm</i>	3% <i>m</i>	*
No	4105	17	4088	1790	2315	553	486	524	107	112	853	1956	1185
	80% <i>abjk</i>	58%	81%	74%	86% <i>ade</i>	66%	72% <i>af</i>	84% <i>ahg</i>	77% <i>af</i>	21%	66% <i>j</i>	96% <i>akj</i>	95% <i>akj</i>
Refused	15	-	15	3	12	1	2	-	-	-	1	3	11
	*	-	*	*	1%	*	*	-	-	-	*	*	3% <i>akj</i>
Don't know	73	-	73	35	38	6	3	5	4	1	7	23	42
	1% <i>k</i>	-	1%	1%	1%	1%	*	1%	3% <i>kg</i>	*	1%	1%	3% <i>akj</i>

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 ** very small base (under 20) ineligible for sig testing



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5108	714	972	988	12	16	245	506	3477	3467	3263
Weighted Base	5101	756	1050	1066	12**	17**	247	547	3406	3399	2958
Yes	909	458	909	815	1	11	37	429	606	640	513
	78%	61%a	87%abcd	76%ab	7%	68%	15%	78%ag	18%	19%	17%
No	4165	296	136	249	11	5	208	118	2780	2722	2413
	80%bcdh	39%cd	13%	23%c	83%	32%	84%h	22%	81%	80%	82%
Refused	15	-	-	-	-	-	-	-	2	3	2
	*k	-	-	-	-	-	-	-	*	*	*
Don't know	73	2	5	2	-	-	2	-	38	34	31
	1%bcdh	*	*	*	-	-	1%h	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 ** very small base (under 20) ineligible for sig testing



Q.42 In the last 12 months, did you compare the electricity tariff you were on with those offered by other suppliers?
 Base: All who haven't switched electricity supplier in the last 12 months

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5108	494	457	457	287	467	296	439	114	346	462	360	255	394	261	19
Weighted Base 5101	502	470	513	279	459	281	424	127	360	438	360	251	369	250	18*
Yes 809 18%dh	79 16%	89 19%dh	59 12%	50 18%h	104 23%abdh	62 22%bdh	58 14%	20 16%	62 17%h	85 19%dh	66 18%h	48 19%h	65 18%h	58 23%abdh	3 14%
No 4105 80%ho	412 82%lgo	376 80%	443 97%adkl kmo	225 81%	348 76%	213 76%	362 83%adkl lmo	107 84%	289 80%	346 79%	285 79%	196 78%	300 81%	188 75%	16 88%
Refused 15	3	1	2	-	-	4	1	-	3	-	-	-	-	1	-
Don't know 73 1%	7 1%	4	9	5	7	2	3	-	7	6	7	7	4	3	-
	1%	2%	1%	2%	2%	1%	1%	-	2%	2%	2%	3%scgh	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5939	5045	521	373	1139	2675	2125	1169	1546	1136	2088
Weighted Base	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
Yes	1309	1134	109	67	222	778	309	448	467	219	175
	22%ag	22%	20%	19%	19%	25%ang	18%	31%ajk	25%ajk	19%ak	12%
No	4544	3833	436	275	920	2365	1359	678	1394	975	1197
	76%bh	76%	79%	79%	79%af	73%	80%af	67%	74%bh	80%ah	85%ahj
Refused	16	12	3	1	5	7	5	1	4	4	7
	*	*	1%	*	*	*	*	*	*	*	7%
Don't know	101	82	8	11	17	53	31	24	24	26	27
	2%	2%	2%	3%	1%	2%	2%	2%	1%	2%	2%



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?

Base: All who have electricity supply

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5939	2086	2988	649	216	1164	4775	3460	1183	1196
Weighted Base 5970	1651	3485	640	194	948	5023	3682	1230	969
Yes 1309 22%bc	202 12%	944 27%abde	133 21%b	30 16%	192 20%	1117 22%	967 26%aj	223 18%j	105 71%
No 4544 76%ch	1412 85%acd	2489 71%	485 76%c	158 81%e	735 78%	3809 78%	2847 72%	965 80%ah	839 87%ah
Refused 16 -	2 -	3 -	10 1%abc	1 1%e	1 -	15 -	7 -	4 -	5 -
Don't know 101 2%	35 2%	49 1%	12 2%	5 2%	20 2%	81 2%	61 2%	18 1%	21 2%

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5939	4213	885	1164	743	5198	5939	5198	886	4671	529
Weighted Base	5970	4429	607	964	717	5254	5970	5254	716	4681	523
Yes	1309 22%cd	1160 26%acd	88 14%cd	50 6%	141 20%	1169 22%	1309 22%	1169 22%	187 26%ak	1073 23%k	44 8%
No	4544 76%bd	3197 72%	510 84%ab	791 92%abcd	561 79%	3983 76%	4544 76%	3983 76%	512 72%	3553 76%j	446 85%aj
Refused	16	4	2	3	-	16	16	16	-	6	3
Don't know	101 2%l	67 2%	7 1%	21 2%	15 2%	86 2%	101 2%	86 2%	17 2%l	50 1%	31 6%ll



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
Base: All who have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5939	4702	859	37	4128	804	1081
Weighted Base	5970	4682	918	30*	4344	547	975
Yes	1309	967	293	12	1131	68	97
22% ^{dg}		21%	32% ^{ab}	30%	26% ^{afg}	12%	10%
No	4544	3646	613	26	3142	469	865
76% ^{ce}		78% ^{ac}	67%	67%	72%	88% ^{ae}	89% ^{ae}
Refused	16	7	2	-	6	1	2
	-	-	-	-	-	-	-
Don't know	101	61	10	1	65	10	11
2%		1%	1%	3%	1%	2%	1%

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	5939	2266	2852	57	740
Weighted Base	5970	2356	2833	59*	699
Yes	1309	820	405	15	69
	22% ^{ce}	35% ^{ace}	14% ^{ce}	25% ^{ce}	10%
No	4544	1507	2399	44	578
	76% ^b	64%	85% ^{ab}	76%	83% ^{ab}
Refused	16	3	4	-	3
	*	*	*	-	*
Don't know	101	25	28	-	50
	2% ^c	1%	1%	-	7% ^{abcd}

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5939	859	5080	3191	2748	1163	848	815	200	801	1629	2184	1325
Weighted Base	5970	898	5072	3294	2677	1301	866	767	199	882	1680	2157	1251
Yes	1309	401	908	1000	309	546	266	123	52	689	551	65	5
		22%cabm	45%ac	30%ae	12%	42%aagh	31%ah	16%	26%h	78%akm	33%alm	3%an	
No	4544	479	4065	2232	2312	743	593	632	139	189	1115	2057	1183
		76%bdgjk	53%	80%ab	86%ad	57%	69%af	82%afgi	70%af	27%	66%aj	90%akj	95%akj
Refused	16	-	16	4	12	2	1	1	-	-	-	4	12
		%			%								%akj
Don't know	101	18	83	57	44	11	6	12	8	5	15	31	51
		2%ajk	2%	2%	2%	1%	1%	2%	4%afgh	1%	1%	1%	4%ajk



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	593	945	1450	450	492	295	694	4047	4057	3577
Weighted Base	5970	1006	1570	450	535	295	756	3992	4010	3496
Yes	1309	724	1168	55	390	30	707	865	922	752
	22%ag	72%a	74%a	12%	73%ae	10%	89%ag	22%	23%	22%
No	454	277	352	390	142	260	48	3096	3031	2651
	78%bch	27%b	23%b	88%af	26%	88%ah	6%	77%	75%	77%
Refused	16	-	-	-	-	-	-	5	5	5
	-	-	-	-	-	-	-	-	-	-
Don't know	101	6	10	15	3	4	2	55	51	49
	2%bcch	1%	1%	3%af	1%	1%b	-	1%	1%	1%

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



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who have electricity supply

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5939	568	551	482	327	555	359	508	126	387	555	410	299	464	323	25
Weighted Base 5970	589	566	543	317	554	348	490	142	407	532	413	293	441	311	26**
Yes 1309 22%dh	127 22%dh	143 25%dhj	62 11%	64 20%id	159 29%abdeh jm	82 24%dh	78 16%	33 24%id	75 19%id	136 26%dhj	95 23%dh	63 22%id	107 24%dh	81 26%dhj	3 10%
No 4544 76%k	452 77%k	416 74%	489 86%abcef gikimno	245 77%l	384 69%	256 74%	409 83%abcef gikimno	108 76%	320 79%k	383 72%	306 74%	219 75%	306 74%	225 72%	23 90%
Refused 16	1	-	3	-	-	4	1	-	-	3	-	-	1	3	-
Don't know 101 2%	8 1%	6 1%	7 1%	8 2%h	10 2%	6 2%	3 1%	-	-	8 2%h	11 3%h	9 3%h	8 3%h	3 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5121	4345	452	324	1032	2237	1852	922	1300	997	1902
Weighted Base	5095	4315	474	306	1049	2582	1463	1150	1591	1075	1279
Yes	628	545	46	35	124	366	135	205	226	106	89
	12% ^{gjk}	13%	10%	11%	12% ^g	14% ^{ag}	8%	18% ^{ajk}	14% ^{jk}	10% ^k	7%
No	4354	3678	416	260	904	2156	1294	919	1339	939	1157
	85% ^{lm}	85%	88%	85%	86%	84%	88% ^{af}	80%	84% ^{lh}	87% ^{lm}	91% ^{ahj}
Refused	16	12	3	1	5	7	5	1	4	4	7
	*	*	1%	*	*	*	*	*	*	*	1%
Don't know	99	80	8	11	17	53	29	24	23	26	25
	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	2%



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?

Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5121	1909	2448	564	200	1009	4112	2848	1070	1109
Weighted Base	5085	1505	2957	556	177	809	4286	3005	1115	892
Yes	626	101	447	63	16	94	532	435	133	49
12%aj		7%	16%abde	11%b	9%	12%	12%	14%aj	12%j	6%
No	4354	1368	2360	471	156	694	3681	2504	961	818
85%ch		91%acd	83%	85%	88%	86%	88%	83%	86%h	92%ah
Refused	16	2	3	10	1	1	15	7	4	5
	*	*	*	2%abc	1%e	*	*	*	*	1%
Don't know	99	34	47	12	5	20	79	59	18	20
	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5121	3333	613	1106	655	4466	5121	4466	567	4001	502
Weighted Base	5095	3672	541	820	628	4467	5095	4467	588	3983	496
Yes	626 12%cd	548 15%acd	45 8%cd	29 4%	76 12%	550 12%	626 12%	550 12%	89 19%k	510 13%k	22 4%
No	4354 85%bd	3054 83%	487 90%ab	769 94%abd	537 86%	3817 85%	4354 85%	3817 85%	482 82%	3400 80%j	441 89%kl
Refused	16	4	2	3	-	16	16	16	-	6	3
Don't know	99	66	7	19	15	84	99	84	17	48	30
	2%	2%	1%	2%	2%	2%	2%	2%	3%	1%	6%kl



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?

Base: All who haven't changed electricity tariff in the last 12 months

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5121	4072	693	33	3398	565	1039
Weighted Base	5095	4010	736	35**	3555	504	936
Yes	626	457	135	8	513	34	66
12%tg		11%	18%ab	23%	14%atg	7%	7%
No	4354	3488	588	26	2974	460	857
85%ce		87%ac	80%	74%	84%	91%ae	92%ae
Refused	16	7	2	-	6	1	2
	-	-	-	-	-	-	-
Don't know	99	59	10	1	63	10	11
2%	1%	1%	3%	2%	2%	2%	1%

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5121	1672	2674	50	702
Weighted Base	5065	1722	2639	51*	661
Yes	626	319	258	6	42
	12% ^{abc}	19% ^{abc}	10% ^e	12% ^e	6% ^e
No	4364	1377	2351	44	566
	85% ^{ab}	83% ^e	89% ^{abcde}	88% ^e	86% ^{ab}
Refused	16	3	4	-	3
	*	*	*	-	*
Don't know	99	23	26	-	50
	2% ^c	1% ^e	1% ^e	-	8% ^{abc}

Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5121	647	4474	2552	2569	823	677	732	161	324	1316	2157	1324
Weighted Base	5095	667	4428	2005	2490	916	687	685	160	352	1363	2130	1251
Yes	638	205	421	458	170	226	125	71	22	223	343	55	5
12%com		31%ac	10%	18%ae	7%	25%aigh	18%ah	10%	14%	63%akm	25%alm	3%an	
No	4354	445	3909	2090	2285	676	555	601	131	124	1007	2040	1162
85%bdajk		67%	88%ab	80%	91%ad	74%	81%af	88%ag	82%af	35%	74%k	90%ajk	95%ajk
Refused	16	-	16	4	12	2	1	1	-	-	-	4	12
					10								3%ad
Don't know	99	17	81	55	44	11	6	12	7	5	12	31	51
2%k		3%	2%	2%	2%	1%	1%	2%	4%algh	1%	1%	1%	4%ajkl



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	5121	127	823	731	422	291	87	40	3509	3483	3119
Weighted Base	5095	130	888	788	422	314	89	42	3423	3413	3014
Yes	626	41	566	626	42	195	17	24	417	447	376
No	4264	87	314	158	385	116	70	16	2948	2912	2588
Refused	16	-	-	-	-	-	-	-	5	5	5
Don't know	99	3	8	3	15	2	2	2	53	49	45
	2% ^d	2% ^d	1%	*	4% ^{a,f}	1%	2%	4%	2%	1%	2%

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



Q.44 In the last 12 months, did you compare the electricity tariff you were on with any others available with your existing supplier?
 Base: All who haven't changed electricity tariff in the last 12 months

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5121	484	457	460	282	460	299	459	106	338	442	361	258	400	269	23
Weighted Base 5085	494	458	514	270	456	282	441	118*	349	442	361	252	378	256	23**
Yes 626 12% ^d	56 11% ^d	63 14% ^{dh}	37 7%	29 11%	80 18% ^{abdeq} h	28 10%	40 9%	12 10%	34 10%	63 14% ^{adh}	58 16% ^{dgh}	36 14% ^{adh}	54 14% ^{adh}	35 14% ^d	1 4%
No 4254 83% ^{fl}	429 87% ^{fl}	389 85%	465 90% ^{adk} mo	234 87% ^f	366 80%	246 87% ^f	398 90% ^{adk} mo	106 90% ^f	304 87% ^{fl}	367 82%	293 81%	206 82%	316 84%	215 84%	22 96%
Refused 16	1	-	3	-	-	4	1	-	3	-	-	1	-	3	-
Don't know 99 2%	8 2%	6 1%	7% 2%	- 3% ^h	- 2%	10 2%	5 1%	3 1%	8 2%	13 3% ^h	10 3% ^h	9 3% ^h	8 2%	3 1%	-

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



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?
 Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Gas	49	42	6	-	17	25	7	21	12	10	6
	2%	2%	3%	-	4% _{fg}	2%	1%	3%	2%	2%	2%
Electricity	265	203	34	28	62	123	80	86	68	56	54
	12%	11%	18% _{ab}	22% _{ab}	14% _f	10%	15% _f	12%	9%	13%	14% _h
Both gas and electricity	1854	1621	143	91	342	1063	449	579	635	342	298
	88% _{cds}	84% _{cd}	75%	72%	77%	85% _{de}	82%	83%	87% _{hjk}	80%	80%
Refused	4	4	-	-	2	2	1	-	-	2	3
	-	-	-	-	-	-	-	-	-	-	1% _h
Don't know	64	50	8	7	20	37	8	14	17	20	14
	3%	3%	4%	5%	4% _g	3%	2%	2%	2%	5% _h	4%



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	257
Gas	49	13	29	7	-	5	43	30	14	4
	2%	3%	2%	3%	-	2%	2%	2%	3%	2%
Electricity	265	62	172	21	10	53	211	160	59	41
	12%	14%	11%	10%	16%	16% ^{a,g}	11%	10%	14%	17% ^{a,h}
Both gas and electricity	1854	347	1288	175	45	284	1590	1332	328	180
	83% ^{i,j}	79%	85% ^b	81%	76%	80%	83%	86% ^{a,i,j}	77%	76%
Refused	4	2	3	-	-	2	3	3	1	-
	*	*	*	-	-	*	*	*	*	-
Don't know	64	14	32	13	5	7	57	29	21	12
	3%	3%	2%	6% ^{a,c}	8% ^{a,c}	2%	3%	2%	5% ^{a,h}	5% ^{a,h}

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
Gas	49 2%a	44 2%	3 2%	1 1%	-	49 2%e	49 2%e	49 2%e	9 3%	35 2%	6 5%
Electricity	265 12%h	209 11%	33 19%ab	20 13%	225 94%afgh	39 2%	205 12%h	39 2%	102 31%ajk	153 9%	10 9%
Both gas and electricity	1854 83%a	1584 84%	138 78%	116 80%	8 3%	1846 92%aag	1851 83%e	1844 92%aag	202 62%	1552 87%ai	88 80%a
Refused	4	3	-	1	1	4	4	4	-	4	1
Don't know	64 3%	53 3%	3 2%	8 6%b	5 2%	59 3%	64 3%	59 3%	14 4%	43 2%	6 6%

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



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Gas	49	36	3	6	39	5	8
	2% ^c	2% ^c	1%	29%	2%	5%	3%
Electricity	265	197	50	4	204	23	40
	12%	13% ^c	9%	20%	11%	21% ^{ae}	16% ^{ae}
Both gas and electricity	1854	1283	503	8	1576	73	178
	83% ^{dg}	82%	89% ^{ab}	36%	85% ^{dg}	67%	73%
Refused	4	3	1	-	2	1	1
	*	*	*	-	*	1%	*
Don't know	64	46	8	3	32	7	17
	3% ^e	3%	1%	15%	2%	7% ^{ae}	7% ^{ae}

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

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
Gas	49	18	15	11	5
	2%	1%	2%	35%	3%
Electricity	265	136	106	4	19
	12%	11%	14%b	12%	11%
Both gas and electricity	1854	1101	608	18	128
	83%e	86%ace	80%	48%	76%
Refused	4	1	2	-	2
	*	*	*	-	1%b
Don't know	64	21	26	2	14
	3%b	2%	3%b	5%	8%abc

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

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?
 Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Gas	49	21	28	32	16	16	10	7	1	13	30	4	2
	2%	2%	2%	2%	4% ^d	2%	2%	2%	1%	1%	3%	2%	8%
Electricity	265	102	163	192	73	84	54	35	18	104	125	35	1
	12%	11%	12%	11%	16% ^{ad}	10%	12%	12%	17% ^d	12%	11%	14%	6%
Both gas and electricity	1854	751	1103	1513	341	756	397	250	85	746	923	173	12
	87% ^{ad}	84%	83%	85% ^{ae}	73%	88% ^{aa}	85%	84%	81%	89% ^{ad}	83% ^d	72%	53%
Refused	4	2	3	2	3	-	-	-	1	1	3	-	1
	-	-	-	-	1% ^d	-	-	-	1% ^d	-	-	-	3%
Don't know	64	24	40	32	32	6	7	6	1	2	28	28	6
	3% ^{ad}	3%	3%	2%	7% ^{ad}	1%	1%	2% ^d	-	-	2%	12% ^{ak}	27%

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



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	946	1451	1408	450	296	694	1433	1486	1260
Weighted Base	2296	1007	1572	1506	450	296	756	1496	1560	1307
Gas	49	17	31	33	11	3	14	32	34	28
	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%
Electricity	265	108	171	161	43	23	73	171	176	145
	12%	11%	11%	11%	10%	10%	11%	11%	11%	11%
Both gas and electricity	1854	868	1335	1298	370	255	657	1247	1300	1093
	83%	86% ^a	85%	85%	82%	86%	87% ^a	83%	83%	84%
Refused	4	-	4	4	2	-	-	3	3	3
	*	-	*	*	*	-	-	*	*	*
Don't know	64	14	30	30	24	8	6	44	45	37
	3% ^b	1%	2%	2%	5% ^a	3% ^b	1%	3%	3%	3%

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



Q.159 The last time you switched or compared tariff or supplier, was this regarding just gas, just electricity or both gas and electricity at the same time?

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

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9
Weighted Base	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**
Gas	5	5	7	1	3	1	5	1	3	5	5	2	2	2	1
Electricity	2%	2%	2%	7%ae gn	1%	1%	4%	12%	2%	2%	3%	2%	1%	2%	13%
Both gas and electricity	44	31	10	14	23	13	7	7	22	23	14	17	25	6	3
Refused	12%ho	20%ad gh	13%ho	8%	12%ho	8%	5%	24%ad gh	18%ho	11%ho	9%	15%ho	14%ho	4%	27%
Don't know	1854	159	197	89	100	221	135	133	33	109	186	132	87	139	7
Refused	83%bi	74%	82%	79%	84%bi	89%ab d j	88%b jmn	90%ab d j	68%	78%	84%bi	85%bi	77%	80%	91%ab d jmn
Don't know	4	1	-	-	-	-	-	-	-	1	-	-	2	1	-
Refused	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	1%	-
Don't know	64	6	6	7	3	2	5	3	3	5	4	6	7	3	-
Don't know	3%	3%	3%	6%	3%	1%	3%	2%	3%	4%	2%	5%	4%	2%	-

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Save money	2030	1737	177	115	367	1142	491	631	677	395	328
	91%k	90%	92%	92%	90%	91%	90%	92%	92%k	92%k	87%
Get better customer service	274	235	17	21	48	150	76	87	73	68	46
	12%	12%	9%	17%	11%	12%	14%	12%	10%	16%k	12%
Wanted a fixed term \ fixed price deal	105	89	8	8	17	63	25	43	33	16	13
	5%	5%	4%	6%	4%	5%	5%	6%k	4%	4%	3%
Wanted a dual fuel package	100	85	9	5	11	64	24	32	25	19	13
	4%	4%	5%	4%	3%	5%e	4%	5%	5%	4%	2%
Wanted a 'greener' tariff	55	50	4	1	11	33	12	26	16	5	7
	2%	3%	2%	1%	2%	3%	2%	4%j	2%	1%	2%
Get other benefits (e.g. loyalty points)	53	48	2	2	19	29	5	14	12	17	10
	2%g	3%	1%	2%	4%abg	2%g	1%	2%	2%	4%j	3%
Wanted an online tariff	36	30	1	6	8	24	5	18	10	4	4
	2%	2%	*	5%abc	2%	2%	1%	3%	1%	1%	1%
A better deal / tariff	28	23	3	2	5	17	6	10	10	7	2
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*
Moved / moving house	22	20	1	2	5	14	3	12	3	1	6
	1%	1%	*	1%	1%	1%	1%	2%j	*	1	2%j
Ease / convenience / hassle free	20	15	2	2	4	10	5	7	7	2	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	15	-	-	4	9	2	5	5	1	3
	1%	1%	-	-	1%	1%	*	1%	1%	*	1%
To have a different meter (for free)	10	9	-	1	4	6	1	2	3	2	3
	*	*	-	1%	1%	*	*	*	*	1%	1%
Chosen / preferred company (all references)	8	6	1	1	-	4	3	2	3	1	2
	*	*	1%	1%	-	*	1%	*	*	*	*
Never / not planning to switch	5	4	-	1	1	3	1	-	4	-	1
	*	*	-	1%	*	*	*	-	1%	-	*
Better billing	4	3	-	1	-	3	1	1	2	1	-
	*	*	-	1%	-	*	*	*	*	*	-

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2238	438	1522	217	59	332	1905	1555	423	257
Save money	2030 91% ^h	382 87%	1397 92% ^b	201 93% ^b	51 86%	295 89%	1736 91%	1434 92% ^h	366 86%	213 80%
Get better customer service	274 12% ^h	62 14% ^h	186 12% ^e	23 11%	2 3%	47 14%	227 12%	194 12%	38 9%	39 17% ^h
Wanted a fixed term \ fixed price deal	105 5%	16 4%	81 5% ^d	4 2%	3 6%	18 5%	87 5%	74 5%	24 6%	6 2%
Wanted a dual fuel package	100 4%	15 3%	80 5% ^d	3 2%	1 2%	13 4%	87 5%	78 5%	15 4%	9 4%
Wanted a 'greener' tariff	55 2%	7 2%	44 3%	2 1%	1 2%	7 2%	48 3%	40 3%	8 2%	6 3%
Get other benefits (e.g. loyalty points)	53 2%	8 2%	41 3%	2 1%	3 5% ^d	8 2%	45 2%	27 2%	12 3%	12 5% ^h
Wanted an online tariff	36 2%	5 1%	30 2%	1 1%	-	3 1%	33 2%	25 2%	3 1%	7 3% ^h
A better deal / tariff	28 1%	5 1%	19 1%	4 2%	1 2%	4 1%	25 1%	21 1%	4 1%	3 1%
Moved / moving house	22 1%	3 1%	16 1%	2 1%	-	5 1%	17 1%	13 1%	8 2%	1 -
Ease / convenience / hassle free	20 1%	5 1%	12 1%	1 1%	1 2%	7 2% ^h	13 1%	15 1%	4 1%	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	15 1%	3 1%	12 1%	-	-	-	11 1%	6 -	8 2% ^h	1 1%
To have a different meter (for free)	10 -	2 -	7 -	2 1%	-	1 -	9 -	5 -	3 1%	2 1%
Chosen / preferred company (all references)	8 -	3 1%	4 -	1 1%	-	5 2% ^h	3 -	5 -	-	2 1% ^h
Never / not planning to switch	5 -	1 -	2 -	-	-	1 -	4 -	3 -	2 -	-
Better billing	4 -	1 -	3 -	-	-	1 -	3 -	4 -	-	-

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285	
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237	
To come off pre-pay meter	3	-	3	-	-	-	3	-	3	-	
Reliability	2	1	-	-	1	1	1	1	1 ^{ah}	1	
Other	23	12	10	1	1	9	14	12	6	4	
None	7%	3% ^{ac}	7%	7%	7%	3% ^{ag}	7%	7%	2%	2%	
Refused	2	-	1	-	1 ^{habc}	-	-	-	1	-	
Don't know	43	15	21	3	3	5	37	20	14	8	
	2%	4% ^{ac}	1%	2%	5% ^{ac}	2%	2%	1%	3% ^{ah}	3% ^{ah}	

Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
Save money	2030	1724	160	129	208	1822	2029	1820	296	1631	93
	91%k	91%	90%	88%	87%	91%	91%	91%	91%	91%k	85%
Get better customer service	274	232	20	19	26	248	273	246	37	224	9
	12%	12%	12%	13%	11%	12%	12%	12%	11%	12%	9%
Wanted a fixed term \ fixed price deal	105	93	6	4	20	85	105	85	16	84	3
	5%	5%	3%	3%	8%algh	4%	5%	4%	5%	5%	3%
Wanted a dual fuel package	100	88	5	6	1	99	100	99	6	87	5
	4%a	5%	3%	4%	*	5%a	4%a	5%a	2%	5%a	4%
Wanted a 'greener' tariff	55	52	1	1	5	50	55	50	7	46	2
	2%	3%	1%	1%	2%	2%	2%	2%	2%	3%	2%
Get other benefits (e.g. loyalty points)	53	46	4	2	9	44	53	44	7	42	2
	2%	2%	2%	1%	4%	2%	2%	2%	2%	2%	2%
Wanted an online tariff	36	35	1	1	7	30	36	30	6	30	1
	2%	2%	*	1%	2%	1%	2%	1%	2%	2%	1%
A better deal / tariff	28	27	1	-	5	23	28	23	12	12	4
	1%	1%	1%	-	2%	1%	1%	1%	4%aj	1%	4%aj
Moved / moving house	22	20	1	1	3	19	22	19	3	18	1
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
Ease / convenience / hassle free	20	17	3	-	3	17	20	17	2	16	-
	1%	1%	2%	-	1%	1%	1%	1%	*	1%	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	14	*	-	1	14	15	14	-	13	2
	1%	1%	*	-	*	1%	1%	1%	-	1%	1%a
To have a different meter (for free)	10	10	-	-	-	10	10	10	2	8	1
	*	1%	-	-	-	1%	*	1%	1%	*	1%
Chosen / preferred company (all references)	8	6	1	1	-	8	8	8	2	5	1
	*	*	1%	*	-	*	*	*	1%	*	1%
Never / not planning to switch	5	5	-	-	1	4	5	4	-	5	-
	*	*	-	-	*	*	*	*	-	*	-
Better billing	4	4	-	-	-	4	4	4	-	4	-
	*	*	-	-	-	*	*	*	-	*	-

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
To come off pre-pay meter	3	3	-	-	-	3	3	3	-	-	3
Reliability	2	2	-	-	-	2	2	2	1	1	3%aj
Other	23	15	4	4	5	18	23	18	4	16	3
None	1%	1%	2%	2%b	2%	1%	1%	1%	1%	1%	2%
Refused	1	1	-	-	-	1	1	1	-	1	-
Don't know	2	1	-	-	-	2	2	2	-	2	-
	43	33	2	6	7	36	43	36	3	33	5
	2%	2%	1%	4%ab	3%	2%	2%	2%	1%	2%	5%a

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Save money	2030 91%g	1406 90%	524 83%	21 97%	1704 92%g	96 87%	207 80%
Get better customer service	274 12%	191 12%	75 12%	-	236 13%	11 10%	26 11%
Wanted a fixed term \ fixed price deal	105 5%	73 5%	26 5%	2 7%	94 5%	1 1%	9 4%
Wanted a dual fuel package	100 4%c	87 6%c	12 2%	-	85 5%	4 4%	10 4%
Wanted a 'greener' tariff	55 2%	24 2%	30 5%ab	-	48 3%	3 2%	4 1%
Get other benefits (e.g. loyalty points)	53 2%	39 3%	13 2%	-	42 2%	2 1%	9 4%
Wanted an online tariff	36 2%	25 2%	11 2%	-	28 2%	1 1%	7 3%
A better deal / tariff	29 1%	22 1%	6 1%	1 2%	23 1%	4 4%aag	1 1%
Moved / moving house	22 1%	18 1%	4 1%	-	18 1%	2 2%	5 2%
Ease / convenience / hassle free	20 1%	12 1%	8 1%	-	16 1%	1 1%	3 1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15 1%	7 *	8 1%b	-	6 *	1 1%	8 3%ae
To have a different meter (for free)	10 *	8 *	5 1%	-	4 *	-	7 3%ae
Chosen / preferred company (all references)	8 *	4 *	4 1%	-	6 *	-	-
Never / not planning to switch	5 *	5 *	-	-	4 *	-	-

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

Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Better billing	4	2	1	1	4	-	-
To come off pre-pay meter	3	2	2	4%	2	-	2
Reliability	2	-	2	-	1	-	1
Other	23	15	6	1	15	2	6
None	1	1	-	3%	-	2%	2%
Refused	2	2	-	-	2	1%ae	-
Don't know	43	38	3	1	26	3	8
	2%e	2%e	1%	3%	1%	3%	3%

Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
Save money	2030 91% ^c	1190 93% ^{ace}	663 88%	27 83%	148 88%
Get better customer service	274 12%	156 12%	96 13%	3 9%	18 11%
Wanted a fixed term \ fixed price deal	105 5% ^{ce}	60 6% ^{ce}	21 3%	2 8%	1 1
Wanted a dual fuel package	100 4%	64 5%	29 4%	2 7%	3 2%
Wanted a 'greener' tariff	55 2%	30 2%	22 3%	-	3 2%
Get other benefits (e.g. loyalty points)	53 2%	22 2%	26 3% ^{ab}	-	5 3%
Wanted an online tariff	36 2%	19 1%	14 2%	1 3%	2 1%
A better deal / tariff	28 1%	13 1%	11 1%	2 7%	3 2%
Moved / moving house	22 1%	8 1%	9 1%	-	5 3% ^{ab}
Ease / convenience / hassle free	20 1%	9 1%	8 1%	-	2 1%
Easier / more convenient payment options (cheque, cash, Direct Debit)	15 1%	6 1%	8 1%	-	1 1%
To have a different meter (for free)	10 1%	4 1%	6 1%	-	-
Chosen / preferred company (all references)	8 1%	6 1%	1 1%	-	-
Never / not planning to switch	5 1%	1 1%	4 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing

Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2296	1277	796	32**	168
Better billing	4	2	-	1	1
To come off pre-pay meter	3	-	3	3%	1% ^c
Reliability	2	1	1	-	-
Other	23	7	12	1	3
	1%	1%	2% ^b	2%	2%
None	1	-	1	-	-
Refused	2	-	1	-	-
	-	-	-	-	-
Don't know	43	21	15	-	7
	2%	2%	2%	-	4% ^b

Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	108	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	211**
Save money	2030	821	1209	1634	397	830	403	282	91	814	984	208	14
		91%	90%	92%	85%	96% ^{aj}	88%	95% ^{aj}	67%	94% ^{ak}	90%	67%	68%
Get better customer service	274	106	168	222	52	109	65	29	16	130	118	23	3
		12%	13%	13%	11%	13%	14%	10%	15%	15% ^{ak}	11%	9%	12%
Wanted a fixed term / fixed price deal	105	39	76	75	29	36	17	12	7	50	52	2	1
		3%	6% ^b	4%	6%	4%	4%	4%	7%	6% ^b	5% ^b	1%	5%
Wanted a dual fuel package	100	34	66	76	23	31	33	8	5	39	48	11	1
		4%	5%	4%	5%	4%	7% ^{alh}	3%	5%	4%	4%	5%	7%
Wanted a 'greener' tariff	55	32	23	49	6	23	15	5	5	26	22	7	-
		2%	4% ^c	2%	3%	3%	3%	2%	5%	3%	2%	3%	-
Get other benefits (e.g. loyalty points)	53	24	29	38	15	16	13	6	2	17	32	4	-
		2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	-
Wanted an online tariff	36	20	17	33	4	15	9	8	-	14	20	2	-
		2%	1%	2%	1%	2%	2%	3%	-	2%	2%	1%	-
A better deal / tariff	28	11	18	19	9	7	6	6	2	12	15	1	-
		1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	-	-
Moved / moving house	22	14	7	18	3	2	8	1	-	8	14	-	1
		1% ^d	2% ^c	1%	1%	1%	2% ^f	1	8% ^{alh}	1%	1%	-	3%
Ease / convenience / hassle free	20	5	15	14	6	6	5	1	1	9	9	2	-
		1%	1%	1%	1%	1%	1%	1	1%	1%	1%	1%	-
Easier / more convenient payment options (cheque, cash, Direct Debit)	15	5	10	12	3	2	6	3	-	7	6	2	1
		1%	1%	1%	1%	1%	1% ^f	1% ^f	-	1%	1%	1%	3%
To have a different meter (for free)	10	7	4	9	2	2	5	2	-	2	6	2	-
		1%	-	-	-	-	1%	1%	-	-	1%	1%	-
Chosen / preferred company (all references)	8	2	5	8	-	4	2	1	-	5	2	1	-
		-	-	-	-	-	1%	1%	-	1%	-	-	-
Never / not planning to switch	5	-	5	1	4	-	1	-	-	-	3	1	1
		-	-	-	1% ^d	-	-	-	-	-	-	-	3%

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



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	786	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Better billing	4	2	2	4	-	2	1	-	1	1	3	-	-
To come off pre-pay meter	3	3	-	3	-	-	3	-	-	2	2	-	-
Reliability	2	1	1	2	-	2	1%af	-	-	1	1	-	-
Other	23	10	13	18	5	3	11	2	2	4	14	3	2
None	1	1	1%	1	1%	-	2%af	1%	2%	-	1%	1%	6%
Refused	2	-	2	-	2	-	-	-	-	-	2	-	-
Don't know	43	12	30	20	23	4	5	-	4	2	26	11	4
	2%	1%	2%	1%	5%af	-	1%	-	4%af	-	2%	5%af	17%

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



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER / COMPARISON - LAST 12 MONTHS		CHANGED TARIFF / COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY / END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	1451	1406	450	493	296	694	1433	1486	1260
Weighted Base	2266	1572	1506	450	536	296	756	1496	1560	1307
Save money	2030	1465	1406	388	516	268	704	1357	1420	1182
Get better customer service	274	206	196	46	88	31	77	182	192	164
Wanted a fixed term \ fixed price deal	105	78	88	6	24	13	44	69	72	62
Wanted a dual fuel package	100	73	74	18	17	11	36	76	68	62
Wanted a 'greener' tariff	55	40	39	17	22	9	14	45	46	38
Get other benefits (e.g. loyalty points)	53	31	36	14	11	6	15	36	36	37
Wanted an online tariff	36	28	28	8	14	2	2	31	32	25
A better deal / tariff	28	25	24	1	10	1	13	17	22	17
Moved / moving house	22	8	10	14	2	1	3	16	18	16
Ease / convenience / hassle free	20	13	16	1	4	3	9	16	16	10

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



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER / COMPARISON - LAST 12 MONTHS		CHANGED TARIFF / COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY / ENDS TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	946	1451	450	493	296	694	1433	1486	1280
Weighted Base	2266	1007	1572	450	536	296	756	1496	1560	1307
Easier / more convenient payment options (cheque, Cash, Direct Debit)	15	9	12	3	3	2	7	7	8	6
To have a different meter (for free)	*	2	3	4	2%af	1	1	7	9	7
Chosen / preferred company (all references)	8	4	5	4	1%	1	3	6	7	6
Never / not planning to switch	5	2	4	3	-	1	1	4	5	4
Better billing	4	1	3	4	2	-	1	4	4	4
To come off pre-pay meter	3	2	2	2	2	-	2	-	-	-
Reliability	2	2	1	1	1	2	-	1	1	-
Other	28	7	12	10	8	1	6	16	15	15
None	1	-	-	-	1	-	-	1	1	1
Refused	2	1	-	-	-	1	-	2	2	2

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



Q.160 Thinking of the last time you switched or compared -gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	2112	946	1451	1408	450	493	296	694	1433	1486	1260
Weighted Base	2296	1007	1572	1506	450	536	296	756	1496	1560	1307
Don't know	43	14	22	25	12	1	7	8	27	28	24
	2%	1%	1%	2%	3%	0%	3%	1%	2%	2%	2%

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9
Weighted Base 2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**
Save money 2030 91%	191 89%	215 90%	98 87%	107 90%	233 93% ⁿ	140 92%	144 97% ^{abde}	46 95%	130 93%	199 90%	142 92%	101 90%	150 86%	122 88%	11 100%
Get better customer service 274 12% ^c	33 15% ^{cj}	15 6%	21 18% ^{cj}	10 9%	42 17% ^{cj}	16 11%	14 10%	6 13%	10 7%	31 14% ^c	15 10%	18 16% ^{cj}	18 10%	22 16% ^{cj}	2 21%
Wanted a fixed term \ fixed price deal 105 5%	9 4%	12 5%	4 4%	9 8% ^o	14 6% ^o	4 3%	5 3%	1 3%	6 5%	7 3%	6 4%	5 4%	21 12% ^{abodfg}	1 1%	-
Wanted a dual fuel package 100 4% ^g	10 5% ^g	13 5% ^g	5 5% ^g	5 5% ^g	16 7% ^{gh}	-	2 1%	5 10% ^{ghj}	3 2%	7 3% ^g	9 6% ^g	6 5% ^g	15 8% ^{ghjko}	3 2%	1 13%
Wanted a 'greener' tariff 55 2%	6 3%	2 1%	5 4%	2 2%	6 3%	4 3%	2 1%	2 1%	4 3%	6 3%	4 3%	6 5%	7 4% ^{ad}	4 3%	-
Get other benefits (e.g. loyalty points) 53 2%	8 4% ^{egj}	3 1%	3 2%	-	9 4% ^{gj}	-	2 1%	2 4% ^{egj}	-	5 2%	4 3%	6 5% ^{egj}	7 4% ^{egj}	4 3%	-
Wanted an online tariff 36 2%	2 1%	2 1%	3 3%	4 3% ^{gh}	5 2%	-	-	-	1 1%	3 2%	2 1%	3 2%	8 4% ^{abogh}	4 3% ^{gh}	-
A better deal / tariff 28 1%	8 4% ^{agho}	2 1%	3 2%	2 2%	3 1%	-	-	-	3 2%	4 2%	1 1%	3 2% ⁿ	-	-	-
Moved / moving house 22 1%	3 2%	3 1%	-	-	3 1%	1 1%	1 1%	-	1 1%	3 1%	1 1%	2 1%	4 2%	1 1%	-
Ease / convenience / hassle free 20 1%	1 1%	3 1%	-	1 1%	4 2%	2 1%	1 1%	1 2%	1 1%	-	-	3% ^{akl}	1 1%	-	-
Easier / more convenient payment options (cheque, cash, Direct Debit) 15 1%	-	2 1%	2 1%	1 1%	2% ^{la}	-	1 1%	-	-	3 1%	1 1%	-	2 1%	1 1%	-
To have a different meter (for free) 10 *	-	1 1%	2 2%	-	-	1 1%	-	-	-	1 1%	1 1%	1 1%	1 1%	3 2% ^{af}	-
Chosen / preferred company (all references) 8 *	-	3 1%	-	-	-	1 1%	-	-	1 1%	1 1%	1 1%	1 1%	1 1%	-	-
Never / not planning to switch 5 *	1 *	-	-	-	1 *	-	-	-	-	-	1 1%	1 1%	1 1%	-	-

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



Q.160 Thinking of the last time you switched or compared <gas / electricity / gas and electricity> supplier or tariffs, what were the main things you wanted to achieve?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base 2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**	
Better billing	4	-	-	1	-	1	-	-	-	-	1	1	-	-	-	
To come off pre-pay meter	3	-	2	2	-	-	-	-	-	-	2	2	-	-	-	
Reliability	2	-	1	-	-	-	-	-	1	-	-	-	-	-	-	
Other	23	2	4	2	1	2	-	-	2	2	2	1	2	2		
None	1	1%	2%	2%	1%	1%	-	-	1%	1%	1%	1%	1%	1%		
Refused	2	-	-	-	-	-	-	-	-	-	1	-	-	-		
Don't know	43	3	6	2	4	1	3	1	3	3	4	3	4	7		
	2%	2%	2%	1%	3%†	2%	1%	1%	2%	1%	2%	3%	2%	5%sth		

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	956	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
I was looking at a money saving website	228 10% <i>d</i>	200 10% <i>d</i>	23 12% <i>d</i>	5 4%	43 10%	142 11% <i>g</i>	43 8%	74 11%	81 11%	42 10%	30 8%
I received an end of fixed term tariff notice from my supplier	219 10% <i>e</i>	193 10%	18 9%	8 7%	12 3%	139 11% <i>e</i>	67 12% <i>k</i>	82 12%	75 10%	34 8%	28 8%
I received a price increase notice from my supplier	218 10%	195 10%	16 8%	7 6%	36 8%	127 10%	55 10%	70 10%	68 9%	44 10%	36 10%
I moved home	205	183	15	7	103	83	19	61	84	31	30
I received a bill or direct debit prepayment statement from my supplier	199 9% <i>g</i>	170 9%	15 8%	14 11%	33 7%	111 9%	55 10%	47 7%	72 10%	50 12% <i>h</i>	31 8%
I experienced poor customer service	140 6%	125 7%	7 4%	9 7%	20 5%	81 7%	39 7%	42 6%	40 5%	36 8%	22 6%
To save money/reduce costs/better deal	117 5%	100 5%	11 6%	6 5%	26 6%	71 6%	20 4%	33 5%	38 5%	29 7%	17 5%
Talked to a friend, family member, or neighbour	97 4%	76 4%	11 6%	11 8% <i>ab</i>	17 4%	53 4%	27 5%	25 4%	29 4%	16 4%	27 7% <i>ahj</i>
I heard my energy supplier's prices were going up	79 4%	72 4%	4 2%	3 2%	9 2%	51 4%	19 4%	16 2%	33 5% <i>h</i>	18 4%	12 3%
I received an annual summary or review from my supplier	73 3%	63 3%	7 4%	3 2%	13 3%	37 3%	23 4%	30 4%	20 3%	14 3%	10 3%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%	60 3%	5 3%	2 2%	8 2%	36 3%	24 4% <i>e</i>	32 5% <i>k</i>	19 3%	12 3%	6 2%



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	956	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Media coverage about energy suppliers in general	65 3%k	50 3%	9 5%	6 5%	10 2%	38 3%	17 3%	28 4%k	21 3%	12 3%	4 1%
I saw an advert on TV	59 2%	49 3%	5 2%	2 1%	12 3%	34 3%	10 2%	12 2%	18 3%	16 4%h	9 3%
I received another communication from my supplier	48 2%	44 2%	3 2%	1 1%	8 2%	26 2%	14 3%	12 2%	16 2%	11 3%	10 3%
I saw an advert online	36 2%	32 2%	3 2%	1 1%	8 2%	21 2%	8 1%	12 2%	16 2%	3 1%	5 1%
Find a cheaper tariff	32 1%	28 1%	3 2%	2 1%	11 3%g	18 1%	3 1%	12 2%	14 2%	4 1%	3 1%
Through salesperson who knocked at my door	27 1%	25 1%	2 1%	-	4 1%	4 1%	4 1%	11 2%	6 1%	7 2%	3 1%
I saw an advert/ article in the newspaper	25 1%e	25 1%	-	-	-	16 1%e	9 2%e	11 2%	7 1%	4 1%	3 1%
Cost (no detail)	24 1%l	22 1%	2 1%	-	5 1%	13 1%	6 1%	12 2%l	1 -	7 2%l	4 1%l
Advert other	22 1%	18 1%	2 1%	2 2%	3 1%	13 1%	7 1%	4 1%	7 1%	5 1%	6 2%
Change/check/do it regularly	20 1%	19 1%	-	1 1%	3 1%	2 1%	2 1%	11 2%	6 1%	1 -	1 -
Meter/pre-payment meter/smart meter	19 1%	19 1%	1 1%	-	7 2%g	10 1%	2 -	4 1%	3 -	6 1%	6 2%
Curiosity/interest	18 1%	17 1%	-	1 1%	4 1%	6 -	9 2%l	6 1%	6 1%	2 -	4 1%
I was paying too much	15 1%g	15 1%	-	1 1%	6 1%g	9 1%	-	6 1%	5 1%	1 -	4 1%
Change in circumstances	14 1%	14 1%	-	-	3 1%	7 1%	5 1%	4 1%	6 1%	2 1%	2 1%
They rang me/contacted me by phone (no detail of whom)	14 1%	10 1%	3 1%	2 1%	3 1%	5 -	7 1%l	-	6 1%h	3 1%h	5 1%h

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	956	551	
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375	
Fixed rate/contract ended	14	11	1	2	3	10	1	8	4	2	-	
	7%	7%	7%	1%	7%	1%	1%	1%	7%	7%	-	
I received a 'dead notice' from my supplier about my tariff	12	10	3	-	4	5	3	2	6	2	2	
	7%	*	7%	-	7%	*	7%	*	7%	7%	7%	
Salesperson (nms)	11	9	-	2	3	6	2	1	1	6	3	
	*	*	-	2% ^b	7%	*	*	*	*	2% ^{aH}	7%	
Expensive	11	10	1	-	4	4	2	1	4	3	2	
	*	7%	*	-	7%	*	*	*	7%	7%	7%	
I was contacted/was approached (no detail)	10	10	-	-	1	7	2	2	1	2	5	
	*	7%	-	-	7%	7%	7%	7%	7%	7%	1% ^{aH}	
Bills were (too) high	10	10	-	-	2	6	1	2	3	2	2	
	*	7%	-	-	7%	7%	*	*	7%	7%	7%	
Just didn't want to change	9	9	-	1	1	5	3	4	2	2	2	
	*	*	-	7%	7%	7%	7%	7%	7%	7%	7%	
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9	8	1	-	5	2	2	2	4	1	2	
	*	*	7%	-	1% ^f	*	*	*	7%	*	7%	
Contacted by another/different supplier	9	7	2	-	2	5	2	3	5	1	1	
	*	*	7%	-	*	*	*	*	7%	*	*	
Price increases	9	9	-	-	1	7	1	3	2	3	1	
	*	*	-	-	7%	7%	7%	7%	7%	7%	7%	
Convenience	8	8	-	-	1	7	-	3	3	-	2	
	*	*	-	-	7%	7%	-	7%	7%	-	7%	
I was told it was recommended (no detail)	8	6	1	1	1	4	2	5	2	-	1	
	*	7%	7%	7%	7%	7%	7%	7%	7%	-	7%	
Through sales person in the street/shopping centre/other public place	7	5	2	-	1	1	6	2	-	3	3	
	*	7%	7%	-	7%	7%	1% ^{aH}	7%	-	7%	7%	
Wanted a greener/ethical company	7	7	-	-	-	7	*	4	-	1	2	
	*	*	-	-	-	7%	*	7%	-	*	7%	



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551	
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375	
Wanted dual fuel/join the two together	7	5	2	-	1	4	2	5	-	2	-	
Wanted original/same supplier	5	2	3	-	-	2	3	3	2	-	-	
I saw a programme on TV	5	4	1	-	1	1	3	-	1	2	2	
Fixed term was coming to an end/was aware that fixed term was finishing	5	4	-	1	-	2	3	4	-	1	1	
Supplier contacted me by phone	4	4	-	-	2	1	1	-	4	-	1	
Not my decision (council/landlord decided)	4	1	2	-	2	1	1	-	1	1	2	
Staff/employee discount	1	1	-	-	1	-	-	-	-	-	1	
Other	63	45	8	10	6	43	14	19	23	9	12	
None/nothing	9	2%	4%	8%ab	1%	3%	2%	3%	3%	2%	3%	
Don't know	248	187	31	30	60	128	70	66	83	44	55	
Refused	8	8	-	-	5	2	1	2	3	1	2	



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59	332	1905	1555	423	257
I was looking at a money saving website	228	34	167	23	3	31	196	163	35	27
10%		8%	11%	11%	6%	9%	10%	11%	8%	11%
I received an end of fixed term tariff notice from my supplier	219	36	160	16	7	28	191	186	19	13
10%h		8%	11%	7%	12%	8%	10%	12%h	5%	5%
I received a price increase notice from my supplier	218	39	150	28	1	21	197	160	37	19
10%ef		9%e	10%e	13%e	1%	6%	10%f	10%	9%	8%
I moved home	205	35	151	14	6	17	189	113	75	18
9%d		8%	10%	6%	10%	5%	10%d	7%	18%ah	8%
I received a bill or direct debit / prepayment statement from my supplier	199	45	139	14	2	32	167	143	38	16
9%		10%	9%	6%	3%	10%	9%	9%	9%	7%
I experienced poor customer service	140	36	85	17	1	31	109	96	21	23
8%		8%c	6%	8%	2%	9%ag	6%	6%	5%	10%ah
To save money/reduce cost/better deal	117	26	80	9	3	16	102	86	20	11
5%		6%	5%	4%	4%	5%	5%	6%	5%	5%
Talked to a friend, family member, or neighbour	97	29	61	6	1	18	79	66	19	10
4%		7%ac	4%	3%	2%	5%	4%	4%	5%	4%
I heard my energy supplier's prices were going up	79	16	50	10	3	16	63	55	11	12
4%		4%	3%	5%	6%	5%	3%	4%	3%	5%
I received an annual summary or review from my supplier	73	10	61	2	-	7	66	53	15	5
3%		2%	4%d	1%	-	2%	3%	3%	4%	2%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68	12	53	3	-	8	60	51	12	5
3%		3%	3%	1%	-	3%	3%	3%	3%	2%

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	257
Media coverage about energy suppliers in general	65 3%	6 1%	48 3%b	8 4%b	2 4%	6 2%	59 3%	51 3%	9 2%	5 2%
I saw an advert on TV	56 2%	9 2%	36 2%	9 4%	2 4%	8 2%	48 3%	36 2%	16 4%j	2 1%
I received another communication from my supplier	48 2%	16 4%c	28 2%	5 2%	1 2%	7 2%	42 2%	30 2%	11 3%	8 3%
I saw an advert online	36 2%	5 1%	22 1%	3 1%	6 10%abcd	7 2%	29 2%	24 2%	7 2%	5 2%
Find a cheaper tariff	32 1%	7 2%	24 2%	1 *	1 2%	3 1%	29 2%	22 1%	6 1%	4 2%
Through salesperson who knocked at my door	27 1%	4 1%	18 1%	4 2%	1 2%	7 2%	20 1%	17 1%	4 1%	4 2%
I saw an advert/ article in the newspaper	25 1%	2 1%	20 1%	3 1%	-	6 2%	20 1%	19 1%	3 1%	3 1%
Cost (no detail)	24 1%	8 2%	15 1%	1 *	-	5 2%	19 1%	13 1%	8 2%	3 1%
Advert other	22 1%	9 2%ac	12 1%	1 *	-	3 1%	19 1%	16 1%	4 1%	2 1%
Change/check/do it regularly	20 1%	1 *	17 1%	1 *	1 3%b	2 1%	17 1%	17 1%	2 1%	1 *
Meter/pre-payment meter/smart meter	19 1%b	5 1%	11 1%	1 *	2 4%acd	3 1%	16 1%	3 *	4 1%h	12 5%ahf
Curiosity/interest	18 1%	3 1%	14 1%	1 1%	-	4 1%	14 1%	12 1%	4 1%	2 1%
I was paying too much	15 1%	2 1%	12 1%	1 *	-	2 *	14 1%	7 *	5 1%	3 1%
Change in circumstances	14 1%	6 1%	9 1%	-	-	2 *	13 1%	11 1%	3 1%	1 *

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

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2226	438	1522	217	59	332	1905	1555	423	257
They rang me/contacted me by phone (no detail of whom)	14 7%	5 7%	7 1%	1 7%	1 7%	3 7%	12 7%	6 7%	2 7%	4 2%ah
Fixed rate/contract ended	14 7%	- 7%	13 1%	2 7%	- 7%	2 7%	12 7%	13 7%	- 7%	2 7%
I received a 'dead notice' from my supplier about my tariff	12 7%	6 1%ac	6 7%	- 7%	- 7%	2 7%	11 7%	8 7%	2 7%	2 7%
Salesperson (rms)	11 7%	3 7%	7 7%	1 7%	- 7%	1 7%	10 7%	7 7%	1 7%	3 7%
Expensive	11 7%	1 7%	6 7%	3 7%	- 7%	2 7%	9 7%	6 7%	1 7%	3 7%
I was contacted/was approached (no detail)	10 7%	3 7%	7 7%	- 7%	- 7%	5 7%ag	6 7%	6 7%	- 7%	4 2%ah
Bills were (too) high	10 7%	1 7%	8 7%	- 7%	1 7%	1 7%	9 7%	5 7%	3 7%	1 7%
Just didn'time to change	9 7%	3 7%	5 7%	2 7%	- 7%	1 7%	8 7%	8 7%	1 7%	- 7%
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 7%	2 7%	5 7%	2 7%	- 7%	1 7%	8 7%	5 7%	3 7%	1 7%
Contacted by another/different supplier	9 7%	1 7%	8 7%	- 7%	- 7%	1 7%	8 7%	5 7%	2 7%	1 7%
Price increases	9 7%	1 7%	5 7%	3 7%ac	- 7%	3 7%	6 7%	6 7%	1 7%	2 7%
Convenience	8 7%	3 7%	3 7%	1 7%	1 2%	1 7%	8 7%	4 7%	4 7%	1 7%
I was told it was recommended (no detail)	8 7%	1 7%	6 7%	- 7%	- 7%	- 7%	8 7%	6 7%	- 7%	1 7%

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



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	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	257
Through sales person in the street/shopping centre/other public place	7	3 7%	4	1	-	2 7%	5	6	1	1
Wanted a greener/ethical company	7	3 7%	4	-	1 7%	3 1%g	4	3	3 1%	1 1%
Wanted dual fuel/join the two together	7	2 7%	5	-	-	1	6	4	3 1%	-
Wanted original/same supplier	5	-	4	1 7%	-	-	5	4	-	1
I saw a programme on TV	5	1	2	2 7%	-	1	4	3	1	1 1%
Fixed term was coming to an end/was aware that fixed term was finishing	5	1	3	1	-	2	3	4	-	1
Supplier contacted me by phone	4	1	2	1 7%	-	-	4	1	4 1%ah	-
Not my decision (council/landlord decided)	4	2	1	1	-	1	3	-	2 1%h	1 1%h
Staff/employee discount	1	1	1	-	-	-	1	1	1	-
Other	63	11 3%	45 3%	6 3%	-	9 3%	53 3%	44 3%	10 2%	5 2%
None/nothing	8	2	4	2 7%	-	4 1%g	4	4	4 1%	-
Don't know	248	46 17%	146 10%	36 17%abc	19 32%abcd	15 15%g	199 10%	166 11%	48 11%	31 13%
Refused	8	2	2	5 2%abc	-	1	7	5	4 1%	-

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110
I was looking at a money saving website	228 10%cd	214 11%cd	10 5%	3 2%	28 12%	199 10%	228 10%	199 10%	27 8%	188 11%	8 7%
I received an end of fixed term tariff notice from my supplier	219 10%cd	194 10%cd	19 11%cd	5 4%	17 7%	202 10%	219 10%	202 10%	41 12%kl	175 10%kl	4 3%
I received a price increase notice from my supplier	218 10%	182 10%	21 12%	13 9%	19 8%	199 10%	218 10%	199 10%	40 12%	171 10%	7 7%
I moved home	205 9%cd	189 10%cd	9 5%	7 5%	22 9%	183 9%	205 9%	183 9%	31 9%	154 9%	20 18%ajl
I received a bill or direct debit / prepayment statement from my supplier	199 9%	158 8%	21 12%	20 14%ab	21 9%	178 9%	198 9%	178 9%	37 11%	150 9%	6 6%
I experienced poor customer service	140 6%	113 6%	12 7%	13 9%	11 4%	130 6%	139 6%	128 6%	25 8%	106 6%	7 6%
To save money/reduce costs/better deal	117 5%	99 5%	10 6%	6 4%	7 3%	110 6%	117 5%	110 6%	15 5%	97 5%	5 5%
Talked to a friend, family member, or neighbour	97 4%	78 4%	11 6%	10 7%	8 3%	89 4%	97 4%	89 4%	12 4%	78 4%	7 6%
I heard my energy supplier's prices were going up	79 4%	65 3%	8 5%	5 4%	3 1%	76 4%	79 4%	76 4%	10 3%	64 4%	4 4%
I received an annual summary or review from my supplier	73 3%	59 3%	10 6%	4 3%	11 5%	62 3%	73 3%	62 3%	18 6%j	53 3%	2 2%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%	57 3%	6 3%	6 4%	7 3%	61 3%	68 3%	61 3%	6 2%	58 3%	4 4%

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110
Media coverage about energy suppliers in general	65 3%	55 3%	5 3%	2 2%	14 6% ^{ab}	50 3%	65 3%	50 3%	5 2%	57 3%	2 2%
I saw an advert on TV	56 2%	49 3%	4 2%	3 2%	6 2%	50 2%	56 2%	50 3%	3 1%	48 3%	3 2%
I received another communication from my supplier	48 2%	45 2%	2 1%	2 1%	5 2%	43 2%	48 2%	43 2%	9 3%	37 2%	1 1%
I saw an advert online	36 2%	35 2%	1 *	1 1%	5 2%	31 2%	36 2%	31 2%	4 1%	33 2%	-
Find a cheaper tariff	32 1%	26 1%	5 3%	1 1%	4 2%	28 1%	32 1%	28 1%	3 1%	28 2%	1 1%
Through salesperson who knocked at my door	27 1%	23 1%	-	4 2% ^c	2 1%	25 1%	27 1%	25 1%	2 1%	23 1%	2 2%
I saw an advert/ article in the newspaper	25 1%	19 1%	2 1%	5 3% ^{ab}	-	25 1%	25 1%	25 1%	4 1%	20 1%	2 2%
Cost (no detail)	24 1%	20 1%	1 1%	3 2%	5 2%	19 1%	24 1%	19 1%	3 1%	18 1%	3 3%
Advert other	22 1%	17 1%	1 1%	3 2%	5 2%	17 1%	22 1%	17 1%	4 1%	17 1%	1 1%
Change/check/do it regularly	20 1%	20 1%	-	-	1 *	19 1%	20 1%	19 1%	4 1%	16 1%	-
Meter/pre-payment meter/smart meter	19 1%	15 1%	1 *	1 1%	1 *	18 1%	19 1%	18 1%	5 1%	10 1%	4 4% ^{aj}
Curiosity/interest	18 1%	11 1%	3 2% ^{ab}	4 2% ^{ab}	3 1%	16 1%	18 1%	16 1%	4 1%	14 1%	-
I was paying too much	15 1%	14 1%	1 1%	-	1 *	14 1%	15 1%	14 1%	-	15 1%	-
Change in circumstances	14 1%	13 1%	-	2 1%	3 1%	11 1%	14 1%	11 1%	3 1%	12 1%	-

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



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Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
They rang me/contacted me by phone (no detail of whom)	14 1%	11 1%	-	3 2%abc	-	14 1%	14 1%	14 1%	1 *	8 *	5 5%ajj
Fixed rate/contract ended	14 1%	14 1%	-	-	1 *	13 1%	14 1%	13 1%	-	12 1%	2 2%k
I received a 'blast notice' from my supplier about my tariff	12 1%	9 *	3 2%ab	-	1 *	11 1%	12 1%	11 1%	1 *	11 1%	-
Salesperson (rms)	11 *	7 *	3 2%ab	1 1%	1 1%	10 1%	11 *	10 *	2 1%	7 *	2 2%k
Expensive	11 *	7 *	1 1%	1 1%	2 1%	9 *	11 *	9 *	1 *	8 *	1 1%
I was contacted/was approached (no detail)	10 *	8 *	1 *	2 1%	1 *	9 *	10 *	9 *	2 1%	7 *	1 1%
Bills were (too) high	10 *	10 1%	-	-	1 *	9 *	10 *	9 *	2 *	8 *	-
Just did/time to change	9 *	9 *	1 *	-	1 *	9 *	9 *	9 *	3 1%	7 *	-
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	7 *	2 1%ab	-	2 1%	7 *	9 *	7 *	2 1%	7 *	-
Contacted by another/different supplier	9 *	7 *	1 1%	1 1%	-	9 *	9 *	9 *	-	9 1%	-
Price increases	9 *	8 *	-	1 1%	-	9 *	9 *	9 *	2 1%	7 *	-
Convenience	8 *	7 *	1 1%	-	-	8 *	8 *	8 *	-	7 *	2 1%k
I was told/it was recommended (no detail)	8 *	8 *	-	-	-	8 *	8 *	8 *	-	8 *	-

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110
Through sales person in the street/shopping centre/other public place	7	4	1	2	1	6	7	6	1	7	-
Wanted a greener/ethical company	7	7	-	-	2	5	7	5	2	5	1
Wanted dual fuel/join the two together	7	7	-	-	-	7	7	7	-	7	-
Wanted original/same supplier	5	4	1	-	3	2	5	2	-	5	-
I saw a programme on TV	5	4	1	-	2	3	5	3	2	3	-
Fixed term was coming to an end/was aware that fixed term was finishing	5	4	-	1	-	5	5	5	-	5	-
Supplier contacted me by phone	4	4	-	-	1	4	4	4	1	4	-
Not my decision (council/landlord decided)	4	2	1	1	2	2	4	2	1	2	1
Staff/employee discount	1	1	-	-	-	1	1	1	-	1	-
Other	63	56	4	3	13	49	63	49	8	50	4
None/nothing	8	6	1	1	2	6	8	6	2	6	-
Don't know	248	203	17	25	29	219	248	219	31	202	13
Refused	8	8	-	-	-	8	8	8	1	8	-

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2236	1566	565	22**	1853	110*	242
I was looking at a money saving website	228 10%	139 9%	73 13% ^b	4 19%	188 10%	14 13%	19 8%
I received an end of fixed term tariff notice from my supplier	219 10% ^g	152 10%	63 11%	2 10%	209 11% ^g	6 5%	4 2%
I received a price increase notice from my supplier	218 10%	153 10%	59 10%	2 9%	192 10%	5 4%	16 7%
I moved home	205 9% ^c	168 11% ^c	32 6%	-	175 9%	13 12%	17 7%
I received a bill or direct debit/ prepayment statement from my supplier	199 9% ^g	146 9%	43 8%	1 6%	171 9% ^g	17 16% ^{aeg}	11 4%
I experienced poor customer service	140 6%	87 6%	51 9% ^{ab}	-	117 6%	4 3%	17 7%
To save money/reduce costs/better deal	117 5%	73 5%	34 6%	2 9%	95 5%	5 5%	16 7%
Talked to a friend, family member, or neighbour	97 4%	60 4%	34 6% ^b	3 12%	77 4%	5 4%	16 7%
I heard my energy supplier's prices were going up	79 4%	53 3%	23 4%	-	68 4%	1 1%	8 3%
I received an annual summary or review from my supplier	73 3%	55 4%	17 3%	-	61 3%	7 7% ^g	3 1%

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%g	56 4%	13 2%	-	64 3%g	3 3%	1 1%
Media coverage about energy suppliers in general	65 3%	47 3%	14 3%	-	57 3%	4 4%	4 2%
I saw an advert on TV	56 2%	42 3%	10 2%	1 5%	45 2%	1 1%	11 5%
I received another communication from my supplier	48 2%	43 3% ^c	6 1%	-	37 2%	6 5% ^{ae}	6 2%
I saw an advert online	36 2%	26 2%	9 2%	-	31 2%	-	5 2%
Find a cheaper tariff	32 1%	17 1%	13 2%	-	26 1%	-	6 3%
Through salesperson who knocked at my door	27 1%	20 1%	3 1%	2 7%	18 1%	1 1%	8 3% ^{ae}
I saw an advert/ article in the newspaper	25 1%	16 1%	8 1%	1 4%	22 1%	2 1%	5 2%
Cost (no detail)	24 1%	16 1%	7 1%	-	19 1%	-	4 2%
Advert other	22 1%	14 1%	7 1%	-	17 1%	1 1%	4 2%
Change/check/do it regularly	20 1%	16 1%	2 *	-	20 1%	-	-
Meter/pre-payment meter/smart meter	19 1%	10 1%	9 2% ^{ab}	-	7 *	-	10 4% ^{af}

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

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Curiosity/interest	18 1%	17 1%	1 *	-	14 1%	2 2%	2 1%
I was paying too much	15 1%	11 1%	4 1%	-	8 *	-	7 3%ae
Change in circumstances	14 1%	10 1%	5 1%	-	13 1%	1 1%	-
They rang me/contacted me by phone (no detail of whom)	14 1%	6 *	6 1%	-	10 1%	1 *	3 1%
Fixed rate/contract ended	14 1%	10 1%	3 *	2 8%	14 1%	-	-
I received a 'dead notice' from my supplier about my tariff	12 1%	9 1%	1 *	1 3%	8 *	1 1%	2 1%
Salesperson (rms)	11 *	5 *	5 1%	1 2%	7 *	-	4 2%ae
Expensive	11 *	3 *	5 1%b	1 3%	6 *	-	2 1%
I was contacted/was approached (no detail)	10 *	10 1%	-	-	4 *	1 1%	4 2%ae
Bills were (too) high	10 *	8 *	2 *	-	7 *	1 1%	2 1%
Just didn't want to change	9 *	4 *	3 1%	-	6 *	2 2%ae	1 *
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	6 *	3 1%	-	8 *	-	-
Contacted by another/different supplier	9 *	6 *	3 1%	-	6 *	1 1%	1 *

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



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Price increases	9	7	1	-	9	-	-
Convenience	8	4	4	-	4	-	4
I was told it was recommended (no detail)	8	3	3	-	6	-	1
Through sales person in the street/shopping centre/other public place	7	6	-	-	6	-	1
Wanted a greener/ethical company	7	-	7	-	7	-	-
Wanted dual fuel/join the two together	7	6	1	-	7	-	-
Wanted original/same supplier	5	4	1	-	4	-	-
I saw a programme on TV	5	3	2	-	3	-	2
Fixed term was coming to an end/was aware that fixed term was finishing	5	4	1	-	5	-	-
Supplier contacted me by phone	4	3	1	-	4	-	-
Not my decision (council/landlord decided)	4	4	-	-	3	1	1
Staff/employee discount	1	1	1	-	1	-	1
Other	63	48	14	1	52	3	7
	3%	3%	2%	3%	3%	3%	3%

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2236	1566	565	22**	1853	110*	242
None/nothing	8	6	2	-	8	-	1
Don't know	248	176	56	2	183	21	34
Refused	8	7	2	-	6	-	1
	-	*	*	-	*	-	1%
					10%	19% ^{kae}	14%

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

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
I was looking at a money saving website	228 10%	132 10%	80 11%	2 6%	13 8%
I received an end of fixed term tariff notice from my supplier	219 10% ^{ce}	189 15% ^{ace}	23 3%	2 6%	5 3%
I received a price increase notice from my supplier	218 10%	132 10%	74 10%	-	12 7%
I moved home	205 9%	111 9%	71 9%	3 10%	20 12%
I received a bill or direct debit/ prepayment statement from my supplier	199 9%	109 9%	69 9%	5 16%	15 9%
I experienced poor customer service	140 6%	85 7%	45 6%	1 2%	10 6%
To save money/reduce costs/better deal	117 5%	64 5%	41 5%	1 4%	11 7%
Talked to a friend, family member, or neighbour	97 4%	49 4%	34 4%	4 13%	9 6%
I heard my energy supplier's prices were going up	79 4%	41 3%	33 4%	1 3%	4 2%
I received an annual summary or review from my supplier	73 3%	40 3%	28 4%	1 4%	4 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2296	1277	756	32**	168
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3% ^c	55 4% ^c	11 1%	-	2 1%
Media coverage about energy suppliers in general	65 3%	39 3%	22 3%	-	4 2%
I saw an advert on TV	56 2%	31 2%	19 3%	1 3%	5 3%
I received another communication from my supplier	48 2%	33 3%	9 1%	4 12%	2 1%
I saw an advert online	36 2%	18 1%	16 2%	1 3%	1 1%
Find a cheaper tariff	32 1%	11 1%	20 3% ^{ab}	-	1 1%
Through salesperson who knocked at my door	27 1%	6 -	16 2% ^b	1 4%	2 1%
I saw an advert/ article in the newspaper	25 1%	9 1%	12 2%	-	4 3% ^b
Cost (no detail)	24 1%	15 1%	8 1%	-	1 1%
Advert other	22 1%	10 1%	10 1%	-	2 1%
Change/check/do it regularly	20 1%	11 1%	7 1%	-	2 1%
Meter/pre-payment meter/smart meter	19 1% ^b	3 -	14 2% ^b	2 5%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
Curiosity/interest	18 1%	8 1%	7 1%	2 7%	1 1%
I was paying too much	15 1%	7 1%	7 1%	-	2 1%
Change in circumstances	14 1%	6 1%	9 1%	-	-
They rang me/contacted me by phone (no detail of whom)	14 1%	4 *	7 1%	-	4 2%ab
Fixed rate/contract ended	14 1% ^c	14 1% ^c	-	-	-
I received a 'dead notice' from my supplier about my tariff	12 1%	4 *	8 1% ^b	-	-
Salesperson (nms)	11 *	4 *	4 1%	-	2 1%
Expensive	11 *	6 *	3 *	2 5%	-
I was contacted/was approached (no detail)	10 *	8 1%	1 *	-	2 1% ^c
Bills were (too) high	10 *	4 *	4 1%	-	1 1%
Just did time to change	9 *	5 *	3 *	-	1 1%
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	8 1%	1 *	-	-
Contacted by another/different supplier	9 *	3 *	6 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
** very small base (under 30) ineligible for sig testing

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2296	1277	796	32**	168
Price increases	9	7	2	-	-
	*	1%	*	-	-
Convenience	8	2	5	-	1
	*	*	1%	-	*
I was told/it was recommended (no detail)	8	4	2	-	1
	*	*	*	-	1%
Through sales person in the street/shopping centre/other public place	7	5	2	-	1
	*	*	*	-	*
Wanted a greener/ethical company	7	5	2	-	1
	*	*	*	-	*
Wanted dual fuel/join the two together	7	5	1	-	1
	*	*	*	-	*
Wanted original/same supplier	5	3	1	-	1
	*	*	*	-	1%
I saw a programme on TV	5	1	3	-	1
	*	*	*	-	1%
Fixed term was coming to an end/was aware that fixed term was finishing	5	5	-	-	-
	*	*	*	-	*
Supplier contacted me by phone	4	2	2	-	-
	*	*	*	-	*
Not my decision (council/landlord decided)	4	-	3	-	1
	*	*	*b	-	*b
Staff/employee discount	1	1	1	-	-
	*	*	*	-	*
Other	63	35	20	1	7
	3%	3%	3%	2%	4%

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
None/nothing	8	4	3	1	1
Don't know	248	121	95	1	30
Refused	8	5	4	-	-
	*	*	7%	-	-

Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier or compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	108	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
I was looking at a money saving website	228	113	114	103	35	153	18	15	7	117	99	11	1
10%gh		13%c	9%	11%e	7%	18%agh	4%	5%	6%	14%akl	9%l	4%	3%
I received an end of fixed term tariff notice from my supplier	219	79	140	180	39	123	37	13	5	134	75	10	-
10%kh		9%	10%	10%	6%	14%agh	8%	4%	5%	15%akl	7%	4%	-
I received a price increase notice from my supplier	218	100	118	196	22	114	46	21	8	91	106	21	-
10%ke		11%	9%	11%e	5%	13%ah	10%	7%	7%	10%	10%	9%	-
I moved home	205	100	105	193	53	59	64	7	21	73	112	19	2
9%h		11%c	8%	9%	11%e	7%h	14%ah	2%	20%ah	8%	10%	8%	8%
I received a bill or direct debit prepayment statement from my supplier	199	76	124	150	49	76	43	17	12	83	99	16	1
8%		8%	9%	8%	11%e	9%	9%	6%	12%	10%	9%	7%	3%
I experienced poor customer service	140	65	76	126	14	58	40	15	9	71	57	12	1
6%e		7%	6%	7%e	3%	7%	8%	5%	9%	8%k	5%	5%	6%
To save money/reduce costs/better deal	117	40	78	103	14	35	35	24	7	42	61	12	2
5%		4%	6%	6%e	3%	4%	7%l	6%	6%	5%	6%	5%	11%
Talked to a friend, family member, or neighbour	97	44	53	79	22	25	22	12	16	31	52	15	-
4%		5%	4%	4%	5%	3%	5%	4%	4%	4%	5%	6%	-
I heard my energy supplier's prices were going up	79	34	45	61	18	31	17	10	2	27	44	9	-
4%		4%	3%	3%	4%	4%	4%	3%	2%	3%	4%	4%	-
I received an annual summary or review from my supplier	73	22	51	51	22	28	16	8	-	35	33	5	-
3%		2%	4%	3%	5%	3%	4%	3%	-	4%	3%	2%	-
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68	6	62	45	23	18	16	7	5	24	39	5	-
3%b		1%	5%ab	3%	5%d	2%	3%	2%	5%	3%	4%	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Media coverage about energy suppliers in general	65	20	45	49	16	26	13	9	2	20	42	2	-
	3%	2%	3%	3%	3%	3%	3%	3%	2%	2%	4%	1%	-
I saw an advert on TV	56	15	40	43	13	23	16	6	-	17	28	9	2
	2%	2%	3%	2%	3%	3%	3%	2%	-	2%	3%	4%	3%
I received another communication from my supplier	48	17	31	33	15	11	10	10	2	18	21	8	1
	2%	2%	2%	2%	3%	1%	2%	3%	2%	2%	2%	3%	4%
I saw an advert online	36	10	26	25	11	17	6	2	-	19	14	3	-
	2%	1%	2%	1%	2%	2%	1%	1%	-	2%	1%	1%	-
Find a cheaper tariff	32	12	21	27	6	11	10	6	-	10	18	4	-
	1%	1%	2%	2%	1%	1%	2%	2%	-	1%	2%	2%	-
Through salesperson who knocked at my door	27	14	12	25	2	-	2	23	-	3	11	11	1
	1%	2%	1%	1%	*	-	*	8%	-	*	1%	5%	5%
I saw an advert/article in the newspaper	25	11	15	22	3	6	11	3	2	6	17	2	-
	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	-
Cost (no detail)	24	13	11	22	2	10	8	4	1	11	13	-	-
	1%	1%	1%	1%	*	1%	2%	1%	1%	1%	1%	-	-
Advert other	22	7	15	18	4	8	5	5	1	11	10	-	1
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	4%
Change/check/do it regularly	20	6	14	19	1	14	2	2	1	9	10	-	-
	1%	1%	1%	1%	*	2%	*	1%	1%	1%	1%	-	-
Meter/pre-payment meter/smart meter	19	12	7	17	2	4	7	5	1	2	12	4	1
	1%	1%	1%	1%	*	*	1%	2%	1%	*	1%	2%	3%
Curiosity/interest	18	1	17	7	12	2	1	2	1	2	16	1	-
	1%	*	1%	*	2%	*	*	1%	1%	*	1%	*	-
I was paying too much	15	10	4	12	4	6	4	2	-	6	8	1	-
	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	*	-
Change in circumstances	14	6	8	12	3	5	4	2	-	2	10	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	-	*	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
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Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
They rang me/contacted me by phone (no detail of whom)	14	8	6	13	2	2	-	10	-	4	5	5	-
	7%	1%	-	1%	-	-	-	3%atg	-	1%	-	2%ajk	-
Fixed rate/contract ended	14	7	7	13	2	9	4	1	-	11	1	2	-
	1%	1%	1%	1%	-	1%	1%	-	-	1%	-	1%	-
I received a 'dead notice' from my supplier about my tariff	12	1	11	9	3	7	3	-	1	6	4	3	-
	7%	-	1%b	1%	1%	1%	1%	-	1%	1%	-	1%	-
Salesperson (rms)	11	8	3	10	1	-	-	9	1	1	8	2	-
	-	1%c	-	1%	-	-	-	3%atg	1%g	-	1%	1%	-
Expensive	11	4	6	8	3	2	2	2	-	1	7	2	-
	-	-	-	-	1%	1	1	1%	-	-	1%	1%	-
I was contacted/was approached (no detail)	10	3	8	9	1	1	1	6	-	2	7	1	-
	-	-	1%	-	-	-	-	2%atg	-	-	1%	-	-
Bills were (too) high	10	4	6	9	1	5	3	1	1	5	3	2	-
	-	-	-	-	-	1%	1%	-	1%	1%	-	1%	-
Just didntime to change	9	7	3	8	1	7	-	-	1	4	6	-	-
	-	1%	-	-	-	1%	-	-	1%	-	1%	-	-
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9	5	4	7	2	2	3	2	1	4	4	1	-
	-	1%	-	-	-	-	1%	1%	1%	-	-	-	-
Contacted by another/different supplier	9	6	3	7	2	2	1	5	-	4	4	1	-
	-	1%	-	-	-	-	-	2%atg	-	-	-	-	-
Price increases	9	2	7	7	2	2	3	2	-	3	6	-	-
	-	-	1%	-	-	-	1%	1%	-	-	1%	-	-
Convenience	8	4	4	6	2	3	3	1	-	3	5	1	-
	-	-	-	-	-	1%	1%	-	-	-	-	-	-
I was told it was recommended (no detail)	8	3	5	8	-	2	3	3	-	3	4	-	-
	-	-	-	-	-	-	1%	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
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Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Through sales person in the street/shopping centre/other public place	7	2	5	7	-	-	1	6	-	-	5	2	-
Wanted a greener/ethical company	7	3	4	7	-	2	5	-	-	4	3	-	-
Wanted dual fuel/join the two together	7	3	4	6	1	3	2	1	-	1	3	2	-
Wanted original/same supplier	5	3	2	5	-	3	2	1	1	3	2	-	-
I saw a programme on TV	5	2	3	4	1	3	1	1	-	3	2	-	-
Fixed term was coming to an end/was aware that fixed term was finishing	5	2	3	5	-	2	-	3	-	1	2	2	-
Supplier contacted me by phone	4	2	2	3	1	-	1	2	-	2	1	1	-
Not my decision (council/landlord decided)	4	2	1	2	1	1	-	-	2	1	3	-	1
Staff/employee discount	1	1	1	1	-	-	-	1	1	1	1	-	-
Other	63	27	36	48	15	14	15	14	3	30	27	4	1
None/nothing	8	2	6	6	2	2	4	1	-	4	5	3	-
Don't know	248	86	161	175	73	75	42	32	7	60	131	50	7
Refused	8	3	6	4	5	-	1	-	2	-	6	2	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
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Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	2112	946	1451	1408	450	493	296	694	1433	1486	1260
Weighted Base	2236	1007	1572	1506	450	536	296	756	1496	1560	1307
I was looking at a money saving website	228	113	199	177	28	95	13	102	144	152	124
	10%ag	11%	13%ka	12%	6%	18%ae	4%	14%ag	10%	10%	9%
I received an end of fixed term tariff notice from my supplier	219	142	170	177	19	68	36	116	137	161	112
	10%ka	14%ac	11%	12%	4%	13%ae	12%	15%ka	9%	10%	9%
I received a price increase notice from my supplier	218	103	158	153	42	68	24	81	135	151	118
	10%	10%	10%	10%	9%	13%	8%	11%	9%	10%	9%
I moved home	205	74	137	129	63	48	24	55	144	143	116
	9%	7%	9%	8%	14%af	9%	8%	7%	10%	9%	9%
I received a bill or direct debit/ prepayment statement from my supplier	199	89	138	141	37	49	34	61	122	136	114
	9%	9%	9%	9%	8%	9%	11%	8%	8%	9%	9%
I experienced poor customer service	140	58	90	84	32	36	25	35	91	93	81
	6%	6%	6%	5%	7%	7%	8%a	5%	6%	6%	6%
To save money/reduce costs/better deal	117	54	88	84	22	21	13	47	77	82	62
	5%	5%	6%	5%	5%	4%	4%	6%	5%	5%	5%
Talked to a friend, family member, or neighbour	97	37	55	51	35	13	12	25	73	67	68
	4%	4%	4%	3%	8%af	2%	4%	3%	5%	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
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Unweighted Base	2112	946	1451	1408	450	493	296	694	1433	1486	1260
Weighted Base	2296	1007	1572	1506	450	536	296	756	1496	1560	1307
I heard my energy supplier's prices were going up	79 4%	27 3%	64 4%	64 4%	13 3%	27 5%	7 2%	21 3%	59 4%	54 3%	49 4%
I received an annual summary or review from my supplier	73 3%a	39 4%	55 4%	58 4%	6 1%	16 3%	9 3%	32 4%	50 3%	49 3%	41 3%
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3%ef	48 5%acd	44 3%	47 3%	4 1%	3 1%	17 6%a	32 4%	54 4%	52 3%	44 3%
Media coverage about energy suppliers in general	65 3%	20 2%	51 3%	47 3%	9 2%	13 3%	4 1%	17 2%	41 3%	41 3%	38 3%
I saw an advert on TV	56 2%	19 2%	44 3%	42 3%	7 1%	10 2%	5 2%	15 2%	36 2%	37 2%	34 3%
I received another communication from my supplier	48 2%	32 3%cd	21 1%	28 2%	12 3%	7 1%	18 6%ah	18 2%	36 2%	36 2%	29 2%
I saw an advert online	36 2%	17 2%	30 2%	32 2%	3 1%	9 2%	6 2%	11 1%	29 2%	33 2%	26 2%
Find a cheaper tariff	32 1%	17 2%	25 2%	18 1%	6 1%	8 1%	8 3%	11 1%	18 1%	23 1%	21 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
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Unweighted Base	2112	946	1451	1408	450	296	694	1433	1486	1280
Weighted Base	2266	1007	1572	1506	450	296	756	1496	1560	1307
Through salesperson who knocked at my door	27	8	14	12	11	5	4	16	17	17
I saw an advert/ article in the newspaper	25	6	17	14	7	11	5	15	17	15
Cost (no detail)	24	14	17	16	4	4	10	13	15	11
Advert other	22	6	16	13	5	1	4	14	16	16
Change/check/do it regularly	20	10	19	18	1	6	10	11	13	8
Meter/pre-payment meter/smart meter	19	9	9	10	8	5	9	9	9	6
Curiosity/interest	18	8	13	14	1	4	4	14	17	14
I was paying too much	15	7	15	12	1	10	6	9	6	5
Change in circumstances	14	3	11	8	3	3	3	7	10	7
They rang me/contacted me by phone (no detail of whom)	14	4	7	6	7	1	3	7	6	6

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Weighted Base	2266	1007	1572	1506	450	536	296	756	1496	1560	1307
Fixed rate/contract ended	14	11	14	14	1	7	-	11	8	9	6
I received a 'dead notice' from my supplier about my tariff	12	8	11	9	1	1	2	6	6	8	8
Salesperson (rms)	11	1	5	5	6	3	1	1	8	7	8
Expensive	11	3	9	9	3	2	-	3	7	8	6
I was contacted/was approached (no detail)	10	7	7	6	3	-	3	6	6	5	6
Bills were (too) high	10	4	9	7	1	4	2	2	7	6	5
Just didntime to change	9	3	9	9	2	7	-	3	5	6	5
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9	3	7	8	1	3	1	3	6	6	6
Contacted by another/different supplier	9	5	5	4	5	2	2	3	5	5	5

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Price increases	9	6	6	6	1	3	4	7	8	5
	-	1%	-	-	-	1%	-	-	-	-
Convenience	8	5	8	7	1	-	5	4	6	3
	-	1%	-	-	-	-	1%	-	-	-
I was told it was recommended (no detail)	8	-	5	3	2	-	-	7	7	6
	-	-	-	-	-	-	-	-	-	-
Through sales person in the street/shopping centre/other public place	7	3	3	2	2	3	1	6	6	6
	-	-	-	-	-	1%	-	-	-	-
Wanted a greener/ethical company	7	3	3	2	3	2	1	7	6	7
	-	-	-	-	1%	1%	-	-	-	1%
Wanted dual fuel/join the two together	7	3	1	2	3	2	1	7	7	7
	-	-	-	-	1%	1%	-	-	-	1%
Wanted original/same supplier	5	3	-	-	3	3	-	3	3	3
	-	-	-	-	1%	1%ah	-	-	-	-
I saw a programme on TV	5	4	4	3	1	1	3	3	3	3
	-	-	-	-	-	-	-	-	-	-
Fixed term was coming to an end/was aware that fixed term was finishing	5	2	4	2	-	1	1	4	2	2
	-	-	-	-	-	-	-	-	-	-
Supplier contacted me by phone	4	2	1	1	1	1	1	3	4	3
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Not my decision (council/landlord decided)	4	2	1	1	2	1	1	3	3	1
Staff/employee discount	1	-	1	1	1	-	-	1	1	1
Other	63	35	44	46	8	7	28	41	43	37
None/nothing	8	2	6	5	1	1	1	6	5	4
Don't know	248	85	155	153	59	30	57	184	177	161
Refused	8	4	4	5	3	2	3	8	8	8
	-	-	-	-	1%	-	1%	1%	-	1%

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Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base 2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**	
I was looking at a money saving website	228 10%	21 10%	27 11%	10 9%	11 9%	25 10%	13 9%	18 12% ^m	5 11%	17 12% ^m	23 10%	23 15% ^m	5 10%	18 10%	10 7%	
I received an end of fixed term tariff notice from my supplier	219 10% ^h	34 16% ^{aaeghi}	31 13% ^h	8 7%	9 7%	31 12% ^h	11 7%	5 3%	1 3%	16 12% ^h	29 13% ^h	14 9% ^h	8 7%	13 7%	9 7%	
I received a price increase notice from my supplier	218 10%	31 14% ^{ccfg}	18 7%	13 12%	6 5%	16 6%	10 6%	15 10%	4 7%	12 9%	27 12% ^{ef}	14 9%	21 8%	19 14% ^{efg}	3 26%	
I moved home	205 9%	25 11% ^e	24 10% ^e	15 13% ^e	4 4%	19 8%	10 10%	10 7%	3 5%	13 9%	27 12% ^e	16 11% ^e	7 6%	16 9%	2 15%	
I received a bill or direct debit / prepayment statement from my supplier	199 9% ⁿ	28 13% ^{no}	22 9% ⁿ	9 8%	10 9%	30 12% ^{no}	15 10% ⁿ	22 15% ^{ka}	3 7%	12 9%	15 7%	7 6%	7 3%	6 5%	-	
I experienced poor customer service	140 6%	13 6%	17 7%	11 10% ^l	4 4%	19 8%	17 11% ^{aael}	7 5%	-	7 5%	12 6%	5 3%	7 6%	10 6%	10 7%	
To save money/reduce costs/better deal	117 5%	4 2%	9 4%	2 2%	11 10% ^{bcd}	17 7% ^b	12 8% ^b	10 7% ^b	2 4%	9 7%	11 5%	9 6%	4 3%	9 5%	7 5%	
Talked to a friend, family member, or neighbour	97 4%	9 4%	12 5%	3 3%	8 7%	10 4%	6 4%	4 3%	2 5%	7 5%	8 4%	6 4%	7 6%	6 3%	7 5%	
I heard my energy supplier's prices were going up	79 4%	7 3%	8 4%	1 1%	4 3%	9 4%	4 3%	5 4%	1 3%	3 2%	9 4%	6 4%	4 3%	9 5%	7 5%	
I received an annual summary or review from my supplier	73 3%	12 6% ^{gl}	8 3%	3 3%	5 4%	11 4%	2 1%	4 3%	-	7 5%	4 2%	2 1%	12 7% ^{agkmo}	2 1%	-	
I saw a message on a communication from my supplier about how I could make savings by changing tariff or payment method with my current supplier	68 3% ^h	10 5% ^{ch}	3 1%	3 2%	2 2%	10 4% ^h	5 3% ^h	-	-	5 4% ^h	5 2%	5 3% ^h	11 7% ^{ach}	3 2%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PRS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**	
Media coverage about energy suppliers in general	65 3%	7 3%	4 2%	5 4%	5 4%	6 2%	2 1%	1 1%	8 16% ghijkl	1 1%	9 4%	6 4%	3 2%	4 3%	-	
I saw an advert on TV	56 2%	4 2%	1 1%	6 6% c	1 1%	8 3%	7 4% c	6 4% c	3 6% c	2 1%	5 2%	4 3%	2 2%	4 2%	3 2%	-
I received another communication from my supplier	48 2%	7 3% g	10 4% g	2 2%	1 1%	4 2%	3 2%	3 2%	3 2%	4 2%	2 1%	2 2%	7 4% g	2 1%	1 11%	
I saw an advert online	36 2%	4 2%	1 1%	1 1%	2 2%	6 2%	2 1%	-	3 2%	4 2%	3 2%	2 2%	3 2%	4 3% h	-	
Find a cheaper tariff	32 1%	-	2 1%	1 1%	5 4% abckn	7 3% b	3 2%	1 1%	1 2%	2 2%	1 1%	2 1%	1 1%	6 4% abckn	-	
Through salesperson who knocked at my door	27 1%	1 1%	3 1%	2 1%	2 1%	2 1%	5 3% abk	2 2%	1 3% k	1 1%	3 2%	-	2 1%	3 2% k	-	
I saw an advert/ article in the newspaper	25 1%	5 2%	3 1%	4 4% aj	-	4 2%	1 1%	1 1%	-	3 1%	2 2%	-	-	2 1%	-	
Cost (no detail)	24 1%	4 2%	3 1%	3 3% n	2 2%	7 3% akn	-	1 1%	1 3% n	1 1%	1 1%	-	-	1 1%	-	
Advert other	22 1%	3 2%	-	-	-	2 1%	-	4 2% c	2 1%	1 1%	7 5% acdefg kno	2 2% c	1 1%	-	-	
Change/check/do it regularly	20 1%	2 1%	2 1%	-	2 2%	-	-	-	-	5 2% af	2 1%	4 3% algh	1 1%	1 1%	-	
Meter (pre-payment meter/smart meter)	19 1%	5 2% l	3 1%	5 5% alghj mn	1 1%	-	-	1 1%	-	4 2%	-	-	1 1%	1 1%	-	
Curiosity/interest	18 1%	1 1%	3 1%	2 2%	2 2%	2 1%	-	1 1%	-	3 1%	1 1%	-	1 1%	2 1%	-	
I was paying too much	15 1%	2 1%	3 1%	1 1%	1 1%	2 1%	-	-	-	2 1%	1 1%	1 1%	-	-	2 14%	
Change in circumstances	14 1%	-	2 1%	-	1 1%	3 1%	-	1 1%	-	2 1%	3 2%	-	4 2% ab	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base 2238	215	239	113*	119	250	153	148	45*	140	220	155	113	174	138	11**	
They rang me/contacted me by phone (no detail of whom)	14 7%	2 1%	-	1 1%	2 1%	1 1%	*	2 5%ad	1 *	2 1%	-	1 1%	2 1%	1 1%	-	
Fixed rate/contract ended	14 7%	-	2 2%	3 2%bc	2 1%	2 1%	1 1%	-	1 1%	3 1%	-	-	-	-	2 1%	
I received a 'dead notice' from my supplier about my tariff	12 7%	3 1%	1 *	1 1%	-	2 1%	-	3 8%adPj	-	-	1 1%	-	-	-	1 1%	
Salesperson (rms)	11 *	-	1 *	1 1%	1 1%	-	-	-	-	2 1%	1 1%	2 2%ab	2 1%	-	-	
Expensive	11 *	1 1%	-	2 1%	* 1%	2 1%	2 1%	-	1 1%	-	-	1 1%	-	-	-	
I was contacted/was approached (no detail)	10 *	-	2 1%	-	2 1%	1 1%	1 1%	-	-	1 *	-	-	2 1%	1 1%	-	
Bills were (too) high	10 *	2 1%	-	2 2%	1 *	-	-	-	-	2 1%	-	-	2 1%	-	1 8%	
Just didn't want to change	9 *	2 1%	3 1%	-	-	-	-	-	-	1 *	2 1%	1 1%	2 1%	-	-	
I saw someone post something on social media (Facebook, Instagram, twitter etc.)	9 *	2 1%	-	3 3%ack	-	-	-	-	1 *	-	-	-	1 *	3 2%ack	-	
Contacted by another/different supplier	9 *	2 1%	-	-	1 *	-	-	2 5%c	1 *	2 1%	-	-	1 1%	1 1%	-	
Price increases	9 *	2 1%	-	3 2%ack	1 *	-	-	-	-	-	-	-	2 1%	1 1%	-	
Convenience	8 *	-	-	3 3%abk	1 *	2 1%	-	-	-	-	-	-	1 *	1 *	-	
I was told it was recommended (no detail)	8 *	-	2 1%	1 1%	2 1%	-	-	-	1 *	-	2 1%	1 1%	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.161 And what were the main reasons that caused you to do this?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base 2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**	
Through sales person in the street/shopping centre/other public place	7 *	1 1%	1 *	-	-	-	-	1 1%	1 2%	1 1%	-	-	2 1%	-	-	
Wanted a greener/ethical company	7 *	-	1 *	-	-	1 1%	-	-	-	2 1%	-	-	3 2%af	-	-	
Wanted dual fuel/join the two together	7 *	-	-	2 1%	1 1%	-	-	1 2%af	1 1%	1 1%	1 1%	-	-	-	-	
Wanted original/same supplier	5 *	2 1%	-	-	-	-	-	-	3 2%ackd	-	-	-	-	-	-	
I saw a programme on TV	5 *	-	-	-	2 1%	1 1%	-	-	-	-	-	-	-	2 1%a	-	
Fixed term was coming to an end/was aware that fixed term was finishing	5 *	-	-	1 1%	2 1%	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	
Supplier contacted me by phone	4 *	-	-	-	1 1%	3 2%a	-	-	-	-	-	-	1 1%	-	-	
Not my decision (council/landlord decided)	4 *	-	-	-	-	-	-	-	1 1%	1 1%	1 1%	-	-	-	-	
Staff/employee discount	1 *	-	-	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	
Other	63 3%	1 *	5 2%	3 2%	6 5%b	8 3%	2 1%	5 10%aboghj k	3 2%	4 2%	5 3%	9 8%aboghk o	8 5%b	3 2%	-	
None/nothing	8 *	2 1%	-	1 1%	-	-	1 1%	-	-	2 1%	1 1%	-	1 1%	-	-	
Don't know	248 11%af	12 6%	22 9%	10 9%	14 12%af	11 4%	20 13%af	32 21%abccdf kn	6 13%af	24 17%abckl	18 8%	13 8%	26 22%abode fgkn	19 11%af	20 14%af	
Refused	8 *	4 2%a	-	-	-	1 *	-	-	-	1 *	1 1%	-	-	1 1%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Yes, I just looked for information about my existing tariff	292 13%	256 13%	20 11%	17 13%	49 11%	187 18%g	56 10%	85 12%	101 14%	56 13%	50 13%
Yes, I just looked for information about my existing energy use	158 7%h	131 7%	10 5%	17 14%abc	33 7%	89 7%	37 7%	52 7%	56 8%k	33 8%	17 5%
Yes, I looked for information about both my existing tariff and energy use	1085 49%deh	943 49%id	96 50%id	47 37%	186 42%	648 52%eg	251 46%	419 60%aijk	350 48%k	182 42%	135 36%
No, neither	629 28%fh	529 28%	59 31%	41 32%	155 35%af	293 23%	181 33%af	128 18%	199 27%ih	142 33%h	160 43%ahj
SUMMARY CODE											
YES	1536 69%deh	1329 69%	125 66%	81 64%	288 61%	924 74%aeg	344 63%	555 79%aijk	507 69%k	272 63%k	202 54%
Refused	1 -	1 -	- -	- -	- -	1 -	- -	- -	- -	1 -	- -
Don't know	71 3%	61 3%	6 3%	4 3%	19 4%	31 3%	21 4%	17 2%	28 4%	15 3%	13 3%



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59	332	1905	1555	423	257
Yes, I just looked for information about my existing tariff	292 13%	56 13%	205 13%	23 11%	8 14%	35 10%	258 14%	202 13%	54 13%	33 14%
Yes, I just looked for information about my existing energy use	158 7%	21 5%	114 8%b	21 10%b	2 3%	25 8%	133 7%	120 8%j	19 5%	18 7%
Yes, I looked for information about both my existing tariff and energy use	1085 49%bde	165 38%	809 53%abde	95 44%e	17 28%	141 42%	945 50%f	815 52%aj	198 47%j	64 27%
No, neither	629 28%ch	178 41%acd	355 23%	70 32%c	28 43%ac	121 36%ag	508 27%	383 23%	141 33%ah	116 49%ah
SUMMARY CODE										
YES	1538 69%bde	242 55%	1128 74%abde	129 64%be	27 45%	201 61%	1335 70%f	1137 73%aj	271 64%j	115 46%
Refused	1	1	-	-	-	1	-	1	-	-
Don't know	71 3%	17 4%	39 3%	8 4%	7 11%abd	9 3%	61 3%	54 3%	10 2%	6 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110
Yes, I just looked for information about my existing tariff	292 13%	255 13%	23 13%	12 8%	43 18%algh	249 12%	292 13%	249 13%	63 19%aj	214 12%	14 12%
Yes, I just looked for information about my existing energy use	158 7%	134 7%	14 8%	10 7%	12 5%	146 7%	157 7%	145 7%	15 5%	132 7%	6 6%
Yes, I looked for information about both my existing tariff and energy use	1085 49%cdk	970 51%cd	65 37%	42 29%	113 47%	973 49%	1085 49%	973 49%	164 50%uk	886 50%uk	34 31%
No, neither	629 28%	478 25%	73 41%ab	73 50%ab	60 25%	568 28%	628 28%	567 28%	73 22%	506 28%j	45 41%aj
SUMMARY CODE											
YES	1536 69%cdk	1359 72%acd	102 58%cd	64 44%	168 70%	1368 69%	1534 69%	1367 69%	241 74%uk	1231 69%uk	54 49%
Refused	1	-	1	-	-	1	1	1	-	1	-
Don't know	71 3%	56 3%	1 1%	10 7%abc	11 5%	60 3%	71 3%	60 3%	12 4%	48 3%	10 9%aj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Yes, I just looked for information about my existing tariff	292 13%	217 14% ^c	58 10%	5 24%	246 13%	21 19% ^k	25 10%
Yes, I just looked for information about my existing energy use	158 7%	117 7%	35 6%	1 4%	135 7%	11 10%	13 5%
Yes, I looked for information about both my existing tariff and energy use	1085 49% ^g	750 48%	297 53%	9 39%	956 52% ^g	45 40%	74 31%
No, neither	629 28% ^e	438 28%	159 28%	7 32%	455 25%	34 31%	123 51% ^{aef}
SUMMARY CODE							
YES	1536 69% ^g	1085 69%	390 69%	15 68%	1338 72% ^{ag}	76 69% ^k	112 46%
Refused	1	-	-	-	-	-	1 * ^e
Don't know	71 3%	44 3%	16 3%	-	60 3%	-	6 2%

Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
Yes, I just looked for information about my existing tariff	292 13%	180 14%	82 11%	7 22%	24 14%
Yes, I just looked for information about my existing energy use	158 7%	99 8%	51 7%	2 5%	6 4%
Yes, I looked for information about both my existing tariff and energy use	1085 49% ^{ce}	683 53% ^{ace}	337 45% ^{ce}	12 37%	54 32%
No, neither	629 28% ^{ab}	284 22%	263 35% ^{ab}	12 36%	68 40% ^{ab}
SUMMARY CODE					
YES	1536 69% ^{ce}	961 75% ^{ace}	470 62% ^{ce}	21 64%	83 50%
Refused	1 *	-	1 *	-	-
Don't know	71 3%	31 2%	23 3%	-	17 10% ^{abc}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Yes, I just looked for information about my existing tariff	262	105	158	217	76	125	55	26	7	122	143	25	2
	13%h	12%	14%	12%	16%h	14%hi	12%	8%	7%	14%	13%	10%	11%
Yes, I just looked for information about my existing energy use	158	62	96	121	37	63	31	14	11	70	76	11	1
	7%	7%	7%	7%	8%	7%	7%	5%	11%h	8%	7%	5%	5%
Yes, I looked for information about both my existing tariff and energy use	1085	401	684	885	200	509	234	87	47	531	496	53	5
	49%eh	45%	51%h	50%e	43%	59%aigh	50%h	29%	45%h	61%aki	45%h	22%	24%
No, neither	629	301	328	494	135	143	139	164	32	125	363	131	9
	29%cf	33%ac	25%	28%	29%	17%	30%f	55%algi	31%f	14%	33%aj	54%ak	44%
SUMMARY CODE													
YES	1538	568	968	1223	313	698	320	127	65	723	715	90	8
	69%hde	63%	72%ab	69%	67%	81%aigh	68%h	42%	62%h	83%aki	64%h	37%	40%
Refused	1	-	1	1	-	-	1	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	71	30	40	52	18	21	8	7	7	18	29	20	3
	3%	3%	3%	3%	4%	2%	2%	2%	7%algh	2%	3%	8%ak	16%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	2112	946	1451	1406	450	493	296	694	1433	1486	1260
Weighted Base	2296	1007	1572	1506	450	536	296	756	1496	1560	1307
Yes, I just looked for information about my existing tariff	292 13%ae	149 15%	230 15%	225 15%	34 8%	79 15%ae	31 10%	126 17%ag	186 12%	205 13%	169 13%
Yes, I just looked for information about my existing energy use	158 7%	75 7%	122 8%	118 8%	25 6%	43 8%	22 7%	55 7%	114 8%	113 7%	98 7%
Yes, I looked for information about both my existing tariff and energy use	1085 49%eg	534 53%a	874 59%a	862 57%a	136 30%	307 57%ae	113 38%	447 59%ag	706 47%	758 49%	620 47%
No, neither	629 28%bcdfh	222 22%cd	298 19%	280 19%	233 52%af	96 18%	122 41%ah	110 15%	451 30%	442 28%	384 29%
SUMMARY CODE											
YES	1536 69%eg	758 75%a	1226 78%a	1206 79%ab	195 43%	429 80%ae	165 56%	627 83%ag	1005 67%	1076 69%	887 68%
Refused	1	-	1	1	-	-	-	-	-	-	-
Don't know	71 3%	27 3%	47 3%	39 3%	22 5%cd	12 2%	8 3%	19 3%	40 3%	41 3%	36 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.162 When you last compared <gas / electricity / gas and electricity> tariffs or supplier, did you look for information about your tariff or your existing energy use?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9	
Weighted Base 2238	215	239	113*	119	250	153	148	45*	140	220	155	113	174	138	11**	
Yes, I just looked for information about my existing tariff 292 13%j	29 14%	35 15%j	23 21%gkl	12 10%	42 17%gkl	15 10%	22 15%j	11 23%gkl	9 6%	19 9%	12 8%	12 11%	31 18%kl	20 15%	-	
Yes, I just looked for information about my existing energy use 158 7%	13 6%	10 4%	7 6%	8 6%	13 5%	14 9%	13 9%	-	10 7%	17 8%	8 5%	16 16%abdef iklo	16 9% c	9 7%	2 14%	
Yes, I looked for information about both my existing tariff and energy use 1085 49%un	114 53%gn	118 49%un	54 47%	56 47%	130 52%un	63 42%	66 44%	23 48%	73 52%un	120 54%gn	90 58%hghmn o	48 43%	67 38%	62 45%	3 23%	
No, neither 629 28%	53 25%	69 29%	28 25%	40 34%	61 24%	56 37%abkl	41 28%	14 30%	43 31%	53 24%	43 28%	28 25%	52 30%	39 29%	7 63%	
SUMMARY CODE																
YES 1536 69%	156 73%g	182 68%	84 74%g	76 64%	185 74%g	93 61%	101 68%	34 70%	91 65%	156 71%	110 71%	79 70%	114 65%	92 67%	4 37%	
Refused 1 -	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%a	-	
Don't know 71 3%	5 3%	8 3%	2 1%	3 2%	4 2%	4 3%	6 4%	-	6 4%	12 5%ll	1 1%	5 5%	8 5%	6 4%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125*	81*	268	924	344	555	507	272	202
Looked at my bill or direct debit / prepayment statement	404 26%	359 27%	28 22%	17 21%	74 28%	224 24%	106 31% ^{af}	150 27%	136 27%	69 26%	40 24%
Looked at my annual summary or review	392 26%	350 26%	28 23%	14 18%	72 27%	236 26%	85 25%	146 26%	131 26%	73 27%	42 27%
Looked at my account details online	663 43% ^{aj}	565 42%	54 43%	45 55% ^{ab}	109 41%	437 47% ^g	117 34%	279 49% ^{ajk}	221 44% ^{aj}	92 34%	77 38%
Rang my supplier	258 17%	216 16%	26 21%	16 20%	45 17%	145 16%	68 20%	89 16%	79 16%	47 17%	44 22% ^{aj}
(Checked/searched) online / website / internet	23 2%	19 1%	2 1%	3 3%	2 1%	17 2%	5 1%	3 1%	7 1%	6 2% ^{ah}	7 3% ^{ah}
From meter reading	9 1%	9 1%	-	-	4 1% ^g	5 1%	-	2 *	3 1%	3 1%	-
Through comparison sites	2 *	2 *	-	-	-	2 *	-	-	1 *	-	-
Supplier phoned me	2 *	2 *	-	-	2 *	-	-	1 *	-	-	1 1%
Family / friends / spoke to neighbours	6 *	6 *	-	-	1 *	4 *	2 *	1 *	-	2 1%	3 2% ^{ah}
Supplier contacted me (all other references)	4 *	4 *	-	-	-	3 *	1 *	1 *	2 *	-	1 *
Other	27 2%	24 2%	2 1%	1 1%	6 2%	9 1%	12 3% ^{af}	10 2%	10 2%	4 1%	2 1%
Don't know	25 2%	19 1%	3 2%	4 5% ^{ab}	1 *	13 1%	11 3% ^{af}	5 1%	7 1%	6 2%	7 4% ^{ah}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	951	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Looked at my bill or direct debit / prepayment statement	404 26%	67 26%	303 27%	31 22%	4 15%	55 27%	349 26%	293 26%	83 31% ^h	22 19%
Looked at my annual summary or review	362 26%	51 21%	306 27% ^{ab}	29 21%	6 22%	45 22%	348 26%	307 27%	61 22%	23 20%
Looked at my account details online	663 43%	89 37%	505 45% ^b	55 40%	14 52%	86 43%	577 43%	495 44%	122 45%	42 36%
Rang my supplier	258 17%	54 22% ^{ac}	173 15%	25 18%	6 22%	44 22% ^g	215 16%	177 16%	51 19%	30 26% ^{ah}
(Checked/searched) online / website / internet	23 2%	4 2%	15 1%	4 3%	1 2%	3 1%	20 2%	20 2% ^h	-	2 2% ⁱ
From meter reading	9 1%	3 1%	5 *	-	-	-	9 1%	5 *	3 1%	2 1%
Through comparison sites	2 *	-	1 *	-	-	-	2 *	2 *	-	-
Supplier phoned me	2 *	-	2 *	-	-	-	2 *	2 *	-	-
Family / friends / spoke to neighbours	6 *	1 1%	3 *	2 2% ^c	-	3 1% ^g	4 *	2 *	-	4 4% ^{ah}
Supplier contacted me (all other references)	4 *	-	4 *	-	-	-	4 *	4 *	-	-
Other	27 2%	5 2%	19 2%	3 2%	-	3 2%	23 2%	20 2%	6 2%	-
Don't know	25 2%	8 3% ^c	10 1%	4 3% ^c	3 9%	4 2%	21 2%	18 2%	4 1%	3 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 ** very small base (under 20) ineligible for sig testing



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1423	1206	109	79	164	1239	1402	1238	211	1133	51
Weighted Base	1536	1359	102*	64*	168	1368	1534	1367	241	1231	54*
Looked at my bill or direct debit / prepayment statement	404	347	32	25	46	358	404	358	69	319	16
		26%	31%	40%ab	27%	26%	26%	26%	29%	26%	29%
Looked at my annual summary or review	392	352	28	11	43	349	392	349	58	319	13
		26%	27%	16%	26%	26%	26%	26%	24%	26%	24%
Looked at my account details online	663	628	24	7	79	584	663	584	105	542	12
		43%bcd	24%cd	7%	47%	43%	43%	43%	44%k	44%k	22%
Rang my supplier	259	209	30	17	25	234	257	232	37	211	7
		17%	29%ab	27%ab	15%	17%	17%	17%	15%	17%	13%
(Checked/searched) online / website / internet	23	18	2	4	2	20	23	20	5	15	3
		1%	2%	3%	2%	1%	2%	1%	2%	1%	6%aj
From meter reading	9	8	1	-	-	9	9	9	3	6	-
		1%	1%	-	-	1%	1%	1%	1%	-	-
Through comparison sites	2	2	-	-	-	2	2	2	1	-	-
		-	-	-	-	-	-	-	1%	-	-
Supplier phoned me	2	1	1	-	-	2	2	2	-	2	-
		-	1%b	-	-	-	-	-	-	-	-
Family / friends / spoke to neighbours	6	3	1	2	1	6	6	6	-	4	2
		-	1%	4%ab	-	-	-	-	-	-	4%aj
Supplier contacted me (all other references)	4	4	-	-	-	4	4	4	-	4	-
		-	-	-	-	-	-	-	-	-	-
Other	27	22	2	3	4	23	27	23	6	20	-
		2%	2%	4%	2%	2%	2%	2%	3%	2%	-
Don't know	25	15	3	6	4	21	25	21	1	20	3
		2%	1%	9%ab	2%	2%	2%	2%	1%	2%	6%aj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1403	965	358	14	1205	69	118
Weighted Base	1536	1065	390	15**	1338	76*	112
Looked at my bill or direct debit / prepayment statement	404 26%	287 26%	109 28%	3 23%	347 26%	29 38%ae	30 27%
Looked at my annual summary or review	392 26%	254 23%	119 31%b	6 37%	352 26%	15 19%	22 19%
Looked at my account details online	663 43%g	472 44%	167 43%	6 40%	593 44%g	26 34%	36 32%
Rang my supplier	258 17%h	205 19%h	42 11%	4 29%	224 17%	13 17%	26 23%
(Checked/searched) online / website / internet	23 2%	14 1%	10 3%	-	19 1%	3 4%	1 1%
From meter reading	9 1%	6 1%	2 1%	-	5 *	-	4 4%ae
Through comparison sites	2 *	-	2 *b	-	2 *	-	-
Supplier phoned me	2 *	2 *	-	-	2 *	-	-
Family / friends / spoke to neighbours	6 *	2 *	4 1%	1 5%	3 *	1 1%	3 2%ae
Supplier contacted me (all other references)	4 *	4 *	-	-	4 *	-	-
Other	27 2%	15 1%	6 1%	2 13%	24 2%	2 2%	2 2%
Don't know	25 2%	15 1%	5 1%	-	20 2%	-	4 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1403	873	427	20	82
Weighted Base	1536	961	470	21**	83*
Looked at my bill or direct debit / prepayment statement	404 28%	239 25%	129 28%	6 27%	30 37% ^b
Looked at my annual summary or review	392 28%	244 25%	117 25%	8 38%	23 27%
Looked at my account details online	663 43% ^a	424 44% ^a	211 45% ^a	5 24%	24 28%
Rang my supplier (Checked/searched online / website / internet	258 17%	162 17%	78 17%	4 18%	15 18%
From meter reading	23 2%	17 2%	5 1%	-	1 1%
Through comparison sites	9 1%	4 *	5 1%	-	-
Supplier phoned me	2 *	2 *	-	-	-
Family / friends / spoke to neighbours	6 *	2 *	4 1%	-	1 1%
Supplier contacted me (all other references)	4 *	4 *	-	-	-
Other	27 2%	16 2%	9 2%	1 6%	1 1%
Don't know	25 2%	15 2%	6 1%	1 3%	4 5% ^{abc}

Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1403	521	882	1122	281	615	299	129	64	646	664	85	8
Weighted Base	1536	568	968	1223	313	698	320	127	65*	723	715	90*	8**
Looked at my bill or direct debit / prepayment statement	404	169	235	335	70	191	89	33	22	196	186	21	2
	26%	30% ^c	24%	27%	22%	27%	26%	26%	32%	27%	26%	23%	23%
Looked at my annual summary or review	392	153	240	323	69	191	76	28	22	198	177	15	2
	26%	27%	25%	26%	22%	27%	24%	22%	34%	27%	25%	17%	26%
Looked at my account details online	663	227	436	510	153	320	120	46	20	341	286	33	3
	43%	40%	45%	42%	49% ^d	46% ^g	38%	36%	30%	47% ^k	40%	37%	30%
Rang my supplier	258	75	183	196	62	88	81	23	6	115	119	23	1
	17% ^f	13%	19% ^b	16%	20%	13%	25% ^a	18%	9%	16%	17%	25% ^j	14%
(Checked/searched) online / website / internet	23	10	14	22	2	12	7	4	-	11	11	2	-
	2%	2%	1%	2%	1%	2%	2%	3%	-	2%	2%	2%	-
From meter reading	9	2	7	8	1	2	3	3	-	3	6	-	-
	1%	1%	1%	1%	1%	2%	1%	2% ^h	1%	1%	1%	-	-
Through comparison sites	2	1	-	2	-	2	-	-	-	2	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier phoned me	2	-	2	1	1	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Family / friends / spoke to neighbours	6	3	4	6	-	1	3	2	-	1	3	2	-
	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	3% ^k	-
Supplier contacted me (all other references)	4	-	4	4	-	3	-	1	-	1	3	-	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-
Other	27	12	15	21	6	6	5	5	5	16	10	1	-
	2%	2%	2%	2%	2%	1%	2%	4% ^l	7% ^a	2%	1%	1%	-
Don't know	26	13	12	22	4	8	3	4	3	17	17	4	1
	2%	2%	1%	2%	1%	1%	1%	3%	4%	-	2%	5%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUSTY IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1403	892	1110	1092	186	388	155	589	929	390	822
Weighted Base	1536	758	1226	1206	195	429	165	627	1005	1076	887
Looked at my bill or direct debit / prepayment statement	404 26%	186 24%	326 27%	307 25%	53 27%	133 31%	43 26%	149 24%	261 26%	280 26%	233 26%
Looked at my annual summary or review	392 26%	183 24%	318 26%	311 26%	51 26%	118 28%	40 24%	150 24%	263 26%	288 27%	225 25%
Looked at my account details online	663 43%	348 46%	550 45%	553 46%	67 34%	181 42%	62 37%	298 47%	433 43%	470 44%	372 42%
Rang my supplier	258 17%	135 18%	191 16%	187 16%	34 18%	46 11%	38 23%	105 17%	180 18%	186 17%	176 20%
(Checked/searched) online / website / internet	23 2%	10 1%	20 2%	22 2%	2 1%	9 2%	-	10 2%	14 1%	11 1%	11 1%
From meter reading	9 1%	3 *	8 1%	6 1%	1 *	1 *	-	3 *	3 *	4 *	4 *
Through comparison sites	2 *	2 *	2 *	2 *	-	1 *	-	2 *	-	-	1 *
Supplier phoned me	2 *	2 *	2 *	2 *	-	-	1 1%	2 *	1 *	1 *	1 *
Family / friends / spoke to neighbours	6 *	3 *	5 *	5 *	1 1%	1 *	-	2 *	5 *	4 *	4 *
Supplier contacted me (all other references)	4 *	2 *	2 *	4 *	-	-	-	2 *	2 *	2 *	2 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1403	892	1110	1092	186	388	155	589	929	990	822
Weighted Base	1538	758	1226	1206	195	429	165	627	1005	1076	887
Other	27	15	22	20	4	10	4	12	18	15	11
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%
Don't know	25	10	17	13	6	8	7	4	17	17	16
	2%	1%	1%	1%	3%	2%	4%ah	1%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.163 And how did you find out more about your existing tariff or energy use?

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1403	137	144	64	67	167	87	86	26	76	154	102	77	112	81	3
Weighted Base	1538	156	162	84*	70*	165	93*	101*	34**	91*	156	110*	79*	114	82*	4**
Looked at my bill or direct debit / prepayment statement	404	48	47	14	17	58	26	35	11	16	38	28	12	30	22	2
	26% <i>m</i>	31% <i>m</i>	29% <i>m</i>	17%	23%	32% <i>djm</i>	28%	35% <i>djm</i>	34%	18%	24%	25%	15%	27%	23%	38%
Looked at my annual summary or review	382	39	62	24	17	55	25	14	9	19	42	18	20	30	20	-
	26% <i>h</i>	25%	38% <i>abehj</i> klo	28% <i>h</i>	22%	30% <i>h</i>	27% <i>h</i>	14%	27%	21%	27% <i>h</i>	17%	25%	26% <i>h</i>	22%	-
Looked at my account details online	663	71	56	37	32	74	38	45	16	38	70	49	41	50	45	2
	43%	45%	35%	44%	43%	40%	41%	45%	46%	42%	45%	45%	42% <i>c</i>	44%	48% <i>c</i>	40%
Rang my supplier	259	20	19	17	17	26	23	14	4	22	23	22	20	14	18	-
	17%	13%	12%	20%	23% <i>c</i>	14%	25% <i>bdn</i>	14%	12%	24% <i>bon</i>	15%	20%	26% <i>bdn</i>	12%	19%	-
(Checked/searched) online / website / internet	23	2	2	2	2	2	2	1	2	2	2	2	3	3	-	-
	2%	1%	1%	2%	-	1%	3%	1%	-	2%	1%	2%	4%	3%	-	-
From meter reading	9	1	-	1	3	2	-	-	-	-	2	-	-	-	-	-
	1%	1%	-	1%	4% <i>ac</i>	1%	-	-	-	-	1%	-	-	-	-	-
Through comparison sites	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier phoned me	2	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
Family / friends / spoke to neighbours	6	-	1	-	-	3	-	-	-	-	1	-	-	-	1	-
	*	-	1%	-	-	1%	-	-	-	-	1%	-	-	-	1%	-
Supplier contacted me (all other references)	4	-	-	-	-	2	-	-	-	-	1	-	-	1	-	-
	*	-	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	-
Other	27	1	2	3	-	6	2	-	2	6	3	1	-	1	1	1
	2%	1%	1%	4%	-	3%	2%	-	2%	4% <i>n</i>	3%	1%	-	1%	1%	21%
Don't know	25	-	2	-	-	1	3	2	-	3	1	3	5	5	1	-
	2%	-	1%	-	-	1%	3% <i>b</i>	2%	-	3%	-	2%	6% <i>abdefk</i>	4% <i>bkl</i>	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125	81*	268	924	344	555	507	272	262
Very easy	(2) 476 31%	402 30%	42 34%	31 38%	85 32%	286 31%	105 30%	168 30%	160 31%	82 30%	66 32%
Quite easy	(1) 726 47%	639 48%	50 40%	37 46%	133 50%	434 47%	160 46%	253 46%	235 46%	144 53%	95 47%
Neither easy nor difficult	(0) 146 10%	124 9%	18 14%	4 5%	26 10%	89 10%	32 9%	56 10%	53 10%	23 9%	17 8%
Quite difficult	(-1) 144 9%	126 9%	10 8%	8 10%	24 9%	85 9%	35 10%	61 11%	46 9%	20 7%	17 8%
Very difficult	(-2) 35 2%	29 2%	5 4%	1 1%	1 *	23 3%	11 3%	13 2%	15 3%	- -	6 3%
SUMMARY CODES											
EASY	1202 78%	1042 78%	92 74%	68 84%	217 81%	720 78%	265 77%	421 76%	394 78%	225 83%	162 80%
DIFFICULT	179 12%	155 12%	15 12%	9 11%	25 9%	108 12%	45 13%	75 13%	61 12%	20 7%	23 11%
Refused	1 -	1 -	- -	- -	- -	- -	1 -	- -	- -	- -	1 -
Don't know	9 1%	9 1%	- -	- -	- -	7 1%	2 1%	4 1%	2 1%	3 1%	- -
Mean Score	0.959	0.955	0.914	1.100	1.031	0.954	0.917	0.908	0.945	1.067	0.989
Standard Deviation	0.994	0.988	1.077	0.961	0.897	1.003	1.042	1.031	1.024	0.850	1.011
Error Variance	0.001	0.001	0.011	0.012	0.003	0.001	0.003	0.002	0.003	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...

To find the information that you wanted

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	551	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Very easy	(2) 476	74	347	47	8	62	413	353	77	40
		31%	31%	34%	28%	31%	31%	31%	28%	35%
Quite easy	(1) 726	125	537	54	11	93	633	536	134	53
		47%	52%cd	48%	40%	49%	47%	47%	49%	46%
Neither easy nor difficult	(0) 146	21	102	21	2	18	128	104	27	14
		10%	9%	15%abc	8%	9%	10%	9%	10%	12%
Quite difficult	(-1) 144	16	115	8	4	19	125	110	26	6
		9%	7%	6%	15%	10%	9%	10%	9%	5%
Very difficult	(-2) 35	5	23	7	-	6	27	27	5	3
		2%	2%	5%e	-	4%	2%	2%	2%	2%
SUMMARY CODES										
EASY	1202	199	884	101	18	155	1047	889	211	93
		78%	82%cd	73%	68%	77%	78%	78%	78%	81%
DIFFICULT	179	22	138	15	4	27	152	138	30	8
		12%	9%	12%	11%	13%	11%	12%	11%	7%
Refused	1	1	-	-	-	1	-	-	-	-
Don't know	9	-	5	1	3	-	9	-	6	3
		1%	-	1%	9%	-	1%	1%	1%	1%
Mean Score	0.959	1.017	0.953	0.917	0.903	0.916	0.965	0.952	0.944	1.061
Standard Deviation	0.994	0.934	0.995	1.089	1.041	1.059	0.994	1.006	0.963	0.932
Error Variance	0.001	0.003	0.001	0.009	0.047	0.005	0.001	0.001	0.004	0.006

Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1403	1206	109	79	164	1239	1402	1238	211	1133	51
Weighted Base	1536	1359	102*	64*	168	1368	1534	1367	241	1231	54*
Very easy	(2) 476	427	26	19	62	413	476	413	81	379	12
Quite easy	(1) 726	633	55	33	70	656	725	655	103	598	21
Neither easy nor difficult	(0) 146	131	13	2	18	128	146	128	25	110	9
Quite difficult	(-1) 144	10%	13% ^d	3%	11%	9%	10%	9%	10%	9%	16%
Very difficult	(-2) 35	31	6%	9%	5%	10%	9%	10%	6%	9%	20% ^{aj}
SUMMARY CODES	2%	2%	1%	4%	4%	2%	2%	2%	5% ^j	2%	2%
EASY	1202	1060	81	52	133	1069	1200	1068	184	978	34
DIFFICULT	78% ^k 179	78% 164	79% 7	82% 8	79% 16	78% 163	79% 179	78% 163	76% 31	79% ^k 136	62% 12
Refused	12% 1	12% -	7% -	12% 1	10% -	12% 1	12% 1	12% 1	13% -	11% 1	21% ^{aj} -
Don't know	1% 9	1% 5	1% 1	2% 1	1% 2	1% 7	1% 9	1% 7	5% ^j 1	2% 8	2% -
Mean Score	0.859 ^k	0.854	0.882	0.875	0.835	0.850	0.859	0.850	0.822	0.800 ^k	0.821
Standard Deviation	0.994	1.005	0.942	1.033	1.028	0.989	0.995	0.989	1.094	0.968	1.100
Error Variance	0.001	0.001	0.007	0.014	0.007	0.001	0.001	0.001	0.006	0.001	0.024

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1403	985	358	14	1205	69	118
Weighted Base	1536	1085	390	15**	1338	78*	112
Very easy	(2) 476	323 37%	139 36%	5 35%	418	19 25%	35 31%
Quite easy	(1) 725	508 47%	169 43%	7 44%	637	43 56%	48 43%
Neither easy nor difficult	(0) 146	111 10%	30 8%	2 11%	118	8 11%	14 12%
Quite difficult	(-1) 144	89 6%	46 12%	2 10%	130	3 3%	11 10%
Very difficult	(-2) 35	28 2%	6 1%	-	29	3 4%	3 2%
SUMMARY CODES							
EASY	1202	851 78%	308 79%	12 79%	1055	61 81%	83 74%
DIFFICULT	179	117 12%	52 13%	2 10%	159	5 7%	14 13%
Refused	1	-	1	-	1	-	-
Don't know	9	5	-	-	6	-	1
	1%	1%	-	-	2%	-	1%
Mean Score	0.959	0.954	0.988	1.036	0.966	0.960	0.913
Standard Deviation	0.994	0.981	1.023	0.965	0.993	0.920	1.034
Error Variance	0.001	0.001	0.003	0.006	0.001	0.012	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...

To find the information that you wanted

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1403	873	427	30	82
Weighted Base	1538	961	470	21**	83*
Very easy	(2) 476 31%	314 33%	131 28%	9 41%	22 26%
Quite easy	(1) 726 47%	454 47%	225 49%	10 49%	38 45%
Neither easy nor difficult	(0) 146 10%	83 9%	52 11%	2 10%	8 10%
Quite difficult	(-1) 144 9%	84 9%	49 10%	-	12 15%
Very difficult	(-2) 35 2%	21 2%	13 3%	-	1 1%
SUMMARY CODES					
EASY	1202 78%	768 80%	356 78%	19 90%	59 71%
DIFFICULT	179 12%	105 11%	60 13%	-	13 16%
Refused	1 *	1 *	-	-	-
Don't know	9 1%	5 *	1 *	-	3 3%abc
Mean Score	0.959	0.999	0.886	1.317	0.822
Standard Deviation	0.994	0.984	1.014	0.696	1.035
Error Variance	0.001	0.001	0.002	0.021	0.013

Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1403	521	882	1122	281	615	299	129	64	646	664	85	8
Weighted Base	1536	568	968	1223	313	698	320	127	65*	723	715	90*	8**
Very easy	(2) 478 31%	171 30%	305 31%	378 31%	98 31%	222 32%	99 31%	34 27%	19 29%	238 32%	213 30%	24 27%	1 7%
Quite easy	(1) 726 47%	275 48%	451 47%	582 48%	145 48%	331 47%	148 48%	61 51%	33 51%	337 47%	344 48%	38 43%	7 80%
Neither easy nor difficult	(0) 146 10%	53 9%	94 10%	116 9%	30 10%	57 8%	36 11%	16 12%	4 6%	63 9%	70 10%	12 14%	1 6%
Quite difficult	(-1) 144 9%	59 10%	85 9%	119 10%	25 8%	71 10%	28 9%	15 12%	6 10%	71 10%	67 9%	5 6%	1 7%
Very difficult	(-2) 35 2%	8 1%	27 3%	22 2%	13 4% ^{sd}	13 2%	8 3%	1 1%	1 2%	14 2%	14 2%	7% ^{ajk}	-
SUMMARY CODES													
EASY	1202 78%	446 79%	756 78%	959 78%	243 78%	553 79%	248 77%	95 75%	52 79%	575 80% ^{sd}	557 78%	62 69%	7 88%
DIFFICULT	179 12%	67 12%	112 12%	141 12%	38 12%	84 12%	36 11%	18 12%	8 12%	85 12%	82 11%	12 13%	1 7%
Refused	1 -	- -	1 -	1 -	- -	- -	- -	- -	1 1% ^{af}	- -	- -	1 -	- -
Don't know	9 1%	3 1%	5 1%	6 1%	2 1%	3 1%	- -	- -	- -	- -	5 1% ^{sd}	4 4% ^{ajk}	- -
Mean Score	0.959	0.961	0.958	0.965	0.934	0.977	0.945	0.887	0.964	0.987	0.951	0.794	0.880
Standard Deviation	0.984	0.968	1.010	0.980	1.051	0.989	1.005	0.958	0.988	0.992	0.980	1.140	0.657
Error Variance	0.001	0.002	0.001	0.001	0.004	0.002	0.003	0.007	0.016	0.002	0.001	0.016	0.054

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1403	682	1110	1092	186	988	155	589	929	950	822
Weighted Base	1536	758	1226	1206	195	429	165	627	1005	1076	887
Very easy (2)	476	239	389	391	56	133	45	200	383	401	351
	31%	32%	32%	32%	29%	31%	27%	32%	38%a	37%a	40%a
Quite easy (1)	726	369	572	565	101	203	83	305	487	530	425
	47%	49%	47%	47%	52%	47%	50%	49%	48%	49%	49%
Neither easy nor difficult (0)	146	66	118	110	21	36	11	56	64	67	52
	10%jk	9%	10%	9%	11%	8%	7%	9%	6%	6%	6%
Quite difficult (-1)	144	68	115	112	14	49	15	55	55	61	44
	9%jk	9%	9%	9%	7%	11%	9%	9%	5%	6%	5%
Very difficult (-2)	35	13	25	22	3	5	8	8	10	10	9
	2%kl	2%	2%	2%	1%	1%	5%h	1%	1%	1%	1%
SUMMARY CODES											
EASY	1202	608	961	956	158	535	129	505	870	931	776
	78%	80%	78%	79%	81%	79%	78%	80%	87%a	87%a	87%a
DIFFICULT	179	81	139	134	17	54	23	63	65	70	54
	12%kl	11%	11%	11%	9%	13%	14%	10%	6%	7%	6%
Refused	1	-	1	1	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	4	7	5	-	3	2	3	5	7	4
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-
Mean Score	0.959	0.998	0.972	0.992	0.997	0.960	0.874	1.017	1.180a	1.172a	1.206a
Standard Deviation	0.994	0.961	0.968	0.960	0.960	0.965	1.075	0.938	0.852	0.847	0.845

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To find the information that you wanted
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	1403	1110	1092	186	988	155	589	929	950	822
Weighted Base	1536	1226	1206	195	429	165	627	1005	1076	887
Error Variance	0.001	0.001	0.001	0.004	0.003	0.008	0.002	0.001	0.001	0.001



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...

To find the information that you wanted

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	PES_SEGMENTS														Yorkshir e (d)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1403	137	144	64	67	107	87	36	26	76	154	102	77	112	91	3	
Weighted Base	1536	156	162	84*	70*	185	93*	101*	34**	91*	156	110*	79*	114	92*	41**	
Very easy	(2) 476 31%	48 31%	38 23%	34 41%ch	29 38%w	56 31%	25 27%	23 23%	7 20%	36 39%wch	52 33%	38 34%	30 38%w	32 28%	28 31%	1 21%	
Quite easy	(1) 726 47%	73 47%	88 54%e	33 40%	28 37%	93 50%	46 49%	59 58%dejk	17 51%	32 30%	66 43%	49 44%	37 46%	61 53%	41 44%	2 46%	
Neither easy nor difficult	(0) 146 10%	18 11%	9 6%	8 10%	6 9%	14 8%	10 11%	10 10%	8 24%	10 11%	16 10%	12 11%	4 5%	9 8%	11 11%	-	
Quite difficult	(-1) 144 9%	16 10%	20 12%	5 6%	11 15%h	18 10%	8 9%	5 5%	-	10 11%	18 10%	7 7%	7 9%	11 9%	8 9%	2 38%	
Very difficult	(-2) 35 2%	-	6 4%b	3 3%	1 1%	2 1%	4 4%	2 2%	2 5%	3 3%b	6 4%b	1 1%	1 1%	-	5 5%bn	-	
SUMMARY CODES																	
EASY	1202 78%	121 78%	126 78%	68 81%	57 75%	149 81%	71 76%	82 81%	24 71%	68 75%	118 76%	86 78%	67 85%	92 81%	69 75%	3 61%	
DIFFICULT	179 12%	16 10%	26 16%	8 9%	12 16%	20 11%	11 12%	7 7%	2 5%	14 15%	21 14%	9 8%	8 10%	11 9%	12 13%	2 38%	
Refused	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
Don't know	9 1%	1 1%	1 1%	-	-	1 1%	1 1%	-	-	-	-	3 2%a	-	2 2%	-	-	
Mean Score	0.959	0.986	0.818	1.094	0.956	1.003	0.880	0.955	0.813	0.952	0.916	1.057	1.115	1.011	0.881	0.445	
Standard Deviation	0.994	0.919	1.049	1.018	1.089	0.934	1.029	0.871	0.935	1.128	1.084	0.933	0.941	0.865	1.094	1.378	
Error Variance	0.021	0.056	0.058	0.016	0.018	0.065	0.012	0.068	0.034	0.017	0.058	0.009	0.012	0.007	0.013	0.633	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	1403	1221	102	80	250	758	395	443	413	250	297
Weighted Base	1536	1329	125	81*	268	924	344	555	507	272	262
Very easy	(2) 449	379	38	32	82	273	94	159	149	79	62
	29%	29%	30%	39%ab	31%	30%	27%	29%	29%	29%	31%
Quite easy	(1) 706	624	46	36	125	414	167	253	228	134	91
	48%	47%	37%	45%	47%	45%	49%	46%	45%	49%	45%
Neither easy nor difficult	(0) 161	131	25	6	34	101	27	59	56	26	19
	11%	10%	20%abd	7%	13%	11%	8%	11%	11%	10%	10%
Quite difficult	(-1) 161	140	14	6	24	96	41	63	49	26	23
	10%	11%	11%	8%	9%	10%	12%	11%	10%	10%	11%
Very difficult	(-2) 50	47	2	1	3	35	12	18	23	3	6
	3%	4%	2%	1%	1%	4%e	3%	3%	5%j	1%	3%
SUMMARY CODES											
EASY	1155	1003	84	68	207	686	262	412	377	213	153
	75%	75%	67%	84%c	77%	74%	76%	74%	74%	78%	76%
DIFFICULT	211	187	17	7	27	131	53	81	72	29	29
	14%	14%	13%	9%	10%	14%	15%	15%	14%	11%	14%
Don't know	9	9	-	-	-	6	3	3	2	3	1
	1%	1%	-	-	-	1%	1%	-	-	1%	1%
Mean Score	0.879	0.870	0.817	1.135abc	0.866	0.863	0.856	0.854	0.854	0.965	0.897
Standard Deviation	1.049	1.055	1.049	0.935	0.944	1.074	1.060	1.060	1.089	0.945	1.054
Error Variance	0.001	0.001	0.011	0.011	0.004	0.002	0.003	0.003	0.003	0.004	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...

To understand the information that you found

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1403	298	551	129	25	220	1183	1003	251	137
Weighted Base	1536	242	1128	139	27**	201	1335	1137	271	115
Very easy	(2) 449	76	322	45	6	60	389	326	81	36
		29%	31%	29%	21%	30%	29%	29%	30%	31%
Quite easy	(1) 706	113	525	60	9	93	613	516	131	58
		46%	49%	43%	33%	49%	49%	46%	48%	50%
Neither easy nor difficult	(0) 161	20	120	17	4	14	148	125	25	9
		11%	8%	12%	16%	7%	11%	11%	9%	8%
Quite difficult	(-1) 161	25	121	9	5	25	136	125	25	8
		10%	10%	7%	20%	12%	10%	11%	9%	7%
Very difficult	(-2) 50	7	36	7	-	9	41	40	7	3
		3%	3%	5%	-	4%	3%	4%	2%	3%
SUMMARY CODES										
EASY	1155	189	846	105	15	153	1002	842	211	94
		79%	75%	79%	55%	70%	75%	74%	78%	82%
DIFFICULT	211	33	156	16	5	34	177	165	32	12
		14%	14%	12%	20%	17%	13%	14%	12%	10%
Don't know	9	1	6	-	3	1	8	6	3	-
		1%	-	1%	9%	-	1%	-	1%	-
Mean Score	0.879	0.929	0.889	0.919	0.623	0.852	0.884	0.851	0.943	1.002
Standard Deviation	1.049	1.045	1.046	1.082	1.095	1.113	1.040	1.066	0.997	0.976
Error Variance	0.001	0.004	0.001	0.009	0.052	0.006	0.001	0.001	0.004	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1403	1206	109	79	164	1239	1402	1238	211	1133	51
Weighted Base	1536	1359	102*	64*	168	1368	1534	1367	241	1231	54*
Very easy	(2) 449	393	31	21	59	390	449	390	78	356	9
		29%	31%	32%	36%	29%	29%	29%	32%k	29%	17%
Quite easy	(1) 706	620	51	30	73	633	704	631	106	577	21
		46%	50%	47%	43%	46%	46%	46%	44%	47%	40%
Neither easy nor difficult	(0) 161	151	7	3	21	140	161	140	24	126	10
		11%	11%	7%	5%	10%	11%	10%	10%	10%	18%
Quite difficult	(-1) 161	145	10	6	11	150	161	150	20	133	8
		10%	11%	10%	6%	11%	10%	11%	6%	11%	15%
Very difficult	(-2) 50	46	1	3	2	48	50	48	12	33	5
		3%	3%	4%	1%	3%	3%	3%	5%	3%	10%aj
SUMMARY CODES											
EASY	1155	1013	82	51	132	1023	1153	1021	184	933	30
	76%k	75%	80%	79%	79%	75%	75%	75%	76%k	76%k	56%
DIFFICULT	211	191	11	9	13	198	211	198	32	166	13
	14%ae	14%	10%	13%	8%	14%ae	14%ae	14%ae	13%	13%	25%aj
Don't know	9	4	2	2	2	7	9	7	1	7	1
	1%	*	2%b	2%b	1%	1%	1%	1%	*	1%	1%
Mean Score	0.879k	0.882	1.018	0.966	1.059efgh	0.857	0.879	0.857	0.911k	0.890k	0.392
Standard Deviation	1.049	1.058	0.932	1.073	0.929	1.061	1.050	1.062	1.096	1.028	1.227
Error Variance	0.001	0.001	0.008	0.015	0.005	0.001	0.001	0.001	0.006	0.001	0.030

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1403	985	358	14	1205	69	118
Weighted Base	1536	1085	390	15**	1338	76*	112
Very easy	(2) 449	308	123	7	394	20	33
		28%	31%	47%	29%	27%	29%
Quite easy	(1) 706	518	165	4	615	43	48
		46%	42%	24%	46%	53%	43%
Neither easy nor difficult	(0) 161	115	37	3	137	9	10
		11%	10%	19%	10%	11%	9%
Quite difficult	(-1) 161	102	52	2	143	4	14
		10%	9%	13%b	11%	5%	13%
Very difficult	(-2) 50	36	12	-	42	2	5
		3%	3%	-	3%	3%	5%
SUMMARY CODES							
EASY	1155	825	288	11	1009	61	81
		75%	74%	71%	75%	80%	72%
DIFFICULT	211	139	64	2	186	6	20
		14%	17%	10%	14%	8%	17%
Don't know	9	5	1	-	6	1	1
		1%	1%	-	1%	1%	1%
Mean Score	0.879	0.888	0.858	1.083	0.882	0.975	0.865
Standard Deviation	1.049	1.031	1.100	1.066	1.050	0.913	1.141
Error Variance	0.001	0.001	0.003	0.001	0.001	0.012	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...

To understand the information that you found

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

		TARIFF TYPE				
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	1403	873	427	20	82	
Weighted Base	1538	961	470	21**	83*	
Very easy	(2)	449 29%	295 31%	124 26%	12 57%	18 21%
Quite easy	(1)	706 46%	452 47%	205 44%	8 40%	40 46%
Neither easy nor difficult	(0)	161 11%	90 9%	59 13%	1 3%	11 13%
Quite difficult	(-1)	161 10%	89 9%	60 13%	-	12 14%
Very difficult	(-2)	50 3%	29 3%	20 4%	-	1 1%
SUMMARY CODES						
EASY	1155	747	329	20	58	
	75%	78%a	78%	97%	70%	
DIFFICULT	211	118	80	-	13	
	14%	12%	17%b	-	15%	
Don't know	9	6	1	-	2	
	1%	1%	1%	-	2%	
Mean Score	0.879c	0.937c	0.755	1.538	0.759	
Standard Deviation	1.049	1.022	1.111	0.573	0.996	
Error Variance	0.001	0.001	0.003	0.016	0.012	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1403	521	882	1122	281	615	299	129	64	646	664	85	8
Weighted Base	1536	568	968	1223	313	698	320	127	65*	723	715	90*	8**
Very easy	(2)	449	162	287	98	205	86	32	23	218	204	27	1
Quite easy	(1)	706	262	561	145	319	150	54	29	332	334	35	4
Neither easy nor difficult	(0)	161	58	105	28	82	32	15	4	80	67	12	3
Quite difficult	(-1)	161	69	92	136	72	41	20	5	72	80	9	-
Very difficult	(-2)	50	16	34	36	16	11	5	3	21	25	4	-
SUMMARY CODES													
EASY	1155	423	731	911	244	524	236	86	52	550	538	62	5
DIFFICULT	211	85	126	172	39	89	51	25	9	93	106	12	-
Don't know	9	3	6	6	3	3	-	-	1	-	5	4	1
Mean Score	0.879	0.857	0.893	0.866	0.932	0.899	0.812	0.694	0.974	0.905	0.889	0.845	0.690
Standard Deviation	1.049	1.056	1.046	1.046	1.064	1.016	1.071	1.130	1.111	1.031	1.066	1.104	0.647
Error Variance	0.001	0.002	0.001	0.001	0.004	0.002	0.004	0.010	0.020	0.002	0.002	0.015	0.060

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1403	692	1110	1092	196	988	155	569	929	950	822
Weighted Base	1536	758	1226	1206	195	429	165	627	1005	1076	887
Very easy (2)	449	228	368	370	92	124	41	195	363	377	321
	23%	30%	30%	31%	27%	29%	25%	31%	36%a	35%a	36%a
Quite easy (1)	706	345	560	551	98	192	76	283	491	530	430
	46%	46%	46%	46%	50%	45%	46%	45%	49%	49%	49%
Neither easy nor difficult (0)	161	83	137	124	18	44	16	73	64	79	58
	11%jk	11%	11%	10%	9%	10%	10%	12%	6%	7%	6%
Quite difficult (-1)	161	76	118	121	22	54	22	59	66	65	57
	10%jk	10%	10%	10%	11%	13%	13%	8%	7%	6%	6%
Very difficult (-2)	50	21	36	36	6	12	8	15	16	18	17
	3%kl	3%	3%	3%	3%	3%	5%	2%	2%	2%	2%
SUMMARY CODES											
EASY	1155	574	928	920	148	316	117	478	855	908	751
	79%	76%	79%	79%	77%	75%	71%	76%	85%a	84%a	85%a
DIFFICULT	211	97	154	157	27	65	30	74	82	83	74
	14%kl	13%	13%	13%	14%	15%	18%h	12%	8%	8%	8%
Don't know	9	4	7	5	-	3	2	3	5	7	4
	1%	-	1%	-	-	1%	1%	-	1%	1%	-
Mean Score	0.879	0.907	0.908	0.915	0.863	0.853	0.733	0.835g	1.119a	1.107a	1.111a
Standard Deviation	1.049	1.029	1.030	1.037	1.025	1.061	1.130	1.010	0.908	0.901	0.923
Error Variance	0.001	0.002	0.001	0.001	0.006	0.003	0.008	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.164 And thinking about the information that you wanted about your existing <gas /electricity /gas and electricity > tariff or energy use, how easy or difficult was it...
 To understand the information that you found
 Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

	Total (a)	PES_SEGMENTS														Yorkshir e (d)	NA (j)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (l)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1403	137	144	64	67	167	87	36	26	76	154	102	77	112	91	3	
Weighted Base	1536	156	162	64*	76*	185	93*	101*	34**	91*	156	110*	79*	114	92*	41*	
Very easy	(2) 449	47	36	36	29	47	23	21	4	34	50	34	31	27	27	1	
		29%	22%	43% ^{acdh}	38% ^{ch}	25%	25%	21%	11%	37% ^{ch}	32%	31%	40% ^{cfhn}	24%	29%	21%	
Quite easy	(1) 706	68	89	29	33	91	41	64	15	31	61	50	35	58	37	3	
		46%	44%	55% ^{djke}	44%	49% ^j	44%	64% ^{abdef}	43%	34%	39%	46%	44%	51% ^j	40%	79%	
Neither easy nor difficult	(0) 161	19	12	13	2	15	16	6	14	11	18	11	5	10	9	-	
		11%	12% ^e	8%	15% ^e	3%	8%	17% ^{cefhm}	6%	41%	12% ^e	12% ^e	10%	6%	9%	10%	
Quite difficult	(-1) 161	19	16	3	11	23	10	5	-	14	19	9	7	13	12	-	
		10%	12%	7% ^e	4%	14%	12%	71%	5%	-	16% ^{dh}	12%	8%	9%	12%	13%	
Very difficult	(-2) 50	1	8	3	1	8	3	3	2	1	7	3	1	3	7	-	
		3%	1%	5% ^b	3%	4%	3%	3%	5%	1%	4%	3%	1%	3%	8% ^{abj}	-	
SUMMARY CODES																	
EASY	1155	116	125	65	62	138	64	85	19	65	112	85	66	85	64	4	
		75%	77%	78%	82%	75%	69%	85% ^{agko}	54%	71%	72%	77%	84% ^{ago}	75%	69%	100%	
DIFFICULT	211	20	24	6	11	31	12	9	2	15	25	12	8	17	19	-	
		14%	15%	7%	15%	17%	13%	8%	5%	16%	16%	11%	10%	15%	21% ^{dh}	-	
Don't know	9	1	1	-	-	1	1	-	-	-	1	3	-	2	-	-	
		1%	1%	-	-	1%	1%	-	-	-	-	2%	-	1%	-	-	
Mean Score	0.879	0.919	0.807	1.103o	1.038	0.799	0.782	0.936	0.559	0.914	0.835	0.967	1.128ctg	0.825	0.699	1.215	
Standard Deviation	1.049	0.990	1.048	1.011	1.044	1.089	1.034	0.897	0.889	1.091	1.136	1.005	0.954	1.028	1.248	0.471	
Error Variance	0.001	0.007	0.008	0.016	0.016	0.007	0.012	0.008	0.030	0.016	0.008	0.010	0.012	0.010	0.017	0.074	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.164 And thinking about the information that you wanted about your existing -gas / electricity / gas and electricity- tariff or energy use, how easy or difficult was it.? - Summary Table

Base: All who, when switching/comparing tariffs/suppliers in past 12 months, also looked for information about existing gas and/or electricity tariff or energy use

		To find the information that you wanted	To understand the information that you found
Unweighted Base		1403	1403
Weighted Base		1536	1536
Very easy	(2)	476 31%	449 29%
Quite easy	(1)	726 47%	706 46%
Neither easy nor difficult	(0)	146 10%	161 11%
Quite difficult	(-1)	144 9%	161 10%
Very difficult	(-2)	35 2%	50 3%
SUMMARY CODES			
EASY		1202 78%	1155 75%
DIFFICULT		179 12%	211 14%
Refused		1 .	- .
Don't know		9 .5%	9 .5%
Mean Score		0.959	0.879
Standard Deviation		0.994	1.049
Error Variance		0.001	0.001



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
I used an online website price comparison service (e.g. USwitch, Money Supermarket)	1146 51% ^{gk}	1010 53% ^{cd}	83 44%	53 42%	207 54% ^g	708 57% ^{ag}	201 37%	426 61% ^{ajk}	390 53% ^{jk}	196 46% ^k	133 35%
I rang my supplier	360 16%	316 16%	25 13%	19 15%	73 17%	171 14%	116 21% ^{af}	108 15%	111 15%	77 18%	68 18%
I looked at my supplier's own website	228 10%	191 10%	24 13%	13 11%	46 10%	130 10%	52 10%	68 10%	96 13% ^{jk}	33 8%	32 9%
I looked at the websites of other suppliers	122 5%	98 5%	17 9%	7 6%	33 7%	64 5%	24 4%	32 5%	51 7%	22 5%	17 4%
I rang other suppliers	109 5%	95 5%	5 3%	9 7%	18 4%	57 5%	34 6%	34 5%	30 4%	25 6%	20 6%
A supplier salesperson knocked at my door	93 4%	75 4%	11 6%	8 6%	16 4%	56 4%	22 4%	19 3%	27 4%	15 3%	33 9% ^{ahj}
A friend or family member told me about it	76 3% ^h	67 3%	4 2%	5 4%	17 4%	30 2%	30 6% ^{af}	12 2%	23 3%	18 4% ^h	22 6% ^{ah}
A new supplier phoned me	73 3%	58 3%	10 5%	5 4%	12 3%	41 3%	20 4%	20 3%	12 2%	21 5%	10 3% ^{ahj}
Written communication or marketing material from supplier	71 3%	62 3%	4 2%	5 4%	6 1%	33 3%	32 6% ^{af}	22 3%	22 3%	17 4%	10 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	41 2%	8 4%	1 1%	14 3%	28 2%	9 2%	9 1%	13 2%	17 4% ^h	12 3% ^h
I phoned a comparison service	26 1%	22 1%	4 2%	1 1%	6 1%	12 1%	8 1%	6 1%	10 1%	5 1%	5 1%
Supplier rang/contacted me	26 1%	18 1%	5 2%	4 3% ^b	7 1%	11 1%	8 2%	8 1%	11 2%	1 0%	6 2% ^g



Q.165 And when you compared or switched <gas / electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	956	551
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association / Big Switch, ready to switch etc.)	26 1%	25 1%	1 1%	-	4 1%	16 1%	6 1%	4 1%	10 1%	6 1%	6 2%
Articles in the media	12 1%	10 1%	1 1%	-	-	6 1%	6 1%	5 1%	3 1%	4 1%	-
Don't want to change/swap	10 *	9 *	1 1%	-	2 1%	7 1%	-	-	6 1%	1 1%	2 1%
On the bill	8 *	8 *	-	-	1 *	7 1%	-	3 *	3 *	1 *	1 *
TV advert/TV programme	6 *	4 *	1 1%	1 1%	2 *	4 *	1 *	-	3 *	-	3 1%
Which (magazine)	3 *	3 *	-	-	1 *	2 *	1 *	1 *	2 *	1 *	-
Other	31 1%	24 1%	4 2%	2 2%	4 1%	16 1%	11 2%	7 1%	11 1%	3 1%	10 3%
None	2 *	2 *	-	-	-	2 *	1 *	-	-	-	-
Refused	5 *	5 *	-	-	-	4 *	1 *	1 *	3 *	1 *	-
Don't know	119 5%	101 5%	12 6%	6 4%	22 5%	48 4%	49 9%	25 4%	27 4%	35 8%	31 8%



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59	332	1905	1555	423	257
I used an online/website price comparison service (e.g. Uswitch, Money Supermarket)	1146 51%be	155 36%	870 57%abde	100 46%b	21 35%	131 39%	1015 53%f	852 55%g	208 49%h	76 32%
I rang my supplier	360 16%	88 20%ac	224 15%	39 18%	9 14%	59 18%	301 18%	244 16%	70 17%	41 17%
I looked at my supplier's own website	228 10%b	29 7%	174 11%b	17 8%	8 13%	28 8%	200 12%	167 11%	45 11%	16 7%
I looked at the websites of other suppliers	122 5%d	19 4%	95 6%d	5 2%	4 7%	12 4%	110 6%	87 6%	25 6%	10 4%
I rang other suppliers	109 5%	20 4%	75 5%	14 6%	1 2%	23 7%	87 5%	80 5%	14 3%	14 6%
A supplier salesperson knocked at my door	93 4%	28 6%ac	52 4%	10 4%	1 1%	23 7%ag	70 4%	54 3%	12 3%	24 10%ah
A friend or family member told me about it	76 3%	28 7%ac	38 3%	7 3%	1 2%	21 6%ag	55 3%	45 3%	17 4%	13 5%
A new supplier phoned me	73 3%	19 4%	46 3%	6 3%	1 2%	22 7%ag	50 3%	42 3%	12 3%	19 8%ah
Written communication or marketing material from supplier	71 3%	19 4%	44 3%	9 4%	1 1%	18 5%ag	53 3%	52 3%	11 3%	8 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	21 5%acd	28 2%	2 1%	1 2%	5 1%	46 2%	28 2%	13 3%	11 5%ah
I phoned a comparison service	28 1%	7 2%	18 1%	1 -	1 1%	2 1%	24 1%	20 1%	4 1%	2 1%
Supplier rang/contacted me	26 1%	7 2%	19 1%	- -	- -	7 2%	19 1%	16 1%	5 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2226	438	1522	217	59*	332	1905	1555	423	237
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association/ Big Switch, ready to switch etc.)	26 1%	6 1%	18 1%	2 1%	-	5 2%	21 1%	18 1%	4 1%	4 2%
Articles in the media	12 1%	3 1%	6 *	2 1%	-	-	12 1%	10 1%	1 *	1 *
Don't want to change/swap	10 *	1 *	4 *	4 2%abc	-	1 *	9 *	6 *	4 1%	1 *
On the bill	8 *	1 *	6 *	-	-	-	8 *	7 *	1 *	-
TV advert/TV programme	6 *	2 *	4 *	1 1%	-	2 1%	4 *	2 *	4 1%h	1 *
Which (magazine)	3 *	-	3 *	-	-	1 *	2 *	3 *	-	-
Other	31 1%	12 3%ac	14 1%	5 2%	1 1%	4 1%	27 1%	23 1%	4 1%	4 2%
None	2 *	-	2 *	-	-	1 *	2 *	1 *	2 *	-
Refused	5 *	1 *	3 *	1 *	-	1 *	4 *	2 *	1 *	2 *
Don't know	119 5%	26 6%c	54 4%	19 9%ac	19 33%abod	19 6%	100 5%	75 5%	27 6%	14 6%

Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%cbk	1069 56%acd	57 32%cd	15 10%	113 47%	1033 52%	1144 51%	1032 52%	167 51%	932 52%k	43 39%
I rang my supplier	360 16%	282 15%	34 19%	40 28%ab	39 16%	321 16%	360 16%	321 16%	56 17%	284 16%	19 17%
I looked at my supplier's own website	229 10%cd	210 11%cd	12 7%cd	2 1%	26 11%	202 10%	228 10%	202 10%	39 12%	175 10%	12 11%
I looked at the websites of other suppliers	122 6%cd	102 5%cd	12 7%cd	2 1%	16 7%	106 5%	122 5%	106 5%	14 4%	102 6%	5 5%
I rang other suppliers	109 5%	86 5%	13 7%	11 8%	14 6%	95 5%	109 5%	95 5%	17 5%	81 5%	10 9%aj
A supplier salesperson knocked at my door	93 4%	69 4%	14 8%ab	9 6%	9 4%	84 4%	93 4%	84 4%	11 3%	73 4%	9 8%ajj
A friend or family member told me about it	76 3%	52 3%	7 4%	16 11%abc	6 2%	70 4%	76 3%	76 4%	13 4%	57 3%	6 5%
A new supplier phoned me	73 3%	51 3%	8 5%	12 8%ab	8 4%	64 3%	71 3%	63 3%	11 3%	56 3%	4 3%
Written communication or marketing material from supplier	71 3%	49 3%	8 4%	13 9%ab	8 3%	63 3%	71 3%	63 3%	10 3%	59 3%	2 2%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	42 2%	5 3%	3 2%	6 2%	45 2%	51 2%	45 2%	7 2%	40 2%	3 3%
I phoned a comparison service	26 1%	21 1%	3 2%	3 2%	3 1%	23 1%	26 1%	23 1%	2 1%	21 1%	3 3%
Supplier rang/contacted me	26 1%	20 1%	3 1%	3 2%	2 1%	24 1%	26 1%	24 1%	2 1%	22 1%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.165 And when you compared or switched <gas / electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association / Big Switch, ready to switch etc.)	26	22	-	1	5	21	26	21	4	22	1
	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	1%
Articles in the media	12	6	3	2	3	8	12	8	1	11	-
	1%	-	2% ^b	2% ^b	1%	1%	1%	-	-	1%	-
Don't want to change/swap	10	7	2	1	2	8	10	8	-	9	1
	-	-	1%	-	1%	-	-	-	-	1%	1%
On the bill	8	8	-	1	-	8	8	8	1	7	-
	-	-	-	-	-	-	-	-	-	-	-
TV advert/TV programme	6	2	1	2	2	4	6	4	1	4	-
	-	-	1%	1% ^{ab}	1%	-	-	-	-	-	-
Which (magazine)	3	3	-	-	-	3	3	3	-	3	-
	-	-	-	-	-	-	-	-	-	-	-
Other	31	22	3	6	4	27	31	27	4	26	1
	1%	1%	2%	4% ^{ab}	1%	1%	1%	1%	1%	1%	1%
None	2	2	-	-	2	1	2	1	-	2	-
	-	-	-	-	1% ^h	-	-	-	-	-	-
Refused	5	4	-	1	-	5	5	5	-	5	-
	-	-	-	1%	-	-	-	-	-	-	-
Don't know	119	82	13	20	15	103	119	103	24	82	12
	5%	4%	7%	14% ^{ab}	6%	5%	5%	5%	7%	5%	11% ^{aj}

Q.165 And when you compared or switched <gas / electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	212	1470	535	22	1704	105	266
Weighted Base	2236	1566	565	22**	1853	110*	242
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%g	759 48%	336 59%ab	9 39%	1008 54%g	44 40%	81 33%
I rang my supplier	360 16%c	289 18%c	54 70%	5 22%	308 17%	18 16%	35 15%
I looked at my supplier's own website	228 10%ag	185 12%c	34 6%	2 10%	199 11%g	15 14%g	14 6%
I looked at the websites of other suppliers	122 5%	91 6%	23 4%	-	100 5%	8 7%	10 4%
I rang other suppliers	109 5%c	88 6%c	15 3%	1 3%	99 5%	3 3%	9 4%
A supplier salesperson knocked at my door	93 4%e	61 4%	24 4%	-	47 3%	3 3%	40 17%aef
A friend or family member told me about it	76 3%	46 3%	23 4%	3 13%	65 3%	2 2%	9 4%
A new supplier phoned me	73 3%	50 3%	20 3%	1 3%	52 3%	6 5%	13 5%e
Written communication or marketing material from supplier	71 3%c	64 4%c	7 1%	-	60 3%	6 5%	4 2%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	27 2%	20 4%ab	3 10%	28 1%	-	20 8%aef
I phoned a comparison service	26 1%	19 1%	7 1%	-	23 1%	-	1 -
Supplier rang/contacted me	26 1%	18 1%	8 1%	-	22 1%	2 2%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
* small base; ** very small base (under 30) ineligible for sig testing

Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Through a collective (group) switching campaign organised by a third party (e.g. council charity/housing association \ Big Switch, ready to switch etc.)	28 1%	14 1%	11 2%	-	24 1%	-	2 1%
Articles in the media	12 1%	9 1%	3 1%	-	9 1%	1 1%	1 1%
Don't want to change/swap	10 *	10 1%	-	-	8 *	2 1%	1 *
On the bill	8 *	4 *	4 1%	-	8 *	1 1%	-
TV advert/TV programme	6 *	5 *	2 *	-	3 *	2 1%e	2 1%e
Which (magazine)	3 *	1 *	2 *	-	3 *	-	-
Other	31 1%	21 1%	9 2%	-	25 1%	2 2%	4 2%
None	2 *	1 *	2 *	-	2 *	-	-
Refused	5 *	4 *	1 *	-	4 *	-	-
Don't know	119 5%	82 5%	23 4%	3 13%	80 4%	10 9%e	21 9%e

Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2236	1277	756	32**	168
I used an online/website price comparison service (e.g. Uswitch, Money Supermarket)	1146 51%a	703 55%ac	366 48%	5 16%	71 42%
I rang my supplier	360 16%	224 18%b	104 14%	10 29%	22 13%
I looked at my supplier's own website	228 10%ac	160 13%ac	56 7%	3 9%	8 5%
I looked at the websites of other suppliers	122 5%	80 6%e	39 5%	-	3 2%
I rang other suppliers	109 5%	58 5%	41 5%	2 7%	8 5%
A supplier salesperson knocked at my door	83 4%b	22 2%	57 7%ab	3 9%	12 7%b
A friend or family member told me about it	76 3%	41 3%	26 3%	2 6%	7 4%
A new supplier phoned me	73 3%	38 3%	29 4%	1 4%	6 4%
Written communication or marketing material from supplier	71 3%	40 3%	22 3%	5 14%	5 3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2%	20 2%	22 3%	2 6%	7 4%b
I phoned a comparison service	26 1%	15 1%	9 1%	-	2 1%
Supplier rang/contacted me	26 1%	15 1%	6 1%	-	5 3%c

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2298	1277	798	32**	188
Through a collective (group) switching campaign organised by a third party (e.g. council charity/housing association / Big Switch, ready to switch etc.)	26 1%	17 1%	7 1%	-	3 2%
Articles in the media	12 1%	4	7	1	-
Don't want to change/swap	10	4	5	-	1
On the bill	8	6	-	1	1
TV advert/TV programme	6	3	3	4%	1
Which (magazine)	3	2	1	-	-
Other	31 1%	15 1%	12 2%	-	4 2%
None	2	2	-	-	-
Refused	5	3	2	-	-
Don't know	119 5%b	40 3%	51 7%b	3 8%	24 14%abc

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
I used an online website price comparison service (e.g. USwitch, Money Supermarket)	1148 51% ^{aghi}	488 54% ^c	657 49%	943 53% ^e	203 44%	681 79% ^{aghi}	163 35% ^h	95 16%	32 31% ^h	546 63% ^{akl}	525 47% ^h	69 29%	6 30%
I rang my supplier	360 16% ^{bh}	109 12%	251 19% ^b	270 15%	90 19%	92 11%	138 29% ^{ah}	27 9%	12 12%	154 18%	172 15%	34 14%	1 3%
I looked at my supplier's own website	228 10% ^{bch}	49 5%	179 13% ^{ab}	141 8%	87 19% ^{ad}	56 6%	66 14% ^{ah}	13 4%	8 8%	97 11%	112 10%	17 7%	3 14%
I looked at the websites of other suppliers	122	41	80	91	31	43	40	8	2	53	62	6	-
I rang other suppliers	109	44	65	87	23	29	45	6	6	41	60	7	2
A supplier salesperson knocked at my door	93	47	46	89	4	-	6	82	-	17	45	30	1
A friend or family member told me about it	76	37	39	62	14	-	27	5	17	23	38	14	-
A new supplier phoned me	73	37	36	63	10	12	10	38	1	24	42	6	1
Written communication or marketing material from supplier	71	8	63	48	2%	1%	19	2%	13% ^{afgi}	3%	4%	3%	3%
I spoke to a supplier salesperson in the street/shopping centre / public place	51 2% ^{ch}	34 4% ^{ac}	16 1%	45 3%	5 1%	3 *	1 *	39 13% ^{afgi}	-	11 1%	32 3%	5 2%	1 7%
I phoned a comparison service	26	9	18	19	7	8	9	-	2	14	11	2	-
Supplier rang/contacted me	26	5	21	16	10	3	4	7	3	9	10	7	-
	1%	1%	2%	1%	2% ^d	1%	1%	2% ^f	2% ⁱ	1%	1%	3% ^{ak}	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	786	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association / Big Switch, ready to switch etc.)	28	19	7	23	3	7	-	-	16	14	10	1	1
Articles in the media	12	3	9	8	4	-	3	-	3	5	4	3	-
Don't want to change/swap	10	1	9	3	7	-	1	-	2	1	5	2	1
On the bill	8	1	8	4	4	-	3	-	1	3	5	-	-
TV advert/TV programme	6	2	4	3	4	2	1	-	1	1	4	2	-
Which (magazine)	3	3	-	3	-	-	2	-	1	2	2	-	-
Other	31	16	15	28	5	5	6	5	9	6	20	5	-
None	2	2	1	2	1	-	2	-	-	-	2	-	-
Refused	5	2	3	3	2	1	1	-	-	-	3	2	-
Don't know	119	54	64	85	34	14	27	17	11	11	62	39	7
	5%	6%	5%	5%	7% ^d	2%	6% ^f	6% ^h	11% ⁱ	1%	6% ^k	16% ^l	32%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	946	1451	1408	450	493	296	694	1433	1486	1280
Weighted Base	2296	1007	1572	1509	450	536	296	756	1496	1560	1307
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51%ag	524 52%	958 61%ab	898 59%ab	163 36%	381 71%ae	98 33%	437 58%ag	738 49%	791 51%	640 49%
I rang my supplier	360 16%h	199 20%acd	221 14%	244 16%	65 14%	54 10%	67 23%a	144 19%	248 17%	261 17%	219 17%
I looked at my supplier's own website	228 10%af	138 14%ac	164 10%	196 13%a	18 4%	34 6%	30 10%	117 16%ag	156 10%	166 11%	126 10%
I looked at the websites of other suppliers	122 5%	58 6%	103 7%	97 6%	17 4%	33 6%	12 4%	49 6%	70 5%	80 5%	61 5%
I rang other suppliers	109 5%	46 5%	74 5%	76 5%	22 5%	23 4%	18 6%	30 4%	65 4%	73 5%	57 4%
A supplier salesperson knocked at my door	93 4%h	29 3%	56 4%	44 3%	36 8%af	15 3%	15 5%h	17 2%	62 4%	54 3%	50 4%
A friend or family member told me about it	76 3%	27 3%	41 3%	41 3%	24 5%	16 3%	13 4%h	15 2%	53 4%	56 4%	51 4%
A new supplier phoned me	73 3%	28 3%	35 2%	34 2%	25 6%af	12 2%	12 4%	16 2%	51 3%	53 3%	43 3%
Written communication or marketing material from supplier	71 3%ef	42 4%	46 3%	50 3%	3 1%	4 1%	21 7%ah	25 3%	56 4%	58 4%	46 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/ef - a/g/h - a/ij/k



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?

Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	946	1451	1408	450	493	296	694	1433	1486	1260
Weighted Base	2266	1007	1572	1506	450	536	296	756	1496	1560	1307
I spoke to a supplier salesperson in the street/shopping centre / public place	51	9	25	18	22	13	5	4	39	39	34
	2% ^{ab}	1%	2%	1%	5% ^a	2%	2%	1%	3%	3%	3%
I phoned a comparison service	26	13	21	16	3	5	5	9	14	16	13
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Supplier rang/contacted me	26	19	13	15	5	2	9	11	18	19	15
	1%	2% ^{ac}	1%	1%	1%	*	3% ^a	1%	1%	1%	1%
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association / Big Switch, ready to switch etc.)	26	11	18	16	7	12	3	8	18	19	18
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Articles in the media	12	1	12	8	-	3	-	1	7	8	7
	1%	*	1% ^b	1%	-	1%	-	*	*	1%	1%
Don't want to change/swap	10	6	6	5	1	1	4	2	8	7	8
	*	1%	*	*	*	*	1%	*	1%	*	1%
On the bill	8	4	3	6	1	-	1	3	5	4	7
	*	*	*	*	*	-	*	*	*	*	1%
TV advert/TV programme	6	3	5	2	2	2	2	1	5	5	5
	*	*	*	*	*	*	1%	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.165 And when you compared or switched <gas / electricity / gas and electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	946	1451	1408	450	296	694	1433	1486	1260
Weighted Base	2266	1007	1572	1506	450	296	756	1496	1560	1307
Which (magazine)	3	-	2	2	2	-	-	2	2	2
Other	31	12	16	13	12	6	7	26	24	20
None	7%	1%	1%	1%	3%	2%	1%	2%	2%	2%
Refused	2	1	-	-	2	1	-	2	2	2
Don't know	5	-	4	4	2	-	-	5	5	5
	119	31	52	44	47	20	14	74	70	63
	5%aboth	3%	3%	3%	11%af	7%gh	2%	5%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.165 And when you compared or switched <gas / electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9
Weighted Base	2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**
I used an online/website price comparison service (e.g. USwitch, Money Supermarket)	1146 51% ^m	119 55% ^m	108 45%	60 53% ^m	62 52% ^m	129 52% ^m	79 52% ^m	81 55% ^m	18 37%	65 46%	119 54% ^m	95 61% ^{acjpn}	42 38%	85 49%	78 57% ^{cm}	6 48%
I rang my supplier	360 16%	43 20% ^t	50 21% ^{fn}	22 20%	19 16%	30 12%	25 16%	23 15%	6 12%	19 14%	37 17%	23 15%	20 18%	22 13%	20 15%	-
I looked at my supplier's own website	228 10%	22 10%	24 10%	19 17% ^{akho}	8 7%	24 10%	14 9%	11 8%	8 17% ^o	16 11%	16 7%	14 9%	11 10%	18% ^{abccfg}	8 6%	-
I looked at the websites of other suppliers	122 5%	10 4%	8 3%	7 7%	6 5%	9 4%	12 8%	7 4%	8 17% ^{abcefh}	8 6%	16 7%	7 5%	6 5%	15 8% ^{co}	3 2%	-
I rang other suppliers	109 5%	14 6%	14 6%	5 4%	5 4%	10 4%	11 7%	8 5%	-	4 3%	8 4%	8 5%	10 9% ^j	6 4%	6 4%	1 13%
A supplier salesperson knocked at my door	93 4%	3 1%	12 5%	4 3%	9 7% ^b	9 4%	6 4%	6 4%	3 7%	7 5%	3 2%	3 2%	9 8% ^{kl}	8 5%	8 6% ^b	-
A friend or family member told me about it	76 3%	4 2%	11 5%	3 2%	6 5%	13 5%	4 3%	4 3%	1 2%	3 2%	6 3%	5 3%	4 4%	5 3%	5 4%	-
A new supplier phoned me	73 3%	3 2%	8 3% ^l	7 6% ^{bl}	2 1%	12 5% ^l	8 5% ^l	3 2%	1 1%	9 7% ^{bl}	7 3% ^l	-	4 3% ^l	4 2%	4 3%	1 7%
Written communication or marketing material from supplier	71 3%	11 5% ^k	10 4%	1 1%	3 2%	11 5%	3 2%	3 2%	1 3%	3 2%	3 1%	9 6% ^k	6 5%	5 3%	4 3%	-
I spoke to a supplier salesperson in the street/shopping centre/public place	51 2%	6 3%	6 3%	-	-	6 3%	4 3%	5 4%	-	8 6% ^{adek}	3 1%	2 1%	1 1%	5 3%	3 2%	-
I phoned a comparison service	26 1%	-	3 1%	3 3% ^{ak}	-	3 1%	1 1%	2 1%	2 4% ^{ak}	2 1%	-	2 1%	4 3% ^{ak}	2 1%	2 2%	-
Supplier rang/contacted me	26 1%	3 2%	1 1%	-	2 2%	3 1%	-	-	4 6% ^{abccdfg}	1 1%	6 3%	-	4 4% ^{acgl}	1 1%	1 1%	1 8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.165 And when you compared or switched <gas / electricity> supplier or tariff, how did you find out about the deals offered?
 Base: All who have switched supplier, changed tariff with an existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in past 12 months

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9
Weighted Base 2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**
Through a collective (group) switching campaign organised by a third party (e.g. council/charity/housing association / Big Switch, ready to switch etc.)	26 1%	5 2%	4 2%	1 1%	-	3 1%	-	1 2%	-	4 2%	2 1%	-	-	1 1%	2 15%
Articles in the media	12 1%	-	1	-	1	3	2	-	1	-	-	-	-	1	-
Don't want to change/swap	10 *	1	-	1	2	-	1	-	1	1	-	-	-	1	-
On the bill	8 *	-	2	-	-	3	-	-	-	1	2	-	-	1	-
TV advert/TV programme	6 *	-	1	-	-	2	-	-	1	1%	1%	-	-	2	-
Which (magazine)	3 *	-	1	-	-	1%	-	-	1%	-	-	1%	-	1%	-
Other	31 1%	-	1	1	5	2	2	2	3	2	4	2	6	1	-
None	2 *	-	-	-	-	-	-	-	-	1	-	-	2	-	-
Refused	5 *	2	-	-	-	-	-	-	-	-	-	2	1%	-	-
Don't know	119 5%	7 3%	18 7%	9 8%	3 3%	13 5%	9 6%	9 6%	4 6%	12 5%	2 1%	5 4%	14 8%	5 4%	1 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your -gas / electricity / gas and electricity- tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 1424	1233	107	84	280	704	440	380	409	268	367
Weighted Base 1501	1295	127	79	284	637	380	467	499	286	250
Yes, I feel I'm paying less now 63%	814	83	52	175	537	238	304	313	169	163
Yes, I feel I'll be paying less in the long term 23% ^{nk}	298	24	18	65	193	81	113	117	67	42
No 132	109	16	8	28	70	34	34	40	28	31
Refused 1	1	-	-	-	-	1	1	-	-	-
Don't know 79	73	4	2	16	37	25	15	28	22	14
	6%	3%	2%	6%	4%	7%	3%	6%	8% ^h	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your -gas / electricity / gas and electricity- tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1424	359	889	143	33	252	1172	962	253	199
Weighted Base	1501	291	1032	146	32**	215	1286	1059	265	167
Yes, I feel I'm paying less now	950	181	654	92	22	134	816	673	164	104
	63%	62%	63%	63%	67%	62%	63%	64%	62%	62%
Yes, I feel I'll be paying less in the long term	339	49	252	33	5	41	298	248	58	31
	23%ab	17%	24%ab	23%	14%	19%	23%	23%	22%	19%
No	132	42	76	11	4	23	110	86	25	22
	9%	14%ac	7%	8%	11%	11%	9%	8%	10%	13%ah
Refused	1	-	-	1	-	-	1	1	-	-
	-	-	-	1%c	-	-	-	-	-	-
Don't know	79	18	51	7	2	17	62	51	18	10
	5%	6%	5%	5%	7%	8%	5%	5%	7%	6%

Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your <gas / electricity / gas and electricity> tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1424	1164	128	121	135	1289	1423	1288	196	1143	79
Weighted Base	1501	1281	114	92	137	1365	1499	1363	215	1197	81*
Yes, I feel I'm paying less now	950	815	71	55	90	860	948	859	135	767	41
	67%a	64%	62%	60%	66%	63%	63%	63%	62%	64%a,k	50%
Yes, I feel I'll be paying less in the long term	339	299	21	18	29	311	339	311	41	278	19
	23%	23%	19%	19%	21%	23%	23%	23%	19%	23%	23%
No	132	105	16	10	10	122	132	122	26	98	9
	9%	8%	14%b	11%	7%	9%	9%	9%	12%	8%	11%
Refused	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	79	61	6	9	8	71	79	71	12	54	12
	5%	5%	5%	10%ab	6%	5%	5%	5%	6%	5%	15%ajl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your <gas / electricity / gas and electricity> tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1424	909	433	20	1101	55	174
Weighted Base	1501	963	465	21**	1277	60*	155
Yes, I feel I'm paying less now	950 63%	593 62%	302 66%	14 69%	820 64%	36 61%	88 56%
Yes, I feel I'll be paying less in the long term	339 23%	215 22%	108 24%	5 23%	293 23%	8 14%	36 23%
No	132 9%	99 10% ^c	29 6%	1 3%	101 8%	9 15%	23 15% ^{ae}
Refused	1	1	-	-	1	-	-
Don't know	79 5%	56 6%	16 4%	1 5%	62 5%	6 10%	9 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your <gas / electricity / gas and electricity> tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1424	898	399	18	107
Weighted Base	1501	966	408	19**	106*
Yes, I feel I'm paying less now	950 63%	633 66%	245 60%	9 46%	63 59%
Yes, I feel I'll be paying less in the long term	339 23%	229 24%	83 20%	2 11%	24 22%
No	132 9%	65 7%	52 13%ab	6 30%	10 9%
Refused	1 .	1
Don't know	79 5%	39 4%	28 7%b	2 10%	10 9%b

Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your -gas / electricity / gas and electricity- tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)	
Unweighted Base	1424	785	639	1240	184	637	288	225	77	646	638	130	10
Weighted Base	1501	821	680	1308	193	707	299	213	75*	710	656	128	7**
Yes, I feel I'm paying less now	950	516	434	838	112	474	190	120	50	483	392	72	2
63%	63%	64%	64%	58%	67%h	64%	56%	67%	68%akl	60%	56%	34%	
Yes, I feel I'll be paying less in the long term	339	206	133	297	42	177	64	44	10	158	159	22	-
23%	25%c	20%	23%	22%	25%i	21%	21%	13%	22%	24%	17%	-	
No	132	63	70	106	27	38	27	32	8	49	60	20	3
9%j	8%	10%	8%	14%ad	5%	9%	15%alg	11%	7%	9%	16%akj	46%	
Refused	1	1	-	1	-	1	-	-	-	-	1	-	-
*	*	-	*	-	*	*	-	-	-	*	*	-	-
Don't know	79	36	43	67	12	17	19	17	6	20	43	14	1
5%k	4%	6%	5%	6%	2%	6%f	8%f	8%f	9%f	3%	7%j	11%aj	20%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your -gas / electricity / gas and electricity- tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1424	867	912	894	391	474	268	842	965	1008	851
Weighted Base	1501	928	989	976	388	516	268	704	1007	1061	884
Yes, I feel I'm paying less now	950	599	654	647	221	347	160	459	660	707	596
Yes, I feel I'll be paying less in the long term	339	198	239	225	94	136	44	159	240	261	213
No	132	85	62	65	44	21	39	53	64	55	43
Refused	1	1	1	1	1	1	1	1	1	1	1
Don't know	79	50	34	38	29	11	25	32	43	37	31
	5%	5%	3%	4%	7%	2%	9%	5%	4%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.166 To the best of your knowledge, do you feel that you are now paying less than you would have if you had not switched your <gas / electricity / gas and electricity> tariff or supplier?

Base: All who have switched supplier or tariff in the last 12 months and aimed to save money

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1424	132	161	46	73	161	109	108	29	77	151	88	74	115	93	7
Weighted Base 1501	149	175	57*	72*	171	116*	107*	35**	91*	151	92*	73*	112	92*	9**
Yes, I feel I'm paying less now 950	74	125	32	49	134	66	72	21	62	86	68	46	60	50	5
63%bn	50%	71%bgn	56%	68%b	78%abdg	57%	67%b	60%	68%bn	57%	74%bgn	63%	53%	58%	58%
Yes, I feel I'll be paying less in the long term 339	44	24	16	15	21	35	24	10	14	39	14	20	32	30	2
23%cf	29%cfj	14%	28%cf	20%	12%	30%cfj	23%cf	29%	15%	26%cf	15%	27%cf	28%cfj	32%acfj	19%
No 132	17	19	3	6	9	10	9	4	11	15	4	6	13	7	1
9%	12%	11%	6%	9%	5%	8%	8%	11%	12%	10%	4%	8%	12%	7%	17%
Refused 1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	1%a	-	-	-
Don't know 79	14	7	6	2	7	5	3	-	4	11	6	-	9	5	1
5%	9%u	4%	10%u	3%	4%	5%	3%	-	5%	7%u	7%u	-	7%u	6%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Price increases	1250	1033	147	70	295	674	281	293	415	261	281
- 21%g		20%	26%abd	20%	23%afg	32%g	16%	20%	22%	21%	20%
Price reductions	1220	1036	126	58	152	723	344	362	387	253	217
20%ek		20%	23%cd	16%	13%	23%aeg	20%ie	25%ajk	20%k	21%k	15%
Energy suppliers over charging/profit margins	643	542	56	45	74	370	199	227	212	120	85
11%ek		11%	10%	13%	6%	12%e	12%e	16%ajk	11%k	10%k	6%
Poor customer service	497	428	53	16	72	288	137	175	150	92	80
8%dek		8%cd	9%cd	5%	6%	9%e	6%	12%ajk	8%k	7%	6%
There is more competition	254	224	19	10	30	159	65	69	90	53	42
4%ek		4%	3%	3%	3%	5%eg	4%	5%k	5%k	4%	3%
Green / environmental issues	243	219	19	6	50	138	56	89	95	28	31
4%dk		4%cd	3%	2%	4%	4%g	3%	6%ajk	5%k	2%	2%
Oil/gem firing energy suppliers	207	169	31	7	35	130	43	64	66	51	27
3%gk		3%	6%abd	2%	3%	4%g	3%	4%k	3%k	4%k	2%
Plans to freeze energy prices	200	177	17	6	58	108	33	62	71	34	33
3%gk		3%	2%	2%	5%afg	3%g	2%	4%k	3%g	3%	2%
Price comparison websites in the news	182	156	16	10	22	116	44	61	64	26	31
3%e		3%	3%	3%	2%	4%eg	3%	4%k	3%k	2%	2%
Simpler structures for tariffs	172	144	13	15	23	113	36	73	57	23	19
3%k		3%	2%	4%	2%	4%eg	2%	5%ajk	3%k	2%	1%
Energy on the government / political agenda	149	132	12	5	28	93	28	59	55	16	19
2%gk		2%	1%	1%	2%	3%g	2%	4%ajk	3%k	1%	1%
Power to Switch campaign	137	116	15	6	7	89	40	49	44	25	19
2%ek		2%	3%	2%	1%	3%e	2%e	3%ak	2%k	2%	1%
Wholesale prices/price reductions not being passed on to customer	135	111	20	4	8	94	33	56	39	29	11
2%ek		2%	4%abd	1%	1%	3%aeg	2%e	4%ak	2%k	2%k	1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	97	10	1	19	60	29	51	31	16	10
2%dk		2%cd	2%	.	2%	2%	2%	4%ajk	2%k	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Fewer energy tariffs	102	89	8	6	11	67	24	41	35	12	14
	2%k	2%	1%	2%	1%	2%e	1%	3%ajk	2%k	1%	1%
Other mentions of clearer information for energy consumers	101	93	5	3	12	61	28	35	34	14	17
	2%	2%	1%	1%	1%	2%e	2%	2%jk	2%	1%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	81	12	4	6	62	30	54	27	11	5
	2%ak	2%	2%	1%	*	2%e	2%e	4%ajk	1%k	1%	*
Power cut issues	84	68	9	6	9	54	21	40	26	10	8
	1%k	1%	2%	2%	1%	2%e	1%	3%ajk	1%k	1%	1%
Removal of some discounts	69	58	8	3	12	45	12	27	20	11	11
	1%	1%	1%	1%	1%	1%g	1%	2%k	1%	1%	1%
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	41	7	1	7	32	9	16	19	10	4
	1%k	1%	1%	*	1%	1%	1%	1%k	1%k	1%	*
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	42	4	3	2	29	19	22	15	9	4
	1%ak	1%	1%	1%	*	1%e	1%e	1%ak	1%	1%	*
All other general negative comments (greedy, crooks etc)	37	25	7	5	2	26	10	12	10	9	6
	1%	*	1%b	1%b	*	1%e	1%	1%	1%	1%	*
(Being told to) shop around/compare/switch	34	28	6	-	5	12	17	8	13	4	8
	1%	1%	1%	-	*	*	1%af	1%	1%	*	1%
People being ripped off	29	27	3	-	2	16	11	3	15	6	5
	*	1%	*	-	*	1%	1%	*	1%h	1%	*
EDN (any mention)	27	24	2	1	2	13	12	12	7	2	4
	*	*	*	*	*	1%e	*	1%j	*	*	*
Oil prices/oil prices increase (no mention of not passing saving on)	26	26	-	-	6	13	6	10	5	4	7
	*	1%	-	-	*	*	*	1%	*	*	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5072	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Age UK and E.ON/scandal of Age Concern and E.ON	25	24	1	-	1	12	12	11	8	2	5
Age UK/Age Concern (all other references)	25	25	-	-	3	10	12	10	6	5	5
Bad publicity/complaints/general problems	23	18	5	1	2	10	11	13	-	8	3
All the same/they're all the same	21	17	2	2	-	12	9	5	8	3	5
Tariffs/bills are complicated	18	18	-	-	1	11	7	7	10	-	2
Confusing/misleading information	18	17	1	-	2	7	10	8	6	2	3
Price fixing/cartels (being investigated)	18	13	3	2	6	7	5	8	4	5	1
Smart meters	16	13	2	1	4	8	4	9	3	-	5
Large Six Supplier(s) (any mention)	16	14	-	2	6	8	3	11	2	1	2
Prices (all other references)	13	11	2	-	4	4	5	1	8	3	1
Expensive	13	9	3	1	3	6	3	4	3	2	4
Monopoly/lack of competition	12	12	-	-	3	8	1	6	3	1	2
Can save money (by switching)	10	9	1	-	2	4	3	2	5	1	2
Pensioners/elderly being conned/overcharged	10	3	1	5	-	7	2	1	4	3	1
Some are good/some are bad/some better than others	10	7	-	2	-	5	4	2	3	4	-

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Fracking	10	10	-	-	4	3	2	2	4	3	1
Rebates/reimbursements/in of receiving rebates/not being reimbursed - Had to give money back	9	9	-	-	2	5	2	1	4	-	4
NPower (any mention)	9	8	-	1	3	3	3	3	2	1	3
Adverts	9	7	2	-	4	1	4	2	2	3	1
Problems with switching/difficult to switch	8	8	-	-	-	7	1	2	4	1	-
Small(er) companies are cheaper	7	5	-	2	-	5	3	4	2	-	1
British Gas (any mention)	7	6	-	2	2	4	2	1	2	1	3
Easier to switch	6	4	1	-	1	1	4	1	2	2	1
Meters/pre-payment meters (all references)	5	3	2	-	2	3	-	3	2	-	-
On TV	5	5	-	-	-	3	2	2	2	-	1
Have not been regulated/need to be regulated	5	5	-	-	1	2	2	1	3	-	1
Director/bosses pay/bonuses	5	3	2	-	1	4	-	3	2	-	-
Short supply of power/low reserves (in UK)	5	5	-	-	-	5	-	-	5	-	-
They hide the best tariffs/don't tell you the best price(s)	4	4	-	-	1	3	1	3	1	-	1



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
In papers	4	4	-	-	-	3	2	2	-	1	1
Energy companies being investigated/suspended/taken to court	4	3	-	-	-	3	*	-	3	-	-
Tariffs/about tariffs (no detail)	3	1	2	-	-	3	*	1	2	-	*
Solar panels	3	3	-	-	2	1	*	-	2	-	1
Sales calls/doorstep sales	3	3	-	-	1	2	*	-	2	-	1
More power stations required/being built	3	3	-	-	1	-	2	-	2	-	*
Transparency/lack of transparency	2	1	1	-	-	1	1	-	2	-	-
Prices being capped	2	2	-	-	-	2	-	2	-	-	1
First Utility (any mention)	2	-	2	-	-	2	-	-	-	2	-
Energy companies making a loss/losing money/profits are down	1	-	1	-	-	1	-	-	1	-	-
Other	86	72	9	4	11	55	20	31	30	12	12
	1%	1%	2%	1%	1%	2%	1%	2% ^{jk}	2%	1%	1%
Nothing	1553	1356	111	87	395	722	436	280	428	326	520
	26% ^{ch}	27% ^c	20%	24%	34% ^{afg}	23%	26%	19%	23% ^h	27% ^h	37% ^{ahj}
Don't know	691	596	64	61	160	302	229	129	196	166	199
	12% ^h	11%	11%	17% ^{abc}	14% ^d	10%	13% ^{af}	9%	10%	14% ^h	14% ^{ah}
Refused	41	31	7	4	10	19	12	4	14	13	9
	1%	1%	1%	1%	1%	1%	1%	*	1%	1% ^h	1%

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Price increases	1250	333	727	145	45	179	1071	777	251	204
21%		20%	21%		23%	19%	21%	21%	20%	21%
Price reductions	1220	256	810	129	25	159	1060	888	192	125
20%bdj		15%	23%abe		13%	17%	21%h	24%aj	16%	13%
Energy suppliers over charging/profit margins	643	123	479	38	3	103	541	494	63	57
11%bde		7%e	14%abde		2%	11%	11%	13%aj		6%
Poor customer service	497	107	333	42	15	75	422	357	74	63
8%bj		6%	10%bd		7%	8%	8%	10%aj		6%
There is more competition	254	63	165	17	9	38	216	187	40	26
4%h		4%	5%d		3%	4%	4%	5%j		3%
Green \ environmental issues	243	49	178	14	4	24	219	171	51	20
4%bdj		3%	5%abd		2%	3%	4%f	5%j		2%
Ofgem firing energy suppliers	207	45	150	12	1	28	179	157	23	27
3%de		3%e	4%bde		2%	3%	4%	4%j		3%
Plans to freeze energy prices	200	35	145	16	3	22	177	128	47	23
3%b		2%	4%b		2%	2%	4%	3%	4%	2%
Price comparison websites in the news	182	39	127	11	5	26	157	127	31	23
3%		2%	4%bd		3%	3%	3%	3%	2%	2%
Simpler structures for tariffs	172	22	137	11	2	21	151	130	29	13
3%h		1%	4%abde		2%	2%	3%	4%		1%
Energy on the government \ political agenda	149	27	111	10	2	16	132	112	26	9
2%h		2%	3%bd		1%	2%	3%	3%j		1%
Power to Switch campaign	137	32	95	8	2	21	116	98	17	18
2%		2%	3%d		1%	2%	2%	3%h		2%
Wholesale price/price reductions not being passed on to customer	135	22	104	8	1	26	109	109	17	8
2%h		1%	3%bde		1%	3%	2%	3%aj		1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	22	79	5	2	19	89	74	19	13
2%		1%	2%bd		1%	2%	2%	2%	2%	1%



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Fewer energy tariffs	102	16	77	7	2	7	95	88	9	5
	2% ^{abf}	1%	2% ^b	1%	1%	1%	2% ^h	2% ^{aj}	1%	-
Other mentions of clearer information for energy consumers	101	20	71	9	1	14	87	74	20	6
	2% ^a	1%	2% ^{ab}	1%	-	1%	2%	2% ^{aj}	2% ^j	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	12	78	7	-	18	80	85	5	5
	2% ^{ab}	1%	2% ^{bce}	1%	-	2%	2%	2% ^{aj}	-	1%
Power cut issues	84	20	54	8	1	15	69	59	20	5
	1% ^a	1%	2%	1%	1%	2%	1%	2% ^{aj}	2% ^{aj}	-
Removal of some discounts	69	13	54	2	-	7	62	48	14	7
	1%	1%	2% ^{bd}	-	-	1%	1%	1%	1%	1%
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	5	41	3	-	3	46	29	9	11
	1% ^{ab}	-	1% ^b	-	-	-	1%	1%	1%	1%
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	11	32	5	1	14	35	41	4	3
	1%	1%	1%	1%	1%	1% ^g	1%	1% ^{aj}	-	-
All other general negative comments (greedy, crooks etc)	37	10	22	4	2	12	25	28	5	6
	1%	1%	1%	1%	1%	1% ^{ag}	-	1%	-	1%
(Being told to) shop around/compare/switch	34	12	17	5	1	8	26	20	8	6
	1%	1%	-	1%	-	1%	1%	1%	1%	1%
People being ripped off	29	5	16	3	5	6	24	22	5	3
	-	-	-	1%	3% ^{abd}	1%	-	1%	-	-
EON (any mention)	27	4	19	3	-	5	22	20	4	2
	-	-	1%	1%	-	1%	-	1%	-	-
Oil prices/oil prices increase (no mention of not passing saving on)	26	8	18	-	-	6	19	19	2	5
	-	-	1%	-	-	1%	-	1%	-	-



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Age UK and EON/scandal of Age Concern and EON	25	6	16	3	-	5	21	17	5	4
Age UK/Age Concern (all other references)	25	4	17	4	-	6	19	16	2	4
Bad publicity/complaints/gen eral problems	23	5	16	3	-	6	18	19	3	2
All the same/they're all the same	21	2	16	2	2	5	16	18	2	1
Tariffs/bills are complicated	18	3	15	1	-	1	17	16	2	-
Confusing/misleading information	18	2	15	1	-	5	13	14	1	3
Price fixing/cartels (being investigated)	18	4	13	1	-	7	10	14	3	1
Smart meters	16	3	12	2	-	2	15	7	3	6
Large Six Supplier(s) (any mention)	16	2	12	-	2	1	15	12	3	1
Prices (all other references)	13	3	8	-	3	2	11	6	5	2
Expensive	13	3	9	1	-	3	10	7	3	3
Monopoly/lack of competition	12	1	11	-	-	2	10	10	2	-
Can save money (by switching)	10	4	6	-	-	1	9	7	-	3
Pensioners/elderly being conned/overcharged	10	3	3	3	-	2	8	5	4	1
Some are good/some are bad/some better than others	10	3	5	1	-	3	7	8	1	-



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Fracking	10	2	7	-	-	-	10	6	4	-
Rebates/reimbursements/in of receiving rebates/not being reimbursed - Had to give money back	9	3	6	-	-	1	8	2	3	2
NPower (any mention)	9	1	7	1	-	2	7	5	1	2
Adverts	9	4	3	1	-	1	8	6	1	2
Problems with switching/difficult to switch	8	2	6	-	-	2	6	8	-	-
Small(er) companies are cheaper	7	2	4	1	-	2	5	7	-	-
British Gas (any mention)	7	2	3	3	-	1	6	4	2	1
Easier to switch	6	1	5	-	-	1	5	5	1	-
Meters/pre-payment meters (all references)	5	-	5	-	-	-	5	3	2	-
On TV	5	1	2	1	2	2	4	3	1	1
Have not been regulated/need to be regulated	5	3	2	-	-	2	3	3	1	1
Director's/bosses pay/bonuses	5	-	5	-	-	-	5	5	-	-
Short supply of power/low reserves (in UK)	5	-	5	-	-	-	5	2	-	3
They hide the best tariffs/don't tell you the best price(s)	4	2	2	1	-	-	4	4	1	-



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
In papers	4	2	2	1	-	-	4	3	1	-
Energy companies being investigated/suspended/taken to court	4	-	4	-	-	-	4	4	-	-
Tariffs/about tariffs (no detail)	3	1	2	-	-	1	2	3	-	-
Solar panels	3	1	1	1	-	-	3	1	2	-
Sales calls/doorstep sales	3	1	2	-	-	-	3	2	-	1
More power stations required/being built	3	1	2	-	-	2	1	2	1	-
Transparency/lack of transparency	2	-	1	1	-	-	-	2	-	-
Prices being capped	2	1	2	-	-	-	2	2	1	-
First Utility (any mention)	2	-	2	-	-	-	2	-	2	-
Energy companies making a loss/losing money/profits are down	1	-	1	-	-	-	1	-	-	-
Other	68	15	58	10	3	18	68	56	22	5
	1% _j	7%	2% _b	7%	1%	2%	7%	2% _j	2% _j	7%
Nothing	1553	556	759	173	65	254	1289	753	397	365
	26% _{ch}	34% _{acd}	22%	27% _c	33% _{ac}	27%	26%	20%	32% _{ah}	37% _{ahj}
Don't know	691	222	347	90	32	111	580	383	161	139
	12% _c	13% _{ac}	10%	14% _c	17% _{ac}	12%	12%	10%	13% _h	14% _{ah}
Refused	41	9	14	14	4	1	40	20	10	9
	1% _d	7%	-	2% _{abc}	2% _{abc}	-	1% _d	7%	1%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Price increases	1250 21%de	997 22%de	121 20%id	124 74%	124 17%	1126 21%e	1244 21%e	1119 21%e	139 19%	986 27%	108 21%
Price reductions	1220 20%dek	961 22%id	118 19%id	132 15%	105 15%	1115 21%e	1220 20%e	1115 21%e	155 22%k	991 21%k	71 14%
Energy suppliers over charging/profit margins	643 11%dk	532 12%cd	53 9%	58 7%	91 13%	552 10%	642 11%	551 10%	96 13%k	516 11%k	28 5%
Poor customer service	497 8%cd	426 10%cd	35 6%	34 4%	49 7%	448 9%	495 9%	446 9%	59 8%	397 9%	34 7%
There is more competition	254 4%id	207 5%id	21 3%	24 3%	29 4%	225 4%	254 4%	225 4%	31 4%	203 4%	19 4%
Green \ environmental issues	243 4%cdk	224 5%cd	10 2%	10 1%	30 4%	213 4%	243 4%	213 4%	28 4%	205 4%k	11 2%
Oligen firing energy suppliers	207 3%cdk	182 4%cd	8 1%	17 2%	16 2%	191 4%	207 3%	191 4%	21 3%	174 4%k	7 1%
Plans to freeze energy prices	200 3%dek	173 4%cd	14 2%	12 1%	11 2%	188 4%e	200 3%e	188 4%e	21 3%k	173 4%k	4 1%
Price comparison websites in the news	182 3%cd	162 4%cd	8 1%	13 1%	21 3%	161 3%	182 3%	161 3%	16 2%	151 3%	14 3%
Simpler structures for tariffs	172 3%id	152 3%cd	10 2%	8 1%	20 3%	152 3%	171 3%	151 3%	17 2%	143 3%	8 2%
Energy on the government \ political agenda	149 2%dk	132 3%id	11 2%id	6 1%	18 3%	131 2%	149 2%	131 2%	20 3%k	123 3%k	5 1%
Power to Switch campaign	137 2%	106 2%	14 2%	16 2%	19 3%	117 2%	137 2%	117 2%	21 3%	99 2%	15 3%
Wholesale prices/price reductions not being passed on to customer	135 2%id	114 3%id	11 2%	10 1%	19 3%	116 2%	135 2%	116 2%	14 2%	108 2%	14 3%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108 2%id	92 2%id	9 2%	7 1%	7 1%	101 2%	107 2%	100 2%	9 1%	91 2%	4 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Fewer energy tariffs	102	81	13	8	13	89	101	88	11	87	3
	2%	2% ^d	2%	1%	2%	2%	2%	2%	2%	2% ^k	1%
Other mentions of clearer information for energy consumers	101	87	8	7	11	90	100	89	13	77	8
	2% ^d	2% ^d	1%	1%	2%	2%	2%	2%	2%	2%	2%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	79	7	11	10	87	97	87	16	78	2
	2% ^k	2%	1%	1%	1%	2%	2%	2%	2% ^k	2% ^k	1%
Power cut issues	84	77	3	4	9	75	82	73	10	68	4
	1% ^d	2% ^d	1%	1%	1%	1%	1%	1%	1%	1%	1%
Removal of some discounts	69	60	7	1	6	63	68	62	8	51	5
	1% ^d	1% ^d	1% ^d	1%	1%	1%	1%	1%	1%	1%	1%
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	44	3	2	1	49	49	49	8	37	4
	1% ^e	1% ^d	1%	1%	1%e	1% ^e	1% ^e	1% ^e	1%	1%	1%
Prices not being reduced (quickly enough) prices should be cheaper (no mention of wholesale prices)	49	35	7	6	5	44	49	44	7	39	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
All other general negative comments (greedy, crooks etc)	37	28	5	3	7	30	37	30	6	26	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
(Being told to) shop around/compare/switch	34	23	6	5	3	32	34	32	7	24	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
People being ripped off	29	22	2	6	5	24	29	24	3	24	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
EON (any mention)	27	18	5	4	6	20	27	20	3	23	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Oil prices/oil prices increase (no mention of not passing saving on)	26	19	3	4	2	24	26	24	3	21	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Age UK and EON/acandal of Age Concern and EON	25	18	4	3	5	20	25	20	2	23	-
Age UK/Age Concern (all other references)	25	17	1	7	4	21	25	21	3	17	5
Bad publicity/complaints/genera	23	18	1	4	6	17	23	17	2	19	3
All the same/they're all the same	21	16	2	4	2	19	21	19	5	14	1
Tariffs/bills are complicated	18	14	2	3	1	18	18	18	4	12	3
Confusing/misleading information	18	13	2	3	2	16	18	16	1	15	2
Price fixing/cartels (being investigated)	18	14	2	2	2	15	18	15	5	12	1
Smart meters	16	11	4	1	-	16	16	16	1	15	1
Large Six Supplier(s) (any mention)	16	14	1	1	-	16	16	16	7	7	2
Prices (all other references)	13	7	1	5	3	10	13	10	4	7	2
Expensive	13	12	-	-	5	8	13	8	2	10	-
Monopoly/lack of competition	12	10	-	2	-	12	12	12	3	8	2
Can save money (by switching)	10	7	2	1	3	7	10	7	1	8	1
Pensioners/elderly being conned/overcharged	10	7	1	2	1	9	10	9	-	8	1
Some are good/some are bad/some better than others	10	7	-	2	1	8	10	8	-	9	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Fracking	10	9	-	1	2	7	10	7	1	9	-
Rebates/reimbursements in or receiving rebates/not being reimbursed - Had to give money back	9	6	2	1	1	9	9	9	1	7	1
NPower (any mention)	9	7	1	1	1	8	9	8	1	8	-
Adverts	9	8	-	1	-	9	9	9	3	6	-
Problems with switching/difficult to switch	8	7	-	1	-	8	8	8	1	7	-
Small(er) companies are cheaper	7	7	-	-	-	7	7	7	-	7	-
British Gas (any mention)	7	5	1	1	-	7	7	7	-	6	1
Easier to switch	6	2	3	-	1	4	6	4	1	4	-
Meters/pre-payment meters (all references)	5	5	-	-	-	5	5	5	-	5	-
On TV	5	2	1	2	2	3	5	3	-	3	2
Have not been regulated/need to be regulated	5	3	1	1	-	5	5	5	1	4	-
Director's/bosses pay/bonuses	5	5	-	-	-	5	5	5	-	5	-
Short supply of power/low reserves (in UK)	5	5	-	-	-	5	5	5	-	5	-



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
They hide the best tariffs/don't tell you the best price(s)	4	2	2	-	-	4	4	4	2	3	-
In papers	4	4	1	-	-	4	4	4	1	3	-
Energy companies being investigated/suspended/taken to court	4	3	-	-	-	3	4	3	1	-	2
Tariffs/about tariffs (no detail)	3	3	-	-	-	3	3	3	-	3	-
Solar panels	3	3	-	-	1	2	3	2	1	1	1
Sales calls/doorstep sales	3	3	-	-	-	3	3	3	1	2	-
More power stations required/being built	3	2	-	-	-	3	3	3	-	3	-
Transparency/lack of transparency	2	2	-	-	-	2	2	2	-	2	-
Prices being capped	2	2	-	-	-	2	2	2	-	2	-
First Utility (any mention)	2	2	-	-	-	2	2	2	2	-	-
Energy companies making a loss/losing money/profits are down	1	1	-	-	1	-	1	-	1	-	-
Other	86	73	7	5	19	66	66	66	20	62	3
Nothing	1553	1045	177	312	211	1342	1547	1336	182	1190	161
Don't know	691	454	79	139	98	593	687	589	69	519	100
	12%	10%	13%	16%ab	14%	11%	12%	11%	10%	17%	19%aj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Refused	41	20	3	8	4	37	41	37	3	25	6
	1%	*	*	1%	1%	1%	1%	1%	*	1%	1%



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Price increases	1250	983	194	8	908	105	209
Price reductions	1220	959	216	11	980	94	125
Energy suppliers over charging/profit margins	643	489	126	4	525	47	63
Poor customer service	497	378	99	-	397	40	54
There is more competition	254	197	43	2	197	15	31
Green \ environmental issues	243	196	35	1	202	18	20
Ofgem fining energy suppliers	207	163	39	1	168	7	25
Plans to freeze energy prices	200	158	39	-	171	10	22
Price comparison websites in the news	182	147	29	1	142	13	25
Simpler structures for tariffs	172	135	30	-	145	9	14
Energy on the government \ political agenda	149	114	29	-	128	9	8
Power to Switch campaign	137	104	24	1	114	2	11
Wholesale price/price reductions not being passed on to customer	135	100	27	-	110	12	15

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108 2%g	85 2%	21 2%	- -	94 2%g	5 1%	8 1%
Fewer energy tariffs	102 2%g	85 2%	17 2%	- -	89 2%g	3 -	7 1%
Other mentions of clearer information for energy consumers	101 2%	87 2%	11 1%	1 3%	83 2%	7 1%	12 1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97 2%g	78 2%	15 2%	- -	84 2%g	12 2%g	- -
Power cut issues	84 1%	70 1%	8 1%	- -	70 2%	4 1%	9 1%
Removal of some discounts	69 1%	55 1%	11 1%	- -	54 1%	4 1%	10 1%
Olgem's Be an Energy ShopperGo Energy Shopping campaign/website	49 1%g	44 1%	5 1%	- -	45 1%g	2 *	2 *
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49 1%g	37 1%	12 1%	- -	42 1%g	- -	6 1%
All other general negative comments (greedy, crooks etc) (Being told to) shop around/compare/switch	37 1%	29 1%	5 1%	- -	28 1%	6 1%	4 *
People being ripped off	29 *	22 *	5 1%	- -	20 *	6 1%	3 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
* small base



Q.59 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
EON (any mention)	27	21	5	-	19	2	5
Oil price/oil prices increase (no mention of not passing saving on)	28	17	7	-	16	5	5
Age UK and EON/scandal of Age Concern and EON	25	19	6	-	19	2	3
Age UK/Age Concern (all other references)	25	21	2	1	20	3	-
Bad publicity/complaints/gen eral problems	23	15	7	1	22	-	1
All the same/they're all the same	21	13	5	-	16	2	3
Tariffs/bills are complicated	18	11	4	-	17	2	-
Confusing/misleading information	18	12	5	-	15	2	4
Price fixing/cartels (being investigated)	18	15	3	-	14	4	3
Smart meters	16	14	2	-	11	2	4
Large Six Supplier(s) (any mention)	16	12	3	-	15	-	1
Prices (all other references)	13	9	2	-	10	1	3
Expensive	13	12	1	-	11	-	3
Monopoly/lack of competition	12	6	4	-	11	-	1

Q.59 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Can save money (by switching)	10	9	1	-	8	-	3
Pensioners/elderly being conned/overcharged	10	6	3	-	6	-	2
Some are good/some are bad/some better than others	10	7	1	-	9	1	-
Fracking	10	8	2	-	10	-	-
Rebates/reimbursements/n of receiving rebates/not being reimbursed - had to give money back	9	7	-	-	7	1	2
NPower (any mention)	9	7	2	-	8	-	1
Adverts	9	7	2	-	6	1	1
Problems with switching/difficult to switch	8	8	-	-	7	1	-
Small(er) companies are cheaper	7	5	2	-	7	-	-
British Gas (any mention)	7	4	4	-	5	-	2
Easier to switch	6	6	-	-	6	-	-
Meters/pre-payment meters (all references)	5	3	2	-	5	-	-
On TV	5	4	-	-	4	-	1

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Have not been regulated/need to be regulated	5	4	-	-	4	1	-
Director/bosses pay bonuses	5	5	-	-	5	-	-
Short supply of power/low reserves (in UK)	5	2	3	-	5	-	-
They hide the best tariffs/don't tell you the best price(s)	4	2	2	-	4	-	-
In papers	4	4	-	-	1	3	1
Energy companies being investigated/suspended/taken to court	4	2	2	-	4	1 ^{5a}	-
Tariffs/about tariffs (no detail)	3	3	-	-	3	-	-
Solar panels	3	3	-	-	3	-	1
Sales calls/doorstep sales	3	2	1	-	2	-	1
More power stations required/being built	3	-	2	-	3	-	-
Transparency/lack of transparency	2	1	1	-	1	1	-
Prices being capped	2	2	-	-	2	-	1
First Utility (any mention)	2	-	2	-	2	-	-

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Energy companies making a loss/losing money/profits are down	1	1	-	-	-	-	1
Other	86	61	24	-	70	4	10
Nothing	1553	1244	186	10	981	178	363
Don't know	691	556	68	4	453	69	144
Refused	41	28	6	-	30	3	4
	1%	1%	1%	-	7%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59	701
Price increases	1250	520	581	11	135
Price reductions	1220	596	516	9	97
Energy suppliers over charging/profit margins	643	290	292	4	57
Poor customer service	497	237	213	4	40
There is more competition	254	104	120	4	25
Green \ environmental issues	243	97	125	1	21
Ofgem fining energy suppliers	207	99	94	-	15
Plans to freeze energy prices	200	98	93	1	10
Price comparison websites in the news	182	80	87	-	16
Simpler structures for tariffs	172	75	81	-	15
Energy on the government \ political agenda	149	72	62	1	14
Power to Switch campaign	137	56	59	1	20
Wholesale prices/price reductions not being passed on to customer	135	68	59	5	14

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108 2%	45 2%	55 2%	-	8 1%
Fewer energy tariffs	102 2%	64 3%	36 1%	-	2 *
Other mentions of clearer information for energy consumers	101 2%	49 2%	41 1%	1 2%	10 1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97 2%	51 2%	37 1%	-	9 1%
Power cut issues	84 1%	38 2%	35 1%	-	10 1%
Removal of some discounts	69 1%	29 1%	28 1%	2 3%	9 1%
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49 1%	26 1%	20 1%	-	2 *
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49 1%	25 1%	18 1%	-	7 1%
All other general negative comments (greedy, crooks etc) (Being told to) stop around/compare/switch	37 1%	17 1%	17 1%	1 2%	2 *
People being ripped off	34 1%	11 *	17 1%	-	5 1%
	29 *	12 1%	15 1%	1 2%	2 *

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59 ^a	701
EON (any mention)	27	14	11	-	1
Oil price/oil prices increase (no mention of not passing saving on)	26	9	14	-	2
Age UK and EON/scandal of Age Concern and EON	25	16	9	-	1
Age UK/Age Concern (all other references)	25	14	8	1	2
Bad publicity/complaints/gen eral problems	23	12	10	1	1
All the same/they're all the same	21	6	11	1	3
Tariffs/bills are complicated	18	8	8	-	2
Confusing/misleading information	18	4	12	-	2
Price fixing/cartels (being investigated)	18	6	11	-	-
Smart meters	16	7	7	-	2
Large Six Supplier(s) (any mention)	16	9	7	-	-
Prices (all other references)	13	6	7	-	-
Expensive	13	6	4	-	3
Monopoly/lack of competition	12	8	4	-	-

Q.59 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
Can save money (by switching)	10	3	5	-	1
Pensioners/elderly being conced/overcharged	10	3	4	-	3
Some are good/some are bad/some better than others	10	5	4	-	1
Fracking	10	7	3	-	-
Rebates/reimbursements/n of receiving rebates/not being reimbursed - Had to give money back	9	4	3	2	-
NPower (any mention)	9	4	3	2	1
Adverts	9	3	2	1	3
Problems with switching/difficult to switch	8	5	2	-	1
Small(er) companies are cheaper	7	3	3	1	-
British Gas (any mention)	7	2	4	-	1
Easier to switch	6	2	3	-	-
Meters/pre-payment meters (all references)	5	2	2	-	2
On TV	5	1	2	-	2

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Have not been regulated/need to be regulated	5 *	2 *	1 *	- *	1 *
Director's/bosses pay/bonuses	5 *	3 *	2 *	- *	- *
Short supply of power/low reserves (in UK)	5 *	5 *c	- *	- *	- *
They hide the best tariffs/don't tell you the best price(s)	4 *	4 *c	- *	- *	- *
In papers	4 *	- *	3 *	1 2%abce	- *
Energy companies being investigated/suspended/t aken to court	4 *	3 *	- *	- *	- *
Tariffs/about tariffs (no detail)	3 *	2 *	1 *	- *	- *
Solar panels	3 *	2 *	- *	- *	1 *
Sales calls/doorstep sales	3 *	2 *	1 *	- *	- *
More power stations required/being built	3 *	- *	3 *	- *	- *
Transparency/lack of transparency	2 *	- *	2 *	- *	- *
Prices being capped	2 *	- *	2 *	- *	- *
First Utility (any mention)	2 *	2 *	- *	- *	- *

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Energy companies making a loss/losing money/profits are down	1	-	1	-	-
Other	86	42	37	1	5
Nothing	1553	468	868	11	204
Don't know	691	225	321	8	131
Refused	41	14	15	-	8
	1%	1%	1%	-	1%

Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Price increases	1250	210	1040	680	570	307	164	153	33	193	380	433	234
		21%	20%	21%	21%	24%gi	19%	20%	17%	22%	23%km	20%	19%
Price reductions	1220	228	991	785	434	374	203	136	46	269	383	434	135
	20%em	25%ac	19%	24%ae	16%	29%agh	23%h	78%	23%	30%akm	23%am	20%km	11%
Energy suppliers over charging/profit margins	643	121	522	461	182	179	138	101	29	160	220	211	52
	11%em	13%ac	10%	14%ae	7%	14%a	16%a	13%a	14%	18%akm	13%am	10%km	4%
Poor customer service	497	90	407	332	165	142	94	70	18	112	166	153	66
	8%em	10%	8%	10%ae	6%	11%a	11%a	9%	9%	13%akm	10%am	7%	5%
There is more competition	254	38	216	170	84	64	57	36	10	40	84	110	20
	4%em	4%	4%	5%e	3%	5%	7%a	5%	5%	5%km	5%km	5%km	2%
Green / environmental issues	243	35	208	143	101	61	45	27	7	48	72	95	29
	4%em	4%	4%	4%	4%	5%	5%	4%	3%	5%km	4%km	4%km	2%
Ofgem fining energy suppliers	207	34	174	133	74	48	43	30	9	58	62	66	21
	3%em	4%	3%	4%e	3%	4%	5%a	4%	5%	7%akm	4%km	3%km	2%
Plans to freeze energy prices	200	29	170	126	73	59	36	25	6	41	71	76	13
	3%em	3%	3%	4%e	3%	5%	4%	3%	3%	5%km	4%km	3%km	1%
Price comparison websites in the news	182	26	156	119	64	46	33	33	5	46	50	65	21
	3%em	3%	3%	4%e	2%	4%	4%	4%	3%	5%akm	3%km	3%km	2%
Simpler structures for tariffs	172	27	145	120	53	55	30	31	2	45	53	62	12
	3%em	3%	3%	4%e	2%	4%ai	3%	4%i	1%	5%akm	3%km	3%km	1%
Energy on the government / political agenda	149	24	124	97	52	47	26	19	5	24	60	52	12
	2%em	3%	2%	3%e	2%	4%a	3%	2%	3%	3%km	4%km	2%km	1%
Power to Switch campaign	137	14	123	77	60	26	24	18	7	29	38	52	17
	2%em	2%	2%	2%	2%	2%	3%	2%	3%	3%km	2%	2%km	1%
Wholesale prices/price reductions not being passed on to customer	135	21	114	105	30	40	46	16	3	49	41	36	9
	2%em	2%	2%	3%ae	1%	3%	5%ah	2%	1%	5%akm	2%km	2%km	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD					SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	18	90	71	37	35	21	8	3	30	33	33	12
Fewer energy tariffs	102	21	82	70	32	35	14	14	5	22	39	33	8
Other mentions of clearer information for energy consumers	101	18	84	63	38	34	16	11	1	27	27	33	14
Market investigation \ referral to Competition and Markets Authority (CMA)	97	16	81	72	25	23	28	19	2	19	48	27	3
Power cut issues	84	10	74	58	26	20	23	10	1	16	31	23	13
Removal of some discounts	69	8	61	37	32	12	13	7	4	15	26	20	8
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49	4	45	28	21	11	9	6	3	8	15	19	7
Prices not being reduced (quickly enough) prices should be cheaper (no mention of wholesale prices)	49	8	41	38	11	17	11	6	4	19	12	13	4
All other general negative comments (greedy, crooks etc)	37	5	32	22	15	3	11	7	1	10	6	13	8
(Being told to) shop around/compare/switch	34	4	31	20	14	5	5	10	1	4	8	12	10
People being ripped off	29	8	21	22	7	8	5	5	-	5	12	6	6

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	788	199	884	1682	2164	1258
E.ON (any mention)	27	10	16	21	5	9	7	5	1	5	11	8	2
Oil prices/oil prices increase (no mention of not passing saving on)	26	3	23	21	4	8	6	5	1	6	8	9	3
Age UK and E.ON scandal of Age Concern and E.ON	25	9	17	21	4	12	3	6	1	7	13	4	1
Age UK Age Concern (all other references)	25	3	22	16	9	7	4	5	-	2	10	12	1
Bad publicity/complaints/general problems	23	3	20	20	3	9	6	5	1	9	6	7	1
All the same/they're all the same	21	7	14	15	6	4	7	1	2	8	6	3	3
Tariffs/bills are complicated	18	2	17	15	3	6	6	-	1	5	7	6	1
Confusing/misleading information	18	2	16	14	4	7	3	4	-	4	8	3	3
Price fixing/cartels (being investigated)	18	2	16	12	5	7	5	-	1	5	7	4	2
Smart meters	16	2	15	12	5	5	5	2	-	6	5	4	2
Large Six Supplier(s) (any mention)	16	4	12	16	-	11	4	1	-	5	4	6	-
Prices (all other references)	13	4	9	9	4	4	1	1	-	3	6	4	1
Expense	13	1	12	5	7	-	3	1	2	-	3	8	2
Monopoly/lack of competition	12	5	7	10	2	7	3	1	-	5	1	6	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Can save money (by switching)	10	1	9	4	5	-	1	3	1	1	3	5	1
Pensioners/elderly being conned/overcharged	10	2	7	6	3	-	4	2	-	2	2	-	6
Some are good/some are bad/some better than others	10	3	6	8	2	3	2	2	-	4	3	2	1
Fracking	10	4	6	8	2	5	1	-	2	4	3	2	1
Rebates/reimbursement/in of receiving rebates/not being reimbursed - Had to give money back	9	-	-	9	-	5	2	-	1	4	5	1	-
NPower (any mention)	9	-	9	7	2	3	1	1	-	2	5	1	-
Adverts	9	1	8	5	4	1	1	3	-	-	4	2	3
Problems with switching/difficult to switch	8	-	8	6	2	2	1	2	1	1	1	5	1
Small(er) companies are cheaper	7	1	6	6	1	1	3	1	-	1	4	2	-
British Gas (any mention)	7	3	4	5	2	2	3	1	-	3	3	1	1
Easier to switch	6	-	6	6	-	2	3	1	-	-	2	3	1
Meters/pre-payment meters (all references)	5	-	5	5	-	3	-	-	-	2	2	-	2
On TV	5	2	3	3	2	-	2	1	1	2	2	2	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Have not been regulated/need to be regulated	5	1	4	4	1	1	1	1	1%	1	-	3	1
Director's/bosses pay/bonuses	5	-	5	3	2	2	1	-	-	1	4	-	-
Short supply of power/low reserves (in UK)	5	3	2	3	2	2	1	-	-	2	1	2	-
They hide the best tariffs/don't tell you the best price(s)	4	1	3	3	2	3	-	-	-	3	-	2	-
In papers	4	2	2	4	1	-	2	2	-	1	1	2	1
Energy companies being investigated/suspended/dt aken to court	4	-	4	2	2	2	-	-	-	-	2	2	-
Tariffs about tariffs (no detail)	3	-	3	3	-	-	2	1	-	2	-	1	-
Solar panels	3	-	3	2	1	-	-	-	1%afg	-	2	1	1
Sales calls/doorstep sales	3	-	3	2	1	2	-	-	-	-	-	2	1
More power stations required/being built	3	-	3	2	1	-	-	2	-	-	-	-	2
Transparency/lack of transparency	2	-	2	1	1	1	-	-	-	1	1	-	-
Prices being capped	2	-	2	2	1	-	2	-	-	-	2	-	1
First Utility (any mention)	2	2	-	2	-	-	-	2	-	-	2	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Energy companies making a loss/losing money/profits are down	1	-	1	-	1	-	-	-	-	-	-	1	-
Other	86	12	73	63	23	27	17	10	5	20	36	19	11
	1%e	1%	1%	2%e	1%	2%	2%	1%	2%	2%am	2%am	1%	1%
Nothing	1553	169	1384	663	890	192	185	200	48	109	340	605	499
	26%kdbtqk	19%	27%kb	20%	33%kad	15%	21%kf	26%kg	24%kf	12%	20%kj	28%kl	40%kajkl
Don't know	691	81	610	315	375	100	68	80	23	49	160	260	223
	12%bdqks	9%	12%b	10%	14%ad	8%	8%	10%j	11%	8%	9%k	12%kl	18%kajkl
Refused	41	4	37	14	27	5	4	4	-	-	5	18	21
	1%j	-	1%	-	1%d	-	-	1%	-	-	-	1%j	2%kajkl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5967	1007	1572	1508	450	538	296	756	4001	4020	3504
Price increases	1250	236	383	371	101	129	56	184	788	779	668
Price reductions	21%k	23%	24%a	24%a	22%	24%	19%	24%a	20%	19%	19%
Energy suppliers over charging/profit margins	1220	275	409	400	100	156	67	217	813	831	718
Poor customer service	20%	27%a	28%a	28%a	22%	25%ae	23%	25%a	20%	21%	20%
There is more competition	643	159	241	224	34	93	52	114	371	379	279
Green \ environmental issues	11%ap	16%a	15%a	15%a	8%	17%ae	18%a	15%a	9%	9%k	8%
Oldest firming energy suppliers	497	118	173	171	33	67	31	91	281	270	225
Plans to freeze energy prices	9%jk	12%a	11%a	11%a	7%	12%ae	11%	12%a	7%	7%	6%
Price comparison websites in the news	254	47	73	72	14	25	8	39	168	165	143
Simpler structures for tariffs	4%	5%	5%	5%	3%	5%	3%	5%	4%	4%	4%
	243	43	82	77	8	29	10	36	165	157	132
	4%e	4%	5%	5%	2%	5%e	3%	5%	4%	4%	4%
	207	59	82	78	11	23	13	47	124	123	100
	3%	6%a	5%a	5%a	2%	4%	5%	6%a	3%	3%	3%
	200	39	65	67	12	19	11	29	137	129	113
	3%	4%	4%	4%	3%	4%	4%	4%	3%	3%	3%
	182	46	56	63	10	19	10	38	113	112	98
	3%	5%a	4%	4%	2%	4%	3%	5%a	3%	3%	3%
	172	38	67	69	6	21	6	31	114	117	99
	2%	4%	4%a	5%a	1%	4%e	2%	4%	3%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Energy on the government political agenda	149	26	57	55	7	19	4	23	105	100	87
	2%	3%	4%a	4%a	2%	3%	1%	3%	3%	2%	2%
Power to Switch campaign	137	29	42	47	4	11	5	27	83	81	70
	2%	3%	3%	3%	1%	2%	2%	4%	2%	2%	2%
Wholesale prices/price reductions not being passed on to customer	135	38	58	57	11	13	9	31	60	63	38
	2% k	4%a	4%a	4%a	2%	2%	3%	4%a	2%	2%	1%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108	28	35	40	3	16	9	20	70	70	59
	2%	3%	2%	3%	1%	3%e	3%	3%	2%	2%	2%
Fewer energy tariffs	102	20	34	33	9	13	7	14	61	59	53
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%
Other mentions of clearer information for energy consumers	101	27	32	37	5	15	4	24	55	55	45
	2%	3%a	2%	2%	1%	3%	1%	3%a	1%	1%	1%
Market investigation \ referral to Competition and Markets Authority (CMA)	97	19	30	35	7	11	5	14	53	51	35
	2% k	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%
Power cut issues (CMA)	84	17	25	20	4	8	7	10	52	53	37
	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - a|e|f - a|g|h - a|j|k



Q.59 What have you heard about energy suppliers and the energy market in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Removal of some discounts	69	15	27	25	2	6	2	13	43	36	34
Olgem's Be an Energy Shopper/Go Energy Shopping campaign/website	1%	1%	2%	2%	*	1%	1%	2%	1%	1%	1%
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49	11	14	17	1	3	4	7	28	27	23
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
All other general negative comments (greedy, crooks etc)	49	19	20	21	3	5	4	15	28	32	20
	1%	2%a	1%	1%	1%	1%	1%	2%a	1%	1%	1%
(Being told to) shop around/compare/switch	37	9	13	13	1	5	2	7	18	17	16
	1%	1%	1%	1%	*	1%	1%	1%	*	*	*
People being ripped off	34	4	4	4	4	-	-	4	19	19	14
	1%	*	*	*	1%	-	-	1%	*	*	*
EON (any mention)	29	7	10	10	4	6	3	3	15	13	13
	1%	1%	1%	1%	1%	1%	1%	*	*	*	*
Oil prices/oil prices increase (no mention of not passing saving on)	27	4	11	9	3	8	1	4	13	13	12
	*	*	1%	1%	1%	1%a	*	*	*	*	*
	26	4	10	5	1	2	1	3	15	17	12
	*	*	1%	*	*	*	*	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.59 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
Age UK and EON/acidental of Age Concern and EON	25	7	14	13	2	7	2	5	11	12	10
Age UK/Age Concern (all other references)	25	5	5	5	2	1	1	3	15	16	13
Bad publicity/complaints/genera	23	4	6	7	3	1	-	4	10	10	11
Bad publicity/complaints/genera	-	-	-	-	1%	-	-	1%	-	-	-
All the same/they're all the same	21	6	10	10	2	6	3	3	10	9	9
Tariffs/bills are complicated	18	6	6	5	-	1	3	2	11	12	10
Confusing/misleading information	18	4	7	6	1	1	-	4	8	9	5
Price fixing/cartels (being investigated)	18	3	6	7	2	-	-	3	6	9	6
Smart meters	16	4	6	7	-	2	-	4	10	12	10
Large Six Supplier(s) (any mention)	16	5	4	8	-	3	2	3	13	13	8
Prices (all other references)	13	1	4	6	2	2	1	1	10	11	9

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4066	3586
Weighted Base	5967	1007	1572	1506	450	536	296	756	4001	4020	3504
Expensive	13	1	2	-	1	-	1	-	9	11	5
Monopoly/lack of competition	12	2	5	4	2	3	-	2	4	6	4
Can save money (by switching)	10	1	1	2	-	1	-	1	8	8	9
Pensioners/elderly being conned/overcharged	10	-	1	1	2	1	-	-	7	6	6
Some are good/some are bad/some better than others	10	4	4	5	1	3	2	3	6	6	5
Fracking	10	3	5	5	2	2	-	3	6	6	6
Rebates/reimbursements/n of receiving rebates/not being reimbursed - Had to give money back	9	4	4	5	-	-	1	2	7	6	6
NPower (any mention)	9	5	3	5	-	-	2	3	7	5	6
Adverts	9	3	2	1	1	-	2	1	7	7	7

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	450	493	296	694	4057	4066	3586
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
Problems with switching/difficult to switch	8	1	1	-	-	-	1	3	3	3
Small(er) companies are cheaper	7	1	5	-	1	-	1	1	2	2
British Gas (any mention)	7	1	2	-	3	-	1	5	5	5
Easier to switch	6	1	2	-	-	-	1	6	5	3
Meters/pre-payment meters (all references)	5	-	3	-	-	-	-	2	2	2
On TV	5	1	2	1	1	-	1	3	3	3
Have not been regulated/need to be regulated	5	-	2	-	1	-	-	3	3	2
Director/s bosses pay/bonuses	5	3	1	-	-	2	1	2	2	2
Short supply of power/low reserves (in UK)	5	1	3	-	3	1	-	5	5	5

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	450	493	296	694	4057	4066	3586
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
They hide the best tariffs/don't tell you the best price(s)	4	2	3	1	1	2	-	1	1	1
In papers	4	1	1	2	-	1%ah	1	1	2	1
Energy companies being investigated/suspended/taken to court	4	-	2	2	-	-	-	4	4	3
Tariffs/about tariffs (no detail)	3	2	2	-	-	2	-	1	2	-
Solar panels	3	-	-	-	-	1%ah	-	-	1	3
Sales calls/doorstep sales	3	-	-	-	-	-	-	1	1	1
More power stations required/being built	3	-	-	-	-	-	-	2	-	-
Transparency/lack of transparency	2	-	2	1	-	-	-	-	-	-
Prices being capped	2	-	-	2	-	-	-	-	2	2
First Utility (any mention)	2	-	-	2	-	-	-	2	2	2
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Price increases	1250	117	96	128	41	117	68	164	48	99	128	57	65	51	67	4
	21%cein	20%eie	17%in	23%cein	13%	21%eie	20%eie	33%abde	33%abde	24%cein	24%cein	14%	22%eie	11%	22%eie	17%
Price reductions	1220	142	129	70	73	152	80	83	40	82	99	89	36	88	50	9
	20%dm	24%dhkm	23%dhmo	13%	23%dhmo	27%adhk	23%dhmo	17%	28%adhk	20%dm	19%dm	22%dm	12%	20%dm	16%	34%
Energy suppliers over charging/profit margins	643	65	69	32	28	70	48	22	16	40	70	31	49	31	2	2
	11%dh	11%dh	12%dh	6%	9%h	13%dh	14%dh	5%	11%dh	10%dh	13%dh	17%abdeh	11%dh	11%dh	10%dh	7%
Poor customer service	497	47	51	50	16	43	33	34	18	34	54	34	17	42	17	5
	8%	8%	9%	9%e	5%	8%	9%e	7%	13%emo	8%	10%eo	8%	8%	10%e	8%	21%
There is more competition	254	31	19	19	8	16	9	19	6	12	27	25	15	35	10	2
	4%	5%	3%	4%	2%	3%	3%	4%	4%	3%	5%	6%efg	5%	8%acdefg	3%	9%
Green \ environmental issues	243	30	15	28	7	25	12	21	9	10	19	27	6	21	7	2
	4%	6%acejmo	3%	5%cem	2%	4%	3%	4%	6%em	2%	3%	6%acejkm	2%	5%	2%	7%
Ofgem fining energy suppliers	207	26	19	17	6	27	9	2	12	19	12	16	5	14	20	2
	3%h	4%h	3%h	3%h	2%h	5%ehkm	3%h	*	9%acdegh	5%h	2%h	4%h	2%	3%h	7%acdegh	7%
Plans to freeze energy prices	200	31	17	25	13	22	7	12	8	9	11	15	6	14	9	2
	3%	5%aghjkm	3%	5%k	4%	4%	2%	2%	5%	2%	2%	4%	2%	3%	3%	7%
Price comparison websites in the news	182	23	15	20	8	18	10	15	9	8	13	12	6	19	7	-
	3%	4%	3%	4%	3%	3%	3%	3%	6%jkm	2%	2%	3%	2%	4%j	2%	-
Simpler structures for tariffs	172	25	18	13	13	4	5	7	6	13	16	6	19	7	2	2
	3%h	4%gh	3%h	2%	4%gh	3%h	1%	1%	5%gh	2%	2%	4%gh	2%	4%gh	2%	7%
Energy on the government \ political agenda	149	17	15	19	6	20	4	10	5	7	9	3	20	4	-	-
	2%	3%	3%	3%	2%	4%igm	1%	2%	3%	2%	2%	1%	5%aghjkm	1%	-	-
Power to Switch campaign	137	20	15	21	1	11	3	3	8	7	12	5	14	1	2	2
	2%eh	3%egho	3%eh	4%agho	*	2%	1%	1%	6%acdfgh	2%	2%eh	3%egho	2%	3%egho	*	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	556	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Wholesale prices/price reductions not being passed on to customer	135 2%	6 1%	9 2%	10 2%	3 1%	15 3%h	9 3%h	4 1%	5 3%h	16 4%boeh	17 3%beh	8 2%	5 2%	18 4%abodeh	9 3%h	1 4%
Introduction of Standards of Conduct - treat customers fairly or communicate more clearly	108 2%	20 3%acefjm	8 1%	9 2%	-	6 1%	2 2%	8 2%	8 5%acdefg hjm	2 1%	16 3%aejf	8 2%	3 1%	9 2%	5 2%	-
Fewer energy tariffs	102 2%	10 2%	6 1%	6 1%	7 2%	14 3%	3 1%	11 2%	4 3%	4 1%	9 2%	11 3%	3 1%	13 3%ic	3 1%	-
Other mentions of clearer information for energy consumers	101 2%	12 2%jo	8 1%	7 1%	4 1%	7 1%	7 2%o	19 4%acdefj imno	4 3%jo	2 *	14 3%jo	5 1%	3 1%	7 2%	1 *	2 7%
Market investigation \ referral to Competition and Markets Authority (CMA)	97 2%	12 2%h	16 3%adh	4 1%	8 3%adh	2 *	7 2%h	2 *	3 2%h	9 2%h	14 3%adh	8 2%h	3 1%	5 1%	4 1%	-
Power cut issues	84 1%	9 1%	7 1%	4 1%	5 2%	11 2%	5 2%	7 1%	4 3%	6 1%	10 2%	5 1%	3 1%	4 1%	2 1%	2 7%
Removal of some discounts	69 1%	6 1%	6 1%	8 1%	2 1%	13 2%agh	-	2 *	4 3%gh	4 1%	4 1%	9 2%gh	2 1%	5 1%	4 1%	-
Ofgem's Be an Energy Shopper/Go Energy Shopping campaign/website	49 1%	9 2%	6 1%	4 1%	-	4 1%	3 1%	4 1%	1 1%	6 1%	6 1%	2 1%	1 *	3 1%	1 *	-
Prices not being reduced (quickly enough)/prices should be cheaper (no mention of wholesale prices)	49 1%	-	8 1%bho	3 *	6 2%abghjo	9 2%bho	1 *	1 *	3 2%bjho	1 *	7 1%bho	4 1%	1 1%	4 1%	-	-
All other general negative comments (greedy, crooks etc)	37 1%	3 1%	7 1%dg	-	4 1%dg	1 *	-	2 *	4 3%abdtgh kln	3 1%	3 1%	1 *	5 2%dfgn	1 *	3 1%d	-
(Being told to) shop around/compare/switch	34 1%	3 *	1 *	2 *	2 1%	2 *	3 1%	2 *	-	6 1%acn	8 1%acn	5 1%cn	1 *	-	1 *	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
People being ripped off	29	4	4	2	5	4	2	-	-	3	2	-	2	2	1
EON (any mention)	27	7%	5%	-	1%ahf	7%	7%	-	-	7%	-	-	7%	-	4%
Oil prices/oil prices increase (no mention of not passing saving on)	26	-	2	3	2	7	4	1	-	-	3	3	-	2	-
Age UK and EON/scandal of Age Concern and EON	25	1	5	-	2	4	1	2	-	1	3	1	-	1	5
Age UK Age Concern (all other references)	25	2	2	-	-	5	1	3	-	-	-	7	-	2	3
Bad publicity/complaints/genera	23	1	3	-	1	3	1	1	-	5	-	-	4	1	-
All the same/they're all the same	21	5	1	-	4	1	-	1	-	-	2	-	2	2	1
Tariffs/bills are complicated	18	1	2	1	1	2	3	-	-	-	3	3	-	2	-
Confusing/misleading information	18	2	1	1	-	-	3	-	1	-	3	1	3	1	-
Price fixing/cartels (being investigated)	18	-	2	-	-	-	-	-	-	3	4	1	4	4	-
Smart meters	16	-	-	-	-	3	2	-	-	2	1	4	1	3	-
Large Six Supplier(s) (any mention)	16	1	2	-	3	2	-	-	-	4	-	2	-	2	-
Prices (all other references)	13	2	3	-	2	1	-	-	1	1	1	-	1	1	-
Expensive	13	1	1	-	2	2	-	-	3	-	-	-	1	-	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Monopoly/lack of competition	12	1	-	-	1	-	-	1	-	-	5	-	-	2	1	-
Can save money (by switching)	10	1	-	-	2	3	-	1	-	1	1	-	-	1	-	-
Pensioners/elderly being conned/overcharged	10	-	-	-	2	1	-	-	-	1	-	-	5	-	-	-
Some are good/some are bad/some better than others	10	1	-	-	2	1	-	-	-	-	2	1	1	-	2	-
Fracking	10	-	-	3	-	-	2	3	-	-	1	-	-	-	-	-
Rebates/reimbursements/in or receiving rebates/not being reimbursed - Had to give money back	9	1	-	1%	-	1	1	1%	-	-	4	1	-	-	1	-
NPower (any mention)	9	-	1	-	1	-	1	-	-	-	2	2	-	2	-	-
Adverts	9	-	1	2	-	-	1	3	1%	1	-	1	-	-	-	-
Problems with switching/difficult to switch	8	1	1	-	-	3	-	2	-	-	-	1	-	-	-	-
Small(er) companies are cheaper	7	2	-	-	1	3	-	1	-	-	-	-	1	-	-	-
British Gas (any mention)	7	-	-	-	-	2	2	-	-	-	-	-	2	-	1	-
Easier to switch	6	1	1	-	-	-	-	-	-	1	1	-	-	-	1	-
Meters/pre-payment meters (all references)	5	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	1%a	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PPS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	562	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	5967	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
On TV	5	-	-	-	-	-	-	-	-	-	-	-	1	4	-	
	*	-	-	-	-	-	-	-	-	-	-	-	*	1%abodlg	-	
Have not been regulated/need to be regulated	5	-	-	1	-	2	1	-	-	-	1	-	-	-	-	
	*	-	-	*	-	1%a	*	-	-	-	*	-	-	-	-	
Director/bosses pay/bonuses	5	-	2	-	-	-	-	-	2	1	-	-	-	-	-	
	*	-	*	-	-	-	-	-	*	*	-	-	-	-	-	
Short supply of power/low reserves (in UK)	5	2	-	-	2	-	-	-	-	1	-	-	-	-	-	
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	-	
They hide the best tariffs/don't tell you the best price(s)	4	-	-	-	-	-	1	-	-	1	-	-	-	2	-	
	*	-	-	-	-	-	*	-	-	*	-	-	-	1%a	-	
In papers	4	-	1	-	-	2	1	-	-	-	-	-	-	1	-	
	*	-	*	-	-	*	*	-	-	-	-	-	-	*	-	
Energy companies being investigated/suspended/taken to court	4	-	-	-	2	2	2	-	-	-	-	-	-	-	-	
	*	-	-	-	*	1%a	*	-	-	-	-	-	-	-	-	
Tariffs/about tariffs (no detail)	3	-	-	-	-	1	-	2	-	-	-	-	-	-	-	
	*	-	-	-	-	*	-	1%abodth	-	-	-	-	-	*	-	
Solar panels	3	-	-	1	-	-	-	-	-	-	-	-	2	-	-	
	*	-	-	1%a	-	-	-	-	-	-	-	-	1%a	-	-	
Sales calls/doorstep sales	3	1	1	-	-	-	-	-	-	-	1	-	-	-	-	
	*	*	*	-	-	-	-	-	-	-	*	-	-	-	-	
More power stations required/being built	3	-	-	-	2	-	-	-	-	-	1	-	-	-	-	
	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	
Transparency/lack of transparency	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	
	*	-	-	-	-	-	-	-	1%a	-	*	-	-	-	-	
Prices being capped	2	-	-	-	2	1	-	-	-	-	-	-	-	-	-	
	*	-	-	-	1%a	*	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.58 What have you heard about energy suppliers and the energy market in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PPS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
First Utility (any mention)	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
Energy companies making a loss/losing money/profits are down	1	-	-	-	-	-	-	1	a	-	-	-	-	-	-
Other	86	4	8	4	9	7	9	-	9	9	3	3	11	4	1
	1%	1%	1%	1%	3%abdf	1%	2%	-	2%	2%	1%	1%	2%bd	1%	3%
Nothing	1553	158	157	214	98	113	90	118	91	105	115	73	122	77	2
	26%fk	27%fk	28%fk	39%abcef ghiklmno	31%fhjk	20%	26%k	24%j	14%	22%	28%fk	25%j	28%fk	25%j	6%
Don't know	691	70	35	64	27	56	29	50	22	40	73	42	57	81	5
	12%c	12%c	6%	12%c	8%	10%c	8%	10%c	15%ceg	10%	14%ceg	10%c	20%abbcde fghjkl	18%abbcde fghjkl	12%c
Refused	41	5	1	2	2	3	7	-	7	3	2	4	-	6	-
	1%	1%	-	-	-	1%fn	1%fn	-	2%acfn	1%	-	1%fn	-	2%acfn	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180	
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119	
Very satisfied	(2) 85	68	10	7	10	37	38	31	27	12	16	
	17%a	16%	20%	25%	8%	15%	24%aef	27%ajk	16%	11%	14%	
Satisfied	(1) 279	240	24	15	73	116	91	56	94	59	70	
	54%	55%	46%	53%	61%f	48%	58%	49%	55%	54%	58%	
Neither satisfied nor dissatisfied	(0) 99	83	11	5	27	56	16	19	29	30	21	
	19%g	19%	22%	16%	22%g	23%g	10%	16%	17%	27%	17%	
Dissatisfied	(-1) 23	20	2	1	3	15	4	5	7	3	7	
	4%	4%	4%	2%	2%	6%	3%	4%	4%	3%	6%	
Very dissatisfied	(-2) 11	9	2	-	1	7	3	-	6	2	3	
	2%	2%	5%	-	1%	3%	2%	-	3%	2%	3%	
SUMMARY CODES												
SATISFIED	364	308	34	22	83	153	129	87	121	70	88	
	71%	71%	66%	77%	69%	64%	83%aef	76%	71%	65%	72%	
DISSATISFIED	34	28	5	1	4	22	7	5	13	6	11	
	7%	6%	9%	2%	3%	9%	5%	4%	8%	5%	9%	
Refused	4	2	1	1	1	2	1	1	1	1	1	
	1%	-	1%	4%	1%	1%	-	1%	1%	1%	1%	
Don't know	14	13	1	-	4	7	3	3	8	2	1	
	3%	3%	2%	-	4%	3%	2%	3%	4%	2%	1%	
Mean Score	0.816	0.809	0.745	1.035	0.769	0.884	1.035aef	1.025ajk	0.785	0.705	0.753	
Standard Deviation	0.949	0.854	1.004	0.736	0.690	0.922	0.797	0.786	0.868	0.792	0.870	
Error Variance	0.001	0.002	0.021	0.020	0.004	0.004	0.003	0.007	0.008	0.006	0.004	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	295	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Very satisfied	(2) 85	22	48	11	5	17	69	62	10	13
	17%	14%	16%	15%	33%	17%	16%	21%h	9%	12%
Satisfied	(1) 279	94	144	33	8	55	224	150	63	59
	54%	60%	53%	46%	56%	54%	54%	51%	61%	50%
Neither satisfied nor dissatisfied	(0) 99	23	66	18	1	15	84	68	18	22
	19%	15%	21%	24%	10%	15%	20%	20%	17%	21%
Dissatisfied	(-1) 23	6	14	2	-	6	16	10	9	3
	4%	4%	5%	3%	-	6%	4%	4%	8%	3%
Very dissatisfied	(-2) 11	6	3	3	-	3	8	3	2	5
	2%	4%	1%	4%	-	3%	2%	1%	2%	5%h
SUMMARY CODES										
SATISFIED	364	116	192	44	13	71	293	212	73	71
	71%	74% ^d	71%	61%	90%	73%	70%	72%	70%	66%
DISSATISFIED	34	12	17	5	-	9	25	13	11	9
	7%	7%	6%	7%	-	9%	6%	5%	10% ^h	6%
Refused	4	-	-	4	-	1	3	3	-	1
	1%	-	-	5% ^{abc}	-	1%	1%	1%	-	1%
Don't know	14	6	6	2	-	1	13	7	3	3
	3%	4%	2%	3%	-	1%	3%	2%	3%	3%
Mean Score	0.816	0.805	0.827	0.706	1.227	0.799	0.820	0.911 <i>ij</i>	0.699	0.686
Standard Deviation	0.848	0.871	0.822	0.921	0.643	0.909	0.834	0.811	0.839	0.924
Error Variance	0.001	0.004	0.003	0.013	0.028	0.007	0.002	0.002	0.007	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	508	42	388	70
Weighted Base	515	360	41*	107	**	515	498	498	40*	378	72*
Very satisfied	(2) 85	55	10	20	-	85	83	83	10	64	6
	17%	15%	25%	18%	-	17%	17%	17%	26% ^{nk}	17%	9%
Satisfied	(1) 279	193	20	66	-	279	274	274	18	218	39
	54%	54%	48%	62%	-	54%	55%	55%	44%	58%	50%
Neither satisfied nor dissatisfied	(0) 99	76	7	11	-	99	92	92	8	63	19
	19% ^{kd}	21% ^{kd}	18%	10%	-	19%	18%	18%	19%	17%	27%
Dissatisfied	(-1) 23	18	4	1	-	23	22	22	2	15	5
	4%	5%	9% ^{kd}	1%	-	4%	4%	4%	4%	4%	6%
Very dissatisfied	(-2) 11	5	-	6	-	11	11	11	-	10	1
	2%	1%	-	6% ^{ab}	-	2%	2%	2%	-	3%	2%
SUMMARY CODES											
SATISFIED	364	248	30	86	-	364	357	357	28	283	43
	71%	69%	74%	80% ^{ab}	-	71%	72%	72%	70%	75% ^{nk}	59%
DISSATISFIED	34	23	4	7	-	34	33	33	2	25	6
	7%	6%	9%	7%	-	7%	7%	7%	4%	7%	8%
Refused	4	2	-	1	-	4	4	4	-	-	1
	1%	1%	-	1%	-	1%	1%	1%	-	-	2% ^l
Don't know	14	11	-	1	-	14	13	13	3	7	3
	3%	3%	-	1%	-	3%	3%	3%	6%	2%	4%
Mean Score	0.816	0.793	0.905	0.885	-	0.816	0.824	0.824	0.977%	0.844	0.613
Standard Deviation	0.848	0.820	0.886	0.928	-	0.848	0.848	0.848	0.828	0.848	0.833
Error Variance	0.001	0.002	0.016	0.006	-	0.001	0.001	0.001	0.017	0.002	0.011

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	39*	300	98*	132
Very satisfied	(2) 85 17%	70 20%	1 15%	3 7%	60 20%	14 15%	16 12%
Satisfied	(1) 279 54%	189 54%	4 7%	19 49%	160 53%	61 64%	69 53%
Neither satisfied nor dissatisfied	(0) 99 19%	65 18%	1 10%	7 17%	61 20%	12 12%	28 21%
Dissatisfied	(-1) 23 4%	12 4%	-	7 19%ab	11 4%	2 2%	10 8%
Very dissatisfied	(-2) 11 2%	8 2%	-	2 5%	3 1%	5 5%a	4 3%
SUMMARY CODES							
SATISFIED	364 71%	259 74% ^{cd}	5 90%	22 59%	220 73%	75 78% ^{kg}	86 65%
DISSATISFIED	34 7%	20 6%	-	9 24% ^{ab}	14 5%	6 7%	14 11% ^e
Refused	4 1%	1 -	-	-	1 -	-	-
Don't know	14 3%	5 1%	-	1 3%	4 1%	3 3%	4 3%
Mean Score	0.816d	0.879d	1.055	0.332	0.891g	0.834	0.649
Standard Deviation	0.848	0.854	0.550	1.046	0.802	0.885	0.921
Error Variance	0.001	0.002	0.050	0.030	0.002	0.007	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97
Very satisfied	(2) 85 17%	19 20%	45 15%	9 31%	12 13%
Satisfied	(1) 279 54%	48 51%	166 57%	12 41%	52 53%
Neither satisfied nor dissatisfied	(0) 99 19%	22 23%	54 19%	2 7%	20 21%
Dissatisfied	(-1) 23 4%	4 5%	13 4%	4 15%	1 1%
Very dissatisfied	(-2) 11 2%	-	0 2%	2 6%	3 3%
SUMMARY CODES					
SATISFIED	364 71%	67 71%	211 73%	21 72%	64 66%
DISSATISFIED	34 7%	4 5%	19 7%	6 21%	4 4%
Refused	4 1%	-	-	-	1 1%
Don't know	14 3%	1 1%	5 2%	-	8 8%abc
Mean Score	0.816	0.870	0.809	0.768	0.793
Standard Deviation	0.848	0.788	0.837	1.232	0.815
Error Variance	0.001	0.007	0.002	0.004	0.008

Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Very satisfied	(2) 85	9	76	22	63	7	7	1	2	4	24	37	20
		17%h	14%	13%	18%	11%	17%	4%	22%	10%	24%lm	19%lm	11%
Satisfied	(1) 279	35	244	86	193	34	20	20	5	23	43	111	102
		54%k	52%	52%	55%	57%	50%	54%	45%	58%	42%	57%k	58%k
Neither satisfied nor dissatisfied	(0) 99	11	87	33	66	12	10	10	2	8	22	35	34
		19%	17%	20%	19%	21%	24%	20%	20%	20%	21%	18%	19%
Dissatisfied	(-1) 23	6	17	14	8	6	4	4	1	4	8	5	5
		4%	4%	9%e	2%	10%	10%	10%	7%	9%	8%l	3%	3%
Very dissatisfied	(-2) 11	2	9	4	7	1	-	2	1	-	5	3	3
		2%	2%	2%	2%	2%	-	6%	6%	-	5%	2%	2%
SUMMARY CODES													
SATISFIED	364	44	320	108	256	41	27	32	7	27	68	148	122
		71%	71%	65%	73%	68%	66%	68%	67%	68%	68%	76%	69%
DISSATISFIED	34	7	26	18	15	7	4	6	1	4	14	9	8
		7%	6%	11%e	4%	11%	10%	16%a	13%	9%	13%alm	4%	5%
Refused	4	-	4	-	4	-	-	-	-	-	-	-	4
		1%	1%	-	1%	-	-	-	-	-	-	-	2%l
Don't know	14	4	10	6	8	-	-	-	-	1	-	5	9
		3%	2%	4%	2%	-	-	-	-	3%	-	2%	5%k
Mean Score	0.819h	0.713	0.830	0.680	0.876d	0.687	0.753	0.483	0.693	0.714	0.712	0.806	0.786
Standard Deviation	0.849	0.916	0.838	0.908	0.812	0.869	0.658	0.947	1.134	0.790	1.072	0.792	0.757
Error Variance	0.001	0.014	0.002	0.005	0.002	0.015	0.018	0.022	0.117	0.020	0.012	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	49	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	16**	37*	360	352	320
Very satisfied	(2) 85	8	18	18	9	3	2	6	81	75	74
Satisfied	(1) 279	16%	18%	19%	27%	7%	10%	16%	23%a	21%	20%
Neither satisfied nor dissatisfied	(0) 99	25	52	50	9	26	8	19	217	217	202
Dissatisfied	(-1) 23	54%a	52%	53%	28%	68%	35%	63%	40%	62%a	63%a
Very dissatisfied	(-2) 11	19%ij	21%	20%	15%	19%	5	7	42	39	23
		4%	6%	4%	13%a	3%	4	3	11	10	13
		11%a	6%	4%	13%a	3%	25%	7%	3%	3%	4%
		2%	1%	1%	2	-	-	-	6	6	7
		-	1%	1%	5%	-	-	-	2%	2%	2%
SUMMARY CODES											
SATISFIED	364	33	70	68	18	28	7	26	298	292	276
		66%	70%	73%	54%	79%	46%	70%	83%a	83%a	86%a
DISSATISFIED	34	6	7	6	6	1	4	3	17	16	19
		7%	7%	6%	18%a	3%	25%	7%	5%	5%	6%
Refused	4	-	-	-	-	-	-	-	-	1	-
		1%	-	-	-	-	-	-	-	-	-
Don't know	14	1	1	1	4	1	-	1	3	3	2
		3%a	2%	1%	12%a	3%	-	3%	1%	1%	1%
Mean Score	0.816	0.722	0.811	0.859	0.670	0.815	0.314	0.831	1.001a	0.993a	1.019a
Standard Deviation	0.848	0.881	0.856	0.837	1.225	0.603	0.988	0.823	0.785	0.775	0.807
Error Variance	0.091	0.016	0.008	0.008	0.947	0.012	0.027	0.021	0.002	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/ij/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.59 How satisfied or dissatisfied are you with the overall service you receive from your current gas supplier?
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PPS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59*	35**	49*	17**	45*	16**	34*	52	49*	26**	33*	21**	1**
Very satisfied	(2) 85	1	7	9	10	6	1	6	2	9	9	6	9	4	5	-
	17%b	2%	27%	15%b	28%	13%b	9%	13%	11%	25%b	18%b	13%	36%	12%	24%	-
Satisfied	(1) 279	30	13	33	16	24	10	27	8	15	29	28	13	24	8	-
	54%	57%	48%	57%	45%	50%	57%	62%	53%	45%	55%	58%	49%	72%j	41%	-
Neither satisfied nor dissatisfied	(0) 99	15	6	9	6	15	2	8	3	8	10	3	4	1	-	-
	19%	29%	22%	16%	19%	31%un	9%	16%	22%	23%	16%	21%	11%	6%	-	-
Dissatisfied	(-1) 23	2	1	4	3	2	1	3	-	1	1	3	-	-	2	1
	4%	3%	2%	6%	8%	4%	6%	6%	-	2%	2%	6%	-	-	10%	100%
Very dissatisfied	(-2) 11	1	-	2	-	1	1	-	2	-	-	1	-	1	1	-
	2%	2%	-	4%	-	2%	7%	-	15%	-	-	3%	-	2%	5%	-
SUMMARY CODES																
SATISFIED	364	31	20	42	25	31	11	33	10	24	38	35	22	28	13	-
	71%	60%	76%	72%	73%	63%	65%	75%	63%	70%	73%	71%	85%	84%bf	65%	-
DISSATISFIED	34	3	1	6	3	3	2	3	2	1	1	4	-	1	3	1
	7%	5%	2%	10%	8%	6%	13%	6%	15%	2%	2%	9%	-	2%	15%	100%
Refused	4	-	-	-	-	-	2	-	-	1	-	-	-	1	-	-
	1%	-	-	-	-	-	12%	-	-	2%	-	-	-	4%	-	-
Don't know	14	3	-	1	-	-	-	-	1	-	5	-	-	1	3	-
	3%	7%	-	2%	-	-	-	1%	-	3%	9%all	-	-	3%	14%	-
Mean Score	0.816	0.588	1.012	0.752	0.923	0.676	0.605	0.833	0.430	0.882	0.986b	0.719	1.265	0.956	0.797	-1.000
Standard Deviation	0.848	0.700	0.772	0.934	0.904	0.842	1.071	0.728	1.210	0.784	0.682	0.872	0.682	0.656	1.172	-
Error Variance	0.001	0.010	0.022	0.016	0.024	0.013	0.072	0.010	0.091	0.020	0.010	0.015	0.019	0.013	0.072	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180	
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119	
Completely trust	(2) 59 11%	44 10%	3 6%	3 9%	12 10%	20 8%	25 16% ^h	16 14%	16 9%	9 8%	15 12%	
Tend to trust	(1) 262 51%	222 51%	24 47%	15 52%	64 54%	107 45%	90 58% ^h	55 48%	92 54%	51 47%	64 54%	
Neither trust nor distrust	(0) 109 21% ^g	92 21%	12 23%	5 17%	28 22%	62 26% ^g	20 13%	23 20%	36 21%	31 28% ^h	19 16%	
Tend to distrust	(-1) 44 8%	40 9%	1 2%	3 10%	9 7%	24 10%	11 7%	11 10%	11 7%	8 7%	13 11%	
Strongly distrust	(-2) 22 4%	18 4%	3 6%	1 5%	3 2%	17 7% ^g	2 1%	4 4%	6 3%	6 5%	6 5%	
SUMMARY CODES												
TRUST	318 62% ^h	267 61%	34 65%	18 61%	76 64%	127 53%	115 74% ^h	70 61%	108 63%	60 55%	79 66%	
DISTRUST	66 13%	58 13%	3 7%	4 15%	11 10%	41 17% ^g	13 8%	15 13%	17 10%	13 12%	19 16%	
Refused	3 1%	2 1%	1 2%	- -	2 2%	- -	- -	1 1%	- -	- -	1 1%	
Don't know	20 4%	16 4%	2 4%	2 7%	3 3%	10 4%	7 5%	4 4%	10 6% ^h	4 4%	1 1%	
Mean Score	0.592	0.595	0.759	0.536	0.649 ^h	0.584	0.529 ^h	0.609	0.625	0.484	0.586	
Standard Deviation	0.368	0.354	0.372	1.003	0.461	1.032	0.841	0.389	0.844	0.958	1.020	
Error Variance	0.002	0.002	0.020	0.037	0.006	0.005	0.004	0.011	0.008	0.009	0.006	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 56	21	24	7	5	10	46	33	5	17
	11%	13%	9%	32%	10%	11%	11%	5%	16%	13%
Tend to trust	(1) 262	87	139	30	6	50	212	143	62	51
	51%	55%	41%	46%	51%	51%	49%	60%	49%	49%
Neither trust nor distrust	(0) 109	29	59	19	1	20	89	68	21	18
	21%	19%	22%	26%	9%	20%	21%	23%	21%	17%
Tend to distrust	(-1) 44	12	25	6	1	10	33	23	10	10
	8%	8%	9%	8%	6%	10%	8%	8%	10%	9%
Strongly distrust	(-2) 22	4	14	4	-	5	17	12	4	6
	4%	3%	5%	5%	-	5%	4%	4%	3%	6%
SUMMARY CODES										
TRUST	318	108	162	37	11	60	258	176	67	69
	62%	69%	60%	50%	78%	61%	62%	60%	64%	65%
DISTRUST	65	16	39	10	1	15	50	35	14	16
	13%	10%	14%	14%	6%	16%	12%	12%	13%	15%
Refused	3	-	1	2	-	-	3	1	1	1
	1%	-	3%	3%	-	-	1%	-	1%	1%
Don't know	20	4	11	5	1	3	18	15	1	3
	4%	3%	4%	7%	7%	3%	4%	5%	1%	3%
Mean Score	0.582	0.711c	0.513	0.449	1.120	0.514	0.599	0.582	0.531	0.623
Standard Deviation	0.958	0.894	0.975	1.005	0.865	1.006	0.947	0.950	0.873	1.064
Error Variance	0.002	0.004	0.004	0.015	0.053	0.009	0.002	0.003	0.008	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	508	42	388	70
Weighted Base	515	360	41*	107	**	515	498	498	40*	378	72*
Completely trust	(2) 56	36	4	17	-	56	51	51	5	40	6
	17%	10%	9%	16%	-	11%	10%	10%	12%	11%	8%
Tend to trust	(1) 262	162	23	56	-	262	257	257	22	207	29
	51%k	51%	56%	52%	-	51%	52%	52%	54%	55%k	37%
Neither trust nor distrust	(0) 109	80	8	18	-	109	105	105	9	80	14
	21%	22%	19%	17%	-	21%	21%	21%	23%	20%	19%
Tend to distrust	(-1) 44	30	7	5	-	44	42	42	2	30	10
	8%	8%	16%l	5%	-	8%	8%	8%	5%	8%	14%
Strongly distrust	(-2) 22	18	-	4	-	22	21	21	1	12	8
	4%	5%	-	4%	-	4%	4%	4%	2%	3%	11%aj
SUMMARY CODES											
TRUST	318	218	27	73	-	318	309	309	27	247	32
	62%k	61%	64%	68%	-	62%	62%	62%	65%k	65%k	45%
DISTRUST	66	48	7	9	-	66	63	63	3	42	18
	13%	13%	16%	9%	-	13%	13%	13%	7%	11%	25%ajj
Refused	3	2	-	-	-	3	3	3	-	1	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Don't know	20	12	-	7	-	20	19	19	2	8	9
	4%	3%	-	7%	-	4%	4%	4%	4%	2%	12%aj
Mean Score	0.582k	0.543	0.565	0.770b	-	0.582	0.580	0.580	0.725k	0.630k	0.192
Standard Deviation	0.868	0.871	0.874	0.932	-	0.868	0.848	0.848	0.840	0.901	1.191
Error Variance	0.002	0.003	0.015	0.007	-	0.002	0.002	0.002	0.017	0.002	0.023

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	39*	300	98*	132
Completely trust	(2) 56	45	1	4	34	10	18
	11%	13%	17%	9%	11%	11%	14%
Tend to trust	(1) 262	182	2	18	164	46	63
	51%	52%	40%	47%	55%	49%	48%
Neither trust nor distrust	(0) 109	75	1	7	56	27	23
	21%	21%	23%	19%	19%	28%	18%
Tend to distrust	(-1) 44	27	2	5	22	7	15
	8%	8%	26%	12%	7%	8%	11%
Strongly distrust	(-2) 22	13	-	4	14	2	8
	4%	4%	-	10%	5%	3%	6%
SUMMARY CODES							
TRUST	318	228	3	22	197	56	82
	62%	65%	51%	56%	66%	59%	62%
DISTRUST	68	39	2	37	8	10	22
	13%	11%	33%	22%	12%	10%	17%
Refused	3	1	-	-	1	-	-
	1%	-	-	-	-	-	-
Don't know	20	7	-	1	10	3	5
	4%	2%	-	3%	3%	3%	4%
Mean Score	0.582	0.647	0.364	0.355	0.620	0.584	0.553
Standard Deviation	0.958	0.934	1.071	1.140	0.960	0.887	1.063
Error Variance	0.002	0.002	0.191	0.038	0.003	0.007	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97*
Completely trust	(2) 56 11%	13 14%	31 11%	4 15%	7 7%
Tend to trust	(1) 262 51%	49 51%	153 53%	16 55%	45 46%
Neither trust nor distrust	(0) 109 21%	19 20%	65 22%	2 8%	20 21%
Tend to distrust	(-1) 44 9%	9 9%	25 9%	1 3%	9 9%
Strongly distrust	(-2) 22 4%	3 3%	9 3%	5 19%	5 5%
SUMMARY CODES					
TRUST	318 62%	62 66%	184 63%	20 71%	52 53%
DISTRUST	98 19%	12 13%	34 12%	8 28%	13 14%
Refused	3 1%	-	-	-	1 1%
Don't know	20 4%	1 1%	8 3%	1 -	11 12%abc
Mean Score	0.582	0.645	0.611	0.456	0.476
Standard Deviation	0.958	0.959	0.907	1.347	0.984
Error Variance	0.002	0.010	0.003	0.065	0.012

Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Completely trust	(2) 56	4	52	16	40	5	6	1	1	4	14	23	15
Tend to trust	(1) 262	6%	12%	10%	11%	9%	14%	4%	8%	10%	14%	12%	9%
Neither trust nor distrust	(0) 109	32	229	69	193	21	24	12	5	15	53	101	92
Tend to distrust	(-1) 44	48%	51%	42%	55% ^{ud}	36%	58% ^{uh}	31%	42%	39%	51%	52%	52%
Strongly distrust	(-2) 22	13	96	34	74	17	4	12	3	10	17	44	38
SUMMARY CODES		20%	21%	21%	21%	20% ^g	10%	31% ^{hg}	30%	20%	16%	22%	22%
TRUST	318	36	282	85	232	27	29	13	6	19	67	124	108
DISTRUST	62% ^{dh}	54%	63%	52%	66% ^{ud}	44%	71% ^{uh}	35%	50%	49%	65%	63%	61%
Refused	66	14	52	38	28	15	8	12	2	9	19	21	17
Don't know	20	4	17	8	13	2	-	1	-	1	-	7	13
Mean Score	0.38 ^{dh}	0.335	0.619 ^b	0.319	0.706 ^d	0.187	0.60 ^{dh}	-0.086	0.319	0.322	0.512	0.648	0.615
Standard Deviation	0.859	1.057	0.839	1.124	0.843	1.105	1.078	1.133	1.070	1.067	1.115	0.888	0.899
Error Variance	0.002	0.019	0.002	0.008	0.002	0.024	0.029	0.032	0.104	0.036	0.013	0.004	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	48	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	16**	37*	390	352	320
Completely trust	(2)	56	10	10	2	2	4	4	56	55	54
Tend to trust	(1)	262	51	47	18	19	4	17	262	236	218
Neither trust nor distrust	(0)	109	20	22	5	9	2	8	25	36	27
Tend to distrust	(-1)	44	14	9	4	7	4	5	7	14	8
Strongly distrust	(-2)	22	4	4	4	1	1	2	6	6	8
SUMMARY CODES											
TRUST	318	29	61	57	18	20	8	21	318	291	272
DISTRUST	66	11	17	13	7	8	5	7	13	20	16
Refused	3	-	-	-	-	-	-	-	-	-	-
Don't know	20	2	1	2	4	1	1	1	4	5	9
Mean Score	0.582	0.488	0.510	0.553	0.291	0.335	0.399	0.436	0.998a	0.924a	0.954a
Standard Deviation	0.958	1.110	0.983	0.953	1.178	0.952	1.353	1.062	0.678	0.757	0.773
Error Variance	0.002	0.028	0.011	0.011	0.043	0.020	0.114	0.034	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59	35**	49	17**	45	16**	34	52	49	26**	33	21**	1**
Completely trust	56 11%	4 8%	2 9%	5 9%	4 10%	6 11%	1 5%	3 7%	3 18%	6 19%	8 15%	6 12%	4 17%	2 7%	2 8%	-
Tend to trust	262 51%	27 52%	16 61%	34 58%	18 51%	19 39%	7 38%	26 58%	7 43%	17 51%	24 49%	24 48%	14 54%	22 66**	6 32%	-
Neither trust nor distrust	109 21%	12 23%	6 22%	9 16%	7 20%	7 32%	4 23%	8 17%	4 25%	9 23%	10 19%	5 20%	5 18%	5 15%	6 28%	-
Tend to distrust	44 8%	4 7%	2 8%	5 9%	4 11%	5 11%	3 19%	4 9%	-	1 2%	3 5%	6 12%	2 9%	2 6%	2 12%	-
Strongly distrust	22 4%	1 2%	-	2 4%	1 2%	2 4%	1 7%	3 7%	1 7%	-	1 3%	3 7%	1 3%	1 2%	3 13%	1 100%
SUMMARY CODES																
TRUST	318 62%	31 59%	19 69%	39 67%	21 61%	25 50%	7 43%	29 65%	10 61%	24 70%	33 64%	29 60%	18 71%	25 74**	8 39%	-
DISTRUST	66 13%	5 9%	2 8%	8 13%	4 13%	7 15%	7 38%	7 17**	1 7%	1 2%	4 8%	9 18**	3 12%	3 8%	5 23%	1 100%
Refused	3 1%	-	-	-	-	-	1 7%	-	-	1 2%	1 1%	-	-	-	-	-
Don't know	20 4%	5 9%	-	2 4%	2 6%	1 2%	-	1 1%	1 6%	1 3%	4 8%	1 2%	-	1 3%	1 7%	-
Mean Score	0.582	0.623	0.704	0.623	0.596	0.435	0.161	0.478	0.698	0.914	0.742	0.473	0.731	0.736	0.096	-2.000
Standard Deviation	0.958	0.837	0.754	0.939	0.916	0.986	1.098	1.025	1.072	0.733	0.915	1.079	0.950	0.780	1.197	-
Error Variance	0.002	0.015	0.021	0.017	0.025	0.018	0.071	0.021	0.077	0.017	0.017	0.023	0.038	0.018	0.072	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180	
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119	
Completely trust	(2) 66	54	7	4	14	25	27	19	21	11	16	
	13%	12%	14%	15%	11%	11%	17%	16%	12%	10%	13%	
Tend to trust	(1) 240	203	25	12	58	99	83	53	82	44	61	
	47%	47%	49%	41%	49%	41%	53% ^{af}	46%	48%	40%	51%	
Neither trust nor distrust	(0) 124	104	13	7	31	65	29	28	47	29	20	
	24%	24%	26%	25%	26%	27%	19%	24%	27% ^{ak}	26%	17%	
Tend to distrust	(-1) 43	39	3	2	7	26	10	7	8	15	14	
	8%	9%	6%	5%	6%	11%	6%	6%	4%	14% ^{aj}	11% ^{al}	
Strongly distrust	(-2) 22	21	1	1	4	15	3	4	5	7	6	
	4%	5%	2%	2%	3%	6%	2%	4%	3%	6%	5%	
SUMMARY CODES												
TRUST	308	258	32	16	72	124	110	72	103	54	77	
	59%	59%	63%	56%	60%	52%	71% ^{af}	62%	60%	50%	65% ^{aj}	
DISTRUST	66	60	4	2	12	41	13	11	13	22	19	
	13%	14%	8%	8%	10%	17% ^{ag}	8%	10%	8%	20% ^{ak}	16% ^{al}	
Refused	3	2	1	-	2	-	1	1	-	-	1	
	1%	-	1%	-	2%	-	-	1%	-	-	1%	
Don't know	16	12	1	3	3	10	3	2	8	4	1	
	3%	3%	2%	11%	3%	4%	2%	2%	5%	4%	1%	
Mean Score	0.57 ^g	0.551	0.696	0.688	0.611	0.467	0.75 ^{af}	0.671	0.647	0.346	0.582	
Standard Deviation	0.979	0.993	0.884	0.932	0.913	1.041	0.895	0.963	0.986	1.056	1.023	
Error Variance	0.002	0.002	0.016	0.033	0.007	0.005	0.004	0.010	0.008	0.011	0.006	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 66	23	31	9	4	11	54	39	6	20
	13%	14%	11%	12%	27%	12%	13%	13%	6%	19% ^u
Tend to trust	(1) 240	81	123	30	6	45	195	131	60	45
	47%	52%	41%	41%	42%	46%	47%	45%	58% ^h	42%
Neither trust nor distrust	(0) 124	32	68	22	3	27	97	80	18	22
	24%	20%	25%	30%	19%	28%	23%	27%	17%	21%
Tend to distrust	(-1) 43	14	26	3	1	6	38	20	12	11
	8%	9%	10%	4%	4%	6%	9%	7%	11%	10%
Strongly distrust	(-2) 22	5	15	3	-	7	16	11	6	5
	4%	3%	5%	4%	-	7%	4%	4%	6%	5%
SUMMARY CODES										
TRUST	306	104	154	39	10	57	249	170	67	64
	59%	66%	57%	53%	70%	58%	60%	58%	64%	61%
DISTRUST	66	18	41	6	1	12	53	32	18	16
	13%	12%	15%	8%	4%	13%	13%	11%	17%	15%
Refused	3	-	1	2	-	-	3	1	1	1
	1%	-	3% ^b	-	-	-	1%	-	1%	1%
Don't know	16	3	8	4	1	2	15	11	1	3
	3%	2%	3%	6%	7%	2%	3%	4%	1%	3%
Mean Score	0.572	0.675	0.491	0.574	0.999	0.511	0.587	0.587	0.485	0.616
Standard Deviation	0.979	0.935	1.012	0.943	0.863	1.016	0.971	0.952	0.976	1.072
Error Variance	0.002	0.004	0.004	0.013	0.053	0.009	0.002	0.003	0.010	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	508	42	388	70
Weighted Base	515	360	41*	107	**	515	488	498	40*	378	72*
Completely trust	(2) 66	43	6	17	-	66	62	62	7	47	7
	13%	12%	16%	16%	-	13%	12%	12%	17%	12%	10%
Tend to trust	(1) 240	161	20	58	-	240	234	234	19	190	22
	47% ^{ab}	45%	49%	55%	-	47%	47%	47%	48%	50% ^{ab}	31%
Neither trust nor distrust	(0) 124	92	10	18	-	124	122	122	11	91	19
	24%	26% ^{cd}	25%	17%	-	24%	24%	24%	26%	24%	26%
Tend to distrust	(-1) 43	34	4	4	-	43	42	42	2	29	10
	8%	9%	11%	4%	-	8%	8%	8%	5%	8%	14%
Strongly distrust	(-2) 22	17	-	5	-	22	21	21	-	14	8
	4%	5%	-	5%	-	4%	4%	4%	-	4%	10% ^{aj}
SUMMARY CODES											
TRUST	306	204	27	75	-	306	296	296	26	236	29
	59% ^{ab}	57%	64%	71% ^{ab}	-	59%	59%	59%	63% ^{ab}	53% ^{ab}	41%
DISTRUST	66	51	4	9	-	66	63	63	2	43	18
	13%	14%	11%	9%	-	13%	13%	13%	5%	11%	25% ^{aj}
Refused	3	2	-	-	-	3	3	3	-	1	-
	1%	1%	-	-	-	1%	1%	1%	-	-	-
Don't know	16	11	-	4	-	16	15	15	2	7	6
	3%	3%	-	4%	-	3%	3%	3%	4%	2%	9% ^{aj}
Mean Score	0.572k	0.513	0.692	0.759b	-	0.572	0.568	0.568	0.799k	0.611k	0.165
Standard Deviation	0.979	0.997	0.870	0.947	-	0.979	0.971	0.971	0.799	0.935	1.170
Error Variance	0.002	0.003	0.015	0.007	-	0.002	0.002	0.002	0.016	0.002	0.021

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	39*	300	98*	132
Completely trust	(2) 66 13%	50 14%	1 17%	6 16%	43 14%	10 11%	17 13%
Tend to trust	(1) 240 47%	168 48%	2 40%	15 39%	142 47%	46 49%	60 45%
Neither trust nor distrust	(0) 124 24%	85 24%	2 39%	8 21%	71 24%	28 29%	28 21%
Tend to distrust	(-1) 43 8%	27 8%	1 10%	5 14%	26 9%	7 7%	13 10%
Strongly distrust	(-2) 22 4%	12 4%	-	3 8%	12 4%	4 4%	8 6%
SUMMARY CODES							
TRUST	306 59%	218 62%	3 51%	21 54%	185 62%	56 58%	77 58%
DISTRUST	66 13%	40 11%	1 10%	8 22%	38 12%	11 12%	21 16%
Refused	3 1%	1 -	-	-	1 -	-	-
Don't know	16 3%	7 2%	-	1 3%	5 -	1 1%	6 5%
Mean Score	0.572	0.632	0.619	0.420	0.608	0.534	0.520
Standard Deviation	0.979	0.951	0.893	1.179	0.977	0.940	1.065
Error Variance	0.002	0.003	0.133	0.039	0.003	0.008	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	
Unweighted Base	525	92	306	28	95
Weighted Base	515	94*	291	29**	97*
Completely trust	(2) 66 13%	17 18%e	38 13%	4 13%	7 7%
Tend to trust	(1) 240 47%	43 45%	132 45%	15 53%	48 49%
Neither trust nor distrust	(0) 124 24%	21 22%	80 27%	3 9%	21 22%
Tend to distrust	(-1) 43 8%	9 10%	24 8%	3 12%	7 7%
Strongly distrust	(-2) 22 4%	4 4%	10 4%	4 12%	5 5%
SUMMARY CODES					
TRUST	306 59%	60 63%	171 59%	19 67%	54 56%
DISTRUST	98 19%	13 14%	34 12%	7 24%	12 12%
Refused	3 1%	-	-	-	1 1%
Don't know	16 3%	1 1%	6 2%	1 3%	9 10%abc
Mean Score	0.572	0.641	0.577	0.429	0.519
Standard Deviation	0.979	1.023	0.952	1.243	0.944
Error Variance	0.002	0.012	0.003	0.055	0.010

Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Completely trust	(2) 66	6	60	19	47	6	5	3	4	4	16	26	20
	13%	9%	13%	11%	13%	10%	13%	8%	37%	10%	16%	13%	11%
Tend to trust	(1) 240	32	208	70	170	24	19	16	2	16	42	102	80
	47%	49%	46%	42%	49%	40%	46%	42%	20%	41%	47%	52%	45%
Neither trust nor distrust	(0) 124	17	107	41	83	17	11	10	3	13	27	38	47
	24%	26%	24%	25%	24%	28%	26%	27%	30%	33%	28%	19%	26%
Tend to distrust	(-1) 43	6	38	18	25	8	3	5	1	3	12	17	10
	8%	8%	8%	11%	7%	14%	8%	12%	13%	9%	12%	8%	6%
Strongly distrust	(-2) 22	3	20	10	12	3	3	4	-	2	5	8	7
	4%	4%	4%	6%	3%	6%	6%	10%	-	5%	5%	4%	4%
SUMMARY CODES													
TRUST	306	38	268	89	218	30	24	19	6	20	58	128	100
	59%	57%	60%	54%	62%	50%	59%	50%	57%	51%	57%	65%	56%
DISTRUST	66	8	58	29	37	12	6	8	1	5	18	25	18
	13%	12%	13%	17% ^{ae}	11%	20%	15%	22%	13%	13%	17%	13%	10%
Refused	3	-	3	-	3	-	-	-	-	-	-	1	2
	1%	-	1%	-	1%	-	-	-	-	-	-	-	1%
Don't know	16	3	13	7	9	2	-	-	-	1	-	4	11
	3%	4%	3%	4%	3%	2%	-	-	-	3%	-	2%	6% ^{ak}
Mean Score	0.572	0.527	0.579	0.431	0.606	0.569	0.464	0.557	0.804	0.446	0.488	0.634	0.576
Standard Deviation	0.979	0.933	0.987	1.057	0.935	1.044	1.079	1.113	1.125	0.968	1.063	0.968	0.842
Error Variance	0.002	0.015	0.002	0.007	0.002	0.021	0.029	0.030	0.115	0.029	0.012	0.005	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	49	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	16**	37*	300	352	320
Completely trust	(2)	66	10	11	4	2	4	5	64	66	61
Tend to trust	(1)	240	47	43	15	18	4	13	225	240	202
Neither trust nor distrust	(0)	124	27	29	6	13	5	14	44	26	36
Tend to distrust	(-1)	43	11	7	4	2	2	3	18	13	16
Strongly distrust	(-2)	22	3	3	2	1	1	2	6	6	5
SUMMARY CODES											
TRUST	306	25	57	53	20	20	8	17	289	306	283
DISTRUST	66	7	14	11	6	3	3	4	25	18	21
Refused	3	-	-	-	-	-	-	-	-	-	-
Don't know	16	1	1	1	3	1	-	1	2	1	-
Mean Score	0.572	0.523	0.511	0.542	0.533	0.489	0.471	0.455	0.900a	0.922a	0.929a
Standard Deviation	0.979	1.023	0.932	0.922	1.062	0.808	1.230	0.999	0.811	0.745	0.801
Error Variance	0.002	0.022	0.010	0.010	0.034	0.022	0.089	0.030	0.002	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PFS - SEGMENTS															
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1	
Weighted Base	515	52	27**	55*	35**	49*	17**	45*	16**	34*	52	49*	26**	33*	21**	1**	
Completely trust	66 13%	7 13%	2 9%	8 14%	4 10%	5 10%	3 16%	5 11%	1 6%	6 19%	9 17%	6 12%	6 23%	2 5%	3 13%	-	
Tend to trust	240 47%	23 45%	12 45%	18 47%	28 54%	18 37%	8 46%	23 53%	9 58%	16 46%	25 48%	22 45%	10 37%	23 69**abdl	4 22%	-	-
Neither trust nor distrust	124 24%	11 22%	9 34%	13 23%	7 20%	16 32%	2 9%	10 22%	4 24%	9 26%	12 18%	9 24%	6 33%	7 19%	7 32%	-	-
Tend to distrust	43 8%	5 10%	3 13%	6 11%	2 6%	8 15**m	3 13%	3 6%	1 4%	1 2%	2 4%	5 9%	1 3%	1 1%	3 14%	1 100%	-
Strongly distrust	22 4%	1 2%	-	3 5%	-	3 5%	1 7%	3 6%	1 7%	-	2 4%	3 7%	1 3%	2 6%	3 13%	-	-
SUMMARY CODES																	
TRUST	306 59%	30 58%	14 53%	36 61%	22 65%	23 47%	11 63%	28 63%	10 65%	22 65%	34 65%	28 58%	16 61%	25 74**f	7 34%	-	-
DISTRUST	69 13%	6 11%	3 13%	9 16%	2 6%	10 21**j	4 21%	9 14%	2 11%	1 2%	4 8%	8 16%	2 6%	2 7%	5 22%	1 100%	-
Refused	3 1%	-	-	-	-	-	1 7%	-	-	1 2%	1 1%	-	-	-	-	-	-
Don't know	16 3%	5 9**adfl	-	-	3 9%	-	-	1 1%	-	1 3%	4 8**d	1 2%	-	-	1 7%	-	-
Mean Score	0.572	0.630	0.499	0.549	0.761	0.308	0.549	0.550	0.524	0.659	0.765f	0.476	0.755	0.660	0.681	-1.000	-
Standard Deviation	0.979	0.932	0.840	1.033	0.745	1.031	1.209	1.001	0.975	0.763	0.961	1.067	0.956	0.846	1.253	-	-
Error Variance	0.002	0.018	0.026	0.020	0.017	0.019	0.086	0.020	0.059	0.019	0.019	0.023	0.038	0.021	0.078	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	525	447	50	28	119	212	194	97	147	101	180	
Weighted Base	515	435	51*	29**	119	240	156	115*	172	109*	119	
Completely trust	(2) 46	38	8	1	9	15	22	11	16	7	12	
	9%	9%	15%	3%	8%	6%	14% ^u	10%	9%	6%	10%	
Tend to trust	(1) 224	189	24	11	58	86	80	43	79	47	55	
	43%	43%	47%	37%	49% ^u	36%	51% ^u	37%	46%	43%	46%	
Neither trust nor distrust	(0) 129	110	14	5	30	72	27	32	41	30	26	
	25% ^u	25%	27%	19%	25%	30% ^u	17%	27%	24%	27%	22%	
Tend to distrust	(-1) 59	52	3	4	12	31	16	17	16	13	12	
	11%	12%	5%	12%	10%	13%	10%	15%	10%	12%	10%	
Strongly distrust	(-2) 30	25	1	3	3	22	4	5	9	7	9	
	6%	6%	3%	11%	3%	9% ^u	3%	5%	5%	6%	8%	
SUMMARY CODES												
TRUST	270	227	32	12	67	101	102	54	95	54	67	
	52% ^u	52%	62%	41%	56% ^u	42%	65% ^u	47%	55%	50%	56%	
DISTRUST	89	78	4	7	15	53	23	23	25	19	21	
	17%	18%	8%	23%	13%	22% ^u	13%	20%	15%	16%	18%	
Refused	2	1	1	-	1	-	1	1	-	-	1	
	-	-	1%	-	1%	-	-	1%	-	-	1%	
Don't know	25	19	1	5	6	13	6	5	10	6	4	
	5%	4%	2%	18%	5%	6%	4%	5%	6%	6%	3%	
Mean Score	0.405 ^u	0.389	0.676	0.117	0.318 ^u	0.179	0.362 ^u	0.343	0.472	0.343	0.423	
Standard Deviation	1.022	1.021	0.812	1.157	0.898	1.072	0.959	1.030	0.903	0.999	1.078	
Error Variance	0.002	0.002	0.017	0.054	0.007	0.006	0.005	0.012	0.007	0.010	0.007	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	525	202	235	73	15	118	407	282	101	129
Weighted Base	515	157	271	73*	14**	98	417	294	104*	106
Completely trust	(2) 46	19	17	6	4	8	39	26	4	15
	9%	12% ^c	6%	9%	26%	8%	9%	9%	4%	15% ^h
Tend to trust	(1) 224	71	119	27	6	36	188	120	52	47
	43%	45%	44%	37%	46%	36%	45%	41%	50%	44%
Neither trust nor distrust	(0) 129	39	66	21	3	28	101	81	26	19
	25%	25%	24%	29%	21%	28%	24%	28%	25%	16%
Tend to distrust	(-1) 59	18	37	3	-	14	45	36	11	11
	11%	12%	14% ^d	5%	-	14%	11%	12%	11%	10%
Strongly distrust	(-2) 30	5	17	9	-	9	21	14	7	9
	6%	3%	6%	12% ^b	-	10%	5%	5%	7%	8%
SUMMARY CODES										
TRUST	270	90	137	34	10	43	227	146	56	62
	52%	57%	50%	46%	72%	44%	54%	50%	54%	59%
DISTRUST	89	23	54	12	-	23	65	50	19	19
	17%	15%	20%	16%	-	24% ^g	16%	17%	18%	16%
Refused	2	-	-	2	-	-	2	1	-	1
	-	-	-	3% ^{abc}	-	-	-	-	-	1%
Don't know	25	5	15	4	1	3	22	15	4	5
	5%	3%	5%	6%	7%	3%	5%	5%	4%	4%
Mean Score	0.405	0.534^c	0.325	0.289	1.047	0.188	0.457ⁱ	0.391	0.344	0.498
Standard Deviation	1.022	0.966	1.021	1.133	0.739	1.105	0.995	0.995	0.976	1.135
Error Variance	0.002	0.005	0.005	0.019	0.029	0.011	0.003	0.004	0.010	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER			TIME OF USE ELECTRICITY METER			
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	525	328	50	199	-	525	508	508	42	388	70
Weighted Base	515	360	41*	107	**	515	488	498	40*	378	72*
Completely trust	(2) 46	27	4	15	-	46	42	42	6	30	4
	9%	8%		14% ^b		9%	9%	9%	15%	8%	6%
Tend to trust	(1) 224	153	20	50	-	224	220	220	17	180	22
	43%	42%	49%	47%	-	43%	44%	44%	42%	46% ^k	30%
Neither trust nor distrust	(0) 129	97	10	18	-	129	125	125	12	93	17
	25%	27% ^d	25%	17%	-	25%	25%	25%	29%	25%	23%
Tend to distrust	(-1) 59	43	3	12	-	59	57	57	3	44	10
	11%	12%	6%	11%	-	11%	11%	11%	6%	12%	13%
Strongly distrust	(-2) 30	21	3	6	-	30	29	29	1	18	10
	6%	6%	6%	5%	-	6%	6%	6%	2%	5%	14% ^{aj}
SUMMARY CODES											
TRUST	270	180	24	65	-	270	262	262	23	210	26
	52% ^k	50%	50%	61% ^b	-	52%	53%	53%	56%	56% ^k	38%
DISTRUST	89	64	6	17	-	89	86	86	4	62	20
	17%	18%	16%	16%	-	17%	17%	17%	10%	16%	28% ^{aj}
Refused	2	1	-	-	-	2	2	2	-	-	-
	*	*	-	-	-	*	*	*	-	-	-
Don't know	25	18	-	6	-	25	24	24	2	13	9
	5%	5%	-	6%	-	5%	5%	5%	4%	3%	13% ^{aj}
Mean Score	0.405^k	0.358	0.449	0.568	-	0.405	0.398	0.398	0.618^k	0.441^k	0.002
Standard Deviation	1.022	1.009	1.041	1.063	-	1.022	1.013	1.013	0.931	0.975	1.203
Error Variance	0.002	0.003	0.002	0.009	-	0.002	0.002	0.002	0.001	0.003	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	525	361	6	37	289	108	140
Weighted Base	515	350	6**	39*	300	98*	132
Completely trust	(2)	35	1	2	29	10	12
	9%	10%	17%	5%	10%	10%	9%
Tend to trust	(1)	224	1	22	137	39	55
	43%	44%	24%	57%	46%	40%	41%
Neither trust nor distrust	(0)	129	88	2	73	28	29
	25%	25%	39%	13%	24%	30%	22%
Tend to distrust	(-1)	59	37	2	36	13	15
	11%	11%	26%	12%	12%	14%	11%
Strongly distrust	(-2)	30	20	4	13	4	14
	6%	6%	-	10%	4%	4%	11%e
SUMMARY CODES							
TRUST	270	191	2	24	166	49	66
	52%	54%	35%	62%	55%	51%	50%
DISTRUST	89	57	2	9	49	17	29
	17%	16%	26%	22%	16%	18%	22%
Refused	2	-	-	-	-	-	-
Don't know	25	14	-	1	12	2	9
	5%	4%	-	3%	4%	2%	7%
Mean Score	0.405	0.444	0.204	0.390	0.461	0.396	0.286
Standard Deviation	1.022	1.019	1.031	1.110	0.988	0.995	1.148
Error Variance	0.002	0.003	0.177	0.034	0.003	0.009	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	525	92	308	28	95
Weighted Base	515	94*	291	29**	97*
Completely trust	(2) 46 9%	12 12%	24 8%	3 12%	7 7%
Tend to trust	(1) 224 43%	42 45%	130 45%	14 50%	38 37%
Neither trust nor distrust	(0) 129 25%	21 22%	75 26%	4 15%	28 29%
Tend to distrust	(-1) 59 11%	14 14%	31 11%	6 19%	9 9%
Strongly distrust	(-2) 30 6%	4 5%	19 7%	1 4%	6 6%
SUMMARY CODES					
TRUST	270 52%	54 57%	154 53%	18 62%	43 44%
DISTRUST	89 17%	18 19%	50 17%	7 23%	15 15%
Refused	2 -	-	-	-	-
Don't know	25 5%	2 2%	11 4%	-	12 12%abc
Mean Score	0.405	0.465	0.393	0.473	0.349
Standard Deviation	1.022	1.043	1.021	1.066	1.009
Error Variance	0.002	0.012	0.004	0.041	0.012

Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	525	61	464	160	365	52	40	41	11	33	98	211	183
Weighted Base	515	67*	448	165	350	60*	41*	37*	11**	39*	103*	196	177
Completely trust	(2)	48	3	43	13	30	4	4	1	2	12	20	12
Tend to trust	(1)	224	32	192	65	159	25	17	13	15	43	85	81
Neither trust nor distrust	(0)	129	13	116	40	88	11	13	11	7	27	53	42
Tend to distrust	(-1)	59	12	47	23	36	14	1	4	11	10	23	14
Strongly distrust	(-2)	30	3	27	14	16	4	4	1	3	9	8	10
SUMMARY CODES													
TRUST	270	35	235	78	192	29	21	15	6	17	55	105	93
DISTRUST	89	14	74	37	52	18	6	10	2	14	19	31	24
Refused	2	-	2	-	2	-	-	-	-	-	-	-	2
Don't know	25	4	21	10	16	2	1	1	-	1	2	7	15
Mean Score	0.409h	0.524	0.416	0.596	0.476d	0.521	0.389	0.508	0.373	0.552	0.386	0.455	0.446
Standard Deviation	1.022	0.891	1.027	1.099	0.977	1.092	1.093	1.138	1.079	1.139	1.104	0.981	0.979
Error Variance	0.002	0.017	0.002	0.008	0.003	0.024	0.031	0.032	0.106	0.040	0.013	0.005	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	525	48	88	85	35	31	17	34	376	368	335
Weighted Base	515	51*	99*	94*	34*	38**	16**	37*	390	352	320
Completely trust	(2)	46	6	6	3	2	4	2	46	46	46
Tend to trust	(1)	224	19	42	44	13	4	16	215	212	224
Neither trust nor distrust	(0)	129	8	25	22	4	1	8	58	52	27
Tend to distrust	(-1)	59	10	17	15	3	3	7	24	24	11
Strongly distrust	(-2)	30	4	7	6	1	3	2	9	10	8
SUMMARY CODES											
TRUST	270	26	48	50	21	15	8	18	281	258	270
DISTRUST	89	14	24	20	5	10	5	9	32	35	20
Refused	2	-	-	-	-	-	-	-	-	-	-
Don't know	25	4	3	2	4	2	2	2	9	7	9
Mean Score	0.405	0.313	0.224	0.328	0.568	0.152	0.268	0.251	0.757a	0.753a	0.911aj
Standard Deviation	1.022	1.177	1.053	1.020	1.032	0.967	1.556	1.037	0.857	0.880	0.778
Error Variance	0.002	0.031	0.013	0.013	0.033	0.032	0.162	0.034	0.002	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Charge you a fair price for your gas
 Base: All who have different gas and electricity suppliers, or only have gas supply

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	525	52	27	54	34	55	18	52	16	33	53	51	24	34	21	1
Weighted Base	515	52	27**	59	35**	49	17**	45	16*	34	52	49	26**	33	21**	1**
Completely trust	46	3	2	4	3	5	1	5	2	6	5	4	3	2	1	-
	9%	6%	9%	7%	8%	10%	5%	11%	12%	17%	10%	9%	12%	7%	3%	-
Tend to trust	224	23	13	32	17	14	8	20	8	15	22	16	11	15	8	1
	43%	43%	48%	55% ¹	39%	36%	47%	46%	49%	44%	43%	33%	42%	46%	37%	100%
Neither trust nor distrust	129	16	7	9	8	12	2	10	5	9	14	15	7	9	6	-
	25%	30%	27%	16%	22%	25%	14%	23%	33%	25%	28%	30%	25%	26%	27%	-
Tend to distrust	59	5	4	8	3	8	4	4	1	2	4	8	2	4	2	-
	11%	9%	14%	13%	10%	16%	22%	8%	6%	5%	8%	17%	9%	13%	12%	-
Strongly distrust	30	1	1	4	4	5	1	4	-	1	1	4	1	1	3	-
	6%	2%	2%	6%	11%	9%	4%	10%	-	4%	3%	9%	5%	2%	13%	-
SUMMARY CODES																
TRUST	270	26	15	36	16	22	9	25	10	20	27	21	14	18	8	1
	52%	49%	57%	62%	47%	46%	52%	56%	61%	60%	53%	42%	54%	53%	41%	100%
DISTRUST	89	6	4	11	7	12	5	8	1	3	5	13	3	5	5	-
	17%	11%	16%	19%	21%	23%	30%	16%	6%	10%	10%	28%	13%	14%	25%	-
Refused	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	7%	-	-	2%	-	-	-	-	-	-
Don't know	25	5	-	1	3	2	-	1	-	1	5	1	2	2	1	-
	5%	10%	-	2%	9%	4%	-	3%	-	3%	9%	2%	7%	6%	7%	-
Mean Score	0.405	0.469	0.482	0.454	0.264	0.227	0.297	0.406	0.670	0.664	0.542	0.161	0.516	0.470	0.066	1.000
Standard Deviation	1.022	0.842	0.926	1.029	1.164	1.155	1.065	1.120	0.794	0.995	0.910	1.105	1.016	0.908	1.143	-
Error Variance	0.002	0.015	0.032	0.020	0.042	0.025	0.067	0.025	0.039	0.032	0.017	0.024	0.045	0.026	0.065	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.60 To what extent do you trust or distrust your gas supplier to...? - Summary Table
 Base: All who have different gas and electricity suppliers, or only have gas supply

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your gas
Unweighted Base		525	525	525
Weighted Base		515	515	515
Completely trust	(2)	56	66	48
		11%	13%	9%
Tend to trust	(1)	282	240	224
		51%	47%	43%
Neither trust nor distrust	(0)	109	124	129
		21%	24%	25%
Tend to distrust	(-1)	44	43	59
		8%	8%	11%
Strongly distrust	(-2)	22	22	30
		4%	4%	6%
SUMMARY CODES				
TRUST		318	306	270
		62%	59%	52%
DISTRUST		66	66	89
		13%	13%	17%
Refused		3	3	2
		1%	1%	-
Don't know		20	16	25
		4%	3%	5%
Mean Score		0.582	0.572	0.405
Standard Deviation		0.958	0.979	1.022
Error Variance		0.002	0.002	0.002

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Very satisfied	(2) 227	172	37	18	35	99	92	72	56	39	59
	19%	18%	23%	19%	14%	18%	22% ^{aef}	25% ^{aj}	16%	15%	19%
Satisfied	(1) 666	545	76	45	142	292	232	144	202	146	174
	55%	56%	49%	49%	57%	52%	58%	49%	56%	56%	58% ^h
Neither satisfied nor dissatisfied	(0) 213	173	23	17	46	116	51	53	69	50	42
	18% ^g	18%	15%	18%	19% ^g	20% ^g	13%	18%	19%	19%	14%
Dissatisfied	(-1) 58	39	11	8	13	28	17	15	14	15	14
	5%	4%	7%	8%	5%	5%	4%	5%	4%	6%	5%
Very dissatisfied	(-2) 33	20	8	4	7	22	4	8	9	7	8
	3% ^g	2%	5% ^b	4%	3%	4% ^g	1%	3%	3%	3%	3%
SUMMARY CODES											
SATISFIED	893	718	112	63	177	392	324	217	258	185	233
	74%	74%	71%	68%	72%	69%	81% ^{aef}	74%	72%	71%	77%
DISSATISFIED	91	60	20	12	20	60	21	22	24	23	22
	7%	6%	13% ^{ab}	13% ^b	8%	9% ^g	5%	8%	7%	9%	7%
Refused	3	2	1	-	1	-	1	-	-	-	1
	*	*	*	-	1%	-	*	-	-	-	*
Don't know	16	13	2	1	2	9	4	-	10	2	3
	1%	1%	1%	1%	1%	2%	1%	-	3% ^h	1%	1%
Mean Score	0.832	0.852	0.779	0.714	0.762	0.753	0.967 ^{aef}	0.868	0.802	0.755	0.879
Standard Deviation	0.363	0.377	0.359	0.318	0.368	0.357	0.292	0.325	0.353	0.382	0.376
Error Variance	0.001	0.001	0.008	0.011	0.003	0.002	0.001	0.004	0.002	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
Very satisfied	(2) 227	83	104	24	15	60	167	146	36	37
	19% _u	20%	16%	18%	43% _{abcd}	24% _{ag}	17%	22% _u	12%	16%
Satisfied	(1) 666	230	361	61	15	124	543	356	166	136
	55% _d	56% _d	57% _d	45%	42%	50%	56%	53%	57%	59%
Neither satisfied nor dissatisfied	(0) 213	59	117	35	2	41	172	118	67	31
	18%	14%	18%	26% _{abe}	7%	17%	18%	18%	20%	14%
Dissatisfied	(-1) 58	21	30	6	1	11	47	25	23	11
	5%	5%	5%	5%	3%	4%	5%	4%	8% _h	5%
Very dissatisfied	(-2) 33	11	19	3	-	8	25	13	9	9
	3%	3%	3%	2%	-	3%	3%	2%	3%	4%
SUMMARY CODES										
SATISFIED	893	313	465	85	30	183	710	502	202	173
	74% _d	77% _d	73% _d	63%	86% _d	74%	73%	75%	69%	75%
DISSATISFIED	91	32	49	9	1	19	72	38	32	20
	7%	8%	8%	6%	3%	8%	7%	6%	11% _h	8%
Refused	3	-	-	3	-	-	3	1	-	1
	-	-	-	2% _{abc}	-	-	-	-	-	1%
Don't know	16	6	5	3	2	4	12	10	1	5
	1%	1%	1%	3%	4% _c	2%	1%	2%	1%	2% _u
Mean Score	0.8321	0.875	0.793	0.763	1.320 _{abcd}	0.892	0.817	0.9051	0.672	0.907
Standard Deviation	0.883	0.889	0.880	0.882	0.747	0.932	0.870	0.854	0.905	0.914
Error Variance	0.001	0.002	0.001	0.006	0.016	0.003	0.001	0.001	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Very satisfied	(2) 227 19% ^{kl}	143 17%	27 20%	54 22%	162 23% ^{algh}	64 13%	227 19% ^{lm}	64 13%	66 22% ^{nk}	143 19% ^{kl}	14 10%
Satisfied	(1) 666 53%	446 54%	72 53%	145 60%	375 52%	292 59% ^{le}	666 55%	292 59% ^{le}	155 52%	437 58%	72 50%
Neither satisfied nor dissatisfied	(0) 213 18% ^{kd}	161 19% ^{kd}	23 17%	25 10%	109 16%	103 21% ^{le}	213 18%	103 21% ^{le}	49 16%	126 17%	33 23%
Dissatisfied	(-1) 58 5%	42 5%	9 7%	7 3%	41 6%	17 3%	58 5%	17 3%	18 6%	29 4%	11 7%
Very dissatisfied	(-2) 33 3%	22 3%	3 2%	7 3%	19 3%	14 3%	33 3%	14 3%	8 3%	16 2%	9 6% ^{lj}
SUMMARY CODES											
SATISFIED	893 74% ^{kl}	590 71%	99 74%	199 83% ^{abbc}	537 75%	356 71%	893 74%	356 71%	221 74% ^{kl}	580 77% ^{kl}	86 63%
DISSATISFIED	91 7%	65 8%	12 9%	13 5%	60 8%	31 6%	91 7%	31 6%	27 9%	45 6%	19 13% ^{aj}
Refused	3 *	1 *	- -	- -	1 *	2 *	3 *	2 *	1 *	- -	- -
Don't know	16 1%	9 1%	1 1%	3 1%	10 1%	6 1%	16 1%	6 1%	2 1%	7 1%	7 5% ^{ajj}
Mean Score	0.832k	0.793	0.829	0.980ab	0.879gh	0.765	0.832	0.765	0.852k	0.880k	0.528
Standard Deviation	0.883	0.886	0.905	0.837	0.918	0.827	0.883	0.827	0.928	0.833	0.984
Error Variance	0.001	0.001	0.005	0.002	0.001	0.001	0.001	0.001	0.003	0.001	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	39*	760	173	258
Very satisfied	(2) 227 19%	161 18%	33 34%ab	5 12%	156 21%	25 14%	44 17%
Satisfied	(1) 666 55%a	523 58%a	38 39%	21 33%	422 56%	98 57%	137 53%
Neither satisfied nor dissatisfied	(0) 213 18%	143 16%	17 18%	10 26%	121 16%	38 22%	44 17%
Dissatisfied	(-1) 58 5%	48 5%	4 5%	2 6%	32 4%	9 5%	20 8%a
Very dissatisfied	(-2) 33 3%	33 3%	-	-	21 3%	2 1%	10 4%
SUMMARY CODES							
SATISFIED	893 74%	684 75%	70 74%	25 65%	579 76%	123 71%	181 70%
DISSATISFIED	91 7%	77 8%	4 5%	2 6%	53 7%	11 6%	30 12%aa
Refused	3 -	1 -	-	-	-	1 -	-
Don't know	16 1%	5 1%	3 4%b	1 3%	8 1%	1 -	3 1%
Mean Score	0.832	0.816	1.070ab	0.736	0.879g	0.783	0.727
Standard Deviation	0.883	0.900	0.859	0.767	0.879	0.796	0.972
Error Variance	0.001	0.001	0.009	0.016	0.001	0.003	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?

Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	23**	189
Very satisfied	(2) 227 19%	77 23%e	119 18%	8 28%	23 13%
Satisfied	(1) 666 55%	187 55%	377 56%	18 65%	82 49%
Neither satisfied nor dissatisfied	(0) 213 18%	45 13%	123 18%ab	1 3%	42 25%ab
Dissatisfied	(-1) 58 5%	13 4%	34 5%	1 5%	8 5%
Very dissatisfied	(-2) 33 3%	10 3%	15 2%	-	8 5%
SUMMARY CODES					
SATISFIED	893 74%e	264 77%e	496 74%e	26 93%	105 62%
DISSATISFIED	91 7%	24 7%	49 7%	1 5%	16 10%
Refused	3 -	-	1 -	-	-
Don't know	16 1%e	8 2%e	1 -	-	6 3%ac
Mean Score	0.832e	0.923e	0.826e	1.162	0.634
Standard Deviation	0.883	0.897	0.887	0.692	0.949
Error Variance	0.001	0.002	0.001	0.017	0.005

Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Very satisfied	(2) 227	43	184	107	119	37	33	18	14	32	65	79	59
		27%ac	17%	24%ae	16%	23%	29%ah	16%	37%ah	24%am	24%am	17%	14%
Satisfied	(1) 666	79	587	236	431	87	57	69	11	64	140	272	190
		55%a	55%	52%a	57%	52%a	49%	62%a	29%	47%	51%	59%jk	55%
Neither satisfied nor dissatisfied	(0) 213	18	195	66	147	27	11	17	7	20	41	77	74
		15%g	19%	15%	19%g	17%	9%	16%	19%	15%	15%	17%	21%
Dissatisfied	(-1) 58	5	53	21	37	6	7	5	2	9	11	19	19
		5%	5%	5%	5%	4%	6%	5%	5%	6%	4%	4%	6%
Very dissatisfied	(-2) 33	5	28	16	17	6	6	1	2	7	14	6	6
		3%	3%	4%	2%	4%	6%	1%	5%	5%am	5%am	1%	2%
SUMMARY CODES													
SATISFIED	893	122	771	343	550	124	90	87	25	97	205	351	240
	74%	79%	73%	76%	72%	75%	78%	79%	66%	71%	75%	77%am	69%
DISSATISFIED	91	10	81	37	54	12	13	7	4	16	25	25	26
	7%	7%	8%	8%	7%	8%	12%	6%	10%	12%a	9%	5%	7%
Refused	3	-	3	1	2	1	-	-	-	-	-	-	3
		-	-	-	-	-	-	-	-	-	-	-	1%
Don't know	16	5	10	6	9	1	1	-	2	4	3	4	5
	1%	3%c	1%	1%	1%	1%	1%	-	4%	3%	1%	1%	2%
Mean Score	6.832	6.897ac	6.808	6.891	6.797	6.870	6.867	6.875	6.869	6.791	6.855	6.883m	6.762
Standard Deviation	0.863	0.917	0.876	0.943	0.846	0.935	1.065	0.779	1.154	1.060	0.995	0.783	0.837
Error Variance	0.001	0.006	0.001	0.002	0.001	0.006	0.010	0.005	0.039	0.009	0.003	0.001	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	81	42	96	804	861	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Very satisfied	(2) 227	36	54	58	24	21	9	27	208	207	195
	19%	26% ^a	22%	25% ^a	33% ^a	23%	23%	27%	25% ^a	25% ^a	27% ^a
Satisfied	(1) 866	96	136	96	29	51	17	50	521	531	461
	59% ^a	47%	54%	50%	41%	57%	42%	46%	63% ^a	64% ^a	65% ^a
Neither satisfied nor dissatisfied	(0) 213	20	41	40	7	11	7	14	69	62	40
	18% ^{ijk}	14%	16%	17%	10%	13%	17%	14%	8% ^k	7%	6%
Dissatisfied	(-1) 58	9	10	10	3	3	3	6	20	15	7
	5% ^{ijk}	7%	4%	4%	4%	3%	9%	6%	2% ^k	2%	1%
Very dissatisfied	(-2) 33	4	7	4	5	-	3	1	7	4	3
	3% ^{ijk}	3%	3%	2%	7% ^l	-	7%	1%	1%	1%	*
SUMMARY CODES											
SATISFIED	893	102	191	174	53	72	26	77	729	738	655
	74%	73%	75%	75%	75%	80%	65%	78%	88% ^a	90% ^a	92% ^{al}
DISSATISFIED	91	13	16	14	8	3	8	7	27	19	10
	7% ^{ijk}	9%	7%	6%	11%	3%	15%	6%	3% ^k	2%	1%
Refused	3	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-
Don't know	16	4	5	5	3	4	1	3	5	5	5
	1%	3%	2%	2%	4%	4%	2%	3%	1%	1%	1%
Mean Score	0.832	0.909	0.896	0.942	0.936	1.041	0.683	0.987	1.096 ^a	1.125 ^a	1.187 ^{al}
Standard Deviation	0.883	0.860	0.880	0.867	1.138	0.717	1.145	0.862	0.706	0.658	0.614
Error Variance	0.091	0.097	0.093	0.093	0.018	0.007	0.032	0.008	0.051	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.63 How satisfied or dissatisfied are you with the overall service you receive from your current electricity supplier?
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1251	129	101	110	68	117	38	69	54	95	103	104	63	141	54	5
Weighted Base	1215	129	97*	127*	67*	105	37*	60*	57*	98*	93*	98*	64*	126	51*	61*
Very satisfied	(2) 227 19% _d	28 22% _{dk}	17 17%	12 9%	13 19%	20 19% _d	6 17%	9 16%	21 36% _{adef} hkn	16 16%	10 11%	22 22% _{dk}	16 25% _{dk}	24 19% _d	13 26% _{dk}	-
Satisfied	(1) 668 55%	70 55%	54 55%	73 57%	33 49%	61 58%	16 44%	34 56%	26 45%	48 49%	63 68% _{abed} jmo	57 58%	32 50%	73 58%	29 45%	4 67%
Neither satisfied nor dissatisfied	(0) 213 18%	22 17%	21 21%	30 24% _{fl}	15 22%	13 13%	8 20%	10 17%	6 10%	17 16%	12 13%	13 13%	9 14%	26 20%	9 16%	2 33%
Dissatisfied	(-1) 58 5% _{kn}	4 3%	4 4%	9 7% _{kn}	4 6% _{kn}	8 7% _{kn}	3 9% _{kn}	5 8% _{kn}	3 5%	9 9% _{kn}	-	2 3%	4 7% _{kn}	-	-	4 5% _{kn}
Very dissatisfied	(-2) 33 3%	3 2%	1 1%	1 1%	3 4%	2 2%	2 6% _{dn}	2 3%	3 5% _n	6 6% _{dn}	3 4%	2 2%	1 2%	-	-	4 7% _{dn}
SUMMARY CODES																
SATISFIED	893 74%	98 76%	70 72%	85 67%	46 68%	82 78%	22 60%	43 72%	46 81% _g	64 65%	73 79% _g	79 80% _d	48 75%	97 77%	36 70%	4 67%
DISSATISFIED	91 7% _n	7 6% _n	5 5%	10 8% _n	7 10% _n	10 9% _n	6 16% _{ckn}	5 10% _n	3 9% _n	14 15% _{abckn}	3 4%	5 5%	6 9% _n	1 1%	6 12% _n	-
Refused	3 -	1 -	-	-	-	-	1 -	-	-	1 -	-	-	-	-	-	-
Don't know	16 1%	1 1%	2 2%	2 1%	-	1 1%	-	1 1%	-	2 2%	4 4% _{ia}	2 2%	1 1%	2 2%	-	-
Mean Score	0.833	0.812	0.851	0.889	0.726	0.862	0.569	0.753	1.022	0.628	0.860	0.972	0.906	0.966	0.764	0.665
Standard Deviation	0.883	0.860	0.778	0.768	0.971	0.882	1.106	0.911	1.048	1.057	0.761	0.822	0.944	0.673	1.115	0.521
Error Variance	0.001	0.006	0.006	0.005	0.014	0.007	0.033	0.012	0.020	0.012	0.006	0.007	0.014	0.003	0.023	0.054

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 170 14%	125	28	18	28	72	70	39	48	32	51
Tend to trust	(1) 617 51%	506	73	38	134	266	217	145	195	121	155
Neither trust nor distrust	(0) 240 20%	192	30	18	40	137	63	69	66	55	50
Tend to distrust	(-1) 102 8%	80	13	9	28	41	33	24	20	30	28
Strongly distrust	(-2) 50 4%	32	11	7	6	38	7	9	16	16	10
SUMMARY CODES											
TRUST	787 65%	631	100	55	162	338	287	185	242	153	207
DISTRUST	152 13%	113	23	16	34	77	42	33	36	46	38
Refused	4	2	2	-	3	-	-	1	1	-	1
Don't know	32 3%	28	1	2	9	15	7	5	15	5	6
Mean Score	0.639j	0.653	0.610	0.546	0.634	0.538	0.704af	0.636	0.605j	0.485	0.719j
Standard Deviation	0.974	0.935	1.090	1.160	0.931	1.004	0.911	0.927	0.945	1.053	0.973
Error Variance	0.001	0.001	0.008	0.015	0.004	0.002	0.002	0.004	0.003	0.005	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
Completely trust	(2) 170	68	71	20	11	46	124	96	37	27
	14%	17% ^c	11%	15%	33% ^{abcd}	19% ^g	13%	14%	13%	12%
Tend to trust	(1) 617	207	338	54	19	116	500	331	159	118
	51% ^d	51% ^d	53% ^d	40%	53%	47%	52%	49%	54%	52%
Neither trust nor distrust	(0) 240	71	134	32	3	43	197	143	52	41
	20%	17%	21%	24% ^e	8%	18%	20%	21%	18%	18%
Tend to distrust	(-1) 102	36	54	11	1	26	76	52	29	20
	8%	9%	9%	8%	2%	11%	8%	8%	10%	9%
Strongly distrust	(-2) 50	17	25	8	-	12	38	27	10	13
	4%	4%	4%	6%	-	5%	4%	4%	3%	6%
SUMMARY CODES										
TRUST	787	274	408	74	30	162	624	427	196	146
	65% ^d	67% ^d	64%	55%	86% ^{abcd}	66%	64%	64%	67%	64%
DISTRUST	152	53	73	19	1	38	114	60	38	33
	13%	13%	14%	16%	3%	16%	12%	12%	13%	14%
Refused	4	-	1	3	-	-	4	1	-	3
	-	-	-	2% ^{abc}	-	-	-	-	-	1%
Don't know	32	10	13	7	1	3	29	19	5	7
	3%	3%	2%	5% ^c	3%	1%	3%	3%	2%	3%
Mean Score	0.639	0.683	0.603	0.530	1.193 ^{abcd}	0.647	0.637	0.640	0.645	0.581
Standard Deviation	0.974	1.000	0.940	1.070	0.721	1.059	0.952	0.971	0.945	1.015
Error Variance	0.001	0.002	0.002	0.009	0.014	0.004	0.001	0.001	0.003	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Completely trust	(2) 170 14%h	103 13%	20 13%	46 19%ab	128 18%ahg	42 8%	170 14%h	42 8%	56 19%ajk	96 13%	15 1%
Tend to trust	(1) 617 51%	423 51%	62 47%	130 54%	351 49%	265 53%	617 51%	265 53%	154 51%	398 53%	60 4%
Neither trust nor distrust	(0) 240 20%	167 20%	29 22%	37 16%	128 18%	113 23%	240 20%	113 23%	48 16%	158 21%	32 2%
Tend to distrust	(-1) 102 8%	72 9%	15 11%cd	13 5%	59 8%	43 9%	102 8%	43 9%	18 6%	70 9%	13 1%
Strongly distrust	(-2) 50 4%	38 5%	4 3%	8 4%	34 5%	17 3%	50 4%	17 3%	16 5%	24 3%	11 1%
SUMMARY CODES											
TRUST	787 65%k	526 64%	82 61%	176 73%abc	479 67%	307 62%	787 65%	307 62%	210 70%k	495 65%k	75 5%
DISTRUST	152 13%	110 13%	19 14%	21 9%	93 13%	60 12%	152 13%	60 12%	33 11%	94 12%	24 2%
Refused	4 *	3 *	- -	- -	2 *	4 *	2 *	2 *	1 *	- -	1 1%
Don't know	32 3%	20 2%	3 2%	6 2%	15 2%	16 3%	32 3%	16 3%	8 3%	12 2%	12 1%aj
Mean Score	0.639k	0.600	0.500	0.620abc	0.667	0.569	0.639	0.569	0.746k	0.634k	0.426
Standard Deviation	0.974	0.981	0.984	0.932	1.020	0.960	0.974	0.960	1.012	0.933	1.089
Error Variance	0.001	0.001	0.006	0.003	0.001	0.002	0.001	0.002	0.003	0.001	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	39*	760	173	258
Completely trust	(2) 170	120	30	4	115	20	34
	14%	13%	31% ^{abd}	9%	15%	12%	13%
Tend to trust	(1) 617	478	36	19	391	90	128
	51% ^c	52% ^c	38%	50%	57%	52%	50%
Neither trust nor distrust	(0) 240	183	14	10	151	33	52
	20%	20%	14%	26%	20%	19%	20%
Tend to distrust	(-1) 102	75	7	4	55	18	30
	8%	8%	7%	10%	7%	11%	12% ^{de}
Strongly distrust	(-2) 50	41	2	-	32	6	9
	4%	4%	3%	-	4%	3%	4%
SUMMARY CODES							
TRUST	787	597	66	23	505	111	162
	65%	66%	69%	59%	66%	64%	63%
DISTRUST	152	118	9	4	87	24	39
	13%	13%	10%	10%	11%	14%	15%
Refused	4	2	-	-	-	1	-
Don't know	32	14	6	2	18	4	5
	3%	1%	6% ^b	6%	2%	2%	2%
Mean Score	0.639	0.626	0.641 ^{ab}	0.624	0.675	0.606	0.583
Standard Deviation	0.974	0.972	1.027	0.810	0.968	0.951	0.986
Error Variance	0.001	0.001	0.013	0.019	0.001	0.005	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	25**	189
Completely trust	(2) 170 14%e	64 19%ace	88 13%e	6 19%	12 7%
Tend to trust	(1) 617 51%	159 46%	355 53%	17 59%	84 50%
Neither trust nor distrust	(0) 240 20%	68 20%	129 19%	4 14%	37 22%
Tend to distrust	(-1) 102 8%	23 7%	64 10%	2 7%	13 8%
Strongly distrust	(-2) 50 4%	16 5%	24 4%	-	11 8%
SUMMARY CODES					
TRUST	787 65%	222 65%	444 66%e	22 79%	96 57%
DISTRUST	152 13%	39 11%	88 13%	2 7%	23 14%
Refused	4 -	1 -	1 -	-	-
Don't know	32 3%	10 3%	9 1%	-	13 8%abc
Mean Score	0.639	0.701e	0.637	0.909	0.475
Standard Deviation	0.974	1.016	0.955	0.799	0.991
Error Variance	0.001	0.003	0.001	0.023	0.006

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Completely trust	(2) 170	25	145	72	98	20	26	15	9	18	50	65	38
		14%	14%	16%	13%	12%	23%af	13%	25%	13%	18%km	14%	11%
Tend to trust	(1) 617	70	546	212	404	72	53	61	17	53	132	259	172
		51%g	45%	47%	53%	43%	46%	55%	44%	39%	48%	57%akj	50%
Neither trust nor distrust	(0) 240	31	210	87	153	44	19	18	5	41	40	80	80
		20%	20%	19%	20%	27%ah	17%	15%	14%	30%akl	15%	18%	23%ka
Tend to distrust	(-1) 102	19	83	47	55	17	7	14	4	15	28	33	26
		8%	12%	10%	7%	11%	6%	13%	11%	11%	10%	7%	7%
Strongly distrust	(-2) 50	6	44	22	28	7	8	6	-	8	18	14	11
		4%	4%	5%	4%	4%	7%	5%	-	6%	6%a	3%	3%
SUMMARY CODES													
TRUST	787	96	691	284	502	92	79	75	26	71	182	324	210
	65%j	62%	65%	63%	66%	56%	68%	68%	69%	52%	67%j	71%ajm	60%
DISTRUST	152	25	127	69	84	25	16	19	4	23	46	47	37
	13%	16%	12%	15%e	11%	15%	14%	16%	11%	17%	17%km	10%	11%
Refused	4	-	4	1	3	1	-	-	-	-	-	-	4
		-	-	-	-	-	-	-	-	-	-	-	1%l
Don't know	32	4	28	12	20	3	2	-	2	2	6	6	17
	3%	2%	3%	3%	3%	2%	1%	-	6%h	2%	2%	1%	5%al
Mean Score	6.639j	6.921	6.646	6.601	6.662	6.501	6.714	6.585	6.886	6.423	6.631	6.727j	6.613
Standard Deviation	0.974	1.039	0.965	1.041	0.932	0.999	1.118	1.033	0.941	1.051	1.102	0.953	0.912
Error Variance	0.001	0.007	0.001	0.002	0.001	0.007	0.011	0.009	0.027	0.009	0.004	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	81	42	96	804	881	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Completely trust	(2) 170	25	37	39	13	13	7	18	170	170	161
Tend to trust	(1) 817	14%	15%	17%	18%	14%	19%	17%	20%a	21%a	23%a
Neither trust nor distrust	(0) 240	817	122	106	37	35	20	44	617	546	482
Tend to distrust	(-1) 102	8%	49%	45%	52%	39%	21%	43%	74%ajk	69%a	69%a
Strongly distrust	(-2) 50	20%jk	22%	21%	12%	24	9	24	29	71	37
		3%jk	9%	9%	10%	14%	3	9%	10	25	12
		4%jk	3%	6%	5%	3%	1	3	4	4	2
							2%	3%	*	*	*
SUMMARY CODES											
TRUST	787	88	159	145	49	49	27	62	787	716	652
DISTRUST	152	65%	63%	62%	70%	53%	69%	61%	95%ajk	87%a	92%aj
Refused	4	13%jk	14%	15%	14%	17%	8%	12%	2%	3%j	2%
Don't know	32	4	6	5	3	2	-	4	1	10	8
	3%jk	3%	2%	2%	4%	2%	-	4%	1%	1%j	1%j
Mean Score	0.639	0.693	0.595	0.593	0.716	0.486	0.782	0.652	1.132aj	1.048a	1.135aj
Standard Deviation	0.974	0.972	1.033	1.065	1.041	1.015	0.892	0.987	0.558	0.674	0.593
Error Variance	0.991	0.997	0.995	0.995	0.915	0.913	0.919	0.911	*	0.991	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Treat you fairly in their dealings with you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1251	129	101	110	88	117	38	89	54	85	103	104	83	141	54	5
Weighted Base	1215	129	97*	127*	87*	105	37*	80*	57*	88*	93*	98*	64*	128	51*	6**
Completely trust	(2) 170	13	11	17	8	20	*	5	11	17	7	16	15	17	12	-
	14%g	10%	12%	13%	11%	19%gk	1%	8%	18%g	18%g	8%	17%g	24%labghk	14%g	23%bghk	-
Tend to trust	(1) 617	74	51	64	33	47	20	37	32	40	53	27	63	27	19	4
	51%	57%jo	53%	50%	49%	45%	54%	62%ijmo	55%	41%	57%jo	54%	42%	50%	37%	74%
Neither trust nor distrust	(0) 240	27	21	21	15	21	8	12	3	27	20	15	11	30	8	-
	20%l	21%l	22%l	17%	22%l	20%l	23%l	20%l	6%	28%l	21%l	16%	17%	24%l	15%	-
Tend to distrust	(-1) 102	6	11	12	7	12	6	2	5	6	3	7	6	10	6	1
	8%	5%	11%	10%	7%	12%k	16%bbhk	3%	9%	6%	4%	8%	10%	8%	11%	26%
Strongly distrust	(-2) 50	2	1	4	3	5	1	4	8	4	4	4	4	2	6	-
	4%	2%	1%	3%	4%	5%	2%	8%	11%labcn	4%	4%	4%	6%	7%	12%labodn	-
SUMMARY CODES																
TRUST	787	87	83	81	41	67	21	42	42	57	60	69	42	80	31	4
	65%	68%	64%	64%	60%	63%	55%	70%	74%	58%	65%	71%	68%	64%	61%	74%
DISTRUST	152	8	12	17	10	17	7	6	12	10	7	11	10	12	1	1
	12%	7%	13%	13%	14%	16%b	19%b	16%	21%bkn	16%	8%	12%	16%b	9%	23%bajln	26%
Refused	4	1	-	-	-	-	1	-	-	2	-	-	-	-	-	-
	-	-	-	-	-	-	3%a	-	-	2%a	-	-	-	-	-	-
Don't know	32	6	1	8	2	1	-	1	-	1	5	2	-	3	1	-
	3%	4%	1%	7%af	3%	1%	-	1%	-	1%	6%	2%	-	3%	2%	-
Mean Score	0.639	0.734g	0.625	0.646	0.555	0.620	0.368	0.622	0.604	0.634	0.645	0.731	0.679	0.686	0.494	0.470
Standard Deviation	0.974	0.791	0.893	0.969	0.971	1.063	0.876	0.931	1.223	1.002	0.864	0.978	1.140	0.869	1.307	0.973
Error Variance	0.001	0.005	0.008	0.009	0.014	0.010	0.021	0.013	0.028	0.011	0.008	0.009	0.021	0.006	0.032	0.190

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 177	134	29	14	34	73	70	46	50	31	49
	15%	14%	18%	16%	14%	13%	16%	16%	14%	12%	16%
Tend to trust	(1) 606	488	75	43	125	268	213	150	178	122	156
	50%	51%	48%	47%	51%	47%	53%	51%	49%	47%	52%
Neither trust nor distrust	(0) 253	202	27	24	55	135	63	59	78	62	53
	21%g	21%	17%	20%	22%g	24%g	16%	20%	22%	24%	18%
Tend to distrust	(-1) 97	79	13	5	17	44	35	21	22	27	26
	8%	8%	8%	5%	7%	8%	9%	7%	6%	10%	9%
Strongly distrust	(-2) 54	35	13	6	11	34	8%	11	18	14	10
	4%	4%	8%b	7%	4%	6%g	2%	4%	5%	5%	3%
SUMMARY CODES											
TRUST	783	621	104	57	159	341	283	196	228	153	205
	64%	64%	66%	62%	64%	60%	71%af	67%	63%	59%	68%j
DISTRUST	151	114	26	11	28	78	45	33	41	41	36
	12%	12%	16%	12%	11%	14%	11%	11%	11%	16%	12%
Refused	3	2	1	-	1	-	1	-	-	-	1
	*	*	*	-	1%	-	-	-	-	-	*
Don't know	26	26	-	-	5	12	9	4	14	3	5
	2%	2%	-	-	2%	2%	2%	1%	4%j	1%	2%
Mean Score	0.637	0.647	0.606	0.583	0.636	0.547	0.766af	0.695	0.632	0.505	0.707j
Standard Deviation	0.963	0.951	1.126	1.044	0.959	1.018	0.933	0.961	0.967	1.019	0.960
Error Variance	0.001	0.001	0.008	0.012	0.004	0.002	0.002	0.004	0.003	0.004	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
Completely trust	(2) 177	69	77	20	11	44	133	102	43	24
	15%	17% ^c	12%	15%	33% ^{abcd}	18%	14%	15%	15%	11%
Tend to trust	(1) 606	201	336	50	19	117	489	330	144	123
	50% ^d	49% ^d	53% ^d	37%	55%	47%	51%	49%	49%	54%
Neither trust nor distrust	(0) 253	77	131	41	3	48	207	143	66	39
	21%	19%	21%	30% ^{abce}	9%	19%	21%	21%	23%	17%
Tend to distrust	(-1) 97	36	54	7	-	26	71	53	22	22
	8%	9%	8%	5%	-	10%	7%	8%	7%	10%
Strongly distrust	(-2) 54	17	29	9	-	10	44	25	15	13
	4%	4%	5%	6%	-	4%	5%	4%	5%	6%
SUMMARY CODES										
TRUST	783	270	413	70	30	161	622	432	187	148
	64% ^d	66% ^d	65% ^d	52%	88% ^{abcd}	65%	64%	64%	64%	64%
DISTRUST	151	53	82	15	-	35	115	78	36	36
	12% ^e	13% ^e	13% ^e	11% ^e	-	14%	12%	12%	12%	16%
Refused	3	-	-	3	-	-	3	1	-	1
	-	-	-	2% ^{abc}	-	-	-	-	-	1%
Don't know	26	9	10	7	1	4	22	17	3	6
	2%	2%	2%	5% ^c	2%	2%	2%	3%	1%	3%
Mean Score	0.637	0.672	0.695	0.522	1.242 ^{abcd}	0.659	0.631	0.660	0.618	0.554
Standard Deviation	0.983	0.999	0.966	1.041	0.620	1.024	0.972	0.965	0.994	1.017
Error Variance	0.001	0.002	0.002	0.009	0.010	0.004	0.001	0.001	0.004	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	798	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Completely trust	(2) 177	113	16	47	130	47	177	47	57	100	17
	15%h	14%	12%	20%abc	18%h	9%	15%h	9%	19%j	13%	12%
Tend to trust	(1) 406	409	71	126	353	253	406	253	146	405	51
	50%k	49%	53%	53%	49%	51%	50%	51%	49%k	53%k	35%
Neither trust nor distrust	(0) 253	188	23	33	129	124	253	124	51	157	41
	21%d	23%d	17%	14%	18%	25%e	21%	25%e	17%	21%	29%l
Tend to distrust	(-1) 97	66	13	17	56	41	97	41	24	63	10
	8%	8%	10%	7%	8%	8%	8%	8%	8%	8%	7%
Strongly distrust	(-2) 54	37	7	10	37	17	54	17	15	25	14
	4%	4%	5%	4%	5%	3%	4%	3%	5%	3%	9%aj
SUMMARY CODES											
TRUST	783	522	86	174	482	300	783	300	203	505	69
	64%k	63%	64%	72%ab	67%h	60%	64%	60%	68%k	67%k	47%
DISTRUST	151	103	20	27	93	58	151	58	39	88	24
	12%	12%	15%	11%	13%	12%	12%	12%	13%	12%	17%
Refused	3	1	-	-	1	2	3	2	1	-	-
	*	*	-	-	*	*	*	*	*	-	-
Don't know	26	11	6	7	12	14	26	14	6	8	11
	2%	1%	4%b	3%	2%	3%	2%	3%	2%	7%	7%aj
Mean Score	0.637k	0.609	0.588	0.788ab	0.685	0.568	0.637	0.568	0.707k	0.655k	0.362
Standard Deviation	0.983	0.976	1.003	0.992	1.021	0.985	0.983	0.985	1.033	0.930	1.124
Error Variance	0.001	0.001	0.007	0.003	0.001	0.002	0.001	0.002	0.004	0.001	0.010

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	39*	760	173	258
Completely trust	(2) 177 15%	123 13%	32 34%ab	3 8%	119 16%	22 13%	32 12%
Tend to trust	(1) 606 50%a	475 52%a	34 38%	19 49%	381 50%	86 50%	130 50%
Neither trust nor distrust	(0) 253 21%	182 20%	19 20%	12 30%	154 20%	40 23%	55 21%
Tend to distrust	(-1) 97 8%	79 9%	2 3%	3 8%	62 8%	13 8%	22 8%
Strongly distrust	(-2) 54 4%	42 5%	4 4%	-	29 4%	9 5%	14 6%
SUMMARY CODES							
TRUST	783 64%	598 66%	66 69%	22 57%	500 66%	108 63%	162 63%
DISTRUST	151 12%	121 13%	6 7%	3 8%	91 12%	22 13%	36 14%
Refused	3	1	-	-	-	1	-
Don't know	28 2%	9 1%	3 4%	2 6%b	15 2%	2 1%	5 2%
Mean Score	0.637	0.619	0.956ab	0.803	0.670	0.585	0.567
Standard Deviation	0.983	0.982	1.037	0.763	0.971	0.985	1.008
Error Variance	0.001	0.001	0.013	0.017	0.001	0.005	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1251	341	701	28	175
Weighted Base	1215	341	669	23**	189
Completely trust	(2) 177 15%	64 19% ^{ee}	91 14%	7 24%	15 9%
Tend to trust	(1) 606 50%	174 51%	340 51%	16 56%	74 44%
Neither trust nor distrust	(0) 253 21%	54 16%	148 22% ^{ab}	2 6%	48 28% ^{ab}
Tend to distrust	(-1) 97 8%	28 8%	53 8%	4 14%	9 6%
Strongly distrust	(-2) 54 4%	16 5%	28 4%	-	10 6%
SUMMARY CODES					
TRUST	783 64% ^{ee}	238 70% ^{ee}	432 64% ^{ee}	23 80%	89 52%
DISTRUST	151 12%	45 13%	81 12%	4 14%	19 11%
Refused	3	-	1	-	-
Don't know	26 2%	5 1%	9 1%	-	13 8% ^{abc}
Mean Score	0.637	0.717 ^e	0.628	0.894	0.478
Standard Deviation	0.983	1.023	0.961	0.937	0.973
Error Variance	0.001	0.003	0.001	0.031	0.006

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Completely trust	(2) 177	28	149	72	105	21	27	12	11	19	55	64	40
		15%	14%	16%	14%	13%	24%ah	10%	29%ah	14%	20%ahm	14%	11%
Tend to trust	(1) 606	74	532	218	388	79	47	66	11	65	127	252	163
		50%ai	50%	49%	51%	48%	40%	51%	31%	47%	46%	55%kam	47%
Neither trust nor distrust	(0) 253	27	226	86	167	35	22	18	11	30	48	82	90
		21%	21%	19%	22%	21%	19%	15%	30%	22%	17%	18%	27%akd
Tend to distrust	(-1) 97	16	81	45	52	18	7	11	4	13	26	38	21
		8%	10%	10%	7%	11%	6%	10%	11%	10%	10%	8%	6%
Strongly distrust	(-2) 54	7	46	24	30	9	11	5	-	8	16	14	16
		4%	4%	5%	4%	5%	10%ia	4%	-	6%	6%	3%	4%
SUMMARY CODES													
TRUST	783	102	681	289	494	100	74	77	22	83	181	316	202
	64%k	65%	64%	64%	65%	61%	64%	70%	60%	61%	66%k	69%k	58%
DISTRUST	151	23	127	68	82	27	18	16	4	21	42	51	37
	12%	15%	12%	15%e	11%	16%	16%	14%	11%	16%	15%	11%	11%
Refused	3	-	3	1	2	1	-	-	-	-	-	-	3
		-	-	-	-	-	-	-	-	-	-	-	1%
Don't know	26	4	22	9	18	3	1	1	-	2	3	8	14
	2%	2%	2%	2%	2%	2%	1%	1%	-	2%	1%	2%	4%k
Mean Score	0.637	0.655	0.634	0.606	0.656	0.628	0.626	0.625	0.774	0.537	0.659	0.702	0.572
Standard Deviation	0.983	1.051	0.973	1.043	0.945	1.035	1.199	0.955	0.967	1.047	1.063	0.922	0.846
Error Variance	0.001	0.008	0.001	0.002	0.001	0.007	0.013	0.007	0.028	0.009	0.004	0.002	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	81	42	96	864	881	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Completely trust	(2) 177	25	41	45	16	14	6	19	175	177	165
Tend to trust	(1) 866	18%	16%	19%	23%	19%	14%	19%	21%a	21%a	23%a
Neither trust nor distrust	(0) 253	50%	47%	50%	41%	46%	23	46	534	606	478
Tend to distrust	(-1) 97	21%jk	19%	20%	18%	17%	17%	19%	10%jk	7%jk	67%a
Strongly distrust	(-2) 54	9%jk	11%	8%	8%	11%	4	10	26	9	11
		4%jk	3%	4%	7%	3%	3	3	6	2	1
							7%	1%	1%	*	*
SUMMARY CODES											
TRUST	783	90	168	157	46	59	26	65	709	783	643
DISTRUST	151	64%	67%	67%	65%	64%	7	64%	85%a	95%ak	91%al
Refused	3	12%jk	13%	12%	15%	14%	17%	17%	4%jk	1%	2%
Don't know	26	-	-	-	-	-	-	-	-	-	-
	2%	4	4	4	3	2	-	4	7	3	7
		3%	2%	2%	4%	2%	-	4%	1%	1%	1%
Mean Score	0.637	0.689	0.673	0.716	0.685	0.641	0.573	0.731	1.028a	1.154ai	1.131al
Standard Deviation	0.383	0.380	0.392	0.305	0.346	0.375	0.380	0.331	0.711	0.537	0.602
Error Variance	0.091	0.097	0.094	0.095	0.078	0.072	0.028	0.069	0.091	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Provide clear and helpful information for you
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1251	129	101	110	88	117	38	89	54	95	103	104	83	141	54	5
Weighted Base	1215	129	97	127	87	105	37	80	57	98	93	98	64	128	51	6*
Completely trust	(2) 177 15%k	13 10%	11 12%	21 17%k	9 13%	21 20%gk	1 3%	6 11%	10 17%	19 20%gk	6 7%	18 19%gk	12 19%gk	17 13%	11 22%gk	-
Tend to trust	(1) 606 50%	70 54% <i>d</i>	47 48%	52 40%	36 54%	22 48%	33 58%	22 54%	33 57%	42 43%	50 60% <i>dj</i> m	50 51%	27 42%	65 51%	23 45%	3 57%
Neither trust nor distrust	(0) 253 21% <i>l</i>	29 23% <i>l</i>	19 20%	32 25% <i>l</i>	15 22%	18 17%	7 19%	15 25% <i>l</i>	5 9%	22 22%	16 18%	18 18%	18 31% <i>l</i>	28 22% <i>l</i>	8 15%	1 16%
Tend to distrust	(-1) 97 8%	9 7%	15 15% <i>adm</i>	7 6%	5 7%	10 10%	5 14%	4 6%	4 8%	7 7%	7 8%	4 4%	3 4%	11 8%	4 8%	1 26%
Strongly distrust	(-2) 54 4%	1 1%	3 3%	8 7% <i>b</i>	3 5%	5 5%	1 2%	2 3%	5 10% <i>bn</i>	7 7% <i>b</i>	3 3%	4 4%	3 4%	3 2%	5 11% <i>abn</i>	-
SUMMARY CODES																
TRUST	783 64%	84 65%	58 60%	73 57%	45 67%	71 68%	23 61%	39 65%	42 74%	61 63%	61 66%	68 69%	39 61%	81 65%	34 66%	3 57%
DISTRUST	151 12%	10 8%	18 19% <i>bl</i>	16 12%	8 11%	15 14%	6 17%	6 9%	10 17%	14 15%	10 11%	8 8%	5 8%	13 11%	9 18%	1 20%
Refused	3 -	1 -	-	-	-	-	1 3% <i>a</i>	-	-	-	1 1%	-	-	-	-	-
Don't know	26 2%	6 4%	1 1%	6 5% <i>l</i>	-	1 1%	-	1 1%	-	-	5 5% <i>l</i>	4 4%	-	3 2%	-	-
Mean Score	0.637	0.696	0.506	0.578	0.635	0.693	0.462	0.637	0.639	0.607	0.620	0.788	0.687	0.670	0.591	0.310
Standard Deviation	0.983	0.801	1.006	1.072	0.955	1.047	0.883	0.880	1.149	1.115	0.863	0.959	0.965	0.897	1.225	0.951
Error Variance	0.001	0.005	0.010	0.011	0.013	0.009	0.021	0.011	0.024	0.013	0.008	0.009	0.015	0.006	0.028	0.181

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1251	1007	151	93	238	509	504	245	307	238	461
Weighted Base	1215	965	157	92*	247	567	401	293	361	259	301
Completely trust	(2) 151	119	18	14	25	65	60	35	47	25	44
		12%	11%	15%	10%	12%	15%	12%	13%	10%	15%
Tend to trust	(1) 531	430	71	30	117	213	201	119	162	104	146
		44% <i>af</i>	45% <i>af</i>	32%	47% <i>f</i>	38%	50% <i>af</i>	41%	45%	40%	48% <i>ij</i>
Neither trust nor distrust	(0) 258	212	28	18	49	144	65	74	71	62	51
		21% <i>g</i>	22%	19%	20%	25% <i>g</i>	16%	25% <i>jk</i>	20%	24% <i>kl</i>	17%
Tend to distrust	(-1) 156	111	26	20	33	73	50	40	40	40	35
		13%	11%	22% <i>ab</i>	13%	13%	13%	14%	17%	16%	12%
Strongly distrust	(-2) 81	59	14	8	13	55	13	16	28	22	17
		7% <i>g</i>	6%	9%	5%	10% <i>ag</i>	3%	5%	7%	8%	6%
SUMMARY CODES											
TRUST	682	549	89	44	142	279	261	154	209	129	190
	56% <i>f</i>	57%	57%	48%	58% <i>f</i>	49%	65% <i>af</i>	53%	58%	50%	63% <i>afij</i>
DISTRUST	237	170	40	28	46	128	63	56	66	62	53
	19%	18%	25% <i>ab</i>	30% <i>ab</i>	18%	23% <i>g</i>	16%	19%	18%	24%	17%
Refused	3	3	-	-	1	-	2	1	-	1	1
	-	-	-	-	1%	-	1%	-	-	-	-
Don't know	35	32	-	3	9	16	10	8	15	6	7
	3% <i>c</i>	3% <i>c</i>	-	3% <i>c</i>	4%	3%	2%	3%	4%	2%	2%
Mean Score	0.438f	0.472	0.340	0.255	0.461	0.392	0.631 <i>afef</i>	0.415	0.473	0.275	0.559 <i>ij</i>
Standard Deviation	1.067	1.060	1.151	1.218	1.033	1.145	1.002	1.053	1.068	1.113	1.070
Error Variance	0.001	0.001	0.009	0.016	0.005	0.003	0.002	0.005	0.004	0.005	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1251	515	565	133	38	303	948	659	275	288
Weighted Base	1215	409	636	135	35	247	968	670	292	290
Completely trust	(2) 151	53	68	19	11	39	112	87	34	24
	12%	13%	11%	14%	31%abcd	16%	12%	13%	12%	10%
Tend to trust	(1) 531	199	270	47	16	107	424	280	136	107
	44%	49%cd	42%	35%	45%	43%	44%	42%	46%	47%
Neither trust nor distrust	(0) 259	79	147	32	4	42	215	153	56	43
	21%	19%	23%	23%	11%	17%	22%	23%	19%	18%
Tend to distrust	(-1) 156	49	88	16	3	38	118	90	38	27
	13%	12%	14%	12%	10%	16%	12%	13%	13%	12%
Strongly distrust	(-2) 81	23	48	12	-	15	66	38	23	22
	7%	6%	7%	9%	-	6%	7%	5%	8%	8%uh
SUMMARY CODES										
TRUST	682	251	338	66	26	146	536	366	170	131
	56%	61%cd	53%	49%	77%abcd	59%	55%	55%	58%	57%
DISTRUST	237	72	134	27	3	53	184	126	61	49
	19%	18%	21%	20%	10%	23%	19%	19%	21%	21%
Refused	3	-	-	-	-	-	3	2	-	1
	-	-	-	2%abc	-	-	-	-	-	1%
Don't know	35	10	18	6	1	5	30	23	6	6
	3%	2%	3%	5%	3%	2%	3%	3%	2%	3%
Mean Score	0.438	0.523c	0.366	0.371	1.00%abcd	0.487	0.425	0.451	0.420	0.381
Standard Deviation	1.087	1.054	1.088	1.167	0.931	1.126	1.077	1.064	1.106	1.132
Error Variance	0.001	0.002	0.002	0.011	0.023	0.004	0.001	0.002	0.005	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1251	756	158	300	743	508	1251	508	306	758	135
Weighted Base	1215	625	134	240	717	498	1215	498	300	758	144
Completely trust	(2) 151	95	16	39	106	45	151	45	43	89	15
		12%		12%	15%h	9%	12%	9%	14%	12%	11%
Tend to trust	(1) 531	344	63	122	283	238	531	238	132	349	47
		44%k		47%	41%	48%e	44%	48%e	44%k	46%k	32%
Neither trust nor distrust	(0) 258	191	23	38	148	110	258	110	52	163	39
		21%d		17%	21%	22%	21%	22%	17%	22%	27%i
Tend to distrust	(-1) 156	108	20	26	98	58	156	58	41	103	11
		13%		11%	14%	12%	13%	14%	14%	14%	8%
Strongly distrust	(-2) 81	61	10	9	54	26	81	26	27	35	19
		7%		4%	8%	5%	7%	5%	9%j	5%	13%aj
SUMMARY CODES											
TRUST	682	439	79	161	399	283	682	283	176	439	62
		55%k		53%ab	56%	57%	56%	57%	59%k	58%k	45%k
DISTRUST	237	169	29	36	152	85	237	85	68	138	30
		19%		15%	21%	17%	19%	17%	23%	18%	21%
Refused	3	1	-	-	1	3	3	3	1	-	-
		*		-	*	1%	*	1%	*	-	-
Don't know	35	25	2	6	17	18	35	18	3	19	13
		3%		2%	2%	4%	3%	4%	1%	2%	9%aj
Mean Score	0.438k	0.381	0.426	0.663abc	0.428	0.454	0.438	0.454	0.422	0.481k	0.214
Standard Deviation	1.087	1.087	1.109	1.011	1.139	1.006	1.087	1.006	1.168	1.025	1.208
Error Variance	0.001	0.002	0.008	0.003	0.002	0.002	0.001	0.002	0.005	0.001	0.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1251	965	85	37	748	192	281
Weighted Base	1215	910	96*	30*	760	173	258
Completely trust	(2) 151 12%	103 11%	25 28%ab	5 12%	104 14%	19 11%	31 12%
Tend to trust	(1) 531 44%	406 45%	35 37%	16 42%	343 45%	72 42%	110 43%
Neither trust nor distrust	(0) 258 21%	190 21%	16 17%	11 28%	154 20%	42 24%	50 19%
Tend to distrust	(-1) 156 13%c	132 14%c	4 4%	4 11%	97 13%	28 16%	34 13%
Strongly distrust	(-2) 61 7%	62 7%	9 10%	1 2%	40 5%	11 6%	25 10%e
SUMMARY CODES							
TRUST	682 56%	509 56%	60 63%	21 54%	446 59%	90 52%	140 54%
DISTRUST	237 19%	194 21%	13 14%	5 13%	136 18%	39 22%	59 23%
Refused	3 -	1 -	- -	- -	1 -	1 -	- -
Don't know	35 3%	15 2%	6 6%b	2 6%	23 3%	1 1%	8 3%
Mean Score	0.438	0.399	0.706ab	0.352	0.507g	0.349	0.344
Standard Deviation	1.087	1.089	1.221	0.938	1.058	1.073	1.168
Error Variance	0.001	0.001	0.018	0.025	0.002	0.006	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
Base: All who have different gas and electricity suppliers, or only have electricity supply

		TARIFF TYPE				
		Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base		1251	341	701	28	175
Weighted Base		1215	341	669	23**	169
Completely trust	(2)	151 12%e	54 16%e	81 12%e	6 7%e	11 6%
Tend to trust	(1)	531 44%	148 43%	298 45%	18 42%	65 39%
Neither trust nor distrust	(0)	258 21%	68 20%	139 21%	1 4%	47 28%
Tend to distrust	(-1)	156 13%	41 12%	95 14%	2 8%	17 10%
Strongly distrust	(-2)	81 7%	21 6%	45 7%	-	15 9%
SUMMARY CODES						
TRUST		682 56%e	202 59%e	379 57%e	23 62%	76 45%
DISTRUST		237 19%	62 18%	140 21%	2 8%	32 19%
Refused		3	-	1	-	-
Don't know		35 3%	9 3%	10 1%	2 6%	14 8%abc
Mean Score		0.438	0.519e	0.419	0.990	0.261
Standard Deviation		1.087	1.097	1.090	0.789	1.064
Error Variance		0.001	0.004	0.002	0.024	0.007

Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1251	149	1102	454	797	153	115	125	35	123	285	480	363
Weighted Base	1215	155	1059	453	762	165	116	111	37*	137	274	457	348
Completely trust	(2) 151	38	125	67	84	19	25	12	9	14	48	58	34
	12%	17%	12%	15%	11%	11%	22%ah	11%	23%	10%	17%am	12%	10%
Tend to trust	(1) 531	62	469	183	348	58	42	60	15	51	111	221	148
	44%	40%	44%	41%	46%	35%	37%	55%aag	39%	38%	41%	48%aj	42%
Neither trust nor distrust	(0) 258	31	227	90	167	41	22	18	8	29	53	84	91
	21%	20%	21%	20%	22%	25%ah	19%	14%	21%	21%	19%	18%	26%aj
Tend to distrust	(-1) 158	25	131	70	86	34	15	12	6	32	34	62	28
	13%k	16%	12%	16%e	11%	21%ah	13%	10%	15%	23%akm	13%	14%k	8%
Strongly distrust	(-2) 81	6	74	28	52	9	10	9	-	8	23	25	25
	7%	4%	7%	6%	7%	5%	8%	8%	-	6%	8%	5%	7%
SUMMARY CODES													
TRUST	682	88	594	250	432	77	68	73	23	65	159	277	181
	56%l	57%	56%	55%	57%	47%	59%	66%l	62%	48%	58%	61%lm	52%
DISTRUST	237	32	205	99	138	43	24	20	6	39	57	87	54
	19%	20%	19%	22%	18%	28%	21%	16%	15%	29%akm	21%	19%	15%
Refused	3	-	3	1	3	1	-	-	-	-	-	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	1%l
Don't know	35	5	30	13	22	3	2	2	1	3	4	10	18
	3%	3%	3%	3%	3%	2%	2%	2%	2%	2%	2%	2%	5%aki
Mean Score	0.438	0.503	0.428	0.431	0.442	0.571	0.521	0.522	0.713l	0.540	0.472	0.489j	0.417
Standard Deviation	1.087	1.092	1.086	1.123	1.065	1.096	1.214	1.083	1.009	1.105	1.170	1.055	1.044
Error Variance	0.001	0.008	0.001	0.003	0.001	0.008	0.013	0.010	0.030	0.010	0.005	0.002	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1251	136	239	222	73	81	42	96	804	861	752
Weighted Base	1215	139	253	233	71*	90*	40*	101*	830	824	710
Completely trust	(2) 151	19	34	34	14	13	7	13	150	149	151
	12%	14%	13%	15%	20%	15%	17%	12%	18%a	18%a	21%a
Tend to trust	(1) 531	54	102	94	32	30	16	39	499	495	531
	44%	39%	40%	40%	45%	33%	40%	38%	60%a	60%a	75%a
Neither trust nor distrust	(0) 258	31	54	49	10	22	10	22	107	102	16
	21% jk	22%	21%	21%	14%	24%	24%	22%	13%k	12%k	2%
Tend to distrust	(-1) 156	26	39	35	7	20	6	21	48	48	7
	13% jk	19%	15%	15%	10%	22%a	14%	20%	6%k	6%k	1%
Strongly distrust	(-2) 81	4	19	15	4	2	2	2	15	15	4
	7% jk	3%	8%	7%	6%	3%	4%	2%	2%k	2%k	1%
SUMMARY CODES											
TRUST	682	73	136	128	46	43	23	52	648	645	682
	56%	53%	54%	55%	65% d	48%	57%	51%	78%a	78%a	90%a
DISTRUST	237	30	58	50	11	22	7	23	62	63	10
	19% jk	22%	23%	22%	15%	25%	18%	22%	8%k	8%k	1%
Refused	3	-	-	-	-	-	-	-	-	-	-
Don't know	35	5	5	5	4	2	-	5	13	15	2
	3%k	3%	2%	2%	5%	2%	-	5%	2%k	2%k	*
Mean Score	0.438	0.439	0.371	0.422	0.683	0.363	0.521	0.406	0.882a	0.885a	1.156a j
Standard Deviation	1.087	1.050	1.126	1.122	1.108	1.082	1.086	1.037	0.834	0.836	0.544
Error Variance	0.091	0.098	0.095	0.096	0.018	0.015	0.027	0.012	0.001	0.001	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a|e/f - a|g/h - a|j/k
 * small base



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Charge you a fair price for your electricity
 Base: All who have different gas and electricity suppliers, or only have electricity supply

		PRS - SEGMENTS														
		Eastern	EME	London	Manweb	Midlands	Northern	Norweb	Scottish Hydro	Scottish Power	Seaboard	Southern	SWALEC	SWEB	Yorkshire	NA
Total		(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base		129	101	110	88	117	38	69	54	95	103	104	83	141	54	5
Weighted Base		129	97	127	67	105	37	60	57	98	93	98	64	126	51	61
Completely trust	(2)	12	9	15	8	20	-	7	7	11	8	17	12	15	10	-
		12%g	9%	12%g	12%g	19%bqk	-	12%g	12%	12%g	9%	17%g	19%g	12%g	20%g	-
Tend to trust	(1)	51	39	51	31	41	18	33	29	44	45	44	18	54	22	5
		44%um	40%	40%	45%	39%	48%	54%um	51%um	40%	48%um	45%um	29%	43%	44%	84%
Neither trust nor distrust	(0)	259	28	30	10	20	9	11	5	23	21	17	17	29	6	1
		21%u	24%u	29%elo	23%u	14%	19%	23%	18%	9%	24%u	23%u	17%	27%u	13%	16%
Tend to distrust	(-1)	158	13	16	9	13	8	4	9	16	10	9	11	19	5	-
		13%	10%	16%	7%	19%vd	13%	20%vd	7%	16%	17%vd	11%	9%	17%	15%	-
Strongly distrust	(-2)	81	5	5	4	8	1	5	7	7	4	5	4	3	7	-
		7%	4%	5%	12%bn	6%	2%	8%	12%bn	7%	5%	5%	7%	3%	13%bn	-
SUMMARY CODES																
TRUST		682	73	48	67	39	61	40	36	51	53	61	30	69	32	5
		56%	57%	49%	52%	58%	48%	66%um	63%	52%	57%	63%	47%	55%	64%	84%
DISTRUST		237	18	21	24	17	8	9	16	23	14	14	15	23	12	-
		19%	14%	22%	19%	20%	23%	16%	28%bl	24%	16%	14%	14%	24%	16%	-
Refused		3	1	-	-	-	1	-	-	1	-	-	-	-	-	-
		0%	1%	-	-	-	3%a	-	-	1%	-	-	-	-	-	-
Don't know		35	6	-	6	2	3	1	-	-	4	6	1	5	-	-
		3%	4%	-	5%[c]	3%	3%	1%	-	-	5%[c]	6%[c]	1%	4%	-	-
Mean Score		0.438	0.514	0.310	0.354	0.399	0.512	0.243	0.545	0.335	0.327	0.651c	0.357	0.472	0.466	0.839
Standard Deviation		1.087	0.951	1.025	1.179	1.134	1.167	0.893	1.077	1.241	1.112	0.983	1.063	1.180	0.996	1.298
Error Variance		0.001	0.007	0.010	0.013	0.019	0.012	0.022	0.017	0.029	0.013	0.010	0.012	0.022	0.007	0.033

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.64 To what extent do you trust or distrust your electricity supplier to...? - Summary Table
 Base: All who have different gas and electricity suppliers, or only have electricity supply

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your electricity
Unweighted Base		1251	1251	1251
Weighted Base		1215	1215	1215
Completely trust	(2)	170 14%	177 15%	151 12%
Tend to trust	(1)	617 51%	606 50%	531 44%
Neither trust nor distrust	(0)	240 20%	253 21%	259 21%
Tend to distrust	(-1)	102 8%	97 8%	156 13%
Strongly distrust	(-2)	50 4%	54 4%	81 7%
SUMMARY CODES				
TRUST		787 65%	783 64%	682 56%
DISTRUST		152 13%	151 12%	237 19%
Refused		4 -	3 -	3 -
Don't know		32 3%	26 2%	35 3%
Mean Score		0.639	0.637	0.438
Standard Deviation		0.974	0.983	1.087
Error Variance		0.001	0.001	0.001

Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	868	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Very satisfied	(2) 1133 24%	967 24%	89 22%	77 29%ab	202 22%	595 23%	337 26%	286 25%	333 22%	230 24%	284 26%
Satisfied	(1) 2593 55%	2240 55%	213 53%	140 53%	510 56%	1338 53%	744 57%cd	617 53%	854 56%	524 54%	597 54%
Neither satisfied nor dissatisfied	(0) 730 15%gh	625 15%	73 18%	33 12%	133 15%	444 18%ag	153 12%	190 16%k	256 17%k	146 15%k	137 12%
Dissatisfied	(-1) 174 4%	152 4%	16 4%	5 2%	37 4%	98 4%	39 3%	40 3%	51 3%	37 4%	46 4%
Very dissatisfied	(-2) 81 2%g	71 2%	5 1%	2 1%	24 3%g	47 2%g	11 1%	20 2%	17 1%	19 2%	26 2%
SUMMARY CODES											
SATISFIED	3728 78%	3207 78%	302 76%	217 83%cd	712 78%	1933 76%	1081 83%aef	909 78%	1167 76%	755 78%	881 80%
DISSATISFIED	255 5%g	223 5%	21 5%	10 4%	61 7%g	144 6%g	50 4%	59 5%	68 4%	55 6%	72 7%g
Refused	7 -	6 -	1 -	- -	2 -	2 -	3 -	- -	1 -	3 -	2 -
Don't know	38 1%	34 1%	2 -	2 1%	8 1%	13 1%	17 1%j	6 1%	16 1%	4 -	12 1%
Mean Score	0.960	0.957	0.920	1.072abc	0.915	0.927	1.020def	0.963	0.955	0.951	0.980
Standard Deviation	0.835	0.836	0.827	0.824	0.873	0.864	0.798	0.840	0.790	0.850	0.876
Error Variance	-	-	0.002	0.002	0.001	-	-	0.001	0.001	0.001	-



Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Very satisfied	(2) 1133	293	671	129	40	202	932	692	209	206
	24%	24%	24%	26%	25%	29% ^{ag}	23%	23%	22%	28% ^{ah}
Satisfied	(1) 2593	669	1585	251	88	356	2236	1676	510	377
	55%	54%	56% ^{cd}	50%	55%	51%	55% ^{fd}	56% ^g	54%	51%
Neither satisfied nor dissatisfied	(0) 730	199	431	80	21	93	636	486	138	98
	15%	16%	15%	16%	13%	13%	16%	16% ^h	15%	13%
Dissatisfied	(-1) 174	45	100	24	4	27	147	94	43	34
	4%	4%	4%	5%	2%	4%	4%	3%	5% ^h	5% ^h
Very dissatisfied	(-2) 81	30	42	8	1	15	66	37	26	18
	2%	2% ^c	1%	2%	1%	2%	2%	1%	3% ^{ah}	2% ^h
SUMMARY CODES										
SATISFIED	3726	962	2256	380	128	558	3168	2369	720	583
	78%	77%	79%	75%	80%	80%	78%	79%	77%	79%
DISSATISFIED	255	75	142	33	5	42	213	131	69	52
	5%	6%	5%	6%	3%	6%	5%	4%	7% ^{ah}	7% ^h
Refused	7	1	-	5	-	-	7	2	2	2
	-	-	-	1% ^{abc}	-	-	-	-	-	-
Don't know	38	7	19	7	6	7	31	24	9	4
	1%	1%	1%	1%	4% ^{abc}	1%	1%	1%	1%	1%
Mean Score	0.960	0.932	0.969	0.950	1.056	1.014	0.951	0.969^h	0.900	0.981
Standard Deviation	0.635	0.670	0.815	0.880	0.742	0.881	0.826	0.795	0.896	0.908
Error Variance	-	-	-	0.002	0.003	0.001	-	-	0.001	0.001



Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	844	-	4688	4688	4688	380	3875	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Very satisfied	(2) 1133	863 24%k	98 21%	177 28%abc	-	1133	1133	1133	110 28%k	955 24%k	67 18%
Satisfied	(1) 2593	1947 59%l	275 58%	345 56%	-	2593	2593	2593	190 46%	2168 59%l	212 56%l
Neither satisfied nor dissatisfied	(0) 730	579 16%nd	71 15%nd	69 11%	-	730	730	730	86 21%aj	568 14%	68 18%
Dissatisfied	(-1) 174	141 4%	15 3%	17 3%	-	174	174	174	21 5%	135 3%	15 4%
Very dissatisfied	(-2) 81	63 2%	11 2%nd	5 1%	-	81	81	81	9 2%	63 2%	9 2%
SUMMARY CODES											
SATISFIED	3726	2800 78%k	372 79%	523 84%abc	-	3726	3726	3726	300 72%	3124 80%k	279 74%
DISSATISFIED	255	204 5%nd	25 5%	23 4%	-	255	255	255	29 7%	198 5%	24 6%
Refused	7	-	-	2	-	7	7	7	-	3	-
Don't know	38	21 1%	4 1%	7 1%	-	38	38	38	1 *	30 1%	8 2%aj
Mean Score	0.960k	0.945	0.927	1.094abc	-	0.960	0.960	0.960	0.896	0.982k	0.844
Standard Deviation	0.835	0.844	0.827	0.781	-	0.835	0.835	0.835	0.921	0.822	0.846
Error Variance	*	*	0.001	0.001	-	*	*	*	0.002	*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	--	3584	374	717
Very satisfied	(2) 1133 24% ^d	841 22%	277 34% ^{ab}	-	894 25% ^d	63 17%	153 21%
Satisfied	(1) 2593 55% ^c	2099 56% ^c	394 49%	-	1966 57%	210 56%	372 52%
Neither satisfied nor dissatisfied	(0) 730 15%	589 16%	112 14%	-	540 15%	72 19% ^e	111 15%
Dissatisfied	(-1) 174 4%	142 4%	22 3%	-	104 3%	21 6% ^e	49 7% ^{ae}
Very dissatisfied	(-2) 61 2%	63 2%	12 2%	-	45 1%	6 2%	29 4% ^{aef}
SUMMARY CODES							
SATISFIED	3726 78% ^{fg}	2940 78%	672 82% ^{cb}	-	2860 80% ^{fg}	273 73%	526 73%
DISSATISFIED	255 5% ^e	211 6%	35 4%	-	149 4%	27 7% ^e	79 11% ^{ae}
Refused	7 -	4 -	- -	-	5 -	1 -	1 -
Don't know	38 1%	29 1%	5 1%	-	30 1%	2 1%	2 -
Mean Score	0.960^{fg}	0.936	1.102^{ab}	-	1.003^{atg}	0.813	0.802
Standard Deviation	0.835	0.834	0.844	-	0.798	0.839	0.984
Error Variance	-	-	0.001	-	-	0.002	0.001

Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Very satisfied	(2) 1133 24% ^{ae}	552 27% ^{ace}	473 22% ^{ae}	12 39%	94 18%
Satisfied	(1) 2593 55%	1110 55%	1169 54%	16 52%	291 55%
Neither satisfied nor dissatisfied	(0) 730 15% ^b	251 12%	376 17% ^{ab}	3 9%	97 18% ^b
Dissatisfied	(-1) 174 4%	63 3%	89 4%	-	19 4%
Very dissatisfied	(-2) 61 2%	27 1%	43 2%	-	10 2%
SUMMARY CODES					
SATISFIED	3726 78% ^{ace}	1662 82% ^{ace}	1643 76%	28 91%	385 73%
DISSATISFIED	255 5%	90 4%	132 6% ^b	-	25 5%
Refused	7 *	3 *	1 *	-	1 *
Don't know	38 1%	9 *	12 1%	-	17 3% ^{abc}
Mean Score	0.960 ^{ce}	1.047 ^{ace}	0.903	1.301	0.860
Standard Deviation	0.835	0.804	0.855	0.631	0.826
Error Variance	*	*	*	0.014	0.001

Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	680	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Very satisfied	(2) 1133	212	922	746	387	300	217	156	46	228	382	365	159
		24%em	23%ac	26%ae	20%ae	26%af	29%ag	24%ah	28%	31%ajm	27%akm	21%aln	16%
Satisfied	(1) 2593	400	2192	1535	1058	611	399	361	95	367	753	972	501
		55%ei	55%ec	54%ed	55%ee	54%ef	53%eg	52%eh	58%	49%ejm	54%ekm	57%eln	55%em
Neither satisfied nor dissatisfied	(0) 730	92	638	419	311	176	98	102	15	97	192	275	166
		13%eb	16%eb	15%ed	16%ee	16%ef	13%eg	15%eh	9%	13%ejm	14%ekm	16%eln	18%em
Dissatisfied	(-1) 174	19	155	82	92	31	21	19	1	30	47	52	45
		4%ef	4%ec	3%ed	5%ee	3%ef	3%eg	3%eh	1%	4%ejm	3%ekm	3%eln	5%em
Very dissatisfied	(-2) 81	12	69	39	42	13	12	9	5	19	26	26	10
		2%eg	2%ec	1%ed	2%ee	1%ef	2%eg	1%eh	3%	3%ejm	2%ekm	2%eln	1%
SUMMARY CODES													
SATISFIED	3726	612	3114	2281	1445	910	615	519	140	595	1135	1337	660
		78%em	76%ac	80%ae	75%ae	80%af	82%ag	75%ah	87%ai	80%ajm	81%akm	79%aln	72%
DISSATISFIED	255	31	224	121	134	44	33	28	6	49	73	78	55
		5%ed	6%ec	4%ed	7%ee	4%ef	4%eg	4%eh	4%	7%ejm	5%ekm	5%eln	6%
Refused	7	-	7	1	6	-	-	1	-	-	-	2	5
		-	-	-	1%ee	-	-	-	-	-	-	-	1%em
Don't know	38	8	30	19	19	5	4	6	-	4	7	8	18
		1%ef	1%ec	1%ed	1%ee	1%ef	1%eg	1%eh	-	1%ejm	1%ekm	1%eln	2%em
Mean Score	0.860em	1.003ac	0.841	1.017ae	0.876	1.020af	1.050ag	0.865	1.078	1.019m	1.013km	0.846ln	0.855
Standard Deviation	0.835	0.813	0.837	0.839	0.866	0.795	0.822	0.804	0.831	0.912	0.843	0.798	0.811
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.004	0.001	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	808	1211	1183	377	411	253	598	3183	3156	2825
Weighted Base	4756	868	1317	1292	379	445	256	655	3161	3186	2785
Very satisfied	(2) 1133	280	399	400	107	130	77	213	1025	1028	961
Satisfied	(1) 2593	430	673	651	212	230	129	321	1876	1897	1636
Neither satisfied nor dissatisfied	(0) 730	107	163	160	46	57	31	84	205	197	140
Dissatisfied	(-1) 174	28	43	45	7	13	8	22	28	36	23
Very dissatisfied	(-2) 81	20	27	24	6	7	8	15	18	18	17
SUMMARY CODES											
SATISFIED	3728	710	1072	1051	319	360	206	534	2902	2924	2598
DISSATISFIED	255	48	71	69	13	21	16	37	54	54	40
Refused	7	1	-	-	-	-	1	-	1	1	1
Don't know	38	2	12	11	2	7	1	1	7	10	7
Mean Score	0.960	1.067a	1.052a	1.061a	1.081a	1.054a	1.021	1.064a	1.225a	1.222a	1.261a j
Standard Deviation	0.835	0.881	0.866	0.862	0.866	0.838	0.919	0.887	0.654	0.658	0.645
Error Variance	-	0.001	0.001	0.001	0.002	0.002	0.003	0.001	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f - a|g|h - a|j|k



Q.67 How satisfied or dissatisfied are you with the overall service you receive from your current energy supplier?
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	450	459	416	250	449	310	429	84*	310	440	315	229	315	260	20**
Very satisfied	(2) 1133 24% ^{bd}	85 18%	113 24% ^{ul}	81 20%	77 31% ^{abdkj}	124 28% ^{bdkl}	80 26% ^{bl}	103 24% ^{ul}	19 23%	70 23%	90 20%	54 17%	62 27% ^{bdl}	92 29% ^{abdkl}	80 31% ^{abdkj}	4 19%
Satisfied	(1) 2593 55% ^{no}	278 60% ^{adno}	284 60% ^{adno}	219 53%	132 53%	230 51%	179 58% ^{no}	241 56% ^{no}	46 54%	164 53%	244 56% ^{no}	191 61% ^{adno}	124 54%	149 47%	121 47%	12 62%
Neither satisfied nor dissatisfied	(0) 730 15% ^{kg}	66 14% ^{kg}	62 13% ^{kg}	83 20% ^{abceg}	27 71%	73 16% ^{kg}	26 8%	60 14% ^{kg}	16 19% ^{kg}	57 18% ^{eg}	83 19% ^{ceag}	53 17% ^{eg}	49 14% ^{kg}	33 16% ^{kg}	38 15% ^{kg}	2 12%
Dissatisfied	(-1) 174 4%	19 4%	23 5%	20 5%	7 3%	12 3%	11 4%	13 3%	3 4%	12 4%	13 3%	10 3%	4 2%	14 5%	10 4%	1 4%
Very dissatisfied	(-2) 81 2%	6 1%	5 1%	6 2%	2 2%	6 1%	7 2%	9 2%	-	5 2%	5 1%	5 1%	4 2%	9 3%	8 3%	-
SUMMARY CODES																
SATISFIED	3726 78% ^{cd}	383 79% ^{cd}	377 80% ^{cd}	300 72%	209 84% ^{cdjkn}	354 79% ^{cd}	259 83% ^{cdjkn}	344 80% ^{cd}	65 77%	233 75%	334 76%	244 78%	186 81% ^{cd}	241 76%	201 77%	16 81%
DISSATISFIED	255 5%	25 5%	28 6%	27 6%	13 5%	19 4%	18 6%	21 5%	3 4%	17 6%	18 4%	15 5%	8 3%	24 8%	18 7%	1 4%
Refused	7 -	-	-	1 -	-	-	2 -	2 -	-	1 -	-	-	-	-	1 -	-
Don't know	38 1%	6 1%	1 -	5 1%	1 -	2 -	5 1%	2 -	-	2 1%	4 1%	2 1%	2 1%	2 1%	2 1%	1 3%
Mean Score	0.960 ^d	0.920	0.976 ^d	0.849	1.076 ^{abd}	1.016 ^d	1.036 ^d	0.979 ^d	0.961	0.913	0.919	0.891	1.041 ^d	0.956	0.993	0.979
Standard Deviation	0.835	0.781	0.820	0.848	0.861	0.827	0.840	0.830	0.761	0.845	0.788	0.772	0.798	0.949	0.946	0.725
Error Variance	-	0.001	0.002	0.002	0.003	0.002	0.002	0.002	0.008	0.002	0.001	0.002	0.003	0.003	0.003	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	868	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely trust	(2) 737	614	74	49	129	378	229	159	219	154	204
	15%	15%	19%	18%	14%	15%	18%af	14%	14%	16%	19%ah
Tend to trust	(1) 2425	2089	194	142	482	1229	714	558	767	502	598
	51%	51%	49%	54%	53%f	48%	55%af	48%	50%	52%	54%ah
Neither trust nor distrust	(0) 938	809	84	46	195	542	202	288	325	181	164
	20%gk	20%	21%	17%	21%g	21%g	15%	23%ajk	21%k	19%k	15%
Tend to distrust	(-1) 420	365	35	19	67	249	103	114	137	89	80
	9%	9%	9%	7%	7%	10%e	8%	10%k	9%	9%	7%
Strongly distrust	(-2) 158	145	10	2	27	105	26	44	56	24	34
	3%ld	4%ld	3%	1%	3%	4%g	2%	4%	4%	2%	3%
SUMMARY CODES											
TRUST	3181	2703	267	191	611	1607	943	717	989	658	802
	66%h	66%	67%	73%ab	67%	63%	72%aef	62%	65%	68%h	73%ahj
DISTRUST	577	511	45	22	93	365	129	158	193	112	114
	12%g	12%	11%	8%	10%	14%aeg	10%	14%k	13%	12%	10%
Refused	9	8	1	-	2	5	2	1	1	4	2
	*	*	*	-	*	*	*	*	*	*	*
Don't know	70	63	2	4	15	28	26	15	23	11	21
	1%	2%	1%	1%	2%	1%	2%j	1%	1%	1%	2%
Mean Score	0.676fh	0.662	0.723	0.834ab	0.689	0.609	0.799aef	0.691	0.635	0.710h	0.795ahj
Standard Deviation	0.967	0.963	0.960	0.881	0.910	0.966	0.897	0.975	0.964	0.931	0.928
Error Variance	*	*	0.002	0.003	0.001	*	0.001	0.001	0.001	0.001	0.001



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Completely trust	(2)	737	219	388	98	147	589	417	144	151
		15% _c	18% _c	19% _{ac}	20% _c	21% _{ag}	15% _c	14% _c	15% _c	20% _{ah}
Tend to trust	(1)	2425	649	1461	231	83	359	2065	1528	483
		51% _d	52% _d	51% _d	46% _c	52% _c	51% _c	51% _c	51% _c	53% _c
Neither trust nor distrust	(0)	938	216	601	98	24	110	629	646	171
		20% _{ij}	17% _c	21% _{ib}	19% _c	16% _c	20% _{id}	21% _{ij}	18% _c	15% _c
Tend to distrust	(-1)	420	106	259	42	13	53	366	283	86
		9% _j	9% _c	9% _c	8% _c	8% _c	9% _c	9% _j	9% _j	4% _c
Strongly distrust	(-2)	158	34	103	20	1	19	139	98	34
		3% _c	3% _c	4% _{ce}	4% _{ce}	1% _c	3% _c	3% _c	4% _c	3% _c
SUMMARY CODES										
TRUST	3161	868	1849	329	115	507	2655	1945	627	542
	68% _c	70% _{ac}	65% _c	65% _c	72% _{ag}	65% _c	65% _c	65% _c	67% _c	73% _{ah}
DISTRUST	577	140	362	61	13	72	505	381	120	71
	12% _j	11% _c	13% _c	12% _c	8% _c	10% _c	12% _c	13% _{ij}	13% _{ij}	10% _c
Refused	9	1	2	5	-	-	9	4	2	3
	-	-	-	1% _{abc}	-	-	-	-	-	-
Don't know	70	17	33	11	8	12	58	35	19	13
	1% _c	1% _c	1% _c	2% _c	5% _{abc}	2% _c	1% _c	1% _c	2% _c	2% _c
Mean Score	0.676	0.745 _{ac}	0.630	0.709	0.871 _{ac}	0.817 _{ag}	0.652	0.634	0.672	0.826 _{ah}
Standard Deviation	0.957	0.943	0.956	1.010	0.859	0.948	0.957	0.949	0.971	0.946
Error Variance	-	0.001	-	0.002	0.004	0.001	-	-	0.001	0.001



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	4688	4688	4688	380	3675	394
Weighted Base	4756	3603	473	624	-**	4756	4756	4756	416	3923	378
Completely trust	(2) 737	532	60	137	-	737	737	737	64	621	49
		15%	13%	22%abc	-	15%	15%	15%	15%	16%	13%
Tend to trust	(1) 2425	1778	272	355	-	2425	2425	2425	191	2042	172
		51%	49%	58%ab	-	51%	51%	51%	46%	52%ik	46%
Neither trust nor distrust	(0) 938	778	81	65	-	938	938	938	90	744	98
		20%cd	22%acd	17%cd	-	20%	20%	20%	22%	19%	26%aj
Tend to distrust	(-1) 420	344	40	33	-	420	420	420	46	342	30
		9%cd	10%cd	8%cd	-	9%	9%	9%	11%	9%	8%
Strongly distrust	(-2) 158	123	15	16	-	158	158	158	18	123	14
		3%	3%	3%	-	3%	3%	3%	4%	3%	4%
SUMMARY CODES											
TRUST	3161	2311	332	492	-	3161	3161	3161	255	2683	221
	68%ak	64%	70%ab	79%abc	-	68%	68%	68%	61%	68%ik	59%
DISTRUST	577	467	55	49	-	577	577	577	64	464	44
	12%cd	13%cd	12%cd	8%	-	12%	12%	12%	15%	12%	12%
Refused	9	1	-	2	-	9	9	9	-	6	-
	*	*	-	7b	-	*	*	*	-	*	-
Don't know	70	47	4	15	-	70	70	70	8	46	16
	1%	1%	1%	2%bc	-	1%	1%	1%	2%	1%	4%aj
Mean Score	0.676	0.634	0.687	0.927abc	-	0.676	0.676	0.676	0.583	0.697ik	0.586
Standard Deviation	0.957	0.966	0.914	0.890	-	0.957	0.957	0.957	1.025	0.948	0.952
Error Variance	*	*	0.002	0.001	-	*	*	*	0.003	*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	**	3584	374	717
Completely trust	(2) 737 15%	542 14%	175 21%ab	-	543 15%	50 13%	123 17%
Tend to trust	(1) 2425 51%	1942 51%	413 50%	-	1844 51%	199 53%	347 48%
Neither trust nor distrust	(0) 938 20%	762 20%	143 17%	-	728 20%	68 18%	131 18%
Tend to distrust	(-1) 420 9%	347 9%	58 7%	-	315 9%	33 9%	68 10%
Strongly distrust	(-2) 158 3%	124 3%	24 3%	-	108 3%	14 4%	32 4%
SUMMARY CODES							
TRUST	3161 66%	2485 66%	588 72%ab	-	2387 67%	249 60%	470 66%
DISTRUST	577 12%	471 12%	81 10%	-	423 12%	46 12%	100 14%
Refused	9 -	4 -	- -	-	4 -	3 1%ac	2 -
Don't know	70 1%	50 1%	10 1%	-	41 1%	9 2%	14 2%
Mean Score	0.676	0.654	0.810ab	-	0.678	0.658	0.657
Standard Deviation	0.957	0.951	0.950	-	0.942	0.955	1.022
Error Variance	*	*	0.001	-	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Completely trust	(2) 737 15%	350 17% ^{abc}	308 14%	5 18%	69 13%
Tend to trust	(1) 2425 51%	1040 52%	1103 51%	18 58%	258 49%
Neither trust nor distrust	(0) 938 20%	365 18%	446 21%	7 22%	117 22%
Tend to distrust	(-1) 420 9%	181 9%	192 9%	-	46 9%
Strongly distrust	(-2) 158 3%	62 3%	63 4%	1 2%	11 2%
SUMMARY CODES					
TRUST	3161 66% ^{abc}	1390 69% ^{abc}	1412 65%	23 76%	328 62%
DISTRUST	577 12%	243 12%	275 13%	1 2%	57 11%
Refused	9 *	3 *	1 *	-	3 1% ^c
Don't know	70 1% ^b	13 1%	30 1% ^{ab}	-	28 5% ^{abc}
Mean Score	0.676	0.718 ^c	0.639	0.895	0.655
Standard Deviation	0.957	0.960	0.966	0.766	0.905
Error Variance	*	*	*	0.020	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing

Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SWITCHED - TECHNICIY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Completely trust	(2) 737	138	608	445	262	150	126	113	36	119	244	245	129
		15%	17%	16%	15%	13%	17%	17%	22%	16%	17%	14%	14%
Tend to trust	(1) 2425	373	2051	1439	985	574	395	332	75	340	730	908	447
		51%	51%	51%	51%	51%	53%	51%	47%	46%	52%	53%	49%
Neither trust nor distrust	(0) 938	143	796	565	373	244	137	128	25	164	247	342	185
		20%	20%	20%	19%	21%	18%	19%	15%	22%	18%	20%	20%
Tend to distrust	(-1) 420	59	361	263	156	122	59	55	18	82	128	133	76
		8%	9%	9%	8%	11%	8%	8%	11%	11%	9%	8%	8%
Strongly distrust	(-2) 158	28	130	95	63	39	28	20	4	35	47	49	26
		3%	3%	3%	3%	3%	4%	3%	2%	5%	3%	3%	3%
SUMMARY CODES													
TRUST	3161	502	2659	1884	1277	724	521	445	111	459	973	1153	576
	68%	68%	68%	68%	67%	64%	69%	68%	69%	62%	69%	68%	64%
DISTRUST	577	66	491	358	219	160	87	76	22	118	175	182	102
	12%	12%	12%	13%	11%	14%	12%	12%	14%	16%	12%	11%	11%
Refused	9	-	9	2	7	-	-	1	-	-	-	2	7
	-	-	-	-	-	-	-	-	-	-	-	-	1%
Don't know	70	11	58	31	39	8	5	9	3	4	11	21	34
	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	4%
Mean Score	0.679	0.706	0.671	0.668	0.669	0.596	0.719	0.719	0.762	0.574	0.719	0.689	0.666
Standard Deviation	0.857	0.874	0.854	0.864	0.866	0.964	0.963	0.956	1.011	1.037	0.970	0.916	0.938
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.006	0.002	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	809	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	295	655	3161	3186	2785
Completely trust	(2) 737	146	216	219	77	64	40	111	737	724	700
	19%	17%	16%	17%	20%af	14%	16%	17%	23%a	23%a	25%aj
Tend to trust	(1) 2425	427	650	641	194	227	130	319	2425	2126	1920
	51%	49%	49%	50%	51%	51%	51%	48%	77%ajk	67%a	69%a
Neither trust nor distrust	(0) 938	170	261	251	63	94	50	131	-	241	122
	20%jk	20%	20%	19%	17%	21%	20%	20%	-	8%ik	4%j
Tend to distrust	(-1) 420	86	122	124	27	36	25	63	-	66	23
	9%jk	10%	9%	10%	7%	8%	10%	10%	-	2%ik	1%j
Strongly distrust	(-2) 158	36	57	49	11	18	9	30	-	11	3
	3%jk	4%	4%	4%	3%	4%	3%	5%	-	1	*
SUMMARY CODES											
TRUST	3161	573	866	860	271	291	170	430	3161	2850	2629
	66%	66%	66%	67%	72%	65%	67%	68%	100%ajk	89%a	94%aj
DISTRUST	577	122	179	172	39	54	34	93	-	79	26
	12%jk	14%	14%	13%	10%	12%	13%	14%	-	2%ik	1%j
Refused	9	1	-	-	-	-	1	-	-	-	-
	0%k	*	-	-	-	-	*	-	-	-	-
Don't know	70	2	11	8	6	6	1	2	-	16	9
	1%bdhjk	*	1%	1%	2%	1%	*	*	-	1%j	1
Mean Score	0.676	0.651	0.648	0.669	0.601af	0.644	0.663	0.640	1.233ajk	1.099a	1.189aj
Standard Deviation	0.957	1.007	1.004	0.992	0.952	0.967	0.974	1.021	0.423	0.642	0.550
Error Variance	-	0.001	0.001	0.001	0.002	0.002	0.004	0.002	*	-	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.68 To what extent do you trust or distrust your energy supplier to...? - Treat you fairly in their dealings with you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	460	469	416	250	449	310	429	84	310	440	315	229	315	260	20*
Completely trust	(2) 737 15%kl	48 11%	57 12%	56 14%	58 23%abcdff kl	67 15%	53 17%kl	80 19%bcdk	15 18%	59 19%bcdk	54 12%	35 11%	43 19%bcdk	53 17%b	58 22%abcdk l	1 4%
Tend to trust	(1) 2425 51%l	257 56%deko	288 57%adek o	198 48%	117 47%	229 51%j	165 53%j	224 52%j	31 37%	159 51%j	210 48%	157 50%	119 52%j	162 51%j	117 45%	12 62%
Neither trust nor distrust	(0) 958 20%g	107 23%gho	84 18%	100 24%cghno	46 18%	93 21%g	46 15%	73 17%	24 29%cghno	59 19%	63 21%g	75 24%gho	40 18%	55 17%	39 15%	3 15%
Tend to distrust	(-1) 420 9%b	25 6%	51 11%bdegh	34 8%	15 6%	43 10%b	19 6%	29 7%	13 16%bdeghj	21 7%	57 13%abdeg h	34 11%bg	19 8%	31 10%b	27 10%b	1 4%
Strongly distrust	(-2) 158 3%c	14 3%	5 1%	16 4%c	11 4%c	11 3%	18 6%acdfn	19 4%c	-	10 3%	18 4%c	6 2%	6 3%	8 2%	13 5%c	2 8%
SUMMARY CODES																
TRUST	3161 65%ak	306 67%	324 69%dkl	254 61%	175 69%dkl	296 66%	218 70%dkl	305 71%dkl	46 55%	217 70%dkl	264 60%	192 61%	161 70%dkl	214 68%k	175 67%	13 66%
DISTRUST	577 12%b	99 21%b	99 21%	126 30%	105 26%	153 35%	137 33%	148 35%	13 16%	21 10%	75 17%abceh jm	41 13%	24 11%	29 12%	40 16%b	3 13%
Refused	9	-	-	1	1	-	2	2	-	1	-	-	-	-	3	-
Don't know	70 1%k	7 2%	4 1%	11 3%h	1	5 1%	7 2%h	2	1	2	8 2%	7 2%h	3	7	4	1
Mean Score	0.679k	0.669k	0.669k	0.665	0.799dkl	0.669k	0.720k	0.747kl	0.572	0.766dkl	0.519	0.585	0.769kl	0.712k	0.706k	0.518
Standard Deviation	0.997	0.859	0.866	0.863	1.005	0.895	1.020	0.886	0.862	0.846	1.009	0.893	0.861	0.851	1.095	1.010
Error Variance	-	0.002	0.002	0.003	0.004	0.002	0.003	0.002	0.013	0.003	0.002	0.003	0.004	0.003	0.005	0.057

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	898	1627	
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104	
Completely trust	(2) 752	696	73	58	129	389	237	177	226	147	205	
	16%	17%	19%	21%ab	14%	15%	18%aef	15%	15%	15%	19%ahj	
Tend to trust	(1) 2430	2106	187	137	486	1236	708	582	760	504	585	
	51%	51%	47%	52%	53%f	49%	54%af	50%	50%	52%	53%	
Neither trust nor distrust	(0) 855	730	77	49	173	484	198	223	291	181	160	
	18%gk	18%	19%	19%	19%g	19%	15%	19%k	19%k	19%k	15%	
Tend to distrust	(-1) 439	383	44	12	77	273	90	117	155	82	86	
	9%dg	9%cd	11%cd	5%	8%	11%g	7%	10%	10%k	9%	8%	
Strongly distrust	(-2) 189	169	15	6	35	120	34	49	65	33	42	
	4%g	4%	4%	2%	4%	5%g	3%	4%	4%	3%	4%	
SUMMARY CODES												
TRUST	3188	2733	260	193	615	1625	945	759	899	652	790	
	67%l	67%	65%	74%abc	67%	64%	73%aef	65%	65%	69%	72%ahj	
DISTRUST	628	552	59	18	112	383	123	166	219	115	127	
	13%dg	13%cd	15%cd	7%	12%g	16%aeg	9%	14%	14%k	12%	12%	
Refused	9	8	1	-	2	5	2	1	1	4	2	
	-	-	-	-	-	-	-	-	-	-	-	
Don't know	78	72	3	3	14	29	34	10	30	13	24	
	2%	2%	1%	1%	2%	1%	3%af	1%	2%h	1%	2%h	
Mean Score	0.669f	0.657	0.657	0.677abc	0.665	0.650	0.610aef	0.628	0.620	0.666	0.706ahj	
Standard Deviation	0.968	0.960	1.021	0.877	0.956	1.029	0.911	1.002	1.003	0.954	0.976	
Error Variance	-	-	0.003	0.003	0.001	-	0.001	0.001	0.001	0.001	0.001	



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Completely trust	(2) 755	222	417	95	21	149	606	435	152	147
	16%	18% <i>c</i>	15%	19% <i>c</i>	12%	21% <i>ag</i>	15%	14%	16%	20% <i>ah</i>
Tend to trust	(1) 2430	636	1465	240	89	349	2081	1548	473	381
	51%	51%	51%	48%	50%	50%	51%	51%	50%	52%
Neither trust nor distrust	(0) 855	209	538	87	22	96	759	566	168	113
	18% <i>d</i>	17%	19%	17%	14%	14%	19% <i>d</i>	19% <i>d</i>	18%	15%
Tend to distrust	(-1) 439	109	279	36	15	60	379	297	90	50
	9% <i>j</i>	9%	10%	7%	9%	9%	9%	10% <i>j</i>	10% <i>j</i>	7%
Strongly distrust	(-2) 189	41	119	27	3	30	159	122	37	27
	4%	3%	4%	5% <i>b</i>	2%	4%	4%	4%	4%	4%
SUMMARY CODES										
TRUST	3186	859	1881	338	110	498	2687	1984	625	528
	67%	69%	66%	66%	69%	71% <i>ag</i>	66%	66%	67%	71% <i>ah</i>
DISTRUST	628	149	399	62	18	89	539	419	127	77
	13% <i>j</i>	12%	14%	12%	11%	13%	13%	14% <i>j</i>	14%	10%
Refused	9	1	2	5	-	-	9	4	2	3
	-	-	-	1% <i>abc</i>	-	-	-	-	-	-
Don't know	78	25	28	15	10	17	60	38	17	18
	2% <i>c</i>	2% <i>c</i>	1%	3% <i>ac</i>	6% <i>abc</i>	2%	1%	1%	2%	2% <i>ah</i>
Mean Score	0.669	0.733 <i>ac</i>	0.632	0.706	0.733	0.773 <i>ag</i>	0.651	0.633	0.667	0.793 <i>ah</i>
Standard Deviation	0.988	0.969	0.990	1.039	0.895	1.024	0.981	0.986	0.996	0.971
Error Variance	-	0.001	-	0.002	0.005	0.001	-	-	0.001	0.001



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	4688	4688	4688	380	3875	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Completely trust	(2) 755	548 75%	57 12%	143 23%abc	-	755	755	755	63 8%	637	51 7%
Tend to trust	(1) 2430	1812 51%	274 58%abd	326 52%	-	2430	2430	2430	191 46%	2048 52%ik	175 46%
Neither trust nor distrust	(0) 855	689 81%	80 17%cd	75 12%	-	855	855	855	78 19%	686 17%	87 23%aj
Tend to distrust	(-1) 439	360 82%	35 8%	39 9%	-	439	439	439	51 12%	355 9%	31 6%
Strongly distrust	(-2) 189	149 80%	19 4%	18 3%	-	189	189	189	27 7%aj	140 4%	17 4%
SUMMARY CODES											
TRUST	3186	2359	331	468	-	3186	3186	3186	254	2685	226
	67%ab	65%	73%	75%ab	-	67%	67%	67%	61%	68%ik	60%
DISTRUST	628	509	53	57	-	628	628	628	78	495	48
	13%cd	14%cd	11%	9%	-	13%	13%	13%	19%ajk	13%	13%
Refused	9	1	-	2	-	9	9	9	-	6	-
	*	*	-	7b	-	*	*	*	-	*	-
Don't know	78	44	9	21	-	78	78	78	7	52	18
	2%	1%	2%	3%ab	-	2%	2%	2%	2%	7%	5%aj
Mean Score	0.669	0.632	0.682	0.893abc	-	0.669	0.669	0.669	0.519	0.695	0.588
Standard Deviation	0.988	0.997	0.925	0.940	-	0.988	0.988	0.988	1.098	0.971	0.990
Error Variance	*	*	0.002	0.001	-	*	*	*	0.003	*	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	**	3584	374	717
Completely trust	(2) 755 16%	564 15%	174 21%ab	-	558 16%	55 15%	128 18%
Tend to trust	(1) 2430 51%	1937 51%	421 51%	-	1863 52%g	186 50%	340 47%
Neither trust nor distrust	(0) 855 18%c	710 19%c	116 14%	-	642 19%	71 19%	124 17%
Tend to distrust	(-1) 439 9%	350 9%	75 9%	-	338 9%	36 10%	71 10%
Strongly distrust	(-2) 169 4%	153 4%	25 3%	-	132 4%	16 4%	35 5%
SUMMARY CODES							
TRUST	3186 67%	2501 66%	585 72%ab	-	2421 68%	241 64%	489 65%
DISTRUST	628 13%	503 13%	100 12%	-	470 13%	52 14%	106 15%
Refused	9 -	4 -	- -	-	4 -	3 1%ae	2 -
Don't know	78 2%	54 1%	11 1%	-	46 1%	7 2%	16 2%
Mean Score	0.669	0.648	0.795ab	-	0.673	0.624	0.651
Standard Deviation	0.988	0.984	0.981	-	0.976	1.001	1.050
Error Variance	*	*	0.001	-	*	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Completely trust	(2) 755 16%	352 17% ^{abc}	318 15%	11 3%	72 14%
Tend to trust	(1) 2430 51%	1078 54% ^{abc}	1082 50%	16 5%	249 47%
Neither trust nor distrust	(0) 855 18%	325 16%	417 19% ^{ab}	4 1%	106 20% ^b
Tend to distrust	(-1) 439 9%	169 8%	224 10% ^{ab}	-	47 9%
Strongly distrust	(-2) 189 4%	72 4%	93 4%	1 2%	22 4%
SUMMARY CODES					
TRUST	3186 67% ^{abc}	1430 71% ^{abc}	1400 65%	26 8%	321 61%
DISTRUST	629 13%	240 12%	317 15% ^{ab}	1 2%	68 13%
Refused	9 -	3 -	1 -	-	3 1% ^c
Don't know	78 2% ^b	17 1%	29 1%	-	31 6% ^{abc}
Mean Score	0.669 ^c	0.737 ^{abc}	0.614	1.163	0.611
Standard Deviation	0.988	0.965	1.003	0.802	0.992
Error Variance	*	*	*	0.022	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing

Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	690	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Completely trust	(2) 755	127	628	461	265	160	137	108	34	128	245	253	130
		17%	16%	17%	15%	14%	18%	16%	21%	17%	17%	15%	14%
Tend to trust	(1) 2430	396	2034	1458	973	600	396	318	80	390	746	877	417
		51%	51%	51%	51%	53%	53%	49%	50%	52%	53%	52%	46%
Neither trust nor distrust	(0) 855	115	740	509	346	200	123	138	23	115	224	337	179
		15%	19%	18%	18%	18%	16%	21%	14%	15%	16%	20%	20%
Tend to distrust	(-1) 439	64	375	268	171	121	59	56	21	73	130	144	92
		9%	9%	9%	9%	11%	8%	9%	13%	10%	9%	8%	10%
Strongly distrust	(-2) 189	30	159	108	81	47	31	24	3	36	51	67	35
		4%	4%	4%	4%	4%	4%	4%	2%	5%	4%	4%	4%
SUMMARY CODES													
TRUST	3186	523	2663	1918	1267	760	533	427	114	518	991	1131	546
		67%	66%	68%	66%	67%	71%	65%	70%	69%	70%	67%	69%
DISTRUST	628	94	534	376	252	168	90	80	23	109	130	211	128
		13%	13%	13%	13%	15%	12%	12%	14%	15%	13%	12%	14%
Refused	9	-	9	2	7	-	-	1	-	-	-	2	7
		-	-	-	-	-	-	-	-	-	-	-	1%
Don't know	78	11	67	36	42	8	4	11	2	3	12	18	44
		2%	2%	1%	2%	1%	1%	2%	1%	-	1%	1%	5%
Mean Score	6.689	0.719	0.660	0.676	0.659	0.625	0.708	0.670	0.739	0.674	0.726	0.659	0.662
Standard Deviation	0.988	0.386	0.388	0.385	0.392	0.392	0.385	0.397	0.387	0.428	0.379	0.389	0.385
Error Variance	-	0.001	-	-	0.001	0.001	0.001	0.001	0.006	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	809	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	256	655	3161	3186	2785
Completely trust	(2) 755	152	226	229	77	65	40	119	734	755	713
	16%	17%	17%	16%	20%af	15%	16%	16%	23%a	24%a	26%ai
Tend to trust	(1) 2430	449	653	678	199	244	132	335	2116	2430	1884
	51%	52%	53%	52%	52%	55%	52%	51%	67%a	70%ak	68%a
Neither trust nor distrust	(0) 855	144	219	211	50	73	40	115	204	-	138
	18%ap	17%	17%	16%	13%	16%	16%	16%	6%jk	-	5%j
Tend to distrust	(-1) 439	78	117	112	34	39	26	55	73	-	30
	9%jk	9%	9%	9%	9%	9%	10%	8%	2%jk	-	1%j
Strongly distrust	(-2) 189	36	56	54	12	19	12	27	13	-	4
	4%jk	4%	4%	4%	3%	4%	5%	4%	1	-	*
SUMMARY CODES											
TRUST	3186	600	918	907	276	309	172	454	2850	3186	2597
	67%	69%	70%	70%a	73%a	69%	67%	69%	90%a	100%ak	93%ai
DISTRUST	629	114	173	166	46	59	39	82	37	-	34
	13%jk	13%	13%	13%	12%	13%	15%	13%	3%jk	-	1%j
Refused	9	1	-	-	-	-	1	-	-	-	-
	0%k	0%	-	-	-	-	0%	-	-	-	-
Don't know	78	8	8	8	6	5	4	4	22	-	16
	2%cdjk	1%	1%	1%	2%	1%	2%	1%	1%j	-	1%j
Mean Score	0.669	0.701	0.699	0.714	0.791a	0.673	0.646	0.711	1.109a	1.237aik	1.182ai
Standard Deviation	0.988	1.000	0.996	0.994	0.983	0.978	1.028	0.986	0.646	0.425	0.574
Error Variance	*	0.001	0.001	0.001	0.003	0.002	0.004	0.002	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.68 To what extent do you trust or distrust your energy supplier to...? - Provide clear and helpful information for you
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastem (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	450	459	416	250	449	310	429	84	310	440	315	229	315	260	20*
Completely trust	(2) 755 16%bc	53 12%	56 12%	62 15%	63 25%abcdff h	56 12%	58 19%bcdk	79 18%bcdk	13 16%	60 19%bcdk	54 12%	37 12%	48 21%bcdk	59 19%bcdk	55 21%abcdk l	4 18%
Tend to trust	(1) 2430 51%o	241 52%o	284 66%dekn o	202 49%	112 45%	252 56%dekn o	172 55%ejo	227 53%o	40 47%	143 46%	213 48%	170 54%eo	117 51%	151 48%	115 44%	11 56%
Neither trust nor distrust	(0) 855 18%g	107 23%acefg h	80 17%g	85 21%g	41 16%g	76 17%g	31 10%	73 17%g	16 20%g	60 19%g	87 20%g	58 19%g	40 18%g	57 18%g	41 16%	2 11%
Tend to distrust	(-1) 439 9%	35 8%	52 11%h	35 8%	18 7%	40 9%	27 9%	30 7%	14 17%abdeh m	30 10%	52 12%bhmm	35 11%	15 7%	30 10%	26 10%	-
Strongly distrust	(-2) 189 4%l	16 4%	12 3%	17 4%l	9 4%	18 4%l	13 4%l	18 4%l	-	15 5%l	27 6%acil	4 1%	8 3%	11 4%	18 7%abcil	2 8%
SUMMARY CODES																
TRUST	3186 67%k	294 64%	320 68%k	284 63%	176 70%k	308 69%k	230 74%abdkj lo	306 71%bdk	53 62%	203 65%	286 61%	207 66%	165 72%dk	211 67%	170 65%	15 74%
DISTRUST	628 13%	51 11%	64 14%	52 13%	27 11%	58 13%	41 13%	49 11%	14 17%	45 14%	79 18%abdef him	39 12%	22 10%	41 13%	44 17%bhmm	2 8%
Refused	9	-	-	1	1	-	2	2	-	1	-	-	-	-	3	-
Don't know	78 2%h	8 2%h	5 1%	14 3%achjm	4 2%h	6 1%h	7 2%h	-	1 1%h	2 2%h	7 2%h	11 4%achjm	2 1%	6 2%h	3 1%h	1 7%
Mean Score	0.669k	0.619	0.647k	0.638	0.630abc dij	0.652k	0.775kk	0.744k	0.623	0.661k	0.494	0.658k	0.801kk	0.705k	0.637	0.808
Standard Deviation	0.988	0.917	0.923	0.987	1.020	0.951	1.004	0.981	0.948	1.048	1.057	0.884	0.956	1.003	1.141	1.074
Error Variance	-	0.002	0.002	0.003	0.004	0.002	0.003	0.002	0.013	0.004	0.003	0.003	0.004	0.003	0.005	0.064

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4688	4038	370	280	901	2166	1621	924	1239	888	1627
Weighted Base	4756	4095	399	262	916	2537	1303	1159	1528	965	1104
Completely trust	(2) 632 13%	528 13%	60 15%	43 16%	106 12%	319 13%	207 16%af	133 12%	194 13%	122 13%	182 16%ahj
Tend to trust	(1) 2154 45%h	1878 46%	162 41%	114 43%	453 49%af	1060 42%	641 49%af	477 41%	679 44%	454 47%h	544 49%ahj
Neither trust nor distrust	(0) 985 21%gk	829 20%	95 24%	60 23%	189 21%g	583 23%ag	213 16%	293 25%ak	311 20%k	206 21%k	174 16%
Tend to distrust	(-1) 617 13%k	534 13%	52 13%	32 12%	104 11%	363 14%eg	149 11%	162 14%k	223 15%k	117 12%	115 10%
Strongly distrust	(-2) 263 6%g	227 6%	26 6%	10 4%	42 5%	170 7%eg	51 4%	76 7%	83 5%	43 4%	61 6%
SUMMARY CODES											
TRUST	2785 59%h	2407 59%	222 56%	157 60%	559 61%f	1379 54%	848 65%af	611 53%	873 57%h	578 60%h	726 66%ahj
DISTRUST	880 19%gk	761 19%	77 19%	42 16%	146 16%	533 21%aeg	201 15%	238 21%k	306 20%k	160 17%	176 16%
Refused	10 -	9 -	1 -	- -	2 -	5 -	3 -	2 -	1 -	4 -	2 -
Don't know	96 2%	89 2%	3 1%	4 1%	21 2%	37 1%	38 3%af	15 1%	36 2%	19 2%	26 2%
Mean Score	0.489/h	0.487	0.454	0.374	0.353f	0.399	0.333af	0.377	0.455	0.326h	0.623ahj
Standard Deviation	1.061	1.060	1.099	1.027	1.001	1.063	1.073	1.073	1.069	1.014	1.063
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4688	1571	2423	516	178	861	3827	2801	908	908
Weighted Base	4756	1243	2948	505	160	701	4055	3012	908	740
Completely trust	(2)	632	191	342	77	126	505	359	124	128
		13%	15% ^c	12%	15%	18% ^{ag}	12%	12%	13%	17% ^{ah}
Tend to trust	(1)	2154	602	1248	220	319	1835	1316	441	371
		45%	48% ^{ac}	44%	44%	46%	45%	44%	47%	50% ^{ah}
Neither trust nor distrust	(0)	965	220	632	104	118	867	682	181	110
		21% ^{af}	18%	22% ^{ab}	21%	17%	21% ^{af}	23% ^{aj}	19% ^{aj}	15%
Tend to distrust	(-1)	617	136	413	55	13	81	538	105	69
		13% ^{ak}	7%	15% ^{abde}	11%	8%	12%	15% ^{aj}	11%	9%
Strongly distrust	(-2)	263	61	167	28	6	40	223	57	46
		6%	5%	6%	6%	4%	9%	5%	6%	5%
SUMMARY CODES										
TRUST	2785	793	1591	298	104	445	2340	1676	565	499
		59% ^{ch}	64% ^{ac}	59%	65% ^{ce}	64% ^{ag}	58%	56%	60% ^{ah}	67% ^{ah}
DISTRUST	880	197	580	83	19	121	759	602	162	109
		19% ^{ak}	16%	20% ^{ab}	17%	12%	19%	20% ^{aj}	17%	15%
Refused	10	2	2	2	1% ^{abc}	1	9	4	3	3
Don't know	96	30	43	14	8	16	79	47	29	19
		2%	2%	2%	3%	2%	2%	2%	3% ^{ah}	3%
Mean Score	0.488 ^{ch}	0.599 ^{ac}	0.423	0.542 ^c	0.662 ^{ac}	0.600 ^{ag}	0.470	0.429	0.518 ^h	0.665 ^{ah}
Standard Deviation	1.061	1.041	1.068	1.071	0.960	1.095	1.054	1.057	1.063	1.054
Error Variance	-	0.001	-	0.002	0.005	0.001	-	-	0.001	0.001



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4688	3257	527	944	-	4688	4688	4688	380	3675	394
Weighted Base	4756	3603	473	624	**	4756	4756	4756	416	3923	378
Completely trust	(2) 632	449	50	127	-	632	632	632	52	531	46
	13%	12%	11%	20%abc	-	13%	13%	13%	13%	14%	12%
Tend to trust	(1) 2154	1564	240	328	-	2154	2154	2154	165	1820	154
	45%	43%	51%ab	53%ab	-	45%	45%	45%	40%	40%k	41%
Neither trust nor distrust	(0) 985	801	93	76	-	985	985	985	85	798	93
	21%cd	22%cd	20%cd	12%	-	21%	21%	21%	20%	20%	24%
Tend to distrust	(-1) 617	516	52	48	-	617	617	617	69	499	44
	13%cd	14%cd	11%cd	8%	-	13%	13%	13%	16%	13%	12%
Strongly distrust	(-2) 263	212	24	23	-	263	263	263	37	198	24
	6%cd	6%cd	5%	4%	-	6%	6%	6%	9%aj	5%	6%
SUMMARY CODES											
TRUST	2785	2014	290	455	-	2785	2785	2785	217	2351	201
	59%abk	56%	61%b	79%abc	-	59%	59%	59%	52%	60%k	53%
DISTRUST	880	728	75	71	-	880	880	880	105	698	69
	19%cd	20%cd	16%cd	11%	-	19%	19%	19%	25%ajk	18%	18%
Refused	10	2	-	2	-	10	10	10	-	7	-
	*	*	-	7b	-	*	*	*	-	*	-
Don't know	96	58	13	20	-	96	96	96	9	70	17
	2%	2%	3%	3%ab	-	2%	2%	2%	2%	2%	4%aj
Mean Score	0.489bi	0.430	0.522	0.810abc	-	0.489	0.489	0.489	0.311	0.516i	0.425
Standard Deviation	1.061	1.072	1.004	0.984	-	1.061	1.061	1.061	1.163	1.046	1.072
Error Variance	*	*	0.002	0.001	-	*	*	*	0.004	*	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity

Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4688	3747	774	-	3380	412	800
Weighted Base	4756	3772	623	--	3584	374	717
Completely trust	(2) 632 13%	466 12%	150 18%ab	-	464 13%	42 11%	107 15%
Tend to trust	(1) 2154 45%	1690 45%	396 49%	-	1631 46%	173 46%	319 45%
Neither trust nor distrust	(0) 965 21%g	811 21%c	145 18%	-	796 21%g	72 19%	125 17%
Tend to distrust	(-1) 617 13%c	513 14%c	84 10%	-	481 13%	46 12%	87 12%
Strongly distrust	(-2) 263 6%	216 6%	36 4%	-	179 5%	26 7%	58 8%ae
SUMMARY CODES							
TRUST	2785 59%	2156 57%	546 69%ab	-	2095 56%	215 57%	426 59%
DISTRUST	880 19%c	729 19%c	120 15%	-	660 18%	72 19%	145 20%
Refused	10 -	4 -	1 -	-	5 -	3 1%e	2 -
Don't know	96 2%	72 2%	12 1%	-	59 2%	13 3%e	18 3%
Mean Score	0.489	0.454	0.666ab	-	0.489	0.442	0.473
Standard Deviation	1.061	1.062	1.034	-	1.045	1.081	1.145
Error Variance	-	-	0.001	-	-	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 -- very small base (under 20) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4688	1925	2151	29	565
Weighted Base	4756	2014	2164	31**	530
Completely trust	(2) 632 13%	287 14%	280 13%	6 20%	58 11%
Tend to trust	(1) 2154 45%	931 46%	968 45%	14 45%	235 44%
Neither trust nor distrust	(0) 985 21%	410 20%	455 21%	7 23%	110 21%
Tend to distrust	(-1) 617 13%	247 12%	298 14%	1 4%	70 13%
Strongly distrust	(-2) 253 5%	108 5%	120 6%	1 2%	26 5%
SUMMARY CODES					
TRUST	2785 59%	1217 60%e	1247 58%	20 66%	293 55%
DISTRUST	890 19%	355 18%	424 20%	2 6%	96 18%
Refused	10 -	4 -	1 -	- -	3 1%e
Don't know	96 2%	29 1%	36 2%	2 6%	29 5%abc
Mean Score	0.489	0.525	0.459	0.824	0.459
Standard Deviation	1.061	1.056	1.071	0.896	1.036
Error Variance	*	0.001	0.001	0.029	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing

Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	SWITCHED - TECHNICIY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (c)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4688	710	3978	2737	1951	1010	733	680	165	678	1344	1704	962
Weighted Base	4756	743	4013	2841	1914	1136	750	656	162	745	1407	1700	904
Completely trust	(2) 632	108	522	380	262	125	115	91	29	85	214	222	111
		13%	13%	13%	13%	11%	15%	14%	18%	11%	15%	13%	12%
Tend to trust	(1) 2154	350	1804	1289	885	504	336	292	77	318	640	787	410
		42%	47%	45%	46%	44%	45%	42%	47%	43%	45%	46%	42%
Neither trust nor distrust	(0) 985	145	840	579	406	256	150	125	17	157	284	354	190
		21%	19%	21%	21%	23%	20%	19%	11%	21%	20%	21%	21%
Tend to distrust	(-1) 617	88	529	408	209	174	98	97	29	132	171	221	93
		13%	12%	14%	11%	15%	13%	15%	18%	18%	12%	12%	10%
Strongly distrust	(-2) 263	38	225	163	99	63	48	37	9	49	77	87	50
		6%	5%	6%	5%	6%	6%	6%	5%	7%	5%	5%	6%
SUMMARY CODES													
TRUST	2785	459	2326	1649	1137	629	450	383	106	403	853	1009	520
		59%	58%	59%	59%	55%	60%	58%	65%	54%	61%	59%	58%
DISTRUST	880	125	754	572	308	237	145	134	38	181	248	307	143
		19%	19%	20%	16%	21%	19%	20%	23%	24%	18%	18%	16%
Refused	10	-	10	2	7	-	-	1	-	-	-	3	7
		-	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	96	14	82	40	56	14	5	14	1	4	22	26	43
		2%	2%	1%	3%	1%	1%	2%	-	1%	2%	2%	5%
Mean Score	0.489	0.506	0.477	0.462	0.500	0.463	0.499	0.472	0.551	0.347	0.536	0.501	0.515
Standard Deviation	1.061	1.046	1.063	1.078	1.034	1.055	1.067	1.067	1.144	1.101	1.066	1.045	1.041
Error Variance	-	0.002	-	-	0.001	0.001	0.002	0.002	0.008	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4688	809	1211	1183	377	411	253	598	3183	3196	2825
Weighted Base	4756	868	1317	1292	379	445	256	655	3161	3186	2785
Completely trust	(2) 632	108	182	175	67	54	29	84	624	623	632
		12%	14%	14%	18%af	12%	11%	13%	20%a	20%a	23%aj
Tend to trust	(1) 2154	373	562	570	188	203	112	280	2004	1975	2154
		45%	45%	44%	50%	46%	44%	46%	83%a	62%a	77%aj
Neither trust nor distrust	(0) 985	197	288	276	65	98	54	152	335	356	-
		21%jk	23%	21%	17%	22%	21%	23%	11%k	11%k	-
Tend to distrust	(-1) 617	123	192	182	40	55	33	94	140	159	-
		13%jk	14%	14%	10%	12%	13%	14%	4%k	5%k	-
Strongly distrust	(-2) 263	65	79	75	12	29	20	40	26	34	-
		6%jk	6%	6%	3%	6%	8%	6%	1%k	1%k	-
SUMMARY CODES											
TRUST	2785	481	745	745	255	256	140	364	2629	2597	2785
		59%	57%	58%	67%af	58%	55%	59%	83%a	82%a	100%aj
DISTRUST	880	178	270	257	82	84	53	134	165	192	-
		19%ajk	21%	20%	14%	19%	21%	20%	5%k	6%k	-
Refused	10	1	-	-	-	-	1	-	-	-	-
		1%k	-	-	-	-	1%	-	-	-	-
Don't know	96	11	14	14	7	7	7	5	32	38	-
		2%cdhjk	1%	1%	2%	2%	3%h	1%	1%k	1%k	-
Mean Score	0.489	0.415	0.443	0.460	0.692af	0.452	0.391	0.422	0.979a	0.951a	1.227aj
Standard Deviation	1.061	1.081	1.088	1.078	0.995	1.067	1.106	1.078	0.747	0.780	0.419
Error Variance	-	0.001	0.001	0.001	0.003	0.003	0.005	0.002	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.68 To what extent do you trust or distrust your energy supplier to...? - Charge you a fair price for your gas and electricity
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastem (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	4688	439	450	372	259	438	321	439	72	292	452	306	236	323	269	20
Weighted Base	4756	460	469	416	250	449	310	429	84	310	440	315	229	315	260	20*
Completely trust	(2) 632	43	49	42	54	49	60	80	15	46	43	22	36	42	50	2
	13%zk	9%	10%	10%	22%abodf	11%	19%abodf	19%abodf	18%j	15%bl	10%	7%	16%bkl	13%j	19%abodf	10%
Tend to trust	(1) 2154	218	237	186	101	232	134	206	32	126	174	147	99	144	108	9
	45%k	48%k	51%aejko	45%	40%	52%aeaj	43%	48%k	38%	41%	40%	47%	43%	46%	42%	43%
Neither trust nor distrust	(0) 965	99	87	90	47	88	62	76	18	78	97	58	58	50	50	2
	21%	21%	18%	22%	19%	20%	20%	18%	21%	25%ch	22%	24%	25%ch	18%	19%	2%
Tend to distrust	(-1) 617	67	70	54	27	56	25	38	19	31	84	45	22	44	30	4
	13%gh	15%gh	15%gh	13%g	11%	13%	8%	9%	23%adefg	19%adefg	14%gh	10%	14%gh	11%	4	21%
Strongly distrust	(-2) 263	18	24	27	17	18	19	25	-	33	9	12	17	17	2	2
	6%	4%	5%	6%il	7%il	4%	6%j	6%j	-	8%bfl	3%	5%	5%	5%	7%il	8%
SUMMARY CODES																
TRUST	2785	262	286	228	155	281	194	286	47	171	217	169	135	186	159	11
	59%k	57%k	61%k	55%	62%k	63%dkl	62%kl	67%abdbk	58%	55%	48%	54%	59%k	59%k	61%k	53%
DISTRUST	880	85	94	80	44	74	44	63	19	57	117	54	34	61	47	6
	19%	19%	20%h	19%	18%	17%	14%	15%	23%	18%	27%abdbde	17%	15%	19%	18%	29%
Refused	10	-	-	1	1	-	2	2	-	1	-	-	-	1	3	-
	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	1%abck	-
Don't know	96	14	3	17	2	6	9	3	-	3	8	16	2	10	2	1
	2%	3%ch	1%	4%acefh	1%	1%	3%ch	1%	-	1%	2%	3%acefh	1%	3%ch	1%	2%
Mean Score	0.489k	0.453k	0.466k	0.409	0.599dk	0.533k	0.634abc	0.655abc	0.506	0.438k	0.254	0.428k	0.551k	0.495k	0.566k	0.270
Standard Deviation	1.061	0.994	1.031	1.061	1.148	0.983	1.091	1.064	1.036	1.121	1.114	0.938	1.035	1.073	1.135	1.216
Error Variance	-	0.002	0.002	0.003	0.005	0.002	0.004	0.003	0.015	0.004	0.003	0.003	0.005	0.004	0.005	0.082

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.68 To what extent do you trust or distrust your energy supplier to...? - Summary Table
 Base: All who have gas and electricity supply from the same supplier and are responsible for it

		Treat you fairly in their dealings with you	Provide clear and helpful information for you	Charge you a fair price for your gas and electricity
Unweighted Base		4688	4688	4688
Weighted Base		4756	4756	4756
Completely trust	(2)	737	755	632
		15%	16%	13%
Tend to trust	(1)	2425	2430	2154
		51%	51%	45%
Neither trust nor distrust	(0)	508	655	985
		20%	19%	21%
Tend to distrust	(-1)	420	439	617
		9%	9%	13%
Strongly distrust	(-2)	158	189	263
		3%	4%	6%
SUMMARY CODES				
TRUST		3161	3186	2785
		66%	67%	59%
DISTRUST		577	629	890
		12%	13%	19%
Refused		9	9	10
		*	*	*
Don't know		70	78	96
		1%	2%	2%
Mean Score		0.676	0.669	0.489
Standard Deviation		0.957	0.988	1.061
Error Variance		*	*	*

Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Landline phone providers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely trust	(2) 394	317	49	27	82	183	149	78	116	86	114
	7%	6%	9%b	8%	5%	6%	9%aef	5%	6%	7%	8%ah
Tend to trust	(1) 2498	2140	227	130	451	1184	862	578	783	535	602
	42%h	42%d	41%	37%	39%	38%	50%aef	40%	47%	44%	43%
Neither trust nor distrust	(0) 1429	1202	142	85	321	783	326	377	470	281	301
	24%gk	24%	25%	24%	27%ag	25%g	19%	25%k	25%k	23%	27%
Tend to distrust	(-1) 1015	868	82	65	188	584	243	269	335	197	215
	17%g	17%	15%	18%	16%	19%g	14%	19%k	18%	16%	15%
Completely distrust	(-2) 369	294	43	31	57	230	81	94	119	66	89
	6%g	6%	8%	9%b	5%	7%aag	5%	6%	6%	5%	6%
SUMMARY CODES											
TRUST	2891	2458	276	157	514	1367	1011	656	898	621	716
	48%ef	48%	49%	44%	44%	44%	59%aef	45%	47%	51%h	51%h
DISTRUST	1384	1162	125	96	245	814	325	383	454	282	304
	23%g	23%	22%	27%	21%	26%aag	19%	25%k	24%	21%	22%
Refused	29	25	2	2	6	15	9	-	11	8	11
	h	-	-	-	-	-	1%	-	1%h	1%h	1%h
Don't know	253	225	14	15	86	129	39	57	62	56	79
	4%g	4%c	2%	4%	7%afg	4%g	2%	4%	3%	5%	6%ah
Mean Score	0.269h	0.273	0.290	0.168	0.253i	0.171	0.454aef	0.198	0.242	0.325h	0.336ah
Standard Deviation	1.038	1.028	1.080	1.116	0.985	1.061	1.007	1.030	1.035	1.022	1.061
Error Variance	-	-	0.002	0.003	0.001	-	-	0.001	0.001	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Landline phone providers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	632	216	1165	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 394	130	193	55	16	75	318	223	76	83
	7%	8% ^c	6%	9%	8%	8%	6%	6%	6%	8% ^{ah}
Tend to trust	(1) 2498	721	1420	257	84	384	2114	1591	499	414
	42% ^u	43%	41%	40%	48% ^c	40%	42%	43% ^u	38%	42% ^u
Neither trust nor distrust	(0) 1429	347	884	152	47	200	1230	879	322	207
	24% ^{ab}	21%	25% ^{ab}	24%	24%	21%	24% ^{af}	24%	26% ^{ij}	21%
Tend to distrust	(-1) 1015	284	642	89	20	175	840	669	183	149
	17% ^{cd}	16% ^e	18% ^{ade}	14%	10%	15%	17%	18% ^u	15%	15%
Completely distrust	(-2) 369	105	204	50	10	68	300	220	77	65
	6%	6%	6%	8%	5%	7%	6%	6%	6%	7%
SUMMARY CODES										
TRUST	2891	851	1619	313	110	459	2433	1814	542	496
	49% ^u	51% ^{ac}	46%	49%	56% ^{ac}	49%	49%	49% ^u	44%	51% ^u
DISTRUST	1384	369	846	139	30	243	1141	889	260	214
	23% ^{de}	22% ^e	24% ^e	22%	15%	26% ^g	23%	24% ^u	21%	22%
Refused	29	8	7	14	-	3	26	10	8	11
	0% ^c	-	-	2% ^{abce}	-	-	0%	0%	1%	1% ^{ah}
Don't know	253	82	138	25	8	44	209	98	100	47
	4% ^h	5%	4%	4%	4%	5%	4%	3%	8% ^{ah}	5% ^h
Mean Score	0.269	0.323^c	0.228	0.297	0.460^{ac}	0.247	0.273	0.259	0.250	0.327
Standard Deviation	1.038	1.060	1.020	1.089	0.991	1.094	1.028	1.029	1.029	1.074
Error Variance	-	0.001	-	0.002	0.005	0.001	-	-	0.001	0.001

Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Completely trust	(2) 394	246	34	104	60	334	392	332	60	294	32
		7%b	6%	12%abc	8%	6%	7%	6%	8%j	6%	6%
Tend to trust	(1) 2498	1751	287	437	288	2210	2488	2200	289	1991	188
		42%bk	39%	47%ab	40%	42%	42%	42%	40%	43%k	36%
Neither trust nor distrust	(0) 1429	1150	128	141	172	1258	1426	1254	176	1100	141
		24%cd	26%acd	21%cd	16%	24%	24%	24%	25%	24%	27%
Tend to distrust	(-1) 1015	810	96	99	88	917	1013	916	111	827	72
		17%de	18%cd	16%cd	11%	14%	17%de	17%de	15%	18%k	14%
Completely distrust	(-2) 369	290	36	39	50	318	369	318	43	278	42
		6%cd	7%cd	6%	7%	6%	6%	6%	6%	6%	8%
SUMMARY CODES											
TRUST	2891	1987	321	541	348	2543	2890	2532	349	2285	221
		48%bk	45%	53%ab	48%	48%	48%	48%	49%k	49%k	42%
DISTRUST	1384	1100	132	138	148	1236	1382	1234	154	1105	114
		23%cd	25%cd	22%cd	21%	23%	23%	23%	21%	24%	22%
Refused	29	10	4	6	6	23	29	23	2	16	4
		*	*	1%b	1%	*	*	*	*	*	1%
Don't know	253	183	23	42	43	210	253	210	35	174	43
		4%	4%	5%	6%afgh	4%	4%	4%	5%	4%	8%aj
Mean Score	0.269b	0.201	0.322b	0.570abc	0.314	0.263	0.268	0.261	0.314	0.266	0.203
Standard Deviation	1.039	1.033	1.019	1.014	1.068	1.034	1.039	1.035	1.048	1.033	1.065
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.002



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	686	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Completely trust	(2) 394 7%	312 7%	59 6%	1 2%	276 6%	44 8%	68 7%
Tend to trust	(1) 2488 42% ^{cg}	1987 42% ^{cc}	337 37%	16 41%	1866 43% ^{cg}	233 42% ^{cg}	356 36%
Neither trust nor distrust	(0) 1429 24%	1103 23%	247 27% ^{cb}	12 32%	1068 25%	119 22%	220 22%
Tend to distrust	(-1) 1015 17%	782 17%	179 20%	3 8%	729 17%	93 17%	172 18%
Completely distrust	(-2) 369 6%	283 6%	60 7%	3 8%	254 6%	26 5%	84 9% ^{aef}
SUMMARY CODES							
TRUST	2891 48% ^{cg}	2299 49% ^{cc}	396 43%	17 43%	2142 49% ^{cg}	272 50% ^{cg}	424 43%
DISTRUST	1384 23%	1064 23%	239 26% ^{cb}	6 16%	983 23%	119 22%	255 26% ^{ae}
Refused	29 *	25 1% ^{cc}	- -	- -	14 -	4 1%	9 1% ^{ee}
Don't know	253 4% ^{ee}	205 4%	36 4%	4 9%	145 3%	34 6% ^{aae}	72 7% ^{aae}
Mean Score	0.289 ^{cg}	0.283 ^c	0.177	0.221	0.282 ^g	0.337 ^g	0.170
Standard Deviation	1.038	1.036	1.046	0.973	1.022	1.052	1.110
Error Variance	*	*	0.001	0.000	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Landline phone providers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Completely trust	(2) 394 7%	152 6%	194 7%	6 10%	40 6%
Tend to trust	(1) 2498 42%	1019 43%	1173 41%	24 40%	274 39%
Neither trust nor distrust	(0) 1429 24%	545 23%	685 24%	15 25%	180 26%
Tend to distrust	(-1) 1015 17%	407 17%	480 17%	11 19%	113 16%
Completely distrust	(-2) 369 6%	153 6%	172 6%	2 4%	40 6%
SUMMARY CODES					
TRUST	2891 48%	1171 50%a	1367 48%	29 50%	314 45%
DISTRUST	1384 23%	560 24%	652 23%	14 23%	152 22%
Refused	29 *	11 *	13 *	1 2%a	1 *
Don't know	253 4%b	74 3%	125 4%b	-	54 8%abod
Mean Score	0.269	0.268	0.272	0.337	0.251
Standard Deviation	1.038	1.045	1.039	1.036	1.015
Error Variance	*	*	*	0.019	0.002

Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely trust	(2) 394	56	337	185	209	60	54	53	10	42	109	140	102
Tend to trust	(1) 2498	334	2164	1297	1201	498	339	304	75	319	663	969	547
Neither trust nor distrust	(0) 1429	216	1214	843	587	304	213	185	70	228	420	518	263
Tend to distrust	(-1) 1015	184	831	636	379	284	171	136	25	201	324	313	177
Completely distrust	(-2) 369	66	303	221	148	87	55	62	10	71	99	122	76
SUMMARY CODES													
TRUST	2891	390	2502	1482	1409	559	392	357	85	360	773	1110	649
DISTRUST	1394	250	1134	857	527	371	226	199	35	272	422	435	253
Refused	29	3	26	11	18	6	4	1	1	1	8	5	15
Don't know	253	41	212	105	148	31	32	28	9	22	58	97	77
Mean Score	0.269	0.153	0.289	0.185	0.374	0.127	0.199	0.201	0.265	0.067	0.223	0.336	0.361
Standard Deviation	1.038	1.074	1.031	1.041	1.026	1.034	1.047	1.086	0.936	1.061	1.038	1.009	1.051
Error Variance	-	0.001	-	-	-	0.001	0.001	0.002	0.005	0.001	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Landline phone providers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3586
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Completely trust	(2) 394	57	101	97	32	28	13	46	351	354	334
	7%	6%	6%	6%	7%	5%	4%	6%	9%a	9%a	10%a
Tend to trust	(1) 2498	382	588	584	179	192	110	283	2014	1999	1823
	42%bcdm	38%	37%	38%	40%	36%	37%	37%	50%a	50%a	52%a
Neither trust nor distrust	(0) 1429	247	407	378	95	143	79	186	784	760	644
	24%jk	25%	26%	25%	21%	27%	27%	25%	19%	19%	18%
Tend to distrust	(-1) 1015	206	315	317	88	110	54	161	525	546	423
	17%jk	20%a	20%a	21%a	20%	20%	18%	21%a	13%	14%	12%
Completely distrust	(-2) 369	76	104	100	24	43	25	53	165	177	120
	6%jk	8%	7%	7%	5%	8%	8%	7%	4%	4%k	3%
SUMMARY CODES											
TRUST	2891	438	689	682	212	220	123	329	2268	2203	2157
	48%bcdgh	44%	44%	45%	47%	41%	42%	44%	59%a	59%a	62%a
DISTRUST	1384	282	418	417	113	153	79	214	691	723	543
	23%jk	28%a	27%a	27%a	25%	28%a	27%	28%a	17%	18%k	16%
Refused	29	6	7	8	1	2	1	5	12	12	10
	-	1%	-	1%	-	-	-	1%	-	-	-
Don't know	253	34	50	41	30	19	14	22	169	172	149
	4%cd	3%	3%	3%	7%af	4%	5%	3%	4%	4%	4%
Mean Score	0.269bcdgh	0.141	0.177	0.178	0.254f	0.101	0.111	0.149	0.487a	0.471a	0.546aj
Standard Deviation	1.038	1.067	1.061	1.055	1.057	1.062	1.038	1.064	0.994	0.998	0.958

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - a1/j/k



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Error Variance	0.001	0.001	0.001	0.003	0.002	0.004	0.002	*	*	*



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Landline phone providers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES_SEGMENTS														NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	
Unweighted Base	5956	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Completely trust	(2) 394	28	15	41	30	43	19	39	18	31	32	16	17	29	34	1
	7%cd	5%	3%	8%cd	10%bcd	8%bcd	5%cd	8%bcd	13%abcokl	8%cd	6%cd	4%	6%cd	7%cd	11%abcokl	3%
Tend to trust	(1) 2498	289	267	189	130	232	152	221	61	162	205	172	98	184	128	10
	42%dm	49%adefj	47%adkjm	35%	41%	42%dm	44%dm	45%dkm	43%	39%	38%	41%dm	33%	42%dm	41%	37%
Neither trust nor distrust	(0) 1429	127	147	141	65	144	77	96	30	112	126	96	82	119	61	7
	24%h	21%	26%ho	26%ho	20%	26%ho	22%	20%	21%	27%beho	24%	23%	28%beho	27%ho	19%	27%
Tend to distrust	(-1) 1015	90	96	87	48	97	57	78	21	58	116	80	63	71	46	6
	17%	15%	17%	16%	15%	16%	16%	16%	15%	14%	22%abdeh	19%	21%bjjo	16%	15%	24%
Completely distrust	(-2) 369	23	23	30	30	24	23	39	13	30	34	24	24	25	27	-
	6%b	4%	4%	5%	9%abcdff	4%	7%	8%bcd	9%bc	7%bc	6%	6%	8%bcd	9%bc	9%bcd	-
SUMMARY CODES																
TRUST	2891	317	282	220	160	275	171	260	79	163	237	166	114	214	162	10
	48%dm	54%adkjm	50%dm	42%	50%dm	50%dm	49%dm	53%dkjm	56%dkm	47%dm	44%	45%	38%	48%dm	52%dkm	46%
DISTRUST	1384	113	119	117	78	121	81	117	34	89	149	104	87	96	73	6
	23%b	19%	21%	21%	24%	22%	23%	24%	24%	22%	28%abdcff	25%b	30%abdcff	22%	23%	24%
Refused	29	6	-	8	2	-	2	2	-	2	2	1	-	2	2	2
	-	1%cd	-	1%acd	-	-	1%	-	-	1%	-	-	-	-	-	7%
Don't know	253	28	19	50	14	15	18	15	-	14	19	25	9	12	15	1
	4%h	5%h	3%h	9%abdcfg	4%h	3%	5%h	3%	-	3%h	4%h	6%hlin	3%	3%	5%h	3%
Mean Score	0.269km	0.375aki	0.283m	0.254m	0.272m	0.320km	0.259m	0.302m	0.359m	0.265m	0.168	0.195	0.068	0.266m	0.328m	0.212
Standard Deviation	1.038	0.952	0.929	1.040	1.146	1.003	1.043	1.097	1.049	1.056	1.055	1.014	1.067	1.010	1.145	0.887
Error Variance	-	0.002	0.002	0.002	0.004	0.002	0.003	0.002	0.010	0.003	0.002	0.003	0.004	0.002	0.004	0.034

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely trust	(2) 618	524	58	38	129	289	221	141	185	111	182
	10% ^f	10%	10%	10%	11% ^f	9%	13% ^{af}	10%	10%	9%	13% ^{ahj}
Tend to trust	(1) 2684	2317	218	149	549	1304	831	611	822	582	668
	45% ^{cf}	46% ^c	39%	42%	47% ^f	42%	49% ^{af}	42%	43%	47% ^{ih}	47% ^{ih}
Neither trust nor distrust	(0) 1086	893	113	59	207	601	258	285	307	205	214
	18% ^{gk}	18%	20%	17%	18%	19% ^g	15%	19% ^k	19% ^k	17%	15%
Tend to distrust	(-1) 1019	854	101	63	174	581	283	266	349	208	196
	17% ^k	17%	18%	18%	15%	19% ^{ag}	15%	18% ^k	18% ^k	17% ^k	14%
Completely distrust	(-2) 544	435	67	42	100	331	113	149	158	113	124
	9% ^g	9%	12% ^{ab}	12%	9%	11% ^{ag}	7%	10%	8%	9%	9%
SUMMARY CODES											
TRUST	3302	2841	276	185	678	1573	1052	752	1007	693	850
	55% ^{cfh}	56% ^c	49%	52%	58% ^f	51%	62% ^{af}	52%	53%	56% ^h	60% ^{ahj}
DISTRUST	1563	1290	168	105	274	912	376	415	506	321	320
	26% ^{gk}	25%	30% ^b	28%	23%	29% ^{ag}	22%	29% ^k	27% ^k	28% ^k	22%
Refused	13	11	1	-	5	3	5	3	3	3	4
	-	-	-	-	1	-	-	-	-	-	-
Don't know	44	37	1	6	7	19	17	4	11	7	22
	1%	1%	-	2% ^c	1%	1%	1%	1%	1%	1%	2% ^{ahj}
Mean Score	0.306 ^{fh}	0.326 ^e	0.179	0.213	0.372 ⁱ	0.194	0.465 ^{af}	0.227	0.281	0.303	0.425 ^{ahj}
Standard Deviation	1.147	1.135	1.200	1.207	1.130	1.162	1.165	1.128	1.128	1.136	1.153
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	2093	2995	652	216	1165	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 618	199	315	85	19	116	502	333	147	122
		12%ac	9%	13%ac	10%	12%g	10%	9%	12%h	12%ah
Tend to trust	(1) 2684	793	1552	242	97	406	2278	1653	550	446
		45%cd	48%acd	36%	50%cd	43%	45%	45%	45%	46%
Neither trust nor distrust	(0) 1066	243	639	150	34	140	926	695	204	155
		18%bd	18%b	23%abc	18%	15%	18%f	19%j	17%	16%
Tend to distrust	(-1) 1019	243	658	94	23	173	846	663	207	135
		17%bd	15%	19%abde	12%	15%	17%	18%j	17%	14%
Completely distrust	(-2) 544	158	314	54	18	99	445	323	116	93
		9%	9%	8%	9%	10%	9%	9%	9%	10%
SUMMARY CODES										
TRUST	3302	992	1867	327	116	522	2780	1996	696	568
		55%	60%acd	51%	60%cd	55%	55%	54%	57%	58%ah
DISTRUST	1563	401	972	148	41	272	1291	965	323	228
		26%	24%	28%bd	21%	29%g	26%	27%j	26%	23%
Refused	13	2	2	9	-	1	12	6	2	4
		-	-	1%abc	-	-	-	-	-	-
Don't know	44	21	13	6	2	14	30	17	6	20
		1%e	1%ac	1%e	1%	1%ag	1%	-	1%	2%ah
Mean Score	0.306	0.387ac	0.257	0.336	0.395	0.286	0.310	0.276	0.330	0.387ah
Standard Deviation	1.147	1.165	1.137	1.147	1.122	1.208	1.135	1.128	1.171	1.169
Error Variance	-	0.001	-	0.002	0.006	0.001	-	-	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Completely trust	(2) 618	407	65	138	96	523	615	520	73	466	70
		9%	11%	16%abc	13%afgh	10%	10%	10%	10%	10%	13%aj
Tend to trust	(1) 2684	1918	313	430	304	2380	2674	2370	314	2115	224
		43%	52%ab	50%ab	42%	45%	45%	45%	44%	45%	43%
Neither trust nor distrust	(0) 1066	849	78	127	116	950	1064	948	130	828	97
		19%cd	13%	15%	16%	16%	18%	18%	19%	18%	19%
Tend to distrust	(-1) 1019	807	98	102	112	907	1019	907	122	825	68
		17%cd	16%cd	12%	16%	17%	17%	17%	17%k	18%k	13%
Completely distrust	(-2) 544	436	49	55	81	463	542	462	71	408	59
		9%cd	10%cd	6%	11%fh	9%	9%	9%	10%	9%	11%
SUMMARY CODES											
TRUST	3302	2325	378	598	400	2902	3289	2889	386	2591	294
		55%b	62%	65%ab	56%	55%	55%	55%	54%	55%	56%
DISTRUST	1563	1243	147	157	193	1370	1561	1368	193	1232	126
		26%cd	28%cd	24%cd	27%	26%	26%	27%	27%	26%	24%
Refused	13	3	-	4	1	11	13	11	1	7	-
		-	-	1%b	-	-	-	-	-	-	-
Don't know	44	21	4	13	7	37	44	37	6	32	6
		7%	-	1%ab	7%	7%	7%	7%	7%	7%	7%
Mean Score	0.306b	0.238	0.407ab	0.578abc	0.314	0.305	0.305	0.303	0.274	0.303	0.346
Standard Deviation	1.147	1.151	1.128	1.094	1.219	1.137	1.147	1.137	1.162	1.136	1.202
Error Variance	-	-	0.002	0.001	0.002	-	-	-	0.002	-	0.003



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5958	4718	860	37	4155	686	1057
Weighted Base	5987	4698	919	39*	4351	549	981
Completely trust	(2) 618 10%	496 11%	86 9%	3 8%	430 10%	63 11%	111 11%
Tend to trust	(1) 2684 45% ^c	2139 46% ^c	362 39%	20 51%	1965 45%	248 45%	428 44%
Neither trust nor distrust	(0) 1066 18%	820 17%	193 21% ^{ab}	9 24%	805 18%	92 17%	158 16%
Tend to distrust	(-1) 1019 17%	781 17%	175 19%	3 9%	760 17% ^g	88 16%	143 15%
Completely distrust	(-2) 544 9%	416 9%	96 10%	3 7%	369 8%	50 9%	119 12% ^{ae}
SUMMARY CODES							
TRUST	3302 55% ^c	2634 56% ^c	449 49%	23 59%	2395 55%	311 57%	539 55%
DISTRUST	1563 26%	1197 25%	271 29% ^{ab}	6 15%	1129 26%	138 25%	263 27%
Refused	13 *	8 *	2 *	- *	5 *	1 *	2 *
Don't know	44 1%	37 1%	5 1%	1 2%	18 *	7 1% ^e	19 2% ^{ae}
Mean Score	0.306^c	0.326^c	0.185	0.462	0.307	0.343	0.279
Standard Deviation	1.147	1.143	1.163	1.010	1.129	1.159	1.216
Error Variance	*	*	0.002	0.028	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Completely trust	(2) 618 10%	230 10%	298 10%	14 24%abcde	75 11%
Tend to trust	(1) 2854 48%	1076 46%	1287 45%	21 35%	291 42%
Neither trust nor distrust	(0) 1066 18%	417 18%	504 18%	9 15%	130 19%
Tend to distrust	(-1) 1019 17%	416 18%	472 17%	11 19%	118 17%
Completely distrust	(-2) 544 9%	211 9%	254 9%	4 7%	75 11%
SUMMARY CODES					
TRUST	3302 55%	1306 53%	1584 56%	35 59%	368 52%
DISTRUST	1563 26%	628 27%	726 26%	15 26%	191 27%
Refused	13 *	5 *	5 *	- *	1 *
Don't know	44 1%b	7 *	23 1%b	- *	13 2%abc
Mean Score	0.306	0.297	0.321	0.500	0.254
Standard Deviation	1.147	1.139	1.143	1.237	1.183
Error Variance	-	0.001	-	0.027	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely trust	(2) 618	72	547	285	333	78	86	80	19	65	165	235	153
	10% <i>bd</i>	8%	11% <i>b</i>	9%	12% <i>ad</i>	6%	10% <i>f</i>	10% <i>f</i>	10%	7%	10%	11% <i>j</i>	12% <i>j</i>
Tend to trust	(1) 2884	366	2318	1447	1237	539	388	368	72	350	748	988	597
	48% <i>bd</i>	41%	46% <i>b</i>	44%	46%	47%	45% <i>f</i>	48% <i>f</i>	36%	40%	44% <i>j</i>	46% <i>j</i>	47% <i>j</i>
Neither trust nor distrust	(0) 1066	182	885	619	447	266	156	120	46	188	306	373	199
	18%	20%	17%	19% <i>e</i>	17%	20% <i>ah</i>	18%	16%	23% <i>ih</i>	21% <i>ajm</i>	18%	17%	16%
Tend to distrust	(-1) 1019	174	845	614	404	277	149	136	38	176	312	358	173
	17% <i>em</i>	19%	17%	19% <i>e</i>	15%	21% <i>ag</i>	17%	18%	19%	20% <i>ajm</i>	19% <i>km</i>	17% <i>km</i>	14%
Completely distrust	(-2) 544	102	442	314	230	135	86	59	22	100	145	191	108
	9%	11% <i>ac</i>	9%	10%	9%	10%	10%	8%	11%	11% <i>akm</i>	9%	9%	9%
SUMMARY CODES													
TRUST	3302	438	2864	1732	1570	617	473	447	91	416	913	1223	750
	55% <i>bd</i>	49%	56% <i>b</i>	53%	58% <i>ad</i>	47%	55% <i>fi</i>	58% <i>fi</i>	46%	47%	54% <i>j</i>	57% <i>j</i>	60% <i>ajk</i>
DISTRUST	1563	276	1287	929	634	412	235	195	60	277	457	549	280
	26% <i>em</i>	31% <i>ac</i>	25%	28% <i>ae</i>	24%	30% <i>agh</i>	27%	25%	30%	31% <i>akm</i>	27% <i>km</i>	26%	22%
Refused	13	-	13	4	8	2	1	1	-	1	-	5	7
	-	-	-	-	-	-	-	-	-	-	-	-	1% <i>ak</i>
Don't know	44	5	39	15	29	4	2	6	2	2	6	14	23
	1%	1%	1%	1%	1% <i>d</i>	1%	1%	1%	1%	1%	1%	1%	2% <i>akj</i>
Mean Score	0.306 <i>bd</i>	0.147	0.334 <i>b</i>	0.236	0.392 <i>ad</i>	0.114	0.27 <i>f</i>	0.360 <i>fi</i>	0.138	0.118	0.264 <i>j</i>	0.335 <i>j</i>	0.419 <i>jk</i>
Standard Deviation	1.147	1.166	1.141	1.142	1.147	1.130	1.124	1.176	1.157	1.157	1.137	1.145	1.140
Error Variance	-	0.002	-	-	-	0.001	0.002	0.002	0.007	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3596
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Completely trust	(2) 618	83	142	142	37	36	25	61	543	528	507
		10% ^a	9%	9%	8%	7%	8%	8%	14% ^a	13% ^a	14% ^a
Tend to trust	(1) 2694	416	641	634	203	197	124	312	2085	2096	1874
		45% ^{cd}	41%	42%	45% ^d	37%	42%	41%	52% ^a	51% ^a	53% ^a
Neither trust nor distrust	(0) 1066	207	319	306	75	126	66	155	604	624	506
		18% ^{ijk}	21%	20% ^a	17%	23% ^{ae}	22%	20%	15%	16%	14%
Tend to distrust	(-1) 1019	189	306	297	84	110	46	149	518	544	416
		17% ^{ijk}	19% ^a	19% ^a	19%	21%	15%	20%	13%	14% ^k	12%
Completely distrust	(-2) 544	104	157	139	46	67	33	75	230	231	181
		9% ^{ijk}	10%	9%	10%	12% ^a	11%	10%	6%	6%	5%
SUMMARY CODES											
TRUST	3302	499	782	775	240	233	149	373	2638	2595	2281
		55% ^{bcdh}	50%	51%	53% ^d	43%	50%	49%	66% ^a	65% ^a	68% ^{aj}
DISTRUST	1563	293	463	435	130	177	79	224	747	775	597
		26% ^{ijk}	29% ^a	29% ^a	29%	33% ^a	27%	30%	19%	19% ^k	17%
Refused	13	2	1	1	-	-	1	1	3	3	3
		-	-	-	-	-	-	-	-	-	-
Don't know	44	6	6	8	4	1	2	5	18	23	17
		1%	1%	1%	1%	1%	1%	1%	-	1%	-
Mean Score	0.306^{bcdh}	0.186	0.194	0.226	0.228^f	0.047	0.210	0.180	0.551^a	0.530^a	0.606^{aj}
Standard Deviation	1.147	1.149	1.154	1.141	1.157	1.160	1.152	1.143	1.062	1.065	1.040

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Error Variance	0.001	0.001	0.001	0.003	0.003	0.005	0.002	*	*	*



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Banks

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES_SEGMENTS														Yorkshir e (g)	NA (h)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25	
Weighted Base	5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Completely trust	(2) 618 10% ^c	46 8%	40 7%	85 16% ^{abccqj} kmm	43 13% ^{abckn}	64 12% ^{abck}	31 9%	56 12% ^{abck}	15 11%	43 10%	41 8%	42 10%	28 9%	38 9%	48 15% ^{abcbckj} mm	-	
Tend to trust	(1) 2684 45% ^{ijp}	290 49% ^{ieijmn} o	300 53% ^{adefg} hijmno	237 43%	125 39%	255 46% ^o	157 45%	219 45%	53 37%	161 39%	250 47% ^{sejo}	205 50% ^{seijmn} o	123 42%	180 41%	118 38%	10 40%	
Neither trust nor distrust	(0) 1068 18%	111 19%	98 17%	103 19%	56 18%	91 16%	55 16%	81 17%	25 17%	87 21%	92 17%	69 17%	56 19%	80 18%	57 18%	5 18%	
Tend to distrust	(-1) 1019 17%	104 18%	91 16%	74 13%	55 17%	93 17%	68 20% ^{udh}	68 14%	28 20%	71 17%	102 19% ^{udh}	65 16%	46 16%	100 23% ^{adcdth} lmo	47 15%	7 28%	
Completely distrust	(-2) 544 9% ^{bc}	36 6%	35 6%	41 7%	36 11% ^{abc}	50 9%	31 9%	60 12% ^{abcdl}	21 15% ^{abcbck} l	46 11% ^{abc}	45 8%	30 7%	39 13% ^{abcbckj}	38 9%	36 11% ^{abc}	2 7%	
SUMMARY CODES																	
TRUST	3302 55% ^{kn}	336 57% ^{ijn}	340 60% ^{aaejm} n	322 59% ^{ijmn}	167 53%	319 57% ^{ijn}	188 54%	276 56% ^{kn}	69 48%	204 50%	291 55%	247 60% ^{ijmn}	150 51%	218 49%	165 53%	10 40%	
DISTRUST	1563 26% ^d	141 24%	125 22%	114 21%	90 28% ^d	144 26%	99 28% ^{cd}	128 26%	50 35% ^{abcdl}	116 28% ^{cd}	148 28% ^{cd}	95 23%	85 29% ^{cd}	138 31% ^{abcbckj}	83 27%	8 33%	
Refused	13 *	1 *	2 *	1 *	- *	- *	3 1% ^{ackd}	2 *	- *	1 *	- *	- *	- *	- *	3 1% ^{ackn}	1 6%	
Don't know	44 7%	2 1%	3 *	6 1%	5 1%	2 *	3 1%	3 1%	- *	1 *	3 1%	2 *	3 1%	6 1%	5 1%	1 3%	
Mean Score	0.306 ⁱⁿ	0.349 ⁿ	0.390 ^{ijm}	0.466 ^{aeq}	0.270	0.341 ⁱⁿ	0.261	0.298	0.091	0.208	0.262	0.398 ^{ijm}	0.188	0.185	0.310	0.013	
Standard Deviation	1.147	1.054	1.035	1.137	1.226	1.157	1.146	1.212	1.263	1.182	1.116	1.096	1.208	1.143	1.243	1.031	
Error Variance	*	0.002	0.002	0.003	0.005	0.002	0.004	0.003	0.013	0.004	0.002	0.003	0.005	0.003	0.005	0.046	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely trust	(2) 261 4%	217 4%	26 5%	18 5%	52 4%	119 4%	90 5%	48 3%	77 4%	63 5%h	73 5%h
Tend to trust	(1) 1852 31%df	1592 31%df	171 31%	89 25%	355 30%	880 28%	617 29%	428 29%	575 30%	383 31%	467 33%h
Neither trust nor distrust	(0) 1488 25%g	1237 24%	157 28%	93 26%	312 27%g	800 26%g	376 22%	386 27%k	475 25%	298 24%	329 23%
Tend to distrust	(-1) 1428 24%ck	1228 24%ck	109 19%	91 25%c	268 23%	779 25%g	380 22%	384 26%jk	476 25%k	275 22%	293 21%
Completely distrust	(-2) 750 12%	612 12%	84 15%	53 15%	125 11%	434 14%g	191 11%	180 12%	238 13%	171 14%k	161 11%
SUMMARY CODES											
TRUST	2113 35%f	1810 36%df	197 35%	107 30%	408 35%	999 32%	707 41%aef	474 33%	652 34%	446 36%	540 38%ah
DISTRUST	2178 36%gk	1841 36%	193 35%	144 40%	393 34%	1214 39%aeg	571 33%	563 39%k	714 38%k	447 36%k	454 32%
Refused	15 -	14 -	1 -	- -	5 -	4 -	6 -	1 -	3 -	5 -	6 -
Don't know	193 3%h	171 3%	11 2%	12 3%	54 5%afg	91 3%	49 3%	29 2%	51 3%	32 3%	81 6%ahj
Mean Score	-0.096f	-0.087	-0.100	-0.211	-0.052f	-0.176	0.021af	-0.155	-0.121	-0.091	-0.052ahj
Standard Deviation	1.122	1.117	1.145	1.145	1.094	1.132	1.089	1.089	1.114	1.155	1.133
Error Variance	-	-	0.003	0.004	0.001	-	0.001	0.001	0.001	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Insurance companies

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	956	293	295	62	216	166	470	347	114	104
Weighted Base	997	1658	943	642	194	949	538	390	1232	976
Completely trust	(2) 261	80	141	32	9	53	208	144	63	50
	4%	5%	4%	5%		6%g	4%	4%	5%	5%
Tend to trust	(1) 1852	558	1047	180	67	263	188	1173	339	315
	31%h	34%acd	30%	28%	34%	29%	32%h	32%	30%	32%h
Neither trust nor distrust	(0) 1488	373	886	171	58	211	1277	918	322	228
	25%b	23%	25%b	27%b	30%b	22%	25%h	25%	26%	23%
Tend to distrust	(-1) 1428	362	898	132	36	233	1195	936	291	183
	24%g	22%	25%bde	21%	19%	25%	24%	25%g	24%g	19%
Completely distrust	(-2) 750	197	461	77	14	145	605	465	138	130
	13%e	12%e	13%e	12%	7%	15%ag	12%	13%	11%	13%
SUMMARY CODES										
TRUST	2113	638	1188	211	76	317	1796	1319	401	365
	35%	39%acd	34%	33%	39%	33%	36%	38%	33%	37%h
DISTRUST	2178	559	1329	209	59	378	1800	1401	430	313
	36%bde	34%e	39%abde	33%	26%	40%ag	38%	38%g	35%	32%
Refused	15	3	1	12	-	-	15	5	3	6
	c	-	-	2%abc	-	-	-	-	-	1%h
Don't know	193	84	60	39	10	43	150	46	75	63
	3%ch	5%ac	2%	6%ac	5%c	5%ag	2%	1%	6%ah	6%ah
Mean Score	-0.096	-0.024ac	-0.143	-0.074	0.113acd	-0.169	-0.082f	-0.111	-0.090	-0.031
Standard Deviation	1.122	1.137	1.117	1.123	1.026	1.162	1.110	1.113	1.112	1.159
Error Variance	*	0.001	*	0.002	0.005	0.001	*	*	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Completely trust	(2) 261 4%	170 4%	23 4%	62 7%abc	47 7%afgh	214 4%	261 4%	214 4%	42 6%	181 4%	35 7%aj
Tend to trust	(1) 1852 31%abk	1267 29%	226 37%ab	346 40%ab	212 30%	1640 31%	1847 31%	1635 31%	191 27%	1504 32%ik	133 26%
Neither trust nor distrust	(0) 1488 25%cd	1151 26%cd	144 24%	173 20%	157 22%	1330 25%	1482 25%	1325 25%	167 23%	1178 25%	127 24%
Tend to distrust	(-1) 1428 24%dk	1128 25%cd	130 21%	154 18%	162 23%	1266 24%	1425 24%	1263 24%	201 28%ajk	1116 24%k	103 20%
Completely distrust	(-2) 750 13%cd	587 13%cd	70 12%	87 10%	94 13%	656 12%	747 13%	654 12%	92 13%	570 12%	78 15%
SUMMARY CODES											
TRUST	2113 36%ab	1437 32%	249 41%ab	408 47%abc	259 36%	1654 35%	2108 35%	1849 35%	233 33%	1655 36%	169 32%
DISTRUST	2178 36%cd	1715 39%acd	200 33%cd	241 28%	256 36%	1922 36%	2172 36%	1917 36%	293 41%ajk	1686 36%	180 34%
Refused	15 *	6 *	- *	4 *	3 *	12 *	15 *	12 *	1 *	7 *	2 *
Don't know	193 3%	130 3%	15 2%	43 5%abc	41 6%afgh	152 3%	182 3%	151 3%	22 3%	124 3%	44 8%aj
Mean Score	-0.098b	-0.161	0.004ab	0.173abc	-0.065	-0.100	-0.095	-0.100	-0.159	-0.086	-0.115
Standard Deviation	1.122	1.111	1.108	1.143	1.160	1.114	1.122	1.114	1.147	1.109	1.167
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5958	4718	860	37	4155	626	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Completely trust	(2) 261 4%	206 4%	38 4%	1 4%	180 4%	23 4%	50 5%
Tend to trust	(1) 1852 31% ^{cd}	1501 32% ^{cd}	224 24%	12 31%	1377 32% ^{cd}	164 30%	271 28%
Neither trust nor distrust	(0) 1488 25%	1166 25%	240 26%	11 27%	1097 25%	128 23%	235 24%
Tend to distrust	(-1) 1428 24% ^g	1073 23%	283 29% ^{ab}	9 23%	1066 24% ^g	140 25% ^g	198 20%
Completely distrust	(-2) 750 13%	582 12%	126 14%	5 12%	535 12%	61 11%	143 15%
SUMMARY CODES							
TRUST	2113 35% ^{cd}	1707 36% ^{cd}	261 28%	14 35%	1557 36%	187 34%	321 33%
DISTRUST	2178 36%	1655 35%	389 42% ^{ab}	13 35%	1801 37%	200 36%	341 35%
Refused	15 *	12 *	1 *	- *	5 *	1 *	5 1% ^e
Don't know	193 3% ^{ae}	156 3%	28 3%	1 3%	91 2%	32 6% ^{ae}	79 8% ^{ae}
Mean Score	-0.096 ^e	-0.072 ^c	-0.242	-0.085	-0.094	-0.098	-0.127
Standard Deviation	1.122	1.122	1.107	1.108	1.113	1.110	1.169
Error Variance	*	*	0.001	0.005	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Insurance companies

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Completely trust	(2) 261 4%	106 5%	115 4%	6 10% ^c	32 5%
Tend to trust	(1) 1852 31%	721 31%	894 31%	18 31%	213 30%
Neither trust nor distrust	(0) 1488 25%	573 24%	713 25%	14 23%	181 26%
Tend to distrust	(-1) 1428 24%	605 26% ^c	650 23%	12 20%	158 22%
Completely distrust	(-2) 750 13%	297 13%	356 13%	9 15%	86 12%
SUMMARY CODES					
TRUST	2113 35%	827 35%	1010 36%	24 41%	245 35%
DISTRUST	2178 36%	902 36%	1006 35%	21 35%	242 35%
Refused	15 *	3 *	9 *	- *	2 *
Don't know	193 3%	57 2%	104 4% ^b	1 1%	32 5% ^b
Mean Score	-0.096	-0.115	-0.087	0.003	-0.076
Standard Deviation	1.122	1.124	1.118	1.246	1.122
Error Variance	*	0.001	*	0.008	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely trust	(2) 261	35	226	116	146	38	31	36	5	34	74	96	68
	4% ^f	4%	4%	4%	5% ^{ad}	3%	4%	5%	3%	3%	4%	4%	5%
Tend to trust	(1) 1852	225	1627	943	909	329	254	235	53	200	519	690	443
	31% ^{bd}	25%	32% ^b	29%	34% ^{ad}	26%	29%	31% ^f	27%	23%	31% ^f	32%	33% ^{ajk}
Neither trust nor distrust	(0) 1488	240	1248	620	867	328	196	186	61	231	431	523	303
	25%	27%	25%	25%	25%	25%	23%	24%	31% ^g	28%	26%	24%	24%
Tend to distrust	(-1) 1428	255	1172	904	524	407	225	197	48	281	436	489	222
	24% ^{em}	28% ^{ac}	23%	27% ^{ae}	19%	31% ^{agh}	26%	24%	28%	32% ^{akm}	26% ^{km}	23% ^{km}	18%
Completely distrust	(-2) 750	119	631	444	306	174	141	90	27	143	198	279	190
	13% ^{en}	13%	12%	13% ^{ae}	11%	13%	16% ^{ah}	12%	14%	16% ^{akm}	12%	13% ^{en}	10%
SUMMARY CODES													
TRUST	2113	260	1853	1058	1055	377	285	270	58	224	593	786	511
	35% ^{bd}	29%	36% ^b	32%	39% ^{ad}	29%	33%	35% ^f	29%	25%	35% ^f	36% ^f	41% ^{ajk}
DISTRUST	2178	374	1803	1348	830	581	368	287	78	424	634	768	352
	36% ^{em}	42% ^{ac}	35%	41% ^{ae}	31%	42% ^{ah}	42% ^{ah}	37%	38%	48% ^{akm}	38% ^{km}	33% ^{km}	28%
Refused	15	-	15	2	13	1	-	1	1	-	1	4	10
	-	-	-	-	0% ^d	-	-	-	-	-	-	-	1% ^{ajk}
Don't know	193	25	168	70	124	15	21	23	4	5	24	82	81
	3% ^{af}	3%	3%	2%	5% ^{ad}	1%	3% ^f	3% ^f	2%	1%	1%	4% ^{jk}	6% ^{ajk}
Mean Score	-0.096 ^{bt}	-0.227	-0.072 ^b	-0.191	0.025 ^{ad}	-0.264	-0.226	-0.097 ^g	-0.202	-0.363	-0.100 ^f	-0.079 ^f	0.082 ^{ajk}
Standard Deviation	1.122	1.068	1.125	1.109	1.127	1.082	1.118	1.070	1.084	1.084	1.106	1.133	1.115
Error Variance	-	0.001	-	-	-	0.001	0.002	0.002	0.006	0.001	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY)/TEND TO TRUST		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Completely trust	(2) 261	27	57	54	23	15	9	20	244	236	230
		4%b,h	4%	4%	5%	3%	3%	3%	6%a	6%a	7%a
Tend to trust	(1) 1852	264	426	413	124	124	84	194	1531	1531	1408
		31%b,c,d,h	29%	27%	27%	23%	28%	28%	38%a	38%a	40%a
Neither trust nor distrust	(0) 1488	265	418	417	120	147	65	211	931	916	791
		25%j,k	27%	27%	27%	27%	22%	29%	23%	23%	23%
Tend to distrust	(-1) 1428	298	440	419	116	164	79	227	910	933	661
		24%j,k	30%a	28%a	28%	31%a	27%	30%a	20%	21%	19%
Completely distrust	(-2) 750	138	208	201	51	75	52	95	344	369	295
		13%j,k	14%	13%	11%	14%	17%a	13%	9%	9%	8%
SUMMARY CODES											
TRUST	2113	291	482	468	147	138	80	214	1775	1767	1638
		35%b,c,d,h	31%	31%	33%f	26%	31%	28%	44%a	44%a	47%a,j
DISTRUST	2178	436	648	620	167	239	130	323	1154	1202	956
		36%j,k	43%a	41%a	37%	45%a,e	44%a	43%a	29%	30%k	27%
Refused	15	1	1	1	-	-	1	-	4	4	4
		-	-	-	-	-	-	-	-	-	-
Don't know	193	14	23	21	16	10	7	9	136	131	115
		3%b,c,d,h	1%	1%	4%	2%	2%	1%	3%	3%	3%
Mean Score	-0.096b,c,d,h	-0.258	-0.204	-0.199	-0.111f	-0.304	-0.280	-0.246	0.135a	0.111a	0.182a,j
Standard Deviation	1.122	1.080	1.096	1.093	1.108	1.069	1.155	1.058	1.094	1.104	1.085

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a,b,c,d - a,e,f - a,g,h - a,i,j,k



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Insurance companies
 Base: All who has gas and/or electricity supply and responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1572	1526	450	536	296	756	4001	4020	3504
Error Variance	.	0.001	0.001	0.001	0.003	0.002	0.002	.	.	.



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Insurance companies

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	595	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Completely trust	(2) 261	22	10	22	21	26	15	31	7	20	15	17	13	20	24	1
Tend to trust	(1) 1852	4% 31%km	2% 38%adefg hkmno	4% 19%	7% 27%	5% 31%um	4% 30%	6% 29%	5% 32%	5% 29%	3% 38%	4% 32%um	4% 24%	4% 30%	8% 30%	3% 41%
Neither trust nor distrust	(0) 1488	143	137	130	70	142	81	111	34	121	135	93	87	124	72	7
Tend to distrust	(-1) 1428	25% 24%jo	24% 23%	24% 27%jo	22% 24%	26% 27%jo	23% 24%	23% 21%	24% 24%	24% 21%	30% 19%	25% 27%jo	23% 25%o	30% 25%o	23% 27%jo	27% 18%
Completely distrust	(-2) 750	13%bcn	8% 7%	10% 7%	16% 16%bdth	11% 7%	18% 14%bdth	17% 15%bdth	15% 15%bdth	17% 15%bdth	17% 15%bdth	13% 13%bc	14% 14%bc	9% 9%	16% 16%bdth	7% 7%
SUMMARY CODES																
TRUST	2113	246	226	182	106	200	121	173	53	140	153	149	84	152	119	11
DISTRUST	2178	187	193	174	127	207	136	185	55	138	238	155	115	157	105	5
Refused	15	1	-	4	-	-	2	2	-	1	-	1	-	-	3	1
Don't know	193	14	11	56	15	6	8	18	1	10	8	15	8	9	14	1
Mean Score	-0.096k	0.055aeg	0.001eg	-0.050k	-0.174	-0.074k	-0.187	-0.110k	-0.138	-0.098k	-0.310	-0.104k	-0.204	-0.059k	-0.041k	0.222
Standard Deviation	1.122	1.058	1.018	1.096	1.213	1.094	1.191	1.184	1.182	1.136	1.124	1.132	1.104	1.061	1.226	1.005
Error Variance	-	0.002	0.002	0.003	0.005	0.002	0.004	0.003	0.011	0.003	0.002	0.003	0.004	0.002	0.005	0.044

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely trust	(2) 644 11%af	483 10%	116 21%abd	45 13%	137 12%f	273 9%	234 14%af	153 10%	186 10%	141 11%	165 12%
Tend to trust	(1) 3026 51%fc	2631 52%fc	218 39%	178 50%fc	606 52%	1513 49%	908 53%f	728 50%	950 50%	631 51%	717 51%
Neither trust nor distrust	(0) 1381 23%gk	1148 23%	155 28%ab	79 22%	261 22%g	797 26%ag	323 19%	308 21%k	453 24%k	275 22%	288 20%
Tend to distrust	(-1) 564 9%k	510 10%k	25 5%	29 8%k	89 8%	330 11%ag	145 9%	120 8%	192 10%	115 9%	137 10%
Completely distrust	(-2) 212 4%k	191 4%k	9 2%	12 3%	33 3%	125 4%	54 3%	53 4%	72 4%	34 3%	53 4%
SUMMARY CODES											
TRUST	3671 61%af	3115 61%	334 60%	222 63%	743 63%f	1786 57%	1142 67%af	881 61%	1136 60%	772 63%	882 63%
DISTRUST	777 13%ce	701 14%ce	35 6%	41 12%k	122 10%	454 15%ag	200 12%	173 12%	284 14%	149 12%	190 13%
Refused	12 .2%	9 .2%	2 .4%	2 .6%	4 .3%	2 .7%	5 .3%	1 .7%	4 .2%	3 .2%	4 .3%
Don't know	147 2%	99 2%	34 6%ab	13 4%b	40 3%f	68 2%	38 2%	31 2%	40 2%	29 2%	46 3%
Mean Score	0.5711	0.545	0.777abd	0.624	0.643af	0.487	0.574af	0.567	0.533	0.618	0.591
Standard Deviation	0.937	0.938	0.907	0.938	0.899	0.945	0.934	0.924	0.944	0.915	0.959
Error Variance	-	-	0.002	0.002	0.001	-	-	0.001	0.001	0.001	-



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	62	216	166	479	347	114	104
Weighted Base	997	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 644	202	344	78	20	126	519	366	156	108
	17%	12% ^c	10%	12%	10%	13% ^{ag}	10%	10%	13% ^h	11%
Tend to trust	(1) 3026	856	1763	287	101	446	2981	1880	623	481
	91% ^d	52% ^d	51% ^d	45%	52%	47%	51% ^d	51%	51%	50%
Neither trust nor distrust	(0) 1381	341	834	162	44	189	1192	894	262	201
	23% ^{df}	21%	24% ^{lb}	25% ^b	22%	20%	24% ^{lf}	24% ^q	21%	21%
Tend to distrust	(-1) 564	162	319	65	18	115	449	351	111	91
	9%	10%	9%	10%	9%	12% ^{ag}	9%	10%	9%	9%
Completely distrust	(-2) 212	50	139	20	4	44	168	123	45	41
	4%	3%	4%	3%	2%	5% ^g	3%	3%	4%	4%
SUMMARY CODES										
TRUST	3671	1058	2126	365	121	571	3099	2245	780	600
	61% ^d	64% ^d	61%	57%	62%	60%	62%	61%	63%	61%
DISTRUST	777	212	428	84	22	159	619	474	157	132
	13%	13%	13%	13%	11%	17% ^{ag}	12%	13%	13%	14%
Refused	12	2	3	6	-	1	11	6	2	3
	-	-	-	1% ^{abc}	-	-	-	-	-	-
Don't know	147	44	71	25	7	28	118	70	32	39
	2%	3%	2%	4% ^{ac}	4%	3%	2%	2%	3%	4% ^{ah}
Mean Score	0.571	0.620^c	0.548	0.555	0.614	0.538	0.577	0.557	0.613	0.572
Standard Deviation	0.937	0.934	0.938	0.953	0.885	1.029	0.919	0.921	0.955	0.969
Error Variance	-	-	-	0.001	0.004	0.001	-	-	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Completely trust	(2) 644	428	60	146	102	543	639	538	79	483	68
		10%	10%	17%abc	14%efgh	10%	11%	10%	11%	10%	13%
Tend to trust	(1) 3026	2215	318	493	338	2689	3019	2681	365	2401	228
		51%k	50%	53%b	47%	51%	51%	51%	51%k	51%k	43%
Neither trust nor distrust	(0) 1381	1103	125	143	174	1207	1377	1203	144	1099	134
		23%cd	25%cd	16%	24%	23%	23%	23%	20%	23%	25%k
Tend to distrust	(-1) 564	425	65	67	65	499	564	499	89	426	47
		9%	10%	11%cd	9%	9%	9%	9%	12%aj	9%	9%
Completely distrust	(-2) 212	166	23	23	19	193	212	193	27	160	23
		4%	4%	3%	3%	4%	4%	4%	4%	3%	4%
SUMMARY CODES											
TRUST	3071	2642	378	609	439	3232	3658	3219	444	2894	294
	61%k	60%	62%	70%abc	61%	61%	61%	61%	62%	62%k	56%
DISTRUST	777	582	88	90	85	692	777	692	116	586	70
	13%cd	13%cd	14%cd	10%	12%	13%	13%	13%	16%aj	13%	13%
Refused	12	2	1	2	1	11	12	11	1	6	1
	*	*	*	%b	*	*	*	*	*	*	*
Don't know	147	101	16	25	18	129	147	129	11	111	24
	2%	2%	3%	3%	3%	2%	2%	2%	2%	2%	5%ajk
Mean Score	0.571	0.533	0.555	0.763abc	0.625	0.563	0.569	0.562	0.542	0.574	0.540
Standard Deviation	0.497	0.464	0.460	0.322	0.438	0.437	0.437	0.437	0.476	0.424	0.464
Error Variance	*	*	0.001	0.001	0.001	*	*	*	0.001	*	0.002



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Completely trust	(2) 644 11% ^d	525	85	-	470	59	104
Tend to trust	(1) 3026 51% ^c	2421	407	21	2212	273	486
Neither trust nor distrust	(0) 1381 23%	1054	249	12	1020	50%	50%
Tend to distrust	(-1) 564 9%	417	107	3	412	22%	22%
Completely distrust	(-2) 212 4%	161	39	-	136	54	94
		3%	4%	-	3%	26	45
						5%	5% ^e
SUMMARY CODES							
TRUST	3671 61% ^c	2946 63% ^c	492 54%	21 54%	2682 62%	331 60%	590 60%
DISTRUST	777 13%	578 12%	146 16% ^{ab}	3 8%	548 13%	80 15%	140 14%
Refused	12 *	6 *	3 *	- *	6 *	2 *	1 *
Don't know	147 2%	112 2%	29 3%	3 7%	95 2%	12 2%	39 4% ^{ae}
Mean Score	0.571^c	0.597^c	0.442	0.491	0.581	0.531	0.541
Standard Deviation	0.937	0.929	0.971	0.855	0.922	0.963	0.980
Error Variance	*	*	0.001	0.013	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Completely trust	(2) 644 71%	265 71%	290 70%	10 7%	76 71%
Tend to trust	(1) 3025 51%	1288 51%	1441 51%	33 50%	337 48%
Neither trust nor distrust	(0) 1381 23%	519 22%	680 24%	12 20%	166 24%
Tend to distrust	(-1) 564 9%	236 10%	255 9%	3 4%	69 10%
Completely distrust	(-2) 212 4%	78 3%	106 4%	4 7%	25 4%
SUMMARY CODES					
TRUST	3671 61%	1472 62%	1731 61%	40 67%	413 59%
DISTRUST	777 13%	314 13%	361 13%	7 11%	94 13%
Refused	12 *	4 *	3 *	- *	2 *
Don't know	147 2%	54 2%	66 2%	1 2%	26 4%bc
Mean Score	0.571	0.584	0.561	0.676	0.549
Standard Deviation	0.937	0.939	0.932	1.043	0.950
Error Variance	*	*	*	0.019	0.021

Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Water suppliers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely trust	(2) 644	82	562	284	380	96	85	73	16	82	182	235	145
	11%df	9%	11%	9%	13%ad	7%	10%	9%	8%	9%	11%	11%	12%
Tend to trust	(1) 3028	437	2589	1653	1374	635	436	384	105	417	864	1116	828
	51%	49%	51%	50%	51%	49%	50%	50%	53%	47%	52%	51%	50%
Neither trust nor distrust	(0) 1281	218	1063	804	578	344	205	164	67	239	387	497	279
	23%	24%	22%	24%e	21%	28%ah	24%	21%	28%ih	27%aklm	22%	22%	22%
Tend to distrust	(-1) 564	103	462	351	213	157	89	80	14	100	172	187	105
	9%e	11%c	9%	11%e	8%	12%ia	10%	10%	7%	11%km	10%	9%	8%
Completely distrust	(-2) 212	32	180	117	95	39	31	38	5	28	63	70	51
	4%	4%	4%	4%	4%	3%	4%	5%j	2%	3%	4%	3%	4%
SUMMARY CODES													
TRUST	3871	519	3151	1937	1734	731	521	457	121	499	1046	1351	773
	61%dfj	58%	62%ib	59%	64%ad	56%	60%	60%	61%	57%	62%j	62%j	61%j
DISTRUST	777	135	642	468	308	197	120	118	19	129	235	257	157
	13%	15%	13%	14%e	11%	15%j	14%	15%j	9%	14%	14%	13%	12%
Refused	12	-	12	4	8	2	-	1	1	-	-	5	6
	-	-	-	-	-	-	-	-	1%g	-	-	-	1%k
Don't know	147	27	120	85	62	28	21	28	2	17	33	53	43
	2%	3%	2%	3%	2%	2%	2%	4%	1%	2%	2%	2%	3%k
Mean Score	0.571bdfj	0.498	0.583b	0.510	0.645ad	0.465	0.537	0.508	0.577	0.491	0.565	0.598j	0.588j
Standard Deviation	0.937	0.946	0.935	0.930	0.941	0.913	0.930	0.986	0.835	0.930	0.952	0.917	0.955
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.004	0.001	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Water suppliers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Completely trust	(2) 644	107	159	160	43	44	35	78	548	549	516
		11%	10%	11%	10%	8%	12%	10%	14%a	14%a	15%a
Tend to trust	(1) 3026	487	755	756	230	250	130	373	2351	2354	2109
		51%g	48%	50%	51%	47%	44%	49%	59%a	59%a	60%a
Neither trust nor distrust	(0) 1381	257	400	371	91	146	78	192	660	667	528
		23%jk	25%	24%	20%	27%e	26%	25%	16%	17%	15%
Tend to distrust	(-1) 564	97	166	158	54	58	30	74	252	261	197
		9%jk	10%	10%	12%	11%	10%	10%	6%	6%	6%
Completely distrust	(-2) 212	35	57	52	16	21	12	25	93	91	76
		4%jk	3%	3%	4%	4%	4%	3%	2%	2%	2%
SUMMARY CODES											
TRUST	3071	503	914	916	273	293	163	451	2898	2904	2625
		61%cd	59%	60%	61%	55%	56%	60%	72%a	72%a	75%a
DISTRUST	777	132	223	210	70	79	42	99	345	352	273
		13%jk	13%	14%	16%	15%	14%	13%	9%	9%	8%
Refused	12	1	-	-	-	-	1	-	3	3	5
		-	-	-	-	-	-	-	-	-	-
Don't know	147	24	35	28	16	19	10	14	94	93	76
		2%	2%	2%	4%	3%	4%	2%	2%	2%	2%
Mean Score	0.571f	0.542	0.516	0.543	0.529	0.458	0.513	0.547	0.770a	0.767a	0.815aj
Standard Deviation	0.937	0.937	0.946	0.939	0.958	0.941	0.981	0.927	0.855	0.855	0.837

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Water suppliers

Base: All who has gas and/or electricity supply and responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.003	0.001	.	.



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Water suppliers
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES_SEGMENTS														NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	
Unweighted Base	5956	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Completely trust	(2) 644 11%bck	39 7%	40 7%	59 11%bck	41 13%bckn	58 11%bk	34 10%	54 11%bck	38 26%abcbde 69%klmno	79 19%abcbdef ghlmno	36 7%	41 10%	38 13%bckn	36 8%	51 16%abcbdfg hkn	1 3%
Tend to trust	(1) 3026 51%j	337 57%adej klmno	341 60%adeh klmno	260 48%j	155 49%j	294 53%jk	192 55%djko	250 51%j	62 44%	148 36%	247 46%j	203 49%j	145 49%j	226 51%j	145 46%j	20 78%
Neither trust nor distrust	(0) 1381 23%cg	138 23%cg	106 19%	145 26%cg	70 22%	120 22%	60 17%	106 22%	28 19%	127 31%abcbef ghlmno	143 27%cg	96 23%	64 22%	110 29%cg	65 21%	4 16%
Tend to distrust	(-1) 564	55 9%j	66 12%e	43 8%j	22 7%	64 12%e	34 10%j	40 8%j	10 7%	15 4%	66 12%adeh	44 11%j	28 10%j	52 12%e	25 8%j	-
Completely distrust	(-2) 212 4%c	13 2%	8 1%	18 3%	15 5%bcj	13 2%	15 4%c	33 7%abcbdf jn	2 2%	7 2%	33 6%abcbdf j	13 3%	11 4%c	15 3%	16 5%bcj	1 3%
SUMMARY CODES																
TRUST	3671 61%jk	376 64%jk	381 67%aadkj n	319 58%	195 61%k	352 63%jk	227 65%jk	304 62%k	100 70%djkn	227 55%	283 53%	244 59%	183 62%k	262 59%	196 63%k	21 81%
DISTRUST	777 13%j	68 12%j	74 13%j	61 11%j	38 12%j	77 14%j	48 14%j	73 15%j	12 8%	23 5%	99 19%abcbde fjo	57 14%	39 13%	67 15%	41 13%	1 3%
Refused	12	2	-	1	-	-	2	2	-	2	-	1	-	-	3	-
Don't know	147 2%cn	6 1%	5 1%	21 4%bchkn	15 5%abchik n	6 1%	11 3%bchn	6 1%	3 2%	31 8%abcbdfg hklmno	8 1%	16 4%bchkn	7 2%	3 1%	8 3%cn	-
Mean Score	0.571k	0.571k	0.603k	0.571k	0.609k	0.584k	0.590k	0.523k	0.885abc defghiklm no	0.733abc dfhkn	0.356	0.542k	0.600k	0.491k	0.634k	0.784
Standard Deviation	0.937	0.838	0.840	0.917	0.980	0.912	0.955	1.024	0.940	0.900	0.999	0.934	0.967	0.926	1.027	0.645
Error Variance	-	0.001	0.001	0.002	0.003	0.002	0.003	0.002	0.007	0.002	0.002	0.002	0.003	0.002	0.003	0.017

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Completely trust	(2) 268 4%	227 4%	29 5%	12 3%	53 5%	124 4%	91 5%	54 4%	78 4%	56 5%	80 6%
Tend to trust	(1) 2343 39% ^{dth}	2015 40% ^{td}	209 37%	119 33%	502 43% ^{af}	1105 36%	737 35%	507 35%	728 39%	491 40% ^{hh}	618 44% ^{ahhj}
Neither trust nor distrust	(0) 1779 30% ^{gk}	1490 29%	169 30%	120 34%	351 30% ^{kg}	978 31%	450 26%	456 31% ^{uk}	584 31% ^{uk}	360 29%	378 27%
Tend to distrust	(-1) 1177 20% ^{kl}	994 20%	112 20%	72 20%	205 17%	656 21% ^{eg}	316 19%	322 22% ^{kl}	385 20% ^{kl}	239 19% ^{kl}	231 16%
Completely distrust	(-2) 321 5% ^g	253 5%	38 7%	20 6%	46 4%	208 7% ^{ag}	68 4%	103 7% ^{ak}	86 5%	62 5%	70 5%
SUMMARY CODES											
TRUST	2612 44% ^{dth}	2242 44% ^{td}	238 43%	131 37%	555 47% ^{af}	1229 40%	828 48% ^{af}	561 39%	808 43% ^{hh}	547 45% ^{hh}	698 49% ^{ahhj}
DISTRUST	1499 25% ^{egj}	1257 25%	150 27%	92 26%	251 21%	864 28% ^{ag}	384 22%	425 29% ^{ajk}	471 25% ^{kl}	302 25% ^{kl}	301 21%
Refused	10 0%	9 0%	1 0%	- 0%	2 0%	7 0%	7 0%	- 0%	3 0%	3 0%	4 0%
Don't know	88 1% ^c	74 1% ^c	1 0%	13 4% ^{abc}	13 1%	35 1%	40 2% ^{af}	12 1%	31 2%	16 1%	30 2% ^h
Mean Score	0.180 ^h	0.190	0.142	0.091	0.270 ^{af}	0.091	0.281 ^{af}	0.061	0.176 ^h	0.198 ^h	0.295 ^{ahhj}
Standard Deviation	0.983	0.960	1.020	0.961	0.939	0.999	0.969	1.004	0.959	0.978	0.982
Error Variance	-	-	0.002	0.003	0.001	-	-	0.001	0.001	0.001	-



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Energy suppliers in general

Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	62	216	166	479	347	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Completely trust	(2) 268	88	132	38	9	47	221	143	54	61
	4%	5% <i>c</i>	4%	6% <i>c</i>	5%	5%	4%	4%	4%	6% <i>ah</i>
Tend to trust	(1) 2343	711	1313	238	83	345	1998	1361	514	445
	39% <i>h</i>	43% <i>acd</i>	38%	37%	43%	39%	40%	37%	42% <i>h</i>	46% <i>ah</i>
Neither trust nor distrust	(0) 1779	454	1082	183	59	269	1510	1156	338	256
	30% <i>j</i>	27%	31% <i>ab</i>	29%	30%	28%	30%	31% <i>j</i>	27%	26%
Tend to distrust	(-1) 1177	293	746	111	29	209	968	780	236	141
	20% <i>j</i>	18%	21% <i>ade</i>	17%	14%	22% <i>g</i>	19%	21% <i>j</i>	19% <i>j</i>	14%
Completely distrust	(-2) 321	72	191	48	10	58	263	198	67	50
	5%	4%	5%	8% <i>ab</i>	5%	6%	5%	5%	5%	5%
SUMMARY CODES										
TRUST	2612	799	1445	276	92	392	2220	1504	568	506
	44% <i>h</i>	48% <i>acd</i>	41%	43%	47%	41%	44%	41%	48% <i>h</i>	52% <i>ah</i>
DISTRUST	1499	364	937	159	39	267	1231	978	304	191
	25% <i>h</i>	22%	27% <i>be</i>	25%	20%	28% <i>ag</i>	24%	27% <i>j</i>	25% <i>j</i>	20%
Refused	10	2	1	7	-	-	10	4	3	3
	-	-	-	1% <i>abc</i>	-	-	-	-	-	-
Don't know	88	38	28	16	5	21	67	47	20	19
	1% <i>c</i>	2% <i>ac</i>	1%	3% <i>c</i>	2% <i>c</i>	2% <i>g</i>	1%	1%	2%	2%
Mean Score	0.180ch	0.279acd	0.130	0.172	0.282c	0.122	0.191f	0.129	0.207h	0.342ahj
Standard Deviation	0.983	0.969	0.975	1.047	0.959	1.018	0.976	0.973	0.989	0.983
Error Variance	-	-	-	0.002	0.004	0.001	-	-	0.001	0.001



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Completely trust	(2) 288	171	26	66	37	232	263	227	39	184	35
	4%	4%	4%	8%abc	5%	4%	4%	4%	5%	4%	7%aj
Tend to trust	(1) 2343	1634	262	428	267	2076	2338	2070	244	1885	190
	39%bd	37%	43%b	49%abc	37%	39%	39%	39%	34%	40%j	36%
Neither trust nor distrust	(0) 1779	1385	161	214	209	1570	1775	1566	226	1370	167
	30%cd	31%cd	27%	25%	29%	30%	30%	30%	32%	29%	32%
Tend to distrust	(-1) 1177	950	115	101	145	1032	1177	1031	153	842	79
	20%dk	21%cd	19%cd	12%	20%	20%	20%	21%k	20%k	20%k	15%
Completely distrust	(-2) 321	258	29	30	36	285	319	283	44	234	36
	5%el	6%cd	5%	3%	5%	5%	5%	5%	6%	5%	7%
SUMMARY CODES											
TRUST	2612	1804	288	484	304	2308	2601	2297	283	2069	225
	44%b	41%	47%b	57%abc	42%	44%	44%	44%	40%	44%j	43%
DISTRUST	1499	1207	144	131	182	1317	1496	1315	197	1176	114
	25%cd	27%cd	24%cd	15%	25%	25%	25%	27%k	25%	25%	22%
Refused	10	1	1	2	1	9	10	9	1	4	2
	%	%	%	%	%	%	%	%	%	%	%
Don't know	88	43	13	27	21	67	87	66	9	62	16
	1%b	1%	2%b	3%ab	3%afgh	1%	1%	1%	1%	1%	3%aj
Mean Score	0.180b	0.116	0.227b	0.475abc	0.177	0.180	0.179	0.179	0.115	0.183	0.216
Standard Deviation	0.983	0.862	0.977	0.930	0.991	0.962	0.962	0.960	1.010	0.970	1.021
Error Variance	-	-	0.001	0.001	0.001	-	-	-	0.002	-	0.002



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Completely trust	(2) 268 4%	221 5%	32 3%	1 4%	177 4%	28 5%	53 5%
Tend to trust	(1) 2343 39% ^c	1883 40% ^c	297 32%	13 34%	1684 39%	214 39%	399 41%
Neither trust nor distrust	(0) 1779 30%	1420 30%	266 29%	14 36%	1329 31%	157 29%	269 27%
Tend to distrust	(-1) 1177 20%	855 18%	255 28% ^{ab}	7 18%	886 20%	104 19%	174 18%
Completely distrust	(-2) 321 5%	243 5%	57 6%	1 3%	222 5%	28 5%	60 6%
SUMMARY CODES							
TRUST	2612 44% ^c	2104 45% ^c	329 38%	15 37%	1861 43%	242 44%	453 46%
DISTRUST	1499 25%	1068 23%	312 34% ^{ab}	8 22%	1108 25%	132 24%	234 24%
Refused	10 *	7 *	- *	- *	5 *	2 *	2 *
Don't know	88 1%	67 1%	12 1%	2 5%	48 1%	16 3% ^{ae}	24 2% ^{ae}
Mean Score	0.180^c	0.213^c	-0.010	0.169	0.165	0.206	0.222
Standard Deviation	0.963	0.974	1.000	0.969	0.971	0.991	1.013
Error Variance	-	-	0.001	0.024	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?

- Energy suppliers in general

Base: All who has gas and/or electricity supply and responsible for it

		TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base		5956	2861	57	742
Weighted Base		5987	2841	59*	701
Completely trust	(2)	268 4%	107 5%	128 4%	25 4%
Tend to trust	(1)	2343 39%	930 39%	1123 40%	262 37%
Neither trust nor distrust	(0)	1779 30%	688 29%	825 29%	14 35%abc
Tend to distrust	(-1)	1177 20%e	480 20%e	568 20%e	114 16%
Completely distrust	(-2)	321 5%	133 6%	151 5%	36 5%
SUMMARY CODES					
TRUST		2612 44%	1037 34%	1250 44%	30 41%
DISTRUST		1499 25%e	612 26%e	719 25%e	14 21%
Refused		10 *	3 *	4 *	1 *
Don't know		88 1%	22 1%	44 2%	20 3%abc
Mean Score		0.180	0.170	0.182	0.166
Standard Deviation		0.363	0.392	0.383	0.339
Error Variance		*	*	0.018	0.021

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Completely trust	(2) 268 4% ^{dg}	38 4%	231 5%	109 3%	159 6% ^{ad}	42 3%	25 3%	26 3%	6 3%	26 3%	69 4%	96 4%	77 6% ^{ajkl}
Tend to trust	(1) 2343 39% ^{bdhj}	318 35%	2025 40% ^b	1149 35%	1194 44% ^{ad}	432 33%	308 36%	284 37%	59 30%	264 30%	640 39%	882 41%	557 44% ^{ajkl}
Neither trust nor distrust	(0) 1779 30% ^{iem}	289 30%	1510 30%	1053 32% ^{ae}	725 27%	399 31%	278 32%	245 32%	70 35%	297 34% ^{lam}	501 30% ^m	652 30% ^m	328 26%
Tend to distrust	(-1) 1177 20% ^{iem}	212 24% ^{ac}	966 19%	770 23% ^{ae}	407 15%	347 27% ^{ah}	200 23% ^{ia}	160 21%	49 25%	233 26% ^{akm}	369 22% ^{km}	399 18% ^{km}	176 14%
Completely distrust	(-2) 321 5%	56 6%	265 5%	179 5%	143 5%	76 6%	50 6%	40 5%	8 4%	61 7% ^l	85 5%	107 5%	68 5%
SUMMARY CODES													
TRUST	2612 44% ^{bdhj}	356 40%	2256 44% ^b	1258 38%	1354 50% ^{ad}	475 36%	333 38%	310 40%	65 33%	290 33%	709 42% ^{ij}	979 45% ^{ij}	634 50% ^{ajkl}
DISTRUST	1499 25% ^{iem}	268 30% ^{ac}	1231 24%	949 29% ^{ae}	550 20%	422 32% ^{ah}	250 29% ^{ia}	200 26%	58 29%	294 33% ^{akm}	454 27% ^{km}	506 23% ^m	244 19%
Refused	10 -	-	10 -	2 -	9 % ^d	1 -	-	1 -	-	-	2 -	1 -	8 1% ^{ajkl}
Don't know	88 1% ^l	7 -	81 2%	36 1%	52 2% ^d	4 -	6 1%	11 1% ^l	7 -	2 -	15 1%	26 1%	44 4% ^{ajkl}
Mean Score	0.180 ^{bdhj}	0.078	0.196 ^b	0.073	0.312 ^{ad}	0.015	0.067	0.127 ⁱ	0.028	-0.046	0.143 ^j	0.216 ^{kl}	0.332 ^{ajkl}
Standard Deviation	0.983	1.004	0.978	0.968	0.986	0.983	0.966	0.982	0.934	0.979	0.978	0.967	0.990
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.005	0.001	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY)/TEND TO TRUST		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3586
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Completely trust	(2) 268	37	61	57	21	17	10	30	252	257	250
	4%	4%	4%	4%	5%	3%	3%	4%	6%a	6%a	7%a
Tend to trust	(1) 2343	332	557	538	182	170	96	247	2103	2098	1948
	39%bcdgh	33%	38%	38%	41%d	32%	32%	33%	53%a	52%a	56%aj
Neither trust nor distrust	(0) 1779	342	489	483	135	164	102	257	997	1003	805
	30%ijk	34%a	31%	32%	30%	31%	35%	34%a	25%	25%	23%
Tend to distrust	(-1) 1177	223	366	352	83	146	70	177	516	548	405
	20%jk	23%a	23%a	23%a	19%	27%ae	24%	23%a	13%	14%k	12%
Completely distrust	(-2) 321	56	90	88	22	38	14	42	83	80	57
	5%kl	6%	6%	6%	5%	7%	5%	6%	2%	2%	2%
SUMMARY CODES											
TRUST	2612	368	618	595	203	186	100	276	2255	2245	2198
	44%bcdgh	37%	39%	39%	45%d	35%	36%	37%	59%a	59%a	63%aj
DISTRUST	1499	289	456	440	105	184	84	219	598	628	462
	25%ijk	29%a	29%a	29%a	23%	34%ae	28%	29%a	15%k	16%k	13%
Refused	10	1	1	1	-	-	1	-	2	2	2
	-	-	-	-	-	-	-	-	-	-	-
Don't know	88	7	8	7	6	2	3	4	50	42	37
	1%cdm	1%	1%	-	1%	-	1%	1%	1%	1%	1%
Mean Score	0.180bcdh	0.060	0.085	0.082	0.218f	-0.035	0.059	0.059	0.488a	0.476a	0.557aj
Standard Deviation	0.983	0.967	0.966	0.961	0.969	1.000	0.946	0.970	0.874	0.861	0.851

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.003	0.001	.	.



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens?
 - Energy suppliers in general
 Base: All who has gas and/or electricity supply and responsible for it

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	595	599	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Completely trust	(2) 268	20	17	35	15	29	15	26	9	20	23	12	11	12	23	-
	4%	3%	3%	6%ubdn	5%	5%	4%	5%	6%	5%	4%	3%	4%	3%	7%labcln	-
Tend to trust	(1) 2843	281	250	227	124	221	124	199	51	153	176	158	98	148	119	15
	39%kn	48%aefgh	44%agkmn	42%kmm	39%	40%k	38%	41%kmm	35%	37%	33%	38%	33%	34%	38%	58%
Neither trust nor distrust	(0) 1779	169	166	148	96	148	95	137	34	134	172	122	105	157	89	6
	30%	29%	29%	27%	30%	27%	27%	28%	24%	33%	32%	30%	36%abdfg	36%abcof	28%	22%
Tend to distrust	(-1) 1177	93	115	93	51	125	82	90	40	71	113	96	96	96	52	4
	20%b	16%	20%	17%	16%	22%bde	23%bdejo	16%	28%abdeh	17%	21%b	23%bdejo	19%	22%b	17%	16%
Completely distrust	(-2) 321	24	14	29	19	29	24	30	9	29	43	17	17	15	21	-
	5%c	4%	3%	5%c	6%c	5%c	7%cn	6%c	6%c	7%bcn	8%labcln	4%	6%c	3%	7%cn	-
SUMMARY CODES																
TRUST	2612	301	267	262	139	250	139	226	60	173	199	170	109	160	142	15
	44%kmm	51%aqkl	47%kmm	48%gkmm	44%	45%kmm	40%	46%kmm	42%	42%	37%	41%	37%	36%	45%kmm	58%
DISTRUST	1499	116	130	122	70	154	106	120	49	100	156	113	73	111	74	4
	25%b	20%	23%	22%	22%	28%b	34%abode	25%	34%abode	24%	29%abode	27%b	25%	25%b	24%	16%
Refused	10	1	-	2	-	1	2	2	-	1	2	-	-	-	1	-
	*	*	-	*	-	*	1%	*	-	*	*	-	-	-	*	-
Don't know	88	3	4	12	13	3	6	5	-	1	5	8	7	13	7	1
	1%	1%	1%	2%blj	4%labcbhl	1%	2%j	1%	-	*	1%	2%j	2%blj	3%labcdjk	2%blj	2%
Mean Score	0.180k	0.300alg	0.240gkm	0.273gkl	0.210k	0.176k	0.074	0.211k	0.075	0.159	0.041	0.130	0.103	0.108	0.230k	0.431
	iklmm	n	mn	mn												
Standard Deviation	0.983	0.916	0.901	1.006	0.989	1.010	1.032	1.012	1.067	1.005	1.024	0.948	0.962	0.904	1.048	0.775
Error Variance	-	0.001	0.001	0.002	0.003	0.002	0.003	0.002	0.009	0.003	0.002	0.002	0.003	0.002	0.004	0.025

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.72 And please tell me the extent to which you trust or distrust the following to be fair in the way they deal with customers or citizens? - Summary Table
 Base: All who has gas and/or electricity supply and responsible for it

		Landline phone providers	Banks	Insurance companies	Water suppliers	Energy suppliers in general
Unweighted Base		5956	5956	5956	5956	5956
Weighted Base		5987	5987	5987	5987	5987
Completely trust	(2)	394 7%	618 10%	261 4%	644 11%	268 4%
Tend to trust	(1)	2498 42%	2684 45%	1852 31%	3026 51%	2343 39%
Neither trust nor distrust	(0)	1429 24%	1066 18%	1488 25%	1381 23%	1779 30%
Tend to distrust	(-1)	1015 17%	1019 17%	1428 24%	554 9%	1177 20%
Completely distrust	(-2)	369 6%	544 9%	750 13%	212 4%	321 5%
SUMMARY CODES						
TRUST		2891 48%	3302 55%	2113 35%	3671 61%	2612 44%
DISTRUST		1384 23%	1563 26%	2178 36%	777 13%	1499 25%
Refused		29 *	13 *	15 *	12 *	10 *
Don't know		253 4%	44 1%	193 3%	147 2%	88 1%
Mean Score		0.269	0.206	-0.096	0.571	0.180
Standard Deviation		1.039	1.147	1.122	0.937	0.993
Error Variance		*	*	*	*	*

Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	1650	1381	158	113	233	884	523	488	536	308	338
		28%ak	27%	28%	32%	29%le	31%ae	32%ajk	29%k	25%	24%
No	3941	3373	366	203	871	2032	1008	888	1231	846	977
		66%dp	66%cd	57%	74%atg	65%g	61%	61%	65%h	69%hi	69%ah
Refused	16	13	3	-	4	5	7	1	4	5	5
		*	*	*	*	*	*	*	*	*	*
Don't know	380	306	36	39	65	176	140	97	123	70	90
		6%	6%	11%abc	6%	6%	8%aef	7%	7%	6%	6%



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1650	406	1051	139	44	296	1354	1116	288	220
28%bd		24%	30%abde	22%		31%ag	27%	30%ahj	23%	23%
No	3941	1144	2224	443	130	580	3362	2312	866	704
66%bh		69%ac	64%	69%c	67%	61%	67%h	63%	70%ah	72%ah
Refused	16	4	1	11	-	1	15	0	4	4
0% ^c		0% ^c	0%	2%abc		0%	0%	0%	0%	0%
Don't know	380	104	208	48	20	72	308	254	74	48
6%		6%	6%	7%	10%abc	8%	6%	7%	6%	5%



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Yes	1650 28% ^{kl}	1260 28% ^{ld}	182 30% ^{ld}	198 23%	206 29%	1444 27%	1645 28%	1438 27%	233 32% ^{ak}	1318 28% ^{kl}	88 17%
No	3941 66%	2922 66%	381 63%	599 69% ^{ac}	462 64%	3479 64%	3933 66%	3471 66%	445 62%	3089 66%	366 70% ^l
Refused	16 -	4 -	2 -	3 -	1 -	14 -	16 -	14 -	2 -	7 -	1 -
Don't know	380 6%	254 6%	43 7%	69 8% ^b	47 7%	333 6%	378 6%	331 6%	36 5%	268 6%	68 13% ^{all}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Yes	1650	1321	271	11	1290	138	203
28%g		28%	30%	29%	30%a/g	25%g	21%
No	3941	3069	607	27	2786	373	710
66%		65%	68%	69%	64%	68%	72%a/e
Refused	16	11	2	-	9	1	1
Don't know	380	298	39	1	266	37	67
6%g		6%g	4%	2%	6%	7%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Yes	1650 28% ^{ce}	796 34% ^{ace}	704 25% ^{ce}	21 36% ^{ce}	128 18%
No	3941 66% ^b	1437 61%	1980 70% ^{ab}	36 61%	473 67% ^{ab}
Refused	16 *	4 *	7 *	- *	1 *
Don't know	380 6%	126 5%	150 5%	2 3%	100 14% ^{abcd}

Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	1650	291	1358	1060	590	417	308	233	64	383	565	550	152
	28%em	32%ac	27%	32%ae	22%	32%aa	36%ah	30%	32%	43%akm	34%alm	25%en	12%
No	3941	572	3370	2032	1910	825	511	472	121	464	1038	1450	989
	66%dgjn	64%	66%	62%	71%ad	63%	59%	61%	61%	53%	62%j	67%jk	79%ajkl
Refused	16	2	14	7	9	4	1	2	-	-	2	4	10
	*	*	*	*	*	*	*	*	-	-	*	*	3%akl
Don't know	380	34	346	200	180	55	47	61	14	36	76	161	107
	6%bhq	4%	7%b	6%	7%	4%	5%	8%j	7%	4%	5%	7%k	9%ak

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	948	1451	1408	450	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Yes	1650	405	584	607	127	91	330	1209	1264	1083
	28%	40% ^a	37% ^a	40% ^a	28%	31%	44% ^{ag}	30% ^a	31% ^a	31% ^a
No	3941	550	913	850	305	188	391	2548	2506	2214
	66% ^{bcdhijk}	55%	59%	56%	68% ^{ef}	63% ^h	52%	64%	62%	63%
Refused	16	3	2	2	-	1	2	4	6	4
	-	-	-	-	-	-	-	-	-	-
Don't know	380	49	73	67	18	16	34	239	243	203
	6% ^{cd}	5%	5%	4%	4%	5%	4%	6%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/g/h - a/i/j/k



Q.71 In the last 12 months, have you seen any information from your energy supplier about their requirement to treat customers fairly?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PSS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Yes 1650 28% ^{dh}	141 24% ^{kd}	193 34% ^{abdeh j}	84 15%	78 25% ^{kd}	162 29% ^{dh}	110 32% ^{bdh}	107 22% ^{kd}	50 35% ^{bdehj}	102 25% ^{kd}	156 29% ^{dh}	109 26% ^{kd}	104 35% ^{abdeh j}	135 31% ^{bdh}	110 35% ^{abdeh j}	8 31%
No 3941 66% ^{lmno}	413 70% ^{cdqkm no}	355 63% ^{um}	433 79% ^{abcef ghijklmn o}	221 70% ^{cojmn o}	357 64% ^{um}	215 62%	357 73% ^{adai klmno}	79 55%	284 69% ^{cojmn o}	337 63% ^{um}	264 64% ^{um}	159 54%	269 67%	184 59%	16 61%
Refused 16	1	-	2	-	-	2	2	-	3	3	-	-	-	2	2
Don't know 380 6%	34 6%	19 3%	27 5%	18 6%	36 6% ^{uc}	22 6%	25 5%	14 10% ^{uc}	21 5%	38 7% ^{uc}	40 10% ^{abodh}	31 10% ^{abodf hp}	38 9% ^{odh}	17 6%	1 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1629	1371	141	117	228	769	632	387	439	295	508
Weighted Base	1650	1381	156	113	233	894	523	468	536	308	338
Via a leaflet or letter sent directly to you	951 58%e	763 55%e	86 55%	81 72%abc	109 47%	503 56%e	339 65%aef	267 57%	282 53%	184 60%	217 64%ah
Via email	230 14%gk	196 14%	20 13%	14 12%	46 20%ag	143 16%g	41 8%	67 14%k	97 18%ajk	37 12%	29 9%
On my energy supplier(s) website	157 10%	139 10%	13 8%	5 4%	26 11%	94 11%g	37 7%	53 11%k	54 10%	26 9%	23 7%
On another website	54 3%g	44 3%	9 6%	1 1%	18 8%afg	30 3%g	5 1%	9 2%	23 6%ahjk	4 1%	8 2%
On another energy supplier website	37 2%	32 2%	4 2%	1 1%	10 4%g	21 2%	7 1%	13 3%	13 2%	6 2%	5 1%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	232 17%	18 12%	11 9%	37 16%	134 15%	91 17%	79 17%	77 14%	57 19%	49 15%
Refused	1	1	-	-	-	-	1	-	-	1	-
Don't know	57 3%	43 3%	10 7%b	4 4%	8 3%	29 3%	21 4%	18 4%j	20 4%j	2 1%	17 5%j



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1629	515	920	146	48	348	1281	1055	277	271
Weighted Base 1650	406	1061	139	44*	296	1354	1116	288	220
Via a leaflet or letter sent directly to you 58%	259 64%ac	582 59%	79 57%	31 69%	191 64%ag	760 56%	642 56%	157 55%	138 63%
Via email 230 14%af	30 7%	178 17%be	20 14%b	2 4%	23 8%	207 16%h	159 14%	42 15%	28 13%
On my energy supplier(s) website 157 10%	31 8%	109 10%	16 12%	2 3%	26 9%	131 10%	105 9%	35 12%j	13 6%
On another website 54 3%	9 2%	42 4%	2 1%	1 2%	5 2%	49 4%	34 3%	15 5%j	4 2%
On another energy supplier website 37 2%	6 1%	29 3%	2 1%	1 2%	4 1%	34 3%	22 2%	10 3%	5 2%
Somewhere else (e.g. a newspaper article or advertisement) 262 16%	64 16%	169 16%	23 17%	6 13%	51 17%	210 16%	179 16%	46 16%	32 14%
Refused 1 -	1 -	- -	- -	- -	1 g	- -	1 -	- -	- -
Don't know 57 3%	18 5%	29 3%	4 3%	5 12%abcd	9 3%	48 4%	37 3%	9 3%	10 4%

Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1629	1148	233	266	219	1410	1624	1405	219	1305	92
Weighted Base	1650	1280	182	198	206	1444	1645	1438	233	1318	88*
Via a leaflet or letter sent directly to you	951 58%b	666 53%	124 68%ab	153 78%abc	128 62%	822 57%	950 58%	822 57%	131 56%	768 58%	47 54%
Via email	230 14%cd	217 17%acd	10 6%cd	3 1%	28 12%	234 14%	228 14%	203 14%	34 15%	183 14%	11 13%
On my energy supplier(s) website	157 10%cd	148 12%cd	2 1%	5 3%	20 10%	137 9%	156 9%	136 9%	23 10%	126 10%	6 6%
On another website	54 3%cd	46 4%cd	8 5%cd	-	4 2%	50 3%	54 3%	50 3%	11 5%	34 3%	9 10%de
On another energy supplier website	37 2%cd	33 3%cd	3 2%	1 *	3 1%	34 2%	37 2%	34 2%	7 3%	28 2%	1 1%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	197 16%	31 17%	32 16%	28 13%	234 16%	260 16%	232 16%	27 12%	212 16%	20 22%
Refused	1 -	-	-	1 *b	-	1 *	1 *	1 *	-	1 *	-
Don't know	57 3%	40 3%	9 5%	7 4%	3 2%	54 4%	57 3%	54 4%	7 3%	48 4%	2 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1629	1318	254	9	1227	153	225
Weighted Base	1650	1321	271	11**	1290	138	203
Via a leaflet or letter sent directly to you	951 58% ^c	816 62% ^{ac}	106 39%	4 33%	706 55%	104 76% ^{ae}	134 60% ^{ae}
Via email	230 14% ^d	167 13%	55 20% ^{ab}	3 28%	208 16% ^{dg}	4 3%	20 10% ^{df}
On my energy supplier(s) website	157 10% ^{dg}	108 8%	43 16% ^{ab}	3 30%	142 11% ^{dg}	5 4%	8 4%
On another website	54 3%	40 3%	10 4%	2 14%	49 4%	1 1%	5 2%
On another energy supplier website	37 2%	25 2%	11 4% ^b	-	30 2%	3 2%	4 2%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	206 16%	46 17%	1 9%	205 16%	23 17%	24 12%
Refused	1 -	1 -	-	-	-	-	-
Don't know	57 3%	38 3%	18 7% ^{ab}	-	40 3%	4 3%	12 6%

Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1629	763	705	21	138
Weighted Base	1650	796	704	21**	138
Via a leaflet or letter sent directly to you	951 58%b	400 50%	455 65%ab	14 64%	81 64%b
Via email	230 14%c	149 19%ace	67 9%	2 9%	12 9%
On my energy supplier(s) website	157 10%c	105 13%ace	44 6%	1 3%	7 6%
On another website	54 3%	31 4%	19 3%	1 5%	3 2%
On another energy supplier website	37 2%	21 3%	15 2%	-	1 1%
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	118 15%	117 17%	4 19%	23 18%
Refused	1 -	1 -	-	-	-
Don't know	57 3%	26 3%	25 4%	-	5 4%

Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1629	270	1353	1025	604	373	299	255	60	344	556	570	159
Weighted Base	1650	291	1358	1060	590	417	308	233	64*	383	565	550	152
Via a leaflet or letter sent directly to you	951	132	818	579	372	183	187	151	30	178	331	352	90
Via email	230	60	170	168	62	91	41	18	14	84	77	53	15
On my energy supplier(s) website	157	40	117	119	38	65	27	12	12	58	62	34	2
On another website	54	14	40	34	20	23	7	4	-	13	26	10	4
On another energy supplier website	37	8	30	21	16	9	8	4	1	11	7	12	7
Somewhere else (e.g. a newspaper article or advertisement)	262	54	208	171	90	66	48	46	7	65	82	83	31
Refused	1	1	-	1	-	-	-	-	-	-	1	-	-
Don't know	57	9	48	37	20	12	6	8	3	9	16	27	6
		3%	4%	3%	3%	3%	2%	4%	5%	2%	3%	6%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing suppliers (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1629	380	542	561	131	174	92	303	1211	1260	1067
Weighted Base	1650	405	564	607	127	190	91*	330	1209	1264	1083
Via a leaflet or letter sent directly to you	951	192	281	303	64	83	52	150	704	740	634
Via email	230	79	115	117	20	44	14	67	175	189	162
On my energy supplier(s) website	157	56	85	88	13	31	10	47	114	123	104
On another website	54	23	30	25	4	10	9	15	43	44	38
On another energy supplier website	37	9	15	15	4	5	1	8	24	25	19
Somewhere else (e.g. a newspaper article or advertisement)	262	57	99	92	23	33	7	51	175	185	159
Refused	1	-	1	1	-	-	-	-	1	1	1
Don't know	57	16	17	20	4	6	5	12	46	41	36
	3%	4%	3%	3%	4%	3%	6%	4%	4%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.167 And where did you see this information?

Base: All who have seen information from their energy supplier about the requirement to treat customers fairly in the last 12 months

Total (a)	PFS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1629	134	185	78	80	169	104	106	42	86	164	109	105	139	110	110	8
Weighted Base 1650	141	193	84*	78*	162	110*	107*	50*	102*	156	109*	104*	135	110	110	8**
Via a leaflet or letter sent directly to you	951 58%b	65 46%b	107 56%	41 49%	42 53%	111 66%abde	65 59%	56 52%	27 54%	55 54%	95 61%b	58 53%	76 73%abde	87 64%bd	59 54%	6 70%
Via email	230 74%	30 22%adfk	24 7%	12 7%	9 12%	15 9%	14 13%	11 10%	6 13%	14 13%	17 11%	20 19%	13 13%	20 15%	20 18%	2 30%
On my energy supplier(s) website	157 10%kn	14 10%kn	13 8%kn	9 10%kn	13 16%cmn	13 8%kn	15 13%kn	12 11%kn	3 5%	11 10%kn	18 12%kn	15 14%kn	6 8%	1 7%	13 12%kn	-
On another website	54 3%	5 4%	10 5%gl	4 5%gl	5 6%gl	6 4%	-	5 5%gl	6 13%abgjk	3 2%	2 2%	-	1 1%	2 1%	4 4%j	-
On another energy supplier website	37 2%	1 1%	2 1%	8 10%abcefj	1 1%	2 1%	2 2%	7 7%abck	3 1%	-	2 2%	4 3%k	3 2%	3 1%	1 1%	-
Somewhere else (e.g. a newspaper article or advertisement)	262 16%	28 20%um	39 20%um	21 25%alfm	12 16%	23 14%	17 16%	17 16%	6 12%	12 12%	24 15%	15 14%	9 8%	22 16%	16 15%	-
Refused	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Don't know	57 3%	7 5%	6 3%	3 4%	1 1%	2 1%	3 3%	3 3%	2 4%	8 8%alk	3 2%	6 5%	4 4%	4 3%	5 5%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Too much choice	1720	1413	171	136	246	957	518	482	549	337	353
		29%	31%	38%abc	21%	31%e	30%e	33%ajk	29%k	27%	25%
About the right amount of choice	2891	2513	256	122	636	1481	773	703	919	613	656
		48%dg	50%cd	46%cd	34%	48%	45%	49%	49%	50%	47%
Too little choice	589	502	56	31	120	352	117	124	206	119	141
		10%g	10%	9%	10%g	11%ag	7%	8%	11%h	10%	10%
Refused	24	19	2	3	6	6	11	3	7	3	10
		*	*	1%	1%	*	1%f	*	*	*	1%h
Don't know	763	626	74	63	163	310	289	143	214	156	251
		13%h	12%	13%	14%h	10%	17%aef	10%	11%	13%h	18%ahj



Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1292	976
Too much choice 1720	401	1095	170	56	293	1427	1163	306	230
29% ^{b j}	24%	31% ^{a b d}	26%	29%	31%	28%	32% ^{a j}	25%	24%
About the right amount of choice 2891	807	1721	277	86	408	2482	1771	611	466
48% ^{c d f}	49% ^d	49% ^d	43%	45%	43%	49% ^d	48%	50%	48%
Too little choice 589	179	339	55	19	90	499	336	146	98
10%	11%	10%	9%	9%	9%	10%	9%	12% ^h	10%
Refused 24	4	3	16	1	3	21	12	7	6
^c	-	-	3% ^{a b c}	-	-	-	-	1%	1%
Don't know 763	268	337	125	33	154	609	407	163	176
13% ^h	16% ^{a c}	10%	19% ^{a c}	17% ^c	16% ^{a g}	12%	11%	12%	18% ^{a h}

Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	886	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Too much choice	1720	1334	171	200	192	1528	1717	1524	189	1405	116
	29% <i>cdk</i>	30% <i>cd</i>	28% <i>d</i>	23%	27%	29%	29%	28%	26%	30% <i>kl</i>	22%
About the right amount of choice	2891	2167	301	401	315	2576	2805	2570	371	2288	208
	48% <i>ek</i>	49%	50%	46%	44%	49% <i>e</i>	49% <i>e</i>	49% <i>e</i>	52% <i>kl</i>	49% <i>k</i>	40%
Too little choice	589	468	50	63	91	498	586	496	92	436	54
	10% <i>d</i>	11% <i>d</i>	8%	7%	13% <i>afgh</i>	9%	10%	9%	13% <i>aj</i>	9%	10%
Refused	24	10	5	2	2	22	24	22	2	10	2
	*	*	1% <i>b</i>	*	*	*	*	*	*	*	*
Don't know	763	461	81	203	117	646	758	642	62	542	143
	13% <i>kd</i>	10%	13% <i>kd</i>	23% <i>abcd</i>	16% <i>afgh</i>	12%	13%	12%	9%	12% <i>ij</i>	27% <i>ajk</i>

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k



Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Too much choice	1720	1340	312	7	1318	144	236
	29%g	29%	34%ab	17%	30%g	26%	24%
About the right amount of choice	2891	2255	450	24	2199	251	425
	48%g	48%	49%	62%	50%g	46%	43%
Too little choice	589	490	72	4	412	41	129
	10%	10%c	8%	10%	9%	8%	13%aef
Refused	24	16	3	-	13	3	4
	-	-	-	-	-	1%	-
Don't know	763	598	91	4	489	109	166
	13%ce	13%c	9%	11%	10%	20%ae	19%ae

Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Too much choice	1720	729	779	15	189
	29%	31% ^c	27%	25%	27%
About the right amount of choice	2891	1223	1374	22	264
	48% ^e	52% ^{a,c,d,e}	48% ^e	37%	38%
Too little choice	589	218	284	17	68
	10%	9%	10%	29% ^{a,b,c,e}	10%
Refused	24	7	11	-	2
	-	-	-	-	-
Don't know	763	165	393	5	178
	13% ^b	8%	14% ^b	8%	25% ^{a,b,c,d}

Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Too much choice	1720	295	1425	1095	625	436	276	268	67	329	536	645	221
		29%em	33%ac	28%	23%	34%aa	32%	35%aa	34%	37%akim	31%im	30%im	18%
About the right amount of choice	2891	475	2416	1595	1296	700	429	323	87	430	867	1035	559
		48%hm	53%ac	47%	48%	54%lah	49%h	42%	44%	49%	52%aim	48%	44%
Too little choice	589	77	512	311	278	97	88	87	19	99	172	200	118
		13%ht	9%	10%	9%	7%	10%l	11%l	10%	11%	10%	9%	9%
Refused	24	2	22	6	16	2	2	3	1	1	2	6	15
		-	-	-	1%	-	-	-	-	-	-	-	1%akl
Don't know	763	51	711	289	474	64	72	85	28	25	115	278	345
		13%bdgk	6%	14%b	9%	18%ad	5%	8%l	11%l	3%	7%l	13%kl	27%akl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	296	694	4057	4066	3588
Weighted Base	5967	1007	1572	1508	450	296	756	4001	4020	3504
Too much choice	1720	362	536	516	146	183	266	1114	1115	944
29%	39% ^a	34% ^a	34% ^a	32%	34% ^a	37% ^a	35% ^a	28%	28%	27%
About the right amount of choice	2891	491	866	793	231	287	376	2136	2173	1933
48%	49%	51%	52% ^a	51%	54% ^a	45%	50%	52% ^a	54% ^a	55% ^a
Too little choice	589	106	165	165	39	43	86	283	288	234
10% ^{ijkl}	11%	11%	11%	9%	8%	10%	11%	7%	7%	7%
Refused	24	4	3	3	-	2	3	10	9	8
*	*	*	*	*	*	*	*	*	*	*
Don't know	763	44	62	49	33	21	26	458	435	386
12% ^{klmnopq}	4%	4%	3%	7% ^l	4%	7% ^h	3%	11%	11%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.73 Thinking about the range of different tariffs available to you from energy suppliers, would you say that you have...?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5967	599	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26**
Too much choice	1720 29%bdh	128 22%	142 25%cd	92 17%	106 33%bdeh	199 36%abodh	131 38%abodh	56 39%abodh	115 28%bdh	156 29%bdh	128 31%bdh	113 39%abodh	161 36%abodh	82 26%cd	7 29%
About the right amount of choice	2891 48%efgh	335 57%aefgj	333 59%aefgj	288 53%efgij	128 40%	234 42%	147 42%	261 53%aefgij	55 38%	196 48%lmn	259 45%lm	187 37%	109 40%	171 55%aefgj	13 52%
Too little choice	589 10%ig	68 11%ig	47 8%	58 11%ig	35 10%ig	57 10%ig	20 6%	59 12%ig	14 4%	42 10%ig	39 9%	29 10%	40 9%	28 9%	-
Refused	24 -	2 -	2 -	4 1%	-	1 -	2 1%	2 -	2 -	2 -	1 -	3 1%n	-	1 -	2 7%
Don't know	763 13%ic	58 10%	43 8%	104 19%abodh	49 15%bc	65 12%ic	48 14%ic	62 15%ic	19 5%	54 12%ic	60 15%bc	39 10%ic	66 15%bc	31 10%	3 13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1855	1228	1410
Very easy	(2) 563	484	51	28	168	311	83	138	203	120	102
		10%	9%	8%	14%alf	10%g	5%	9%k	11%k	10%k	7%
Fairly easy	(1) 2014	1746	176	91	488	1098	418	522	659	433	400
		34%dpk	32%	26%	42%aalfg	35%g	24%	36%k	35%k	35%k	28%
Neither easy nor difficult	(0) 955	789	100	66	189	481	285	168	282	218	287
		13%h	18%	19%	16%	15%	17%	12%	15%h	18%h	20%ahj
Fairly difficult	(-1) 1248	1048	117	82	160	636	450	356	390	239	262
		21%ek	21%	23%	14%	20%e	26%aef	24%ajk	21%	19%	19%
Very difficult	(-2) 679	559	70	50	60	371	247	181	207	124	167
		11%ie	12%	14%	5%	12%e	14%aef	12%	11%	10%	12%
SUMMARY CODES											
EASY	2577	2230	228	119	686	1409	502	660	862	553	502
		43%dpk	44%d	34%	57%aalfg	45%g	29%	45%k	46%k	45%k	36%
DIFFICULT	1925	1607	132	132	220	1007	698	536	596	363	429
		32%ie	30%	37%ab	19%	32%e	41%aef	37%ajk	31%	30%	30%
Refused	20	14	4	2	3	7	10	2	8	4	6
		-	-	1%	-	-	1%	-	-	-	-
Don't know	509	432	41	36	83	203	214	88	145	89	186
		8%fh	8%	10%	8%	7%	13%aef	6%	8%	7%	13%ahj
Mean Score	0.086dk	0.118d	0.045	-0.111	0.31aalfg	0.118g	-0.342	0.099	0.101k	0.164k	0.006
Standard Deviation	1.224	1.221	1.230	1.235	1.094	1.206	1.191	1.205	1.231	1.195	1.195
Error Variance	-	-	0.003	0.005	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Very easy	(2) 563 9%b	117 7%	389 11%b	59 9%	18 9%	73 8%	490 10%f	336 9%	137 11%	83 9%
Fairly easy	(1) 2014 34%bde	493 30%e	1304 37%abde	175 27%	42 21%	245 26%	1769 35%g	1238 34%g	459 37%ahj	289 30%
Neither easy nor difficult	(0) 955 16%e	301 18%ac	484 13%	134 21%ac	57 29%abod	142 15%	813 16%	532 14%	199 16%	211 22%ah
Fairly difficult	(-1) 1246 21%de	351 21%de	758 22%de	111 17%	28 13%	217 23%	1029 20%	858 23%aj	202 16%	169 17%
Very difficult	(-2) 679 11%e	186 11%	405 12%	88 11%	20 10%	167 18%ag	512 10%	459 12%a	108 9%	99 10%
SUMMARY CODES										
EASY	2577 43%bde	610 37%	1674 48%abde	234 36%	59 31%	318 34%	2259 45%g	1574 43%g	596 48%ahj	372 38%
DIFFICULT	1925 32%de	537 32%de	1163 33%de	179 28%	46 24%	384 40%ag	1541 31%	1317 36%aj	308 25%	288 27%
Refused	20 c	3 -	3 -	13 2%abc	1 1%e	1 -	19 -	11 -	6 1%	3 -
Don't know	509 9%ch	207 12%ac	190 5%	82 13%ac	31 15%ac	103 11%ag	406 8%	256 7%	122 10%h	122 12%ah
Mean Score	0.988bfh	0.003	0.144b	0.084	0.071	-0.189	0.151af	0.039	0.289ah	0.104
Standard Deviation	1.224	1.192	1.242	1.203	1.160	1.285	1.205	1.241	1.181	1.178
Error Variance	-	0.001	0.001	0.003	0.008	0.002	-	-	0.001	0.001



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Very easy (2)	563 9%cdk	492 11%acd	36 6%cd	31 4%	64 9%	499 9%	561 9%	497 9%	75 11%k	455 10%k	29 5%
Fairly easy (1)	2014 34%cdk	1659 37%acd	176 29%cd	165 19%	235 33%	1779 34%	2010 34%	1774 34%	259 36%k	1586 34%k	151 29%
Neither easy nor difficult (0)	955 16%bd	623 14%	128 21%ab	185 21%ab	120 17%	836 16%	953 16%	833 16%	100 14%	734 16%	103 20%ajk
Fairly difficult (-1)	1246 21%k	912 21%	137 23%	190 22%	135 19%	1111 21%	1244 21%	1108 21%	148 21%	1005 21%k	88 17%
Very difficult (-2)	679 11%	475 11%	70 12%	128 15%ab	73 10%	606 12%	678 11%	605 12%	84 12%	542 12%	50 10%
SUMMARY CODES											
EASY	2577 43%cdk	2151 48%acd	212 35%cd	195 22%	299 42%	2278 43%	2571 43%	2272 43%	334 47%k	2041 44%k	160 34%
DIFFICULT	1925 32%k	1388 31%	207 34%	318 37%ab	208 29%	1717 33%	1922 32%	1714 33%	233 32%k	1547 33%k	137 26%
Refused	20 *	6 *	1 *	7 1%ab	3 *	18 *	20 *	18 *	1 *	12 *	1 *
Don't know	509 9%bd	271 6%	59 10%b	185 19%abc	87 12%afgh	422 8%	504 8%	417 8%	49 7%	346 7%	102 20%ajk
Mean Score	0.098cd	0.167acd	-0.055d	-0.315	0.132	0.094	0.098	0.093	0.138	0.094	0.050
Standard Deviation	1.224	1.230	1.160	1.148	1.203	1.227	1.224	1.227	1.246	1.230	1.147
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Very easy	(2) 563	410 9% 9% ^d	120 13% ^{ab}	7 18%	434 10% ^d	35 6%	87 9%
Fairly easy	(1) 2014	1570 34% ^d	329 38%	16 41%	1529 39% ^d	143 28%	315 32% ^d
Neither easy nor difficult	(0) 955	771 16% ^c	116 13%	6 15%	837 19%	94 17%	190 19% ^{ae}
Fairly difficult	(-1) 1246	977 21%	204 22%	8 19%	934 21%	120 22%	183 19%
Very difficult	(-2) 679	544 11% ^d	107 12% ^d	-	508 12% ^g	71 13% ^g	91 9%
SUMMARY CODES							
EASY	2577	1980 43% ^d	448 49% ^{ab}	23 58%	1964 45% ^g	178 33%	401 41% ^d
DIFFICULT	1925	1521 32% ^g	311 34%	8 19%	1443 33% ^g	191 33% ^g	274 28%
Refused	20	16	-	-	11	5 1% ^{ag}	1
Don't know	509	408 9% ^{ae}	44 5%	3 7%	296 7%	81 15% ^{ae}	114 12% ^{ae}
Mean Score	0.998 ^f	0.076	0.172	0.808 ^{ab}	0.110 ^f	-0.105	0.141 ^f
Standard Deviation	1.224	1.218	1.271	1.031	1.237	1.215	1.174
Error Variance	-	-	0.002	0.030	-	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
Very easy	(2) 563 9% ^{ce}	305 13% ^{ace}	225 8% ^e	3 8%	27 4%
Fairly easy	(1) 2014 34% ^{ce}	895 38% ^{ace}	908 32% ^e	18 31%	189 27%
Neither easy nor difficult	(0) 955 16% ^b	316 13% ^b	500 18% ^b	9 16%	121 17% ^b
Fairly difficult	(-1) 1246 21% ^b	480 20% ^b	606 21% ^b	18 30%	138 20%
Very difficult	(-2) 679 11% ^b	243 10% ^b	345 12% ^b	8 10%	82 12%
SUMMARY CODES					
EASY	2577 43% ^{ce}	1200 51% ^{ace}	1134 40% ^e	22 37%	216 31%
DIFFICULT	1925 32% ^b	724 31% ^b	951 33% ^b	24 41%	220 31%
Refused	20 -	7 -	7 -	- -	4 1%
Don't know	509 9% ^b	115 5%	249 9% ^b	4 6%	140 20% ^{abcd}
Mean Score	0.698 ^{ce}	0.241 ^{ace}	0.025 ^e	-0.092	-0.105
Standard Deviation	1.224	1.239	1.212	1.170	1.168
Error Variance	*	0.001	0.001	0.025	0.002

Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNICALLY		SWITCHED - EVER		Price comparison service (f)	SWITCHING METHOD			SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)		Never switched (e)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Very easy	(2) 563	136	426	367	196	191	89	54	18	145	190	157	71
Fairly easy	(1) 2014	358	1656	1218	796	559	327	225	65	355	628	742	289
Neither easy nor difficult	(0) 955	99	856	409	547	154	97	98	29	66	229	366	294
Fairly difficult	(-1) 1246	193	1053	741	505	125	116	136	34%	7%	14%	17%	23%
Very difficult	(-2) 679	85	594	409	270	114	111	14%	14%	11%	12%	12%	10%
SUMMARY CODES													
EASY	2577	494	2083	1585	992	750	415	279	83	501	818	899	359
DIFFICULT	1925	279	1647	1149	776	380	327	318	78	311	587	700	327
Refused	20	2	19	5	16	2	1	2	-	-	2	4	15
Don't know	509	26	483	150	359	15	27	71	10	6	45	195	263
Mean Score	0.989	0.306	0.959	0.125	0.661	0.329	0.079	-0.139	-0.050	0.275	0.136	0.049	-0.026
Standard Deviation	1.224	1.248	1.216	1.263	1.168	1.238	1.267	1.246	1.256	1.262	1.244	1.204	1.147
Error Variance	-	0.002	-	0.001	0.001	0.001	0.002	0.002	0.008	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	846	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Very easy	(2) 563	140	241	232	54	95	24	119	443	460	412
	9%	14%a	15%a	15%a	12%	18%ae	8%	16%ag	11%a	11%a	12%a
Fairly easy	(1) 2014	393	660	635	179	213	98	314	1523	1549	1348
	34%	39%a	42%a	42%a	40%a	40%a	33%	42%ag	38%a	39%a	38%a
Neither easy nor difficult	(0) 955	108	165	158	60	49	33	75	610	623	550
	16%bcdgfh	11%	11%	10%	13%d	9%	11%	10%	15%	16%	16%
Fairly difficult	(-1) 1246	226	339	334	89	121	80	159	745	734	623
	21%jk	22%	22%	22%	20%	22%	27%a	21%	19%	19%	19%
Very difficult	(-2) 679	120	148	149	47	50	45	80	321	314	266
	11%ckl	12%k	9%	10%	10%	9%	15%	11%	8%	8%	8%
SUMMARY CODES											
EASY	2577	532	900	867	233	308	121	433	1966	2009	1760
	43%	53%a	57%ab	57%a	52%a	57%a	41%	57%ag	49%a	50%a	50%a
DIFFICULT	1925	348	485	483	136	171	125	239	1068	1048	889
	32%jk	34%	31%	32%	30%	32%	42%ah	32%	27%	26%	25%
Refused	20	3	4	4	-	2	1	2	11	10	10
	-	-	-	-	-	-	-	-	-	-	-
Don't know	509	20	17	14	20	6	16	7	347	329	296
	8%bcdgfh	2%l	1%	1%	4%l	1%	6%h	1%	9%	8%	8%
Mean Score	0.988g	0.210a	0.329ab	0.310a	0.243a	0.344a	-0.088	0.312ag	0.280a	0.301a	0.318a
Standard Deviation	1.224	1.281	1.238	1.248	1.228	1.271	1.276	1.266	1.176	1.171	1.168
Error Variance	-	0.002	0.001	0.001	0.004	0.003	0.006	0.002	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.145 How easy or difficult do you believe it is to compare different tariffs for electricity or gas?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5967	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*
Very easy	(2) 563 9%u	67 11%cin	39 7%u	50 9%u	31 10%u	48 9%u	39 11%cin	40 8%u	3 2%	49 12%cin	56 10%ci	39 9%u	22 7%u	31 7%u	50 16%acdefh kmm	-
Fairly easy	(1) 2014 34%dm	226 38%adikm n	217 38%adikm n	146 27%	106 33%	205 37%djmn	123 35%dm	186 38%djkmn	51 36%	121 30%	167 31%	146 35%dm	79 27%	128 29%	101 32%	12 45%
Neither easy nor difficult	(0) 955 16%ga	101 17%gk	90 16%g	147 27%abcef ghikmno	48 15%g	62 11%	31 9%	62 12%gk	18 13%	60 19%gjd	65 12%	58 14%g	46 16%g	75 17%gk	51 16%g	3 11%
Fairly difficult	(-1) 1246 21%do	102 17%	124 22%do	85 16%	63 20%o	130 23%bdo	65 19%o	99 20%o	37 26%bdo	79 19%o	126 24%bdo	94 23%bdo	76 26%abdqj o	120 27%abdeq hp	40 13%	6 23%
Very difficult	(-2) 679 11%dl	53 9%	56 10%	38 7%	42 13%dl	68 12%dl	47 11%dl	54 11%dl	25 18%abdcl	44 11%	80 15%abdcl	31 7%	38 13%dl	59 13%bdfl	42 13%dl	2 9%
SUMMARY CODES																
EASY	2577 43%dmn	293 50%adik mn	256 45%dmn	197 36%	136 43%um	253 46%dmn	162 46%dmn	226 46%dmn	54 38%	170 41%	223 42%um	185 45%dmn	101 34%	158 36%	151 48%dmn	12 45%
DIFFICULT	1925 32%bdo	155 26%	180 32%bd	123 22%	105 33%bd	198 36%bdo	112 32%bd	153 31%bd	63 44%abode gijlo	123 30%bd	205 38%abodh jlo	125 30%bd	115 39%abodh jlo	179 40%abode gijlo	82 26%	8 32%
Refused	20 -	1 -	-	2 -	-	1 -	4 1%abcln	2 -	2 1%bdn	2 -	1 -	-	-	-	2 -	2 7%
Don't know	509 9%h	41 7%	41 7%	78 14%abcefh ikno	29 9%	41 7%	40 11%bchkn	27 5%	6 4%	35 8%	39 7%	46 11%bchln	30 10%hi	30 7%	26 8%	1 5%
Mean Score	0.098imn	0.277ace	0.110imn	0.185ikm	0.071i	0.069in	0.136imn	0.127im	-0.233	0.137im	-0.012	0.189ik	-0.116	-0.117	0.275afn	0.040
Standard Deviation	1.224	1.183	1.167	1.104	1.260	1.248	1.316	1.192	1.199	1.233	1.303	1.175	1.227	1.207	1.214	1.119
Error Variance	-	0.003	0.003	0.003	0.005	0.003	0.006	0.003	0.012	0.004	0.003	0.004	0.006	0.003	0.006	0.057

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	867	2416	1199	1196	1459	917	931
There is more information available on the internet from price comparison websites	1892 43%cdk	1669 43%cd	137 33%	86 34%	534 60%afg	1083 45%ag	275 23%	517 43%k	675 46%ak	385 42%k	315 34%
The information about tariffs from suppliers is too complicated	762 17%e	635 17%	84 20%	43 17%	90 10%	426 18%e	246 20%aef	218 18%	241 17%	159 17%	145 16%
There is more information available on the internet from suppliers	720 16%dgk	636 17%cd	60 14%	24 10%	198 22%aafg	389 16%g	135 11%	196 16%	252 17%k	147 16%	125 13%
There are too many tariffs to choose from	715 16%e	606 16%	51 12%	58 23%abc	104 12%	364 15%e	247 21%aef	188 16%	228 15%	134 15%	168 18%j
The tariffs are all structured differently	630 14%gk	529 14%	58 14%	42 17%	70 8%	361 15%e	199 17%aef	243 20%ajk	212 15%k	85 9%	89 10%
The information from suppliers is clearer these days	493 11%cd	449 12%cd	31 7%	13 5%	94 11%	253 10%	146 12%	114 10%	153 10%	119 13%h	107 12%
There are too many suppliers	426 9%	359 9%	26 6%	41 16%abc	66 7%	194 8%	166 14%aef	99 8%	112 8%	97 11%j	118 13%ah
You can't trust the information that's available - it's misleading	343 8%e	265 7%	50 12%ab	28 11%b	43 5%	202 8%e	98 8%e	104 9%	99 7%	69 7%	72 8%
Too complicated/don't understand it/confusing	89 2%e	74 2%	12 3%	4 2%	7 1%	48 2%e	34 3%e	18 2%	25 2%	21 2%	24 3%
There are too few tariffs to choose from	55 1%	46 1%	3 1%	5 2%	10 1%	26 1%	19 2%	12 1%	17 1%	13 1%	13 1%
Do not use/have access to internet	35 1%	26 1%	6 1%	4 1%	2 *	10 *	23 2%aef	5 *	9 1%	7 1%	14 2%ah
Can phone them	23 1%	16 1%	5 1%b	2 1%	7 1%f	4 *	12 1%af	2 *	10 1%	5 1%	5 1%
Takes too long/too much time	16 *	15 *	2 *	-	-	13 1%e	3 *	8 1%	4 *	3 *	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	867	2416	1199	1196	1459	917	931
Don't understand jargon/language used	15	15	-	-	2	8	4	2	1	7	5
I understand it	14	10	2	3	1	10	4	6	3	3	3
Easy to do	14	12	2	-	3	7	4	4	4	4	2
Not easy to compare like for like	14	14	-	-	1	8	5	7	5	1	1
Information on internet (no detail)	13	11	-	2	4	6	3	2	3	5	2
Not interested/too lazy	13	11	2	-	1	6	6	2	5	4	2
No/lack of information	13	8	-	5	1	9	3	3	7	1	2
Someone else does it for me	10	7	1	2	2	2	6	3	1	4	3
Too much information (to read)	10	7	1	2	3	2	5	-	5	2	3
On TV	9	6	2	-	-	7	2	1	6	1	1
Difficult because of my age/getting too old	8	8	-	-	1	-	7	2	3	2	2
The amount of information they need	7	7	1	-	2	4	1	2	2	1	2
Never had any problems	7	6	2	-	1	3	3	2	2	3	-
Have never switched/done it	7	7	-	-	3	4	-	2	4	-	-
Not computer literate/not good on the computer	7	5	2	-	-	1	5	1	2	1	2



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	867	2416	1199	1196	1459	917	931
In media/press/newspapers	6	4	2	-	-	1	6	2	3	-	1
There is lots of information available/information is there (if you look)	6	5	-	1	2	1	3	-	3	2	2
Worked in the industry	6	3	3	-	1	5	-	2	4	-	1
That's what I hear/what I've been told	6	6	-	-	-	2	3	3	-	1	2
Happy with current supplier	6	5	1	-	2	4	-	2	2	1	1
Too many matrices/calculations	5	5	1	-	2	1	2	1	1	2	1
I have switched/done it before	5	5	-	-	-	4	2	3	-	1	1
Don't know how to do it	5	4	-	1	4	1	1	1	-	1	2
On (back of) bill/letter	5	3	1	-	-	2	3	2	-	-	2
Difficult to check without internet	4	3	2	-	1	1	2	-	3	-	1
They are all the same	4	3	-	-	2	-	-	-	3	-	-
Vision/hearing/learning difficulties/health problems	4	2	1	-	-	3	1	1	-	2	1
Always changing prices	3	2	1	-	-	3	1	2	-	1	-
Online availability	3	3	-	-	1	1	1	-	-	1	2
Don't tell you cost of unit	2	2	-	-	-	2	1	2	1	-	-



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4373	3734	381	258	854	2050	1469	953	1188	851	1381
Weighted Base	4502	3837	414	251	867	2416	1199	1196	1459	917	931
Small print	2	2	-	-	-	1	1	-	-	2	-
Other	64	51	6	7	10	39	16	15	23	14	12
None	1%	1%	1%	3% ^b	1%	2%	1%	1%	2%	1%	1%
Don't know	166	137	16	12	16	67	82	21	42	39	64
Refused	14	14	-	-	2	5	7	4	3	5	3
	-	-	-	-	-	-	1%	-	-	-	-



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2665	658	779
Weighted Base	4502	1147	2937	413	105	702	3800	2891	904	640
There is more information available on the internet from price comparison websites	1892 42%bf	366 32%	1317 46%abd	168 41%b	41 39%	192 27%	1700 49%af	1166 40%	463 51%ahj	242 38%
The information about tariffs from suppliers is too complicated	762 17%h	191 17%	491 17%	64 15%	17 16%	144 21%ag	618 16%	540 19%h	106 12%	97 15%
There is more information available on the internet from suppliers	720 16%df	172 15%d	494 17%d	43 10%	12 11%	85 12%	636 17%h	461 16%	152 17%	98 15%
There are too many tariffs to choose from	715 16%	294 18%e	428 15%	60 15%	22 21%	141 20%ag	574 15%	469 16%	129 14%	110 17%
The tariffs are all structured differently	630 14%aj	139 12%	426 15%b	54 13%	11 10%	106 15%	524 14%	472 16%aj	93 10%	55 9%
The information from suppliers is clearer these days	493 11%	137 12%	312 11%	36 9%	9 8%	75 11%	418 11%	309 11%	98 11%	78 12%
There are too many suppliers	426 9%	131 11%ac	233 8%	46 11%	15 15%e	88 12%ag	338 9%	264 9%	75 8%	81 13%ah
You can't trust the information that's available \ it's misleading	343 8%	94 8%e	213 8%	33 8%	3 3%	69 10%ag	274 7%	222 8%	63 7%	52 8%
Too complicated/don't understand/finding	89 2%	29 2%	53 2%	6 1%	1 1%	24 3%ag	65 2%	60 2%	11 1%	18 3%h
There are too few tariffs to choose from	55 1%	21 2%	30 1%	5 1%	-	12 2%	43 1%	29 1%	16 2%	8 1%
Do not use/have access to internet	35 1%	19 2%ac	12 *	4 1%	1 1%	12 2%ag	23 1%	22 1%	5 1%	6 1%
Can phone them	23 1%	12 1%ac	8 *	3 1%	-	5 1%	18 *	11 *	5 1%	5 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2665	658	779
Weighted Base	4502	1147	2937	413	105	702	3800	2891	904	640
Takes too long/too much time * ^b	16	-	14	2	-	1	15	13	2	1
Don't understand jargon/language used * ^g	15	5	9	-	-	5	9	8	4	3
I understand it * ^h	14	3	10	2	-	-	14	10	3	2
Easy to do * ⁱ	14	6	7	1	-	2	12	10	-	4
Not easy to compare like for like * ^j	14	2	12	-	-	1	13	12	-	1 ^h
Information on internet (no detail) * ^g	13	3	10	1	-	2	12	9	3	1
Not interested/too lazy * ^h	13	3	7	1	1 ^g	2	11	8	1	3
No/lack of information * ⁱ	13	4	9	-	-	1	12	8	5	-
Someone else does it for me * ^c	10	5	2	2	1 ^h	5	5	7	1	2
Too much information (to read) * ^g	10	6	3	1	-	4	6	5	4	-
On TV * ^h	9	5	4	-	-	3	6	4	3	2
Difficult because of my age/getting too old * ^c	8	6	1	2	-	5	3	6	1	2
The amount of information they need * ^h	7	2	5	-	-	1	6	3	2	2
Never had any problems * ^g	7	4	3	1	-	-	7	4	2	1
Have never switched/done it * ^h	7	2	4	1	-	-	7	4	3	-

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4373	1432	2405	420	116	848	3525	2665	658	779
Weighted Base	4502	1147	2937	413	105	702	3800	2891	904	640
Not computer literate/not good on the computer	7	3	4	-	-	3	4	5	-	1
In media/press/newspapers	-	2	4	-	-	3	4	6	-	-
There is lots of information available/information is there (if you look)	6	3	3	-	-	1	5	4	1	2
Worked in the industry	6	2	2	2 _c	-	1	5	3	1	2
That's what I hear/what I've been told	6	2	2	-	1 _{abcd}	1	5	5	-	-
Happy with current supplier	6	3	3	-	-	-	6	-	4	1
Too many matrices/calculations	5	-	4	1	-	1	4	2	2	2
I have switched/done it before	5	2	2	2 _c	-	2	3	3	2	-
Don't know how to do it	5	1	4	-	-	1	4	3	1	1
On (back of) bill/letter	5	2	1	1	-	3 _{ag}	2	3	1	-
Difficult to check without internet	4	2	2	1	-	3 _{ag}	1	2	2	-
They are all the same	4	-	3	-	-	-	3	2	-	2
Vision/hearing/learning difficulties/health problems	4	2	1	1	-	4 _{ag}	-	2	1	1
Always changing prices	3	-	3	-	-	-	3	3	-	-

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INCOME				DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	4373	1432	2405	420	116	848	3525	2665	658	779	
Weighted Base	4502	1147	2937	413	105	702	3800	2891	904	640	
Online availability	3	1	1	1	-	-	3	1	-	1	
Don't tell you cost of unit	2	-	2	-	-	-	2	1	2	-	
Small print	2	-	1	1	-	1	1	2	-	-	
Other	64	11	44	7	2	9	56	40	14	7	
None	1	-	-	1	-	-	-	-	-	1	
Don't know	166	61	68	27	9	32	134	100	28	36	
Refused	14	4	3	7	-	1	13	8	2	5	
				2%abc						1%	

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4373	3185	472	883	518	3955	4363	3945	531	3500	313
Weighted Base	4502	3539	419	513	507	3995	4493	3985	566	3599	317
There is more information available on the internet from price comparison websites	1892 42%cd	1692 48%acd	132 32%cd	56 71%	218 43%	1675 42%	1886 42%	1668 42%	256 45%	1498 42%	121 38%
The information about tariffs from suppliers is too complicated	762 17%	576 16%	89 21%ab	95 19%	82 16%	680 17%	761 17%	679 17%	97 17%	616 17%	47 15%
There is more information available on the internet from suppliers	720 16%cd	632 18%acd	48 12%cd	37 7%	88 17%	633 16%	719 16%	632 16%	111 20%aj	558 16%	49 16%
There are too many tariffs to choose from	715 16%	539 15%	73 17%	102 20%ab	65 13%	650 16%	715 16%	650 16%	83 15%	586 16%	45 14%
The tariffs are all structured differently	630 14%	507 14%	57 12%	62 12%	63 12%	566 14%	630 14%	566 12%	66 12%	525 15%	38 12%
The information from suppliers is clearer these days	493 11%k	383 11%	49 12%	59 12%	57 11%	436 11%	493 11%	436 11%	65 11%k	409 11%k	18 6%
There are too many suppliers	426 9%b	286 8%	59 14%ab	79 15%ab	53 11%	373 9%	426 9%	373 9%	45 8%	352 10%	28 9%
You can't trust the information that's available - it's misleading	343 8%	258 7%	40 10%	45 9%	42 8%	301 8%	343 8%	301 8%	32 6%	287 8%	23 7%
Too complicated/don't understand it/confusing	89 2%	67 2%	7 2%	15 3%	11 2%	79 2%	89 2%	78 2%	9 2%	72 2%	8 3%
There are too few tariffs to choose from	55 1%	43 1%	2 1%	10 2%cd	4 1%	51 1%	55 1%	51 1%	2 -	48 1%	5 1%
Do not use/have access to internet	35 1%b	7 -	2 1%	26 5%abcd	8 2%h	27 1%	35 1%	27 1%	8 1%	26 1%	1 -
Can phone them	23 1%	13 -	2 -	8 2%ab	2 -	20 1%	23 1%	20 1%	-	20 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4373	3185	472	883	518	3955	4363	3945	531	3500	313
Weighted Base	4502	3539	419	513	507	3995	4493	3985	566	3599	317
Takes too long/too much time	16	15	-	1	1	-	16	15	3	9	4
									1%		1%aj
Don't understand jargon/language used	15	12	1	2	3	11	15	11	2	10	2
					7%						7%
I understand it	14	10	2	2	3	11	14	11	5	9	1
					7%				1%aj		
Easy to do	14	10	2	3	-	14	14	14	-	11	3
				1%						1%	1%aj
Not easy to compare like for like	14	14	-	-	-	14	14	14	3	9	2
											7%
Information on internet (no detail)	13	12	1	-	-	13	13	13	1	12	-
Not interested/too lazy	13	9	-	4	3	10	13	10	2	11	1
				1%	7%						
No/lack of information	13	10	1	2	2	11	13	11	3	10	-
Someone else does it for me	10	4	1	4	-	10	10	10	-	8	2
				1%ab							7%
Too much information (to read)	10	8	-	2	-	9	10	9	2	7	1
On TV	9	3	4	1	2	7	9	7	-	6	1
			1%ab								
Difficult because of my age/getting too old	8	2	2	5	-	8	8	8	-	8	-
				1%ab							
The amount of information they need	7	7	-	-	-	7	7	7	2	5	1
Never had any problems	7	3	3	2	2	5	7	5	-	6	1
			1%b								
Have never switched/done it	7	6	-	-	-	6	7	6	1	5	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4373	3185	472	883	518	385	4363	3845	531	3500	313
Weighted Base	4502	3539	419	513	507	395	4483	3885	566	3589	317
Not computer literate/not good on the computer	7	3	2	2	-	7	7	7	-	7	-
In media/press/newspapers	6	4	1	2	1	5	6	5	-	3	2
There is lots of information available/information is there (if you look)	6	4	-	3	-	6	6	6	-	6	-
Worked in the industry	6	4	2	-	2	4	6	4	2	4	1
That's what I hear/what I've been told	6	3	2	1	-	6	6	6	-	6	-
Happy with current supplier	6	6	-	-	-	6	6	6	1	5	-
Too many matrices/calculations	5	4	-	2	1	4	5	4	-	4	2
I have switched/done it before	5	4	-	1	-	5	5	5	1	4	-
Don't know how to do it	5	4	-	1	2	3	5	3	1	2	1
On (back of) bill/letter	5	3	-	1	2	3	5	3	1	4	-
Difficult to check without internet	4	1	1	2	-	4	4	4	2	2	1
They are all the same	4	2	2	-	-	4	4	4	-	3	-
Vision/hearing/learning difficulties/health problems	4	2	-	2	2	2	4	2	-	2	2
Always changing prices	3	3	-	-	1	3	3	3	1	1	1



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4373	3185	472	883	518	3955	4363	3945	531	3500	313
Weighted Base	4502	3539	419	513	507	3995	4493	3985	566	3599	317
Online availability	3	2	1	-	1	2	3	2	1	2	-
Don't tell you cost of unit	2	2	-	-	1	2	2	2	-	2	-
Small print	2	2	-	-	-	2	2	2	-	2	-
Other	64	50	7	7	10	54	64	54	10	45	9
None	1	1	-	-	2%	1%	7%	1%	2%	7%	3%aj
Don't know	166	84	20	59	23	142	165	142	15	124	25
Refused	14	9	2	3	-	14	14	14	3%	11	1
	-	-	-	7%	-	-	-	-	-	-	-

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4373	3429	702	29	3180	397	796
Weighted Base	4502	3500	759	30**	3407	369	676
There is more information available on the internet from price comparison websites	1892 42% ^d	1431 41%	358 47% ^{ab}	15 48%	1470 43% ^d	114 31%	288 43% ^d
The information about tariffs from suppliers is too complicated	762 17% ^g	601 17%	126 17%	3 9%	597 18% ^g	66 18%	92 14%
There is more information available on the internet from suppliers	720 16%	571 16%	118 16%	2 7%	559 16%	47 13%	107 16%
There are too many tariffs to choose from	715 16%	558 16%	122 16%	6 20%	528 15%	71 19%	119 18%
The tariffs are all structured differently	630 14% ^g	474 14%	131 17% ^{ab}	3 9%	517 15% ^g	60 16% ^g	54 8%
The information from suppliers is clearer these days	493 11%	383 11%	88 12%	1 2%	374 11%	42 11%	59 9%
There are too many suppliers	426 9%	336 10%	70 9%	1 4%	305 9%	39 11%	81 12% ^{ae}
You can't trust the information that's available \ it's misleading	343 8%	286 8%	45 6%	2 6%	248 7%	44 12% ^{ae}	53 8%
Too complicated/don't understand /confusing	89 2%	70 2%	17 2%	1 2%	66 2%	6 2%	17 3%
There are too few tariffs to choose from	55 1%	49 1% ^c	3 -	-	38 1%	5 1%	12 2%
Do not use/have access to internet	35 1%	33 1%	2 -	-	23 1%	4 1%	7 1%
Can phone them	23 1%	19 1%	4 1%	-	18 1%	1 -	2 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4573	3429	702	29	3180	397	796
Weighted Base	4502	3500	759	30**	3407	369	676
Takes too long/too much time	16	12	3	-	13	2	1
Don't understand jargon/language used	15	12	-	-	8	1	5
I understand it	14	13	1	-	13	1	-
Easy to do	14	10	4	-	9	1	5
Not easy to compare like for like	14	8	5	-	12	-	2
Information on internet (no detail)	13	10	3	1	10	-	3
Not interested/too lazy	13	13	-	2%	11	-	2
No/lack of information	13	10	2	-	8	1	4
Someone else does it for me	10	8	-	-	8	1	-
Too much information (to read)	10	8	2	-	7	2	1
On TV	9	-	-	-	8	-	1
Difficult because of my age/getting too old	8	7	2	-	7	2	-
The amount of information they need	7	6	2	-	6	1	1
Never had any problems	7	6	1	-	6	1	-
Have never switched/done it	7	3	2	-	7	-	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4573	3429	702	29	3180	397	796
Weighted Base	4502	3500	759	30**	3407	369	676
Not computer literate/not good on the computer	7	5	1	-	6	-	1
In media/press/newspapers	6	6	-	-	6	-	-
There is lots of information available/information is there (if you look)	6	5	-	-	3	2	3
Worked in the industry	6	6	-	-	-	-	1
That's what I hear/what I've been told	6	6	-	-	4	2	1
Happy with current supplier	6	4	-	-	3	-	2
Too many matrices/calculations	5	5	1	-	5	-	1
I have switched/done it before	5	3	2	-	3	2	-
Don't know how to do it	5	3	1	-	2	1	1
On (back of) bill/letter	5	3	1	-	4	-	-
Difficult to check without internet	4	4	-	-	3	1	-
They are all the same	4	3	-	-	4	-	-
Vision/hearing/learning difficulties/health problems	4	4	-	-	3	1	1

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4573	3429	702	29	3180	397	736
Weighted Base	4502	3500	759	30**	3407	369	676
Always changing prices	3	3	-	-	3	-	-
Online availability	3	2	1	-	2	-	1
Don't tell you cost of unit	2	2	-	-	2	1	-
Small print	2	1	1	-	1	1	-
Other	64	55	6	2	45	8	9
None	1	2%	1%	5%	1%	2%	1%
Don't know	166	136	12	2	115	19	30
Refused	14	14	-	-	10	2	3
	*	*	-	-	*	1%	*

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4373	1621	2047	44	451
Weighted Base	4502	1924	2085	45 ^a	437
There is more information available on the internet from price comparison websites	1892 42% ^{ace}	908 47% ^{ace}	807 39%	15 33%	158 36%
The information about tariffs from suppliers is too complicated	762 17% ^b	277 14%	388 19% ^b	11 23%	85 20% ^b
There is more information available on the internet from suppliers	720 16%	326 17%	318 15%	11 23%	65 15%
There are too many tariffs to choose from	715 16%	280 15%	344 16%	9 20%	79 18%
The tariffs are all structured differently	630 14%	276 14%	295 14%	7 16%	51 12%
The information from suppliers is clearer these days	493 11%	241 13% ^{ace}	208 10%	7 16%	37 8%
There are too many suppliers	426 9%	159 8%	210 10%	7 16%	49 11%
You can't trust the information that's available \ it's misleading	343 8%	124 6%	173 8% ^b	6 12%	39 9%
Too complicated/don't understand /confusing	89 2%	27 1%	43 2%	-	20 5% ^{abc}
There are too few tariffs to choose from	55 1%	25 1%	22 1%	1 2%	7 2%
Do not use/have access to internet	35 1%	9 -	21 1%	-	5 1%

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4373	1621	2047	44	451
Weighted Base	4502	1924	2085	45*	437
Can phone them	23 1%	8	10	2 4%abc	4 1%
Takes too long/too much time	16 *	6	5	-	5 1%abc
Don't understand jargon/language used	15 *	7	5	1 2%c	2 *
I understand it	14 *	12 1%c	1	-	1 *
Easy to do	14 *	3	8	-	3 1%
Not easy to compare like for like	14 *	3	11 1%b	-	-
Information on internet (no detail)	13 *	5	7	-	1 *
Not interested/too lazy	13 *	4	6	-	3 1%
No/lack of information	13 *	5	7	-	1 *
Someone else does it for me	10 *	4	3	-	2 1%
Too much information (to read)	10 *	6	4	-	-
On TV	9 *	2	4	-	2 1%
Difficult because of my age/getting too old	8 *	3	3	-	3 1%c
The amount of information they need	7 *	5	2	-	-
Never had any problems	7 *	2	4	-	1 *

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4373	1621	2047	44	451
Weighted Base	4502	1924	2085	49*	437
Have never switched/done it	7	4	2	-	-
Not computer literate/not good on the computer	7	4	1	-	1
In media/press/newspapers	6	2	4	-	1
There is lots of information available (information is there (if you look))	6	1	5	-	-
Worked in the industry	6	2	4	-	-
That's what I hear/what I've been told	6	2	3	1 2%abce	-
Happy with current supplier	6	2	4	-	-
Too many matrices/calculations	5	1	3	-	1
I have switched/done it before	5	2	3	-	-
Don't know how to do it	5	-	2	-	3 1%ab
On (back of) bill/letter	5	3	1	-	1
Difficult to check without internet	4	2	2	-	-
They are all the same	4	3	-	-	-

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4373	1621	2047	44	451
Weighted Base	4502	1924	2085	45*	437
Vision/hearing/learning difficulties/health problems	4	2	1	-	1
Always changing prices	3	3	1	-	-
Online availability	3	1	2	-	-
Don't tell you cost of unit	2	2	1	-	-
Small print	2	-	1	-	1
Other	64	31	24	-	9
None	1	1	-	-	-
Don't know	166	48	93	2	22
Refused	14	5	8	-	2
	-	-	-	-	-

Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4373	733	3640	2605	1768	1000	719	623	158	728	1354	1581	710
Weighted Base	4502	773	3729	2734	1768	1130	743	597	161	811	1406	1599	686
There is more information available on the internet from price comparison websites	1882 42%afm	394 51%ac	1488 40%	1233 45%ae	659 37%	644 57%agh	282 38%	202 34%	61 38%	411 51%akm	629 45%kn	616 39%	236 34%
The information about tariffs from suppliers is too complicated	762 17%b	95 12%	667 18%b	453 17%	310 16%	161 14%	129 17%	123 21%af	35 22%af	122 15%	237 17%	291 18%	113 16%
There is more information available on the internet from suppliers	720 16%	124 16%	596 16%	449 16%	271 15%	212 19%ah	129 17%h	77 13%	24 15%	130 16%	236 17%	260 16%	94 14%
There are too many tariffs to choose from	715 16%h	107 14%	608 16%	422 15%	294 17%	127 11%	120 16%h	125 21%afg	36 22%af	119 15%	229 16%	260 16%	107 16%
The tariffs are all structured differently	630 14%em	103 13%	527 14%	430 16%e	200 11%	150 13%	145 19%af	98 16%	29 16%	131 16%kn	228 16%kn	208 13%kn	62 9%
The information from suppliers is clearer these days	493 11%kn	105 14%c	388 10%	309 11%	184 10%	126 11%	101 14%h	58 10%	20 13%	106 13%kn	165 12%kn	168 10%	55 8%
There are too many suppliers	428 9%h	69 9%	357 10%	250 9%	176 10%	75 7%	66 9%	73 12%af	22 14%h	60 7%	127 9%	157 10%	81 12%h
You can't trust the information that's available. It's misleading	343 8%h	51 7%	292 8%	207 8%	136 8%	64 6%	62 8%h	62 10%af	11 7%	58 7%	113 8%	128 8%	45 7%
Too complicated/don't understand it/confusing	89 2%	10 1%	80 2%	63 2%	26 1%	26 2%	16 2%	12 2%	1 1%	15 2%	27 2%	28 2%	20 3%
There are too few tariffs to choose from	55 1%	5 1%	50 1%	33 1%	22 1%	11 1%	13 2%	10 2%	1 1%	8 1%	19 1%	19 1%	9 1%
Do not use/have access to internet	35 1%h	2 1%	33 1%	16 1%	20 1%	1 1%	8 1%h	4 1%	3 2%h	1 1%	8 1%	18 1%h	8 1%h
Can phone them	23 1%	2 1%	20 1%	15 1%	8 1%	4 1%	7 1%	1 1%	3 2%h	1 1%	11 1%	7 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4373	733	3640	2605	1768	1000	719	623	158	728	1354	1581	710
Weighted Base	4502	773	3729	2734	1768	1130	743	597	161	811	1406	1599	686
Takes too long/too much time	16	3	13	12	5	6	2	4	-	2	4	6	4
Don't understand jargon/language used	15	-	14	8	7	2	3	2	1	-	5	7	3
I understand it	14	6	9	12	2	2	8	1	-	6	6	2	1
Easy to do	-	1% ^c	-	-	-	-	1% ^{af}	-	-	1% ^h	-	-	-
Not easy to compare like for like	14	4	11	8	6	4	3	-	1	1	5	4	4
Information on internet (no detail)	-	6	8	11	3	3	4	2	1	3	6	4	1
Not interested/too lazy	-	1% ^c	-	-	-	-	-	-	-	-	-	-	-
No/lack of information	13	4	10	12	1	4	3	3	2	3	3	6	1
Someone else does it for me	-	-	-	6	7	-	1	1	-	-	1	6	6
Too much information (to read)	13	-	13	6	7	-	1	1	-	-	1	6	6
On TV	13	4	9	8	5	3	4	1	-	4	2	4	3
Difficult because of my age/getting too old	10	1	9	4	6	-	2	-	1	1	1	6	3
The amount of information they need	10	2	8	6	3	-	1	2	3	1	4	4	1
Never had any problems	9	-	9	4	5	2	2	-	-	-	3	6	-
Have never switched/done it	8	1	7	5	3	2	1	3	-	-	6	1	1
	7	-	-	-	-	-	-	-	-	-	-	-	-
	7	2	5	4	3	2	-	2	-	2	4	1	1
	7	1	6	4	3	3	2	-	-	-	2	2	3
	7	-	7	-	-	-	-	-	-	-	-	-	-
	7	-	7	1	6	1	-	-	-	-	5	-	1
	7	-	-	-	1	-	-	-	-	-	1	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4373	733	3640	2605	1768	1000	719	623	158	728	1354	1581	710
Weighted Base	4502	773	3729	2734	1768	1130	743	597	161	811	1406	1599	686
Not computer literate/not good on the computer	7	-	7	4	3	-	1	2	2	-	3	2	2
In media/press/newspapers	6	1	6	5	2	1	1	2	1	-	2	2	2
There is lots of information available/information is there (if you look)	6	-	6	2	4	1	-	1	-	1	-	4	1
Worked in the industry	6	-	6	3	3	3	-	-	-	2	2	-	3
That's what I hear/what I've been told	6	-	6	3	3	-	-	2	-	-	1	4	1
Happy with current supplier	6	-	6	1	5	-	-	1	-	-	1	2	3
Too many matrices/calculations	5	3	2	4	1	1	2	1	-	2	4	-	-
I have switched/done it before	5	-	5	2	3	-	-	1	1	-	-	3	2
Don't know how to do it	5	1	4	1	4	-	-	1	-	-	-	1	4
On (back of) bill/letter	5	2	3	3	1	1	2	-	1	3	-	1	1
Difficult to check without internet	4	-	4	2	2	-	-	-	1%afg	-	2	2	1
They are all the same	4	-	4	2	2	2	-	-	-	-	2	-	2
Vision/hearing/learning difficulties/health problems	4	1	3	3	1	-	2	1	-	1	1	2	1
Always changing prices	3	-	3	3	1	3	-	-	-	-	1	3	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4373	733	3640	2605	1768	1000	719	623	158	728	1354	1581	710
Weighted Base	4502	773	3729	2734	1768	1130	743	597	161	811	1406	1599	686
Online availability	3	1	2	1	1	-	-	1	1	-	1	1	1
Don't tell you cost of unit	2	-	2	-	2	-	-	-	-	2	-	-	-
Small print	2	-	2	2	-	1	1	-	-	1	-	2	-
Other	64	7	57	33	32	12	10	9	1	14	16	22	11
None	1	1	-	1	-	1%	1%	1%	1%	2%	1%	1%	2%
Don't know	166	16	149	69	97	13	15	23	7	6	34	66	60
Refused	14	1	13	5	9	4	1	-	-	-	2	4	6

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	4373	814	1266	1203	367	439	240	613	2993	3021	2640
Weighted Base	4502	878	1365	1351	370	480	246	673	3032	3057	2649
There is more information available on the internet from price comparison websites	1882	415	724	693	178	256	92	339	1384	1432	1203
	42%	47% ^a	52% ^{ab}	51% ^a	48% ^a	53% ^a	37%	50% ^{ag}	46% ^a	47% ^a	47% ^a
The information about tariffs from suppliers is too complicated	762	141	182	190	48	58	52	91	395	392	312
	17% ^{cdhjk}	16%	13%	14%	13%	12%	21% ^h	14%	13%	12%	
There is more information available on the internet from suppliers	720	143	257	236	51	86	28	118	539	547	472
	16%	16%	19% ^a	17%	14%	18%	11%	18% ^g	18%	18% ^a	18%
There are too many tariffs to choose from	715	129	211	208	52	66	38	103	447	429	384
	16% ^j	15%	15%	15%	14%	14%	15%	15%	15%	14%	14%
The tariffs are all structured differently	630	139	206	212	39	74	38	103	341	330	282
	14% ^{ijk}	16%	15%	16%	10%	15%	16%	15%	11%	11%	11%
The information from suppliers is clearer these days	483	97	171	169	50	64	27	74	403	417	373
	11%	11%	12%	13%	14%	13%	11%	11%	13% ^a	14% ^a	14% ^a
There are too many suppliers	426	67	110	100	39	37	17	50	287	279	259
	9% ^d	8%	8%	7%	10%	8%	7%	7%	9%	9%	10%
You can't trust the information that's available if it's misleading	343	69	91	86	20	38	28	47	174	152	131
	8% ^{ijk}	8%	7%	6%	5%	8%	10%	7%	6%	5%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4373	814	1266	1203	367	439	240	613	2993	3021	2640
Weighted Base	4502	878	1365	1351	370	480	246	673	3032	3057	2649
Too complicated/don't understand /confusing	89	17	26	21	4	7	11	8	40	40	33
	2% ^{jk}	2%	2%	2%	1%	1%	4% ^{ah}	1%	1%	1%	1%
There are too few tariffs to choose from	55	10	9	13	3	2	4	8	30	27	27
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Do not use/have access to internet	35	3	5	3	1	1	3	-	22	21	17
	1% ^{kh}	-	-	-	-	-	1% ^h	-	7%	7%	7%
Can phone them	23	5	6	8	2	1	1	4	20	19	17
	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%
Takes too long/too much time	16	2	4	2	1	2	-	2	7	9	3
	-	-	-	-	-	-	-	-	-	-	-
Don't understand jargon/language used	15	2	3	1	-	-	2	-	7	10	7
	-	-	-	-	-	-	1%	-	-	-	-
I understand it	14	6	8	8	2	4	2	6	11	13	9
	-	1%	1%	1%	1%	1%	1%	1% ^a	-	-	-
Easy to do	14	-	3	3	1	3	-	-	13	11	10
	-	-	-	-	-	1%	-	-	-	-	-
Not easy to compare like for like	14	1	6	8	2	4	-	1	9	6	7
	-	-	1%	1%	-	1%	-	-	-	-	-
Information on internet (no detail)	13	3	5	3	1	2	-	3	11	10	8
	-	-	-	-	-	-	-	-	-	-	-
Not interested/too lazy	13	-	-	-	-	-	-	-	11	8	9
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4373	814	1266	367	439	240	613	2993	3021	2640
Weighted Base	4502	878	1365	370	480	246	673	3032	3057	2649
No/lack of information	13	1	4	-	4	-	1	3	4	2
Someone else does it for me	10	2	1	-	1	2	-	8	6	7
Too much information (to read)	10	-	1	3	2	-	-	6	7	7
On TV	9	-	1	1	-	-	-	8	8	8
Difficult because of my age/getting too old	8	2	1	1	1	1	1	6	5	6
The amount of information they need	7	2	4	2	2	-	2	3	4	3
Never had any problems	7	-	-	-	1	-	-	7	7	6
Have never switched/done it	7	1	-	-	-	1	-	4	5	3
Not computer literate/not good on the computer	7	1	1	1	-	1	-	4	5	5
In media/press/newspapers	6	2	-	1	1	2	-	4	4	4
	-	-	-	-	-	1%ah	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	4373	814	1266	1233	367	439	240	613	2993	3021	2640
Weighted Base	4502	878	1365	1351	370	480	246	673	3032	3057	2649
There is lots of information available/information is there (if you look)	6	1	2	2	-	-	-	1	6	6	4
Worked in the industry	6	3	3	3	-	-	-	3	-	4	4
That's what I hear/what I've been told	6	1	-	-	-	-	1	-	6	6	5
Happy with current supplier	6	-	1	1	-	-	-	-	5	3	3
Too many matrices/calculations	5	-	1	1	2	1	-	-	2	2	2
I have switched/done it before	5	-	-	-	-	-	-	-	4	4	5
Don't know how to do it	5	-	-	-	1	-	-	-	3	4	3
On (back of) bill/letter	5	3	3	3	-	2	-	3	5	5	4
Difficult to check without internet	4	1	2	1	-	-	1	-	3	3	2
They are all the same	4	2	-	2	-	-	-	2	2	2	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	4373	814	1266	1233	367	240	613	2993	3021	2640
Unweighted Base	4502	878	1365	1351	370	246	673	3032	3057	2649
Weighted Base	4	1	1	-	1	1	-	3	1	1
Vision/hearing/learning difficulties/health problems	3	-	-	-	-	-	-	1	1	1
Always changing prices	3	-	-	-	1	-	-	1	2	2
Online availability	2	2	1	2	-	-	2	2	2	2
Don't tell you cost of unit	2	-	-	-	-	-	-	-	-	-
Small print	64	14	21	19	3	6	9	44	50	37
Other	7%	2%	2%	1%	1%	2%	1%	7%	2%	1%
None	1	-	-	-	1	-	-	-	-	-
Don't know	166	17	18	18	13	5	13	123	121	115
Refused	4%	2%	1%	1%	3%	2%	2%	4%	4%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PRS SEGMENTS															
	East of London (b)	EMEA (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 4373	417	413	278	242	440	273	377	105	271	440	302	213	349	234	19	
Weighted Base 4502	448	436	319	241	451	274	380	117	293	428	310	215	337	233	20*	
There is more information available on the internet from price comparison websites	1892 42%clmm	242 54%acefjklmnn	136 31%	154 48%cejkmm	88 36%j	196 43%clmm	131 48%cejnn	26 22%	109 37%j	172 40%cl	142 46%cejnn	71 33%	122 36%j	114 49%cejkmm	8 42%	
The information about tariffs from suppliers is too complicated	762 17%co	59 13%	73 17%	51 16%	44 18%	60 13%	44 16%	62 16%	41 35%abde 19%klmnn	43 15%	96 22%abdfh jmo	46 15%	31 14%	84 25%abdfghjmo	27 11%	2 8%
There is more information available on the internet from suppliers	720 16%km	89 20%ucejnn	60 14%	38 12%	30 13%	73 16%km	40 15%	87 23%acdef gllm	19 7%	39 13%	77 18%dm	45 14%	20 9%	57 17%km	42 18%km	4 21%
There are too many tariffs to choose from	715 16%ij	66 15%	66 15%	55 17%ij	49 20%hijo	83 18%hijo	50 18%hijo	46 12%	19 7%	30 10%	72 17%ij	40 13%	41 19%hijo	66 20%hijo	26 11%	6 30%
The tariffs are all structured differently	830 14%kch	68 15%kch	40 9%	35 11%	27 11%	59 13%	36 13%	33 9%	14 12%	44 15%kch	65 15%kch	56 18%kdeh	46 21%acdef gh	48 19%acdef h	39 17%kch	1 7%
The information from suppliers is clearer these days	493 11%ijn	44 10%	100 23%abdef ghijklmno	40 13%ijn	17 7%	40 9%	31 11%km	46 12%ijn	9 8%	20 7%	47 11%km	29 9%	12 5%	29 8%	28 12%km	3 15%
There are too many suppliers	426 9%kj	52 12%kchj	28 6%	42 13%kchjo	34 14%kcdghj lo	39 9%j	21 8%	27 7%	10 8%	13 5%	48 11%klj	24 8%	29 13%kchjo	40 12%kchj	16 7%	4 22%
You can't trust the information that's available i.e. it's misleading	343 8%ka	31 7%	27 6%	21 7%	16 7%	34 8%	20 7%	31 8%k	12%k	35 12%kabdkn	19 4%	31 10%k	21 10%k	21 9%k	1 5%	
Too complicated/don't understand it/confusing	89 2%lo	6 1%	8 2%	4 1%	7 2%lo	24 5%kabcdgh kl	2 1%	4 1%	5 4%ghio	7 2%lo	9 2%lo	1 *	5 2%lo	8 2%lo	-	-
There are too few tariffs to choose from	55 1%	3 1%	4 1%	4 1%	2 1%	4 1%	4 2%	8 2%	1 1%	2 1%	4 1%	3 1%	5 2%	5 1%	6 2%	-
Do not use/have access to internet	35 1%	2 *	3 1%	-	3 1%	8 2%adgh	-	-	-	6 2%adghjio	4 1%	3 1%	2 1%	4 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 4373	417	413	278	242	440	273	377	105	271	440	302	213	349	234	19	
Weighted Base 4502	448	436	319	241	451	274	380	117	293	428	310	215	337	233	20*	
Can phone them	23	1	-	2	1	6	2	-	5	2	-	2	1	-	-	
7%	*	-	7%	*	1%ac	7%	*	-	2%abcbn	*	-	7%	*	-	-	
Takes too long/too much time	16	-	1	2	3	-	-	-	2	1	3	2	2	-	-	
*	-	-	7%	7%	7%	-	-	-	7%	*	7%	7%	7%	-	-	
Don't understand jargon/language used	15	1	1	-	2	4	-	2	-	1	2	-	1	-	-	
*	*	*	-	7%	1%a	*	7%	-	-	7%	7%	-	*	-	-	
I understand it	14	-	-	-	2	3	-	3	-	1	1	1	1	-	-	
*	-	-	-	7%	7%	-	7%	-	7%	*	-	7%	*	-	-	
Easy to do	14	-	3	-	2	6	-	1	-	-	-	-	1	-	-	
*	-	7%	-	7%	1%abkk	-	-	7%	*	-	-	-	*	-	-	
Not easy to compare like for like	14	2	2	1	1	4	-	2	-	-	2	-	2	-	-	
*	-	-	-	-	7%	-	*	-	-	-	7%	-	7%	-	-	
Information on internet (no detail)	13	-	-	-	3	5	-	-	-	1	1	2	-	2	-	
*	-	-	-	-	1%abch	1%abc	-	-	-	*	-	7%	-	7%	-	
Not interested/too lazy	13	2	-	-	4	2	-	1	1	-	-	-	2	-	-	
*	*	-	-	2%acdkl	*	-	7%	*	*	-	-	-	*	-	-	
No/lack of information	13	2	1	-	-	1	-	-	-	1	-	5	2	1	-	
*	*	-	-	-	-	-	-	-	-	*	-	2%abdef ghkl	7%	7%	-	
Someone else does it for me	10	-	-	1	2	1	1	-	1	1	3	1	-	-	-	
*	-	-	*	7%	*	*	*	-	*	*	7%	*	-	-	-	
Too much information (to read)	10	-	1	-	-	2	2	1	-	2	-	2	-	-	-	
*	-	*	-	-	*	7%	*	-	-	*	-	7%	-	-	-	
On TV	9	-	2	-	2	-	-	-	2	1	-	-	-	-	-	
*	-	7%	-	7%	*	-	-	-	7%	*	-	-	-	-	-	
Difficult because of my age/getting too old	8	1	2	-	1	2	1	-	-	-	-	-	-	-	1	
*	*	*	-	-	*	*	*	-	-	-	-	-	-	-	7%	
The amount of information they need	7	-	-	-	2	1	1	-	1	1	2	-	-	-	1	
*	-	-	-	7%	*	*	*	-	*	*	7%	-	-	*	*	
Never had any problems	7	1	1	-	-	3	-	-	2	-	-	-	-	-	1	
*	*	7%	-	-	7%	-	-	-	7%	-	-	-	-	-	*	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PPS - SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	4373	417	413	278	242	440	273	377	105	271	440	302	213	349	234	19
Weighted Base	4502	448	436	319	241	451	274	380	117	283	428	310	215	337	233	20*
Have never switched/done it	7	2	-	2	-	-	-	-	-	-	1	2	-	-	-	-
Not computer literate/not good on the computer	7	1	1	-	-	1	1	-	-	2	-	1	-	1	-	-
In media/press/newspapers	6	2	1	-	-	-	1	-	-	2	1	-	-	-	-	-
There is lots of information available/information is there (if you look)	6	-	1	-	-	1	-	-	-	2	-	1	-	1	-	-
Worked in the industry	6	2	-	2	-	-	-	-	2	1	-	-	-	-	-	-
That's what I hear/what I've been told	6	1	1	1	-	-	-	-	2	-	-	-	-	2	-	-
Happy with current supplier	6	2	1	-	-	-	-	-	1	-	-	-	2	-	-	-
Too many matrices/calculations	5	-	2	-	-	-	-	1	-	1	1	-	-	-	-	-
I have switched/done it before	5	1	-	2	-	1	1	-	-	-	-	-	-	-	-	-
Don't know how to do it	5	-	1	-	1	-	-	-	-	-	-	-	1	2	-	-
On (back of) bill/letter	5	1	1	-	2	-	-	-	-	1	-	-	1	-	-	-
Difficult to check without internet	4	-	-	-	1	-	-	-	-	2	1	-	-	-	-	-
They are all the same	4	-	-	-	2	-	2	-	-	1	-	-	-	-	-	-
Vision/hearing/learning difficulties/health problems	4	1	2	-	-	-	-	-	-	1	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy or very/fairly difficult to compare tariffs

Total (a)	PPS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	4373	417	413	278	242	440	273	377	105	271	440	302	213	349	234	19
Weighted Base	4502	448	436	319	241	451	274	380	117*	283	428	310	215	337	233	20**
Always changing prices	3	-	-	-	-	-	-	1	-	1	1	-	-	-	-	-
Online availability	3	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-
Don't tell you cost of unit	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	1
Small print	2	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-
Other	64	5	5	2	8	10	1	4	-	6	6	4	7	5	2	1
None	1%	1%	1%	1%	3% ^{adg}	2%	*	1%	-	2%	1%	1%	3% ^g	1%	1%	5%
Don't know	166	12	16	18	18	13	10	12	1	16	13	8	6	16	8	-
Refused	14	3	-	4	-	-	-	3	-	-	3	-	1	-	-	-
	*	1%	-	1% ^{adf}	-	-	-	1%	-	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	862	553	502
There is more information available on the internet from price comparison websites	1767 69% ^{kg}	1561 70% ^{lc}	127 56%	78 66%	512 77% ^{kaifg}	1012 72% ^{kg}	242 48%	485 74% ^{ajk}	629 73% ^{ajk}	364 69% ^{ak}	289 57%
There is more information available on the internet from suppliers	674 26% ^{ld}	599 27% ^{ld}	57 25%	18 15%	189 28%	366 26%	119 24%	181 27%	241 28% ^{lk}	139 28%	113 22%
The information from suppliers is clearer these days	462 18% ^{ce}	422 19% ^{cd}	28 12%	13 11%	63 14%	226 17%	133 26% ^{laef}	107 16%	144 17%	114 21%	97 19%
There are too many tariffs to choose from	124 5%	100 4%	15 7%	8 7%	38 6%	60 4%	25 5%	20 3%	45 5%	25 4%	34 7% ^{ah}
There are too many suppliers	95 4%	83 4%	5 2%	7 6%	28 4%	44 3%	25 5% ^{lf}	15 2%	21 2%	26 5% ^{lh}	32 6% ^{ah}
The tariffs are all structured differently	62 2%	43 2%	9 4%	9 8% ^{ab}	9 1%	38 3%	15 3%	20 3%	16 2%	15 3%	11 2%
The information about tariffs from suppliers is too complicated	60 2%	44 2%	11 5% ^{ab}	5 4%	19 3%	25 2%	15 3%	11 2%	21 2%	19 3%	9 2%
You can't trust the information that's available - it's misleading	26 1%	19 1%	5 2% ^{ab}	1 1%	8 1%	12 1%	6 1%	3 1%	5 1%	8 1%	9 2% ^{ah}
Can phone them	22 1% ^l	15 1%	5 2% ^{ab}	2 1%	7 1% ^l	4 *	11 2% ^{af}	2 *	10 1%	5 1%	4 1%
There are too few tariffs to choose from	14 1%	12 1%	1 1%	2 1%	4 1%	7 1%	4 1%	- *	8 1% ^h	4 1%	3 1%
Easy to do	14 1%	12 1%	2 1%	- *	3 *	7 1%	4 1%	4 1%	4 *	4 1%	2 *
I understand it	12 *	7 *	2 *	3 2% ^{ab}	1 *	9 1%	3 1%	5 1%	2 *	3 *	2 *
Information on internet (no detail)	9 *	8 *	- *	1 1%	4 1%	5 *	1 *	2 *	2 *	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	862	553	502
Never had any problems	7	6	2	-	1	3	3	2	2	3	-
	-	-	1%	-	-	1%	-	-	-	1%	-
On TV	7	5	2	-	-	5	2	1	4	1	1
	-	-	1%	-	-	-	-	-	-	-	-
Someone else does it for me	7	5	-	2	1	2	4	2	1	4	1
	-	-	-	1%ab	-	-	1%af	-	-	1%	-
There is lots of information available/information is there (if you look)	6	5	1	-	2	1	3	-	3	2	2
	-	-	-	1%	-	-	1%	-	-	-	-
Worked in the industry	6	3	3	-	1	5	-	2	4	-	1
	-	-	1%ab	-	-	-	-	-	-	-	-
Not interested/too lazy	6	4	2	-	1	3	2	1	1	1	2
	-	-	1%b	-	-	-	-	-	-	-	-
In media/press/newspapers	6	3	2	-	-	-	6	2	3	-	1
	-	-	1%b	-	-	-	1%af	-	-	-	-
That's what I hear/what I've been told	5	5	-	-	-	2	3	3	-	-	2
	-	-	-	-	-	-	1%af	-	-	-	1
Takes too long/too much time	5	5	-	-	-	4	1	3	-	2	1
	-	-	-	-	-	-	-	-	-	-	-
Happy with current supplier	5	5	-	-	2	3	-	2	2	1	-
	-	-	-	-	-	-	-	-	-	-	-
I have switched/done it before	4	4	-	-	-	2	2	3	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
On (back of) bill/letter	4	3	1	-	-	2	2	2	-	-	2
	-	-	1%	-	-	-	-	-	-	-	-
Online availability	2	2	-	-	1	1	-	-	-	1	1
	-	-	-	-	-	-	-	-	-	-	-
Always changing prices	1	-	1	-	-	1	-	1	-	-	-
	-	-	1%ab	-	-	-	-	-	-	-	-
Small print	1	1	-	-	-	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2424	2104	206	114	627	1182	615	512	692	501	719
Weighted Base	2577	2230	228	119*	666	1409	502	660	862	553	502
Difficult because of my age/getting too old	1	1	-	-	-	-	1	1	-	-	-
Too complicated/don't understand it/confusing	1	-	1	-	-	1	-	-	-	-	1
Do not use/have access to internet	1	1	-	-	-	1	-	-	-	-	1
Not easy to compare like for like	1	1	-	-	1	-	-	-	-	-	1
The amount of information they need	1	-	1	-	-	-	1	-	-	-	1
They are all the same	-	-	-	-	-	-	-	-	-	-	-
Other	33	25	3	4	5	24	3	8	11	8	5
None	1	-	1	4%b	1%	2%	1%	1%	1%	1%	1%
Don't know	90	78	6	6	11	45	34	14	22	20	35
Refused	11	11	-	-	2%	3%	7%aef	2%	3%	4%	7%ahj
	-	-	-	-	1	3	6	4	2	3	2
	-	-	-	-	-	-	1%aef	1%	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 2424	739	1399	226	60	386	2038	1405	550	433
Weighted Base 2577	610	1674	234	59	318	2259	1574	598	372
There is more information available on the internet from price comparison websites 1767 69%bfj	335 55%	1239 74%abd	155 66%b	38 63%	181 57%	1585 70%fj	1086 69%j	438 74%aj	222 60%
There is more information available on the internet from suppliers 674 26%de	154 20%de	473 28%de	38 16%	9 14%	76 24%	598 26%	429 27%	144 24%	92 25%
The information from suppliers is clearer these days 462 18%	127 21%de	294 18%	34 14%	8 14%	69 22%	393 17%	291 19%	94 16%	69 19%
There are too many tariffs to choose from 124 5%	38 6%e	66 4%	11 5%	8 14%abod	21 7%	103 5%	54 3%	38 6%h	29 8%ah
There are too many suppliers 95 4%	24 4%	57 3%	12 5%	2 4%	13 4%	82 4%	44 3%	28 5%h	20 5%h
The tariffs are all structured differently 62 2%	16 2%	40 2%	4 2%	2 3%	6 2%	55 2%	35 2%	16 3%	9 3%
The information about tariffs from suppliers is too complicated 60 2%	18 2%	36 2%	5 2%	1 2%	12 4%	48 2%	33 2%	17 3%	10 3%
You can't trust the information that's available \ it's misleading 26 1%	11 2%e	11 1%	3 1%	1 1%	6 2%	20 1%	13 1%	6 1%	6 2%
Can phone them 22 1%	10 2%e	8 *	3 1%	-	4 1%	18 1%	11 1%	5 1%	4 1%
There are too few tariffs to choose from 14 1%	5 1%	7 *	2 1%	-	2 1%	12 1%	9 1%	5 1%	1 *
Easy to do 14 1%	6 1%	7 *	1 *	-	2 1%	12 1%	10 1%	-	4 1%aj
I understand it 12 *	1 *	9 1%	2 1%	-	-	11 *	8 1%	2 1%	2 *
Information on internet (no detail) 9 *	1 *	7 *	1 *	-	1 *	8 *	5 *	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
* small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2424	739	1399	226	60	386	2038	1405	550	433
Weighted Base	2577	610	1674	234	59	318	2259	1574	598	372
Never had any problems	7	4	3	1	-	-	7	4	2	1
	-	7%	-	-	-	-	-	-	-	-
On TV	7	5	2	-	-	3	5	4	1	2
	-	1% ^c	-	-	-	1%	-	-	-	-
Someone else does it for me	7	3	2	2	-	3	3	6	-	1
	-	-	-	1%	-	1% ^{ag}	-	-	-	-
There is lots of information available/information is there (if you look)	6	3	3	-	-	1	5	4	1	2
	-	1%	-	-	-	-	-	-	-	1%
Worked in the industry	6	2	2	2	-	1	5	3	1	2
	-	-	-	1% ^c	-	-	-	-	-	1%
Not interested/too lazy	6	2	3	-	-	-	5	3	-	3
	-	-	-	-	-	-	-	-	-	1% ^{ah}
In medical/press/newspapers	6	2	4	-	-	3	3	6	-	-
	-	-	-	-	-	1% ^g	-	-	-	-
That's what I hear/what I've been told	5	2	2	-	1	1	4	5	-	4
	-	-	-	-	2% ^{ad}	-	-	-	-	-
Takes too long/too much time	5	-	3	2	-	-	5	-	3	2
	-	-	-	1% ^b	-	-	-	-	-	-
Happy with current supplier	5	3	2	-	-	-	5	-	3	1
	-	7%	-	-	-	-	-	-	1% ^h	1%
I have switched/done it before	4	2	2	1	-	2	2	2	2	-
	-	-	-	-	-	1% ^g	-	-	-	-
On (back of) bill/letter	4	2	1	1	-	3	1	3	1	-
	-	-	-	-	-	1% ^{ag}	-	-	-	-
Online availability	2	1	1	1	-	-	2	1	-	1
	-	-	-	-	-	-	-	-	-	-
Always changing prices	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
Small print	1	-	-	1	-	-	1	1	-	-
	-	-	-	%	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2424	739	1399	226	60	386	2038	1405	550	433
Weighted Base	2577	610	1674	234	59	318	2259	1574	586	372
Difficult because of my age/getting too old	1	-	1	-	-	-	1	1	-	-
Too complicated/don't understand/fconfusing	1	1	-	-	-	1	-	-	-	1
Do not use/have access to internet	1	-	-	1	-	-	1	-	1	-
Not easy to compare like for like	1	1	-	-	-	-	1	-	-	1
The amount of information they need	1	1	-	-	-	1	-	-	-	1
They are all the same	-	-	-	-	-	-	-	-	-	-
Other	38	5	21	5	2	3	25	17	9	5
	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%
None	1	-	-	1	-	-	1	-	-	1
	-	-	-	1%	-	-	-	-	-	-
Don't know	90	29	43	13	5	9	81	58	14	18
	3%	5%	3%	6%	8%	3%	4%	4%	2%	5%
Refused	11	4	2	5	-	1	10	6	-	4
	-	1%	-	2%	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/h/i - a/h/i
 * small base



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2424	1918	233	254	289	2135	2419	2130	301	1935	167
Weighted Base	2577	2151	212	195	299	2278	2571	2272	334	2041	180
There is more information available on the internet from price comparison websites	1767 69%cd	1592 74%acd	119 56%cd	47 24%	198 68%	1569 69%	1761 68%	1563 69%	227 68%	1412 69%	112 62%
There is more information available on the internet from suppliers	674 28%cd	599 28%cd	42 20%	29 15%	83 28%	591 26%	673 26%	590 26%	106 32%aj	519 25%	47 20%
The information from suppliers is clearer these days	462 18%k	363 17%	43 20%	53 27%ab	55 18%	408 18%	462 18%	408 18%	61 18%k	384 19%k	17 9%
There are too many tariffs to choose from	124 5%	99 5%	11 5%	14 7%	11 4%	113 5%	124 5%	113 5%	14 4%	99 5%	9 5%
There are too many suppliers	95 4%	67 3%	10 5%	16 8%ab	11 4%	84 4%	95 4%	84 4%	10 3%	75 4%	10 5%
The tariffs are all structured differently	62 2%	49 2%	7 3%	6 3%	9 3%	53 2%	62 2%	53 2%	7 2%	50 2%	5 3%
The information about tariffs from suppliers is too complicated	60 2%	46 2%	7 4%	7 3%	13 4%fh	47 2%	60 2%	47 2%	11 3%	46 2%	3 2%
You can't trust the information that's available, it's misleading	26 1%	15 1%	4 2%	7 3%ab	3 1%	23 1%	26 1%	23 1%	5 1%	19 1%	2 1%
Can phone them	22 1%	13 1%	1 1%	8 4%abc	2 1%	19 1%	22 1%	19 1%	-	18 1%	3 2%j
There are too few tariffs to choose from	14 1%	12 1%	-	2 1%	-	14 1%	14 1%	14 1%	1 1%	12 1%	1 1%
Easy to do	14 1%	10 1%	2 1%	3 1%	-	14 1%	14 1%	14 1%	-	11 1%	3 2%j
I understand it	12 1%	8 1%	2 1%	2 1%	3 1%	9 1%	12 1%	9 1%	3 1%	8 1%	1 1%



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2424	1918	233	254	289	2135	2419	2130	301	1935	167
Weighted Base	2577	2151	212	195	299	2278	2571	2272	334	2041	180
Information on internet (no detail)	9	9	-	-	-	9	9	9	1	8	-
Never had any problems	7	3	2	1%ab	2	5	7	5	-	6	1
On TV	7	2	4	1%ab	1	4	7	5	-	5	1
Someone else does it for me	7	3	1	2%ab	1	1%ab	7	7	-	4	2
There is lots of information available/information is there (if you look)	6	4	-	3	-	6	6	6	-	6	-
Worked in the industry	6	4	2	1%ab	2	4	6	4	2	4	1
Not interested/too lazy	6	5	-	-	3	3	6	3	2	4	-
In media/press/newspapers	6	4	-	2	1	5	6	5	-	3	2
That's what I hear/what I've been told	5	3	1	1%ab	-	1	5	5	-	5	-
Takes too long/too much time	5	4	-	-	-	5	5	5	2	3	-
Happy with current supplier	5	5	-	-	-	5	5	5	-	5	-
I have switched/done it before	4	3	-	1	-	4	4	4	-	4	-
On (back of) bill/letter	4	3	-	1	1	3	4	3	1	3	-
Online availability	2	2	-	-	-	2	2	2	-	2	-
Always changing prices	1	1	-	-	-	1	1	1	-	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2424	1918	233	254	289	2135	2419	2130	301	1935	167
Weighted Base	2577	2151	212	195	299	2278	2571	2272	334	2041	180
Small print	1	1	-	-	-	1	1	1	-	1	-
Difficult because of my age/getting too old	1	1	-	-	-	1	1	1	-	1	-
Too complicated/don't understand it/confusing	1	1	-	-	1	-	-	-	1	-	-
Do not use/have access to internet	1	-	1	-	1	-	1	-	1	-	-
Not easy to compare like for like	1	1	-	-	-	1	1	1	-	-	1
The amount of information they need	1	1	-	-	-	1	1	1	-	1	-
They are all the same	-	-	-	1	-	-	-	-	-	-	1
Other	33	28	3	3	4	29	33	29	7	21	5
None	1	1	-	-	1	1	1	1	2	1	3
Don't know	90	49	14	26	11	79	90	79	10	67	12
Refused	11	5	2	3	-	11	11	11	1	8	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2424	1865	418	21	1780	183	426
Weighted Base	2577	1980	448	23**	1964	178	401
There is more information available on the internet from price comparison websites	1767 69% ^d	1338 68%	331 74% ^{ab}	15 64%	1383 70% ^d	104 58%	264 60%
There is more information available on the internet from suppliers	674 26%	536 27%	110 25%	2 9%	526 27%	43 24%	98 25%
The information from suppliers is clearer these days	462 18%	360 18%	84 19%	1 3%	352 16%	40 22% ^g	56 14%
There are too many tariffs to choose from	124 5%	99 5%	17 4%	3 15%	85 4%	9 5%	28 7% ^e
There are too many suppliers	95 4%	77 4%	16 3%	-	67 3%	6 3%	22 5%
The tariffs are all structured differently	62 2%	52 3%	8 2%	-	48 2%	4 2%	10 3%
The information about tariffs from suppliers is too complicated	60 2%	49 2%	8 2%	-	49 2%	4 2%	8 2%
You can't trust the information that's available \ it's misleading	28 1%	20 1%	2 1%	1 3%	13 1%	5 3% ^{ae}	8 2% ^e
Can phone them	22 1%	18 1%	3 1%	-	16 1%	1 1%	2 1%
There are too few tariffs to choose from	14 1%	14 1%	1 *	-	10 1%	3 2%	1 *
Easy to do	14 1%	10 1%	4 1%	-	9 1%	1 1%	5 1%
I understand it	12 *	11 1%	1 *	-	10 1%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2424	1865	418	21	1780	183	426
Weighted Base	2577	1980	448	23**	1964	178	401
Information on internet (no detail)	9	7	2	1	6	-	3
Never had any problems	7	6	1	-	6	1	-
On TV	7	7	-	-	6	-	1
Someone else does it for me	7	5	-	-	6	1	-
There is lots of information available/information is there (if you look)	6	5	*	-	3	1%	3
Worked in the industry	6	6	-	-	5	-	1
Not interested/too lazy	6	5	*	-	4	-	2
In media/press/newspapers	6	6	-	-	6	-	1%
That's what I hear/what I've been told	5	5	-	-	3	2	-
Takes too long/too much time	5	3	2	-	3	2	1
Happy with current supplier	5	3	-	-	3	-	2
I have switched/done it before	4	2	2	-	3	1	-
On (back of) bill/letter	4	3	1	-	3	-	-
Online availability	2	1	1	-	1	-	1

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2424	1865	418	21	1780	183	426
Weighted Base	2577	1980	448	23**	1964	178	401
Always changing prices	1	-	-	-	1	-	-
Small print	1	1	-	-	-	-	-
Difficult because of my age/getting too old	1	1	-	-	1	-	-
Too complicated/don't understand/confusing	1	1	-	-	-	-	1
Do not use/have access to internet	1	1	-	-	1	-	-
Not easy to compare like for like	1	-	-	-	-	-	1
The amount of information they need	1	1	-	-	1	-	-
They are all the same	-	-	-	-	-	-	-
Other	33	29	4	2	24	5	4
None	1%	1%	1%	7%	1%	3%	1%
Don't know	90	72	8	1	64	7	20
Refused	11	11	2%	6%	3%	4%	5%
	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2424	1106	1082	20	211
Weighted Base	2577	1200	1134	22**	216
There is more information available on the internet from price comparison websites	1787 69%	859 72% ^c	745 66%	12 54%	149 69%
There is more information available on the internet from suppliers	674 26%	310 26%	289 25%	11 49%	64 30%
The information from suppliers is clearer these days	462 18%	231 19%	189 17%	7 33%	36 17%
There are too many tariffs to choose from	124 5%	47 4%	63 6%	1 4%	12 5%
There are too many suppliers	95 4%	41 3%	44 4%	3 14%	7 3%
The tariffs are all structured differently	62 2%	33 3%	23 2%	1 5%	5 2%
The information about tariffs from suppliers is too complicated	60 2%	22 2%	32 3%	-	5 2%
You can't trust the information that's available \ it's misleading	26 1%	10 1%	13 1%	-	2 1%
Can phone them	22 1%	7 1%	10 1%	2 8%	3 1%
There are too few tariffs to choose from	14 1%	5 *	5 *	1 5%	3 2%
Easy to do	14 1%	3 *	8 1%	-	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2424	1106	1082	20	211
Weighted Base	2577	1200	1134	22**	216
I understand it	12	10	1	-	1
Information on internet (no detail)	9	1% ^c	5	-	1
Never had any problems	7	2	4	-	1
On TV	7	2	4	-	1
Someone else does it for me	7	4	2	-	1
There is lots of information available/information is there (if you look)	6	1	5	-	-
Worked in the industry	6	2	4	-	-
Not interested/too lazy	6	1	5	-	-
In media/press/newspapers	6	2	3	-	1
That's what I hear/what I've been told	5	2	3	-	-
Takes too long/too much time	5	4	1	-	-
Happy with current supplier	5	2	3	-	-
I have switched done it before	4	1	3	-	-
On (back of) bill/letter	4	2	1	-	1
	*	*	*	*	*

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2424	1106	1082	20	211
Weighted Base	2577	1200	1134	22**	216
Online availability	2	1	1	-	-
Always changing prices	1	1	-	-	-
Small print	1	-	1	-	-
Difficult because of my age/getting too old	1	1	-	-	-
Too complicated/don't understand it/confusing	1	1	-	-	-
Do not use/have access to internet	1	-	1	-	-
Not easy to compare like for like	1	-	1	-	-
The amount of information they need	1	1	-	-	-
They are all the same	-	-	-	-	-
Other	33	18	12	-	4
None	1	1	-	-	-
Don't know	90	26	52	2	10
Refused	11	3	6	-	1
	-	-	1%	-	1%

Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2424	458	1966	1474	950	659	394	287	79	450	777	848	349
Weighted Base	2577	494	2083	1585	992	750	415	279	83*	501	818	899	359
There is more information available on the internet from price comparison websites	1767	367	1400	1153	614	688	263	194	56	385	585	582	214
	69%egm	74%ac	67%	73%ae	62%	81%aghi	63%	68%	67%	77%aklm	72%km	66%	60%
There is more information available on the internet from suppliers	674	119	555	426	248	201	122	74	21	128	219	243	86
	26%	24%	27%	27%	25%	27%	29%	27%	25%	25%	27%	27%	24%
The information from suppliers is clearer these days	462	98	364	284	189	119	96	52	20	100	159	154	49
	18%	20%	17%	19%	17%	16%	23%af	19%	25%	20%km	19%km	17%	14%
There are too many tariffs to choose from	124	17	107	57	67	19	21	12	1	22	34	39	29
	5%a	3%	5%	4%	7%ad	3%	5%a	4%	2%	4%	4%	4%	8%ajkl
There are too many suppliers	95	16	79	51	44	23	14	7	1	13	28	27	27
	4%	3%	4%	3%	4%	3%	3%	3%	1%	3%	3%	3%	8%ajkl
The tariffs are all structured differently	62	8	53	40	22	16	17	6	*	12	24	16	9
	2%	2%	3%	3%	2%	2%	4%	1%	*	2%	3%	2%	2%
The information about tariffs from suppliers is too complicated	60	3	57	26	34	12	5	6	2	8	14	25	13
	2%a	1%	3%b	2%	3%bd	2%	1%	2%	3%	2%	2%	3%	4%
You can't trust the information that's available, it's misleading	26	6	20	14	12	3	4	6	1	3	9	11	3
	1%	1%	1%	1%	1%	*	1%	2%f	1%	1%	1%	1%	1%
Can phone them	22	2	19	14	8	4	6	1	2	1	10	7	3
	1%	1%	1%	1%	1%	1%	2%	*	2%	1	1%	1%	1%
There are too few tariffs to choose from	14	2	13	11	3	3	4	3	1	1	9	3	3
	1%	*	1%	1%	*	*	1%	1%	1%	*	1%	*	1%
Easy to do	14	4	11	8	6	4	3	-	1	1	5	4	4
	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	*	1%
I understand it	12	5	7	10	1	2	8	-	-	5	5	2	-
	*	1%	*	1%	*	*	2%ah	-	-	1%	1%	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2424	458	1966	1474	950	659	394	287	79	450	777	848	349
Weighted Base	2577	494	2083	1585	992	750	415	279	83*	501	818	899	359
Information on internet (no detail)	9	4	6	8	1	2	2	2	2	3	1	4	-
Never had any problems	7	1	6	4	3	3	2	-	-	-	2	2	3
On TV	7	-	7	4	3	2	2	-	-	-	3	4	-
Someone else does it for me	7	1	5	3	4	-	2	-	1	-	1	6	-
There is lots of information available/information is there (if you look)	6	-	6	2	4	1	-	1	-	1	-	4	1
Worked in the industry	6	-	6	3	3	3	-	-	-	2	2	-	3
Not interested/too lazy	6	-	6	2	4	-	1	-	-	-	1	1	4
In media/press/newspapers	6	1	5	5	1	1	1	2	1	-	2	2	2
That's what I hear/what I've been told	5	-	5	3	2	-	-	2	-	-	1	4	-
Takes too long/too much time	5	2	3	3	2	2	1	1	-	1	2	-	2
Happy with current supplier	5	-	5	-	5	-	-	-	-	-	-	2	3
I have switched done it before	4	-	4	1	3	-	-	-	1	-	-	2	1
On (back of) bill/letter	4	2	2	3	1	1	2	-	1	3	-	-	-
Online availability	2	1	1	1	1	-	-	-	1	1	-	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2424	458	1966	1474	950	659	394	287	79	450	777	848	349
Weighted Base	2577	494	2083	1585	992	750	415	279	83*	501	818	899	359
Always changing prices	1	-	1	1	-	1	-	-	-	-	-	1	-
Small print	1	-	1	1	-	-	1	-	-	-	-	1	-
Difficult because of my age/getting too old	1	-	1	1	-	-	-	-	-	-	-	1	-
Too complicated/don't understand it/confusing	1	-	1	1	-	-	1	-	-	1	-	-	-
Do not use/have access to internet	1	-	1	1	-	-	1	-	-	-	1	-	-
Not easy to compare like for like	1	-	1	-	1	-	-	-	-	-	-	-	1
The amount of information they need	1	-	1	-	1	-	-	-	-	-	-	1	-
They are all the same	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	4	29	18	15	7	7	4	15	5	9	13	6
None	1	1	-	1	-	1%	2%	2%	-	1%	1%	1%	2%
Don't know	90	11	79	40	50	7	12	12	4	4	23	39	24
Refused	11	1	9	5	6	1%	3% ^f	4% ^f	5% ^f	1%	3% ^f	4% ^f	7% ^{ajk}
	-	-	-	-	1%	-	-	-	-	-	-	-	1% ^j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?
 Base: All who think it's very/fairly easy to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	2424 2577	816 900	789 867	223 233	278 308	117 121	396 433	1807 1966	1916 2009	1684 1760	
Unweighted Base	482	816	789	223	278	117	396	1807	1916	1684	
Weighted Base	532	900	867	233	308	121	433	1966	2009	1760	
There is more information available on the internet from price comparison websites	1787 69%	392 74%a	682 76%a	655 76%a	159 68%	243 79%ae	86 71%	318 73%	1309 67%	1354 67%	1170 66%
There is more information available on the internet from suppliers	674 26%	137 26%	246 27%	225 26%	49 21%	82 27%	27 23%	113 26%	506 26%	517 26%	444 25%
The information from suppliers is clearer these days	462 18%	92 17%	164 18%	162 19%	47 20%	60 20%	24 20%	72 17%	382 19%	392 20%	354 20%
There are too many tariffs to choose from	124 5%	24 4%	45 5%	40 5%	8 4%	8 3%	3 3%	22 5%	90 5%	96 5%	89 5%
There are too many suppliers	95 4%	15 3%	26 3%	24 3%	9 4%	7 2%	2 2%	13 3%	76 4%	75 4%	73 4%
The tariffs are all structured differently	62 2%	15 3%	26 3%	26 3%	4 2%	6 2%	1 1%	14 3%	44 2%	47 2%	39 2%
The information about tariffs from suppliers is too complicated	60 2%	8 1%	17 2%	15 2%	2 1%	2 1%	1 1%	7 2%	39 2%	39 2%	39 2%
You can't trust the information that's available \ it's misleading	26 1%	6 1%	7 1%	5 1%	5 2%	3 1%	2 2%	3 1%	20 1%	22 1%	21 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	244	816	789	223	278	117	396	1807	1916	1684
Weighted Base	2577	900	867	233	308	121	433	1966	2009	1760
Can phone them	22	6	7	2	1	1	4	19	18	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
There are too few tariffs to choose from	14	2	4	2	-	1	4	10	8	6
	1%	1%	-	1%	-	1%	1%	-	-	-
Easy to do	14	3	3	1	3	-	-	13	11	10
	1%	-	-	-	1%	-	-	1%	1%	1%
I understand it	12	7	7	2	3	1	5	9	11	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Information on internet (no detail)	9	5	3	1	2	-	3	9	8	7
	1%	1%	-	1%	1%	-	1%	1%	1%	1%
Never had any problems	7	-	-	1	-	-	-	7	7	6
	1%	-	-	1%	-	-	-	1%	1%	1%
On TV	7	1	1	-	-	-	-	6	6	6
	1%	1%	1%	-	-	-	-	1%	1%	1%
Someone else does it for me	7	1	-	1	-	2	-	5	3	4
	1%	1%	-	1%	-	1%	-	1%	1%	1%
There is lots of information available/information is there (if you look)	6	2	2	-	-	-	1	6	6	4
	1%	1%	1%	-	-	-	1%	1%	1%	1%
Worked in the industry	6	3	3	-	-	-	3	4	4	4
	1%	1%	1%	-	-	-	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	244	816	789	223	278	117	396	1807	1916	1684
Weighted Base	2577	900	867	233	308	121	433	1966	2009	1760
Not interested/too lazy	6	-	-	-	-	-	-	5	3	1
In media/press/newspapers	6	2	-	1	-	2	-	4	4	4
That's what I hear/what I've been told	5	1	-	-	-	1	-	5	5	4
Takes too long/too much time	5	1	1	1	1	-	1	2	4	2
Happy with current supplier	5	-	-	-	-	-	-	5	3	3
I have switched/done it before	4	-	-	-	-	-	-	4	4	4
On (back of) bill/letter	4	3	3	3	2	-	3	4	4	3
Online availability	2	-	-	1	-	-	1%	1	1	1
Always changing prices	1	-	-	-	-	-	-	-	-	-
Small print	1	-	-	-	-	-	-	1	1	1
Difficult because of my age/getting too old	1	-	-	-	-	-	-	1	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	244	816	789	223	278	117	396	1807	1916	1684
Weighted Base	2577	900	867	233	308	121	433	1966	2009	1760
Too complicated/don't understand/confusing	1	-	1	-	-	-	-	1	-	-
Do not use/have access to internet	1	-	-	-	-	1	-	1	1	1
Not easy to compare like for like	1	-	-	-	-	1%a	-	1	1	1
The amount of information they need	1	-	-	-	-	-	-	1	1	1
They are all the same	-	-	-	-	-	-	-	-	-	-
Other	33	13	10	1	3	3	3	26	28	21
None	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%
Don't know	90	13	13	9	3	2	9	77	74	74
Refused	3%cd	1%	2%	4%	1%	1%	2%	4%	4%	4%
	11	2	2	-	1	-	-	8	9	8

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	2424	265	240	163	131	238	155	217	46	156	176	94	100	144	11	
Weighted Base	2577	293	256	197	136	253	162	226	54	170	223	101*	158	151	12*	
There is more information available on the internet from price comparison websites	1767 69%ci	224 76%acej	122 48%	143 73%ci	84 62%ci	189 75%cej	125 78%acej	166 73%cej	22 40%	103 61%ci	154 69%ci	137 74%cej	66 66%ci	112 71%ci	8 73%ci	8 72%
There is more information available on the internet from suppliers	674 26%dm	86 29%dem	56 22%	37 19%	26 19%	70 28%dm	38 23%	82 38%adegjm	19 34%dm	37 21%	68 30%cdem	45 24%	16 16%	50 32%cdem	40 27%	4 35%
The information from suppliers is clearer these days	462 18%ij	39 13%	98 38%abdefghijklmnop	32 16%	16 12%	39 15%	29 18%	41 18%	9 16%	18 10%	47 21%abj	29 15%	12 12%	26 16%	27 18%	3 25%
There are too many tariffs to choose from	124 5%	23 8%chto	7 3%	19 10%adho	5 4%	10 4%	10 6%	7 3%	7 12%adnki	7 4%	10 4%	4 2%	5 5%	6 4%	3 2%	1 9%
There are too many suppliers	95 4%	25 9%aceghj	4 2%	17 9%adghjkl	4 3%	7 3%	1 1%	5 2%	-	3 2%	7 3%	5 2%	5 5%	6 4%	6 4%	2 19%
The tariffs are all structured differently	62 2%	6 3%	3 1%	4 2%	3 2%	8 3%	-	2 1%	5 9%abodeg	4 2%	7 3%	2 1%	9 9%abodefghijklno	4 3%	3 2%	-
The information about tariffs from suppliers is too complicated	60 2%	9 3%	5 2%	6 3%	6 4%jo	4 2%	3 2%	4 2%	7 12%abdofghijklmo	4 2%	2 1%	1 1%	-	6 4%jo	1 *	-
You can't trust the information that's available - it's misleading	26 1%	3 1%	2 1%	-	3 2%	6 2%hi	2 1%	-	1 2%	3 2%	1 1%	-	-	2 1%	1 1%	1 9%
Can phone them	22 1%	1 *	-	2 1%	1 1%	6 2%uc	1 1%	2 1%	-	5 3%abclo	2 1%	-	2 2%	1 *	-	-
There are too few tariffs to choose from	14 1%	-	2 1%	1 *	1 1%	-	2 1%	1 *	-	1 *	2 1%	-	2 1%	1 *	3 2%b	-
Easy to do	14 1%	-	3 1%	-	2 2%b	6 2%abhk	-	-	1 2%	1 *	-	-	-	1 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

Total (a)	PSS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	2424	265	240	163	131	238	155	217	46	156	228	176	94	160	144	11
Weighted Base	2577	293	256	197	136	253	162	226	54	170	223	185	101	158	151	12
I understand it	12	-	-	-	2	3	-	2	-	2	-	1	1	1	-	-
Information on internet (no detail)	9	-	-	-	2%	3%	-	1%	-	1%	-	-	1%	1%	2	-
Never had any problems	7	-	-	-	3	1%	-	-	-	-	-	-	-	-	1%	-
On TV	7	1	1	-	-	3%	-	-	-	2	-	-	-	-	1	-
Someone else does it for me	7	-	2	-	2	-	-	-	-	1%	-	-	-	-	-	-
There is lots of information available/information is there (if you look)	6	-	1%	-	1%	-	1	1	-	1%a	-	-	-	-	-	-
Worked in the industry	6	-	-	1	1%	-	-	-	-	-	3	1	1	1	-	-
Not interested/too lazy	6	2	-	2	-	-	-	2	1	-	-	-	-	-	-	-
In media/press/newspapers	6	1%	-	1%	-	-	-	4%adghk fno	*	-	-	-	-	-	2	-
That's what I hear/what I've been told	5	-	-	-	2	-	-	1	1%	-	-	-	-	-	1%	-
Takes too long/too much time	5	2	-	1	-	1%	-	2	-	2	-	-	-	-	-	-
Happy with current supplier	5	-	1	-	-	-	-	-	-	-	-	-	-	-	2	-
I have switched/done it before	4	2	1	-	-	-	-	-	-	-	-	-	-	-	1%a	-
On (back of) bill/letter	4	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's very/fairly easy to compare tariffs

Total (a)	PPS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base	2424	265	240	163	131	238	155	217	46	156	228	176	94	160	144	11
Weighted Base	2577	293	256	197	136	253	162	226	54	170	223	185	101	158	151	12
Online availability	2	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
Always changing prices	1	-	-	-	1 ^{1a}	-	-	-	-	-	-	-	-	-	-	-
Small print	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Difficult because of my age/getting too old	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1 ^{1a}	-
Too complicated/don't understand it/confusing	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Do not use/have access to internet	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Not easy to compare like for like	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
The amount of information they need	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
They are all the same	1	-	-	-	-	-	-	-	-	-	-	-	-	1 ^a	-	-
Other	33	4	2	1	7	4	-	3	-	3	1	3	4	-	-	-
	1%	1%	1%	*	5% ^{ab} 10% ^{cd} 20% ^h 30% ^{kno}	2%	-	1%	-	2%	1%	1%	4% ^{ad} 10% ^{gkno}	-	-	-
None	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	1 ^a	-	-	-	-	-	-
Don't know	90	8	10	8	14	5	5	8	-	6	8	5	1	8	5	-
	3%	3%	4%	4%	10% ^{ab} 15% ^{cd} 25% ^{gh} 35% ^{ikno}	2%	3%	3%	-	3%	4%	3%	1%	5%	3%	-
Refused	11	2	-	3	-	-	-	2	-	-	2	-	1	-	-	-
	-	1%	-	2%	-	-	-	1%	-	-	1%	-	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	668	654	441	498	350	662
Weighted Base	1925	1607	187	132	220	1007	698	536	596	363	429
The information about tariffs from suppliers is too complicated	702 36%k	590 37%	74 39%	38 29%	71 32%	401 40%g	230 33%	207 39%k	221 37%	139 38%k	135 32%
There are too many tariffs to choose from	592 31%k	506 32%k	36 19%	50 38%k	66 30%	304 30%	222 32%	168 31%	181 30%	109 30%	134 31%
The tariffs are all structured differently	569 30%k	486 30%	49 26%	33 25%	61 28%	323 32%g	184 26%	223 42%ajk	196 33%k	71 19%	79 18%
There are too many suppliers	331 17%	277 17%	21 11%	34 25%abc	40 18%	150 15%	141 20%l	84 16%	91 15%	71 20%	86 20%l
You can't trust the information that's available, it's misleading	317 16%g	246 15%	44 24%ab	27 21%	35 16%	190 19%g	92 13%	100 19%	94 16%	60 17%	63 15%
There is more information available on the internet from price comparison websites	126 7%	108 7%	10 5%	6 6%	22 10%g	71 7%	33 5%	32 6%	46 8%	20 6%	27 6%
Too complicated/don't understand it/confusing	89 5%	74 5%	11 6%	4 3%	7 3%	48 5%	34 5%	18 3%	25 4%	21 6%	23 5%
There is more information available on the internet from suppliers	46 2%	38 2%	3 1%	6 5%	6 3%	23 2%	17 2%	15 3%	11 2%	8 2%	12 3%
There are too few tariffs to choose from	41 2%	34 2%	3 2%	4 3%	7 3%	19 2%	15 2%	12 2%	9 2%	9 2%	11 2%
Do not use/have access to internet	34 2%	25 2%	6 3%	4 3%	2 1%	9 1%	23 3%af	5 1%	9 1%	7 2%	14 3%ah
The information from suppliers is clearer these days	30 2%	27 2%	3 2%	1 1%	1 1%	16 2%	13 2%	7 1%	8 1%	5 1%	10 2%
Don't understand jargon/language used	15 1%	15 1%	-	-	2 1%	8 1%	4 1%	2 1%	1 1%	7 2%ah	5 1%l
Not easy to compare like for like	13 1%	13 1%	-	-	-	8 1%	5 1%	7 1%k	5 1%	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	668	654	441	498	350	662
Weighted Base	1925	1607	187	132	220	1007	698	536	596	363	429
No/lack of information	13	8	-	5	1	9	3	3	7	1	2
1%	*	*	-	4%abc	1%	1%	*	1%	1%	*	*
Takes too long/too much time	11	10	2	-	-	9	2	5	4	1	1
1%	1%	1%	-	-	-	1%	-	1%	1%	-	-
Too much information (to read)	10	7	1	2	3	2	5	-	5	2	3
1%	1%	-	1%	-	1%	-	1%	-	1%	-	1%h
Not interested/too lazy	7	7	-	-	-	3	4	1	4	2	-
1%	1%	-	-	-	-	1%	1%	1%	1%	1%	-
Difficult because of my age/getting too old	7	7	-	-	1	-	6	1	3	2	2
1%	1%	-	-	-	-	-	1%j	-	-	-	1%
The amount of information they need	7	7	-	-	2	4	-	2	2	1	1
1%	1%	-	-	-	1%g	1%	-	1%	1%	1%	1%
Have never switched/done it	7	7	-	-	3	4	-	2	4	-	-
1%	1%	-	-	-	1%g	1%	-	1%	1%	-	-
Not computer literate/not good on the computer	7	5	2	-	-	1	5	1	2	1	2
1%	1%	1%	-	-	-	-	1%j	1%	1%	1%	1%
Too many mancies/calculations	5	5	1	-	2	1	2	1	1	2	1
1%	1%	1%	-	-	1%j	1%	1%	1%	1%	1%	1%
Don't know how to do it	5	4	-	1	4	1	1	1	-	1	2
1%	1%	-	1%	-	2%afg	1%	1%	1%	-	1%	1%
Information on internet (no detail)	4	4	-	-	-	1	3	-	1	2	1
1%	1%	-	-	-	-	1%	1%	-	1%	1%	1%
Difficult to check without internet	4	3	2	-	1	1	2	-	3	-	1
1%	1%	1%	-	-	1%	1%	1%	-	1%	-	1%
Vision/hearing/learning difficulties/health problems	4	2	1	-	-	3	1	1	-	2	1
1%	1%	1%	-	-	-	1%	1%	1%	-	1%	1%
They are all the same	3	3	-	-	2	2	-	-	3	-	-
1%	1%	-	-	-	1%g	1%	-	-	1%	-	-
Someone else does it for me	3	2	1	-	1	-	2	1	-	-	2
1%	1%	1%	-	-	1%	-	1%	1%	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1949	1630	175	144	227	668	654	441	496	350	662
Weighted Base	1925	1607	187	132	220	1007	698	536	596	363	429
I understand it	3	3	-	-	-	2	1	1	1	-	1
Don't tell you cost of unit	2	2	-	-	-	2	1	2	1	-	-
Always changing prices	2	2	-	-	-	1	1	1	-	1	-
On TV	2	2	-	-	-	2	-	-	2	-	-
I have switched/done it before	1	1	-	-	-	1	-	-	-	1	-
Can phone them	1	1	-	-	-	-	1	-	-	-	1
Small print	1	1	-	-	-	-	1	-	-	1	-
Happy with current supplier	1	-	1	-	-	1	-	-	-	-	1
That's what I hear/what I've been told	1	1	-	-	-	1	-	-	-	1	-
In media/press/newspapers	1	1	-	-	-	1	-	-	-	-	1
On (back of) bill/letter	1	1	-	-	-	-	1	-	-	-	1
Online availability	1	1	-	-	-	-	1	-	-	-	1
Other	31	26	2	3	4	14	12	7	12	5	7
Don't know	76	59	11	2%	5	22	48	7	20	19	29
Refused	4%	4%	6%	5%	2%	2%	7% ^{abef}	1%	3%	5% ^{gh}	7% ^{ahj}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1949	693	1006	194	56	462	1487	1260	308	346
Weighted Base	1925	537	1163	179	46	384	1541	1317	308	268
The information about tariffs from suppliers is too complicated	702 36%a	173 32%	454 39%b	59 33%	16 35%	132 34%	570 37%	508 39%a	89 29%	87 32%
There are too many tariffs to choose from	592 31%	166 31%	362 31%	49 27%	14 31%	120 31%	471 31%	414 31%	91 30%	81 30%
The tariffs are all structured differently	568 30%aj	123 23%	386 33%be	50 28%	9 19%	99 26%	469 30%	437 33%aj	77 25%j	46 17%
There are too many suppliers	331 17%	108 20%c	176 15%	35 19%	13 28%ac	75 19%	256 17%	221 17%	46 15%	62 23%ah
You can't trust the information that's available - it's misleading	317 16%e	84 16%e	202 17%e	30 17%e	2 4%	64 17%	254 16%	209 16%	56 18%	46 17%
There is more information available on the internet from price comparison websites	128 7%j	30 6%	78 7%	14 8%	4 8%	11 3%	115 7%j	79 6%	25 8%	20 7%
Too complicated/don't understand it/confusing	89 5%	28 5%	53 5%	6 3%	1 2%	23 6%	65 4%	60 5%	11 4%	17 6%
There is more information available on the internet from suppliers	46 2%	18 3%c	21 2%	5 3%	3 6%c	9 2%	37 2%	32 2%	8 3%	6 2%
There are too few tariffs to choose from	41 2%	15 3%	23 2%	2 1%	-	10 2%	31 2%	20 2%	12 4%h	8 3%
Do not use/have access to internet	34 2%	19 4%ac	12 1%	3 2%	1 2%	12 3%g	23 1%	22 2%	5 1%	6 2%
The information from suppliers is clearer these days	30 2%	10 2%	18 2%	2 1%	1 1%	6 2%	25 2%	18 1%	4 1%	9 3%ah
Don't understand jargon/language used	15 1%	5 1%	9 1%	-	-	5 1%	9 1%	8 1%	4 1%	3 1%
Not easy to compare like for like	13 1%	1 -	12 1%	-	-	1 -	12 1%	12 1%	1 -	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1949	693	1006	194	56	462	1487	1260	308	346
Weighted Base 1925	537	1163	179	46	384	1541	1317	308	268
No/lack of information 13 7%	4 7%	9 7%	-	-	1 *	12 7%	8 7%	5 2%ij	-
Takes too long/too much time 11 7%	-	11 1%b	1 *	-	1 *	10 7%	10 7%	-	-
Too much information (to read) 10 7%	6 1%c	3 *	1 7%	-	4 7%	6 *	5 *	4 7%	-
Not interested/too lazy 7 *	1 *	4 *	1 7%	1 2%abc	2 7%	5 *	5 *	1 *	-
Difficult because of my age/getting too old 7 *	6 1%c	-	2 1%e	-	5 1%ag	-	5 *	1 *	2 7%
The amount of information they need 7 *	1 *	5 *	-	-	1 *	6 *	3 *	7% 3	7% -
Have never switched/done it 7 *	2 *	4 *	1 7%	-	-	7 *	4 *	3 7%	-
Not computer literate/not good on the computer 7 *	3 7%	4 *	-	-	3 7%	4 *	5 *	-	1 *
Too many matrices/calculations 5 *	-	4 *	1 7%	-	1 *	4 *	2 *	2 *	2 7%h
Don't know how to do it 5 *	1 *	4 *	-	-	1 *	4 *	3 *	1 *	1 *
Information on internet (no detail) 4 *	2 *	2 *	-	-	-	4 *	4 *	-	-
Difficult to check without internet 4 *	2 *	2 *	1 *	-	3 1%g	1 *	2 *	2 7%	-
Vision/hearing/learning difficulties/health problems 4 *	2 *	1 *	1 7%	-	4 1%ag	-	2 *	1 *	1 *
They are all the same 3 *	-	3 *	-	-	-	3 *	2 *	-	2 7%
Someone else does it for me 3 *	2 7%	-	-	1 2%bcd	1 *	2 *	2 *	1 *	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
* small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1949	693	1006	194	56	462	1487	1260	308	346
Weighted Base	1925	537	1163	179	48	384	1541	1317	308	268
I understand it	3	2	1	-	-	-	3	2	1	-
Don't tell you cost of unit	2	-	2	-	-	-	2	1	2	-
Always changing prices	2	-	2	-	-	-	2	2	-	-
On TV	2	-	2	-	-	-	2	-	2	-
I have switched/done it before	1	-	-	1	-	-	-	-	1%h	-
Can phone them	1	1	-	-	-	1	-	-	-	1
Small print	1	-	1	-	-	1	-	1	-	-
Happy with current supplier	1	-	1	-	-	-	1	-	1	-
That's what I hear/what I've been told	1	-	1	-	-	-	1	1	-	-
In media/press/newspapers	1	1	-	-	-	-	1	-	-	-
On (back of) bill/letter	1	1	-	-	-	-	1	1	-	-
Online availability	1	1	-	-	-	-	1	1	-	-
Other	31	6	23	2	-	5	26	23	6	3
	2%	1%	2%	1%	-	1%	2%	2%	2%	1%
Don't know	76	32	25	14	5	22	53	42	14	19
	4%c	6%ac	2%	8%ac	10%ac	6%g	3%	3%	5%	7%ah
Refused	4	-	1	2	-	-	4	1	2	-
	-	-	-	1%abc	-	-	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1949	1267	239	403	229	1720	1944	1715	230	1655	148
Weighted Base	1925	1388	207	318	208	1717	1922	1714	233	1547	137
The information about tariffs from suppliers is too complicated	702 36% <i>d</i>	531 38% <i>d</i>	82 39% <i>d</i>	88 28%	69 33%	633 37%	701 36%	632 37%	86 37%	570 37%	44 32%
There are too many tariffs to choose from	592 31%	440 32%	63 30%	88 28%	54 26%	537 31%	591 31%	537 31%	69 30%	487 31%	35 26%
The tariffs are all structured differently	568 30% <i>d</i>	458 33% <i>acd</i>	50 24%	56 18%	55 26%	514 30%	568 30%	514 30%	59 26%	475 31%	34 24%
There are too many suppliers	331 17%	218 16%	49 24% <i>ab</i>	63 20%	42 19%	289 17%	331 17%	289 17%	35 15%	277 16%	19 14%
You can't trust the information that's available - it's misleading	317 16% <i>d</i>	243 17% <i>d</i>	36 17%	38 12%	39 19%	279 16%	317 17%	279 16%	27 12%	267 17% <i>i</i>	22 16%
There is more information available on the internet from price comparison websites	126 7% <i>d</i>	101 7% <i>d</i>	14 7% <i>d</i>	10 3%	20 10%	106 6%	125 7%	105 6%	29 12% <i>aj</i>	86 6%	9 7%
Too complicated/don't understand/confusing	89 5%	66 5%	7 4%	15 5%	10 5%	79 5%	88 5%	78 5%	8 3%	72 5%	8 6%
There is more information available on the internet from suppliers	46 2%	33 2%	6 3%	8 2%	5 2%	41 2%	46 2%	41 2%	5 2%	40 3%	2 2%
There are too few tariffs to choose from	41 2%	31 2%	2 1%	8 3%	4 2%	37 2%	41 2%	37 2%	1 1%	36 2%	4 3%
Do not use/have access to internet	34 2% <i>b</i>	7 1%	2 1%	26 8% <i>abc</i>	7 3%	27 2%	34 2%	27 2%	7 3%	26 2%	1 1%
The information from suppliers is clearer these days	30 2%	20 1%	5 2%	6 2%	3 1%	28 2%	30 2%	28 2%	4 2%	25 2%	1 1%
Don't understand jargon/language used	15 1%	12 1%	1 1%	2 1%	3 2%	11 1%	15 1%	11 1%	2 1%	10 1%	2 1%

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1949	1267	239	409	229	1720	1944	1715	230	1665	148
Weighted Base	1925	1388	207	318	208	1717	1922	1714	233	1547	137
Not easy to compare like for like	13 1%	13 1%	-	-	-	13 1%	13 1%	13 1%	3 1%	9 1%	1 1%
No/lack of information	13 1%	10 1%	1 1%	2 1%	2 1%	11 1%	13 1%	11 1%	3 1%	10 1%	-
Takes too long/too much time	11 1%	10 1%	-	1 1%	1 1%	10 1%	11 1%	10 1%	2 1%	6 1%	4 1%
Too much information (to read)	10 1%	8 1%	-	2 1%	-	9 1%	10 1%	9 1%	2 1%	7 1%	1 1%
Not interested/too lazy	7 1%	4 1%	-	3 1%	-	7 1%	7 1%	7 1%	-	6 1%	1 1%
Difficult because of my age/getting too old	7 1%	1 1%	2 1%	5 1%	-	7 1%	7 1%	7 1%	-	7 1%	-
The amount of information they need	7 1%	6 1%	-	1 1%	-	7 1%	7 1%	7 1%	2 1%	4 1%	1 1%
Have never switched/done it	7 1%	6 1%	-	1 1%	-	7 1%	7 1%	6 1%	1 1%	5 1%	-
Not computer literate/not good on the computer	7 1%	3 1%	2 1%	2 1%	-	7 1%	7 1%	7 1%	-	7 1%	-
Too many mancies/calculations	5 1%	4 1%	-	2 1%	1 1%	4 1%	5 1%	4 1%	-	4 1%	2 1%
Don't know how to do it	5 1%	4 1%	-	1 1%	2 1%	3 1%	5 1%	3 1%	1 1%	2 1%	1 1%
Information on internet (no detail)	4 1%	3 1%	1 1%	-	-	4 1%	4 1%	4 1%	-	4 1%	-
Difficult to check without internet	4 1%	1 1%	1 1%	1% ^b	-	4 1%	4 1%	4 1%	2 1%	2 1%	1 1%
Vision/hearing/learning difficulties/health problems	4 1%	2 1%	-	1% ^b	2 1%	2 1%	4 1%	2 1%	-	2 1%	1% ^{aj}
They are all the same	3 1%	2 1%	1% ^b	-	-	3 1%	3 1%	3 1%	-	3 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1949	1267	239	409	229	1720	1944	1715	230	1665	148
Weighted Base	1925	1388	207	318	208	1717	1922	1714	233	1547	137
Someone else does it for me	3	1	-	2	-	3	3	3	-	3	-
I understand it	3	3	-	-	-	3	3	3	-	1	-
Don't tell you cost of unit	2	2	-	-	1	2	2	2	1%	2	-
Always changing prices	2	2	-	-	1	1	2	1	1	-	1%
On TV	2	2	-	-	-	2	2	2	-	2	-
I have switched/done it before	1	1	-	-	-	1	1	1	1%	-	-
Can phone them	1	-	1	1	-	1	1	1	-	1	-
Small print	1	1	-	-	-	1	1	1	-	1	-
Happy with current supplier	1	1	-	-	-	1	1	1	1	-	-
That's what I hear/what I've been told	1	-	1	-	-	1	1	1	-	1	-
In media/press/newspapers	1	-	1	-	-	1	1	1	-	1	-
On (back of) bill/letter	1	-	-	1	1	-	-	-	-	1	-
Online availability	1	-	1	-	1	-	1	-	1	-	-
Other	31	23	4	3	6	25	31	25	3	24	4
	2%	2%	2%	1%	3%	1%	2%	1%	1%	2%	3%
Don't know	76	35	6	33	12	64	75	63	5	57	13
	4%	3%	3%	10%	6%	4%	4%	4%	2%	4%	10%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1949	1267	239	443	229	1720	1944	1715	230	1565	148
Weighted Base	1925	1388	207	318	208	1717	1922	1714	233	1547	137
Refused	4	3	-	-	-	4	4	4	-	3	1
	*	*	-	-	-	*	*	*	-	*	1%

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1949	1564	284	8	1400	214	310
Weighted Base	1925	1521	311	8**	1443	191	274
The information about tariffs from suppliers is too complicated	702 36%	551 36%	118 38%	3 36%	548 38%g	62 32%	84 31%
There are too many tariffs to choose from	592 31%	480 30%	105 34%	3 37%	441 31%	62 33%	90 33%
The tariffs are all structured differently	568 30%g	422 28%	123 40%ab	3 36%	469 32%g	56 29%g	44 16%
There are too many suppliers	331 17%	260 17%	55 16%	1 14%	238 16%	33 17%	60 22%e
You can't trust the information that's available \ it's misleading	317 16%	266 17%	42 14%	1 14%	235 16%	39 20%	45 16%
There is more information available on the internet from price comparison websites	126 7%	93 6%	27 9%	-	87 6%	10 5%	24 9%
Too complicated/don't understand if/confusing	89 5%	69 5%	17 5%	1 9%	66 5%	6 3%	16 6%
There is more information available on the internet from suppliers	46 2%	35 2%	8 3%	-	32 2%	4 2%	9 3%
There are too few tariffs to choose from	41 2%	36 2%	3 1%	-	28 2%	2 1%	11 4%e
Do not use/have access to internet	34 2%	32 2%	2 1%	-	22 2%	4 2%	7 3%
The information from suppliers is clearer these days	30 2%	24 2%	5 1%	-	22 2%	2 1%	3 1%
Don't understand jargon/language used	15 1%	12 1%	-	-	8 1%	1 1%	5 2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1949	1564	284	8	1400	214	310
Weighted Base	1905	1521	311	8**	1443	191	274
Not easy to compare like for like	13 1%	8 1%	5 2% ^b	-	12 1%	-	1 1%
No/lack of information	13 1%	10 1%	2 1%	-	8 1%	1 1%	4 1%
Takes too long/too much time	11 1%	8 1%	1 *	-	10 1%	1 *	-
Too much information (to read)	10 1%	8 1%	2 1%	-	7 *	2 1%	1 *
Not interested/too lazy	7 *	7 *	-	-	7 1%	-	-
Difficult because of my age/getting too old	7 *	6 *	2 *	-	6 *	2 1%	-
The amount of information they need	7 *	5 *	2 1%	-	5 *	1 *	1 *
Have never switched/done it	7 *	3 *	2 *	-	7 *	-	1 1%
Not computer literate/not good on the computer	7 *	5 *	1 *	-	6 *	-	1 *
Too many matrices/calculations	5 *	5 *	1 *	-	5 *	-	1 *
Don't know how to do it	5 *	3 *	1 *	-	2 *	1 1%	1 1%
Information on internet (no detail)	4 *	3 *	1 *	-	4 *	-	-
Difficult to check without internet	4 *	4 *	-	-	3 *	1 1%	-
Vision/hearing/learning difficulties/health problems	4 *	4 *	-	-	3 *	1 *	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1949	1564	284	1400	214	310
Weighted Base	1925	1521	311	1443	191	274
They are all the same	3	3	-	3	-	-
Someone else does it for me	3	3	-	2	-	-
I understand it	3	3	-	3	-	-
Don't tell you cost of unit	2	2	-	2	1	-
Always changing prices	2	2	-	2	-	-
On TV	2	2	-	2	-	-
I have switched done it before	1	1	-	-	1	-
Can phone them	1	1	1	1	1%ae	-
Small print	1	-	1	1	-	-
Happy with current supplier	1	1	-	-	-	-
That's what I hear/what I've been told	1	1	-	1	-	1
In media/press/newspapers	1	1	-	1	-	-
On (back of) bill/letter	1	1	-	1	-	-
Online availability	1	1	-	1	-	-
Other	31	28	2	21	3	6
	2%	2%	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1949	284	8	1400	214	310
Weighted Base	1925	311	8**	1443	191	274
Don't know	76	4	1	51	12	11
Refused	4% 4	4% 4	1% -	4% -	6% 2	4% 1
	-	-	-	-	1% ^{ae}	1% ^e

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1949	715	965	24	240
Weighted Base	1925	724	951	24**	220
The information about tariffs from suppliers is too complicated	702 36%	255 35%	355 37%	11 44%	80 36%
There are too many tariffs to choose from	592 31%	233 32%	281 30%	8 34%	67 31%
The tariffs are all structured differently	568 30%e	244 34%e	272 29%e	6 26%	46 21%
There are too many suppliers	331 17%	118 16%	166 17%	4 16%	42 19%
You can't trust the information that's available \ it's misleading	317 16%	114 16%	160 17%	6 23%	37 17%
There is more information available on the internet from price comparison websites	126 7%	49 7%	63 7%	3 13%	10 4%
Too complicated/don't understand if/confusing	89 5%	26 4%	43 4%	-	20 9%abc
There is more information available on the internet from suppliers	46 2%	16 2%	29 3%	-	2 1%
There are too few tariffs to choose from	41 2%	21 3%	17 2%	-	4 2%
Do not use/have access to internet	34 2%	9 1%	21 2%	9 2%	5 2%
The information from suppliers is clearer these days	30 2%	10 1%	19 2%	-	1 1%
Don't understand jargon/language used	15 1%	7 1%	5 1%	1 4%	2 1%

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1949	715	965	24	240
Weighted Base	1925	724	951	24**	220
Not easy to compare like for like	13 1%	3	11	-	-
No/lack of information	13 1%	5	7	-	1
Takes too long/too much time	11 1%	2	4	-	5
Too much information (to read)	10 1%	6	4	-	-
Not interested/too lazy	7 -	3	1	-	3
Difficult because of my age/getting too old	7 -	2	3	-	1%
The amount of information they need	7 -	4	2	-	-
Have never switched/done it	7 -	4	2	-	-
Not computer literate/not good on the computer	7 -	4	1	-	1
Too many matrices/calculations	5 -	1	3	-	1
Don't know how to do it	5 -	-	2	-	3
Information on internet (no detail)	4 -	-	2	-	1%ab
Difficult to check without internet	4 -	2	2	-	-
Vision/hearing/learning difficulties/health problems	4 -	2	1	-	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1949	715	965	24	240
Weighted Base	1925	724	951	24**	220
They are all the same	3	3	-	-	-
Someone else does it for me	3	-	1	-	2
I understand it	3	2	-	-	1
Don't tell you cost of unit	2	2	1	-	-
Always changing prices	2	1	1	-	-
On TV	2	-	-	-	2
I have switched done it before	1	1	-	-	1%abc
Can phone them	1	1	-	-	1
Small print	1	-	-	-	1
Happy with current supplier	1	-	1	-	-
That's what I hear/what I've been told	1	-	-	1	-
In media/press/newspapers	1	-	1	3%	-
On (back of) bill/letter	1	1	-	-	-
Online availability	1	-	1	-	-
Other	31	13	12	-	6
	2%	2%	1%	-	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1949	715	965	24	240
Weighted Base	1925	724	951	24**	220
Don't know	76	22	40	-	12
	4%	3%	4%	-	6%
Refused	4	1	1	-	1
	-	-	-	-	-

Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1949	275	1674	1131	818	341	325	336	79	278	577	733	361
Weighted Base	1925	279	1647	1149	776	380	327	318	78*	311	587	700	327
The information about tariffs from suppliers is too complicated	702	92	611	427	275	149	125	117	33	113	223	268	100
	36% _m	33%	37%	37%	36%	39%	38%	37%	42%	38%	38% _m	38% _m	31%
There are too many tariffs to choose from	592	91	501	365	227	108	99	112	34	97	195	222	78
	31% _m	33%	30%	32%	29%	28%	30%	35%	44% _{afg}	31%	33% _m	32% _m	24%
The tariffs are all structured differently	569	95	474	360	178	134	128	92	29	119	204	191	54
	30% _{am}	34%	29%	34% _{ae}	23%	35% _a	39% _{ah}	29%	37%	38% _{alm}	35% _{alm}	27% _m	16%
There are too many suppliers	331	52	279	199	132	51	52	66	21	47	100	130	54
	17%	19%	17%	17%	17%	13%	16%	21% _f	27% _{afg}	15%	17%	19%	17%
You can't trust the information that's available if it's misleading	317	45	272	194	124	62	58	58	10	54	104	117	42
	16%	16%	17%	17%	16%	16%	18%	18%	13%	17%	18%	17%	13%
There is more information available on the internet from price comparison websites	126	28	98	80	45	36	19	18	6	26	43	35	22
	7%	10% _{ac}	6%	7%	6%	9%	6%	6%	7%	8%	7%	5%	7%
Too complicated/don't understand if confusing	89	10	79	62	26	26	15	12	1	14	27	28	20
	5%	4%	5%	5% _e	3%	7%	5%	4%	1%	4%	5%	4%	6%
There is more information available on the internet from suppliers	48	5	42	23	23	11	7	3	3	4	18	16	9
	2%	2%	3%	2%	3%	3%	2%	1%	4%	1%	3%	2%	3%
There are too few tariffs to choose from	41	3	37	22	18	8	9	7	-	6	11	17	6
	2%	1%	2%	2%	2%	2%	3%	2%	-	2%	2%	2%	2%
Do not use/have access to internet	34	2	32	15	20	1	7	4	3	1	7	18	8
	2%	1%	2%	1%	3%	*	2% _f	1%	3% _f	*	1%	3%	2%
The information from suppliers is clearer these days	30	7	24	16	15	7	15	5	5	6	5	14	6
	2%	2%	1%	1%	2%	2%	1%	2%	-	2%	1%	2%	2%
Don't understand jargon/language used	15	*	14	8	7	2	3	2	1	-	5	7	3
	1%	*	1%	1%	1%	*	1%	1%	1%	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD					SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1949	275	1674	1131	818	341	325	336	79	278	577	733	361
Weighted Base	1925	279	1647	1149	776	380	327	318	78*	311	587	700	327
Not easy to compare like for like	13	6	7	11	3	3	4	2	1	3	6	4	-
No/lack of information	13	4	9	8	5	3	4	1	-	4	2	4	3
Takes too long/too much time	11	1	10	8	3	4	1	3	-	1	2	6	2
Too much information (to read)	10	2	8	6	3	-	1	2	3	1	4	4	1
Not interested/too lazy	7	-	7	4	3	-	-	1	-	-	-	5	2
Difficult because of my age/getting too old	7	1	6	4	3	1	1	3	-	-	5	1	1
The amount of information they need	7	2	4	4	3	2	-	2	-	2	4	-	1
Have never switched/done it	7	-	7	1	6	1	-	-	-	-	5	-	1
Not computer literate/not good on the computer	7	-	7	4	3	-	1	2	2	-	3	2	2
Too many matrices/calculations	5	3	2	4	1	1	2	1	4	2	4	-	-
Don't know how to do it	5	1	4	1	4	-	-	1	-	-	1	1	4
Information on internet (no detail)	4	-	4	4	-	3	-	1	-	-	1	2	1
Difficult to check without internet	4	-	4	2	2	-	-	-	1	-	2	2	1
Vision/hearing/learning difficulties/health problems	4	1	3	3	1	-	2	1	-	1	1	2	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1949	275	1674	1131	818	341	325	336	79	278	577	733	361
Weighted Base	1925	279	1647	1149	776	380	327	318	78*	311	587	700	327
They are all the same	3	-	3	2	2	2	-	-	-	-	2	-	2
Someone else does it for me	3	-	3	1	3	-	-	-	-	-	-	-	3
I understand it	3	1	2	2	1	-	-	1	-	1	1	-	1% ^{all}
Don't tell you cost of unit	2	-	2	-	2	-	-	-	-	2	-	-	-
Always changing prices	2	-	2	-	1	1	-	-	-	1% ^{all}	-	1	-
On TV	2	-	2	-	2	-	-	-	-	-	-	2	-
I have switched/done it before	1	-	1	1	-	-	-	1	-	-	-	1	-
Can phone them	1	-	1	1	-	-	1	-	1	-	1	-	-
Small print	1	-	1	1	-	1	-	-	1%	-	-	1	-
Happy with current supplier	1	-	1	1	-	-	-	1	-	-	1	-	-
That's what I hear/what I've been told	1	-	1	-	1	-	-	-	-	-	-	-	1
In media/press/newspapers	1	-	1	-	1	-	-	-	-	-	-	1	-
On (back of) bill/letter	1	-	1	-	1	-	-	-	-	-	-	1	-
Online availability	1	-	1	1	-	-	-	1	-	-	1	-	-
Other	31	3	28	15	17	5	3	5	1	9	7	10	6
	2%	1%	2%	1%	2%	1%	1%	1%	1%	3%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1949	275	1674	1131	818	341	325	336	79	278	577	733	361
Weighted Base	1925	279	1647	1149	776	380	327	318	78*	311	587	700	327
Don't know	78	5	71	29	47	6	3	11	3	2	11	28	36
Refused	4	-	4	-	3	-	-	-	-	-	-	-	4
													1%klm

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1949	322	450	444	144	161	123	217	1126	1105	956
Weighted Base	1925	346	465	483	136	171	125	239	1066	1048	889
The information about tariffs from suppliers is too complicated	702 36%k	133 39%	166 34%	175 36%	46 34%	56 33%	51 41%	85 35%	356 33%	354 34%	274 31%
There are too many tariffs to choose from	592 31%	105 30%	165 34%	167 35%	43 32%	57 33%	34 27%	81 34%	357 33%	333 32%	295 33%
The tariffs are all structured differently	568 30%	124 36%a	179 37%a	186 39%a	35 26%	67 39%ae	38 30%	89 37%a	297 28%	284 27%	244 27%
There are too many suppliers	331 17%	92 15%	84 17%	75 16%	29 21%	30 16%	15 12%	37 16%	210 20%	204 19%	186 21%a
You can't trust the information that's available, it's misleading	317 16%k	63 18%	83 17%	81 17%	15 11%	35 20%e	23 19%	44 18%	154 14%	130 12%	110 12%
There is more information available on the internet from price comparison websites	126 7%	23 7%	42 9%	38 8%	20 14%a	13 7%	6 5%	21 9%	75 7%	79 7%	63 7%
Too complicated/don't understand it/confusing	89 5%	17 5%	26 5%	21 4%	4 3%	7 4%	11 9%ah	8 4%	39 4%	40 4%	33 4%
There is more information available on the internet from suppliers	46 2%	6 2%	11 2%	11 2%	2 2%	3 2%	1 1%	5 2%	33 3%	31 3%	28 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	322	450	444	144	161	123	217	1126	1105	958
Weighted Base	346	485	483	136	171	125	239	1066	1048	889
There are too few tariffs to choose from	41 2%	6 1%	7 1%	10 2%	1 1%	2 1%	4 2%	20 2%	19 2%	21 2%
Do not use/have access to internet	34 2%	2 1%	5 1%	3 1%	1 1%	1 1%	2 1%	21 2%	20 2%	16 2%
The information from suppliers is clearer these days	30 2%	5 1%	7 2%	7 2%	3 2%	4 2%	3 2%	2 1%	25 2%	19 2%
Don't understand jargon/language used	15 1%	2 1%	3 1%	1 *	-	-	2 1%	-	7 1%	10 1%
Not easy to compare like for like	13 1%	1 *	8 2%	8 2%	2 1%	4 3%a	1 *	8 1%	5 1%	6 1%
No/lack of information	13 1%	1 *	4 1%	4 1%	-	4 2%a	1 1%	3 *	4 *	2 *
Takes too long/too much time	11 1%	1 *	3 1%	1 *	1 1%	1 1%	1 1%	4 1%	5 *	1 *
Too much information (to read)	10 1%	-	1 *	3 1%	2 1%	-	-	6 1%	7 1%	7 1%
Not interested/too lazy	7 *	-	-	-	-	-	-	6 1%	5 1%	7 1%
Difficult because of my age/getting too old	7 *	2 1%	1 *	1 *	1 1%	1 *	1 *	5 1%	4 *	5 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1949	322	450	444	144	123	217	1126	1105	956
Weighted Base	1925	346	465	483	136	125	239	1066	1048	899
The amount of information they need	7	2	4	2	-	-	2	3	3	2
Have never switched done it	7	1	-	-	-	1	-	4	5	3
Not computer literate/not good on the computer	7	1	1	1	-	1	-	4	5	5
Too many matrices/calculations	5	-	1	1	2	-	-	2	2	2
Don't know how to do it	5	-	-	-	1	-	-	3	4	3
Information on internet (no detail)	4	-	-	-	1%	-	-	1	1	1
Difficult to check without internet	4	1	2	1	-	1	-	3	3	2
Vision/hearing/learning difficulties/health problems	4	1	1	-	1	1	-	3	1	1
They are all the same	3	2	-	2	-	-	2	2	2	2
Someone else does it for me	3	-	-	-	-	-	1%	1	1	1
	7	-	-	-	-	-	-	3	3	3

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1949	322	450	444	144	123	217	1128	1105	958
Weighted Base	1925	346	485	483	136	125	239	1066	1048	889
I understand it	3	1	1	1	-	1	1	2	2	2
Don't tell you cost of unit	2	2	1	2	-	1%	2	2	2	2
Always changing prices	2	-	-	-	-	-	-	1	1	1
On TV	2	-	-	-	-	-	-	2	2	2
I have switched/done it before	1	-	-	-	-	-	-	-	-	1
Can phone them	1	-	1	1	-	-	-	1	1	1
Small print	1	-	-	-	-	-	-	-	-	-
Happy with current supplier	1	-	1	1	-	-	-	-	-	-
That's what I hear/what I've been told	1	-	-	-	-	-	-	1	1	1
In media/press/newspapers	1	-	-	-	-	-	-	1	1	1
On (back of) bill/letter	1	-	-	-	-	-	-	1	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	1949	322	450	444	144	161	123	217	1126	1105	956
Unweighted Base	1925	346	465	483	136	171	125	239	1066	1048	899
Online availability	1	-	-	-	-	-	-	-	-	1	1
Other	31	7	8	10	2	1	3	5	18	21	16
Don't know	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%
Refused	76	8	6	5	4	2	4	4	47	47	41
	4%	2%	1%	1%	3%	1%	3%	2%	4%	5%	5%
	4	-	-	-	-	-	-	-	4	4	4
	*	-	-	-	-	-	-	-	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1949	152	173	115	111	202	118	160	59	115	212	126	119	189	90	8	
Weighted Base 1925	155	180	123	105*	198	112	153	63*	123	205	125	115	179	82*	8**	
The information about tariffs from suppliers is too complicated	702 36% ^u	68 38%	45 37%	38 36%	56 28%	41 37%	58 38%	35 55% ^{abde} fghlmo	39 32%	94 46% ^{abfjn} o	45 36%	31 27%	77 43% ^{ablm}	26 32%	2 19%	
There are too many tariffs to choose from	592 31% ^{ij}	43 28%	59 33% ^{ij}	36 30%	44 42% ^{abhj} o	73 37% ^{hi}	41 36% ^{ij}	39 30%	22 20%	62 30% ^{ij}	36 29%	36 32% ^{ij}	60 33% ^{ij}	23 28%	5 61%	
The tariffs are all structured differently	568 30% ^{ch}	60 39% ^{acdef} h	37 21%	31 29%	25 24%	52 28%	36 32% ^{chi}	31 20%	9 14%	40 33% ^{chi}	59 29% ^{ij}	53 43% ^{acdef} hk	37 32% ^{chi}	61 34% ^{chi}	35 43% ^{acdef} hk	1 18%
There are too many suppliers	331 17% ^{ij}	27 17%	23 13%	25 20% ^{ij}	30 28% ^{abch} jlo	33 17%	20 18% ^{ij}	22 14%	10 16%	11 9%	42 20% ^{ij}	20 16%	24 21% ^{ij}	34 19% ^{ij}	10 12%	2 27%
You can't trust the information that's available - it's misleading	317 16% ^{kn}	28 18% ^{ik}	25 14%	21 17% ^{ik}	13 13%	28 14%	18 16%	31 20% ^{kn}	13 20% ^{ik}	31 28% ^{acekn}	18 9%	31 25% ^{acefk} n	21 11%	19 18% ^{ik}	20 24% ^{efkn}	-
There is more information available on the internet from price comparison websites	126 7%	18 12% ^{aeftm}	15 8%	10 8%	3 3%	7 4%	6 5%	15 10% ^{ef}	4 6%	6 5%	18 9% ^l	5 4%	5 4%	10 6%	4 5%	-
Too complicated/don't understand it/confusing	89 5% ^{io}	6 4%	8 5%	4 3%	7 7% ^{io}	24 12% ^{abodph} klmno	2 2%	4 2%	5 8% ^{io}	6 5%	9 4%	1 1%	5 4%	8 5%	-	-
There is more information available on the internet from suppliers	46 2%	4 2%	4 2%	2 1%	4 4% ^l	3 1%	3 2%	5 3%	1 1%	2 2%	9 4% ^l	-	3 3%	7 4% ^l	2 2%	-
There are too few tariffs to choose from	41 2%	3 2%	2 1%	3 3%	1 1%	4 2%	2 2%	7 5%	1 2%	2 1%	2 1%	3 2%	4 3%	4 2%	3 4%	-
Do not use/have access to internet	34 2%	2 1%	3 2%	-	3 3%	7 4% ^{udh}	-	-	-	6 5% ^{adgh}	4 2%	3 2%	2 2%	4 2%	-	-
The information from suppliers is clearer these days	30 2%	6 4% ^{kl}	3 1%	8 6% ^{acekl} mn	1 1%	1 1%	2 2%	5 3% ^{kl}	1 1%	2 2%	-	-	-	3 1%	3 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

Total (a)	PPS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1949	152	173	115	111	202	118	160	59	115	212	126	119	189	90	8	
Weighted Base 1925	155	180	123	105*	198	112	153	63*	123	205	125	115	179	82*	8**	
Don't understand jargon/language used	15	1	1	-	2	4	*	2	-	1	2	-	1	-	-	
Not easy to compare like for like	13	2	2	-	1	4	-	2	-	-	2	-	2	-	-	
No/lack of information	13	2	1	-	-	1	-	-	-	1	-	5	2	1	-	
Takes too long/too much time	11	-	-	2	2	1	-	-	2	1	1	2	2	-	-	
Too much information (to read)	10	-	1	-	-	2	2	1	-	1	2	-	2	-	-	
Not interested/too lazy	7	2	1	-	2	2	-	1	-	-	-	-	-	-	-	
Difficult because of my age/getting too old	7	1	2	-	-	2	1	-	-	-	-	-	-	1	-	
The amount of information they need	7	-	-	-	2	1	1	-	-	1	2	-	-	2	-	
Have never switched/done it	7	2	-	2	-	-	-	-	-	1	2	-	-	-	-	
Not computer literate/not good on the computer	7	1	1	-	-	1	1	-	2	-	1	-	1	-	-	
Too many matrices/calculations	5	-	2	-	-	-	1	-	1	1	1	-	-	-	-	
Don't know how to do it	5	-	1	-	1	-	-	-	-	-	-	1	2	-	-	
Information on internet (no detail)	4	-	-	-	2	-	-	-	-	1	1	-	1	-	-	
Difficult to check without internet	4	-	-	-	1	-	-	-	2	1	-	-	-	-	-	
Vision/hearing/learning difficulties/health problems	4	1	2	-	-	-	-	-	1	-	-	-	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1949	152	173	115	111	202	118	160	59	115	212	126	119	189	90	8	
Weighted Base 1925	155	180	123	105*	198	112	153	63*	123	205	125	115	179	82*	8**	
They are all the same	3	-	-	2	-	2	-	-	-	-	-	-	-	-	-	
Someone else does it for me	3	-	-	2%a	-	2%a	-	-	-	-	-	-	-	-	-	
I understand it	3	-	-	1%	1%	-	-	-	1%	1	-	-	-	-	-	
Don't tell you cost of unit	2	-	-	-	-	-	-	1%a	-	-	-	-	2	-	1	
Always changing prices	2	-	-	-	-	-	1	-	-	1	-	-	1%a	-	1%	
On TV	2	-	-	-	2	-	1%a	-	-	-	-	-	-	-	-	
I have switched/done it before	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
Can phone them	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	
Small print	1	-	-	-	1	1%	-	-	-	-	-	-	-	-	-	
Happy with current supplier	1	-	-	1%a	-	-	-	-	-	-	-	-	-	-	-	
That's what I hear/what I've been told	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	
In media/press/newspapers	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
On (back of) bill/letter	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
Online availability	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
Other	31	1	2	2	1	5	1	1	2	5	2	2	5	2	1	
	2%	1%	1%	1%	1%	3%	1%	1%	2%	2%	1%	2%	3%	2%	1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.146 Why do you say that?

Base: All who think it's Fairly difficult/Very difficult to compare tariffs

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1949	152	173	115	111	202	118	160	59	115	212	126	119	189	90	8
Weighted Base 1925	155	180	123	105*	198	112	153	63*	123	205	125	115	179	82*	8**
Don't know 76	4	6	10	4	8	5	4	1	10	5	3	4	8	2	-
4%	3%	3%	8%ak	4%	4%	5%	3%	1%	8%ak	3%	3%	4%	4%	3%	-
Refused 4	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-
-	-	-	1%	-	-	-	1%	-	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2112	1819	163	130	431	1044	637	562	603	396	551	
Weighted Base	2236	1920	190	126	441	1249	546	700	733	429	375	
Easier	(1) 518	451	37	28	118	308	90	157	180	108	91	
		23%g	20%	22%	27%g	25%g	16%	22%	22%	25%	24%	
About the same as a year ago	(0) 1342	1142	123	77	255	758	330	447	434	251	211	
		59%	65%	61%	58%	61%	60%	64%k	59%	58%	56%	
Harder	(-1) 136	110	17	8	14	79	42	24	54	29	29	
		6%ah	9%	6%	3%	6%ae	6%ae	3%	7%ah	7%ah	8%ah	
Refused	4	4	-	-	-	2	2	-	2	2	-	
		-	-	-	-	-	-	-	-	-	-	
Don't know	239	212	13	13	54	102	82	72	83	39	44	
		11%h	7%	10%	12%h	8%	15%af	10%	11%	9%	12%	
Mean Score	0.191g	0.200	0.118	0.178	0.270ahg	0.200g	0.103	0.212	0.165	0.205	0.188	
Standard Deviation	0.539	0.538	0.541	0.540	0.519	0.546	0.526	0.494	0.551	0.559	0.571	
Error Variance	-	-	0.002	0.003	0.001	-	0.001	-	0.001	0.001	0.001	



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2112	540	1303	209	60	385	1727	1402	403	285
Weighted Base	2236	438	1522	217	59*	332	1905	1555	423	237
Easier	(1) 516	103	353	47	14	79	437	325	113	75
	23%	23%	23%	21%	24%	24%	23%	21%	27%h	32%ah
About the same as a year ago	(0) 1342	241	946	125	30	186	1156	990	225	114
	60%h	55%	62%b	57%	51%	56%	61%	64%ahj	53%	49%
Harder	(-1) 135	40	74	17	5	26	109	88	21	24
	6%	9%ac	5%	6%	2%	8%	6%	6%	5%	10%ah
Refused	4	-	1	3	-	1	3	2	2	-
	*	-	-	2%abc	-	-	-	-	-	-
Don't know	239	54	149	26	10	39	199	150	62	24
	11%	12%	10%	12%	16%	12%	10%	10%	15%ah	10%
Mean Score	0.191	0.164	0.204	0.159	0.186	0.182	0.193	0.169	0.257h	0.236
Standard Deviation	0.539	0.587	0.519	0.560	0.600	0.574	0.533	0.515	0.556	0.641
Error Variance	*	0.001	*	0.002	0.008	0.001	*	*	0.001	0.002

Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2112	1709	194	189	240	1872	2110	1870	301	1692	107
Weighted Base	2236	1893	177	146	239	1997	2234	1994	327	1786	110*
Easier	(1) 516 23%	451 24% <i>cd</i>	35 20%	25 7%	51 21%	465 23%	515 23%	464 23%	81 25%	413 23%	18 7%
About the same as a year ago	(0) 1342 60% <i>d</i>	1165 62% <i>cd</i>	95 54%	76 52%	144 60%	1198 60%	1342 60%	1198 60%	187 57%	1087 61%	60 55%
Harder	(-1) 135 6%	96 5%	22 12% <i>ab</i>	15 11% <i>ab</i>	13 6%	121 6%	135 6%	121 6%	24 7%	104 6%	8 7%
Refused	4	1	1	1	-	4	4	4	-	4	-
	*	*	*	1% <i>ab</i>	-	*	*	*	-	*	-
Don't know	239 11%	181 10%	24 14%	30 20% <i>ab</i>	30 13%	208 10%	237 11%	207 10%	36 11%	178 10%	24 22% <i>ajj</i>
Mean Score	0.191 ^{cd}	0.208 ^{cd}	0.087	0.082	0.180	0.193	0.191	0.192	0.195	0.193	0.126
Standard Deviation	0.539	0.526	0.608	0.596	0.527	0.540	0.538	0.540	0.566	0.534	0.538
Error Variance	*	*	0.002	0.002	0.001	0.001	*	*	0.001	*	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2112	1470	535	22	1704	105	266
Weighted Base	2238	1566	565	22**	1853	110*	242
Easier	(1) 516	383	126	6	422	15	69
	23%†	23%†	22%†	26%†	23%†	13%†	28%†
About the same as a year ago	(0) 1342	945	342	13	1151	70	110
	60%‡	60%‡	60%‡	59%‡	62%‡	63%‡	45%‡
Harder	(-1) 135	99	27	1	95	11	22
	6%§	6%§	5%§	3%§	5%§	10%§	9%§
Refused	4	4	-	-	4	-	-
	*	*	*	*	*	*	*
Don't know	239	155	70	3	180	14	41
	11%	10%	12%	12%	10%	13%	17%‡‡
Mean Score	0.191†	0.187	0.200	0.269	0.196†	0.033	0.230†
Standard Deviation	0.539	0.542	0.519	0.518	0.522	0.522	0.634
Error Variance	*	*	0.001	0.015	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2112	1185	722	30	172
Weighted Base	2296	1277	756	32**	168
Easier	(1) 516 23%	303 24%	178 23%	5 15%	30 18%
About the same as a year ago	(0) 1342 60%	788 62%e	443 59%	22 67%	88 52%
Harder	(-1) 135 6%	71 6%	48 6%	4 13%	11 7%
Refused	4 -	4 -	- -	- -	- -
Don't know	239 11%	109 9%	87 12%ab	2 6%	38 23%abc
Mean Score	0.191	0.200	0.193	0.014	0.150
Standard Deviation	0.539	0.532	0.549	0.552	0.547
Error Variance	-	-	-	0.011	0.002

Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2112	860	1252	1676	436	771	450	309	106	788	1068	234	24
Weighted Base	2236	900	1337	1771	466	862	468	298	104*	866	1109	241	21**
Easier	(1) 516 25%	223 25%	293 22%	388 25%	117 25%	213 25% ^{uh}	105 22%	55 18%	18 17%	212 24%	255 23%	48 20%	1 6%
About the same as a year ago	(0) 1342 60% ^u	511 57%	832 62% ^{ub}	1080 61%	263 56%	546 63% ^{uh}	283 61%	168 56%	66 63%	561 65% ^{akl}	652 59% ^u	121 50%	8 40%
Harder	(-1) 135 6%	59 7%	76 6%	103 6%	32 7%	38 4%	35 8% ^l	27 9% ^l	3 3%	43 5%	67 6%	21 9% ^l	4 19%
Refused	4 -	2 -	2 -	3 -	1 -	2 -	- -	1 -	- -	- -	2 -	- 1% ^l	- -
Don't know	239 11% ^u	106 12%	133 10%	195 10%	53 11%	63 7%	44 9%	47 16% ^{afg}	17 17% ^g	49 6%	133 12% ^l	49 20% ^{akg}	7 35%
Mean Score	0.191 ^h	0.207	0.181	0.187	0.208	0.220 ^h	0.165	0.111	0.170	0.207	0.193	0.141	-0.197
Standard Deviation	0.539	0.559	0.525	0.532	0.565	0.516	0.552	0.561	0.466	0.520	0.542	0.586	0.616
Error Variance	-	-	-	-	0.001	-	0.001	0.001	0.003	-	-	0.002	0.025

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2112	948	1451	1408	450	493	296	694	1433	1486	1280
Weighted Base	2296	1007	1572	1506	450	536	296	756	1496	1560	1307
Easier	(1) 516	239	384	372	89	151	67	183	398	409	348
	23%	24%	24%	24%	20%	28% ^{ae}	23%	24%	27% ^a	26% ^a	27% ^a
About the same as a year ago	(0) 1342	619	966	969	258	312	159	469	871	964	763
	60%	61%	61%	63%	57%	58%	54%	62% ^{ag}	59%	59%	58%
Harder	(-1) 135	61	85	77	36	28	25	38	75	75	70
	6%	6%	5%	5%	8%	5%	9% ^h	5%	5%	5%	
Refused	4	3	2	2	-	2	1	2	2	2	
	*	*	*	*	*	*	*	*	*	*	
Don't know	239	85	134	117	67	44	44	45	149	150	123
	11% ^{cdh}	8%	9%	8%	15% ^{af}	8%	15% ^{ah}	6%	10%	10%	
Mean Score	0.191	0.194	0.209	0.209	0.137	0.252 ^{ae}	0.165	0.204	0.241 ^a	0.237 ^a	0.236 ^a
Standard Deviation	0.539	0.537	0.532	0.524	0.555	0.509	0.584	0.519	0.542	0.536	0.546
Error Variance	*	*	*	*	0.001	0.001	0.001	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.74 And would you say it is easier or harder to compare energy tariffs than a year ago?

Base: All who have either switched supplier, changed tariff with existing supplier, compared tariff with other suppliers or compared tariff with existing supplier in the last 12 months

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2112	193	220	92	113	232	143	150	39	123	220	147	114	177	140	9
Weighted Base	2238	215	239	113*	119	250	153	148	49*	140	220	155	113	174	138	11**
Easier	(1) 516 23%	47 22%	52 22%	33 29%	30 25%	66 26%	32 21%	32 21%	7 3%	31 22%	52 24%	28 18%	25 23%	37 22%	44 32%acgln	-
About the same as a year ago	(0) 1342 60%nd	140 65%ndo	150 63%nd	54 46%	67 56%	139 56%	98 64%nd	96 65%ndo	31 64%	91 65%nd	127 58%	93 60%	73 65%nd	102 58%	72 52%	8 7%
Harder	(-1) 135 6%	8 4%	12 5%	11 10%	8 7%	12 5%	9 6%	9 6%	6 12%	11 8%	18 8%	8 5%	4 4%	8 5%	11 8%	1 9%
Refused	4	-	-	-	-	-	-	1	-	-	1	-	-	-	1	2
Don't know	+	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	229 11%	19 9%	25 10%	15 13%	13 11%	33 13%j	14 9%	11 7%	5 11%	8 5%	23 10%	26 17%abhjo	10 8%	27 15%hjo	10 7%	1 5%
Mean Score	0.191	0.201	0.187	0.224	0.205	0.250i	0.168	0.165	0.020	0.151	0.176	0.157	0.204	0.201	0.260i	-0.107
Standard Deviation	0.539	0.494	0.513	0.635	0.570	0.545	0.516	0.521	0.538	0.543	0.570	0.503	0.501	0.520	0.609	0.327
Error Variance	+	0.001	0.001	0.005	0.003	0.001	0.002	0.002	0.008	0.003	0.002	0.002	0.002	0.002	0.003	0.015

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	624	537	48	39	133	331	160	148	174	128	174
Weighted Base	651	561	54*	36*	132	367	132	181	214	137	119
Internet/online information	130	113	11	6	33	82	15	37	41	26	28
	20%g	20%	21%	15%	25%g	21%g	12%	21%	19%	19%	22%
More (comparison) websites	93	87	2	4	29	55	9	31	32	17	14
	14%g	15%g	3%	12%	22%g	14%g	7%	17%	15%	12%	12%
More information available	76	70	5	1	11	48	17	26	24	15	12
	12%	12%	9%	4%	9%	12%	13%	14%	11%	11%	10%
Clearer/more transparent information	44	39	3	3	6	25	13	18	17	3	7
	7%h	7%	5%	7%	4%	7%	10%	10%h	8%h	2%	6%
Too complicated/difficult to understand	34	28	5	1	3	18	13	4	17	7	7
	5%	5%	9%	3%	3%	5%	9%ef	2%	8%h	5%	6%
It isn't they have made things easier (general mentions)	28	24	2	3	5	18	5	4	14	5	5
	4%	4%	3%	8%	4%	5%	4%	2%	7%	4%	5%
Too much choice/competition	26	23	4	-	2	19	5	7	9	7	4
	4%	4%	7%	-	2%	5%	4%	4%	4%	5%	4%
More choice/competition	22	17	3	2	10	10	2	8	7	4	3
	3%	3%	5%	6%	8%afg	3%	2%	5%	3%	3%	2%
Government/legislation/Ofgem involvement	16	15	1	1	1	13	2	8	3	2	3
	3%	3%	2%	3%	-	3%	2%	4%	2%	2%	2%
News/media advertising/coverage/publicity	16	14	2	-	1	7	8	6	3	5	2
	2%	3%	4%	-	1%	2%	6%aef	4%	1%	4%	2%
Too many tariffs	15	11	3	1	-	11	4	4	9	2	1
	2%	2%	5%	3%	-	3%	3%e	2%	4%	1%	1%
Standardised/reduced amount of tariffs	14	13	-	1	-	13	2	4	7	2	1
	2%	2%	-	4%	-	3%	1%	2%	3%	2%	1%
I am more knowledgeable/know more about it now	13	12	-	1	5	8	-	4	3	4	3
	2%	2%	-	2%	3%g	2%	-	2%	1%	3%	2%
Improved (comparison) websites	12	11	-	1	6	4	2	6	3	1	2
	2%	2%	-	2%	4%f	1%	1%	3%	2%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k
 * small base



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	624	537	48	39	133	331	160	148	174	128	174	
Weighted Base	651	561	54*	36*	132	387	132	181	214	137	119	
Too much information	12	11	-	1	1	7	4	3	3	3	2	
	2%	2%	-	2%	1%	2%	3%	2%	1%	2%	1%	
Suppliers have been made to make things easier	11	10	-	1	1	7	2	2	3	2	3	
	2%	2%	-	3%	1%	2%	2%	1%	2%	2%	3%	
Clearer/easier to understand bills	9	5	2	1	-	8	1	3	3	4	-	
	1%	1%	4%	4%	-	2%	1%	1%	1%	3%	-	
People know more/are better informed	7	6	1	-	-	6	1	3	2	2	1	
	1%	1%	1%	-	-	2%	1%	2%	1%	1%	1%	
Not so much choice/competition	7	5	-	2	-	5	2	2	2	3	-	
	1%	1%	-	6%ab	-	1%	1%	1%	1%	2%	-	
No internet access/ability/knowledge	6	3	2	1	1	2	3	1	5	-	1	
	1%	1%	3%	3%	1%	1%	2%	*	2%	-	1%	
Personal experience	6	6	-	-	2	4	1	1	2	2	2	
	1%	1%	-	-	1%	1%	1%	*	1%	1%	2%	
Advancing technology	6	5	-	1	1	5	-	2	2	2	-	
	1%	1%	-	2%	1%	1%	-	1%	1%	2%	-	
Cheaper/prices reduced/better deals	6	4	1	-	2	3	1	3	3	-	-	
	1%	1%	-	3%	1%	1%	1%	1%	1%	-	-	
Impossible to compare (with different tariffs)	4	4	-	-	-	3	-	1	1	1	2	
	1%	1%	-	-	-	*	-	*	*	1%	1%	
Mistrust/dishonest/hiding charges	4	3	-	1	-	2	2	1	2	-	1	
	1%	1%	-	3%	-	1%	1%	1%	1%	-	1%	
You can ring/they will talk to you over the phone	4	4	-	-	-	3	1	1	1	2	-	
	1%	1%	-	-	-	1%	1%	*	1%	1%	-	
Too many/constant changes to charges/tariffs/information	3	3	-	1	1	2	-	-	2	-	2	
	1%	*	-	2%	1%	1%	-	-	1%	-	2%	
Consistent/uniform wording/information	3	2	-	1	1	1	1	1	1	1	-	
	1%	*	-	3%	1%	*	1%	*	1%	1%	-	
Quicker/faster to do	3	3	-	-	1	2	-	2	1	-	-	
	*	1%	-	-	1%	*	-	1%	1%	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	624	537	48	39	133	331	160	148	174	128	174
Weighted Base	651	561	54*	36*	132	367	132	181	214	137	119
Jargon/language used	3	2	-	1	1	2	-	-	2	-	1
It just is/how I feel	*	*	-	2%	-	1%	-	-	1%	-	-
Not enough information	3	1	2	-	2	-	1	-	1	1	1
Have read/studied more	*	*	3%ab	-	1% <i>f</i>	-	1%	-	*	1%	1%
Companies fined/prosecuted/receive d too many complaints (before action)	2	2	-	1	1	-	2	-	-	2	-
Other	2	1	-	1	-	2	-	-	-	-	2
Nothing	1	-	-	2%ab	-	-	-	-	-	-	1%
Don't know	1	1	-	-	-	1	1	-	-	-	1
	*	*	-	-	-	1	*	-	-	-	1%
	1	-	1	-	-	-	1	1	-	-	-
	*	-	2%ab	-	-	-	1%	1%	-	-	-
Other	51	46	4	1	9	30	13	7	13	19	13
Nothing	8%	8%	7%	4%	7%	8%	10%	4%	6%	14%ab <i>h</i>	11% <i>h</i>
Don't know	7%	3	5	-	1	5	1	1	3	2	2
	1%	*	9%ab	-	*	1%	1%	1%	1%	1%	1%
	24	21	-	3	10	8	6	5	7	6	6
	4%	4%	-	8% <i>c</i>	7% <i>f</i>	2%	4%	3%	3%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 624	175	370	61	18	124	500	377	125	116
Weighted Base 651	142	427	63*	19**	105	546	412	134	99
Internet/online information 130 20%	20 14%	93 22% ^b	11 18%	5 28%	20 19%	110 20%	78 19%	32 24%	19 19%
More (comparison) websites 93 14%	15 10%	72 17%	6 9%	1 5%	14 13%	79 14%	49 12%	29 21% ^h	15 15%
More information available 76 12%	12 8%	59 14%	4 7%	1 6%	8 6%	68 12%	57 14%	10 7%	8 8%
Clearer/more transparent information 44 7%	11 8%	32 7%	1 1%	1 5%	6 6%	38 7%	29 7%	11 8%	5 5%
Too complicated/difficult to understand 34 5%	8 5%	21 5%	4 6%	1 6%	4 4%	30 6%	27 7%	4 3%	3 3%
It is/they have made things easier (general mentions) 28 4%	4 3%	20 5%	3 4%	2 8%	2 2%	26 5%	18 4%	6 4%	4 4%
Too much choice/competition 28 4%	6 4%	12 3%	7 11% ^{ac}	1 5%	5 5%	22 4%	17 4%	3 3%	5 5%
More choice/competition 22 3%	6 4%	15 3%	1 1%	1 4%	3 3%	19 4%	12 3%	9 7%	2 2%
Government/legislation/O fgem involvement 16 3%	3 2%	12 3%	2 3%	-	4 4%	13 2%	12 3%	1 1%	3 3%
News/media advertising/coverage 'publicity' 16 2%	4 3%	11 3%	1 2%	-	7 7% ^{ag}	9 2%	12 3%	3 2%	-
Too many tariffs 15 2%	2 2%	11 3%	-	2 12%	3 3%	13 2%	13 3%	2 1%	1 1%
Standardised/reduced amount of tariffs 14 2%	2 1%	9 2%	4 6%	-	-	13 2%	12 3%	2 1%	1 1%
I am more knowledgeable/know more about it now 13 2%	3 2%	10 2%	-	-	-	13 2%	6 1%	4 3%	2 2%
Improved (comparison) websites 12 2%	1 1%	10 2%	-	-	4 3%	8 1%	10 2%	1 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	624	175	370	61	18	124	500	377	125	116
Weighted Base	651	142	427	63*	19**	105	546	412	134	99
Too much information	12 2%	7 5%ac	3 1%	2 3%	-	3 3%	9 2%	10 2%	1 1%	1 1%
Suppliers have been made to make things easier	11 2%	2 2%	8 2%	-	-	-	11 2%	8 2%	-	2 2%
Clearer/easier to understand bills	9 1%	3 2%	4 1%	2 3%	-	3 2%	6 1%	7 2%	-	2 2%
People know more/are better informed	7 1%	2 1%	3 1%	-	2 10%	2 2%	5 1%	6 2%	1 1%	-
Not so much choice/competition	7 1%	3 2%	3 1%	1 2%	-	2 2%	5 1%	6 1%	-	1 1%
No internet access/ability/knowledge	6 1%	1 1%	4 1%	2 3%	-	3 3%	4 1%	2 1%	1 1%	2 2%
Personal experience	6 1%	1 1%	6 1%	-	-	1 1%	5 1%	3 1%	2 1%	1 1%
Advancing technology	6 1%	1 1%	4 1%	1 1%	-	1 1%	5 1%	4 1%	1 1%	1 1%
Cheaper/prices reduced/better deals	6 1%	-	4 1%	2 3%	-	-	6 1%	2 1%	3 2%	-
Impossible to compare (with different tariffs)	4 1%	-	1 1%	3 5%abc	-	2 2%	2 1%	2 1%	-	2 2%
Mistrust/dishonest/hiding charges	4 1%	1 1%	3 1%	-	-	1 1%	4 1%	3 1%	1 1%	1 1%
You can ring/they will talk to you over the phone	4 1%	-	4 1%	-	-	-	4 1%	2 1%	-	-
Too many/constant changes to charges/tariffs/information	3 1%	2 1%	2 1%	-	-	-	3 1%	2 1%	1 1%	1 1%
Consistent/uniform wording/information	3 1%	1 1%	2 1%	-	-	1 1%	2 1%	3 1%	-	-
Quicker/faster to do	3 1%	-	3 1%	-	-	-	3 1%	2 1%	-	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	624	175	370	61	18	124	500	377	125	116
Weighted Base	651	142	427	63*	19**	105	546	412	134	99
Jargon/language used	3	2	1	-	-	1	2	1	1	1
It just is/show I feel	3	3%	-	-	-	1	2	-	1	1
Not enough information	2	-	2	1	-	-	2	2	1	-
Have read/studied more	2	1	1	-	-	1	1	2	-	-
Not comparing like for like/inconsistency of information	1	1	-	-	1	-	1	1	-	1
Companies fined/prosecuted/receive d too many complaints (before action)	1	-	1	-	-	-	1	1	-	-
Other	51	15	26	9	2	13	38	28	11	13
	8%	11%	6%	14% ^c	6%	13% ^g	7%	7%	8%	13% ^h
Nothing	7	4	3	-	-	1	6	4	3	1
Don't know	24	7	16	1	-	3	21	12	7	5
	4%	5%	4%	2%	-	3%	4%	3%	6%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	624	503	62	51	67	557	623	558	99	498	28
Weighted Base	651	547	57*	40*	64*	587	650	565	104*	517	28**
Internet/online information	130 20% ^d	117 21% ^d	7 12%	3 7%	12 19%	118 20%	128 20%	116 20%	12 11%	111 21% ^d	6 23%
More (comparison) websites	93 14% ^{cd}	87 16% ^{cd}	3 4%	1 3%	5 7%	88 15%	93 14%	88 15%	15 14%	75 14%	4 14%
More information available	76 12%	63 11%	8 13%	6 14%	12 18%	64 11%	76 12%	64 11%	14 13%	61 12%	2 6%
Clearer/more transparent information	44 7%	38 7%	3 5%	3 8%	4 6%	40 7%	44 7%	40 7%	8 8%	34 7%	2 9%
Too complicated/difficult to understand	34 5%	26 5%	7 12% ^{ab}	1 3%	3 5%	31 5%	34 5%	31 5%	5 5%	28 5%	1 2%
It is they have made things easier (general mentions)	28 4%	24 4%	2 3%	2 4%	4 6%	24 4%	28 4%	24 4%	2 2%	24 5%	1 3%
Too much choice/competition	26 4%	17 3%	7 12% ^{ab}	2 5%	2 3%	25 4%	26 4%	25 4%	3 3%	20 4%	4 15%
More choice/competition	22 3%	18 3%	2 3%	3 7%	3 5%	19 3%	22 3%	19 3%	3 3%	19 4%	-
Government/legislation/Ofgem involvement	16 3%	15 3%	1 3%	-	1 1%	16 3%	16 3%	16 3%	6 6% ^{ij}	9 2%	-
News/media advertising/coverage	16 2%	12 2%	2 4%	2 4%	-	16 3%	16 2%	16 3%	3 3%	13 3%	-
Too many tariffs	15 2%	10 2%	4 7% ^{ab}	1 2%	1 1%	15 2%	15 2%	15 2%	2 2%	12 2%	2 7%
Standardised/reduced amount of tariffs	14 2%	14 3%	-	-	2 3%	13 2%	14 2%	13 2%	1 1%	13 3%	-
I am more knowledgeable/know more about it now	13 2%	13 2%	-	-	1 1%	12 2%	13 2%	12 2%	1 1%	11 2%	1 4%
Improved (comparison) websites	12 2%	12 2%	-	-	1 1%	11 2%	12 2%	11 2%	3 3%	9 2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	624	503	62	51	67	557	623	558	99	498	26
Weighted Base	651	547	57*	40*	64*	587	650	565	104*	517	28**
Too much information	12	10	2	-	2	10	12	10	2	9	-
Suppliers have been made to make things easier	11	8	3	-	1	10	11	10	3	7	-
Clearer/easier to understand bills	9	8	1	-	2	7	9	7	2	6	1
People know more/are better informed	7	7	-	-	-	7	7	7	2	4	1
Not so much choice/competition	7	6	1	-	2	5	7	5	3	4	-
No internet accessibility/knowledge	6	3	-	3	2	4	6	4	3	4	-
Personal experience	6	6	-	1	2	5	6	5	3	3	-
Advancing technology	6	6	-	-	-	6	6	6	-	6	-
Cheaper/prices reduced/better deals	6	4	2	-	2	4	6	4	-	4	1
Impossible to compare (with different tariffs)	4	3	-	1	1	3	4	3	1	3	-
Mistrust/dishonest/hiding charges	4	4	-	-	-	4	4	4	-	4	1
You can ring they will talk to you over the phone	4	3	-	-	-	4	4	4	-	4	2*
Too many/constant changes to charges/tariffs/information	3	3	1	-	1	3	3	3	2	2	-
Consistent/uniform wording/information	3	2	1	-	-	3	3	3	-	3	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	624	503	62	51	67	557	623	558	99	496	28
Weighted Base	651	547	57*	40*	64*	587	650	565	104*	517	28**
Quicker/faster to do	3	3	-	-	-	3	3	3	-	3	-
	*	1%	-	-	-	1%	*	1%	-	1%	-
Jargon/language used	3	3	-	-	-	3	3	3	1	2	-
	*	*	-	-	-	*	*	*	1%	*	-
It just is/how I feel	3	2	1	-	1	2	3	2	1	1	1
	*	*	1%	-	1%	*	*	*	1%	*	3%
Not enough information	2	1	-	1	1	2	2	2	2	1	-
	*	*	-	2%ab	1%	*	*	*	1%	*	-
Have read/studied more	2	2	-	-	-	2	2	2	-	2	-
	*	*	-	-	-	*	*	*	-	*	-
Not comparing like for like/inconsistency of information	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	1	1	1	-	1	-
	*	-	2%ab	-	-	*	*	*	-	*	-
Other	51	37	5	9	3	49	51	49	8	39	4
	8%	7%	8%	23%ab	4%	8%	8%	8%	8%	8%	16%
Nothing	7	6	-	2	*	7	7	7	*	6	1
	1%	1%	-	4%	1%	1%	1%	1%	*	1%	2%
Don't know	24	20	2	2	4	20	24	20	5	18	1
	4%	4%	3%	6%	6%	3%	4%	3%	5%	3%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	624	438	149	6	479	27	99
Weighted Base	651	462	153	6**	518	26**	91*
Internet/online information	130 20%	100 22%	23 15%	1 11%	100 19%	2 6%	24 26%
More (comparison) websites	93 14%	63 14%	20 13%	1 13%	75 15%	2 10%	15 16%
More information available	76 12%	58 12%	14 9%	-	59 11%	6 24%	9 9%
Clearer/more transparent information	44 7%	35 8%	9 6%	-	41 8%	1 2%	4 5%
Too complicated/difficult to understand	34 5%	29 6% ^c	2 2%	-	28 5%	1 3%	4 5%
It is they have made things easier (general mentions)	28 4%	22 5%	5 3%	-	24 5%	1 5%	1 2%
Too much choice/competition	28 4%	17 4%	8 5%	1 9%	20 4%	1 4%	3 3%
More choice/competition	22 3%	16 4%	5 3%	-	16 3%	-	4 5%
Government/legislation/O fgem involvement	16 3%	12 3%	4 3%	-	15 3%	1 4%	-
News/media advertising/coverage /publicity	16 2%	10 2%	4 3%	-	15 3%	-	2 2%
Too many tariffs	15 2%	11 2%	4 2%	-	14 3%	-	1 1%
Standardised/reduced amount of tariffs	14 2%	11 2%	3 2%	-	14 3%	-	-
I am more knowledgeable/know more about it now	13 2%	9 2%	3 2%	-	7 1%	-	5 6% ^{ae}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	624	438	149	6	479	27	99
Weighted Base	651	462	153	6**	518	28**	91*
Improved (comparison websites)	12 2%	3 1%	9 6%ab	-	10 2%	-	1 2%
Too much information	12 2%	7 1%	5 3%	-	9 2%	-	2 3%
Suppliers have been made to make things easier	11 2%	9 2%	2 1%	-	10 2%	-	-
Clearer/easier to understand bills	9 1%	7 1%	1 1%	-	6 1%	2 6%	1 1%
People know more/are better informed	7 1%	4 1%	2 1%	1 17%	7 1%	-	-
Not so much choice/competition	7 1%	5 1%	2 1%	-	7 1%	-	-
No internet accessibility/knowledge	6 1%	6 1%	-	-	2 1%	4 14%	1 1%
Personal experience	6 1%	5 1%	-	2 24%	6 1%	-	-
Advancing technology	6 1%	2 1%	3 2%	-	5 1%	-	1 1%
Cheaper/prices reduced/better deals	6 1%	4 1%	2 1%	-	6 1%	-	1 1%
Impossible to compare (with different tariffs)	4 1%	2 1%	2 2%	-	3 1%	-	1 1%
Mistrust/dishonest/hidin g charges	4 1%	4 1%	-	-	3 1%	-	1 2%
You can ring/they will talk to you over the phone	4 1%	4 1%	-	-	2 1%	-	2 2%
Too many/constant changes to charges/tariffs/informat ion	3 1%	-	1 1%	-	-	-	1 1%e

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	624	438	149	6	479	27	99
Weighted Base	651	462	153	6**	518	28**	91*
Consistent/uniform wording/information	3	-	3	-	3	-	-
Quicker/faster to do	3	2	1	-	2	-	1
Jargon/language used	3	2	1	-	1	-	2
It just is how I feel	3	2	1	-	2	-	2**e
Not enough information	2	2	1%	-	2	-	-
Have read/studied more	2	1%	-	-	2	3%	-
Not comparing like for like/inconsistency of information	1	1	1	-	1	-	1
Companies fined/prosecuted/received too many complaints (before action)	1	1	-	-	1	-	1%
Other	51	31	18	2	38	4	8
Nothing	7	5	2	-	6	1%	1
Don't know	24	17	7	-	18	-	7
	4%	4%	5%	-	3%	-	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	624	353	222	9	40
Weighted Base	651	375	228	9**	41*
Internet/online information	130 20%	66 77%	49 22%	-	15 36%ab
More (comparison) websites	93 14%	53 14%	34 15%	-	5 13%
More information available	76 12%	45 12%	28 11%	1 7%	5 12%
Clearer/more transparent information	44 7%	32 8% ^c	8	3 37%	1 2%
Too complicated/difficult to understand	34 5%	22 6%	9 4%	1 7%	2 5%
It is/they have made things easier (general mentions)	28 4%	17 5%	10	-	1 2%
Too much choice/competition	26 4%	17 5%	8 4%	1 6%	-
More choice/competition	22 3%	16 4%	6 3%	-	1 2%
Government/legislation/O fgem involvement	16 3%	7 2%	8 4%	1 16%	-
News/media advertising/coverage /publicity	16 2%	11 3%	4 2%	-	1 2%
Too many tariffs	15 2%	12 3%	2 1%	-	1 3%
Standardised/reduced amount of tariffs	14 2%	12 3% ^c	1 -	1 16%	-
I am more knowledgeable/know more about it now	13 2%	5 1%	7 3%	-	1 2%

Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	624	353	222	9	40
Weighted Base	651	375	228	9**	41*
Improved (comparison websites)	12 2%	4 1%	8 3%	-	-
Too much information	12 2%	3 1%	7 3%	-	1 4%
Suppliers have been made to make things easier	11 2%	6 2%	5 2%	-	-
Clearer/easier to understand bills	9 1%	4 1%	5 2%	-	-
People know more/are better informed	7 1%	5 1%	2 1%	-	-
Not so much choice/competition	7 1%	-	-	-	-
No internet accessibility/knowledge	6 1%	-	6 2%b	-	1 2%b
Personal experience	6 1%	6 1%	1 -	-	-
Advancing technology	6 1%	-	4 2%b	-	2 4%b
Cheaper/prices reduced/better deals	6 1%	4 1%	-	1 13%	-
Impossible to compare (with different tariffs)	4 1%	-	2 1%	-	1 2%
Mistrust/dishonest/hidin g charges	4 1%	2 -	3 1%	-	4 -
You can ring/they will talk to you over the phone	4 1%	2 -	1 1%	-	-
Too many/constant changes to charges/tariffs/informat ion	3 1%	1 -	1 1%	-	2 4%ab

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	624	353	222	9	40
Weighted Base	651	375	228	9**	41*
Consistent/uniform wording/information	3 1%	2 -	1 1%	- -	- -
Quicker/faster to do	3 -	2 -	1 1%	- -	- -
Jargon/language used	3 -	2 -	1 -	- -	- -
It just is/how I feel	3 -	- -	3 1%	- -	- -
Not enough information	2 -	2 1%	- -	- -	- -
Have read/studied more	2 -	2 -	- -	- -	- -
Not comparing like for like/inconsistency of information	1 -	1 -	1 -	- -	- -
Companies fined/prosecuted/receive d too many complaints (before action)	1 -	- -	1 1%	- -	- -
Other	51 8%	28 7%	19 9%	3 28%	4 9%
Nothing	7 1%	4 1%	2 1%	1 7%	2 4%
Don't know	24 4%	16 4%	8 3%	- -	1 2%

Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD					SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	624	274	350	480	144	224	139	87	21	239	314	64	7
Weighted Base	651	281	370	502	149	250	140	81*	21**	255	322	68*	5**
Internet/online information	130	53	77	101	29	50	30	19	2	48	68	14	-
More (comparison) websites	93	43	50	71	22	42	17	7	3	34	51	8	-
More information available	76	28	48	57	19	26	17	9	3	30	39	7	1
Clearer/more transparent information	44	13	31	36	8	18	11	4	3	25	19	-	13*
Too complicated/difficult to understand	34	7	27	28	6	11	11	6	2	9	22	3	-
It is they have made things easier (general mentions)	28	11	17	22	6	15	3	3	1	10	15	3	-
Too much choice/competition	26	17	10	22	5	4	8	2	2	4	17	4	1
More choice/competition	22	6	16	13	10	10	2	-	1	8	12	2	14*
Government/legislation/Ofgem involvement	16	6	11	11	6	5	2	3	1	10	5	2	-
News/media advertising/coverage/publicity	16	6	11	12	4	5	3	1	2	2	13	1	-
Too many tariffs	15	6	9	10	5	7	1	3	-	8	5	2	-
Standardised/reduced amount of tariffs	14	6	9	11	3	7	4	-	-	9	5	-	-
I am more knowledgeable/know more about it now	13	8	4	10	3	6	-	2	-	5	7	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	624	274	350	480	144	224	139	87	21	239	314	64	7
Weighted Base	651	281	370	502	149	250	140	81*	21**	255	322	68*	5**
Improved (comparison) websites	12	7	5	9	2	6	2	1	-	7	5	-	-
Too much information	12	6	6	10	1	2	3	4	1	4	8	-	-
Suppliers have been made to make things easier	11	1	9	5	5	2	-	2	8%	2	5	-	-
Clearer/easier to understand bills	9	5	4	8	1	4	3	1	4%	3	6	-	-
People know more/are better informed	7	4	3	5	1	5	-	-	-	4	3	-	-
Not so much choice/competition	7	2	5	4	3	3	1	-	-	4	3	-	-
No internet access/ability/knowledge	6	2	5	3	4	-	3	-	-	1	2	3	-
Personal experience	6	4	2	4	2	3	2	-	-	2	3	2	-
Advancing technology	6	2	4	5	1	2	1	2	-	1	3	1	-
Cheaper prices reduced/better deals	6	1	4	4	2	1	-	1	2	2	3	-	-
Impossible to compare (with different tariffs)	4	2	2	2	2	2	1	-	-	1	4	-	-
Mistrust/dishonest/hiding charges	4	2	2	4	-	2	1	2	-	2	2	-	1
You can ring/they will talk to you over the phone	4	-	4	3	1	-	3	-	-	1	3	-	-
Too many/constant changes to charges/tariffs/information	3	3	1	3	-	-	1	1	-	-	1	2	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	624	274	350	480	144	224	139	87	21	239	314	64	7
Weighted Base	651	281	370	502	149	250	140	81*	21**	255	322	68*	5**
Consistent/uniform wording/information	3	2	1	3	-	3	-	-	-	2	1	-	-
Quicker/faster to do	3	3	-	3	-	1%	-	-	-	1%	-	-	-
Jargon/language used	3	2	1	2	1	1	-	2%	-	-	3	-	-
It just is/how I feel	3	1	2	1	2	1	-	1%	-	1	-	1	-
Not enough information	2	2	1	2	1	1	-	-	-	1	1	1	-
Have read/studied more	2	1	1	2	-	1	-	1	-	1	1	-	-
Not comparing like for like/inconsistency of information	1	1	1	1	1	-	-	1%	-	-	1	-	-
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	1	-	-	1	-	-	1	-	-	-
Other	51	24	27	43	9	18	11	10	-	22	18	10	2
Nothing	7	2	5	5	3	7%	8%	3%	-	8%	8%	15%k	32%
Don't know	24	17	7	22	3	4%	5%	4%	8%	3%	3%	5	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	624	283	437	421	128	166	90	207	458	466	409
Weighted Base	651	299	469	448	125	179	92*	220	473	484	418
Internet/online information	130	53	99	96	25	36	15	40	102	101	89
More (comparison) websites	93	35	70	61	20	27	10	28	86	72	55
More information available	14%	12%	15%	13%	16%	15%	11%	13%	14%	15%	13%
Clearer/more transparent information	76	34	64	61	7	23	10	25	62	59	52
Too complicated/difficult to understand	12%	11%	14%	14%	5%	13%	11%	11%	13%	12%	12%
It is they have made things easier (general mentions)	44	30	35	38	3	11	5	26	41	39	37
Too much choice/competition	7%	10%	7%	8%	3%	6%	6%	12%	9%	8%	9%
More choice/competition	34	19	19	19	5	1	11	7	14	14	14
Government/legislation/Ofgem involvement	34	5%	4%	4%	4%	1%	12%	3%	3%	3%	3%
	28	14	22	20	4	7	2	12	22	25	20
	4%	5%	5%	5%	3%	4%	2%	5%	5%	5%	5%
	26	6	18	16	11	9	3	5	18	18	15
	4%	2%	4%	3%	9%	5%	3%	2%	4%	4%	4%
	22	10	19	18	1	5	3	7	19	19	19
	3%	3%	4%	4%	1%	3%	3%	3%	4%	4%	5%
	16	11	13	13	2	5	4	7	8	11	9
	3%	4%	3%	3%	2%	3%	4%	3%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?

Base: All who think it is easier or harder to compare compared to a year ago

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	624	203	437	421	128	166	90	207	458	466	409
Weighted Base	651	299	469	448	125	179	92	220	473	484	418
News/media advertising/coverage/publicity	16 2%	8 3%	11 2%	11 3%	2 2%	3 2%	5 6%	3 2%	14 3%	13 3%	13 3%
Too many tariffs	15 2%	11 4%	15 3%	15 3%	-	6 4%	-	10 5%	9 2%	11 2%	10 2%
Standardised/reduced amount of tariffs	14 2%	12 4%	10 2%	13 3%	1 1%	5 3%	2 2%	10 5%	12 3%	11 2%	9 2%
I am more knowledgeable/know more about it now	13 2%	4 1%	8 2%	7 2%	5 4%	4 2%	-	4 2%	10 2%	10 2%	9 2%
Improved (comparison) websites	12 2%	5 2%	12 2%	10 2%	-	7 4%	-	5 2%	5 1%	5 1%	4 1%
Too much information	12 2%	7 2%	8 2%	7 2%	4 3%	2 1%	3 3%	5 2%	8 2%	8 2%	7 2%
Suppliers have been made to make things easier	11 2%	9 3%	8 2%	6 1%	-	1 1%	4 4%	6 3%	5 1%	6 1%	4 1%
Clearer/easier to understand bills	9 1%	5 2%	4 1%	5 1%	2 2%	3 1%	2 3%	3 1%	6 1%	7 1%	4 1%
People know more/are better informed	7 1%	7 2%	5 1%	5 1%	-	4 2%	-	5 2%	5 1%	5 1%	3 1%
Not so much choice/competition	7 1%	6 2%	6 1%	6 1%	-	2 1%	2 2%	5 2%	6 1%	6 1%	5 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	624	203	437	421	128	166	90	207	458	466	409
Weighted Base	651	299	469	448	125	179	92	220	473	484	418
No internet access/knowledge	6 1%	4 1%	2 *	3 1%	2 1%	-	2 2%	2 1%	3 1%	3 1%	2 *
Personal experience	6 1%	5 2%	3 1%	1 *	2 1%	2 1%	4 4%ah	1 *	6 1%	6 1%	6 1%
Advancing technology	6 1%	1 *	3 1%	3 1%	2 1%	-	1 2%	-	6 1%	6 1%	6 1%
Cheaper/prices reduced/better deals	6 1%	4 1%	4 1%	6 1%	1 1%	1 1%	1 1%	3 1%	6 1%	6 1%	6 1%
Impossible to compare (with different tariffs)	4 1%	1 *	4 1%	4 1%	1 *	2 1%	-	1 *	3 1%	1 *	1 *
Mistrust/dishonest/hiding charges	4 1%	1 *	2 *	3 1%	2 1%	1 *	1 1%	-	2 *	2 *	1 *
You can ring/they will talk to you over the phone	4 1%	1 *	3 1%	4 1%	-	-	1 1%	1 *	4 1%	4 1%	4 1%
Too many/constant changes to charges/tariffs/information	3 1%	1 *	1 *	1 *	3 2%	1 *	1 1%	1 *	1 *	1 *	1 *
Consistent/uniform wording/information	3 1%	1 *	3 1%	1 *	-	2 1%	1 2%	-	2 1%	3 1%	2 1%
Quicker/faster to do	3 *	2 1%	2 *	2 *	1 1%	2 1%	-	2 1%	3 1%	3 1%	1 *

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k - small base



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	624	437	421	128	166	90	207	458	466	409
Weighted Base	651	469	448	125	179	92*	220	473	484	418
Jargon/language used	3	2	2	1	1	-	-	2	1	3
It just is/how I feel	3	-	2	1%	-	-	-	-	-	1%
Not enough information	2	1	-	1	1	1	1	2	2	2
Have read/studied more	2	1	1	1%	1%	1%	-	2	2	2
Not comparing like for like/inconsistency of information	1	1	1	-	1	-	-	1	1	1
Companies fined/prosecuted/receive too many complaints (before action)	1	1	1	1%	1	-	-	1	1	-
Other	51	33	28	14	12	8	17	33	35	31
	8%	7%	6%	11%	7%	9%	7%	7%	7%	7%
Nothing	7	4	5	1	2	3	1	5	5	5
	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%
Don't know	24	13	11	9	8	2	4	15	16	15
	4%	3%	2%	7%	4%	2%	2%	3%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 624	51	55	36	35	72	38	46	11	37	72	34	34	46	56	1	
Weighted Base 651	55	63	44	38	78	41	41	12	42	70	35	30	45	55	1	
Internet/online information 20%	7 13%	10 16%	9 21%	8 21%	15 20%	8 19%	12 31%	-	11 27%	12 17%	4 13%	4 13%	10 22%	18 33%abm	-	
More (comparison) websites 14%	14 25%aj	8 12%	7 15%	4 11%	10 13%	5 13%	9 21%j	-	2 4%	10 14%	5 15%	6 19%	7 16%	7 12%	-	
More information available 12%	11 20%	8 13%	3 8%	3 7%	12 16%	5 12%	4 9%	-	5 11%	7 9%	5 15%	2 7%	6 13%	5 10%	-	
Clearer/more transparent information 44%	4 8%	6 10%	1 3%	3 7%	12 15%ak	1 3%	2 5%	1 8%	2 4%	2 3%	3 10%	1 3%	3 7%	3 6%	-	
Too complicated/difficult to understand 34%	1 2%	6 9%	1 2%	2 5%	5 6%	2 6%	4 9%	4 30%	1 2%	3 5%	1 2%	1 2%	1 2%	4 7%	-	
It is they have made things easier (general mentions) 28%	3 6%	1 1%	1 2%	3 7%	3 4%	5 11%c	2 5%	-	2 4%	2 2%	1 1%	3 10%	2 5%	2 3%	-	
Too much choice/competition 4%	-	-	4 9%c	3 9%bc	1 1%	5 11%bdf	3 7%	1 11%	3 6%	3 5%	1 3%	-	2 4%	1 3%	-	
More choice/competition 22%	1 3%	1 2%	4 8%	1 3%	4 5%	1 2%	2 4%	-	3 7%	3 4%	-	1 3%	1 3%	1 1%	-	
Government/legislation/O fgem involvement 16%	1 3%	3 4%	2 4%	2 4%	2 3%	2 -	-	-	1 2%	5 6%	-	1 3%	2 4%	-	-	
News/media advertising/coverage /publicity 16%	-	1 1%	-	-	2 2%	2 4%	3 8%ab	1 6%	1 3%	3 4%	1 3%	1 3%	2 4%	1 2%	-	
Too many tariffs 15%	-	-	4 9%aco	2 4%	1 1%	-	-	-	3 7%	1 2%	3 9%	1 3%	-	-	-	
Standardised/reduced amount of tariffs 14%	2 3%	2 3%	-	1 1%	-	2 4%	-	-	-	2 3%	1 2%	1 3%	5 10%atho	-	-	
I am more knowledgeable/know more about it now 13%	-	2 3%	1 2%	-	2 2%	-	-	-	-	3 4%	-	1 2%	-	4 6%a	-	
Improved (comparison) websites 12%	1 3%	4 6%	-	2 4%	3 3%	1 3%	-	-	-	1 1%	-	1 2%	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 624	51	55	36	35	72	38	46	11	37	72	34	34	46	56	1	
Weighted Base 651	55*	63*	44*	38*	78*	41*	41*	12*	42*	70*	35*	30*	45*	55*	1**	
Too much information	12 2%	2 4%	1 2%	1 2%	-	1 1%	1 2%	-	-	1 1%	1 3%	1 2%	2 3%	-	-	
Suppliers have been made to make things easier	11 2%	1 2%	3 5%	-	-	1 1%	-	-	-	-	1 3%	1 3%	1 2%	1 2%	1 1%	
Clearer/easier to understand bills	9 1%	1 2%	-	1 3%	-	2 2%	-	1 3%	2 19%	-	1 1%	-	1 5%	-	-	
People know more/are better informed	7 1%	-	2 3%	-	1 1%	-	1 2%	-	1 2%	-	1 2%	-	-	1 2%	-	
Not so much choice/competition	7 1%	1 2%	1 1%	-	2 5%a	-	-	-	-	-	1 3%	-	1 2%	-	-	
No internet access/ability/knowledge	6 1%	1 2%	-	1 3%	2 2%	-	-	1 6%	1 3%	-	1 2%	-	-	1 1%	-	
Personal experience	6 1%	1 2%	2 4%	-	-	-	1 2%	-	-	1 1%	-	-	1 1%	-	-	
Advancing technology	6 1%	-	-	1 2%	1 2%	2 4%	-	-	-	-	1 4%	1 3%	-	-	-	
Cheaper/prices reduced/better deals	6 1%	-	-	2 4%	-	-	1 3%	-	-	-	2 4%	1 4%	-	-	-	
Impossible to compare (with different tariffs)	4 1%	-	-	1 1%	-	1 2%	-	1 2%	-	1 1%	-	-	1 2%	-	-	
Mistrust/dishonest/hiding charges	4 1%	-	-	-	-	-	1 2%	-	-	1 1%	-	1 3%	1 2%	1 1%	1 1%	
You can ring they will talk to you over the phone	4 1%	-	-	1 3%	-	-	2 4%a	-	-	1 1%	-	-	-	-	-	
Too many/constant changes to charges/tariffs/information	3 1%	-	-	-	1 1%	-	-	-	-	2 2%	-	1 2%	-	1 1%	-	
Consistent/uniform wording/information	3 1%	-	-	-	1 3%	-	-	-	-	-	2 6%	-	-	-	-	
Quicker/faster to do	3 1%	-	-	-	-	-	-	-	-	2 2%	-	-	-	1 2%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier or harder to compare compared to a year ago

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 624	51	55	36	35	72	38	46	11	37	72	34	34	46	56	1	
Weighted Base 651	55	63	44	38	78	41	41	12	42	70	35	30	45	55	1	
Jargon/language used	3	-	-	1	-	-	-	-	-	-	-	1	-	1	-	
It just is/how I feel	3	-	-	1	-	-	-	2	-	-	-	2%	-	2%	-	
Not enough information	2	-	1	-	-	-	1	-	-	-	-	1	-	-	-	
Have read/studied more	2	-	-	-	-	-	2%	-	-	-	-	3%a	-	-	-	
Not comparing like for like/inconsistency of information	1	-	-	-	-	-	-	-	-	1	-	3%a	2%	1	-	
Companies fined/prosecuted/received too many complaints (before action)	1	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	
Other	51	4	5	4	3	3	3	1	3	5	5	2	4	5	-	
	8%	8%	7%	9%	4%	7%	8%	7%	7%	7%	14%	7%	9%	9%	-	
Nothing	7	-	-	1	-	-	-	-	5	1	-	-	-	1	-	
	1%	-	-	1%	-	-	-	-	11%abc/hk no	1%	3%	-	-	1%	-	
Don't know	24	3	5	2	3	2	1	-	-	1	-	1	1	1	1	
	4%	6%	9%	4%	4%	5%	2%	-	-	2%	-	2%	3%	1%	100%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	484	420	35	29	113	262	109	127	131	98	128	
Weighted Base	516	451	37*	28**	118*	308	90	157	160	108*	91	
Internet/online information	128 25%	111 25%	11 30%	6 20%	33 28%	80 26%	15 17%	37 24%	40 25%	25 23%	26 29%	
More (comparison) websites	91 18%	85 19%	2 4%	4 16%	29 24%	53 17%	9 11%	31 20%	30 19%	17 15%	14 15%	
More information available	74 14%	69 15%	5 12%	1 2%	11 9%	48 15%	16 18%	26 16%	23 14%	15 13%	12 13%	
Clearer/more transparent information	44 8%	39 9%	2 5%	3 9%	6 5%	25 8%	12 14%	18 11%	17 11%	3 3%	6 7%	
It is/they have made things easier (general mentions)	28 5%	24 5%	2 4%	3 11%	5 4%	18 6%	5 5%	4 2%	14 9%	5 5%	5 6%	
Government/legislation/Ofgem involvement	16 3%	15 3%	1 3%	1 3%	1 1%	13 4%	2 3%	8 5%	3 2%	2 2%	3 3%	
News/media advertising/coverage/publicity	16 3%	14 3%	2 6%	-	1 1%	7 2%	1 9%	6 4%	3 2%	5 5%	2 2%	
More choice/competition	16 3%	12 3%	3 8%	1 3%	7 6%	8 2%	1 1%	5 3%	6 4%	3 3%	2 2%	
Standardised/reduced amount of tariffs	14 3%	13 3%	-	1 5%	-	13 4%	2 2%	4 2%	7 4%	2 2%	1 2%	
I am more knowledgeable/know more about it now	13 2%	12 3%	-	1 2%	5 4%	8 3%	-	4 2%	3 2%	4 4%	3 3%	
Improved (comparison) websites	12 2%	11 2%	-	1 2%	6 5%	4 1%	2 2%	6 4%	3 2%	1 1%	2 2%	
Suppliers have been made to make things easier	11 2%	10 2%	-	1 3%	1 1%	7 2%	2 2%	2 1%	3 2%	2 2%	3 4%	
Clearer/easier to understand bills	9 2%	5 1%	2 6%	1 5%	-	8 3%	1 1%	3 2%	3 2%	4 3%	-	
People know more/are better informed	7 1%	6 1%	1 2%	-	-	6 2%	1 1%	3 2%	2 1%	2 2%	1 1%	
Personal experience	6 1%	6 1%	-	-	2 1%	4 1%	1 1%	1 1%	2 1%	2 1%	2 2%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	Total (a)	NATION				AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	484	420	35	29	113	262	109	127	131	98	128	
Weighted Base	516	451	37*	28**	118*	308	90	157	160	108*	91	
Not so much choice/competition	6	4	-	2	-	5	1	2	2	2	-	
Advancing technology	7%	1%	-	7%	-	2%	1%	1%	1%	2%	-	
Cheaper/prices reduced/better deals	6	5	-	1	1	5	-	2	2	2	-	
You can ring/they will talk to you over the phone	7%	1%	-	3%	1%	3%	-	1%	1%	2%	-	
Consistent/uniform wording/information	6	4	-	1	2	3	1	3	3	-	-	
Quicker/faster to do	7%	1%	-	4%	1%	1%	1%	2%	2%	-	-	
It just is/how I feel	4	4	-	-	-	3	1	1	1	2	-	
Have read/studied more	7%	1%	-	-	-	1%	1%	1%	1%	1%	-	
Companies fined/prosecuted/received too many complaints (before action)	3	2	-	1	1	1	1	1	1	1	-	
Mistrust/dishonest/hiding charges	7%	1%	-	3%	1%	1	1%	1%	1%	1%	-	
Too complicated/difficult to understand	3	3	-	-	1	2	-	2	1	-	-	
No internet access/ability/knowledge	7%	1%	-	-	1%	1%	-	1%	1%	-	-	
Too much information	3	1	-	1	-	2	-	-	1	-	-	
Other	1	1	-	-	-	-	-	-	-	-	-	
	30	28	4	1	8	15	8	3	6	12	9	
	6%	6%	10%	5%	6%	5%	8%	2%	4%	11%	10%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	484	420	35	29	113	262	109	127	131	98	128
Weighted Base	516	451	37*	28**	118*	308	90	157	160	108*	91
Nothing	3	1	2	-	1	2	-	1	1	-	1
	1%	-	6%ab	-	1%	1%	1%	1%	1%	-	1%
Don't know	21	19	-	2	8	8	4	5	5	6	5
	4%	4%	-	8%	7%	3%	4%	3%	3%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	484	126	304	42	12	91	393	292	102	86
Weighted Base	516	103	353	47*	14**	79*	437	325	113*	75*
Internet/online information	128 25%	18 18%	93 28%	11 24%	5 38%	19 24%	109 25%	76 23%	32 28%	19 25%
More (comparison) websites	91 18%	15 14%	70 20%	6 12%	1 7%	14 18%	77 18%	47 15%	29 25%h	15 20%
More information available	74 14%	12 11%	57 16%	4 9%	1 8%	8 10%	66 15%	50 17%h	10 9%	8 10%
Clearer/more transparent information	44 8%	10 10%	32 9%	1 2%	1 7%	6 8%	38 9%	29 9%	11 9%	4 6%
It is/they have made things easier (general mentions)	28 5%	4 4%	20 6%	3 6%	2 11%	2 2%	26 6%	18 6%	6 5%	4 5%
Government/legislation/O fgem involvement	16 3%	3 3%	12 3%	2 3%	-	4 5%	13 3%	12 4%	1 1%	3 4%
News/media advertising/coverage /publicity	16 3%	4 4%	11 3%	1 2%	-	7 9%ag	9 2%	12 4%	3 2%	-
More choice/competition	16 3%	5 5%	9 3%	1 2%	1 6%	1 1%	15 3%	6 2%	8 7%h	2 2%
Standardised/reduced amount of tariffs	14 3%	2 2%	9 3%	4 8%	-	2 2%	13 3%	12 4%	2 1%	1 2%
I am more knowledgeable/know more about it now	13 2%	3 3%	10 3%	-	-	-	13 3%	6 2%	4 4%	2 2%
Improved (comparison) websites	12 2%	1 1%	10 3%	-	-	4 5%	8 2%	10 3%	1 1%	1 1%
Suppliers have been made to make things easier	11 2%	2 2%	8 2%	-	-	-	11 2%	8 2%	-	2 3%
Clearer/easier to understand bills	9 2%	3 3%	4 1%	2 4%	-	-	6 1%	7 2%	-	2 2%
People know more/are better informed	7 1%	2 2%	3 1%	-	2 13%	2 2%	5 1%	6 2%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	484	126	304	42	12	91	393	292	102	86
Weighted Base	516	103	353	47*	14**	79*	437	325	113*	75*
Personal experience	6	1	6	-	-	1	5	3	2	1
	7%	7%	2%	-	-	2%	7%	7%	2%	2%
Not so much choice/competition	6	2	3	1	-	1	5	6	-	-
	7%	2%	7%	2%	-	7%	7%	2%	-	-
Advancing technology	6	1	4	1	-	1	5	4	1	1
	7%	7%	7%	2%	-	7%	7%	7%	7%	7%
Cheaper prices reduced/better deals	6	-	4	2	-	-	6	2	3	-
	7%	-	7%	4%	-	-	7%	7%	3%	-
You can ring/they will talk to you over the phone	4	-	4	-	-	-	4	2	-	-
	7%	-	7%	-	-	-	7%	7%	-	-
Consistent/uniform wording/information	3	1	2	-	-	1	2	3	-	-
	7%	7%	7%	-	-	7%	7%	7%	-	-
Quicker/faster to do	3	-	3	-	-	-	3	2	-	1
	7%	-	7%	-	-	-	7%	-	-	2%
It just is/how I feel	3	-	-	-	-	1	2	-	1	1
	*	-	-	-	-	7%	*	-	7%	2%h
Have read/studied more	2	1	1	-	-	1	1	2	-	-
	*	7%	7%	-	-	7%	*	*	-	-
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	-	1	1	-	-
	*	-	*	-	-	-	*	*	-	-
Mistrust/dishonest/hiding charges	1	-	1	-	-	-	1	1	-	-
	*	-	*	-	-	-	*	*	-	-
Too complicated/difficult to understand	1	-	1	-	-	-	1	1	-	-
	*	-	*	-	-	-	*	*	-	-
No internet access/ability/knowledge	1	1	-	-	-	-	1	-	1	-
	*	7%	-	-	-	-	*	-	7%	-
Too much information	1	1	-	-	-	-	1	-	1	-
	*	7%	-	-	-	-	*	-	7%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 484	126	304	42	12	91	393	292	102	86
Weighted Base 516	103	353	47*	14**	79*	437	325	113*	75*
Other 30	8	13	8	2	9	21	17	6	7
6%	8%	4%	17%ac	17%	12%g	5%	5%	6%	9%
Nothing 3	-	3	-	-	-	3	1	1	1
1%	-	1%	1%	-	-	1%	-	1%	1%
Don't know 21	6	13	1	-	3	18	11	6	4
4%	6%	4%	3%	-	3%	4%	3%	5%	6%

Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	484	409	38	32	52	432	483	431	75	388	18
Weighted Base	516	451	35*	25**	51*	465	515	464	81*	413	18**
Internet/online information	128	116	6	3	12	116	126	114	11	110	6
More (comparison) websites	91	86	3	1	5	86	91	86	15	73	4
More information available	74	61	8	6	12	63	74	63	14	60	1
Clearer/more transparent information	44	38	3	3	4	40	44	40	8	33	2
It is they have made things easier (general mentions)	28	24	2	2	4	24	28	24	2	24	1
Government/legislation/Ofgem involvement	16	15	1	-	1	16	16	16	6	9	-
News/media advertising/coverage/publicity	16	12	2	2	-	16	16	16	3	13	-
More choice/competition	16	13	1	3	3	13	16	13	1	15	-
Standardised/reduced amount of tariffs	14	14	-	-	2	13	14	13	1	13	-
I am more knowledgeable/know more about it now	13	13	-	-	1	12	13	12	1	11	1
Improved (comparison) websites	12	12	-	-	1	11	12	11	3	9	-
Suppliers have been made to make things easier	11	8	3	-	1	10	11	10	3	7	-
Clearer/easier to understand bills	9	8	1	-	2	7	9	7	2	6	1
People know more/are better informed	7	7	-	-	-	7	7	7	2	4	1
	7%	2%	-	-	-	1%	1%	2%	2%	1%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	INTERNET USER				TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	484	409	39	32	52	432	483	431	75	388	18
Weighted Base	516	451	35*	25**	51*	465	515	464	81*	413	18**
Personal experience	6	6	-	1	2	5	6	5	3	3	-
	1%	1%	-	2%	3%	1%	1%	1%	4%	1%	-
Not so much choice/competition	6	5	1	-	1	5	6	5	2	4	-
	1%	1%	3%	-	2%	1%	1%	1%	3%	1%	-
Advancing technology	6	6	-	-	-	6	6	6	-	6	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Cheaper/prices reduced/better deals	6	4	2	-	2	4	6	4	-	4	1
	1%	1%	5%ab	-	3%	1%	1%	1%	-	1%	6%
You can ring they will talk to you over the phone	4	3	-	-	-	4	4	4	-	4	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
Consistent/uniform wording/information	3	2	1	-	-	3	3	3	-	3	-
	1%	1%	3%	-	-	1%	1%	1%	-	1%	-
Quicker/faster to do	3	3	-	-	-	3	3	3	-	3	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
It just is/how I feel	3	2	1	-	1	2	3	2	1	1	1
	-	-	2%	-	1%	-	-	-	1%	-	4%
Have read/studied more	2	2	-	-	-	2	2	2	-	2	-
	-	-	-	-	-	-	-	-	-	-	-
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	-	-	1	1	1	-	1	-
	-	-	3%ab	-	-	-	-	-	-	-	-
Mistrust/dishonest/hiding charges	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Too complicated/difficult to understand	1	1	-	-	-	1	1	1	1	-	-
	-	-	-	-	-	-	-	-	1%	-	-
No internet access/ability/knowledge	1	-	-	-	-	1	1	1	-	-	-
	-	-	-	-	-	-	-	-	1%	-	-
Too much information	1	-	1	-	-	1	1	1	-	1	-
	-	-	2%ab	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	484	409	39	32	52	432	483	431	75	388	18
Weighted Base	516	451	35*	25**	51*	465	515	464	81*	413	18**
Other	30	25	1	5	2	29	30	29	3	25	2
	6%	5%	3%	10%	4%	6%	6%	6%	4%	6%	12%
Nothing	3	3	-	-	-	3	3	3	-	3	-
	1%	1%	-	-	1%	1%	1%	1%	-	1%	-
Don't know	21	17	1	2	2	18	21	18	5	14	1
	4%	4%	3%	10%	4%	4%	4%	4%	6%	3%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	484	340	118	5	385	15	72
Weighted Base	516	363	128	6**	422	19**	69*
Internet/online information	128 25%	99 27%	23 78%	1 12%	99 23%	2 11%	23 34%
More (comparison) websites	91 18%	61 17%	20 16%	1 15%	74 17%	2 17%	15 21%
More information available	74 14%	56 15%	14 11%	-	58 14%	6 43%	8 12%
Clearer/more transparent information	44 8%	35 10%	9 7%	-	40 9%	1 4%	4 6%
It is they have made things easier (general mentions)	28 5%	22 6%	5 4%	-	24 6%	1 9%	1 2%
Government/legislation/O fgem involvement	16 3%	12 3%	4 3%	-	15 4%	1 7%	-
News/media advertising/coverage /publicity	16 3%	10 3%	4 3%	-	15 3%	-	2 3%
More choice/competition	16 3%	12 3%	4 3%	-	12 3%	-	3 4%
Standardised/reduced amount of tariffs	14 3%	11 3%	3 3%	-	14 3%	-	-
I am more knowledgeable/know more about it now	13 2%	9 3%	3 3%	-	7 2%	-	5 8%ae
Improved (comparison) websites	12 2%	3 1%	9 7%ab	-	10 2%	-	1 2%
Suppliers have been made to make things easier	11 2%	9 2%	2 2%	-	10 2%	-	-
Clearer/easier to understand bills	9 2%	7 2%	1 1%	-	6 2%	2 11%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	484	340	118	5	385	15	72
Weighted Base	516	363	128	6**	422	19**	69*
People know more/are better informed	7 1%	4 1%	2 1%	1 18%	7 2%	-	-
Personal experience	6 1%	5 1%	-	2 27%	6 1%	-	-
Not so much choice/competition	6 1%	4 1%	2 1%	-	6 1%	-	-
Advancing technology	6 1%	2 1%	3 2%	-	5 1%	-	1 1%
Cheaper/prices reduced/better deals	6 1%	4 1%	2 1%	-	6 1%	-	1 2%
You can ring/they will talk to you over the phone	4 1%	4 1%	-	-	2 *	-	2 2%
Consistent/uniform wording/information	3 1%	-	3 3%b	-	3 1%	-	-
Quicker/faster to do	3 1%	2 *	1 1%	-	2 *	-	1 2%
It just is/how I feel	3 *	2 *	1 1%	-	2 *	-	-
Have read/studied more	2 *	2 *	-	-	2 *	-	-
Companies fined/prosecuted/receive d too many complaints (before action)	1 *	1 *	-	-	1 *	-	-
Misread/misheard/midin g charges	1 *	1 *	-	-	1 *	-	-
Too complicated/difficult to understand	1 *	1 *	-	-	1 *	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	484	340	118	5	385	15	72
Weighted Base	516	363	126	6**	422	19**	69*
No internet access/ability/knowledge	1	1	-	-	-	1	-
Too much information	1	-	1	-	-	6%	-
Other	30	14	13	2	25	-	4
Nothing	3	4%	11% ^b	28%	6%	-	6%
Don't know	21	2	1	-	3	-	1
	1%	1%	1%	-	1%	-	1%
	4%	4%	5%	-	4%	-	8%

Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	484	280	171	4	29
Weighted Base	516	303	178	5**	30**
Internet/online information	128 25%	64 21%	49 27%	-	15 49%
More (comparison) websites	91 18%	53 18%	32 18%	-	5 16%
More information available	74 14%	44 14%	29 15%	-	5 16%
Clearer/more transparent information	44 8%	31 10%	8	3 70%	1 3%
It is they have made things easier (general mentions)	28 5%	17 6%	10	-	1 3%
Government/legislation/O fgem involvement	16 3%	7	8	1 30%	-
News/media advertising/coverage /publicity	16 3%	11 4%	4	-	1 3%
More choice/competition	16 3%	13 4%	2	-	1 3%
Standardised/reduced amount of tariffs	14 3%	12 4%	1	1 30%	-
I am more knowledgeable/know more about it now	13 2%	5 1%	7 4%	-	1 3%
Improved (comparison) websites	12 2%	4 1%	8 4%	-	-
Suppliers have been made to make things easier	11 2%	6 2%	5 3%	-	-
Clearer/easier to understand bills	9 2%	4 1%	5 3%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	484	280	171	4	29
Weighted Base	516	303	178	5**	30**
People know more/are better informed	7 1%	5 2%	2 1%	-	-
Personal experience	6 1%	6 2%	1 *	-	-
Not so much choice/competition	6 1%	6 2%	-	-	-
Advancing technology	6 1%	-	4 2%	-	2 3%
Cheaper/prices reduced/better deals	6 1%	4 1%	-	1 25%	-
You can ring/they will talk to you over the phone	4 1%	2 1%	1 1%	-	-
Consistent/uniform wording/information	3 1%	2 1%	1 1%	-	-
Quicker/faster to do	3 1%	2 1%	1 1%	-	-
It just is/how I feel	3 *	-	3 1%	-	-
Have read/studied more	2 *	2 1%	-	-	-
Companies fined/prosecuted/receive d too many complaints (before action)	1 *	-	1 1%	-	-
Misleading/honest/hidin g charges	1 *	-	1 1%	-	-
Too complicated/difficult to understand	1 *	-	-	-	1 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	484	280	171	4	29
Weighted Base	516	303	178	5**	30**
No internet accessibility/knowledge	1	-	1	-	-
Too much information	1	-	1	-	-
Other	30	19	11	-	1
	6%	6%	6%	-	3%
Nothing	3	3	1	-	-
	1%	1%	-	-	-
Don't know	21	14	6	-	1
	4%	5%	3%	-	3%

Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (c)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	484	210	274	371	113	185	103	57	18	196	242	44	2
Weighted Base	516	223	293	399	117*	213	105*	55*	18**	212	255	48*	1**
Internet/online information	128	53	75	100	28	50	29	19	2	47	67	14	-
More (comparison) websites	25%	24%	25%	25%	24%	23%	28%	35%	13%	22%	28%	30%	-
More information available	91	43	49	71	20	42	17	7	3	34	50	8	-
Clearer/more transparent information	18%	19%	17%	18%	17%	20%	16%	13%	18%	16%	20%	16%	-
It is they have made things easier (general mentions)	74	28	47	55	19	26	17	8	3	30	37	7	1
Government/legislation/Ofgem involvement	14%	12%	16%	14%	16%	12%	16%	14%	19%	14%	15%	14%	51%
News/media advertising/coverage/publicity	44	13	31	36	8	18	11	3	3	25	19	-	-
More choice/competition	28	11	17	22	6	15	3	2	1	10	15	3	-
Standardised/reduced amount of tariffs	5%	5%	6%	6%	5%	7%	3%	5%	6%	5%	6%	6%	-
I am more knowledgeable/know more about it now	16	6	11	11	6	5	2	3	1	10	5	2	-
Improved (comparison) websites	3%	3%	4%	3%	5%	2%	2%	5%	8%	5%	2%	4%	-
Suppliers have been made to make things easier	16	6	11	12	4	5	3	1	2	2	13	1	-
Clearer/easier to understand bills	3%	3%	4%	3%	4%	2%	3%	2%	9%	1%	5%	2%	-
People know more/are better informed	18	4	12	8	8	8	-	-	1	5	9	2	-
	3%	2%	4%	2%	7%	4%	-	-	4%	2%	4%	5%	-
	14	6	9	11	3	7	4	1	-	9	5	-	-
	3%	3%	3%	3%	2%	3%	4%	1%	-	4%	2%	-	-
	13	8	4	10	3	6	-	2	-	5	7	1	-
	2%	4%	1%	2%	2%	3%	-	4%	-	2%	3%	3%	-
	12	7	5	9	2	6	2	1	-	7	5	-	-
	2%	3%	2%	2%	2%	3%	2%	1%	-	3%	2%	-	-
	11	1	9	5	5	2	-	2	1	6	5	-	-
	2%	1%	3%	1%	4%	1%	-	3%	5%	3%	2%	-	-
	9	5	4	8	1	4	3	1	-	3	6	-	-
	2%	2%	1%	2%	1%	2%	3%	3%	-	1%	3%	-	-
	7	4	3	5	1	5	-	-	-	4	3	-	-
	1%	2%	1%	1%	1%	3%	-	-	-	2%	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	484	210	274	371	113	185	103	57	18	196	242	44	2
Weighted Base	516	223	293	399	117*	213	105*	55*	18**	212	255	48*	1**
Personal experience	6	4	2	4	2	3	2	-	-	2	3	2	-
	1%	2%	1%	1%	2%	1%	1%	-	-	1%	1%	4%	-
Not so much choice/competition	6	1	5	3	3	2	1	-	-	3	3	-	-
	1%	*	2%	1%	3%	1%	1%	-	-	1%	1%	-	-
Advancing technology	6	2	4	5	1	2	1	2	-	2	3	1	-
	1%	1%	1%	1%	1%	1%	1%	3%	-	1%	1%	2%	-
Cheaper/prices reduced/better deals	6	1	4	4	2	1	-	1	2	2	3	-	-
	1%	*	2%	1%	1%	1%	-	2%	9%	1%	1%	-	-
You can ring they will talk to you over the phone	4	-	4	3	1	-	3	-	-	1	3	-	-
	1%	-	1%	1%	1%	-	3%	-	-	*	1%	-	-
Consistent/uniform wording/information	3	2	1	3	-	3	-	-	-	2	1	-	-
	1%	1%	*	1%	-	2%	-	-	-	1%	-	-	-
Quicker/faster to do	3	3	-	3	-	3	-	1	-	-	3	-	-
	1%	1%	-	1%	-	1%	-	3%	-	-	1%	-	-
It just is/how I feel	3	1	2	1	2	-	-	1	-	1	1	1	-
	*	*	1%	*	1%	-	-	1%	-	*	*	2%	-
Have read/studied more	2	1	1	2	-	1	-	-	-	1	1	-	-
	*	*	*	*	-	*	-	1%	-	*	*	-	-
Companies fined/prosecuted/receive too many complaints (before action)	1	-	1	1	-	-	1	-	-	1	-	-	-
	*	-	*	*	-	-	1%	-	-	1%	-	-	-
Mistrust/dishonest/hiding charges	1	1	-	1	-	-	1	-	-	1	-	-	-
	*	*	-	*	-	-	1%	-	-	*	-	-	-
Too complicated/difficult to understand	1	-	1	1	-	1	-	-	-	-	1	-	-
	*	-	*	*	-	*	-	-	-	-	*	-	-
No internet access/ability/knowledge	1	-	1	-	1	-	-	-	-	-	1	-	-
	*	-	*	-	1%	-	-	-	-	-	*	-	-
Too much information	1	1	-	1	-	-	-	1	-	-	1	-	-
	*	*	-	*	-	-	-	1%	-	-	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns 1 tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	484	210	274	371	113	185	103	57	18	196	242	44	2
Weighted Base	516	223	293	399	117*	213	105*	55*	18**	212	255	48*	1**
Other	30	14	16	25	5	12	6	3	-	11	11	8	1
	6%	6%	5%	6%	4%	5%	6%	6%	-	5%	4%	18%ajk	49%
Nothing	3	2	2	3	-	2	2	-	-	3	1	-	-
	1%	1%	1%	1%	-	1%	2%	-	-	1%	-	-	-
Don't know	21	13	7	18	3	6	7	3	2	8	9	3	-
	4%	6%	2%	5%	2%	3%	6%	6%	10%	4%	4%	6%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	484	224	352	344	87	137	64	171	378	388	335
Weighted Base	516	239	384	372	89*	151	67*	183	388	409	348
Internet/online information	128	52	97	94	25	36	15	39	102	101	88
More (comparison) websites	91	35	68	61	20	27	10	28	64	72	55
More information available	18%	15%	18%	16%	22%	18%	15%	15%	16%	18%	16%
Clearer/more transparent information	74	34	64	60	6	23	10	25	62	59	52
If they have made things easier (general mentions)	14%	14%	17%	16%	7%	15%	10%	14%	16%	14%	15%
Government/legislation/Ofgem involvement	44	30	34	37	3	11	5	28	40	38	36
News/media advertising/coverage/publicity	8%	12%	9%	10%	4%	7%	8%	14%a	10%	9%	10%
More choice/competition	28	14	22	20	4	7	2	12	22	25	20
Standardised/reduced amount of tariffs	5%	6%	6%	5%	5%	5%	3%	6%	6%	6%	6%
	16	11	13	13	2	5	4	7	8	11	9
	3%	5%	3%	3%	3%	3%	6%	4%	2%	3%	3%
	16	8	11	11	2	3	5	3	14	13	13
	3%	3%	3%	3%	3%	2%	8%h	2%	4%	3%	4%
	16	8	14	14	-	4	3	5	14	14	14
	3%	3%	4%	4%	-	3%	4%	3%	4%	3%	4%
	14	12	10	13	1	5	2	10	12	11	9
	3%	5%	3%	4%	1%	3%	2%	6%	3%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	484	224	352	344	87	137	64	171	378	388	335
Weighted Base	516	239	384	372	89*	151	67*	183	388	409	348
I am more knowledgeable/know more about it now	13 2%	4 2%	8 2%	7 2%	5 5%	4 2%	-	4 2%	10 3%	10 2%	9 3%
Improved (comparison) websites	12 2%	5 2%	12 3%	10 3%	-	7 5%	-	5 3%	5 1%	5 1%	4 1%
Suppliers have been made to make things easier	11 2%	9 4%	8 2%	8 2%	-	1 1%	4 6%	6 3%	5 1%	6 2%	4 1%
Clearer/easier to understand bills	9 2%	5 2%	4 1%	5 1%	2 3%	3 2%	2 4%	3 1%	6 1%	7 2%	4 1%
People know more/are better informed	7 1%	7 3%	5 1%	5 1%	-	4 2%	2 3%	5 3%	5 1%	5 1%	3 1%
Personal experience	6 1%	5 2%	3 1%	1 -	2 2%	2 1%	4 6%ah	1 -	6 2%	6 1%	6 2%
Not so much choice/competition	6 1%	5 2%	5 1%	5 1%	-	1 1%	2 3%	4 2%	6 2%	5 1%	4 1%
Advancing technology	6 1%	1 1%	3 1%	3 1%	2 2%	-	1 2%	-	6 2%	6 1%	6 2%
Cheaper/prices reduced/better deals	6 1%	4 2%	4 1%	6 1%	1 1%	1 1%	1 2%	3 2%	6 1%	6 1%	6 2%
You can ring/they will talk to you over the phone	4 1%	1 -	3 1%	4 1%	-	-	1 1%	1 -	4 1%	4 1%	4 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	484	224	352	344	87	137	64	171	378	388	335
Weighted Base	516	239	384	372	89*	151	67*	183	388	409	348
Consistent/uniform wording/information	3	1	3	1	-	2	1	-	2	3	2
Quicker/easier to do	3	2	2	2	1	2	-	2	3	3	1
It just is/how I feel	3	1	-	2	1	-	-	1	2	2	1
Have read/studied more	2	1	1	1	1%	-	-	1	2	2	2
Companies fined/prosecuted/received too many complaints (before action)	1	-	1	1	-	1%	-	-	1	1	-
Mistrust/dishonest/hiding charges	1	-	-	1	1	-	-	-	1	1	-
Too complicated/difficult to understand	1	1	-	-	-	-	1%	-	-	-	-
No internet access/ability/knowledge	1	-	1	1	-	-	-	-	-	-	-
Too much information	1	1	-	-	-	1	-	-	1	1	1
Other	30	11	19	16	9	6	3	9	23	25	22
	6%	5%	5%	4%	10%	4%	5%	5%	6%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	484	224	352	344	87	137	64	171	378	388	335
Weighted Base	516	239	384	372	89*	151	67*	183	388	409	348
Nothing	3	3	3	3	1	2	1	1	2	2	2
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	21	6	12	11	6	7	2	4	13	14	13
	4%	2%	3%	3%	7%	5%	3%	2%	3%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 484	43	43	26	27	60	30	33	7	28	52	28	28	37	42	-	
Weighted Base 516	47	52	33*	30**	66	32*	32**	7**	31**	52	28**	25**	37	44*	**	
Internet/online information 25%	6 13%	10 20%	9 28%	8 27%	15 23%	8 24%	12 40%	-	11 36%	12 23%	4 16%	4 15%	10 27%	17 39%b	-	
More (comparison) websites 91 18%	14 30%	8 15%	7 20%	4 14%	10 15%	5 16%	9 27%	-	2 5%	10 19%	4 13%	6 23%	7 20%	7 19%	-	
More information available 74 14%	11 24%	8 16%	3 10%	3 9%	12 19%	5 16%	2 6%	-	5 15%	7 13%	5 16%	2 6%	6 16%	5 12%	-	
Clearer/more transparent information 44 8%	4 9%	6 12%	1 3%	3 9%	12 18%ak	1 3%	2 7%	1 15%	1 3%	2 4%	3 12%	1 3%	3 9%	3 7%	-	
It is they have made things easier (general mentions) 28 5%	3 7%	1 2%	1 2%	3 10%	3 5%	5 14%	2 7%	-	2 5%	2 3%	1 2%	3 12%	2 6%	2 4%	-	
Government/legislation/O fgem involvement 16 3%	1 1%	3 5%	2 5%	1 5%	2 3%	-	-	-	1 3%	5 9%	-	1 4%	2 5%	-	-	
News/media advertising/coverage publicity 16 3%	-	1 2%	-	-	2 3%	2 5%	3 11%	1 11%	1 4%	3 5%	-	1 4%	2 5%	1 2%	-	
More choice/competition 16 3%	1 1%	-	4 11%	-	4 6%	1 2%	2 5%	-	3 9%	-	-	1 4%	1 3%	1 1%	-	
Standardised/reduced amount of tariffs 14 3%	2 3%	2 3%	-	2 2%	-	2 5%	-	-	2 4%	1 3%	1 5%	5 12%alo	-	-	-	
I am more knowledgeable/know more about it now 13 2%	-	2 4%	1 3%	-	2 3%	-	-	-	-	3 5%	-	1 2%	-	4 10%ab	-	
Improved (comparison) websites 12 2%	1 3%	4 7%	-	2 5%	3 4%	1 3%	-	-	-	1 1%	-	1 2%	-	-	-	
Suppliers have been made to make things easier 11 2%	1 1%	3 6%	-	-	1 2%	-	-	-	2 5%	1 4%	1 4%	1 2%	1 2%	1 1%	-	
Clearer/easier to understand bills 9 2%	-	1 2%	1 4%	-	-	-	1 2%	2 3%	-	1 1%	-	1 5%	-	-	-	
People know more/are better informed 7 1%	-	2 4%	-	-	1 2%	-	1 2%	-	1 2%	2 3%	-	-	-	1 2%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is easier to compare compared to a year ago

	Total (a)	PPS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	484	43	43	26	27	60	30	33	7	28	52	28	28	37	42	-
Weighted Base	516	47	52	33*	30**	66	32**	32**	7**	31**	52	28**	25**	37	44*	**
Personal experience	6	1	2	2	-	-	1	-	-	-	1	-	-	1	-	-
Not so much choice/competition	7%	2%	3%	6%	-	-	2%	-	-	-	1%	-	-	2%	-	-
Advancing technology	6	1	-	-	2	-	-	-	-	-	2	-	-	1	-	-
Cheaper prices	7%	-	-	-	3%	2%	5%	-	-	-	-	1	3%	3%	-	-
reduced/better deals	6	-	-	2	-	-	-	-	-	-	-	2	1	-	-	-
You can ring/they will talk to you over the phone	7%	-	-	3%	-	-	-	-	-	-	-	6%	4%	-	-	-
Consistent/uniform wording/information	4	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
Quicker/faster to do	7%	-	-	4%	-	-	-	-	-	-	2%	-	-	-	-	-
It just is/how I feel	3	-	-	1	-	-	-	-	2	-	-	-	-	-	3%	-
Have read/studied more	4	-	-	2%	-	-	-	-	28%	-	-	-	-	-	-	-
Companies fined/prosecuted/received too many complaints (before action)	2	-	-	-	-	-	-	-	-	-	-	1	1	2%	-	-
Mistrust/dishonest/hiding charges	1	-	-	-	-	-	-	-	-	4%	-	-	4%	-	-	-
Too complicated/difficult to understand	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
No internet access/ability/knowledge	1	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-
Too much information	1	-	-	-	-	1	-	-	-	-	-	1	3%	-	-	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is easier to compare compared to a year ago

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 494	43	43	26	27	60	30	33	7	28	52	28	28	37	42	-	
Weighted Base 516	47	52	33*	30**	66	32**	32**	7**	31**	52	28*	25*	37	44*	**	
Other 30	3	2	2	2	1	2	3	1	3	2	5	2	2	2	-	
6%	6%	4%	5%	7%	1%	6%	9%	13%	9%	4%	16%	8%	5%	5%	-	
Nothing 3	-	-	1	-	-	-	-	-	2	-	-	-	-	-	-	
1%	-	-	2%	-	-	-	-	-	7%	-	1%	-	-	-	-	
Don't know 21	3	4	2	2	3	2	-	-	-	1	-	1	1	1	-	
4%	7%	8%	5%	8%	4%	6%	-	-	-	3%	-	2%	3%	1%	-	

Q.75 Why do you say that?
 Base: All who think it is Harder to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	140	117	13	10	20	69	51	21	43	30	46
Weighted Base	135	110	17**	8**	14**	79*	42*	24**	54*	29**	29*
Too complicated/difficult to understand	33 25%	27 25%	5 28%	1 14%	3 24%	17 22%	13 30%	4 17%	16 29%	7 23%	7 24%
Too much choice/competition	26	23	4	-	2	19	5	7	9	7	4
Too many tariffs	15 11%	11 10%	3 18%	1 12%	-	4 14%	4 10%	4 16%	4 17%	2 6%	1 3%
Too much information	11 8%	10 9%	-	1 8%	-	7 8%	4 10%	3 14%	2 5%	3 12%	2 6%
More choice/competition	6 5%	5 4%	-	1 14%	3 21%	2 3%	1 2%	3 13%	1 2%	1 3%	1 4%
No internet access/ability/knowledge	6 4%	3 2%	2 11%	1 13%	-	2 3%	3 7%	1 4%	4 8%	-	1 3%
Impossible to compare (with different tariffs)	4 3%	4 4%	-	-	-	1 1%	3 6%	1 4%	1 2%	1 3%	2 6%
Too many/constant changes/tariffs/information	3 3%	3 3%	-	1 8%	1 8%	2 3%	-	2 3%	2 3%	-	2 6%
Mistrust/dishonest/hiding charges	3 2%	3 3%	-	-	-	2 3%	1 2%	-	2 4%	-	1 5%
Jargon/language used	3 2%	2 2%	-	1 7%	1 4%	-	2 3%	-	2 4%	-	1 2%
Not enough information	2 2%	2 1%	-	1 12%	1 5%	-	2 4%	-	-	2 9%	-
Internet/online information	2 2%	2 2%	-	-	-	2 3%	-	-	1 2%	1 3%	-
More information available	2 1%	1 1%	-	1 8%	1 4%	-	1 3%	-	1 2%	-	1 2%
More (comparison) websites	2 1%	2 1%	-	-	-	2 2%	-	-	2 3%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	140	117	13	10	20	69	51	21	43	30	46
Weighted Base	135	110	17**	8**	14**	79*	42*	24**	54*	29**	29*
Not comparing like for like/inconsistency of information	1	1	-	-	-	1	1	-	-	-	1
1%	1%	1%	-	-	-	1%	2%	-	-	-	5%
Not so much choice/competition	1	1	-	-	-	-	1	-	-	1	-
1%	1%	1%	-	-	-	-	2%	-	-	3%	-
Clearer/more transparent information	1	-	1	-	-	-	1	-	-	-	1
-	-	-	4%	-	-	-	2%	-	-	-	2%
Other	21	21	-	-	1	14	5	4	7	7	4
16%	19%	-	-	8%	16%	13%	16%	13%	13%	23%	13%
Nothing	4	2	3	-	-	3	1	-	2	2	1
3%	1%	16%	-	-	-	4%	2%	-	4%	5%	2%
Don't know	3	2	-	1	2	-	2	-	1	1	2
3%	2%	-	12%	11%	-	4%	-	2%	3%	3%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	140	49	66	19	6	33	107	85	23	30
Weighted Base	135	40*	74*	17**	5**	26*	109*	88*	21**	24**
Too complicated/difficult to understand	33 25%	8 20%	21 28%	4 22%	1 24%	4 15%	29 27%	26 30%	4 19%	3 13%
Too much choice/competition	20 20%	6 16%	12 16%	7 42%	1 18%	5 19%	22 20%	17 20%	3 16%	5 21%
Too many tariffs	15 11%	2 6%	11 15%	-	2 44%	3 10%	13 12%	13 14%	2 9%	1 3%
Too much information	11 8%	6 15%	3 4%	2 11%	-	3 11%	8 7%	10 12%	-	1 2%
More choice/competition	6 5%	1 2%	5 7%	-	-	2 7%	4 4%	5 6%	1 4%	-
No internet access/ability/knowledge	6 4%	-	4 5%	2 12%	-	3 11%	3 3%	2 2%	-	2 10%
Impossible to compare (with different tariffs)	4 3%	-	1 2%	3 16%	-	2 6%	2 2%	2 2%	-	2 6%
Too many/constant changes to charges/tariffs/information	3 3%	2 5%	2 2%	-	-	-	3 3%	2 2%	1 3%	1 5%
Mistrust/dishonest/hiding charges	3 2%	1 4%	2 3%	-	-	1 2%	3 2%	2 2%	1 4%	1 3%
Jargon/language used	3 2%	2 4%	1 1%	-	-	1 4%	2 1%	1 1%	1 3%	1 6%
Not enough information	2 2%	-	2 2%	1 5%	-	-	2 2%	2 2%	1 4%	-
Internet/online information	2 2%	2 5%	-	-	-	1 4%	1 1%	2 2%	-	-
More information available	2 1%	-	2 2%	-	-	-	2 2%	1 1%	-	1 3%
More (comparison) websites	2 1%	-	2 2%	-	-	-	2 1%	2 2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	140	49	66	19	6	33	107	85	23	30
Weighted Base	135	40*	74*	17**	5**	26*	109*	88*	21**	24**
Not comparing like for like/inconsistency of information	1 7%	1 2%	-	-	1 13%	-	1 7%	1 7%	-	1 3%
Not so much choice/competition	1 7%	1 2%	-	-	-	1 3%	-	-	-	1 3%
Clearer/more transparent information	1 7%	1 2%	-	-	-	-	1 7%	-	-	1 3%
Other	21 16%	7 17%	13 16%	1 6%	-	4 16%	17 16%	11 12%	4 21%	6 24%
Nothing	4 3%	4 10%	-	-	-	1 2%	4 3%	3 3%	2 7%	-
Don't know	3 2%	1 2%	3 4%	-	-	-	3 3%	1 1%	2 8%	1 2%

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	140	94	24	19	15	125	140	125	24	108	8
Weighted Base	135	98*	22**	15**	13**	121	135	121	24**	104*	8**
Too complicated/difficult to understand	33	25	7	1	3	30	33	30	4	28	1
	25%	26%	32%	7%	22%	25%	25%	25%	18%	27%	8%
Too much choice/competition	26	17	7	2	2	25	26	25	3	20	4
	20%	18%	30%	13%	14%	20%	20%	20%	12%	19%	50%
Too many tariffs	15	10	4	1	1	15	15	15	2	12	2
	11%	11%	19%	6%	6%	12%	11%	12%	8%	11%	24%
Too much information	11	10	1	-	2	9	11	9	2	9	-
	8%	10%	5%	-	11%	8%	8%	8%	10%	8%	-
More choice/competition	6	5	1	-	-	6	6	6	2	4	-
	5%	5%	4%	-	-	5%	5%	5%	7%	4%	-
No internet access/ability/knowledge	6	2	3	3	2	3	6	3	2	4	-
	4%	3%	-	21%	16%	3%	4%	3%	7%	4%	-
Impossible to compare (with different tariffs)	4	3	-	1	1	3	4	3	1	3	-
	3%	3%	-	7%	7%	3%	3%	3%	4%	3%	-
Too many/constant changes to charges/tariffs/information	3	3	1	-	1	3	3	3	2	2	-
	3%	3%	3%	-	5%	2%	3%	3%	7%	2%	-
Mistrust/dishonest/hiding charges	3	3	-	-	-	3	3	3	-	3	1
	2%	3%	-	-	-	3%	2%	3%	-	3%	8%
Jargon/language used	3	3	-	-	-	3	3	3	1	2	-
	2%	3%	-	-	-	2%	2%	2%	4%	2%	-
Not enough information	2	1	-	1	1	2	2	2	2	1	-
	2%	1%	-	6%	7%	1%	2%	1%	6%	1%	-
Internet/online information	2	1	1	-	1	2	2	2	1	1	-
	2%	1%	4%	-	-	2%	2%	2%	5%	1%	-
More information available	2	2	-	-	-	2	2	2	-	1	1
	1%	2%	-	-	-	1%	1%	1%	-	1%	8%
More (comparison) websites	2	2	-	-	-	2	2	2	-	2	-
	1%	2%	-	-	-	1%	1%	1%	-	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	140	94	24	19	15	125	140	125	24	108	8
Weighted Base	135	98*	22**	15**	13**	121	135	121	24**	104*	8**
Not comparing like for like/inconsistency of information	1 1%	1 1%	-	-	-	1 1%	1 1%	1 1%	-	1 1%	-
Not so much choice/competition	1 1%	1 1%	-	-	1 6%	-	1 1%	-	1 3%	-	-
Clearer/more transparent information	1 1%	-	-	1 4%	-	1 1%	1 1%	1 1%	-	1 1%	-
Other	21 16%	12 13%	4 19%	4 29%	1 5%	20 17%	21 16%	20 17%	5 20%	14 14%	2 26%
Nothing	4 3%	3 3%	-	2 10%	-	4 3%	4 3%	4 3%	-	4 3%	1 6%
Don't know	3 3%	3 3%	1 3%	-	2 13%	2 1%	3 3%	2 1%	-	3 3%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	140	98	31	1	94	12	27
Weighted Base	135	99*	27**	1**	95*	11**	22**
Too complicated/difficult to understand	33 25%	28 29%	2 9%	-	27 28%	1 7%	4 20%
Too much choice/competition	28 20%	17 17%	8 28%	1 100%	20 21%	1 10%	3 12%
Too many tariffs	15 11%	11 11%	4 14%	-	14 15%	-	1 3%
Too much information	11 8%	7 7%	4 15%	-	9 9%	-	2 7%
More choice/competition	6 5%	4 4%	1 4%	-	5 5%	-	1 6%
No internet access/ability/knowledge	6 4%	6 6%	-	-	2 2%	3 25%	1 3%
Impossible to compare (with different tariffs)	4 3%	2 2%	2 9%	-	3 3%	-	1 5%
Too many/constant changes to charges/tariffs/information	3 3%	-	1 4%	-	-	-	1 5%
Mistrust/dishonest/hiding charges	3 2%	3 3%	-	-	2 2%	-	1 6%
Jargon/language used	3 2%	2 2%	1 2%	-	1 1%	-	2 8%
Not enough information	2 2%	2 3%	-	-	2 2%	1 7%	-
Internet/online information	2 2%	1 1%	-	-	1 1%	-	1 4%
More information available	2 1%	2 2%	-	-	1 1%	-	1 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	140	98	31	1	94	12	27
Weighted Base	135	99*	27**	1**	95*	11**	22**
More (comparison) websites	2 1%	2 2%	-	-	2 2%	-	-
Not comparing like for like/inconsistency of information	1 1%	1 1%	1 2%	-	1 1%	-	1 3%
Not so much choice/competition	1 1%	1 1%	-	-	1 1%	-	-
Clearer/more transparent information	1 1%	1 1%	-	-	1 1%	-	-
Other	21 16%	17 17%	4 16%	-	13 13%	4 33%	4 17%
Nothing	4 3%	3 3%	1 3%	-	3 3%	1 9%	-
Don't know	3 3%	3 3%	1 2%	-	2 2%	-	2 7%

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	140	73	51	5	11
Weighted Base	135	71*	48*	4**	11**
Too complicated/difficult to understand	33 25%	22 31%	9 19%	1 14%	1 13%
Too much choice/competition	28 20%	17 24%	8 17%	1 13%	-
Too many tariffs	15 11%	12 17% ^c	2 4%	-	1 10%
Too much information	11 8%	3 4%	6 12%	-	1 13%
More choice/competition	6 5%	3 4%	4 7%	-	-
No internet accessibility/knowledge	6 4%	-	5 10% ^b	-	1 8%
Impossible to compare (with different tariffs)	4 3%	2 2%	2 4%	-	1 8%
Too many/constant changes to charges/tariffs/information	3 3%	1 1%	1 2%	-	2 15%
Mistrust/dishonest/hiding charges	3 2%	2 2%	2 4%	-	-
Jargon/language used	3 2%	2 3%	1 2%	-	-
Not enough information	2 2%	2 3%	-	-	-
Internet/online information	2 2%	1 2%	1 2%	-	-
More information available	2 1%	1 1%	-	1 14%	-

Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	140	73	51	5	11
Weighted Base	135	71*	48*	4**	11**
More (comparison) websites	2 1%	-	2 3%	-	-
Not comparing like for like/inconsistency of information	1 1%	1%	1%	-	-
Not so much choice/competition	1 1%	1%	-	-	-
Clearer/more transparent information	1 1%	1%	-	-	-
Other	21 16%	7 10%	8 16%	3 59%	3 27%
Nothing	4 3%	1 1%	1 2%	1 14%	2 14%
Don't know	3 3%	2 3%	1 3%	-	-

Q.75 Why do you say that?
 Base: All who think it is harder to compare compared to a year ago

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	140	64	76	109	31	39	36	30	3	43	72	20	5
Weighted Base	135	59*	76*	103*	32**	38*	35*	27**	3**	43*	67*	21**	4**
Too complicated/difficult to understand	33	7	27	27	6	10	11	6	2	9	21	3	-
25%b		11%	35%b	26%	19%	26%	31%	22%	61%	22%	31%	13%	-
Too much choice/competition	26	17	10	22	5	4	8	8	2	4	17	4	1
20%		29%c	13%	21%	14%	11%	24%	30%	71%	9%	26%	21%	16%
Too many tariffs	15	6	9	10	5	7	1	3	-	8	5	2	-
17%		11%	12%	10%	15%	19%	4%	11%	-	19%	8%	7%	-
Too much information	11	5	6	10	1	2	3	3	1	4	7	-	-
8%		8%	8%	9%	4%	6%	8%	12%	39%	9%	10%	-	-
More choice/competition	6	2	4	4	2	2	2	-	-	3	3	-	-
5%		4%	5%	4%	6%	5%	6%	-	-	8%	4%	-	-
No internet access/ability/knowledge	6	2	4	3	3	-	3	-	-	1	2	3	-
4%		3%	5%	3%	9%	-	8%	-	-	3%	2%	14%	-
Impossible to compare (with different tariffs)	4	2	2	2	2	2	1	-	-	1	4	-	-
3%		4%	3%	2%	6%	5%	2%	-	-	2%	5%	-	-
Too many/constant changes to charges/tariffs/information	3	3	1	3	-	-	1	1	-	-	1	2	-
3%		5%	1%	3%	-	-	2%	5%	-	-	2%	11%	-
Mistrust/dishonest/hiding charges	3	1	2	3	-	2	-	2	-	1	2	-	1
2%		2%	2%	3%	-	4%	-	6%	-	2%	3%	-	16%
Jargon/language used	3	2	1	2	1	1	-	1	-	1	2	-	-
2%		3%	1%	1%	4%	2%	-	3%	-	1%	3%	-	-
Not enough information	2	2	1	2	1	1	1	-	-	1	1	1	-
2%		3%	1%	2%	2%	3%	2%	-	-	2%	1%	5%	-
Internet/online information	2	-	2	1	1	-	1	-	-	1	1	-	-
2%		-	3%	1%	4%	-	3%	-	-	3%	1%	-	-
More information available	2	1	1	2	-	-	-	2	-	-	2	-	-
1%		1%	1%	2%	-	-	-	6%	-	-	3%	-	-
More (comparison) websites	2	-	2	-	2	-	-	-	-	-	2	-	-
1%		-	2%	-	5%	-	-	-	-	-	2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	140	64	76	109	31	39	36	30	3	43	72	20	5
Weighted Base	135	59*	76*	103*	32**	38*	35*	27**	3**	43*	67*	21**	4**
Not comparing like for like/inconsistency of information	1	1	1	1	1	-	-	1	-	-	1	-	-
Not so much choice/competition	1%	1%	-	1%	-	-	-	2%	-	-	2%	-	-
Clearer/more transparent information	1	-	1	1	-	-	-	1	-	-	1	-	-
Other	-	-	1%	1%	-	-	-	3%	-	-	1%	-	-
Nothing	21	10	11	17	4	6	7	-	-	11	6	2	1
Don't know	16%	17%	14%	17%	12%	16%	12%	25%	-	25%k	10%	12%	27%
	4	1	4	2	3	1	-	-	-	-	1	2	2
	3%	1%	5%	1%	8%	2%	-	-	-	-	1%	8%	40%
	3	3	-	3	-	3	1	-	-	-	2	2	-
	2%	6% ^c	-	3%	-	8%	2%	-	-	-	2%	9%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is Harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	140	59	85	77	41	28	36	80	78	74
Weighted Base	135	61*	85*	77*	36*	29**	38*	75*	75*	70*
Too complicated/difficult to understand	33	18	19	19	5	1	7	14	14	14
20%	25%	23%	23%	25%	15%	4%	19%	18%	19%	20%
Too much choice/competition	28	6	18	16	11	9	5	18	18	15
20%	10%	21%	20%	31%	31%	11%	12%	24%	24%	22%
Too many tariffs	15	11	15	15	-	6	10	9	11	10
11% ^{ab}	18%	18%	19%	-	23%	2%	27% ^{ab}	12%	15%	14%
Too much information	11	6	7	6	4	1	4	7	7	6
8%	10%	9%	8%	10%	5%	12%	11%	10%	9%	9%
More choice/competition	6	2	5	4	1	1	2	5	5	5
5%	3%	6%	5%	4%	3%	-	5%	7%	7%	7%
No internet accessibility/knowledge	6	4	1	2	2	-	2	3	3	2
4%	6%	1%	2%	5%	-	8%	5%	4%	4%	3%
Impossible to compare (with different tariffs)	4	1	4	4	1	2	1	3	1	1
3%	1%	4%	5%	2%	6%	-	2%	3%	2%	2%
Too many/constant changes to charges/tariffs/information	3	1	1	1	3	1	1	1	1	1
3%	1%	1%	1%	6%	2%	3%	2%	2%	2%	2%
Mistrust/dishonest/hiding charges	3	1	2	2	1	1	-	1	1	1
2%	2%	2%	2%	2%	2%	4%	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is Harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	140	59	85	77	41	26	36	80	78	74
Weighted Base	135	61*	85*	77*	36*	25**	38*	75*	75*	70*
Jargon/language used	3	-	2	2	1	-	-	2	1	3
Not enough information	2%	-	2%	2%	3%	-	-	2%	1%	4%
Internet/online information	2	1	2	2	-	-	1	-	-	1
More information available	2%	2%	2%	3%	-	-	3%	-	-	2%
More (comparison) websites	2	-	2	-	1	-	-	-	-	-
Not comparing like for like/inconsistency of information	7%	-	2%	-	2%	-	-	2%	-	-
Not so much choice/competition	1	-	1	1	1	-	-	1	1	1
Clearer/more transparent information	7%	7%	7%	7%	3%	-	2%	-	7%	7%
Other	1	-	1	1	-	-	-	1	1	1
Nothing	21	11	15	11	5	5	7	10	10	9
	16%	19%	17%	15%	14%	19%	20%	13%	14%	12%
	4	2	1	2	1	2	-	3	3	3
	3%	3%	1%	3%	2%	6%	-	4%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is Harder to compare compared to a year ago

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	140	85	77	41	29	26	36	80	78	74
Unweighted Base	135	85*	77*	36*	29**	25**	38*	75*	75*	70*
Weighted Base	3	1	-	3	1	-	-	2	2	2
Don't know	2%	1%	-	7%	3%	-	-	3%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.75 Why do you say that?
 Base: All who think it is Harder to compare compared to a year ago

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 140	8	12	10	8	12	8	13	4	9	20	6	6	9	14	1
Weighted Base 135	8**	12**	11**	8**	12**	9**	9**	6**	11**	18**	8**	4**	8**	11**	1**
Too complicated/difficult to understand 33 25%	1 12%	6 47%	1 9%	2 21%	5 42%	2 27%	4 40%	4 64%	1 10%	2 13%	1 9%	1 14%	1 13%	4 35%	-
Too much choice/competition 26 20%	-	-	4 34%	3 39%	1 6%	5 52%	3 30%	1 23%	3 23%	3 18%	1 16%	-	2 21%	1 13%	-
Too many tariffs 15 11%	1 6%	-	4 36%	2 18%	1 9%	-	-	-	3 27%	1 7%	3 42%	1 22%	-	-	-
Too much information 11 8%	2 29%	1 11%	1 9%	-	-	1 11%	1 10%	-	-	1 6%	1 16%	1 14%	2 19%	-	-
More choice/competition 6 5%	1 10%	1 8%	-	1 14%	-	-	-	-	-	3 18%	-	-	-	-	-
No internet access/ability/knowledge 6 4%	1 11%	-	-	1 13%	2 15%	-	-	1 13%	1 11%	-	-	-	-	-	-
Impossible to compare (with different tariffs) 4 3%	-	-	1 6%	1 6%	-	1 11%	1 7%	-	-	1 5%	-	-	1 12%	-	-
Too many/constant changes to charges/tariffs/information 3 3%	-	-	-	-	1 5%	-	-	-	-	2 9%	-	1 15%	-	1 5%	-
Mistrust/dishonest/hiding charges 3 2%	-	-	-	-	-	-	1 7%	-	-	1 6%	-	-	1 11%	1 7%	-
Jargon/language used 3 2%	-	-	-	1 11%	-	-	-	-	-	-	-	1 13%	-	1 10%	-
Not enough information 2 2%	-	1 6%	-	-	-	-	1 8%	-	-	-	-	1 22%	-	-	-
Internet/online information 2 2%	1 14%	-	-	-	-	-	-	-	-	-	-	-	-	1 8%	-
More information available 2 1%	-	-	-	-	-	-	1 12%	-	-	-	-	1 14%	-	-	-
More (comparison) websites 2 1%	-	-	-	-	-	-	-	-	-	-	2 21%	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.75 Why do you say that?

Base: All who think it is Harder to compare compared to a year ago

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	140	8	12	10	8	12	8	13	4	9	20	6	6	9	14	1
Weighted Base	135	8**	12**	11**	8**	12**	9**	9**	6**	11**	18**	8**	4**	8**	11**	1**
Not comparing like for like/inconsistency of information	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	7%	-	-	-	-	-	-	-	-	-	4%	-	-	8%	-	-
Not so much choice/competition	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
Clearer/more transparent information	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-
Other	21	1	3	3	2	3	1	1	-	-	3	-	-	2	3	-
	16%	17%	22%	23%	21%	22%	11%	7%	-	-	19%	-	-	28%	28%	-
Nothing	4	-	-	-	-	-	-	-	-	3	-	1	-	-	1	-
	3%	-	-	-	-	-	-	-	-	24%	-	12%	-	-	5%	-
Don't know	3	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1
	2%	-	10%	-	7%	-	-	8%	-	-	-	-	-	-	-	100%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 20) ineligible for sig testing

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	523	436	59	28	138	283	101	128	188	97	110
	9%	9%	11%	8%	12%afg	9%g	6%	9%	10%ak	8%	8%
No	5377	4565	492	319	1021	2778	1577	1311	1677	1113	1276
	90%e	90%	89%	90%	87%	89%	92%aed	90%	89%	91%	90%
Refused	13	10	2	1	3	5	5	1	6	3	4
	*	*	*	*	*	*	*	*	*	*	*
Don't know	75	62	6	7	9	41	24	14	24	16	21
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%



Q.7b In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Yes	523	133	335	42	13	94	428	309	121	86
9%	9%	8%	10% ^d	6%	7%	10%	9%	8%	10%	9%
No	5377	1501	3125	580	170	847	4529	3333	1064	868
90%	91%	89%	90%	89%	88%	89%	90%	90%	89%	89%
Refused	13	-	3	10	-	-	13	8	3	2
^b	^b	-	-	2% ^{abc}	-	-	-	-	-	-
Don't know	75	24	30	10	11	7	67	40	13	19
1%	1%	1%	2%	5% ^{abcd}	1%	1%	1%	1%	1%	2% ^h

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	898	1170	743	5213	5939	5198	886	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Yes	523 9%	438 10%cd	41 7%cd	37 4%	60 8%	463 9%	521 9%	461 9%	89 12%ak	388 8%	41 8%
No	5377 90%	3958 89%	555 91%	816 94%abcd	643 90%	4734 90%	5303 90%	4720 90%	614 86%	4252 91%k	459 88%
Refused	13	4	-	2	1	12	13	12	1	6	-
Don't know	75 1%	40 1%	11 2%b	13 2%	14 2%	61 1%	73 1%	60 1%	12 2%j	35 1%	24 5%ll



Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	523	372	123	5	379	51	87
	9%	8%	13%ab	12%	9%	9%	9%
No	5377	4265	786	34	3921	487	876
	90%c	91%c	89%	89%	90%	89%	89%
Refused	13	9	-	-	8	1	1
	-	-	-	-	-	-	-
Don't know	75	50	10	-	42	9	17
	1%	1%	1%	-	1%	2%	2%e

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Yes	523	246	213	13	51
	9%	10%ace	7%	21%abce	7%
No	5377	2094	2603	45	616
	90%ad	89%ad	92%abde	78%	88%ad
Refused	13	5	3	-	2
	*	*	*	-	*
Don't know	75	17	22	2	33
	1%b	1%	1%	3%b	5%abc

Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	523	157	365	341	182	139	118	96	24	259	200	58	6
		9%abm	7%	10%ae	7%	11%ah	14%ah	7%	12%h	29%akm	12%alm	3%l	*
No	5377	730	4646	2924	2452	1153	746	704	174	623	1469	2087	1198
		81%	91%ab	89%	91%ad	89%	88%	92%ag	87%	71%	87%j	96%ajk	95%ajk
Refused	13	2	11	3	10	2	-	1	-	-	2	1	10
		*	*	*	1%	*	*	*	*	*	*	*	3%ajk
Don't know	75	10	65	30	45	7	4	8	1	1	11	19	44
		1%	1%	1%	2%ad	1%	*	1%	*	*	1%	1%	3%ajk

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	948	1451	450	493	296	694	4057	4068	3588
Weighted Base	5987	1007	1572	450	538	296	756	4001	4020	3504
Yes	523 9% ^{ijk}	154 15% ^a	236 15% ^{ka}	220 14% ^a	64 14% ^a	106 20% ^{ae}	42 14% ^a	118 16% ^a	245 6%	216 6%
No	5377 90% ^{bcddefgh}	848 84%	1336 84%	1297 85%	376 85%	426 80%	252 85%	634 93% ^a	3711 93% ^a	3252 93% ^a
Refused	13 -	3 -	2 -	2 -	-	2 -	1 -	2 -	5 -	4 -
Don't know	75 1% ^{bcdf}	3 -	8 -	7 -	9 2% ^f	1 -	-	3 -	39 1%	33 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.76 In the last 12 months, have you contacted a current or previous energy supplier to complain at all?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 523 9%	38 6%	58 10%b	38 7%	22 7%	56 10%b	30 8%	33 7%	12 8%	45 11%bdh	59 11%bdhn	39 9%	24 8%	31 7%	33 10%b	6 22%
No 5377 90%co	540 91%jo	503 89%	498 91%o	294 92%ko	496 89%	315 90%	451 92%ko	131 92%	357 87%	469 88%	371 90%	261 89%	406 92%jo	267 88%	18 72%
Refused 13 -	2 -	- -	1 -	- -	- -	3 1%	2 -	- -	2 -	- -	- -	1 -	- -	1 -	2 7%
Don't know 75 1%	11 2%	6 1%	9 2%	2 1%	3 1%	1 -	4 1%	- -	6 1%	6 1%	3 1%	7 2%g	5 1%	12 4%acelrgh 3dn	-

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	510	426	54	30	144	244	122	102	154	89	165
Weighted Base	523	436	59*	28**	138	283	101	128*	188	97*	110
Better Energy	1	1	-	-	-	1	-	1	-	-	-
British Gas	129	109	13	7	34	70	26	27	42	26	34
	25%	25%	23%	24%	25%	25%	25%	21%	23%	27%	31%
Co-operative Energy	8	8	-	-	1	3	5	1	3	2	2
	2%	2%	-	-	1%	1%	5% ^{ae}	1%	2%	2%	2%
E.ON	60	52	4	3	12	37	11	10	28	10	10
	11%	12%	7%	12%	9%	13%	11%	8%	15%	11%	9%
Economy Energy	1	1	-	1	1	-	-	-	-	-	1
	*	*	-	2%	1%	-	-	-	-	-	1%
Ecotricity	1	1	-	-	1	1	-	-	-	-	1
	*	*	-	-	1	1	-	-	-	-	1%
EDF	48	44	4	1	17	24	7	13	21	7	8
	9%	10%	7%	2%	12%	9%	7%	10%	11%	7%	7%
Extra Energy	8	8	-	-	-	5	3	4	3	-	-
	1%	2%	-	-	-	2%	3% ^{ae}	3%	2%	-	-
First Utility	25	23	-	2	4	17	3	8	10	5	2
	5%	5%	-	6%	3%	6%	3%	6%	5%	5%	2%
GB Energy Supply	2	-	-	2	-	2	-	2	-	-	-
	*	-	-	6%	-	1%	-	1%	-	-	-
Green Star Energy	2	2	-	-	-	1	2	1	-	-	1
	*	1%	-	-	-	2%	2%	1%	-	-	1%
Marks & Spencer Energy	1	1	-	-	-	-	-	-	-	1	-
	*	*	-	-	-	-	-	-	-	1%	-
Npower	74	68	2	4	24	34	16	18	24	15	16
	14% ^c	16% ^c	3%	14%	17%	12%	16%	14%	13%	15%	15%
Ovo	12	8	2	1	3	5	3	5	1	2	4
	2%	2%	4%	4%	2%	2%	3%	4%	1%	2%	4%
Sainsbury's Energy	9	9	-	-	-	8	1	2	6	-	1
	2%	2%	-	-	-	3%	1%	1%	3%	-	1%
Scottish Hydro	1	-	1	-	-	-	1	-	-	-	1
	*	-	1%	-	-	-	1%	-	-	-	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	510	426	54	30	144	244	122	102	154	89	165
Weighted Base	523	436	59*	28**	138	283	101	128*	188	97*	110
Scottish Power	75	45	26	4	20	40	14	20	25	12	18
	14%	10%	43%ab	13%	15%	14%	14%	16%	13%	12%	16%
Southern Electric	14	14	-	-	5	7	1	3	4	6	1
	3%	3%	-	-	4%	3%	1%	3%	2%	6%	1%
Spark Energy	1	1	-	-	1	-	-	-	1	-	-
	1%	1%	-	-	1%	-	-	-	1%	-	-
SSE (Scottish and Southern Energy)	24	18	6	-	5	15	5	7	8	4	5
	5%	4%	10%	-	3%	5%	5%	6%	4%	4%	4%
Swalec	4	1	-	3	3	-	1	1	1	1	-
	1%	1%	-	10%	2%	-	1%	1%	1%	2%	-
Utility Warehouse	1	1	-	-	-	1	-	-	-	-	1
	1%	1%	-	-	1%	1%	-	-	-	-	1%
Utilita	3	2	-	1	1	2	-	-	1	1	1
	1%	1%	-	4%	1%	1%	-	-	1%	1%	1%
Zog Energy	1	1	-	-	1	-	-	-	-	1	-
	1%	1%	-	-	1%	-	-	-	-	1%	-
Other	7	6	-	1	3	4	-	1	4	2	-
	1%	1%	-	3%	2%	1%	-	1%	2%	2%	-
Refused	2	2	-	-	-	1	1	-	-	1	1
	1%	1%	-	-	1%	1%	1%	-	-	1%	1%
Don't know	12	10	2	-	3	7	2	5	5	1	1
	2%	2%	3%	-	2%	3%	2%	4%	3%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	281	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	89*
Better Energy	1	-	1	-	-	-	1	1	-	-
British Gas	129	29	86	12	3	28	102	84	22	20
Co-operative Energy	9	3	5	1	-	1	8	5	1	2
E.ON	60	15	40	1	3	16	43	31	19	9
Economy Energy	11	1	12%	3%	22%	17%	10%	10%	15%	10%
Ecotricity	1	1	-	-	-	-	1	-	-	1
EDF	48	10	33	3	2	7	42	25	14	10
Extra Energy	8	-	8	-	-	-	8	8	-	-
First Utility	25	3	17	5	-	1	24	17	6	2
GB Energy Supply	2	-	2	-	-	1%	2%	2%	2%	3%
Green Star Energy	2	1	2	-	-	2	1	1	1	-
Marks & Spencer Energy	1	-	1	-	-	2%	-	1	1%	-
Npower	74	18	49	4	2	10	63	47	17	10
Ovo	12	3	8	1	1	5	6	7	2	1
Sainsbury's Energy	9	1	2	1	-	6%g	1%	2%	2%	2%
	2%	-	2%	3%	-	2%	2%	2%	-	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	281	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	89*
Scottish Hydro	1	1	-	-	-	1	-	-	1	-
Scottish Power	75	25	41	6	2	10	64	43	18	12
	14%	19%	12%	15%	18%	11%	15%	14%	14%	14%
Southern Electric	14	7	5	2	-	-	14	3	6	5
	3%	5% ^c	1%	6%	-	-	3%	1%	5% ^h	6% ^h
Spark Energy	1	1	-	-	-	-	1	-	1	-
	*	1%	-	-	-	-	*	-	1%	-
SSE (Scottish and Southern Energy)	24	7	14	2	1	8	16	10	7	7
	5%	5%	4%	5%	4%	9% ^g	4%	3%	6%	8%
Swalec	4	-	3	1	-	3	4	2	1	-
	1%	-	1%	2%	-	1%	1%	1%	1%	-
Utility Warehouse	1	1	-	-	-	-	1	-	-	-
	*	1%	-	-	-	-	*	-	-	-
Utilita	3	1	2	-	-	-	3	-	2	1
	1%	1%	1%	-	-	-	1%	-	2% ^h	1%
Zog Energy	1	-	1	-	-	-	1	-	-	-
	*	-	*	-	-	-	*	-	-	-
Other	7	3	4	-	-	2	6	4	3	-
	1%	2%	1%	-	-	2%	1%	1%	3%	-
Refused	2	1	-	1	-	1	1	2	-	-
	*	1%	-	1% ^c	-	1%	*	*	-	-
Don't know	12	1	9	1	1	1	11	9	1	1
	2%	1%	3%	3%	6%	1%	3%	3%	1%	2%

Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	510	405	43	54	61	440	509	448	85	384	38
Weighted Base	523	438	41*	37*	60*	463	521	461	89*	388	41*
Better Energy	1	1	-	-	-	1	1	1	-	1	-
British Gas	129	101	14	12	9	120	128	119	18	103	7
Co-operative Energy	8	7	-	1	-	8	8	8	-	8	-
E.ON	60	49	6	3	10	49	60	49	14	42	3
Economy Energy	1	1	-	-	1	1	1	1	-	1	-
Ecotricity	1	1	-	-	1	1	1	1	-	1	-
EDF	48	45	1	3	9	39	48	39	11	34	4
Extra Energy	8	8	-	-	8	8	8	8	2	6	-
First Utility	25	24	1	-	2	23	25	23	4	17	3
GB Energy Supply	2	2	-	-	-	2	2	2	-	2	-
Green Star Energy	2	2	-	-	-	2	2	2	-	2	-
Marks & Spencer Energy	1	-	1	-	-	1	1	1	-	1	-
Npower	74	59	10	3	9	65	74	65	11	54	9
Ovo	12	12	-	-	-	12	12	12	1	11	-
Sainsbury's Energy	9	9	-	-	-	9	9	9	-	9	-
	2%	2%	-	-	-	2%	2%	2%	-	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	510	405	43	54	61	440	509	448	85	384	38
Weighted Base	523	438	41*	37*	60*	463	521	461	89*	388	41*
Scottish Hydro	1	-	-	1	-	1	1	1	-	1	-
Scottish Power	75	61	3	10	13	62	75	62	16	47	12
	14%	14%	6%	27%abc	21%	13%	14%	13%	18%	12%	28%aj
Southern Electric	14	12	2	-	-	14	14	14	3	8	1
	3%	3%	4%	-	-	3%	3%	3%	3%	2%	2%
Spark Energy	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
SSE (Scottish and Southern Energy)	24	19	3	1	7	17	24	17	6	17	1
	5%	4%	8%	4%	11%algh	4%	5%	4%	7%	4%	2%
Swalec	4	3	1	-	-	4	4	4	-	4	-
	1%	1%	2%	-	-	1%	1%	1%	-	1%	-
Utility Warehouse	1	1	-	-	-	1	1	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	2%
Utilita	3	3	-	-	-	3	3	3	-	3	-
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-
Zog Energy	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Other	7	7	-	-	-	7	7	7	-	6	1
	1%	2%	-	-	-	2%	1%	2%	-	2%	2%
Refused	2	1	1	-	-	2	2	2	-	2	-
	-	-	2%b	-	-	-	-	-	-	-	-
Don't know	12	10	-	1	1	11	12	11	4	9	-
	2%	2%	-	3%	2%	2%	2%	2%	4%	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k

* small base

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	510	369	112	6	343	54	103
Weighted Base	523	372	123*	5**	379	51*	87*
Better Energy	1	-	1	-	1	-	-
British Gas	129	112	10	2	87	15	24
	25% ^c	30% ^c	8%	35%	23%	28%	28%
Co-operative Energy	8	2	7	-	7	1	-
	2%	*	5% ^{ab}	-	2%	2%	-
E.ON	60	55	5	-	40	6	14
	11% ^c	15% ^c	4%	-	11%	12%	16%
Economy Energy	1	-	1	-	1	-	1
	-	-	1%	-	-	-	1% ^e
Ecotricity	1	-	-	1	-	-	1
	-	-	-	16%	-	-	1% ^e
EDF	48	40	8	-	33	8	5
	9%	11%	6%	-	9%	15% ^d	5%
Extra Energy	8	1	6	-	7	-	-
	1%	-	5% ^{ab}	-	2%	1%	-
First Utility	25	3	21	-	22	-	3
	5% ^b	1%	17% ^{ab}	-	6%	-	2%
GB Energy Supply	2	-	2	-	2	-	-
	-	-	1% ^b	-	*	-	-
Green Star Energy	2	-	1	1	2	-	-
	*	-	1%	22%	1%	-	-
Marks & Spencer Energy	1	-	1	-	1	-	-
	-	-	1%	-	*	-	-
Npower	74	59	13	-	60	4	14
	14%	16%	10%	-	16%	6%	16%
Ovo	12	2	10	-	7	1	3
	2%	1%	8% ^{ab}	-	2%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	510	369	112	6	343	54	103
Weighted Base	523	372	123*	5**	379	51*	67*
Sainsbury's Energy	9	2	6	-	9	-	-
Scottish Hydro	1	1	-	-	1	-	-
Scottish Power	75	56	15	1	55	10	9
Southern Electric	14	11	2	-	8	4	3
Spark Energy	1	-	1	-	1	-	-
SSE (Scottish and Southern Energy)	24	21	3	-	19	2	2
Swalec	4	4	-	-	2	-	1
Utility Warehouse	1	-	-	1	-	1	1
Utilita	3	-	3	15%	-	1% ^{ae}	3
Zog Energy	1	-	1	-	1	-	-
Other	7	2	3	-	5	-	4
Refused	2	-	-	-	-	-	1
Don't know	12	2	4	-	10	-	-
	2% ^b	*	4% ^b	-	3%	1%	-

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	510	229	217	11	52
Weighted Base	523	246	213	13**	51*
Better Energy	1	-	-	1	-
British Gas	129	53	57	6	13
	25%	21%	27%	44%	26%
Co-operative Energy	8	7	-	-	1
	2%	3% ^c	-	-	2%
E.ON	60	30	19	2	9
	11%	12%	9%	14%	17%
Economy Energy	1	-	1	-	-
	-	-	1%	-	-
Ecotricity	1	-	1	-	-
	-	-	1%	-	-
EDF	48	25	18	2	4
	9%	10%	9%	13%	6%
Extra Energy	8	6	2	-	-
	1%	2%	1%	-	-
First Utility	25	16	7	7	2
	5%	7%	3%	-	4%
GB Energy Supply	2	-	2	-	-
	-	-	1%	-	-
Green Star Energy	2	1	-	1	-
	-	-	-	8%	-
Marks & Spencer Energy	1	-	1	-	-
	-	-	-	-	-
Npower	74	38	28	-	7
	14%	15%	13%	-	15%
Ovo	12	3	8	-	1
	2%	1%	4%	-	2%

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	510	229	217	11	52
Weighted Base	523	246	213	13**	51*
Sainsbury's Energy	9 2%	4 2%	4 2%	-	-
Scottish Hydro	1	-	1	-	-
Scottish Power	75 14%	34 14%	28 13%	2 14%	10 21%
Southern Electric	14	5	9	-	-
Spark Energy	3%	2%	4%	-	-
SSE (Scottish and Southern Energy)	1	-	1	-	-
SSE (Scottish and Southern Energy)	24 5%	8 3%	14 7%	-	2 3%
Swalec	4	1	2	-	-
Utility Warehouse	1%	1%	1%	-	-
Utility Warehouse	1	-	1	-	-
Utilita	3	1	1	-	1
Zog Energy	1%	-	-	-	3%
Zog Energy	1	1	-	-	-
Other	7	5	3	-	-
Other	1%	2%	1%	-	-
Refused	2	1	1	-	-
Refused	*	-	-	-	-
Don't know	12 2%	8 3%	5 2%	-	-

Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	510	144	366	328	182	126	114	59	23	230	209	64	7
Weighted Base	523	157	366	341	182	139	118*	56*	24**	259	200	58*	6**
Better Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
British Gas	129	32	97	78	51	20	37	13	5	50	58	20	1
Co-operative Energy	8	4	5	7	1	5	1	1	1	7	1	-	-
E.ON	60	12	48	36	24	11	10	9	6	19	31	10	-
Economy Energy	1	1	1	1	1	1	-	-	1	1	-	1	-
Ecotricity	1	-	1	1	1	-	1	-	-	1	1	-	-
EDF	48	14	34	26	23	13	9	2	1	29	11	8	1
Extra Energy	9	9%	9%	6%	12%	10%	7%	4%	6%	11%	6%	13%	11%
First Utility	25	10	15	19	6	12	7	19	-	19	4	-	2
GB Energy Supply	2	2	-	2	-	2	2	2	-	2	2	-	29%
Green Star Energy	2	2	-	2	-	1	2	-	-	2	-	-	-
Marks & Spencer Energy	1	-	1	1	-	1	-	-	-	1	-	-	-
Npower	74	20	54	51	23	22	17	8	3	32	34	7	-
Ovo	12	4	8	10	2	6	2	1	1	8	2	1	-
	2%	2%	2%	3%	1%	4%	2%	3%	3%	3%	1%	2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	510	144	366	328	182	126	114	59	23	230	209	64	7
Weighted Base	523	157	365	341	182	139	118*	56*	24**	259	200	58*	6**
Sainsbury's Energy	9	6	3	9	-	5	2	1	-	9	-	-	-
Scottish Hydro	1	-	1	1	-	-	-	-	-	-	-	-	-
Scottish Power	75	24	50	46	29	22	14	8	4	43	26	4	2
Southern Electric	14	6	7	9	4	6	-	3	-	6	6	2	-
Spark Energy	1	-	1	-	1	-	-	-	-	-	-	-	-
SSE (Scottish and Southern Energy)	24	5	19	16	8	7	6	2	1	12	9	2	-
Swalec	4	3	1	4	-	1	1	-	-	3	1	-	-
Utility Warehouse	1	-	1	1	-	-	-	-	-	-	-	-	-
Utilita	3	2	1	2	1	1	-	1	-	2	1	1	-
Zog Energy	1	1	-	1	-	1	-	-	-	1	-	-	-
Other	7	2	6	2	6	-	-	2	-	2	5	2	-
Refused	2	1	1	2	-	-	-	-	-	1	-	-	-
Don't know	12	4	8	10	2	3	4	-	-	8	2	1	1
	2%	3%	2%	3%	1%	2%	4%	-	-	3%	1%	2%	13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	510	139	213	200	63	42	103	244	247	212	
Weighted Base	323	154	236	220	64*	42*	116*	245	251	216	
Better Energy	1	1	1	1	-	-	1	1	1	-	
British Gas	129	30	50	43	12	13	18	70	74	57	
	25%	20%	21%	20%	19%	31%	16%	29%	29%	26%	
Co-operative Energy	8	4	7	6	1	-	4	6	6	8	
	2%	3%	3%	3%	1%	-	4%	2%	2%	4%	
E.ON	60	11	24	20	4	3	7	29	29	31	
	11%	7%	10%	9%	7%	6%	7%	12%	11%	14%	
Economy Energy	1	-	1	1	-	-	-	1	1	1	
	-	-	-	-	-	-	-	-	-	-	
Ecotricity	1	1	1	1	-	-	1	1	1	1	
	-	-	-	-	-	-	1%	-	-	-	
EDF	48	13	24	22	8	3	9	28	29	24	
	9%	8%	10%	10%	13%	8%	8%	11%	11%	11%	
Extra Energy	8	3	6	6	-	-	3	-	2	-	
	1%	2%	3%	3%	-	-	3%	-	1%	-	
First Utility	25	11	15	16	3	2	9	9	16	10	
	5%	7%	6%	7%	5%	5%	8%	4%	6%	4%	
GB Energy Supply	2	-	-	-	2	-	-	-	2	2	
	-	-	-	-	2%a	-	-	-	1%	1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	510	139	213	200	63	93	42	103	244	247	212
Weighted Base	323	154	236	220	64*	106*	42*	116*	245	251	216
Green Star Energy	2	1	2	2	-	2	1	1	2	2	2
Marks & Spencer Energy	1	-	-	1	-	-	2%	-	1	1	1
Npower	74	24	28	29	7	15	9	18	29	28	22
Ovo	14%	16%	12%	13%	11%	14%	21%	16%	12%	11%	10%
Sainsbury's Energy	12	5	8	7	2	2	-	5	5	4	5
Scottish Hydro	2%	3%	4%	3%	3%	2%	-	4%	2%	1%	2%
Scottish Power	9	6	9	7	-	6	-	6	7	7	4
Southern Electric	2%	4%	4%	3%	-	6%a	-	5%a	3%	3%	2%
Spark Energy	1	-	-	-	-	-	-	-	1	1	1
SSE (Scottish and Southern Energy)	1	-	-	-	-	-	-	-	-	-	-
	75	25	31	29	11	14	8	19	32	34	27
	14%	17%	12%	13%	16%	13%	18%	16%	13%	13%	13%
	14	3	7	8	2	4	-	3	6	5	6
	3%	2%	3%	3%	3%	4%	-	2%	2%	2%	3%
	1	-	1	-	-	-	-	-	1	-	-
	1	-	-	-	-	-	-	-	1	-	-
	24	8	8	8	3	3	3	5	7	6	7
	6%	6%	3%	4%	4%	3%	6%	6%	3%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	510	139	213	63	93	42	103	244	247	212
Weighted Base	323	154	236	200	220	42*	116*	245	251	216
Swalec	4	1	1	3	1	-	1	2	2	2
	1%	1%	1%	4%a	1%	-	1%	1%	1%	1%
Utility Warehouse	1	-	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-
Utilita	3	-	2	2	1	-	-	1	1	1
	1%	-	1%	1%	2%	-	-	1%	1%	1%
Zog Energy	1	1	1	1	1	-	1	-	-	-
	1	1	1	1%	1%	2%	-	-	-	-
Other	7	-	2	2	-	-	-	2	2	2
	1%	-	1%	2%	-	-	-	1%	1%	1%
Refused	2	1	2	-	1	-	-	-	-	-
	-	1%	1%	-	1%	-	-	1%	-	-
Don't know	12	5	8	2	4	-	5	6	5	4
	2%	3%	3%	4%	3%	-	4%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.79 Which energy company did you most recently complain to?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	510	35	54	31	22	54	32	35	9	43	57	37	25	34	37	5
Weighted Base	523	38*	58*	38**	22**	56*	30**	33**	12**	45*	59*	39*	24**	31*	33*	6**
Better Energy	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
British Gas	129	4	11	10	7	13	3	13	3	8	19	9	8	10	9	3
	25%	9%	19%	28%	33%	23%	10%	38%	28%	18%	32%ab	23%	30%	33%ab	27%	55%
Co-operative Energy	9	-	2	-	-	3	-	2	-	-	-	1	-	-	-	-
	2%	-	3%	-	-	5%	-	6%	-	-	-	4%	-	-	-	-
E.ON	60	7	13	2	3	3	3	4	-	4	4	1	3	3	8	2
	11%	19%kl	22%akkl	4%	15%	5%	11%	11%	-	10%	7%	3%	13%	9%	24%akkl	25%
Economy Energy	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
	1	-	-	1%	-	-	-	-	-	-	-	-	1	-	-	-
Ecotricity	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	1	-	-	-	-	-	-	2%	-	-	-	-	-	-	2%	-
EDF	48	5	2	10	-	3	3	1	-	4	14	3	1	3	1	-
	9%	12%	3%	25%	-	5%	10%	4%	-	9%	23%actfo	7%	3%	10%	5%	-
Extra Energy	8	3	-	1	-	-	-	-	-	-	2	-	-	2	-	-
	1%	9%ad	-	3%	-	-	-	-	-	-	3%	-	-	6%	-	-
First Utility	25	1	4	3	1	2	1	1	-	1	4	2	3	-	-	-
	5%	3%	7%	9%	7%	3%	5%	4%	-	2%	11%	2	6%	-	-	-
GB Energy Supply	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
Green Star Energy	2	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	2	-	1%	-	-	-	-	-	-	-	3%	-	-	-	-	-
Marks & Spencer Energy	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3%a	-
Npower	74	4	5	5	5	19	8	4	2	-	3	7	2	5	6	-
	14%	12%j	8%	13%	23%	33%abckj	26%	11%	15%	-	6%	17%j	9%	15%j	18%j	-
Ovo	12	1	-	1	1	1	2	1	-	2	2	1	-	1	-	-
	2%	2%	-	2%	4%	2%	7%	2%	-	5%	4%	-	-	3%	-	-
Sainsbury's Energy	9	2	3	-	-	-	3	-	-	-	2	-	-	-	-	-
	2%	5%	4%	-	-	-	9%	-	-	-	3%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.79 Which energy company did you most recently complain to?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	510	35	54	31	22	54	32	35	9	43	57	37	25	34	37	5
Weighted Base	523	38*	58*	38**	22**	56*	30**	33**	12**	45*	59*	39*	24**	31*	33*	6**
Scottish Hydro	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Scottish Power	75	6	10	-	4	9	3	3	3	23	6	1	1	4	2	1
	14%	15%	17%	-	18%	15%	11%	8%	24%	50%abcfk hno	10%	9%	6%	11%	8%	16%
Southern Electric	14	5	-	5	-	2	-	-	-	-	2	-	-	-	-	-
	3%	12%ack	-	13%	-	4%	-	-	-	-	1%	-	-	-	-	-
Spark Energy	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-
SSE (Scottish and Southern Energy)	24	-	3	-	-	1	-	1	4	2	3	8	-	1	2	-
	5%	-	5%	-	-	1%	-	2%	35%	4%	8%	20%abcjkn	-	2%	5%	-
Swalec	4	-	-	-	-	-	-	-	-	-	1	-	3	-	-	-
	1%	-	-	-	-	-	-	-	-	-	1%	-	12%	-	-	-
Utility Warehouse	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-
Utilita	3	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	1%	-	2%	-	-	-	-	3%	-	-	-	-	4%	-	-	-
Zog Energy	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	-
Other	7	-	1	2	-	2	-	1	-	-	-	-	1	-	-	-
	1%	-	2%	4%	-	3%	-	3%	-	-	2%	-	4%	-	-	-
Refused	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	1
Don't know	12	1	4	-	-	-	3	1	-	2	-	1	-	-	2	-
	2%	3%	6%	-	-	-	9%	2%	-	4%	-	2%	-	-	6%	-

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	510	426	54	30	144	244	122	102	154	89	165
Weighted Base	523	436	59*	28**	138	253	101	128*	188	97*	110
Very satisfied (2)	69	59	7	3	19	30	20	15	26	10	18
	13%	14%	12%	12%	13%	11%	20% ^l	12%	14%	11%	17%
Quite satisfied (1)	110	96	8	6	25	59	22	52	52	15	20
	21%	22%	14%	23%	18%	21%	28%	18%	29%	16%	19%
Neither satisfied nor dissatisfied (0)	63	56	6	2	21	28	14	23	25	10	8
	12%	13%	9%	6%	15%	10%	14%	16% ^k	13%	10%	7%
Quite dissatisfied (-1)	61	51	8	2	13	36	12	18	20	10	13
	12%	12%	13%	9%	9%	13%	11%	14%	10%	10%	12%
Very dissatisfied (-2)	215	171	30	14	59	127	29	51	65	49	49
	41% ^g	39%	50%	50%	43% ^g	45% ^g	28%	39%	35%	51% ^h	45%
SUMMARY CODES											
SATISFIED	180	155	15	10	44	90	46	37	78	26	39
	34%	35%	26%	36%	32%	32%	46% ^{laef}	29%	41% ^j	27%	35%
DISSATISFIED	275	222	38	16	72	163	40	69	85	60	62
	53% ^g	51%	65%	59%	52%	58% ^g	40%	54%	45%	62% ^h	58%
Don't know	5	4	1	-	2	3	-	1	1	1	1
	1%	1%	2%	-	1%	1%	-	1%	1%	1%	1%
Mean Score	-0.464	-0.414	-0.768	-0.605	-0.505	-0.604	-0.623 ^{ae}	-0.528	-0.250 ^j	-0.765	-0.497
Standard Deviation	1.521	1.517	1.499	1.594	1.522	1.492	1.530	1.458	1.508	1.499	1.508
Error Variance	0.005	0.005	0.042	0.085	0.016	0.009	0.019	0.021	0.015	0.025	0.016

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base; ** very small base (under 30) ineligible for sig testing



Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	510	170	281	42	17	110	400	275	122	105
Weighted Base	523	133	335	42*	13**	94*	428	309	121	86*
Very satisfied	(2) 69	18	40	10	2	14	55	36	13	18
	13%	14%	12%	23%	13%	15%	13%	12%	11%	21%ah
Quite satisfied	(1) 110	30	70	7	3	15	95	67	25	18
	21%	23%	21%	17%	20%	16%	22%	22%	21%	21%
Neither satisfied nor dissatisfied	(0) 63	13	40	6	3	7	56	40	17	5
	12%	10%	12%	15%	20%	8%	13%	13%	14%	6%
Quite satisfied	(-1) 61	13	45	3	1	8	53	40	11	9
	12%	9%	13%	7%	6%	8%	12%	13%	9%	10%
Very dissatisfied	(-2) 215	58	138	14	4	50	164	123	53	35
	41%	44%	41%	34%	28%	53%ag	38%	40%	44%	41%
SUMMARY CODES										
SATISFIED	180	48	110	17	5	30	150	103	38	37
	34%	36%	33%	41%	39%	31%	35%	33%	31%	43%
DISSATISFIED	275	71	183	17	5	58	218	164	64	44
	53%	53%	55%	41%	35%	61%	51%	53%	53%	51%
Don't know	5	2	2	1	-	-	5	2	2	1
	1%	1%	1%	2%	-	-	1%	1%	2%	1%
Mean Score	-0.464	-0.478	-0.515	-0.120	-0.105	-0.679	-0.417	-0.486	-0.553	-0.278
Standard Deviation	1.521	1.560	1.493	1.634	1.463	1.591	1.502	1.482	1.494	1.663
Error Variance	0.005	0.014	0.008	0.065	0.128	0.023	0.006	0.008	0.019	0.027

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	510	405	43	54	61	449	509	448	85	384	38
Weighted Base	523	438	41*	37*	60*	463	521	461	89*	388	41*
Very satisfied	(2) 69	58	4	8	10	59	69	59	12	53	5
	13%	13%	9%	21%	17%	13%	13%	13%	13%	14%	11%
Quite satisfied	(1) 110	94	7	9	6	105	110	105	18	90	3
	21%	22%	18%	23%	10%	23%e	21%e	23%e	20%	23%k	7%
Neither satisfied nor dissatisfied	(0) 63	53	4	3	5	58	63	58	12	44	6
	12%	12%	9%	8%	8%	12%	12%	13%	14%	11%	14%
Quite satisfied	(-1) 61	48	6	5	8	53	59	51	7	44	9
	12%	11%	15%	14%	13%	11%	11%	11%	8%	11%	21%
Very dissatisfied	(-2) 215	179	20	13	31	184	215	184	41	154	18
	41%	41%	50%	34%	51%	40%	41%	40%	48%	40%	44%
SUMMARY CODES											
SATISFIED	180	152	11	16	16	164	180	164	29	143	8
	34%	35%	27%	44%	27%	35%	35%	36%	33%	37%k	19%
DISSATISFIED	275	228	27	18	39	237	274	235	48	198	27
	53%	52%	65%	48%	65%	51%	53%	51%	54%	51%	65%
Don't know	5	5	-	-	-	5	5	5	-	4	1
	1%	1%	-	-	-	1%	1%	1%	-	1%	2%
Mean Score	-0.464	-0.456	-0.785	-0.173	-0.723	-0.431	-0.463	-0.429	-0.539	-0.404	-0.805
Standard Deviation	1.521	1.521	1.454	1.615	1.578	1.512	1.523	1.514	1.537	1.531	1.402
Error Variance	0.005	0.006	0.049	0.048	0.041	0.005	0.005	0.005	0.028	0.006	0.053

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	510	389	112	6	343	54	103
Weighted Base	523	372	123*	5**	379	51*	87*
Very satisfied	(2) 69 13%	57 15%	13 10%	-	46 12%	7 14%	12 14%
Quite satisfied	(1) 110 21%	82 22%	21 17%	1 20%	86 23%	8 15%	13 15%
Neither satisfied nor dissatisfied	(0) 63 12%	44 12%	14 11%	-	51 14%	4 8%	8 9%
Quite dissatisfied	(-1) 61 12%	48 12%	12 10%	1 16%	43 11%	9 18%	7 8%
Very dissatisfied	(-2) 215 41%	141 38%	63 51%b	3 64%	149 39%	23 44%	47 54%ae
SUMMARY CODES							
SATISFIED	180 34%	139 37%	34 28%	1 20%	132 35%	15 30%	25 28%
DISSATISFIED	275 53%	187 50%	74 60%	4 80%	192 51%	32 62%	54 62%
Don't know	5 1%	2	1	-	4	-	-
Mean Score	-0.464	-0.357c	-0.739	-1.228	-0.434	-0.616	-0.747
Standard Deviation	1.521	1.537	1.487	1.334	1.495	1.528	1.554
Error Variance	0.005	0.006	0.020	0.297	0.007	0.043	0.024

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?

Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	510	229	217	11	52
Weighted Base	523	246	213	13**	51*
Very satisfied	(2) 69 13%	34 14%	27 13%	3 22%	5 10%
Quite satisfied	(1) 110 21%	55 22%	38 18%	4 32%	13 27%
Neither satisfied nor dissatisfied	(0) 63 12%	26 11%	33 15%	1 7%	3 6%
Quite dissatisfied	(-1) 61 12%	33 13%	21 10%	-	7 14%
Very dissatisfied	(-2) 215 41%	96 39%	93 44%	5 39%	21 41%
SUMMARY CODES					
SATISFIED	180 34%	89 36%	65 31%	7 54%	18 38%
DISSATISFIED	275 53%	129 52%	114 53%	5 39%	28 56%
Don't know	5 1%	2 1%	2 1%	-	1 2%
Mean Score	-0.464	-0.412	-0.544	-0.017	-0.522
Standard Deviation	1.521	1.526	1.505	1.730	1.511
Error Variance	0.005	0.010	0.011	0.272	0.045

Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	510	144	366	328	182	126	114	59	23	230	209	64	7
Weighted Base	523	157	365	341	182	139	118*	56*	24**	259	200	58*	6**
Very satisfied	(2) 69	6	63	43	27	9	18	12	3	22	39	6	2
	13% <i>bf</i>	4%	17% <i>b</i>	13%	15%	6%	16% <i>f</i>	21% <i>f</i>	11%	9%	19% <i>aj</i>	10%	38%
Quite satisfied	(1) 110	28	83	68	43	27	24	9	5	57	44	9	1
	21%	18%	23%	20%	23%	19%	21%	17%	21%	22%	22%	15%	16%
Neither satisfied nor dissatisfied	(0) 63	18	45	39	23	17	15	3	4	27	24	10	1
	12%	11%	12%	12%	13%	13%	13%	5%	17%	10%	12%	16%	24%
Quite dissatisfied	(-1) 61	18	42	40	20	21	14	6	1	35	17	7	1
	12%	12%	12%	12%	11%	15%	12%	10%	6%	14%	9%	13%	12%
Very dissatisfied	(-2) 215	87	127	148	67	66	43	26	11	115	74	25	1
	41%	56% <i>ac</i>	35%	45%	37%	47%	37%	44%	46%	44%	37%	44%	9%
SUMMARY CODES													
SATISFIED	180	34	146	111	69	35	42	21	8	79	83	15	3
	34% <i>bd</i>	22%	40% <i>b</i>	32%	38%	25%	36%	36%	32%	31%	41% <i>bf</i>	25%	55%
DISSATISFIED	275	106	169	198	67	67	57	32	13	150	91	33	1
	53%	67% <i>ac</i>	46%	55%	48%	62%	49%	57%	52%	58% <i>ak</i>	46%	57%	21%
Don't know	5	-	5	3	2	-	2	-	-	3	2	-	-
	1%	-	1%	1%	1%	-	2%	-	-	1%	1%	-	-
Mean Score	-0.46 <i>bf</i>	-0.97 <i>d</i>	-0.24 <i>ab</i>	-0.54 <i>d</i>	-0.32 <i>d</i>	-0.78 <i>f</i>	-0.34 <i>ff</i>	-0.46 <i>g</i>	-0.55 <i>d</i>	-0.63 <i>h</i>	-0.21 <i>ff</i>	-0.65 <i>d</i>	0.62 <i>d</i>
Standard Deviation	1.521	1.516	1.552	1.513	1.529	1.373	1.540	1.662	1.524	1.450	1.598	1.430	1.467
Error Variance	0.005	0.012	0.007	0.007	0.013	0.015	0.021	0.048	0.101	0.009	0.012	0.032	0.308

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	510	139	213	200	63	93	42	103	244	247	212
Weighted Base	523	154	236	220	64*	106*	42*	118*	245	261	216
Very satisfied	(2) 69	21	22	21	3	3	9	12	56	55	46
	13%	13%	9%	10%	4%	3%	22%	10%	23%a	21%a	21%a
Quite satisfied	(1) 110	34	55	50	9	22	9	25	57	69	57
	21%	22%	23%	23%	14%	21%	22%	21%	23%	27%	26%
Neither satisfied nor dissatisfied	(0) 63	15	24	26	12	8	2	14	20	19	11
	12%k	10%	10%	12%	19%	8%	6%	12%	8%	7%	5%
Quite satisfied	(-1) 61	23	36	28	6	14	7	16	27	26	22
	12%	15%	13%	13%	10%	13%	17%	14%	11%	11%	10%
Very dissatisfied	(-2) 215	60	102	93	34	59	14	51	83	87	79
	41%	39%	43%	42%	53%	56%a	34%	43%	34%	34%	37%
SUMMARY CODES											
SATISFIED	180	55	77	72	12	25	19	37	113	124	102
	34%a	36%	33%	33%	19%	24%	44%	31%	46%a	48%a	47%a
DISSATISFIED	275	84	133	121	40	73	21	67	110	115	101
	53%k	54%	56%	56%	63%	68%a	51%	57%	45%	44%	47%
Don't know	5	-	3	2	-	-	-	-	2	2	1
	1%	-	1%	1%	-	-	-	-	1%	1%	1%
Mean Score	-0.464ef	-0.444	-0.581	-0.552	-0.926	-0.973	-0.167	-0.580	-0.099a	-0.091a	-0.148a
Standard Deviation	1.521	1.514	1.474	1.469	1.304	1.324	1.621	1.467	1.623	1.607	1.638
Error Variance	0.005	0.016	0.010	0.011	0.027	0.019	0.063	0.021	0.011	0.011	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.80 Thinking of the last time you complained, taking everything into account regarding the complaints process, how satisfied or dissatisfied were you overall with the way in which your complaint was handled by the energy supplier?
 Base: All who made complaint in past 12 months to current or previous supplier

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base	510	35	54	31	22	54	32	35	9	43	57	37	25	34	37	5
Weighted Base	523	38*	56*	38**	22**	56*	30**	33**	12**	45*	55*	35*	24**	31*	33*	6**
Very satisfied	(2) 69	2	8	10	5	5	5	4	1	6	9	6	1	5	2	2
	13%	6%	13%	26%	24%	7	16%	12%	6%	14%	15%	15%	6%	17%	6%	28%
Quite satisfied	(1) 110	11	13	8	2	7	8	11	1	8	16	13	9	4	7	1
	21%	28%	22%	16%	8%	12%	19%	33%	13%	13%	27%	33% ^{fn}	34%	12%	23%	16%
Neither satisfied nor dissatisfied	(0) 63	2	9	10	1	7	3	3	-	6	6	8	1	4	4	-
	12%	5%	16%	27%	4%	12%	11%	9%	-	12%	10%	20%	3%	12%	-	-
Quite satisfied	(-1) 61	5	7	3	5	5	2	2	1	7	6	4	2	6	3	1
	12%	14%	13%	8%	23%	9%	7%	7%	10%	15%	10%	10%	3%	18%	10%	16%
Very dissatisfied	(-2) 215	18	21	9	9	32	13	11	9	20	23	9	11	13	16	2
	41% ^u	47% ^u	36%	23%	39%	58% ^{ad}	43%	33%	72%	44%	38%	22%	48%	41%	49% ^u	38%
SUMMARY CODES																
SATISFIED	180	13	20	16	7	11	10	15	2	12	24	19	10	9	9	2
	34% ^u	34%	35%	41%	32%	20%	35%	45%	16%	27%	41% ^u	48% ^u	40%	28%	28%	45%
DISSATISFIED	275	23	28	12	14	38	15	13	10	26	29	13	14	19	19	3
	53% ^u	61% ^u	49%	32%	64%	67% ^u	50%	40%	82%	58% ^u	49%	32%	57%	59% ^u	59% ^u	55%
Don't know	5	-	-	-	-	1	1	2	-	1	-	-	-	-	-	-
	1%	-	-	-	-	1%	5%	6%	-	2%	-	-	-	-	-	-
Mean Score	-0.464 ^l	-0.687	-0.366 ^l	0.122	-0.483	-0.975	-0.429	-0.170	-1.296	-0.621	-0.319 ^l	0.022 ^{ab}	-0.600	-0.561	-0.747	-0.211
Standard Deviation	1.521	1.454	1.489	1.503	1.656	1.401	1.625	1.551	1.341	1.523	1.558	1.398	1.524	1.543	1.421	1.912
Error Variance	0.009	0.060	0.041	0.073	0.125	0.037	0.085	0.073	0.200	0.065	0.043	0.053	0.093	0.070	0.085	0.731

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5446	4631	470	345	1003	2435	2008	1069	1997	1050	1930
Weighted Base	5464	4637	500	328	1033	2624	1607	1326	1706	1131	1300
Yes	177	139	27	12	25	107	45	51	46	41	39
	3%	3%	5%ab	4%	2%	4%	2%	4%	3%	4%	3%
No	5202	4425	464	314	989	2678	1535	1259	1636	1071	1236
	95%c	95%c	93%	90%	96%	95%	96%	95%	96%	95%	95%
Refused	14	11	3	1	3	5	6	2	4	4	4
	*	*	1%	*	*	*	*	*	*	*	*
Don't know	71	63	7	1	16	33	21	14	20	16	21
	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	2%



Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5446	1923	2714	610	199	1056	4390	3192	1062	1099
Weighted Base	5464	1525	3158	600	181	855	4610	3381	1110	889
Yes	177	55	103	12	7	35	142	112	40	24
	3%	4%	3%	2%	4%	4%	3%	3%	4%	3%
No	5202	1448	3020	588	167	810	4392	3228	1055	841
	95%	95%	96%	95%	92%	95%	95%	95%	95%	95%
Refused	14	-	2	12	-	-	14	9	3	2
	0.3%	-	0.1%	2%abc	-	-	0.3%	0.3%	0.3%	0.2%
Don't know	71	22	33	9	7	9	61	33	11	23
	1.3%	1.5%	1%	1.5%	4%abcd	1%	1.3%	1%	1%	2%ahj

Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5446	3218	643	1116	682	4784	5430	4748	601	4287	491
Weighted Base	5464	4002	567	832	657	4808	5449	4792	627	4292	462
Yes	177 3%	139 3%	16 3%	23 3%	25 4%	153 3%	176 3%	152 3%	27 4%	136 3%	12 2%
No	5202 95% ^a	3819 95% ^a	542 96% ^a	794 95% ^a	623 95% ^a	4579 95% ^a	5191 95% ^a	4569 95% ^a	597 94% ^a	4119 96% ^a	449 93% ^a
Refused	14 -	4 -	- -	3 -	1 -	14 -	14 -	14 -	1 -	7 -	- -
Don't know	71 1% ^b	40 1% ^b	9 2% ^b	12 1% ^b	9 1% ^b	62 1% ^b	68 1% ^b	59 1% ^b	12 2% ^b	31 1% ^b	22 5% ^b

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5446	748	31	3792	552	984
Weighted Base	5464	796	34**	3972	498	894
Yes	177	17	1	110	17	47
	3%	2%	4%	3%	3%	5%ae
No	5202	764	33	3812	471	829
	95%g	98%	96%	98%g	85%	83%
Refused	14	8	2	9	1	1
	-	-	-	-	-	-
Don't know	71	43	13	41	9	17
	1%	7%	2%	7%	2%	2%e

Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	
Unweighted Base	5446	2043	2644	46	690
Weighted Base	5464	2116	2628	47*	651
Yes	177	73	85	2	15
	3%	3%	3%	4%	2%
No	5202	2017	2520	45	604
	95%e	95%e	95%e	96%	93%
Refused	14	6	3	-	2
	*	*	*	-	*
Don't know	71	20	20	-	30
	1%e	1%	1%	-	5%abc

Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5446	716	4730	2867	2579	1037	735	757	177	572	1421	2127	1326
Weighted Base	5464	742	4722	2957	2507	1162	750	712	175	625	1481	2106	1252
Yes	177	32	146	103	74	44	23	26	6	28	55	64	31
	3%	4%	3%	3%	3%	4%	3%	4%	3%	4% ^m	4%	3%	2%
No	5202	702	4501	2822	2380	1108	723	677	169	594	1416	2022	1170
	95% ^m	95%	95%	95%	95%	95%	96%	95%	96%	95%	96% ^m	96% ^m	92%
Refused	14	3	12	5	9	5	-	1	-	-	4	1	9
	*	*	*	*	*	*	-	*	-	-	*	*	3% ^{ajl}
Don't know	71	6	64	26	44	6	3	7	1	3	6	19	43
	1% ^k	1%	1%	1%	2% ^d	*	*	1%	*	*	*	1%	3% ^{akl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	546	807	1238	387	400	254	591	3813	3821	3374
Weighted Base	5464	853	1336	386	430	253	638	3755	3759	3288
Yes	177	39	53	15	19	19	20	81	80	52
	3% ^{ijk}	5%	4%	4%	4%	7% ^{ah}	3%	2%	2%	2%
No	5202	808	1285	366	408	233	614	3638	3847	3205
	95% ^g	95%	95%	95%	95%	92%	96% ^g	97% ^a	97% ^a	97% ^a
Refused	14	3	4	-	3	1	2	6	7	6
	-	-	-	-	1%	-	-	-	-	-
Don't know	71	4	10	6	1	1	3	32	25	25
	1% ^{ijk}	1%	1%	1%	-	-	-	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/g/h - a/i/j/k



Q.81 Excluding any comment about their prices, do you believe you have had cause to complain to an energy supplier in the last year, but have not done so?
 Base: All who haven't made a complaint in past 12 months to current or previous supplier

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5446	534	498	454	306	502	328	473	118	346	499	374	276	431	287	20
Weighted Base 5464	553	509	508	298	499	319	457	131	364	475	374	270	410	280	20**
Yes 177 3%	19 3%	21 4%	12 2%	10 3%	14 3%	10 3%	13 3%	6 4%	21 6%	11 2%	12 3%	7 3%	7 2%	12 4%	3 17%
No 5202 95%	515 95%	484 97%	489 96%	285 93%	483 97%	305 93%	440 93%	125 96%	334 96%	456 91%	351 94%	259 94%	399 92%	261 91%	15 75%
Refused 14 -	2 -	- -	1 -	- -	- -	3 1%	2 -	- -	3 1%	- -	- -	2 1%	- -	1 -	2 8%
Don't know 71 1%	17 3%	5 1%	6 1%	2 1%	2 -	1 -	2 -	- -	7 2%	7 1%	10 3%	1 -	5 1%	6 2%	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - I contacted my current or previous energy supplier	474 8%k	410 8%	32 6%	33 9%	108 9%	239 8%	129 8%	147 10%ak	154 8%k	96 8%k	77 5%
Yes - I contacted another energy supplier	130 2%	109 2%	12 2%	10 3%	18 2%	81 3%	31 2%	53 4%ajk	29 2%	23 2%	26 2%
Yes - my current or previous energy supplier contacted me	245 4%k	194 4%	27 5%	23 7%ab	53 4%	119 4%	73 4%	83 6%ak	70 4%	50 4%	42 3%
Yes - another energy supplier contacted me	96 2%	83 2%	7 1%	6 2%	18 2%	61 2%g	17 1%	26 2%	28 2%	18 1%	24 2%
No	5049 84%dh	4296 84%d	482 86%d	282 79%	978 84%	2621 84%	1451 85%	1162 80%	1615 85%h	1041 85%h	1232 87%ah
SUMMARY CODE											
YES	865 14%k	727 14%	71 13%	67 19%abc	180 15%	448 14%	237 14%	277 19%ajk	258 14%k	173 14%k	155 11%
Refused	15 *	12 *	3 *	-	3 *	7 *	5 *	2 *	5 *	3 *	6 *
Don't know	58 1%	48 1%	4 1%	7 2%	10 1%	32 1%	16 1%	13 1%	17 1%	11 1%	18 1%

Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes - I contacted my current or previous energy supplier	474 8% ^d	115 7%	316 9% ^{bde}	34 5%	9 5%	84 9%	390 8%	316 9% ^j	98 8% ^j	54 6%
Yes - I contacted another energy supplier	130 2%	31 2%	90 3% ^d	6 1%	2 1%	24 3%	106 2%	88 2%	26 2%	17 2%
Yes - my current or previous energy supplier contacted me	245 4% ^j	62 4%	158 5%	18 3%	6 3%	39 4%	206 4%	156 4% ^j	57 5% ^j	27 3%
Yes - another energy supplier contacted me	96 2%	22 1%	69 2% ^d	4 1%	1 -	15 2%	82 2%	57 2%	23 2%	14 1%
No	5049 84%	1427 86% ^c	2892 83%	563 88% ^{ac}	167 86%	790 83%	4260 85%	3085 84%	1035 84%	854 87% ^{ah}
SUMMARY CODE										
YES	862 14% ^d	211 13% ^d	576 16% ^{bde}	59 9%	18 10%	151 16%	713 14%	566 15% ^j	182 15% ^j	104 11%
Refused	15 - ^{bc}	-	1 2% ^{abc}	12 1% ^{bc}	2 1% ^{bc}	-	15 -	6 -	5 -	4 -
Don't know	58 1%	20 1%	24 1%	8 1%	7 3% ^{abcd}	8 1%	51 1%	32 1%	10 1%	14 1%



Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes - I contacted my current or previous energy supplier	474 8%ab	406 9%acd	34 6%	33 4%	67 9%	407 8%	474 8%	407 8%	72 10%k	375 8%k	22 4%
Yes - I contacted another energy supplier	130 2%cd	106 2%cd	16 3%cd	8 1%	14 2%	116 2%	129 2%	115 2%	21 3%k	103 2%	5 1%
Yes - my current or previous energy supplier contacted me	245 4%bc	200 4%bc	13 2%	28 3%	24 3%	220 4%	245 4%	220 4%	31 4%	191 4%	20 4%
Yes - another energy supplier contacted me	96 2%k	80 2%	6 1%	10 1%	12 2%	85 2%	96 2%	85 2%	17 2%k	77 2%k	1 -
No	5049 84%	3679 83%	534 86%ab	787 91%ab	606 85%	4441 84%	5035 84%	4427 84%	584 82%	3958 85%	457 87%k
SUMMARY CODE											
YES	865 14%cdk	719 16%acd	66 11%	73 8%	101 14%	763 14%	864 14%	762 15%	124 17%k	684 15%k	49 9%
Refused	15 -	5 -	1 -	1 -	1 -	14 -	15 -	14 -	1 -	5 -	3 1%
Don't know	58 1%	37 1%	6 1%	7 1%	6 1%	52 1%	57 1%	51 1%	8 1%	33 1%	14 3%kl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a1/jk



Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Yes - I contacted my current or previous energy supplier	474 8%g	371 8%	90 70%	3 7%	375 9%g	43 8%	57 6%
Yes - I contacted another energy supplier	130 2%	79 2%	42 5%ab	2 5%	97 2%	7 1%	22 2%
Yes - my current or previous energy supplier contacted me	245 4%	194 4%	46 5%	1 2%	192 4%	18 3%	33 3%
Yes - another energy supplier contacted me	98 2%	79 2%	15 2%	2 4%	74 2%	3 1%	20 2%j
No	5049 84%c	3988 85%c	735 80%	31 80%	3631 83%	475 86%	851 87%e
SUMMARY CODE							
YES	865 14%g	665 14%	172 19%ab	7 16%	678 16%g	67 12%	116 12%
Refused	15 -	10 -	1 -	- -	9 -	1 -	1 -
Don't know	58 1%	33 1%	11 1%	1 2%	32 1%	6 1%	12 1%

Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Yes - I contacted my current or previous energy supplier	474 8% ^c	240 10% ^{ace}	183 6% ^c	9 15% ^{ace}	43 6% ^c
Yes - I contacted another energy supplier	130 2% ^c	60 3% ^c	55 2% ^c	4 7% ^{ace}	12 2% ^c
Yes - my current or previous energy supplier contacted me	245 4% ^c	102 4% ^c	112 4% ^c	4 6% ^c	27 4% ^c
Yes - another energy supplier contacted me	96 2% ^c	48 2% ^c	41 1% ^c	1 1% ^c	6 1% ^c
No	5049 84% ^{ab}	1929 62% ^c	2465 87% ^{ab}	46 77% ^c	592 84% ^c
SUMMARY CODE					
YES	885 14% ^c	412 17% ^{ace}	358 13% ^c	13 23% ^{ace}	63 12% ^c
Refused	15 -	5 -	4 -	- -	2 -
Don't know	58 1% ^c	17 1% ^c	16 1% ^c	- -	24 3% ^{abc}

Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNICIY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes - I contacted my current or previous energy supplier	474	110	365	319	156	137	102	96	22	241	191	39	3
		8%km	7%	10%ae	6%	10%ah	12%ah	7%	11%	27%akm	11%alm	2%lm	*
Yes - I contacted another energy supplier	130	61	69	101	29	44	36	11	8	81	41	6	2
		2%clm	1%	3%ae	1%	3%ah	4%ah	1%	4%h	9%akm	2%alm	*	*
Yes - my current or previous energy supplier contacted me	245	58	187	155	89	56	48	29	14	54	97	76	17
		4%lm	4%	5%e	3%	4%	5%	4%	7%	6%alm	6%alm	4%lm	1%
Yes - another energy supplier contacted me	96	32	64	74	23	29	21	20	4	29	35	26	7
		2%cm	1%	2%ae	1%	2%	2%	3%a	2%	3%alm	2%alm	1%	1%
No	5049	671	4378	2886	2384	1058	676	650	158	520	1327	1999	1154
		84%bdgk	72%	89%ab	81%	81%	78%	85%g	80%	60%	79%j	92%ak	95%ajk
SUMMARY CODE													
YES	865	218	646	583	281	235	185	111	40	352	342	144	26
		14%clm	24%ac	18%ae	10%	18%a	21%ah	15%	20%a	40%akm	20%alm	7%lm	2%
Refused	15	3	12	5	9	3	-	1	-	-	3	2	10
		*	*	*	*	*	*	*	*	*	*	*	1%ajk
Don't know	58	8	51	24	35	5	3	6	1	2	9	19	28
		1%	1%	1%	1% ^d	*	*	1%	*	*	1%	1%	2%aki

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1508	450	536	296	756	4001	4020	3504
Yes - I contacted my current or previous energy supplier	474 8%	148 15%a	202 13%a	209 14%a	44 10%	74 14%a	43 15%a	112 15%a	314 8%	315 8%	266 8%
Yes - I contacted another energy supplier	130 2%	40 4%a	76 5%a	65 4%a	15 3%	49 9%a	8 3%	34 5%a	79 2%	93 2%	66 2%
Yes - my current or previous energy supplier contacted me	245 4%	64 6%a	96 6%a	84 5%a	20 4%	42 8%a	26 9%a	41 5%	170 4%	168 4%	147 4%
Yes - another energy supplier contacted me	96 2%	32 3%a	51 3%a	45 3%a	13 3%	21 4%a	10 3%a	24 3%a	58 1%	59 1%	51 1%
No	5049 84%bbccdegh	748 74%	1189 78%	1155 78%	382 81%j	378 71%	220 74%	562 74%	3394 85%	3401 85%	2981 85%
SUMMARY CODE											
YES	865 14%	252 25%a	372 24%a	360 24%a	81 18%a	153 29%a	74 25%a	190 25%a	574 14%	591 15%	495 14%
Refused	15 -	3 -	3 -	3 -	- -	3 -	1 -	2 -	5 -	6 -	5 -
Don't know	58 1%	4 -	9 1%	8 1%	6 1%	2 -	1 -	3 -	28 1%	22 1%	22 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.82 Excluding complaints and giving routine meter readings, have you had any interaction with your own or another energy supplier in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PFS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
Yes - I contacted my current or previous energy supplier 474 8% _d	49 8% _d	34 6% _d	17 3%	23 7% _d	57 10% _{dj}	31 9% _d	34 7% _d	7 5%	25 6%	53 10% _{dj}	40 10% _d	29 10% _d	42 9% _d	33 11% _{dj}	2 6%	
Yes - I contacted another energy supplier 130 2%	13 2%	9 2%	5 1%	2 1%	14 3%	10 3%	5 1%	1 1%	10 2%	18 3% _d	14 3% _d	8 3%	11 3%	8 3%	1 3%	
Yes - my current or previous energy supplier contacted me 245 4% _h	15 3%	20 4%	24 4% _h	11 4%	26 5% _h	15 4% _h	9 2%	8 5% _h	20 5% _h	37 7% _{abch}	12 3%	20 7% _{abch}	19 4% _h	8 3%	-	
Yes - another energy supplier contacted me 96 2%	10 2%	8 1%	4 1%	4 1%	9 2%	4 1%	7 1%	1 1%	6 1%	16 3% _d	8 2%	6 2%	7 2%	7 2%	-	
No 5049 84% _{km}	501 85% _{km}	503 89% _{salgkl} mo	491 90% _{abtgj} klmno	278 87% _{klm}	455 82%	287 82%	433 88% _{salgkl} mo	129 90% _{glklm} no	347 85% _{km}	413 77%	342 83%	229 78%	363 82%	258 82%	21 84%	
SUMMARY CODE																
YES 865 14% _{cd}	78 13% _d	60 11%	49 9%	39 12%	99 18% _{ab}	56 16% _{cd}	52 11%	14 10%	56 14% _d	112 21% _{ab}	66 16% _{cd}	57 19% _{ab}	74 17% _{cd}	50 16% _{cd}	3 10%	
Refused 15 -	2 -	-	3 -	-	-	-	3 1%	2 -	3 1%	-	-	1 -	-	1 -	2 7%	
Don't know 58 1%	10 2% _d	4 1%	4 1%	1 -	2 -	3 1%	3 1%	-	4 1%	8 1% _d	6 1%	7 2% _{af}	5 1%	4 1%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	833	698	66	69	177	374	282	225	219	159	231	
Weighted Base	865	727	71*	67*	180	448	237	277	258	173	155	
British Gas	220	200	7	13	47	116	57	74	70	43	34	
	25%e	28%e	9%	20%	26%	26%	24%	27%	27%	29%	22%	
Co-operative Energy	9	8	-	1	1	5	3	3	3	2	2	
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	
E.ON	111	99	2	11	16	64	30	43	28	23	17	
	13%e	14%e	2%	16%e	9%	14%	13%	16%	11%	13%	11%	
Economy Energy	3	3	-	-	2	1	-	-	-	1	2	
	-	-	-	-	1%	-	-	-	-	1%	1%	
Ecotricity	11	7	2	2	2	6	2	5	4	1	-	
	1%	1%	3%	3%	1%	1%	1%	2%	2%	1%	-	
EDF	67	65	2	-	25	23	19	21	16	16	14	
	8%e	9%e	3%	-	14%e	5%	8%	8%	6%	9%	9%	
Extra Energy	6	6	-	-	-	2	4	2	4	-	-	
	1%	1%	-	-	-	1%	2%	1%	1%	-	-	
First Utility	33	26	6	1	4	19	10	11	7	12	3	
	4%	4%	9%e	1%	2%	4%	4%	4%	3%	7%e	2%	
Flow Energy	6	4	-	2	-	4	1	3	3	-	-	
	1%	1%	-	2%	-	1%	1%	1%	1%	-	-	
GB Energy Supply	2	2	-	-	-	1	1	2	-	-	-	
	-	-	-	-	-	1%	1%	1%	-	-	-	
Good Energy	9	9	-	-	4	4	-	3	3	3	-	
	1%	1%	-	-	2%e	1%	-	1%	1%	2%	-	
Green Star Energy	6	5	1	-	-	2	4	2	2	-	2	
	1%	1%	1%	-	-	1%	2%	1%	1%	-	2%	
iSupply Energy	1	1	-	-	-	-	1	-	-	1	-	
	-	-	-	-	-	-	1%	-	-	1%	-	
LoCo2	1	-	1	-	-	-	1	-	1	-	-	
	-	-	2%e	-	-	-	1%	-	1%	-	-	
Marks & Spencer Energy	3	3	-	-	-	1	2	-	1	1	1	
	-	-	-	-	-	1%	1%	-	1%	1%	1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	833	698	66	69	177	374	282	225	219	159	231
Weighted Base	865	727	71*	67*	180	448	237	277	258	173	155
Npower	66	58	5	3	13	36	16	17	16	11	22
	8%	8%	7%	4%	7%	8%	7%	6%	6%	6%	14%ahj
Ovo	34	32	2	-	7	18	9	12	12	6	4
	4%	4%	3%	-	4%	4%	4%	4%	5%	4%	2%
Sainsbury's Energy	10	10	-	1	2	4	5	4	4	1	2
	1%	1%	-	1%	1%	1%	2%	1%	1%	1%	1%
Scottish Hydro	3	-	2	1	1	-	2	-	1	1	1
	-	-	3%ab	2%b	1%	-	1%	-	-	1%	1%
Scottish Power	106	73	28	6	21	58	28	34	37	16	20
	12%	10%	39%abd	8%	12%	13%	12%	12%	14%	9%	13%
Southern Electric	24	24	-	-	5	11	7	6	11	3	4
	3%	3%	-	-	3%	2%	3%	2%	4%	2%	3%
Spark Energy	4	4	-	-	2	2	-	2	-	-	2
	*	1%	-	-	1%	*	-	1%	-	-	1%
SSE (Scottish and Southern Energy)	50	37	11	1	9	27	13	13	17	10	10
	6%	5%	16%abd	2%	5%	6%	6%	5%	7%	6%	6%
Swalec	23	-	-	23	4	11	8	1	7	10	5
	3%ah	-	-	34%abc	2%	3%	3%	*	3%h	6%h	3%h
Utility Warehouse	24	23	-	1	6	14	3	10	3	9	2
	3%	3%	-	2%	4%	3%	1%	4%	1%	5%ik	1%
Utilita	6	5	-	1	4	1	-	-	-	2	4
	1%	1%	-	1%	2%alg	-	-	-	-	1%	2%ahj
Other	1	1	-	-	-	-	1	-	1	-	1
	*	*	-	-	-	-	1%	-	-	-	*
Don't know	26	22	2	2	3	15	8	10	8	2	6
	3%	3%	3%	2%	2%	3%	3%	3%	3%	1%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	162	104
British Gas	220	47	151	15	7	35	186	156	36	26
	25%	22%	26%	25%	41%	23%	26%	28%	20%	25%
Co-operative Energy	9	1	8	1	-	4	6	7	1	1
	1%	-	1%	2%	-	2%	1%	1%	-	1%
E.ON	111	22	82	6	1	17	94	79	21	9
	13%	10%	14%	10%	6%	11%	13%	14%	12%	9%
Economy Energy	3	-	3	-	-	1	2	-	1	2
	-	-	-	-	-	-	-	-	-	2%ah
Ecotricity	11	2	9	-	-	-	11	7	4	-
	1%	1%	2%	-	-	-	2%	1%	2%	-
EDF	67	17	41	7	2	11	57	35	22	10
	8%	8%	7%	12%	8%	7%	8%	6%	12%h	9%
Extra Energy	6	-	5	1	-	1	5	6	-	-
	1%	-	1%	2%	-	1%	1%	1%	-	-
First Utility	33	6	25	2	1	5	28	19	10	2
	4%	3%	4%	3%	3%	4%	4%	3%	5%	2%
Flow Energy	6	-	3	2	1	-	6	6	-	-
	1%	-	1%	3%b	6%	-	1%	1%	-	-
GB Energy Supply	2	-	2	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-
Good Energy	9	-	7	1	-	-	9	6	3	-
	1%	-	1%	2%b	-	-	1%	1%	2%	-
Green Star Energy	6	-	6	-	-	4	2	4	1	1
	1%	-	1%	-	-	3%ag	-	1%	1%	1%
iSupply Energy	1	-	1	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
LoCo2	1	1	-	-	-	1	-	-	-	1
	-	1%	-	-	-	1%g	-	-	-	1%h
Marks & Spencer Energy	3	-	2	1	-	-	3	3	-	-
	-	-	-	1%	-	-	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	162	104
Npower	66	17	45	3	1	12	54	45	16	5
Ovo	8%	8%	8%	4%	4%	8%	8%	8%	9%	5%
34	10	18	4	2	7	27	20	7	6	
Sainsbury's Energy	4%	5%	3%	6%	10%	4%	4%	3%	4%	5%
10	3	5	2	-	2	9	6	2	3	
Scottish Hydro	1%	1%	1%	4%	-	1%	1%	1%	1%	3%
3	-	1	2	-	1	2	2	1	-	
Scottish Power	-	-	-	4%abc	-	1%	-	-	1%	-
106	34	65	5	2	22	84	71	17	18	
Southern Electric	12%	16%	11%	9%	12%	15%	13%	9%	17%	
24	7	15	-	1	4	20	11	7	4	
Spark Energy	2%	2%	2%	1%	5%	3%	2%	4%	4%	
4	1	3	-	-	-	4	-	4	-	
SSE (Scottish and Southern Energy)	-	-	1%	-	-	1%	-	-	2%ah	
50	19	28	3	-	11	38	30	10	9	
Swalec	8%	9%cd	5%	8%	-	8%	5%	5%	9%	
23	6	12	3	-	8	15	14	7	2	
Utility Warehouse	3%	4%	2%	5%	-	5%g	2%	3%	4%	2%
24	4	19	1	-	2	22	18	6	-	
Utilita	3%	2%	3%	2%	-	1%	3%	3%	-	
6	4	2	-	-	1	5	1	3	2	
1%	2%cd	-	-	-	-	1%	-	2%h	2%h	
Other	1	1	-	-	1	-	1	-	-	
Don't know	-	-	-	-	1%	-	-	-	-	
26	9	17	-	1	3	23	17	4	2	
2%	2%	2%	1%	6%	2%	2%	2%	2%	2%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i

* small base; ** very small base (under 30) ineligible for sig testing

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	833	655	75	96	101	732	832	731	113	663	50
Weighted Base	865	719	66*	73*	101*	763	864	762	124	684	49*
British Gas	220	184	14	19	5	215	220	215	16	187	14
	25%e	26%	22%	26%	5%	28%e	25%e	28%e	13%	27%e	28%
Co-operative Energy	9	8	-	2	-	9	9	9	2	7	-
	1%	1%	-	2%	-	1%	1%	1%	2%	1%	-
E.ON	111	96	6	6	13	98	111	98	24	84	2
	13%	13%	9%	9%	13%	13%	13%	13%	19%k	12%	4%
Economy Energy	3	3	-	-	-	3	3	3	1	2	-
	*	*	-	-	-	*	*	*	*	*	-
Ecotricity	11	11	-	-	2	8	11	8	1	10	-
	1%	1%	-	-	2%	1%	1%	1%	1%	1%	-
EDF	67	55	6	5	11	56	67	56	10	52	6
	8%	8%	8%	7%	11%	7%	8%	7%	8%	8%	12%
Extra Energy	6	6	-	-	-	6	6	6	-	6	-
	1%	1%	-	-	-	1%	1%	1%	-	1%	-
First Utility	33	30	2	1	6	28	33	28	7	24	2
	4%	4%	3%	2%	6%	4%	4%	4%	6%	4%	3%
Flow Energy	6	6	-	-	3	3	6	3	3	3	-
	1%	1%	-	-	3%afgh	*	1%	*	2%j	*	-
GB Energy Supply	2	2	-	-	-	2	2	2	-	2	-
	*	*	-	-	-	*	*	*	-	*	-
Good Energy	9	9	-	-	1	7	9	7	-	9	-
	1%	1%	-	-	1%	1%	1%	1%	-	1%	-
Green Star Energy	6	3	1	2	1	5	6	5	1	5	-
	1%	*	2%	2%	1%	1%	1%	1%	1%	1%	-
iSupply Energy	1	-	-	1	1	-	1	-	1	-	-
	*	-	-	1%ab	1%h	-	*	-	1%	-	-
LoCo2	1	-	-	1	-	1	1	1	-	1	-
	*	-	-	2%ab	-	*	*	*	-	*	-
Marks & Spencer Energy	3	1	2	-	-	3	3	3	-	2	1
	*	*	2%ab	-	-	*	*	*	-	*	3%aj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	833	655	75	96	101	732	832	731	113	663	50
Weighted Base	865	719	66*	73*	101*	763	864	762	124	684	49*
Npower	66	53	8	5	11	55	66	55	11	47	8
	8%	7%	12%	7%	11%	7%	8%	7%	9%	7%	16%aj
Ovo	34	32	2	-	2	32	34	32	6	25	2
	4%	4% ^d	3%	-	2%	4%	4%	4%	5%	4%	4%
Sainsbury's Energy	10	8	3	-	-	10	10	10	-	10	-
	1%	1%	4%ab	-	-	1%	1%	1%	-	2%	-
Scottish Hydro	3	1	1	1	-	3	3	3	-	3	-
	-	-	2%	1% ^b	-	-	-	-	-	1%	-
Scottish Power	106	81	14	11	19	87	106	87	16	85	5
	12%	11%	22%ab	15%	19% ^d	11%	12%	11%	13%	12%	11%
Southern Electric	24	18	2	3	5	19	24	19	5	18	1
	3%	3%	4%	4%	5%	2%	3%	2%	4%	3%	2%
Spark Energy	4	4	-	-	2	2	4	2	1	3	-
	-	1%	-	-	2% ^a algh	-	-	-	1%	-	-
SSE (Scottish and Southern Energy)	50	41	2	7	8	42	50	42	7	41	2
	6%	6%	3%	10%	8%	5%	6%	6%	6%	6%	3%
Swalec	23	17	1	5	5	18	23	18	3	14	3
	3%	2%	1%	6% ^b	5%	2%	3%	2%	2%	2%	6%
Utility Warehouse	24	23	-	1	1	22	24	22	5	17	2
	3%	3%	-	1%	1%	3%	3%	3%	4%	2%	4%
Utilita	6	5	-	1	-	6	6	6	1	5	1
	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%
Other	1	1	-	-	1	1	1	1	1	1	-
	-	-	-	-	1%	-	-	-	1%	-	-
Don't know	26	21	1	3	5	21	26	21	4	20	2
	3%	3%	2%	4%	5%	3%	3%	3%	4%	3%	3%

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	833	648	158	9	624	72	132
Weighted Base	865	665	172	7**	679	67*	116
British Gas	220	214	3	1	167	21	32
	25% ^c	32% ^{ac}	2%	15%	25%	31%	28%
Co-operative Energy	9	1	9	-	8	1	-
	1% ^b	-	9% ^{ab}	-	1%	1%	-
E.ON	111	103	7	-	93	8	12
	13% ^c	15% ^c	4%	-	14%	12%	10%
Economy Energy	3	2	-	1	-	-	2
	*	*	-	18%	-	-	2% ^{ae}
Ecotricity	11	-	11	-	8	2	-
	1% ^b	-	6% ^{ab}	-	7%	4% ^g	-
EDF	67	66	2	-	53	9	3
	8% ^{cg}	10% ^c	1%	-	8% ^g	13% ^{cg}	2%
Extra Energy	6	-	6	-	6	-	-
	1%	-	3% ^{ab}	-	1%	-	-
First Utility	33	2	30	2	30	-	3
	4% ^b	*	18% ^{ab}	22%	4%	-	2%
Flow Energy	6	-	6	-	6	-	-
	1%	-	3% ^{ab}	-	1%	-	-
GB Energy Supply	2	-	2	-	2	-	-
	-	-	1% ^b	-	*	-	-
Good Energy	9	-	9	-	7	1	-
	1% ^b	-	5% ^{ab}	-	1%	2%	-
Green Star Energy	6	1	4	1	5	-	1
	1%	*	3% ^{ab}	15%	7%	-	1%
iSupply Energy	1	-	1	-	1	-	-
	*	-	*	-	*	-	-
LoCo2	1	-	-	-	-	-	1
	*	-	-	-	-	-	1% ^e

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	833	648	158	9	624	72	132
Weighted Base	865	665	172	7**	679	67*	116
Marks & Spencer Energy	3	1	2	-	3	-	-
Npower	66	60	6	-	49	7	14
Ovo	34	3	30	1	25	1	6
Sainsbury's Energy	10	1	17%ab	-	4%	2%	6%
Scottish Hydro	3	3	8%ab	-	2%	-	-
Scottish Power	108	100	4	1	84	6	17
Southern Electric	24	22	2%	6%	12%	3%	3%
Spark Energy	4	3%	1%	-	2%	2%	2%
SSE (Scottish and Southern Energy)	50	48	2	1	39	3	8
Swalec	23	23	7%	10%	6%	6%	7%
Utility Warehouse	24	3	20	-	19	1	4
Utilita	6	1	12%ab	-	3%	2%	-
Other	1	1	3%ab	-	1	-	4%ae
Don't know	26	15	-	-	19	2	3
	3%c	2%	-	-	3%	4%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	833	399	338	12	83
Weighted Base	665	412	356	13**	83
British Gas	220 25%	96 23%	99 28%	2 13%	23 28%
Co-operative Energy	9 1%	5 1%	4 1%	-	1 1%
E.ON	111 13%	66 16% ^{ce}	38 11%	2 14%	5 7%
Economy Energy	3 *	1 *	1 *	-	1 1%
Electricity	11 1%	2 *	9 2% ^{ab}	-	-
EDF	67 8%	43 10% ^{ce}	22 6%	-	2 3%
Extra Energy	6 1%	4 1%	1 *	-	-
First Utility	33 4%	22 5% ^c	7 2%	-	5 6%
Flow Energy	6 1%	4 1%	2 *	-	-
GB Energy Supply	2 *	-	2 1%	-	-
Good Energy	9 1%	2 *	6 2%	-	1 1%
Green Star Energy	6 1%	2 1%	2 *	1 8%	1 1%
iSupply Energy	1 *	-	1 *	-	-
LoCo2	1 *	-	1 *	-	-

Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	833	399	338	12	83
Weighted Base	865	412	356	13**	83*
Marks & Spencer Energy	3	1	1	-	1
Npower	66	34	25	1	6
Ovo	34	19	10	1	3
Sainsbury's Energy	10	7	3	-	-
Scottish Hydro	3	-	2	-	1
Scottish Power	106	52	39	3	12
Southern Electric	24	9	10	-	4
Spark Energy	4	1	3	-	-
SSE (Scottish and Southern Energy)	50	20	23	3	4
Swalec	23	5	14	-	3
Utility Warehouse	24	5	15	1	3
Utilita	6	2	4	-	-
Other	1	1	-	-	-
Don't know	26	8	13	-	4
	3%	2%	4%	-	5%

Q.83 Which supplier did you have contact with most recently?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	833	207	626	557	276	215	172	117	38	318	340	145	30
Weighted Base	865	218	646	583	281	235	185	111	40*	352	342	144	26**
British Gas	220	38	182	127	80	49	42	25	7	71	88	45	6
Co-operative Energy	9	2	7	8	1	2	2	1	2	5	3	2	-
E.ON	111	28	83	74	37	34	15	12	10	49	49	10	4
Economy Energy	3	1	2	2	1	-	-	2	-	-	2	1	-
Ecotricity	11	4	6	10	1	3	6	-	-	1	8	1	-
EDF	67	16	51	42	25	17	14	5	6	30	21	14	2
Extra Energy	6	4	2	6	-	2	1	3	-	6	-	-	-
First Utility	33	25	9	29	4	15	7	5	9	22	7	4	-
Flow Energy	6	3	2	4	1	3	2	-	-	4	1	-	-
GB Energy Supply	2	2	-	2	-	2	1	-	1	1	-	-	-
Good Energy	9	-	9	9	-	1	6	1	-	3	6	-	-
Green Star Energy	6	6	-	6	-	6	4	1	-	2	4	-	-
iSupply Energy	1	-	1	-	1	-	-	-	-	-	1	-	-
LoCo2	1	-	1	-	1	-	-	-	-	-	-	1	-
Marks & Spencer Energy	3	1	2	3	-	-	1	-	-	1	2	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	833	207	626	557	276	215	172	117	38	318	340	145	30
Weighted Base	865	218	646	583	281	235	185	111	40*	352	342	144	26**
Npower	68	16	50	46	20	15	21	10	-	32	23	9	2
	8%	7%	8%	8%	7%	7%	11% ^u	9%	-	9%	7%	6%	10%
Ovo	34	16	18	31	3	21	6	3	1	23	10	1	-
	4% ^u	7% ^{ac}	3%	5% ^e	1%	9% ^{agh}	3%	2%	2%	6% ^u	3%	1%	-
Sainsbury's Energy	10	7	3	10	-	5	2	3	-	9	1	-	-
	1%	3% ^c	1%	2% ^e	-	2%	1%	3%	-	3% ^k	-	-	-
Scottish Hydro	3	-	3	2	1	-	1	-	-	1	1	1	-
	-	-	1% ^c	-	-	-	1%	-	-	-	-	1%	-
Scottish Power	106	29	77	67	39	32	19	18	1	43	41	19	3
	12%	13%	12%	12%	14%	14%	10%	16% ^u	2%	12%	12%	13%	11%
Southern Electric	24	2	21	15	9	5	7	3	-	8	9	6	1
	3%	1%	3%	3%	3%	2%	4%	2%	-	2%	3%	4%	2%
Spark Energy	4	2	2	2	2	2	-	-	-	2	-	1	1
	-	1% ^c	-	-	1% ^e	1%	-	-	-	-	-	1%	3%
SSE (Scottish and Southern Energy)	50	5	44	30	20	10	8	7	3	18	27	2	3
	6% ^u	2%	7% ^b	5%	7%	4%	4%	6%	7%	5%	8% ^u	7%	11%
Swalec	23	2	21	15	8	5	4	7	-	5	7	10	1
	3%	1%	3%	3%	3%	2%	2%	7% ^{af}	-	1%	2%	7% ^{ak}	4%
Utility Warehouse	24	6	17	18	6	1	10	1	6	7	10	6	1
	3% ^u	3%	3%	3%	2%	-	6% ^u	1%	14% ^{afh}	2%	3%	4%	2%
Utilita	6	3	3	3	3	1	-	2	-	1	2	1	1
	1%	1%	1%	1%	1%	1%	-	2%	-	-	1%	1%	3%
Other	1	1	1	1	-	1	-	1	-	1	-	1	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-
Don't know	26	9	17	20	6	10	6	3	-	8	8	8	2
	3%	4%	3%	3%	2%	4%	3%	3%	1%	2%	2%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	833	233	341	331	80	143	72	172	503	571	488
Weighted Base	865	282	372	360	81*	153	74*	190	574	591	495
British Gas	220	48	79	77	12	17	19	32	147	145	114
Co-operative Energy	25% ^{ab}	4	4	21%	15%	11%	26%	17%	26%	25%	23%
E.ON	9	4	4	6	-	2	-	4	9	7	6
Economy Energy	1%	1%	1%	2%	-	1%	-	2%	1%	1%	1%
Ecotricity	111	46	47	49	15	15	14	34	73	77	65
EDF	12%	18% ^a	12%	14%	16%	10%	19%	16%	13%	13%	13%
Extra Energy	3	-	1	1	-	1	-	-	2	2	2
First Utility	*	*	*	*	*	*	*	*	*	*	*
Flow Energy	11	*	*	*	4	*	-	*	7	7	7
GB Energy Supply	7%	-	-	-	5% ^{af}	-	-	-	1%	1%	1%
	67	18	32	29	4	13	5	12	52	55	48
	8%	7%	9%	8%	5%	8%	7%	7%	9%	9%	10%
	6	3	4	6	1	3	-	3	2	2	-
	1%	1%	1%	2%	1%	2%	-	1%	-	-	-
	33	10	19	19	9	17	4	6	21	26	23
	4%	4%	5%	5%	11% ^a	11% ^a	5%	3%	4%	4%	5%
	6	2	3	2	2	2	1	1	3	3	3
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%
	2	-	2	1	-	2	-	-	2	2	2
	*	-	1%	*	-	1%	-	-	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	833	233	341	331	80	72	172	503	571	488
Weighted Base	865	282	372	360	81*	74*	190	574	591	495
Good Energy	9	1	3	1	-	-	1	9	9	9
	1%	1%	1%	-	-	-	1%	2%	1%	2%
Green Star Energy	6	1	5	4	1	5	1	6	5	6
	1%	1%	1%	1%	1%	3%a	1%	1%	1%	1%
iSupply Energy	1	-	-	-	-	-	-	1	-	1
	-	-	-	-	-	-	-	-	-	-
LoCo2	1	-	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-
Marks & Spencer Energy	3	-	2	1	-	1	-	2	2	2
	-	-	1%	-	-	1%	-	1	1	1
Npower	66	20	32	29	5	12	7	38	38	35
	8%	8%	9%	8%	6%	8%	6%	7%	6%	7%
Ovo	34	19	20	21	6	14	5	29	27	22
	4%	7%a	5%	6%	7%	9%a	7%	5%	5%	4%
Sainsbury's Energy	10	7	10	10	-	7	7	9	9	7
	1%	3%	3%	3%	-	3%a	-	2%	1%	1%
Scottish Hydro	3	1	-	1	-	-	1	3	2	2
	-	-	-	-	-	-	1%	1%	-	-
Scottish Power	106	32	47	46	12	19	7	64	65	50
	12%	12%	12%	12%	15%	12%	6%	11%	11%	10%
Southern Electric	24	8	8	6	-	2	4	13	17	12
	3%	3%	2%	2%	-	1%	5%	2%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	833	233	341	331	80	143	72	172	503	571	488
Weighted Base	865	282	372	360	81*	153	74*	190	574	591	495
Spark Energy	4	-	2	2	-	2	-	-	2	2	1
SSE (Scottish and Southern Energy)	50	16	20	21	1	5	3	14	30	30	25
Swalec	23	5	8	7	2	2	1	5	17	16	15
Utility Warehouse	24	2	8	8	4	2	1	2	3	19	3
Utilita	6	1	1	1	2	1	1	-	4	4	4
Other	7%	-	-	-	2%	7%	7%	-	7%	7%	7%
Don't know	1	-	-	-	1	-	-	-	1	1	1
	-	-	-	-	1%	-	-	-	-	-	-
	26	7	13	11	1	9	2	5	13	18	14
	3%	3%	4%	3%	1%	6%	3%	3%	2%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	833	73	58	41	40	83	53	50	12	53	114	65	56	71	51	3
Weighted Base	865	78*	60*	49*	39*	89*	56*	52*	14**	56*	112*	66*	57*	74*	50*	3**
British Gas	220	19	14	14	9	29	9	17	-	6	30	20	14	22	16	2
	25%	24%	23%	29%	24%	29%	16%	33%	-	10%	27%	30%	25%	29%	32%	71%
Co-operative Energy	9	2	1	-	1	1	-	-	-	-	1	2	-	-	1	1
	1%	2%	1%	-	2%	1%	-	-	-	-	1%	3%	-	-	3%	29%
E.ON	111	16	12	2	5	13	6	8	-	2	16	6	9	7	8	-
	13%	21% ^d	20% ^d	3%	12%	13%	11%	15%	-	3%	14%	9%	16%	10%	17% ^d	-
Economy Energy	3	-	-	-	1	1	-	-	-	-	1	-	-	1	-	-
	-	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	-
Ecotricity	11	1	-	-	-	1	-	-	-	2	2	2	2	2	-	-
	1%	1%	-	-	-	1%	-	-	-	4%	2%	2%	3%	2%	-	-
EDF	67	5	-	7	1	11	9	2	7	2	14	5	-	9	1	-
	8% ^{cm}	7%	-	15% ^{cm}	2%	11% ^{cm}	16% ^{acehjm}	3%	-	3%	13% ^{cm}	7% ^c	-	12% ^{cm}	3%	-
Extra Energy	6	-	1	-	-	-	-	-	-	-	1	1	-	2	1	-
	1%	-	2%	-	-	-	-	-	-	-	1%	1%	-	2%	2%	-
First Utility	33	3	-	5	1	6	2	2	2	4	4	3	-	-	1	-
	4%	4%	-	10% ^{cm}	2%	6% ^{un}	3%	3%	16%	7% ^{un}	4%	5%	-	-	3%	-
Flow Energy	6	1	1	-	-	-	-	-	-	-	-	2	2	-	-	-
	1%	2%	2%	-	-	-	-	-	-	-	-	2%	3%	-	-	-
GB Energy Supply	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	3% ^a	-	-	-	-	-	-	-	-	-
Good Energy	9	-	-	1	-	-	1	-	-	-	4	-	-	2	-	-
	1%	-	-	3%	-	-	3%	-	-	-	4% ^a	-	-	2%	-	-
Green Star Energy	6	-	1	-	-	-	-	-	1	3	1	-	-	-	-	-
	1%	-	2%	-	-	-	-	1%	1%	2%	2%	-	-	-	-	-
iSupply Energy	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
LoCo2	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	2% ^a	-	-	-	-	-	-
Marks & Spencer Energy	3	1	-	-	-	-	1	-	1	-	1	1	-	-	-	-
	-	1%	-	-	-	-	3% ^a	-	-	-	1%	1%	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.83 Which supplier did you have contact with most recently?

Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	833	73	58	41	40	83	53	50	12	53	114	65	56	71	51	3	
Weighted Base	865	78*	60*	49*	39*	99*	56*	52*	14**	56*	112*	66*	57*	74*	50*	3**	
Npower	66	4	3	5	3	10	6	7	2	3	6	2	1	7	7	-	
Ovo	34	2	3	4	-	6	3	2	-	2	3	4	4	4	2	-	
Sainsbury's Energy	10	-	2	-	2	3	3	-	-	-	1	-	-	-	-	-	
Scottish Hydro	3	-	3%	-	5%a	3%	5%a	-	-	2	-	-	-	-	-	-	
Scottish Power	106	11	5	3	11	10	9	7	2	26	10	-	3	3	7	-	
Southern Electric	24	4	2	1	-	2	3	-	-	1	-	6	-	4	-	-	
Spark Energy	4	-	3%	3%	-	2%	5%	-	-	-	1%	8%ahjkm	-	5%	-	-	
SSE (Scottish and Southern Energy)	50	4	8	1	-	2	2	2	6	5	9	3	3	3	3	-	
Swalec	23	-	-	-	1	-	-	-	-	-	-	-	22	-	-	-	
Utility Warehouse	24	2	3	3	2	-	-	-	-	-	3	4	1	3	1	-	
Utilita	6	-	1	1	-	-	-	2	-	-	-	-	1	-	1	-	
Other	1	-	2%	3%	-	-	-	4%ak	-	-	-	-	1%	-	1%	-	
Don't know	26	3	1	-	2	2	1	1	1	1	3	5	4	5	-	-	
	3%	4%	1%	-	5%	2%	2%	2%	8%	2%	3%	7%	1%	7%	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	833	698	66	69	177	374	282	225	219	159	231
Weighted Base	865	727	71*	67*	180	448	237	277	258	173	155
Very satisfied	(2) 324	268	22	34	66	164	94	102	95	72	56
		38%	32%	51%abc	37%	37%	40%	37%	37%	41%	36%
Quite satisfied	(1) 331	282	27	22	73	163	95	104	102	60	65
		38%	38%	33%	40%	36%	40%	38%	39%	35%	42%
Neither satisfied nor dissatisfied	(0) 99	86	8	4	17	59	23	39	29	16	13
		11%	12%	11%	9%	13%	10%	14%	11%	10%	8%
Quite satisfied	(-1) 59	47	6	5	13	32	14	18	18	8	14
		7%	8%	8%	7%	7%	6%	7%	7%	5%	9%
Very dissatisfied	(-2) 50	42	8	1	11	28	12	12	15	16	8
		6%	11%cd	1%	6%	6%	5%	4%	6%	9%	5%
SUMMARY CODES											
SATISFIED	655	550	49	58	139	327	189	207	197	132	120
	76%	76%	70%	84%	77%	73%	80%	74%	76%	76%	77%
DISSATISFIED	109	89	14	6	24	59	26	30	33	24	22
	13%	12%	19%	10%	13%	13%	11%	11%	13%	14%	14%
Don't know	2	2	-	-	-	2	-	2	-	-	-
								1%			
Mean Score	0.950	0.947	0.712	1.237c	0.941	0.907	1.037	0.968	0.942	0.941	0.942
Standard Deviation	1.135	1.126	0.993	1.149	1.149	1.156	1.081	1.079	1.132	1.236	1.128
Error Variance	0.002	0.002	0.025	0.014	0.007	0.004	0.004	0.005	0.006	0.010	0.008

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	833	257	493	63	20	180	653	519	172	125
Weighted Base	865	211	576	59*	18**	151	713	566	182	104
Very satisfied	(2) 324	67	222	29	7	68	256	202	72	45
	38%	32%	39%	45%b	37%	45%g	36%	36%	40%	43%
Quite satisfied	(1) 331	96	212	16	7	51	280	220	65	40
	38%	46%acd	37%	26%	35%	34%	39%	38%	36%	38%
Neither satisfied nor dissatisfied	(0) 99	15	73	9	2	12	87	73	16	9
	11%	7%	13%b	15%	11%	8%	12%	13%	9%	8%
Quite satisfied	(-1) 59	13	39	4	2	9	50	40	12	6
	7%	6%	7%	14%	14%	6%	7%	7%	7%	5%
Very dissatisfied	(-2) 50	20	28	2	1	12	39	29	16	5
	6%	9%cd	5%	3%	3%	8%	5%	5%	9%	5%
SUMMARY CODES										
SATISFIED	655	163	434	44	13	119	536	423	137	85
	76%	77%	75%	72%	72%	79%	75%	75%	76%	81%
DISSATISFIED	109	33	67	6	3	21	89	69	28	11
	13%	16%	12%	10%	17%	14%	12%	12%	16%	10%
Don't know	2	-	2	-	-	-	2	2	-	-
	-	-	-	-	-	-	-	-	-	-
Mean Score	0.950	0.842	0.976	1.101	0.895	1.022	0.935	0.934	0.908	1.094
Standard Deviation	1.135	1.208	1.109	1.101	1.172	1.211	1.119	1.109	1.250	1.081
Error Variance	0.002	0.006	0.002	0.019	0.069	0.008	0.002	0.002	0.009	0.009

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	833	655	75	96	101	732	832	731	113	663	50
Weighted Base	865	719	66*	73*	101*	763	864	762	124	684	49*
Very satisfied	(2) 324	268	24	31	33	291	324	291	35	269	16
	38%	37%	36%	42%	33%	38%	38%	38%	28%	39%	34%
Quite satisfied	(1) 331	276	26	25	44	287	330	286	55	255	19
	38%	38%	39%	34%	43%	38%	38%	38%	45%	37%	36%
Neither satisfied nor dissatisfied	(0) 99	81	10	7	11	88	99	88	17	78	3
	11%	11%	15%	9%	10%	12%	11%	12%	14%	11%	5%
Quite dissatisfied	(-1) 59	50	4	4	9	50	59	50	8	42	8
	7%	7%	7%	6%	9%	7%	7%	7%	7%	6%	17%
Very dissatisfied	(-2) 50	43	2	6	5	45	50	45	8	39	4
	6%	6%	3%	8%	5%	6%	6%	6%	6%	6%	8%
SUMMARY CODES											
SATISFIED	655	544	50	56	77	578	654	578	90	524	34
	78%	76%	73%	73%	78%	78%	78%	78%	73%	77%	70%
DISSATISFIED	109	92	7	10	14	95	109	95	16	81	12
	13%	13%	10%	14%	14%	12%	13%	12%	13%	12%	25%
Don't know	2	2	-	-	-	2	2	2	-	2	-
	*	*	-	-	-	*	*	*	-	*	-
Mean Score	0.950	0.944	0.969	0.973	0.896	0.957	0.950	0.957	0.828	0.987	0.700
Standard Deviation	1.135	1.139	1.041	1.223	1.114	1.138	1.135	1.139	1.103	1.125	1.324
Error Variance	0.002	0.002	0.014	0.016	0.012	0.002	0.002	0.002	0.011	0.002	0.035

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	833	648	158	9	624	72	132
Weighted Base	865	665	172	7**	679	67	116
Very satisfied	(2) 324 38%	241 36%	77 45%	3 38%	253 37%	21 31%	45 39%
Quite satisfied	(1) 331 38%	264 40%	56 32%	2 22%	282 39%	32 48%	39 32%
Neither satisfied nor dissatisfied	(0) 99 11%	77 12%	21 12%	1 7%	82 12%	5 7%	11 10%
Quite dissatisfied	(-1) 59 7%	49 7%	9 5%	1 10%	48 7%	3 5%	10 9%
Very dissatisfied	(-2) 50 6%	33 5%	10 6%	2 23%	34 5%	6 9%	11 9%
SUMMARY CODES							
SATISFIED	655	505	133	4	514	53	84
	78%	76%	77%	60%	78%	79%	72%
DISSATISFIED	109	82	19	2	81	9	21
	13%	12%	11%	35%	12%	14%	18%
Don't know	2	-	-	-	2	-	-
	-	-	-	-	-	-	-
Mean Score	0.950	0.949	1.047	0.433	0.962	0.872	0.842
Standard Deviation	1.135	1.105	1.145	1.725	1.106	1.176	1.288
Error Variance	0.002	0.002	0.008	0.331	0.002	0.019	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	833	399	338	12	83
Weighted Base	665	412	356	13**	80*
Very satisfied	(2) 324 38%	162 39%	126 35%	5 38%	31 38%
Quite satisfied	(1) 331 38%	170 41%	132 37%	1 7%	28 34%
Neither satisfied nor dissatisfied	(0) 99 11%	40 10%	47 13%	2 15%	10 12%
Quite dissatisfied	(-1) 59 7%	21 5%	29 8%	1 7%	7 8%
Very dissatisfied	(-2) 50 6%	19 4%	22 6%	5 39%	5 6%
SUMMARY CODES					
SATISFIED	665	332	258	6	60
		76%	81% ^c	43%	72%
DISSATISFIED	109	40	51	6	12
		13%	14%	42%	14%
Don't know	2	-	-	-	2
		-	-	-	2% ^{abc}
Mean Score	0.950	1.059 ^e	0.872	0.629	0.907
Standard Deviation	1.135	1.048	1.167	1.734	1.195
Error Variance	0.002	0.003	0.004	0.288	0.017

Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	SWITCHED - TECHNICIY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	833	207	626	557	276	215	172	117	38	318	340	145	30
Weighted Base	865	218	646	583	281	235	185	111	40*	352	342	144	26**
Very satisfied	(2) 324	70	255	205	119	73	70	40	16	127	134	55	8
		32%	39%	35%	42%	31%	38%	36%	39%	36%	39%	39%	31%
Quite satisfied	(1) 331	83	248	229	102	90	72	46	16	143	123	54	11
		38%	38%	39%	36%	38%	39%	41%	39%	41%	36%	37%	43%
Neither satisfied nor dissatisfied	(0) 99	29	70	70	29	34	18	18	2	41	35	18	5
		13%	11%	12%	10%	14%	10%	14%	6%	12%	10%	13%	19%
Quite satisfied	(-1) 59	15	43	42	17	19	13	2	7	20	29	10	1
		7%	7%	7%	6%	8%h	7%	2%	17%ah	6%	8%	7%	3%
Very dissatisfied	(-2) 50	19	31	35	15	17	12	8	-	22	21	7	1
		9%ic	5%	6%	5%	7%	6%	7%	-	6%	6%	5%	4%
SUMMARY CODES													
SATISFIED	855	153	502	434	221	183	142	88	31	270	257	109	19
		76%	78%b	74%	78%	70%	77%	77%	77%	77%	75%	76%	74%
DISSATISFIED	109	35	74	77	32	36	25	10	7	41	50	16	2
		13%	11%	13%	11%	15%	13%	9%	17%	12%	14%	11%	7%
Don't know	2	2	-	2	-	2	-	-	-	-	2	-	-
		1%ic	-	-	-	1%ic	-	-	-	-	-	-	-
Mean Score	0.950	0.777	1.008b	0.907	1.039	0.786	0.952	0.971	0.995	0.947	0.940	0.982	0.948
Standard Deviation	1.135	1.227	1.097	1.140	1.120	1.187	1.159	1.100	1.068	1.121	1.176	1.103	1.001
Error Variance	0.002	0.007	0.002	0.002	0.005	0.007	0.008	0.010	0.000	0.004	0.004	0.008	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	833	233	341	331	80	143	72	172	503	571	488
Weighted Base	865	282	372	360	81*	153	74*	190	574	591	495
Very satisfied	(2) 324	80 38%	136 37%	133 37%	26 31%	50 32%	23 31%	60 31%	292 51%a	283 48%a	255 51%a
Quite satisfied	(1) 331	113 38%	145 39%	141 39%	29 35%	80 39%	35 47%	94 44%	197 34%	222 38%	172 35%
Neither satisfied nor dissatisfied	(0) 99	29 11%jk	45 12%	45 13%	12 15%	19 12%	7 9%	24 13%	35 6%	39 7%	30 6%
Quite dissatisfied	(-1) 59	15 7%jk	21 6%	18 5%	8 10%	10 6%	6 8%	9 5%	27 5%	23 4%	20 4%
Very dissatisfied	(-2) 50	16 6%	23 6%	22 6%	7 8%	14 9%	4 5%	13 7%	23 4%	23 4%	19 4%
SUMMARY CODES											
SATISFIED	655	193 78%	282 78%	274 78%	54 67%	110 71%	58 78%	143 79%	489 85%a	505 85%a	427 86%a
DISSATISFIED	109	31 13%jk	44 12%	41 11%	15 18%	23 15%	9 13%	22 12%	50 9%	45 8%	38 8%
Don't know	2	-	2	-	-	2	-	-	-	2	-
Mean Score	0.950	0.896	0.949	0.957	0.720	0.805	0.917	0.881	1.234a	1.222a	1.260a
Standard Deviation	1.135	1.107	1.127	1.122	1.239	1.219	1.079	1.120	1.030	0.999	1.004
Error Variance	0.002	0.005	0.004	0.004	0.019	0.010	0.016	0.007	0.002	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.84 How satisfied or dissatisfied overall were you with the way the supplier dealt with you?
 Base: All who contacted a supplier in past 12 months, NOT to make a complaint

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	833	73	58	41	40	83	53	50	12	53	114	65	56	71	51	3
Weighted Base	865	78*	60*	49*	39*	89*	56*	52*	14**	56*	112*	66*	57*	74*	50*	3**
Very satisfied	(2) 324 38%	24 31%	24 39%	16 33%	22 56%abhhn o	46 47%	21 37%	17 33%	3 24%	19 34%	41 36%	28 43%	24 43%	23 31%	15 29%	2 65%
Quite satisfied	(1) 331 38%	28 36%	24 39%	22 44%	13 33%	30 31%	20 35%	20 39%	6 46%	20 35%	49 44%	24 36%	23 40%	33 44%	19 38%	1 35%
Neither satisfied nor dissatisfied	(0) 99 11%	14 18%	5 9%	3 7%	1 3%	9 9%	8 14%	8 15%	1 9%	7 12%	18 16%	8 12%	4 8%	9 12%	3 6%	-
Quite satisfied	(-1) 59 7%	7 9%	5 9%	7 15%kl	4 10%	8 9%	5 9%	3 6%	2 12%	4 7%	3 3%	2 3%	5 8%	4 5%	2 3%	-
Very dissatisfied	(-2) 50 6%	5 6%	2 4%	1 1%	-	7 7%k	3 4%	4 8%k	1 9%	7 12%ek	1 1%	2 3%	1 2%	6 7%k	12 24%abcedf ghikmn	-
SUMMARY CODES																
SATISFIED	655 76%	52 67%	47 79%	37 77%	34 89%abjo	76 77%	41 73%	37 72%	10 70%	39 69%	90 80%	52 79%	47 83%	56 75%	33 67%	3 100%
DISSATISFIED	109 13%	12 15%k	8 13%k	8 16%k	4 10%	13 13%k	8 14%k	7 14%k	3 21%	11 19%kl	4 4%	6 9%	6 10%	9 13%k	14 27%klmn	-
Don't know	2 -	-	-	-	-	-	-	-	-	-	-	2 2%a	-	-	-	-
Mean Score	0.950o	0.770	1.015o	0.923	1.346abh	1.036o	0.918	0.828	0.643	0.725	1.113bjo	1.161bo	1.138o	0.860	0.450	1.652
Standard Deviation	1.135	1.168	1.094	1.053	0.934	1.209	1.140	1.186	1.254	0.849	0.975	0.989	1.143	1.539	0.613	
Error Variance	0.002	0.019	0.021	0.027	0.022	0.016	0.025	0.028	0.131	0.033	0.006	0.015	0.017	0.018	0.046	0.125

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	3578	3020	330	228	575	1945	983	1138	703	754
60%ak	60%	59%	64%	49%	63%ae	62%ie	68%ajk	60%k	57%k	53%
No	2022	1716	202	104	530	966	387	632	443	560
34%lg	34%	36%id	29%	45%alq	31%	31%	27%	33%ih	36%ih	40%ahj
Refused	19	16	3	3	8	8	2	4	6	7
Don't know	368	320	25	24	63	188	117	62	121	76
	6%	6%	4%	7%	5%	6%	7%	6%	6%	6%



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- An annual summary or review (containing details about your own energy tariff and energy use)

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2393	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	3578	911	2241	333	93	565	3013	2415	594	511
	60%abde	59%	64%abde	52%	48%	60%	60%	65%ahj	49%	52%
No	2022	648	1060	238	76	314	1708	1030	564	401
	34%ch	39%ac	30%	37%c	39%c	33%	34%	29%	46%ahj	41%ah
Refused	19	4	1	13	1	1	17	9	5	5
	c	c	-	2%abc	c	-	-	-	-	-
Don't know	368	95	192	58	24	69	300	235	68	59
	6%	6%	5%	9%abc	12%abc	7%	6%	6%	6%	6%

Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	3578	2727	364	455	405	3173	3571	3166	463	2858	227
	60%a	61%b	60%c	52% d	57% e	60% f	60% g	60% h	65% i	61% j	43% k
No	2022	1480	202	317	254	1768	2014	1760	228	1560	211
	34%	33%	33%	37% d	35% e	34% f	34% g	34% h	32% i	33% j	40% k
Refused	19	3	2	4	2	17	19	17	1	9	2
	0%	0%	0%	0% d	0% e	0% f	0% g	0% h	0% i	0% j	0% k
Don't know	368	229	39	92	55	313	366	311	23	255	83
	6% a	5% b	6% c	11% d	8% e	6% f	6% g	6% h	3% i	5% j	16% k

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	3578 60%g	2921 62%ac	529 58%	24 60%	2760 63%afg	315 57%g	476 49%
No	2022 34%e	1507 32%	341 37%b	15 -	1316 30%	195 38%e	458 47%aef
Refused	19 -	11 -	1 -	- -	9 -	3 7%	3 -
Don't know	368 6%g	256 5%	48 5%	1 2%	266 6%	36 6%	44 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- An annual summary or review (containing details about your own energy tariff and energy use)
Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE			
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	596	2861	57	742
Weighted Base	5987	2841	59*	701
Yes	3578 60%e	1588 67%ace	1643 58%e	299 43%
No	2022 34%b	675 29%	1067 38%ab	255 36%b
Refused	19 .	5 .	5 .	3 .
Don't know	368 6%bc	94 4%	127 4%	145 21%abcd

Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	3578	500	3078	1456	850	587	470	135	687	1169	1356	367
	60%bem	56%	64%ae	54%	65%a	68%ah	61%	68%a	78%akm	69%aim	63%am	29%
No	2022	356	1667	1027	401	244	256	49	186	446	678	713
	34%idpik	40%ac	30%	38%ad	31%	28%	33%hj	25%	21%	27%	31%jk	57%ajkl
Refused	19	2	17	4	2	-	1	-	-	2	3	14
	-	-	1%sd	1%	-	-	-	-	-	-	1%ajkl	-
Don't know	368	43	325	178	48	36	41	15	11	65	127	165
	6%ljk	5%	6%	7%id	4%	4%	5%	8%j	2%	4%	6%jk	13%akl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Yes	3576	751	1111	1098	206	338	210	574	2500	2599	2187
	60%a	79%ac	77%a	72%a	46%a	63%e	71%a	78%a	62%a	64%a	62%a
No	2122	216	404	383	222	175	70	158	1285	1247	1145
	34%bcdghj	21%a	28%b	25%a	49%af	33%e	24%a	21%a	32%a	31%a	33%a
Refused	19	3	3	2	-	2	1	2	4	5	3
	0%k	0%a	0%a	0%a	0%a	0%a	0%a	0%a	0%a	0%a	0%a
Don't know	268	38	55	43	22	22	15	23	212	199	169
	4%bcdhjk	4%a	3%a	3%a	5%a	4%a	5%a	3%a	5%a	5%a	5%a

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - An annual summary or review (containing details about your own energy tariff and energy use)
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 3578	328	379	260	196	339	212	268	86	238	319	248	184	311	196	13
60% ^{ch}	55% ^{ud}	67% ^{labdfh}	48% ^k	62% ^{ud}	61% ^{ud}	61% ^{ud}	55% ^{ud}	60% ^{ud}	58% ^{ud}	60% ^{ud}	60% ^{ud}	63% ^{udh}	70% ^{labdef}	63% ^{bdh}	51% ^g
No 2022	211	167	247	92	179	112	193	49	154	186	125	95	102	102	10
34% ^{ln}	36% ^{lcn}	30% ^{ln}	45% ^{labcef}	29% ^g	32% ^{ln}	32% ^{ln}	39% ^{laeafg}	34% ^{ln}	38% ^{lcn}	35% ^{ln}	30% ^{ln}	32% ^{ln}	23% ^g	33% ^{ln}	38% ^g
Refused 19	3	1	1	-	-	4	2	-	3	1	-	-	1	2	2
-	1% ^h	-	-	-	-	1% ^{adf}	-	-	1% ^h	-	-	-	-	1% ^h	7% ^h
Don't know 368	49	20	38	30	37	21	27	8	16	29	40	15	27	12	1
6% ^{ic}	8% ^{icj}	3% ^h	7% ^{ic}	5% ^{icdyko}	7% ^{ic}	6% ^h	5% ^h	5% ^h	4% ^h	5% ^h	10% ^{icahkm}	5% ^h	6% ^h	4% ^h	5% ^h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5987	5072	559	395	1172	3107	1708	1454	1895	1228	1410
Yes 4178 70%ca	3567 70%cb	351 63%cc	260 73%cd	726 62%ce	2177 70%cf	1275 75%cg	1164 80%ch	1395 74%ci	776 63%cj	842 60%ck
No 1606 27%ch	1332 26%cb	191 34%cd	83 23%cd	410 35%ce	827 27%cf	368 22%cg	246 17%ch	447 24%ci	399 32%cj	514 36%ck
Refused 20	17	3	-	4	9	8	2	4	9	6
Don't know 184 3%	156 3%	15 3%	12 3%	32 3%	95 3%	57 3%	42 3%	49 3%	45 4%	48 3%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- At least one bill or direct debit / repayment statement

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2093	2995	632	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	4178	1042	2599	413	124	657	3521	2807	823	495
	70% ^{abd}	63%	74% ^{abde}	64%	64%	69%	70%	76% ^{ahj}	67% ^{ij}	51%
No	1606	565	799	184	58	262	1344	756	371	445
	27% ^{ch}	34% ^{acd}	23%	29% ^c	30% ^c	29%	27%	20%	30% ^{iah}	46% ^{iah}
Refused	20	4	2	14	-	1	19	11	5	4
	% ^c	% ^c	% ^c	2% ^{abce}	-	-	-	-	-	-
Don't know	184	47	94	31	12	29	154	115	33	32
	3%	3%	3%	5% ^{abc}	6% ^{abc}	3%	3%	3%	3%	3%

Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit / repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	4178	3161	400	591	467	3691	4168	3661	515	3336	290
		77%cd	60%	60%	66%	70%	70%	70%	72%k	71%k	55%
No	1606	1163	183	233	204	1402	1602	1398	180	1222	168
		28%	30%b	27%	28%	27%	27%	27%	25%	26%	35%aj
Refused	20	7	-	5	2	18	20	18	1	10	1
		*	-	1%b	*	*	*	*	*	*	*
Don't know	184	109	24	41	24	160	180	156	20	113	46
	3%	2%	4%b	6%ab	3%	3%	3%	3%	3%	2%	9%aj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit / repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	4178	3338	653	28	3349	434	383
	70%ag	71%	71%	72%	77%ag	79%ag	39%
No	1606	1225	246	10	865	108	565
	27%af	26%	27%	26%	20%	19%	58%aef
Refused	20	11	3	-	11	2	3
	-	-	-	-	-	-	-
Don't know	184	122	17	1	126	7	30
	3%h	3%	2%	2%	3%h	1%	3%h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- At least one bill or direct debit repayment statement

Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes	4178 70% ^{ce}	1834 78% ^{ace}	1860 65%	43 74%	430 61%
No	1606 27% ^b	479 20%	912 32% ^{abce}	16 26%	192 27% ^b
Refused	20 -	5 -	9 -	-	1 -
Don't know	184 3% ^{bc}	45 2%	60 2%	-	77 11% ^{abcd}

Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit / repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)	
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	4178	652	3526	2442	1735	1003	660	522	162	769	1332	1618	459
	70%em	72%	69%	74%ae	65%	77%ah	76%ah	68%	81%ah	87%akim	79%aim	79%am	36%
No	1806	230	1376	774	832	274	198	222	34	111	330	490	676
	27%idjkl	26%	27%	23%	31%ad	21%	23%	29%lji	7%	13%	20%	23%kl	54%iajkl
Refused	20	2	18	7	13	4	-	3	-	-	2	2	16
	-	-	-	-	-	-	-	-	-	-	-	-	1%ajkl
Don't know	184	16	167	75	109	21	9	21	4	4	18	54	108
	3%cdgjk	2%	3%b	2%	4%ad	2%	1%	3%g	2%	-	1%	2%kl	9%akl



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit / repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Yes	4178	823	1252	1226	306	410	233	626	2871	2918	2507
	70%	82% ^a	86% ^a	86% ^a	68%	78% ^{a,e}	79% ^a	83% ^a	72% ^a	73% ^a	72%
No	1606	165	300	283	130	122	52	121	1033	1016	926
	27% ^{b,c,d,g,h}	16%	19%	19%	29% ^f	23%	18%	16%	26%	25%	26%
Refused	20	3	2	2	-	2	1	2	4	5	4
	0% ⁱ	0%	0%	0%	-	0%	0%	0%	0%	0%	0%
Don't know	184	16	18	16	13	3	9	8	93	81	67
	3% ^{b,c,d,h,i,j,k}	2%	1%	1%	3% ^f	1%	3% ^h	1%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.34 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - At least one bill or direct debit / repayment statement
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Yes 4178	410	412	295	233	425	254	333	91	256	391	302	202	352	206	16
70% ^d	69% ^d	73% ^d	54%	73% ^d	77% ^{ababhi}	73% ^d	66% ^d	64%	63% ^d	73% ^d	73% ^d	69% ^d	80% ^{ababde}	66% ^d	62%
No 1606	154	144	234	74	118	82	144	46	142	124	85	82	75	95	6
27% ^{fn}	26% ^{un}	25% ^{un}	43% ^{abcef}	23% ^{un}	21%	24% ^{un}	29% ^{ukin}	32% ^{ukin}	35% ^{abcef}	23% ^{un}	21%	28% ^{fn}	17%	30% ^{ukin}	25%
Refused 20	3	1	2	-	1	4	2	-	3	-	-	-	2	2	2
-	-	-	-	-	-	1% ^{ackl}	-	-	1%	-	-	-	1%	1%	7%
Don't know 184	24	10	16	11	11	8	11	5	9	19	26	10	12	10	2
3%	4% ^c	2%	3%	3%	2%	2%	2%	4%	2%	4%	6% ^{adefgh}	3%	3%	3%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	1340	1129	129	82	198	761	382	375	407	273	285
22%ak	22%	22%	23%	23%	17%	24%ae	22%ie	26%ak	21%	22%	20%
No	4226	3594	385	247	903	2128	1195	967	1364	870	1025
71%ah	71%	69%	69%	69%	77%ahg	68%	70%	66%	72%ah	71%ah	73%ah
Refused	19	15	3	1	3	9	7	1	3	6	9
	*	*	1%	*	*	*	*	*	*	*	1%h
Don't know	403	334	43	26	68	210	125	111	121	79	92
	7%	7%	8%	7%	6%	7%	7%	8%	6%	6%	7%



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
- A price increase notification letter

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1340	331	858	118	33	235	1105	918	211	195
	22% ^{abd}	20%	25% ^{abde}	18%	17%	25%	22%	25% ^{ahj}	17%	20%
No	4226	1221	2987	468	140	846	3679	2504	908	716
	71% ^h	74% ^{ac}	69%	73% ^c	72%	69%	71%	68%	76% ^{ah}	73% ^h
Refused	19	4	1	13	1	2	17	9	5	5
	0% ^c	0%	0%	2% ^{abc}	1% ^c	0%	0%	0%	0%	1%
Don't know	403	102	238	43	20	66	337	259	78	60
	7%	6%	7%	7%	10% ^{ab}	7%	7%	7%	6%	6%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	1340	1006	134	184	153	1187	1333	1180	180	1041	99
	22%	23%	22%	21%	21%	23%	22%	23%	25%k	22%	19%
No	4226	3151	433	610	506	3721	4218	3713	493	3358	342
	71%k	71%	71%	70%	70%	71%	71%	71%	69%	72%k	65%
Refused	19	4	1	5	3	16	19	16	1	8	3
	0%	0%	0%	1%b	0%	0%	0%	0%	0%	0%	1%
Don't know	403	278	41	70	56	347	401	345	42	274	79
	7%	6%	7%	8%b	8%	7%	7%	7%	6%	6%	15%all



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	1340 22%g	1075 23%	203 22%	12 31%	1050 24%h	109 20%	171 17%
No	4225 71%	3303 70%	676 74%	26 67%	3118 69%	381 69%	755 72%aef
Refused	19 -	12 -	1 -	- -	9 -	3 -	4 -
Don't know	403 7%g	306 7%g	37 4%	1 2%	274 6%	56 10%aeg	51 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes	1340	658	549	14	115
	22% ^{ace}	28% ^{ace}	19%	24%	16%
No	4225	1600	2123	44	449
	71% ^{bce}	68%	75% ^{bce}	75%	64%
Refused	19	4	6	-	3
	-	-	-	-	-
Don't know	403	100	163	1	136
	7% ^b	4%	6% ^b	1%	19% ^{abcd}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	222	1118	826	513	324	215	207	53	294	459	452	135
22%em	25%	22%	25%ae	19%	25%	25%	27%ia	27%	33%iakm	27%aim	21%im	11%
No	640	3585	2287	1938	932	613	514	133	572	1138	1553	962
71%hjk	71%	70%	69%	72%cd	72%uh	71%	67%	67%	65%	68%	72%jk	76%ajkl
Refused	19	17	5	14	3	-	2	-	-	2	4	13
	2	1	1	1%cd	-	-	-	-	-	-	1%ajkl	-
Don't know	403	367	179	224	43	40	44	13	17	83	154	148
7%bdgik	4%	7%b	5%	8%ad	3%	5%	6%l	6%	2%	5%j	7%k	12%akl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Yes	1340	338	476	452	84	158	96	256	922	934	798
	22%	34%a	33%a	32%a	19%	29%ac	33%a	34%a	23%	23%	22%
No	4226	638	1038	1020	342	363	187	480	2856	2859	2531
	71%bcdgh	63%	68%	67%	76%af	68%	63%	63%	71%	71%	72%
Refused	19	3	2	2	-	2	1	2	5	5	5
	*	*	*	*	-	*	*	*	*	*	*
Don't know	403	29	55	52	24	14	10	19	217	222	170
	7%bcdghjk	3%	3%	3%	5%j	3%	3%	3%	5%	5%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A price increase notification letter
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES_SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)	
Unweighted Base 596	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25	
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
Yes	134 22% ^d	113 20%	92 17%	88 28% ^{abcdh}	140 25% ^{cd}	102 29% ^{abcdh}	100 20%	31 22%	96 24% ^d	130 24% ^d	69 17%	63 22%	105 24% ^d	73 23% ^d	3 12%	
No	426 71% ^e	405 69%	425 75% ^{abefg}	414 78% ^{abefg}	205 65%	384 69%	228 66%	362 74% ^{egk}	93 65%	286 70%	359 67%	310 75% ^{begik}	212 72%	301 68%	220 70%	20 79%
Refused	19 3%	1 0%	1 0%	1 0%	1 0%	4 1% ^{cdk}	2 0%	1 0%	3 1%	1 0%	1 0%	1 0%	1 0%	2 1%	2 7%	
Don't know	403 7%	50 9% ^{gch}	28 5%	39 7%	24 8%	30 5%	14 4%	25 5%	18 15% ^{acdph}	24 6%	45 8% ^{gch}	34 8%	18 6%	34 8%	18 6%	1 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	1249	1069	116	64	168	700	381	367	408	245	229
21%ak	21%	21%	21%	18%	14%	23%e	22%e	25%ajk	22%k	20%k	16%
No	4409	3733	411	265	951	2237	1221	1017	1388	913	1091
74%lh	74%	74%	73%	75%	81%alig	72%	71%	70%	73%	74%lh	77%alh
Refused	20	15	4	2	3	12	5	1	6	7	6
Don't know	308	255	29	25	49	158	101	69	92	62	85
	5%	5%	5%	7%	4%	5%	6%e	5%	5%	5%	6%



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	632	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1249 21% ^{aj}	292 18%	785 22% ^{ab}	135 21%	37 19%	192 20%	1057 21%	896 24% ^{aj}	198 16%	140 14%
No	4409 74% ^{ah}	1284 77% ^{acde}	2542 73%	454 71%	130 67%	701 74%	3798 74%	2596 70%	966 78% ^{ah}	778 80% ^{ah}
Refused	20 0% ^c	5 0%	2 0%	12 2% ^{abc}	2 1% ^c	1 0%	20 0%	8 0%	7 1%	5 0%
Don't know	308 5%	77 5%	165 5%	41 6%	26 14% ^{abd}	55 6%	253 5%	189 5%	60 5%	52 5%

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	1249	990	112	129	130	1119	1247	1117	192	965	81
	21% ^{kl}	22% ^{cd}	16%	15%	18%	21%	21%	21%	27% ^{ajk}	21% ^k	15%
No	4409	3248	459	668	554	3855	4397	3843	494	3514	361
	74% ^{kl}	73%	75%	77% ^{ab}	77% ^{afgh}	73%	74%	73%	69%	75% ^{kl}	69%
Refused	20	8	-	4	2	18	20	18	1	9	3
	*	*	-	*	*	*	*	*	*	*	1%
Don't know	308	193	37	68	31	276	306	275	28	193	79
	5% ^l	4%	6%	8% ^{ab}	4%	5%	5%	5%	4%	4%	15% ^{all}



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	819	39*	4351	549	981
Yes	1249 21% ^{aj}	952 20%	248 27% ^{ab}	9 23%	1072 25% ^{afg}	84 15% ^{kg}	85 9%
No	4409 74% ^{ae}	3503 75% ^c	642 70%	27 70%	3055 70%	434 79% ^{kae}	840 86% ^{aef}
Refused	20 -	9 -	2 -	1 3% ^{abc}	10 -	2 -	5 1%
Don't know	308 5% ^c	232 5% ^c	27 3%	2 4%	219 5%	29 5%	42 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes	1249	874	292	18	61
	21%ce	37%ace	70%	30%ce	9%
No	4409	1399	2460	40	499
	74%b	59%	87%abde	67%	71%b
Refused	20	5	5	-	4
	-	-	-	-	1%
Don't know	308	84	84	1	137
	5%bc	4%	3%	3%	20%abcd

Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	1249	247	1002	825	424	426	192	144	44	399	446	318	87
	21%km	27%ac	20%	25%ae	16%	33%aagh	22%	19%	22%	45%akim	27%aim	15%km	7%
No	4409	618	3791	2323	2087	829	645	590	146	472	1175	1733	1030
	74%bdnk	69%	75%b	70%	78%ad	64%	74%l	77%l	73%l	53%	70%l	80%akj	82%akj
Refused	20	2	19	7	14	5	-	1	-	-	2	5	14
	-	-	-	-	1%	-	-	-	-	-	-	-	1%akl
Don't know	308	33	276	144	165	41	30	33	10	13	59	109	128
	5%gj	4%	5%b	4%	6%d	3%	3%	4%	5%	2%	4%	5%k	10%akl



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5956	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1572	1526	450	538	296	756	4001	4020	3504
Yes	1249	556	566	91	177	122	368	675	919	794
	21%	35%a	37%a	20%	33%ae	41%a	47%a	22%	23%a	23%
No	4409	966	913	338	344	164	377	2960	2938	2578
	74%bcdgfh	61%b	60%b	75%fd	64%	55%	50%	74%	72%	73%
Refused	20	2	2	-	2	1	2	5	6	5
	*	*	*	-	*	*	*	*	*	*
Don't know	308	49	45	21	13	9	20	161	157	130
	5%bcdhijk	3%	3%	5%	2%	3%	3%	4%	4%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.94 Do you recall receiving any of the following from your gas or electricity supplier in the last 12 months? You may have received these via post or email.
 - A letter informing you your fixed term tariff is coming to an end
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 1249 21% ^d	119 20% ^d	138 24% ^{dh}	71 13%	70 22% ^d	129 23% ^{dh}	75 22% ^d	88 18% ^d	25 17%	91 22% ^d	122 23% ^d	67 16%	56 19% ^d	110 25% ^{adh}	86 27% ^{abdhl}	2 7%
No 4409 74% ⁿ	431 73%	407 72%	454 83% ^{abcef gh}	230 72%	399 72%	249 72%	374 76% ^{no}	110 77%	299 73%	385 72%	318 77% ^{no}	219 75%	301 68%	215 69%	18 72%
Refused 20 -	3 -	- -	1 -	- -	- -	5 1% ^{adefk}	2 -	1 -	3 1%	- -	- -	2 1%	1 -	2 1%	2 7%
Don't know 308 5%	37 6%	22 4%	20 4%	18 6%	27 5%	19 5%	27 5%	8 5%	17 4%	26 5%	28 7% ^{do}	17 6%	29 7%	10 3%	4 14%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3512	2983	299	230	558	1653	1301	800	930	655	1127
Weighted Base	3578	3020	330	228	575	1945	1057	983	1138	703	754
Read it in detail	1390	1190	118	62	171	736	484	454	425	260	251
39% ^{ab}	39%	39%	38%	30%	30%	38%	46%	46%	37%	37%	33%
Glanced over it or skim read it	1776	1487	172	117	315	996	465	470	579	336	391
50% ^g	49%	52%	51%	51%	55%	51%	44%	48%	51%	48%	52%
Only saw what it was, but did not read it	393	330	35	28	85	206	102	57	131	101	105
11% ^h	11%	11%	11%	12%	15%	11%	10%	6%	11%	14%	14%
Refused	1	-	1	-	-	-	1	-	-	-	1
-	-	-	1 ^{ab}	-	-	-	-	-	-	-	-
Don't know	18	14	4	1	5	7	5	2	3	6	6
-	-	-	1%	-	1%	-	1%	-	-	1%	1%

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 3578	1149 32%	1928 54%	333 9%	102 3%	675 19%	2837 79%	2255 63%	569 16%	627 18%
Weighted Base 3578	911 25%	2241 63%	333 9%	93 3%	565 16%	3013 84%	2415 68%	594 17%	511 14%
Read it in detail 39%aj	316 28%	901 47%	143 13%	30 3%	231 21%	1160 38%	1017 42%aj	207 35%j	144 28%
Glanced over it or skim read it 50%	472 42%	1107 58%	149 14%	47 5%	267 24%	1509 49%	1193 49%	298 50%	282 51%
Only saw what it was, but did not read it 11%h	116 10%	223 12%	38 4%	16 2%	64 6%	329 10%	198 8%	83 14%ah	102 20%ah
Refused -	-	-	1 *	-	-	1 *	1 *	-	-
Don't know -	-	-	-	-	-	-	-	-	-
18 -	6 1%	10 -	2 -	-	3 1%	15 -	6 -	6 1%h	5 1%h

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3512	2462	410	609	424	3088	3506	3082	439	2817	225
Weighted Base	3578	2727	364	455	465	3173	3571	3166	463	2858	227
Read it in detail	1390	1047	148	178	163	1227	1388	1225	195	1129	56
	39% ^{kl}	38%	40%	39%	40%	39%	39%	39%	42% ^{kl}	40% ^{kl}	25%
Glanced over it or skim read it	1776	1385	167	214	190	1596	1776	1586	212	1425	129
	50%	51%	46%	47%	47%	50%	50%	50%	46%	50%	57% ^{al}
Only saw what it was, but did not read it	393	282	48	61	50	343	390	340	54	292	40
	11%	10%	13%	13% ^b	12%	11%	11%	11%	12%	10%	18% ^{aj}
Refused	1	-	-	-	-	1	1	1	-	1	-
	*	-	-	-	-	*	*	*	-	*	-
Don't know	18	13	2	2	3	15	17	14	2	12	2
	-	-	1%	-	1%	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
Base: All who recall receiving an annual summary

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	3512	2895	488	21	2606	343	529
Weighted Base	3578	2921	529	24**	2760	315	478
Read it in detail	1390	1101	253	7	1160	95	122
	39% ^{dg}	38%	48% ^{lab}	28%	42% ^{atg}	30%	20%
Glanced over it or skim read it	1776	1482	229	16	1331	179	256
	50% ^{de}	51% ^{ac}	47%	69%	48%	57% ^{aae}	54% ^{ae}
Only saw what it was, but did not read it	393	323	46	-	260	39	93
	11%	11%	9%	-	9%	12%	20% ^{aef}
Refused	1	1	-	-	-	-	1
	-	-	-	-	-	-	-
Don't know	18	14	1	1	9	2	5
	-	-	-	3%	-	1%	1% ^{se}

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
Base: All who recall receiving an annual summary

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3512	1519	1631	36	315
Weighted Base	3578	1588	1643	36 ^c	299
Read it in detail	1390	759	546	13	67
	39% ^{cde}	48% ^{ace}	33% ^{ce}	37%	22%
Glanced over it or skim read it	1776	687	891	16	178
	50% ^{ab}	43%	54% ^{ab}	45%	59% ^{ab}
Only saw what it was, but did not read it	393	136	198	8	55
	11% ^b	9%	12% ^b	19%	18% ^{abc}
Refused	1	-	1	-	-
	-	-	-	-	-
Don't know	18	7	8	-	2
	-	-	-	-	1%

Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3512	465	3047	2040	1472	760	565	499	131	618	1130	1377	387
Weighted Base	3578	500	3078	2122	1456	850	587	470	135	687	1169	1356	367
Read it in detail	1380	252	1128	914	476	429	245	167	54	442	559	368	23
	39%im	46%ac	36%	43%ae	33%	50%aghi	42%	35%	40%	64%akm	48%alm	27%kn	6%
Glanced over it or skim read it	1776	227	1548	1020	756	364	294	254	69	207	550	881	137
	50%jm	46%	50%	48%	52%jd	43%	50%jt	54%jt	51%	30%	47%jn	65%ajkm	37%j
Only saw what it was, but did not read it	393	39	354	182	211	56	45	48	11	32	57	106	198
	11%bdgkl	8%	12%b	9%	14%bd	7%	8%	10%l	8%	5%	5%	8%kl	54%akjl
Refused	1	-	1	1	1	-	1	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	18	1	16	5	13	1	2	1	-	5	3	3	7
	-	-	1%	-	1%cd	-	-	-	-	1%	-	-	2%kl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3512	700	1021	204	304	208	523	2506	2594	2208
Weighted Base	3378	751	1111	206	338	210	574	2500	2559	2187
Read it in detail	1390	395	601	69	184	92	322	991	1039	870
	39%	53%a	54%a	34%	54%ae	44%	56%ag	40%	40%	40%
Glanced over it or skim read it	1776	296	486	117	131	101	206	1226	1246	1052
	50%both	40%	39%	38%	39%	48%a	38%	49%	49%	49%
Only saw what it was, but did not read it	393	52	71	74	22	15	42	273	274	253
	11%both	7%	6%	7%	10%	7%	7%	11%	11%	12%
Refused	1	-	-	-	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-
Don't know	18	5	4	6	1	3	5	8	9	9
	-	1%	-	1%	-	1%	1%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.95 Thinking about when you last received an annual summary, in how much detail did you look at it?
 Base: All who recall receiving an annual summary

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3512	311	372	225	192	343	212	273	75	218	336	240	183	319	200	13
Weighted Base 3578	328	379	260	196	339	212	268	89	238	319	248	184	311	196	13*
Read it in detail 1390	126	165	75	75	147	87	112	34	83	131	83	69	127	72	5
39% ^d	38% ^d	43% ^{dj}	29%	39%	43% ^{dj}	41% ^d	42% ^d	39%	35%	41% ^d	33%	38%	41% ^d	37%	35%
Glanced over it or skim read it 1776	147	175	125	97	157	109	129	40	129	159	136	97	150	117	8
50%	45%	48%	48%	49%	46%	51%	48%	48%	54% ^b	50%	55% ^b	53%	48%	50% ^b	58%
Only saw what it was, but did not read it 393	52	39	58	24	34	16	27	11	23	28	28	17	29	6	1
11% ^o	16% ^a	10% ^o	22% ^a	12% ^o	10% ^o	8% ^o	10% ^o	13% ^o	10% ^o	9% ^o	11% ^o	9% ^o	9% ^o	3%	7%
Refused 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	1% ^a	-	-	-	-	-	-
Don't know 18	2	-	2	-	1	-	-	1	2	1	1	1	5	2	-
-	1%	-	1%	-	-	-	-	2% ^c	1%	-	-	-	1% ^c	1%	-

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2634	262	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2677	290	199	485	1732	949	924	1004	596	642
Very clearly	(2) 636	532	59	45	91	355	190	200	184	115	136
	20%	20%	20%	23%	19%	21%	20%	22%	18%	19%	21%
Quite clearly	(1) 1789	1537	149	103	276	976	537	538	598	315	338
	57% <i>kl</i>	57%	51%	52%	57%	56%	57%	58% <i>kl</i>	60% <i>kl</i>	53%	53%
Neither clearly nor unclearly	(0) 414	344	46	23	67	225	122	115	120	92	87
	13%	13%	16%	12%	14%	13%	13%	12%	12%	15%	14%
Quite unclearly	(-1) 250	198	28	24	42	132	75	55	80	54	61
	8%	7%	10%	12% <i>lab</i>	9%	8%	8%	6%	8%	9% <i>lh</i>	9% <i>lh</i>
Very unclearly	(-2) 77	65	8	4	9	43	25	16	21	20	19
	2%	2%	3%	2%	2%	2%	3%	2%	2%	3%	3%
SUMMARY CODES											
CLEAR	2425	2069	208	148	367	1332	727	739	783	430	474
	77% <i>j</i>	77%	72%	74%	76%	77%	77%	80% <i>kl</i>	79% <i>j</i>	72%	74%
UNCLEAR	327	263	36	28	51	175	100	71	101	74	80
	10% <i>lh</i>	10%	12%	14%	11%	10%	11%	8%	10%	12% <i>lh</i>	13% <i>lh</i>
Mean Score	0.839	0.849	0.770	0.811	0.819	0.846	0.834	0.821 <i>klj</i>	0.841	0.757	0.796
Standard Deviation	0.917	0.906	0.971	0.980	0.900	0.917	0.906	0.856	0.888	0.977	0.980
Error Variance	-	-	0.004	0.005	0.002	0.001	0.001	0.001	0.001	0.002	0.001



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3099	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	789	2008	292	77*	497	2669	2210	505	405
Very clearly	(2)	636 20%b	135 7%	416 21%b	68 24%	114 23%	522 20%	423 19%	110 22%	89 22%
Quite clearly	(1)	1789 57%b	428 54%	1172 58%bd	150 51%	253 51%	1536 58%a	1282 58%j	286 57%j	200 49%
Neither clearly nor unclearly	(0)	414 13%	115 15%	244 12%	45 12%	10 1%	57 1%	264 13%	57 11%	69 17%ah
Quite unclearly	(-1)	250 8%	87 11%ac	137 7%	20 7%	6 8%	54 11%ag	198 7%	35 8%	34 8%
Very unclearly	(-2)	77 2%	25 3%	39 2%	9 3%	4 5%	20 4%ag	57 2%	46 9%	14 3%
SUMMARY CODES										
CLEAR	2425 77%aj	562 71%	1588 79%b	218 74%	58 75%	367 74%	2058 77%	1705 77%j	397 79%j	288 71%
UNCLEAR	327 10%	111 14%ac	176 8%	30 10%	9 12%	74 15%ag	253 9%	221 10%	51 10%	48 12%
Mean Score	0.839b	0.711	0.890b	0.842	0.817	0.778	0.851	0.842	0.871	0.777
Standard Deviation	0.917	0.977	0.875	0.966	1.034	1.044	0.891	0.894	0.938	0.996
Error Variance	*	0.001	*	0.003	0.013	0.002	*	*	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3039	2196	354	522	370	2729	3097	2727	389	2503	188
Weighted Base	3166	2432	314	392	353	2813	3164	2811	407	2554	165
Very clearly (2)	636	497	57	75	77	559	636	559	78	518	34
Quite clearly (1)	1789	1364	181	212	189	1590	1788	1589	240	1450	91
Neither clearly nor unclearly (0)	414	312	46	49	42	372	414	372	49	323	38
Quite unclearly (-1)	250	183	22	45	23	227	249	226	27	204	16
Very unclearly (-2)	77	55	9	12	12	65	77	65	12	58	6
SUMMARY CODES											
CLEAR	2425	1882	238	297	276	2150	2424	2149	318	1998	125
UNCLEAR	327	239	31	56	35	292	326	291	40	262	22
Mean Score	0.839	0.8574	0.810	0.751	0.867	0.836	0.840	0.837	0.847	0.848	0.714
Standard Deviation	0.917	0.905	0.911	0.999	0.942	0.914	0.917	0.913	0.913	0.912	0.974
Error Variance	*	*	0.002	0.002	0.002	*	*	*	0.002	*	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3099	2562	443	20	2347	300	420
Weighted Base	3166	2583	482	23**	2490	275	378
Very clearly	(2) 636 20% ^d	499 19%	121 25% ^{ab}	5 23%	515 21% ^d	38 14%	76 20% ^d
Quite clearly	(1) 1789 57% ^g	1458 56%	273 58%	6 25%	1426 57% ^g	161 59% ^g	185 49%
Neither clearly nor unclearly	(0) 414 13% ^c	357 14% ^c	39 8%	9 40%	309 12%	41 15%	66 17% ^{ae}
Quite unclearly	(-1) 250 8%	204 8%	40 8%	2 9%	182 7%	30 11% ^{ae}	39 10%
Very unclearly	(-2) 77 2%	65 3%	10 2%	1 3%	58 2%	5 2%	12 3%
SUMMARY CODES							
CLEAR	2425 77% ^g	1957 76%	384 82% ^{ab}	11 48%	1941 78% ^g	199 72%	261 69%
UNCLEAR	327 10%	270 10%	49 10%	3 12%	240 10%	35 13%	51 13% ^{ae}
Mean Score	0.839^f	0.821	0.945^{ab}	0.593	0.866^f	0.719	0.727
Standard Deviation	0.917	0.919	0.918	1.059	0.904	0.896	1.001
Error Variance	*	*	0.002	0.056	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	3099	1385	1420	29	255
Weighted Base	3166	1446	1438	29**	242
Very clearly	(2) 636 20%	323 22% ^{ee}	271 19%	7 23%	36 15%
Quite clearly	(1) 1789 57%	840 59%	802 56%	14 48%	129 53%
Neither clearly nor unclearly	(0) 414 13%	163 11%	198 14%	6 21%	42 18% ^b
Quite unclearly	(-1) 250 8% ^b	83 6%	132 9% ^b	3 10%	31 13% ^{ab}
Very unclearly	(-2) 77 2%	37 3%	35 2%	-	4 2%
SUMMARY CODES					
CLEAR	2425 77% ^{ee}	1163 80% ^{ace}	1073 75% ^{ee}	20 69%	164 68%
UNCLEAR	327 10% ^b	120 8%	167 12% ^b	3 10%	36 15% ^{ab}
Mean Score	0.839 ^e	0.918 ^{ace}	0.794	0.810	0.662
Standard Deviation	0.917	0.889	0.933	0.915	0.940
Error Variance	*	0.001	0.001	0.029	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing

Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3099	427	2672	1852	1247	707	517	446	119	587	1068	1270	174
Weighted Base	3166	460	2706	1934	1232	792	539	421	123	650	1109	1247	160
Very clearly	(2) 638	84	553	363	244	156	120	78	25	152	243	215	25
	20% _{kl}	18%	20%	20%	20%	20%	22%	18%	21%	23% _{lm}	22% _{kl}	17%	16%
Quite clearly	(1) 1789	257	1532	1120	669	483	304	232	72	372	665	671	80
	57%	56%	57%	58%	54%	61% _{la}	56%	55%	58%	57%	60% _{lm}	54%	50%
Neither clearly nor unclearly	(0) 414	63	351	245	169	89	72	63	9	63	115	210	26
	13% _{kl}	14%	13%	13%	14%	11%	13%	15% _l	7%	10%	10%	17% _{akl}	16% _{kl}
Quite unclearly	(-1) 250	42	208	140	110	50	35	39	12	42	66	123	19
	8% _{kl}	9%	8%	7%	9%	6%	6%	9%	10%	6%	6%	10% _{akl}	12% _{kl}
Very unclearly	(-2) 77	14	63	37	40	13	8	10	5	20	20	28	9
	2%	3%	2%	2%	3% _{cd}	2%	1%	2%	4%	3%	2%	2%	6% _{akd}
SUMMARY CODES													
CLEAR	2425	341	2085	1513	913	639	424	309	97	535	908	886	106
	77% _{lm}	74%	77%	78% _{de}	74%	81% _{lah}	79%	74%	79%	81% _{alm}	82% _{alm}	71%	66%
UNCLEAR	327	56	271	177	150	64	43	49	17	61	86	151	29
	10% _{kl}	12%	10%	9%	12% _{cd}	8%	8%	12%	14%	8%	8%	12% _{kl}	16% _{akl}
Mean Score	0.838 _{lm}	0.773	0.851	0.874 _e	0.765	0.807 _h	0.815 _{ln}	0.780	0.817	0.918 _{lm}	0.943 _{alm}	0.740	0.588
Standard Deviation	0.917	0.851	0.911	0.874 _e	0.969	0.841	0.862	0.932	1.003	0.925	0.849	0.933	1.077
Error Variance	*	0.002	*	*	0.001	0.001	0.001	0.002	0.008	0.001	0.001	0.001	0.007

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3099	845	951	931	183	283	190	480	2214	2286	1933
Weighted Base	3166	893	1036	1018	186	315	192	528	2217	2285	1925
Very clearly	(2) 636	160	227	235	37	53	42	124	550	575	483
Quite clearly	(1) 1789	407	621	610	110	177	110	314	1303	1359	1147
Neither clearly nor unclearly	(0) 414	69	99	94	21	45	19	50	209	211	177
Quite unclearly	(-1) 250	37	63	58	15	28	14	26	129	128	95
Very unclearly	(-2) 77	20	25	22	3	12	7	14	26	32	22
SUMMARY CODES											
CLEAR	2425	567	848	845	147	230	152	438	1853	1914	1630
UNCLEAR	327	57	85	79	18	40	21	40	155	160	118
Mean Score	0.839	0.939a	0.927a	0.962a	0.878	0.731	0.868	0.963a	1.002a	1.005a	1.025a
Standard Deviation	0.917	0.895	0.881	0.860	0.862	0.971	0.854	0.875	0.825	0.834	0.803
Error Variance	-	0.001	0.001	0.001	0.004	0.003	0.005	0.002	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.96 And how clearly or unclearly do you think the information was presented to you in the annual summary?
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	3099	253	333	177	167	309	193	240	65	192	306	210	166	285	191	12
Weighted Base	3168	273	340	201	172	304	196	241	74	211	290	219	167	278	189	12*
Very clearly	(2) 636	53	48	43	43	73	48	41	12	46	57	44	35	45	44	4
Quite clearly	(1) 1789	189	167	102	88	172	98	146	35	113	170	131	91	153	101	4
Neither clearly nor unclearly	(0) 414	35	39	42	18	31	22	28	14	31	30	30	17	49	26	3
Quite unclearly	(-1) 250	14	29	11	17	17	18	23	11	16	25	11	20	14	10	1
Very unclearly	(-2) 77	4	7	3	6	9	10	4	3	5	8	3	3	5	7	-
		2%	1%	2%	3%	3%	5%abhn	2%	4%	3%	3%	2%	2%	2%	4%	-
SUMMARY CODES																
CLEAR	2425	220	265	145	131	246	146	187	47	158	228	175	126	198	146	9
UNCLEAR	327	18	36	15	23	27	28	26	14	22	32	14	23	31	17	1
	10%	7%	11%	7%	13%bl	9%	14%bdll	11%	18%bdll	10%	11%	7%	14%bl	11%	9%	4%
Mean Score	0.839	0.922n	0.792	0.842	0.845	0.931ln	0.792	0.819	0.583	0.837	0.845	0.917ln	0.815	0.745	0.890l	1.011
Standard Deviation	0.917	0.804	0.864	0.881	1.021	0.923	1.074	0.876	1.049	0.936	0.927	0.823	0.961	0.900	0.952	0.909
Error Variance	-	0.003	0.002	0.004	0.006	0.003	0.006	0.003	0.017	0.005	0.003	0.003	0.006	0.003	0.005	0.009

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2834	282	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2877	290	199	485	1732	949	924	1004	596	642
Yes	1058	907	86	65	165	591	302	339	364	180	174
	33% <i>k</i>	34%	29%	33%	34%	34%	32%	37% <i>jk</i>	36% <i>jk</i>	30%	27%
No	2087	1751	205	132	313	1132	643	580	635	409	464
	68%	68%	71%	66%	64%	65%	68%	63%	63%	69% <i>lm</i>	72% <i>lmn</i>
Refused	3	1	-	3	1	3	-	-	3	1	-
				1% <i>ab</i>							
Don't know	18	18	-	-	7	7	4	5	3	5	4
	1%	1%	-	-	1% <i>f</i>	1%	1%	1%	1%	1%	1%



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skipped it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3059	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	799	2068	322	77	497	2669	2210	505	405
Yes	1058	220	725	100	12	156	902	778	167	103
	33%be	28%be	36%be	34%e	16%	31%	34%	35%j	33%j	25%
No	2087	562	1272	191	62	337	1750	1420	334	298
	66%	71%ac	63%	69%	81%ad	69%	69%	64%	66%	79%ah
Refused	3	-	1	-	3	-	3	1	3	-
	-	-	-	-	3%abod	-	-	-	1%h	-
Don't know	18	6	10	2	-	5	13	11	2	4
	1%	1%	-	1%	-	1%	-	1%	-	1%

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skipped it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3099	2196	354	522	370	2729	3097	2727	389	2503	186
Weighted Base	3166	2432	314	392	353	2813	3164	2811	407	2554	185
Yes	1058	872	84	95	119	938	1058	938	162	839	48
	33%cd	36%cd	27%	24%	34%	33%	33%	33%	40%ajk	33%	26%
No	2087	1541	230	295	233	1854	2085	1852	244	1700	133
	66%u	63%	73%ab	75%ab	66%	66%	66%	66%	60%	67%u	72%u
Refused	3	3	-	-	-	3	3	3	-	3	-
	*	*	-	-	-	*	*	*	-	*	-
Don't know	18	15	-	2	-	18	18	18	1	12	4
	7%	7%	-	*	-	7%	7%	7%	*	*	2%all



Q.39 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	SUPPLIER				METHOD OF PAYMENT		
	Total (b)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3059	2552	443	20	2347	300	420
Weighted Base	3166	2583	482	23**	2490	275	378
Yes	1058 33% ^{fg}	817 26%	197 41% ^{ab}	13 58%	915 37% ^{afg}	60 22%	73 19%
No	2067 66% ^{ce}	1762 58% ^c	281 59%	9 37%	1558 63%	214 78% ^{ae}	300 79% ^{ae}
Refused	3	1	2	1	3	-	3
Don't know	18 1%	13 1%	3 1%	4%	15 1%	1	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3399	1385	1420	29	255
Weighted Base	3166	1446	1438	29**	242
Yes	1058 33% ^{cde}	621 43% ^{acde}	363 25%	12 29%	59 24%
No	2087 66% ^{ab}	623 57%	1064 74% ^{ab}	17 58%	176 73% ^{ab}
Refused	3 *	-	1	-	3 1% ^{abc}
Don't know	18 1%	2 *	10 1%	1 2%	5 2% ^{ab}

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skipped it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3099	427	2672	1852	1247	707	517	446	119	587	1068	1270	174
Weighted Base	3166	460	2706	1934	1232	792	509	421	123	650	1109	1247	160
Yes	1058	251	807	731	327	378	194	101	46	409	406	222	21
	33%ca/m	55%ac	30%	38%ae	27%	48%agh	38%h	24%	37%h	63%akm	37%km	18%	12%
No	2087	206	1881	1188	899	405	341	319	77	239	696	1016	136
	66%bd/n	45%	70%ab	61%	73%ad	51%	63%h	76%afgi	63%l	37%	63%	81%akj	85%akj
Refused	3	1	3	3	-	3	1	-	-	-	-	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	18	2	15	11	6	7	3	1	-	1	7	6	3
	1%	-	1%	1%	-	1%	1%	-	-	-	1%	1%	2%



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	9099	951	931	183	283	190	480	2214	2289	1933
Unweighted Base	3166	645	1036	186	315	192	528	2217	2285	1925
Weighted Base	1058	385	572	88	197	90	313	724	767	642
Yes	33%	56% ^a	55% ^a	54% ^a	37%	47% ^a	59% ^{a,g}	33%	34%	33%
No	2087	303	459	114	117	101	212	1478	1502	1266
Refused	66% ^{b,d,g,h}	44%	44%	61% ^f	37%	52% ^h	40%	67%	66%	66%
Don't know	3	-	-	1	-	-	-	3	3	3
	*	-	-	1%	-	-	-	*	*	*
	18	5	5	5	2	1	4	13	14	13
	7%	7%	*	7%	-	1%	1%	7%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorksair e (o)	NA (p)
Unweighted Base 3166	253	333	177	167	309	193	240	65	192	306	210	166	285	191	12
Weighted Base 3166	273	340	201	172	304	196	241	74*	211	290	219	167	278	189	12**
Yes 1058 33%	110 40%aefhj b	153 45%adefg hijk	65 32%	48 28%	93 31%	62 31%	73 30%	25 34%	60 29%	95 33%	60 28%	59 35%	84 30%	71 38%j	-
No 2087 66%bc	157 57%	186 55%	134 67%c	124 72%bc	209 69%bc	134 68%bc	166 69%bc	49 66%	151 71%bc	194 67%bc	157 72%bc	105 63%	191 69%bc	118 62%	12 100%
Refused 3	-	1	-	-	-	-	-	-	-	-	-	3	-	-	-
Don't know 18 1%	6 2%ack	1	2 1%	-	1	1	2 1%	-	-	1	1	-	3	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2834	282	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2877	290	199	485	1732	949	924	1004	596	642
Yes	500	438	41	21	72	300	129	177	179	78	67
	16%k	16%k	14%	11%	15%	17%g	14%	19%ajk	18%k	13%	10%
No	2653	2226	249	178	410	1426	817	744	823	515	571
	84%h	83%	86%	89%b	84%	82%	86%l	80%	82%	86%h	89%ah
Don't know	13	13	-	1	4	6	3	4	3	3	3
	-	-	-	1	1%	-	-	-	-	-	1%



Q.36 Did you take any of the following actions as a result of receiving the annual summary?
- I looked into switching tariffs with my current supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3059	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	799	2068	292	77	497	2669	2210	505	405
Yes	500	88	365	43	4	75	425	372	81	43
16% ^{ab}	16% ^{ab}	71%	18% ^{abc}	15% ^e	6%	15%	16%	17% ^h	16% ⁱ	71%
No	2653	695	1636	250	71	420	2232	1826	424	361
84%	84%	88% ^{ac}	81%	85%	93% ^{ac}	84%	84%	83%	84%	89% ^{ah}
Don't know	13	5	6	-	1	2	11	13	-	1
-	-	7%	-	-	2% ^d	-	-	7%	-	-

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3099	2196	354	522	370	2729	3097	2727	389	2503	186
Weighted Base	3166	2432	314	392	353	2813	3164	2811	407	2554	185
Yes	500	446	31	19	49	451	500	451	77	400	20
	16%cd	18%acd	10%cd	5%	14%	16%	16%	16%	19%k	16%	11%
No	2653	1976	283	371	304	2348	2650	2347	329	2144	164
	84%b	81%	90%ab	95%abc	86%b	83%	84%	83%	81%	84%	89%a
Don't know	13	11	-	1	-	13	13	13	2	10	1
	*	*	-	*	-	*	*	*	*	*	1%



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
- I looked into switching tariffs with my current supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3059	2552	443	20	2347	300	420
Weighted Base	3166	2583	482	23**	2490	275	378
Yes	500 16%g	390 75%	101 21%ab	5 24%	444 18%g	18 7%	37 10%
No	2653	2193 84%c	381 85%c	17 76%	2035 82%	256 93%ae	340 80%ae
Don't know	13	11	-	-	12	1	1
	-	-	-	-	-	-	-

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
- I looked into switching tariffs with my current supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	3399	1385	1420	29	255
Weighted Base	3166	1446	1438	29**	242
Yes	500 16% ^c	343 24% ^{ac}	130 9%	7 23%	18 7%
No	2653 84% ^b	1101 78%	1300 90% ^{ab}	23 77%	222 82% ^{ab}
Don't know	13 *	3 *	8 1%	-	3 1% ^b

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS					
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)		
Unweighted Base	3099	427	2672	1852	427	1247	707	517	446	119	587	1068	1270	174
Weighted Base	3166	460	2706	1934	460	1232	792	509	421	123	650	1109	1247	160
Yes	500	158	343	375	126	232	79	40	21	281	175	42	3	
	16%cabm	34%aac	13%	19%aae	10%	29%aagh	15%ah	9%	17%ah	43%akim	16%km	3%	2%	
No	2653	301	2352	1550	1102	564	458	381	103	83	369	928	1199	156
	84%bbn	65%	87%aab	80%	89%aad	70%	85%af	91%afgi	83%af	57%	84%	96%akj	98%akj	
Don't know	13	1	12	9	4	6	2	-	-	-	6	7	1	
	0%	0%	0%	0%	0%	1%	0%	-	-	-	1%	1%	0%	



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	9099	645	951	931	183	283	190	480	2214	2269	1933
Unweighted Base	3166	693	1036	1018	186	315	192	528	2217	2285	1925
Yes	500	273	366	357	33	135	58	232	317	338	267
	15%	39% ^a	35% ^a	35% ^a	19%	43% ^{ae}	30% ^a	44% ^{ag}	14%	15%	14%
No	2653	419	667	656	152	190	134	294	1867	1936	1645
	84% ^{bcd}	60%	64%	64%	82% ^d	57%	70% ^h	56%	85%	85%	85%
Don't know	13	2	3	5	1	-	-	2	13	12	13
	*	*	*	*	1%	-	*	*	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.36 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 3166	253	333	177	167	309	193	240	65	192	306	210	196	285	191	12
Weighted Base 3166	273	340	201	172	304	196	241	74*	211	290	219	167	278	189	12**
Yes 500 16%	52 19% ^{um}	55 16%	28 14%	21 12%	60 20% ^{um}	31 16%	40 17%	7 10%	34 16%	52 18%	28 13%	18 11%	40 15%	33 17%	-
No 2653 84%	217 79%	284 83%	172 85%	151 89% ^b	244 80%	164 83%	200 83%	67 80%	178 84%	236 81%	190 87%	148 89% ^{b/k}	236 85%	156 83%	12 100%
Don't know 13 -	4 1%	1 -	2 1%	- -	- -	1 -	1 -	- -	- -	2 1%	1 1%	1 -	1 -	- -	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2834	282	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2877	290	199	465	1732	949	924	1004	596	642
Yes	449	395	36	18	73	271	105	157	162	69	60
	14%dp	15%dl	13%	9%	15%g	16%g	11%	17%jk	16%jk	12%	9%
No	2707	2272	254	181	410	1456	841	765	842	522	578
	86%	88%	87%	91%ab	84%	84%	89%aef	83%	84%	88%ih	90%ahk
Refused	1	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	9	-	1	2	4	3	2	-	5	2
	-	-	-	-	1%	-	-	-	-	1%j	1%



Q.36 Did you take any of the following actions as a result of receiving the annual summary?
- I looked into switching to a different supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3089	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	799	2068	292	77	497	2669	2210	505	405
Yes	449	76	326	44	3	58	390	348	66	34
	14%be	10%	16%be	15%be	3%	12%	15%	16%h	13%j	8%
No	2707	707	1679	248	73	436	2271	1855	439	368
	85%	90%acd	84%	85%	95%acd	89%	89%	84%	87%	91%ah
Refused	1	1	-	-	-	-	1	1	-	-
	-	-	-	-	-	-	-	-	-	-
Don't know	9	4	4	-	1	3	7	6	-	3
	-	1%	-	-	2%acd	1%	-	-	-	1%

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3099	2196	354	522	370	2729	3097	2727	389	2503	186
Weighted Base	3166	2432	314	392	353	2813	3164	2811	407	2554	185
Yes	449	402	29	17	45	403	449	403	69	358	17
	14%cd	17%acd	9%cd	4%	13%	14%	14%	14%	17%k	14%	9%
No	2707	2022	285	374	307	2400	2705	2398	336	2188	168
	85%b	83%	91%ab	95%abc	87%b	85%	85%	85%	83%	86%	91%ai
Refused	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Don't know	9	8	-	1	1	9	9	9	2	7	-
	*	*	-	*	*	*	*	*	1%	*	-



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
- I looked into switching to a different supplier

Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3059	2552	443	20	2347	300	420
Weighted Base	3166	2583	482	23**	2490	275	378
Yes	449 14% ^{abf}	303 72%	118 25% ^{abc}	11 49%	389 16% ^{dg}	16 6%	41 11% ^{fg}
No	2707 85% ^c	2274 88% ^{ac}	363 75%	12 52%	2052 84% ^{ae}	258 89% ^{af}	336 89% ^{af}
Refused	1	-	-	-	1	-	-
Don't know	9	6	1	-	8	1	1

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	3399	1385	1420	29	255
Weighted Base	3166	1446	1438	29**	242
Yes	449 14% ^c	284 20% ^{ac}	135 9%	2 8%	26 71%
No	2707 85% ^b	1160 80%	1296 90% ^{ab}	27 82%	215 89% ^b
Refused	1 *	1 *	-	-	-
Don't know	9 *	2 *	6 *	-	4 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3099	427	2672	1852	1247	707	517	446	119	587	1068	1270	174
Weighted Base	3166	460	2706	1934	1232	792	509	421	123	650	1109	1247	160
Yes	449	206	242	366	83	218	81	38	28	252	161	35	1
	14% ^{ca} tm	45% ^{ca}	9%	19% ^{ca} e	7%	28% ^{ca} gh	15% ^{ca} h	9%	22% ^{ca} ah	39% ^{ca} kjm	14% ^{ca} km	2%	*
No	2707	252	2455	1561	1145	570	456	382	96	396	946	1206	159
	85% ^{cb} dm	55%	91% ^{cb}	81%	93% ^{cb} d	72%	85% ^{cb} l	91% ^{cb} ahgi	78%	61%	85% ^{cb}	97% ^{cb} kjk	99% ^{cb} kjm
Refused	1	-	1	1	-	1	-	-	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	8	6	4	3	3	-	-	1	1	6	1
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	9099	645	951	931	183	283	190	480	2214	2289	1933
Unweighted Base	3166	693	1036	1018	186	315	192	528	2217	2285	1925
Weighted Base	449	204	341	313	53	170	29	181	284	295	223
Yes	14% ^{kl}	29% ^{la}	33% ^{la}	31% ^{la}	29% ^{la}	54% ^{lae}	15%	34% ^{lag}	12%	13%	12%
No	2707	488	692	701	131	145	164	345	1944	1981	1663
Refused	85% ^{bcdeh}	70%	67%	69%	71% ^f	46%	85% ^h	65%	88% ^{ia}	67%	88% ^{ia}
Don't know	1	-	-	-	-	-	-	-	1	1	1
	9	1	3	4	1	-	-	1	8	8	7
	*	*	*	*	1%	-	-	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I looked into switching to a different supplier
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3166	253	333	177	167	309	193	240	65	182	306	210	166	285	181	12
Weighted Base 3166	273	340	201	172	304	196	241	74*	211	290	219	167	278	189	12**
Yes 14%	51 19%um	54 16%um	28 14%	20 12%	41 13%	28 14%	35 14%	9 13%	27 13%	50 17%um	29 13%	14 9%	29 10%	32 17%um	-
No 85%b	216 79%	285 84%	172 86%	152 88%b	263 87%b	167 85%	205 86%	65 87%	164 87%b	238 82%	190 87%	152 91%bcko	249 90%bcko	157 83%	12 100%
Refused 1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 9	5	-	-	-	-	-	1	-	-	2	-	1	-	-	-
*	2%actn	-	-	-	-	-	-	-	-	1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.38 Did you take any of the following actions as a result of receiving the annual summary?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All received annual summary AND read it in detail/skimmed

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3099	2834	282	203	471	1465	1163	751	822	561	965
Weighted Base	3166	2877	290	199	465	1732	949	924	1004	596	642
Yes	466	408	40	19	80	268	118	163	173	70	61
	15%k	15%k	14%	10%	16%g	15%g	12%	18%jk	17%jk	12%	9%
No	2682	2252	251	180	401	1454	827	755	830	521	576
	86%	84%	88%	90%ab	83%	84%	87%ef	82%	83%	88%ih	90%ah
Refused	1	1	-	-	-	1	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	16	-	1	4	9	3	6	2	5	4
	1%	1%	-	-	1%	1%	-	1%	-	1%	1%

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3089	1001	1724	289	85	592	2507	2055	489	508
Weighted Base	3166	799	2068	292	77*	497	2669	2210	505	405
Yes	466	78	336	47	6	74	393	349	73	43
15%aj		10%	17%bc	16%b	8%	15%	15%	16%j	14%	11%
No	2682	705	1662	246	70	419	2263	1847	432	360
65%		69%acd	63%	84%	90%	84%	65%	84%	86%	89%ah
Refused	1	-	-	-	-	-	1	-	-	-
Don't know	16	5	10	-	1	4	12	14	-	3
1%		1%	-	-	2%cd	1%	-	1%	-	1%

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3099	2196	354	522	370	2729	3097	2727	389	2503	186
Weighted Base	3166	2432	314	392	353	2813	3164	2811	407	2554	185
Yes	466	409	38	18	45	422	466	422	67	370	25
	15%cd	17%cd	12%cd	5%	13%	15%	15%	15%	17%	15%	13%
No	2682	2008	276	373	308	2375	2680	2373	337	2170	158
	85%b	83%	88%b	95%abc	87%	84%	85%	84%	83%	85%	86%
Refused	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Don't know	16	14	-	1	1	16	16	16	2	12	2
	1%	1%	-	*	*	1%	1%	1%	1%	*	1%



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3059	2552	443	20	2347	300	420
Weighted Base	3166	2583	482	23**	2490	275	378
Yes	466 15%	372 14%	80 17%	4 19%	398 16%	29 11%	36 9%
No	2662 85%	2198 85%	400 83%	19 81%	2076 83%	245 89%	341 90%
Refused	1	-	-	-	1	-	-
Don't know	16 1%	13	2	-	16 1%	1	1

Q.38 Did you take any of the following actions as a result of receiving the annual summary?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All received annual summary AND read it in detail/skimmed

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3399	1385	1420	29	255
Weighted Base	3166	1446	1438	29**	242
Yes	466 15%e	255 18%ace	182 13%	4 13%	23 9%
No	2662 85%b	1165 82%	1238 87%ab	25 87%	215 89%b
Refused	1	1	-	-	-
Don't know	16 1%	5	7 1%	7	4 2%ab

Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3099	427	2672	1852	1247	707	517	446	119	587	1068	1270	174
Weighted Base	3166	460	2706	1934	1232	792	509	421	123	650	1109	1247	160
Yes	468	116	350	329	138	178	83	46	18	191	180	89	6
	15% ^h i/m	25% ^a c	13%	17% ^a e	11%	22% ^a g <h< sup=""></h<>	15%	11%	14%	29% ^a k <i>m</i>	16% ⁱ m	7%	4%
No	2882	341	2341	1596	1086	608	454	375	108	457	822	1150	153
	89% ^b g	74%	87% ^b	83%	88% ^a d	77%	84% ^f	89% ^a h <i>g</i>	86% ^f	70%	83% ^j	92% ^a k <i>j</i>	96% ^a k <i>j</i>
Refused	1	-	1	1	-	1	-	-	-	-	1	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	16	2	14	8	8	5	2	1	-	1	6	8	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	9099	645	951	931	183	283	190	480	2214	2289	1933
Unweighted Base	3166	693	1036	1018	186	315	192	528	2217	2285	1925
Yes	466	189	267	256	32	93	45	156	283	288	201
	13% ^{ijk}	27% ^{ka}	28% ^{ka}	25% ^{ka}	17%	30% ^{ae}	22% ^{ka}	30% ^{ka}	12%	13% ^{ka}	10%
No	2682	502	763	758	151	221	146	370	1941	1984	1713
	85% ^{bcdgh}	72%	74%	74%	81% ^f	70%	76%	70%	88% ^a	87% ^a	89% ^{aj}
Refused	1	-	-	-	-	-	-	-	1	1	1
	*	-	-	-	-	-	-	-	*	*	*
Don't know	18	2	6	5	2	-	1	1	12	12	10
	7%	*	1%	1%	1%	-	1%	*	7%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.38 Did you take any of the following actions as a result of receiving the annual summary?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All received annual summary AND read it in detail/skimmed

Total (a)	PES_SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)	
Unweighted Base 3166	253	333	177	167	309	193	240	65	192	306	210	166	285	191	12	
Weighted Base	273	340	201	172	304	196	241	74*	211	290	219	167	278	189	12**	
Yes	466 15%	58 21% ^a 17%	49 14%	31 16%	23 7%	41 13%	23 12%	37 15%	12 6%	28 13%	48 17%	30 14%	18 11%	35 13%	34 18%	-
No	2682 85% ^b	208 76%	290 85% ^b	165 82%	149 87% ^b	263 87% ^b	172 88% ^b	204 85% ^b	62 84%	184 87% ^b	239 83%	189 90% ^b	148 89% ^b	241 87% ^b	155 82%	12 100%
Refused	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 1%	7 3% ^a 2%	-	4 2% ^a	-	-	-	-	-	2 1%	-	-	1	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.98 Did you take any of the following actions as a result of receiving the annual summary? - Summary Table
 Base: All who recall receiving an annual summary AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	3099	3099	3099	3099
Weighted Base	3166	3166	3166	3166
Yes	1058 33%	500 16%	448 14%	486 15%
No	2087 66%	2653 84%	2707 85%	2682 85%
Refused	3 -	- -	1 -	1 -
Don't know	18 1%	13 -	9 -	16 1%

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	4079	3491	321	267	679	1625	1575	842	1145	731	1261
Weighted Base	4178	3567	351	260	726	2177	1275	1164	1395	776	842
Read it in detail	1682	1445	133	106	251	818	616	524	532	323	307
40%ak	41%	38%	41%	35%	38%	48%aef	45%ak	38%	42%k	36%	36%
Glanced over it or skim read it	1928	1650	169	109	355	1074	498	525	663	344	397
46%g	46%	49%	42%	49%g	49%g	49%ag	39%	45%	47%	44%	47%
Only saw what it was, but did not read it	526	442	43	41	108	274	144	111	186	101	128
13%h	12%	12%	10%	15%h	13%	17%	11%	10%	13%h	12%h	15%ah
Don't know	39	29	6	4	11	11	16	5	15	6	11
1%	1%	2%	1%	2%j	1%	1%	1%	1%	1%	1%	1%h



Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	4079	1313	2222	410	134	793	3286	2626	775	619
Weighted Base	4178	1042	2599	413	124	657	3521	2807	823	495
Read it in detail	1685	403	1068	166	49	274	1412	1188	303	173
40% ^j	40% ^j	39%	41%	40%	39%	42%	40%	42% ^j	37%	35%
Glanced over it or skim read it	1928	495	1201	185	46	294	1634	1300	378	226
46%	46%	48% ^{ie}	45%	37%	45%	46%	46%	46%	46%	46%
Only saw what it was, but did not read it	528	132	311	58	25	84	442	296	137	86
13% ^h	13% ^h	13%	12%	14%	20% ^{abc}	13%	13%	11%	17% ^{iah}	17% ^{iah}
Don't know	38	12	19	3	4	5	34	23	5	11
1%	1%	1%	1%	1%	3% ^{acd}	1%	1%	1%	1%	2% ^{ah}

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4079	2812	448	794	499	3580	4069	3570	488	3271	282
Weighted Base	4178	3161	400	591	487	3691	4168	3681	515	3336	290
Read it in detail	1685	1258	170	243	214	1472	1681	1468	226	1378	71
	40%k	40%	42%	41%	44%	40%	40%	40%	44%k	41%k	24%
Glanced over it or skim read it	1928	1479	184	256	198	1732	1924	1728	224	1543	145
	46%e	47%	46%	45%	40%	47%e	46%e	47%e	45%	46%	50%
Only saw what it was, but did not read it	526	398	43	84	71	455	525	453	63	392	64
	13%	13%	11%	14%	15%	12%	13%	12%	12%	12%	22%ajj
Don't know	38	25	4	8	6	33	38	33	2	25	11
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	4%ajj



Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	4079	3314	581	24	3170	470	422
Weighted Base	4178	3338	653	28**	3349	434	383
Read it in detail	1685	1347	292	8	1382	181	119
40%g	40%	45%	27%	41%g	42%g	31%	
Glanced over it or skim read it	1928	1543	285	19	1561	183	179
46%	46%	44%	67%	47%	42%	47%	
Only saw what it was, but did not read it	528	418	70	2	381	65	77
13%	13%	11%	6%	11%	15%ae	20%ae	
Don't know	38	30	6	-	24	4	8
1%	1%	1%	-	1%	1%	2%e	

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	4079	1740	1839	42	448
Weighted Base	4178	1834	1860	43*	430
Read it in detail	1685	863	696	17	105
40% ^{ce}	40% ^{ce}	47% ^{ace}	37% ^{ae}	39% ^{ae}	24%
Glanced over it or skim read it	1928	780	896	20	228
46% ^b	43% ^b	48% ^{ab}	48% ^b	53% ^{ab}	
Only saw what it was, but did not read it	526	175	255	6	89
13% ^b	10% ^b	14% ^b	14% ^b	21% ^{abc}	
Don't know	38	16	13	-	9
1%	1%	1%	-	2% ^{abc}	

Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	4079	600	3479	2323	1756	886	633	545	158	692	1269	1632	486
Weighted Base	4178	652	3526	2442	1735	1003	660	522	162	769	1332	1618	459
Read it in detail	1885	252	1333	1045	640	452	302	198	70	500	639	555	36
40% ^a in		45% ^c	40% ^e	42% ^e	37% ^e	45% ^a h	46% ^a h	38% ^e	43% ^e	66% ^a kjm	48% ^a klm	31% ^a m	8% ^e
Glanced over it or skim read it	1928	285	1643	1113	815	449	278	264	74	234	601	930	163
40% ^a jm		44% ^c	47% ^e	46% ^e	47% ^e	45% ^a	42% ^e	51% ^a g	46% ^e	30% ^e	45% ^a jm	57% ^a kjm	36% ^e
Only saw what it was, but did not read it	526	69	457	267	259	99	71	57	18	29	82	171	245
13% ^a kw		11% ^e	13% ^e	11% ^e	16% ^a d	10% ^e	11% ^e	11% ^e	11% ^e	4% ^e	6% ^e	11% ^a kl	53% ^a kjl
Don't know	39	6	32	17	21	5	9	3	-	1	10	13	14
1% ^e		1% ^e	1% ^e	1% ^e	1% ^e	1% ^e	1% ^e	1% ^e	-	-	1% ^e	1% ^e	3% ^a kjl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	4079	706	1136	1116	295	232	570	2826	2899	2515
Weighted Base	4178	823	1252	1226	306	233	626	2871	2918	2507
Read it in detail	1685	435	646	657	104	209	351	1186	1241	1084
	40%e	53%a	52%a	54%a	34%	43%	56%ag	41%	43%	43%a
Glanced over it or skim read it	1928	316	500	475	196	99	228	1297	1297	1067
	48%bcdfhk	38%	40%	39%	51%f	42%	38%	45%	44%	43%
Only saw what it was, but did not read it	526	67	97	88	43	29	44	356	350	307
	13%bcdfh	8%	8%	7%	14%i	12%h	7%	12%	12%	12%
Don't know	38	5	8	6	4	5	2	32	31	29
	1%	1%	1%	*	1%	2%h	*	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.99 Thinking about when you last received a bill or direct debit/prepayment statement, in how much detail did you look at it?
 Base: All who recall receiving an energy bill

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 4079	394	394	247	233	419	254	334	81	236	404	296	202	360	209	16	
Weighted Base 4178	410	412	295	233	425	254	333	91*	256	391	302	202	352	206	16**	
Read it in detail 1685	164	185	83	86	189	101	136	42	89	155	114	84	158	94	6	
40% 40% 40% 40%	40% 40% 40% 40%	45% 45% 45% 45%	28% 28% 28% 28%	37% 37% 37% 37%	44% 44% 44% 44%	40% 40% 40% 40%	41% 41% 41% 41%	46% 46% 46% 46%	35% 35% 35% 35%	40% 40% 40% 40%	38% 38% 38% 38%	42% 42% 42% 42%	45% 45% 45% 45%	45% 45% 45% 45%	35% 35% 35% 35%	35% 35% 35% 35%
Glanced over it or skim read it 1928	171	178	142	104	190	124	154	36	132	202	145	88	157	98	8	
46% 46% 46% 46%	42% 42% 42% 42%	43% 43% 43% 43%	48% 48% 48% 48%	44% 44% 44% 44%	45% 45% 45% 45%	49% 49% 49% 49%	46% 46% 46% 46%	39% 39% 39% 39%	52% 52% 52% 52%	52% 52% 52% 52%	48% 48% 48% 48%	44% 44% 44% 44%	45% 45% 45% 45%	47% 47% 47% 47%	53% 53% 53% 53%	53% 53% 53% 53%
Only saw what it was, but did not read it 539	68	47	68	44	45	27	42	12	31	31	41	25	31	12	2	
13% 13% 13% 13%	17% 17% 17% 17%	12% 12% 12% 12%	23% 23% 23% 23%	19% 19% 19% 19%	10% 10% 10% 10%	11% 11% 11% 11%	13% 13% 13% 13%	13% 13% 13% 13%	12% 12% 12% 12%	8% 8% 8% 8%	14% 14% 14% 14%	12% 12% 12% 12%	9% 9% 9% 9%	6% 6% 6% 6%	12% 12% 12% 12%	12% 12% 12% 12%
Don't know 38	6	1	2	-	2	2	1	2	4	3	2	4	6	3	-	
1% 1% 1% 1%	2% 2% 2% 2%	1% 1% 1% 1%	1% 1% 1% 1%	- - - -	1% 1% 1% 1%	1% 1% 1% 1%	1% 1% 1% 1%	2% 2% 2% 2%	2% 2% 2% 2%	1% 1% 1% 1%	1% 1% 1% 1%	2% 2% 2% 2%	2% 2% 2% 2%	1% 1% 1% 1%	- - - -	- - - -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3528	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1892	1115	1048	1195	667	703
Very clearly	(2) 719	601	73	46	114	371	234	224	221	131	144
	20%	19%	24%	21%	18%	20%	21%	21%	18%	20%	20%
Quite clearly	(1) 2082	1811	151	120	374	1091	617	635	702	379	365
	58%ck	58%ck	50%	56%	62%g	58%	55%	61%k	59%k	57%	52%
Neither clearly nor unclearly	(0) 427	355	45	27	67	229	131	111	138	70	109
	12%	11%	15%	13%	11%	12%	12%	11%	12%	10%	15%ahj
Quite unclearly	(-1) 271	224	27	20	36	141	94	52	95	59	66
	8%h	7%	9%	9%	6%	7%	8%	5%	8%h	9%h	9%h
Very unclearly	(-2) 90	85	4	-	10	48	31	19	32	21	17
	2%d	3%d	1%	-	2%	3%	3%	2%	3%	3%	2%
SUMMARY CODES											
CLEAR	2891	2412	224	168	488	1462	851	859	923	510	599
	78%k	78%	74%	77%	80%	77%	76%	82%ajk	77%k	76%	72%
UNCLEAR	361	309	32	20	47	189	125	71	126	80	83
	10%h	10%	10%	9%	8%	10%	11%e	7%	11%h	12%h	12%h
Refused	3	3	-	-	3	-	-	1	2	-	-
	*	*	-	-	3%g	-	-	*	*	-	-
Don't know	21	17	1	3	2	12	7	5	6	7	3
	1%	1%	*	1%	*	1%	1%	1%	1%	1%	*
Mean Score	0.805k	0.851	0.887	0.902	0.806	0.849	0.839	0.853ajk	0.833	0.816	0.788
Standard Deviation	0.909	0.911	0.933	0.841	0.830	0.909	0.948	0.829	0.913	0.957	0.856
Error Variance	-	-	0.003	0.003	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?

Base: All who recall receiving an energy bill AND read it in detail/skipped it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	3613	898	2289	351	97	568	3046	2486	681	398
Very clearly	(2) 719	171	458	63	27	126	593	470	143	94
	20%	19%	20%	18%	29%abod	22%	19%	19%	21%	24%h
Quite clearly	(1) 2062	493	1357	190	42	284	1798	1463	384	202
	58%af	55%	60%abe	54%	44%	50%	59%af	59%af	58%af	51%
Neither clearly nor unclearly	(0) 427	116	249	53	9	67	360	294	73	56
	12%	13%	11%	15%e	10%	12%	12%	12%	11%	14%
Quite unclearly	(-1) 271	89	144	29	9	59	212	181	51	37
	8%	10%ac	6%	8%	9%	10%ag	7%	7%	7%	9%
Very unclearly	(-2) 90	23	52	10	5	26	64	60	17	9
	3%	3%	2%	3%	5%	5%ag	2%	2%	2%	2%
SUMMARY CODES										
CLEAR	2801	664	1814	253	70	411	2391	1934	538	296
	78%abd	74%	80%abd	72%	73%	72%	78%af	78%	79%	74%
UNCLEAR	361	112	196	39	13	85	276	241	67	46
	10%	13%ac	9%	11%	14%	15%ag	9%	10%	10%	11%
Refused	3	-	1	2	-	-	3	-	-	-
Don't know	21	5	8	5	3	4	17	17	3	1
	1%	1%	1%	1%e	3%abc	1%	1%	1%	1%	1%
Mean Score	0.855bf	0.784	0.896bd	0.775	0.858	0.757	0.874f	0.852	0.880	0.843
Standard Deviation	0.909	0.954	0.874	0.938	1.108	1.059	0.877	0.894	0.909	0.964
Error Variance	-	0.001	-	0.003	0.012	0.002	-	-	0.001	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	218
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Very clearly (2)	719	550	64	98	83	636	717	634	76	597	38
Quite clearly (1)	2082	1609	205	255	230	1844	2079	1841	275	1685	110
Neither clearly nor unclearly (0)	427	312	47	65	52	375	424	372	49	336	35
Quite unclearly (-1)	271	188	22	61	30	241	271	241	30	220	20
Very unclearly (-2)	90	61	13	16	4	86	90	86	14	72	3
SUMMARY CODES											
CLEAR	2801	2159	289	353	321	2490	2796	2475	351	2277	154
UNCLEAR	361	249	35	77	34	327	361	327	44	291	23
Refused	3	3	-	-	-	3	3	3	-	3	-
Don't know	21	14	2	5	3	18	21	18	6	12	3
Mean Score	0.855d	0.882d	0.813	0.726	0.901	0.850	0.855	0.850	0.831	0.865	0.781
Standard Deviation	0.909	0.885	0.900	1.017	0.839	0.917	0.909	0.918	0.897	0.910	0.895
Error Variance	*	*	0.002	0.002	0.002	*	*	*	0.002	*	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skipped it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	398	327
Weighted Base	3613	2890	577	26**	2943	365	298
Very clearly	(2) 719 20%	555 19%	144 25%ab	6 24%	594 20%	67 18%	47 16%
Quite clearly	(1) 2062 58%	1667 58%	325 56%	10 37%	1721 58%g	211 59%	156 52%
Neither clearly nor unclearly	(0) 427 12%c	359 12%c	45 8%	7 28%	335 11%	44 12%	54 18%aef
Quite unclearly	(-1) 271 8%	215 7%	48 8%	2 8%	200 7%	31 8%	32 11%ae
Very unclearly	(-2) 90 2%	78 3%	10 2%	-	73 2%	10 3%	7 2%
SUMMARY CODES							
CLEAR	2801 78%g	2222 77%	469 81%b	16 61%	2315 79%g	278 76%g	203 68%
UNCLEAR	361 10%	253 10%	57 10%	2 8%	274 9%	40 11%	39 13%ae
Refused	3 -	3 -	- -	- -	3 -	- -	- -
Don't know	21 1%	12 -	6 1%	1 4%	16 -	2 1%	2 1%
Mean Score	0.855g	0.837	0.854ab	0.806	0.876g	0.813	0.691
Standard Deviation	0.909	0.914	0.905	0.922	0.896	0.924	0.944
Error Variance	-	-	0.002	0.040	-	0.002	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3528	1560	1574	36	349
Weighted Base	3613	1643	1593	37	331
Very clearly	(2) 719 20%e	366 22%e	307 19%e	10 26%e	34 10%
Quite clearly	(1) 2062 58%	939 57%	930 59%	21 56%	197 60%
Neither clearly nor unclearly	(0) 427 12%	183 11%	186 12%	3 9%	53 16%abc
Quite unclearly	(-1) 271 8%	103 6%	132 8%b	2 5%	34 10%b
Very unclearly	(-2) 90 2%	44 3%	38 2%	2 5%	9 2%
SUMMARY CODES					
CLEAR	2801 78%e	1305 79%e	1227 77%e	30 82%	231 70%
UNCLEAR	361 10%	147 9%	171 11%	4 9%	40 12%
Refused	3 *	3 *	-	-	-
Don't know	21 1%	5 *	8 1%	-	7 2%abc
Mean Score	0.855e	0.906e	0.837e	0.934	0.679
Standard Deviation	0.909	0.906	0.915	0.986	0.865
Error Variance	*	0.001	0.001	0.027	0.002

Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3528	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	3613	576	3037	2158	1455	902	580	462	144	740	1240	1434	199
Very clearly	(2) 719	113	607	438	262	174	136	79	32	184	268	233	35
		20% ^{hi}	20%	20%	19%	19%	23% ^{hi}	17%	22%	25% ^{alm}	22% ^{hi}	16%	18%
Quite clearly	(1) 2082	329	1753	1267	815	560	329	265	81	399	749	839	95
		58% ^{lm}	58%	59%	56%	62% ^{ia}	57%	57%	56%	54%	60% ^{lm}	58% ^{lm}	48%
Neither clearly nor unclearly	(0) 427	62	366	237	191	94	57	61	12	72	117	199	39
		12% ^{ka}	11%	11%	13%	10%	10%	13%	8%	10%	9%	14% ^{ka}	19% ^{akl}
Quite unclearly	(-1) 271	53	218	153	118	57	44	36	10	60	68	122	21
		8% ^{ka}	7%	7%	8%	6%	8%	8%	7%	8% ^{ka}	6%	9% ^{ka}	11% ^{ka}
Very unclearly	(-2) 90	11	78	49	41	11	12	18	8	21	30	31	8
		2% ^{al}	3%	2%	3%	1%	2%	4% ^l	5% ^{lg}	3%	2%	2%	4%
SUMMARY CODES													
CLEAR	2801	442	2360	1704	1097	734	465	344	112	583	1017	1071	131
		78% ^{lm}	78%	79% ^{ie}	75%	81% ^{ah}	80% ^{ah}	75%	78%	79% ^{lm}	82% ^{alm}	79% ^{lm}	68%
UNCLEAR	361	65	296	202	159	67	56	54	17	80	98	153	29
		10% ^{ka}	11%	9%	11%	7%	10%	12% ^{kl}	12%	11% ^{ka}	8%	11% ^{ka}	15% ^{ak}
Refused	3	-	3	-	3	-	-	-	-	-	2	1	-
		-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	9	13	15	6	6	3	2	2	5	6	9	1
		1% ^{ac}	-	1%	-	1%	-	1%	2%	1%	-	1%	1%
Mean Score	0.859 ^{lm}	0.842	0.858	0.862e	0.810	0.827 ^h	0.824 ^h	0.766	0.840	0.859 ^{lm}	0.829 ^{alm}	0.786	0.650
Standard Deviation	0.809	0.916	0.907	0.890	0.935	0.899	0.903	0.958	1.028	0.959	0.865	0.884	1.018
Error Variance	-	0.002	-	-	0.001	0.001	0.001	0.002	0.008	0.001	0.001	0.001	0.005



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3528	898	1036	1027	249	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	371	199	580	2483	2538	2171
Very clearly (2)	719	179	261	278	52	72	43	140	615	649	561
Quite clearly (1)	2062	428	671	652	156	207	110	336	1496	1522	1301
Neither clearly nor unclearly (0)	427	70	105	101	25	44	21	52	197	208	171
Quite unclearly (-1)	271	49	71	72	19	36	13	39	123	112	98
Very unclearly (-2)	90	19	32	24	4	8	10	9	40	33	31
SUMMARY CODES											
CLEAR	2801	607	932	930	208	279	153	476	2107	2170	1862
UNCLEAR	361	81	103	96	23	44	23	48	163	145	129
Refused	3	2	2	2	-	-	-	2	2	2	2
Don't know	21	5	5	4	3	5	3	2	15	13	8
Mean Score	0.855	0.939a	0.928a	0.966a	0.908	0.917	0.834	0.972a	1.021a	1.047a	1.047a
Standard Deviation	0.909	0.906	0.904	0.884	0.861	0.935	1.005	0.863	0.822	0.795	0.804
Error Variance	-	0.001	0.001	0.001	0.003	0.003	0.005	0.001	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.100 And how clearly or unclearly do you think the information was presented to you in the bill or direct debit/prepayment statement?
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	PFS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	3528	320	351	195	186	376	221	285	71	206	399	251	171	321	191	14
Weighted Base	3613	335	364	225	189	379	225	290	77	221	357	259	173	314	191	14**
Very clearly	(2) 719	60	55	48	43	81	54	42	19	52	73	54	38	50	47	3
	20%ch	18%	15%	21%	23%ch	21%ch	24%chh	14%	25%h	24%chh	21%	21%	22%h	16%	25%chh	24%
Quite clearly	(1) 2082	204	223	118	103	216	119	185	29	121	210	164	104	178	101	7
	59%h	61%h	61%h	52%h	54%h	57%h	53%h	64%hdjg	37%	55%h	59%h	63%hdjg	60%h	57%h	53%h	51%
Neither clearly nor unclearly	(0) 427	37	37	39	23	34	27	35	14	31	44	22	12	45	26	2
	12%	11%	10%	17%adfm	12%	9%	12%	12%	18%fm	14%h	12%	9%	7%	14%fm	14%h	15%
Quite unclearly	(-1) 271	24	39	10	12	26	16	23	15	11	22	15	13	34	10	1
	8%	7%	11%adklo	4%	6%	7%	7%	8%	20%abdefgijkmno	5%	6%	6%	8%	11%djo	5%	9%
Very unclearly	(-2) 90	7	7	8	7	18	10	6	-	4	5	4	2	5	7	-
	2%	2%	2%	3%	4%	5%ackmm	4%k	2%	-	2%	1%	2%	1%	2%	4%	-
SUMMARY CODES																
CLEAR	2801	264	278	166	146	297	172	227	48	173	283	218	143	228	148	11
	79%h	79%h	78%h	74%	77%h	78%h	77%h	78%h	62%	78%h	70%h	84%actin	83%in	72%	77%h	76%
UNCLEAR	361	32	45	17	19	44	26	29	15	16	27	19	15	39	17	1
	10%	9%	12%k	8%	10%	12%	11%	10%	20%abdehjklmno	7%	8%	7%	9%	12%	9%	9%
Refused	3	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%a	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	1	3	1	2	4	2	3	-	1	3	-	3	3	-	-
	1%	-	1%	-	1%	-	-	-	-	1%	1%	-	2%h	1%	-	-
Mean Score	0.855	0.857	0.779	0.848	0.875	0.840	0.846	0.805	0.679	0.935n	0.916cin	0.960chi	0.966cin	0.752	0.890	0.909
Standard Deviation	0.909	0.874	0.886	0.927	0.956	0.999	1.007	0.854	1.062	0.874	0.834	0.815	0.838	0.908	0.962	0.899
Error Variance	*	0.002	0.002	0.004	0.005	0.003	0.005	0.003	0.016	0.004	0.002	0.003	0.004	0.003	0.005	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3558	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1692	1115	1048	1195	667	703
Yes	959	821	70	68	173	517	269	298	343	185	132
	27%k	27%	23%	32%	29%	27%	24%	28%k	29%k	28%k	19%
No	2637	2285	231	141	431	1368	838	748	844	479	565
	73%kd	73%kd	77%kd	65%	71%	72%	75%	71%	71%	72%	80%ahj
Refused	1	1	-	-	-	1	1	-	1	-	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	9	1	7	2	7	7	2	7	3	5
	-	-	-	3%abc	-	-	1%	-	1%	-	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	9613	898	2269	351	95*	566	3046	2488	681	398
Yes	959	197	654	84	23	126	832	691	178	83
	27% ^{abf}	22%	29% ^{ab}	24%	24%	22%	27% ^{af}	28% ^h	26%	21%
No	2637	696	1608	267	66	438	2199	1788	486	312
	73%	77% ^{ac}	71%	79%	70%	77% ^{ag}	72%	72%	73%	78% ^{ah}
Refused	1	-	1	-	1	-	1	-	1	1
	-	-	-	-	1% ^{ab}	-	-	-	-	-
Don't know	16	5	6	-	6	3	13	9	4	3
	-	1%	-	-	6% ^{abd}	1%	-	-	1%	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	216
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Yes	959	780	100	72	111	848	957	845	123	792	38
		27%a	28%c	14%e	27%	26%	27%	28%	27%k	27%k	18%
No	2637	1949	250	422	296	2341	2831	2335	326	2114	175
	73%	71%	71%	84%abc	72%	73%	73%	73%	72%	72%	81%ajk
Refused	1	1	-	1	-	1	1	1	-	1	-
	*	*	-	*	-	*	*	*	-	*	-
Don't know	16	7	4	5	3	14	16	14	1	12	3
	*	*	1%b	1%b	1%	*	*	*	*	*	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	388	327
Weighted Base	3613	2890	577	26**	2943	365	298
Yes	959 27% ^{ab}	732 25%	193 33% ^{ab}	9 34%	839 28% ^{ab}	66 18%	54 16%
No	2637 73% ^{ac}	2145 74% ^{ac}	381 68%	16 62%	2091 71%	297 81% ^{ae}	240 80% ^{ae}
Refused	1	1	-	-	1	1	-
Don't know	16	11	4	1	12	1	5
	-	-	1%	4%	-	-	2% ^{ae}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
- I checked what I'm currently paying for my energy or found out about the tariff that I'm on
Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3528	1560	1574	36	349
Weighted Base	3613	1643	1593	37	331
Yes	959 27% ^{ace}	554 34% ^{ace}	339 21% ^{ce}	13 34% ^{de}	51 15%
No	2637 73% ^{ab}	1081 66%	1269 78% ^{ab}	24 66%	276 83% ^{abd}
Refused	1	1	1	-	-
Don't know	16	7	5	-	6 1% ^{abc}

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3528	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	3613	576	3037	2158	1455	902	560	462	144	740	1240	1434	199
Yes	959	233	725	666	293	340	184	97	33	385	363	192	20
	27%ca	40%ca	24%	31%ae	20%	38%agh	32%ahi	21%	23%	52%akm	29%km	13%	10%
No	2637	342	2295	1482	1155	559	393	363	110	355	872	1234	176
	73%bd	59%	76%ab	69%	79%ad	62%	68%h	78%ahg	77%h	48%	70%	86%akj	88%akj
Refused	1	-	1	1	1	-	1	-	-	-	-	1	1
Don't know	16	1	15	9	8	3	2	2	1	-	5	8	3
	-	-	1%	-	1%	-	-	-	1%	-	-	1%	2%aj



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	959	688	1036	1027	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	199	580	2483	2538	2171
Yes	959	335	518	503	67	75	277	621	668	546
	27%	45%a	45%a	44%a	20%	38%a	48%ag	25%	26%	25%
No	2637	416	627	626	194	124	302	1848	1856	1610
	72%bcdgh	55%	55%	55%	74%fd	62%h	52%	74%	72%	74%
Refused	1	-	1	1	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-
Don't know	18	-	1	1	1	-	-	12	13	13
	-	-	-	-	-	-	-	7%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3528	320	351	195	186	376	221	285	71	208	389	251	171	321	181	14
Weighted Base 9613	335	364	225	189	379	225	290	77*	221	357	259	173	314	191	14**
Yes 27%h	102 31%hj	135 37%kadqah jkl	56 25%	54 28%h	101 27%h	52 23%	50 17%	24 31%h	46 21%	100 28%h	56 21%	51 30%h	75 24%	56 30%h	1 6%
No 73%k	230 69%	229 63%	166 74%k	135 71%	277 73%k	173 77%lcom	239 82%labode klmno	52 68%	175 79%lcom	256 72%k	203 79%lcom	114 66%	239 76%cm	135 70%	13 94%
Refused 1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 16	2	-	2	1	-	-	1	1	-	2	-	7	1	-	-
*	1%	-	1%	1%	*	-	*	1%	-	1%	-	4%labodef ghijklno	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	3558	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1692	1115	1048	1195	667	703
Yes	408	358	29	21	53	249	106	141	149	61	57
	11%k	12%	10%	10%	9%	13%eg	8%	13%jk	12%jk	9%	8%
No	3197	2730	273	193	553	1637	1006	904	1044	604	645
	88%	88%	90%	90%	91%f	87%	90%l	86%	87%	91%h	92%ak
Don't know	9	8	-	1	-	6	3	3	2	2	2
	-	-	-	1%	-	-	-	-	-	-	-

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	9613	898	2269	351	95*	558	3046	2488	681	398
Yes	408 11%aj	72 8%	288 13%bc	42 12%bd	5 6%	64 11%	344 11%	304 12%h	74 11%i	27 7%
No	3197 68%	822 92%ac	1979 67%	308 88%	89 93%	501 89%	2696 89%	2177 67%	608 88%	376 93%ah
Don't know	9 -	4 -	3 -	1 -	1 1%	3 -	6 -	7 -	2 -	1 -

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	216
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Yes	408	346	36	21	39	368	408	368	49	342	14
	11%a	12%b	10%c	4%	10%	11%	11%	12%	11%	12%k	6%
No	3197	2386	316	477	370	2827	3189	2819	400	2571	199
	89%	87%	89%	95%abc	89%	88%	88%	89%	89%	88%	92%
Don't know	9	5	2	2	1	8	9	8	1	6	2
	*	*	1%	*	*	*	*	*	*	*	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	388	327
Weighted Base	3613	2890	577	26**	2943	365	298
Yes	408	316	75	4	364	19	26
	11% ^a	71%	73%	16%	12% ^d	5%	9%
No	3187	2567	502	22	2571	345	272
	88%	89%	87%	84%	87%	90% ^{a,e}	91%
Don't know	9	7	1	-	8	1	-
	-	-	-	-	-	-	-

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3528	1560	1574	36	349
Weighted Base	3013	1643	1593	37*	331
Yes	408	262	125	4	16
	11% ^{ce}	16% ^{ace}	8%	10%	5%
No	3197	1377	1465	33	313
	88% ^{ab}	84%	92% ^{ab}	90%	94% ^{ab}
Don't know	9	4	3	-	3
	*	*	*	-	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3528	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	3613	576	3037	2158	1455	902	580	462	144	740	1240	1434	199
Yes	408	125	282	305	102	174	79	29	20	214	143	48	3
	11%ca	22%ac	9%	14%ae	7%	19%aah	14%ah	6%	14%ai	29%akm	12%km	3%	1%
No	3197	450	2747	1847	1350	725	500	431	124	524	1095	1383	195
	88%bd	78%	90%cb	86%	93%cd	80%	86%cf	93%cf	88%	71%	88%	96%cl	98%cl
Don't know	9	1	8	6	3	3	1	2	-	1	2	3	2
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?

- I looked into switching tariffs with my current supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY)/TEND TO TRUST			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	9529	688	1036	1027	249	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	371	199	580	2483	2538	2171
Yes	408	213	272	279	33	102	45	181	241	284	198
	11%a	28%ac	24%a	25%a	13%	27%ae	22%a	31%ag	10%	10%	9%
No	3197	537	871	849	226	268	155	397	2238	2270	1968
	88%bd	71%	76%b	75%	87%d	72%	78%h	68%	80%	89%	91%a
Don't know	9	2	3	3	1	1	-	2	4	5	6
	*	*	*	*	1%	*	-	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3528	320	351	195	186	376	221	285	71	208	389	251	171	321	181	14
Weighted Base 9613	335	364	225	189	379	225	290	77*	221	357	259	173	314	191	14**
Yes 408 11% ⁿ	38 11% ⁿ	47 13% ⁿ	23 10%	23 12% ⁿ	51 13% ⁿ	33 14% ⁿ	29 10%	7 9%	22 10%	54 15% ⁿ	24 9%	15 8%	20 6%	25 13% ⁿ	-
No 3197 89%	295 88%	317 87%	199 89%	166 88%	328 87%	192 86%	262 90%	70 91%	199 90%	303 85%	235 91% ^k	157 91%	283 53% ⁿ	165 86%	14 100%
Don't know 9 *	2 1%	-	2 1%	-	-	-	-	-	-	1 *	-	1 1%	2 1%	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3558	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1692	1115	1048	1195	667	703
Yes	359	308	32	19	54	216	89	115	134	60	50
10%gk		10%	11%	9%	9%	11%g	6%	11%k	11%k	9%	7%
No	3242	2777	270	196	551	1671	1021	830	1058	606	649
80%		90%	89%	91%	91%	88%	92%j	89%	89%	91%	92%ah
Don't know	12	11	-	1	1	6	5	3	3	1	5
				1%							7%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	9613	898	2269	351	95*	568	3046	2488	681	398
Yes	359	60	267	31	2	52	307	269	63	27
10% ^z	10% ^z	7%	12% ^{ab}	9% ^e	2%	9%	10%	11% ^q	9%	7%
No	3242	836	1996	320	91	514	2728	2213	615	369
90%	90%	93% ^{ac}	88%	91%	95% ^c	91%	90%	89%	80%	93% ^h
Don't know	12	2	7	-	3	1	11	6	4	3
-	-	-	-	-	3% ^{abod}	-	-	-	1%	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
- I looked into switching to a different supplier

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	216
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Yes	359	315	29	13	46	313	356	310	46	299	14
	10%	12% ^d	8% ^d	3%	11%	10%	10%	10%	10%	10%	6%
No	3242	2415	322	484	363	2879	3238	2874	403	2619	197
	90%	88%	91%	97% ^{abc}	89%	80%	80%	80%	90%	80%	91%
Don't know	12	7	2	2	1	11	12	11	-	7	5
	*	*	1%	*	*	*	*	*	-	*	2% ^{all}

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	388	327
Weighted Base	3613	2890	577	26**	2943	365	298
Yes	359	250	88	7	319	14	21
	10% ^h	9%	15% ^{ab}	26%	11% ^d	4%	7%
No	3242	2633	467	19	2615	349	275
	90% ^c	91% ^c	84%	72%	89%	96% ^{ae}	82%
Don't know	12	7	3	1	9	1	2
	-	-	-	3%	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3528	1560	1574	36	349
Weighted Base	3613	1643	1593	37*	331
Yes	359 10%ce	216 13%ace	122 8%	2 5%	19 6%
No	3242 90%b	1424 87%	1460 92%ab	35 95%	308 90%b
Don't know	12 *	3 *	5 *	-	5 1%abc

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	576	3037	2158	1455	902	580	462	144	740	1240	1434	199
Yes	359	207	288	71	172	70	25	23	195	119	43	2
	10%ca	7%cb	13%ca	5%cb	19%ca	12%cb	5%cb	16%ca	29%ca	10%cb	3%cb	1%cb
No	3242	2821	1862	1381	728	507	435	121	545	1117	1385	195
	90%cd	93%cd	86%cd	95%cd	81%cd	87%cd	94%cd	84%cd	74%cd	90%cd	97%cd	98%cd
Don't know	12	9	8	4	2	3	3	-	-	4	5	2
	3%	3%	4%	3%	2%	3%	1%	-	-	3%	4%	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	9529	688	1036	1027	249	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	371	199	580	2483	2538	2171
Yes	359	154	239	226	41	123	25	133	185	208	150
	10% ^{jk}	20% ^{ka}	21% ^{ka}	20% ^{ka}	16% ^{ka}	33% ^{kae}	12%	23% ^{ag}	7%	9%	7%
No	3242	596	905	903	218	247	175	445	2292	2324	2014
	90% ^{bcd^{efh}}	79%	79%	80%	84% ^l	67%	88% ^h	77%	92% ^{ia}	92% ^{ia}	93% ^{ia}
Don't know	12	2	3	3	1	2	-	2	6	6	8
	*	*	*	*	*	*	-	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I looked into switching to a different supplier
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 3528	320	351	195	186	376	221	285	71	208	389	251	171	321	191	14
Weighted Base 9613	335	364	225	189	379	225	290	77*	221	357	259	173	314	191	14**
Yes 359 10%	34 10%	43 12%	21 9%	16 9%	32 8%	26 12%	26 9%	13 17%a/m/n	19 8%	49 14%a/n	23 9%	14 8%	23 7%	21 11%	-
No 3242 90%	298 90%	321 90%	200 89%	173 91%	345 91%k	198 88%	264 91%	64 83%	202 82%	308 86%	236 91%	158 92%	289 92%k	171 89%	14 100%
Don't know 12 -	4 1%a	-	3 1%a	-	2 -	-	-	-	-	1 -	-	1 -	2 -	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3558	3029	281	218	567	1588	1373	850	885	634	1059
Weighted Base	3613	3096	302	215	606	1692	1115	1048	1195	667	703
Yes	419	359	37	23	72	234	114	138	153	74	54
	12% <i>k</i>	12%	12%	11%	12%	12%	10%	13% <i>k</i>	13% <i>k</i>	11% <i>k</i>	8%
No	3185	2728	265	192	533	1655	997	909	1038	592	645
	88%	88%	88%	89%	88%	87%	89%	87%	87%	89%	92% <i>ah</i>
Refused	1	1	-	-	-	1	-	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	7	-	1	2	3	4	1	3	1	4
	-	-	-	1%	-	-	-	-	-	-	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	9613	898	2269	351	95*	558	3046	2488	681	398
Yes	419	69	300	44	6	69	350	310	70	39
	12% ^{ab}	8%	13% ^{ab}	12% ^{ab}	7%	12%	12%	12%	10%	10%
No	3185	827	1964	307	87	497	2687	2172	609	357
	69%	92% ^{abcd}	67%	67%	69%	69%	69%	67%	69%	90%
Refused	1	-	1	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	9	2	4	1	2	2	7	6	1	2
	-	-	-	-	2% ^{abc}	-	-	-	-	-

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	216
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Yes	419	356	38	23	38	381	416	378	48	340	24
		13% ^d	11% ^d	5%	9%	12%	12%	12%	11%	12%	11%
No	3185	2376	313	474	371	2813	3180	2809	400	2572	190
	88%	87%	89%	95% ^{abc}	91%	88%	88%	88%	89%	88%	88%
Refused	1	1	-	-	-	1	1	1	-	1	-
	*	*	-	-	-	*	*	*	-	*	-
Don't know	9	4	2	2	1	8	9	8	2	6	1
	-	-	1%	-	-	-	-	-	-	-	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	388	327
Weighted Base	3613	2890	577	26**	2943	365	298
Yes	419 12%	328 71%	76 13%	4 15%	353 12%	38 10%	28 9%
No	3185 88%	2557 88%	500 87%	22 82%	2584 89%	325 89%	270 80%
Refused	1	1	-	-	1	-	-
Don't know	9	6	2	1	6	1	1
	*	*	*	3%	*	*	*

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3228	1560	1574	36	349
Weighted Base	3613	1643	1593	37*	331
Yes	419	228	163	8	19
	12%e	14%ace	10%ce	22%ce	6%
No	3165	1409	1428	29	310
	88%b	86%	90%bd	78%	94%abd
Refused	1	1	-	-	-
	*	-	-	-	-
Don't know	9	5	2	-	2
	*	*	*	-	*

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3528	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	3613	576	3037	2158	1455	902	580	462	144	740	1240	1434	199
Yes	419	110	309	312	107	163	84	50	12	159	154	95	11
	12% ^{ah}	19% ^{ac}	10%	14% ^{ae}	7%	18% ^{ah}	14%	11%	9%	22% ^{ajkm}	12% ^{km}	7%	5%
No	3185	465	2719	1840	1344	737	495	409	132	581	1083	1335	186
	88% ^{bd}	81%	90% ^b	85%	92% ^{ad}	82%	85%	89% ^h	91% ^h	78%	87% ^j	93% ^{ak}	93% ^{ak}
Refused	1	-	1	1	-	-	1	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	8	4	4	1	1	3	-	-	2	4	2
	-	-	-	-	-	-	-	7%	-	-	-	-	1% ^{akl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	9529	688	1036	1027	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	199	580	2483	2538	2171
Yes	419	161	215	222	27	30	140	212	228	161
	12% ^a	21% ^a	19% ^a	20% ^a	10% ^a	15% ^a	24% ^{a,g}	9% ^a	9% ^a	7% ^a
No	3185	590	930	907	232	169	440	2265	2305	2003
	68% ^{b,c,d,h}	79% ^b	61% ^b	60% ^{b,d}	89% ^d	85% ^h	76% ^b	91% ^a	91% ^a	92% ^a
Refused	1	-	1	1	-	-	-	1	1	1
	-	-	-	-	-	-	-	-	-	-
Don't know	9	-	-	1	1	-	-	4	5	6
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 3528	320	351	195	186	376	221	285	71	208	369	251	171	321	191	14
Weighted Base 9613	335	364	225	189	379	225	290	77*	221	357	259	173	314	191	14**
Yes 419 12%	46 14%	44 12%	26 12%	19 10%	44 12%	27 12%	31 11%	10 12%	27 12%	41 12%	33 13%	16 9%	27 9%	28 15% ⁿ	1 5%
No 3185 89%	285 85%	319 88%	197 88%	170 89%	334 88%	198 88%	259 89%	68 88%	184 88%	315 88%	228 87%	155 89%	287 91% ^b	163 85%	13 85%
Refused 1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know 9	4	-	1	-	1	-	-	-	-	1	-	1	1	-	-
*	1% ^a	-	1%	-	*	-	-	-	-	*	-	1%	*	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3558	3029	281	218	567	1588	1373	850	985	634	1059
Weighted Base	3613	3096	302	215	606	1692	1115	1048	1195	667	703
Yes	254	226	14	15	41	172	41	72	80	50	53
	7%g	7%	5%	7%	7%g	9%ag	4%	7%	7%	7%	7%
No	3315	2836	283	196	560	1698	1057	963	1098	614	640
	92%h	92%	94%	91%	92%	90%	95%af	92%	92%	92%	91%
Refused	5	4	-	1	-	-	5	3	1	1	1
	*	*	*	*	*	*	1%af	*	*	*	*
Don't know	39	29	5	4	5	23	11	11	15	3	10
	1%	1%	2%	2%	1%	1%	1%	1%	1%	*	1%



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3528	1126	1954	344	104	677	2851	2329	646	503
Weighted Base	9613	898	2269	351	95*	558	3046	2488	681	398
Yes	254	57	156	34	7	33	221	172	44	36
	7%	6%	7%	10%	6%	6%	7%	7%	6%	9%
No	3315	824	2090	315	86	508	2789	2286	627	358
	92%	92%	92%	90%	90%	92%	92%	92%	92%	90%
Refused	5	3	2	1	-	1	4	5	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	39	14	22	1	2	8	31	25	9	4
	1%	2%	1%	-	2%	1%	1%	1%	1%	1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3528	2444	393	670	428	3100	3520	3092	428	2854	216
Weighted Base	3613	2737	354	499	410	3203	3605	3195	449	2919	215
Yes	254	219	14	19	13	241	253	240	34	210	7
	7%cd	8%cd	4%	4%	3%	8%e	7%e	8%e	7%	7%	3%
No	3315	2488	335	472	393	2922	3308	2914	409	2680	201
	92%	91%	95%ab	95%ab	96%afgh	91%	92%	91%	91%	92%	93%
Refused	5	4	-	1	1	4	5	4	-	5	-
	*	*	-	*	*	*	*	*	-	*	-
Don't know	39	27	5	7	3	36	39	36	7	24	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%kl



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3528	2867	514	22	2767	388	327
Weighted Base	3613	2890	577	26**	2943	365	298
Yes	254 7%	199 7%	44 8%	6 25%	206 7%	22 6%	20 7%
No	3315 92%	2667 92%	527 91%	20 75%	2699 92%	349 90%	275 82%
Refused	5 -	5 -	- -	- -	4 -	- -	1 -
Don't know	39 1%	29 1%	7 1%	- -	34 1%	3 1%	2 1%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs

Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	TARIFF TYPE			
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	3528	1574	36	349
Weighted Base	3613	1593	37*	331
Yes	254 7% ^c	154 9% ^{ac}	83 5%	13 4%
No	3315 92% ^b	1473 90%	1480 93% ^b	312 94% ^b
Refused	5 -	2 -	4 -	-
Don't know	39 1%	14 1%	18 1%	6 2%

Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3528	524	3004	2049	1479	796	555	482	140	665	1178	1467	218
Weighted Base	3613	576	3037	2158	1455	902	580	462	144	740	1240	1434	199
Yes	254	53	201	160	94	99	28	23	7	65	97	77	15
	7% <i>d</i>	9% <i>c</i>	7%	7%	6%	11% <i>a</i> <i>g</i> <i>h</i>	5%	5%	5%	9% <i>d</i>	8% <i>d</i>	5%	7%
No	3315	519	2796	1976	1339	792	550	432	136	672	1130	1336	177
	92% <i>d</i>	90%	92%	92%	92%	88%	95% <i>a</i> <i>f</i>	93% <i>d</i>	95% <i>d</i>	91%	91%	93% <i>d</i>	89%
Refused	5	-	5	1	4	1	-	-	-	-	2	3	1
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	39	4	35	21	18	9	3	8	1	3	11	18	6
	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	3% <i>a</i> <i>k</i> <i>l</i>



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	9529	688	1036	1027	326	199	527	2471	2519	2177
Weighted Base	3613	751	1146	1131	260	199	580	2483	2538	2171
Yes	254	87	114	111	24	18	72	198	187	175
	7%	12%a	10%a	10%a	9%	9%	12%a	8%	7%	8%
No	3315	655	1026	1014	235	178	502	2263	2324	1975
	92%b,cd,eh	87%	89%	90%	80%	80%	87%	91%	92%	91%
Refused	5	-	1	-	-	-	-	4	4	4
	*	-	*	-	-	-	-	*	*	*
Don't know	39	9	6	6	1	3	6	20	22	17
	1%	1%	1%	1%	*	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement?
 - I used the QR code to find out more about my existing tariff or to compare tariffs
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 3528	320	351	195	186	376	221	285	71	208	389	251	171	321	191	14
Weighted Base 9613	335	364	225	189	379	225	290	77*	221	357	259	173	314	191	14**
Yes 254 7%h	22 7%h	17 5%	20 9%h	13 7%	17 4%	51 23%abdef h%km	8 3%	3 4%	11 5%	22 6%	9 4%	8 5%	18 6%	32 16%abde h%km	3 21%
No 3315 92%go	310 92%go	341 94%go	200 89%g	176 93%go	359 95%dgo	172 77%	277 95%adgo	73 94%go	207 93%go	333 93%go	246 95%dgo	159 92%go	291 93%go	160 84%	11 79%
Refused 5	-	-	1	1	-	-	3	-	-	-	-	1	-	-	-
* -	-	-	*	*	-	-	1%a	-	-	-	-	1%	-	-	-
Don't know 39 1%	3 1%	5 1%	4 2%	-	3 1%	1 1%	2 1%	2 2%	4 2%	2 1%	3 1%	4 2%	5 2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.102 Did you take any of the following action as a result of receiving the bill or direct debit/prepayment statement? - Summary Table
 Base: All who recall receiving an energy bill AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking	I used the QR code to find out more about my existing tariff or to compare tariffs
Unweighted Base	3528	3528	3528	3528	3528
Weighted Base	3613	3613	3613	3613	3613
Yes	959 27%	408 11%	358 10%	419 12%	254 7%
No	2637 73%	3197 88%	3242 90%	3185 88%	3315 92%
Refused	1 *	- -	- -	1 *	5 *
Don't know	16 *	9 -	12 *	9 *	39 1%

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1319	1126	112	81	196	656	467	306	339	255	419
Weighted Base	1340	1129	129	82*	198	761	382	375	407	273	285
Read it in detail	582	500	55	30	70	329	185	189	185	109	101
	44%ak	44%	43%	37%	35%	43%	49%ae	50%ajk	46%ik	40%	36%
Glanced over it or skim read it	568	481	55	33	90	344	134	151	171	117	129
	42%g	42%	43%	40%	46%g	45%g	35%	40%	42%	43%	45%
Only saw what it was, but did not read it	152	122	15	16	30	77	45	28	43	42	40
	11%	11%	11%	19%ab	15%	10%	12%	8%	10%	15%h	14%h
Refused	2	2	-	-	-	1	1	-	-	-	2
	0%	0%	-	-	-	0%	0%	-	-	-	1%
Don't know	33	26	4	3	8	9	16	7	8	5	13
	2%	2%	3%	4%	4%f	1%	4%f	2%	2%	2%	5%ah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1319	414	755	116	34	278	1041	858	210	233
Weighted Base	1340	331	858	118	33	295	1105	918	211	195
Read it in detail	585	124	387	63	11	110	475	432	79	67
44%aj		37%	45%b	53%b	34%	47%	43%	47%aj	37%	34%
Glanced over it or skim read it	568	145	370	41	12	92	476	382	100	79
42%		44%	43%	35%	35%	35%	43%	42%	47%	40%
Only saw what it was, but did not read it	152	51	81	11	10	24	128	84	24	44
71%		15%ac	9%	9%	31%abod	10%	12%	9%	11%	23%ah
Refused	2	1	-	1	-	-	2	-	2	-
-		-	-	1%c	-	-	-	-	1%h	-
Don't know	33	10	20	2	-	8	25	20	7	5
2%		3%	2%	2%	-	3%	2%	2%	3%	3%

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1319	911	150	243	152	1167	1312	1180	172	1028	102
Weighted Base	1340	1006	134	184	153	1187	1333	1180	180	1041	99*
Read it in detail	585	445	60	73	68	516	584	516	78	472	30
	44% ^{ka}	44%	45%	40%	45%	44%	44%	44%	43% ^{ka}	45% ^{ka}	30%
Glanced over it or skim read it	568	438	51	72	57	512	568	510	76	441	45
	42%	44%	38%	39%	37%	43%	43%	43%	42%	42%	46%
Only saw what it was, but did not read it	152	106	17	28	24	128	149	124	23	104	18
	11%	11%	13%	15% ^{ab}	16%	11%	11%	11%	13%	10%	18% ^a
Refused	2	1	-	1	-	2	2	2	-	-	2
	*	*	-	*	-	*	*	*	-	-	2% ^{aj}
Don't know	33	16	6	10	3	30	32	29	3	24	4
	2%	2%	4% ^b	5% ^{ab}	2%	3%	2%	2%	2%	2%	4%

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1319	1073	188	999	119	190
Weighted Base	1340	1075	203	1050	109	171
Read it in detail	585	450	112	500	37	46
44%g	42%	55%ab	58%	48%fg	34%	27%
Glanced over it or skim read it	568	469	75	425	52	87
42%	44%	37%	42%	40%	47%	51%ae
Only saw what it was, but did not read it	152	130	10	100	17	33
11%c	12%c	5%	-	10%	16%e	19%ae
Refused	2	2	-	-	2	-
-	-	-	-	-	2%ae	-
Don't know	33	24	5	25	2	6
2%	2%	3%	-	2%	2%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1319	628	548	14	125
Weighted Base	1340	658	549	14**	115
Read it in detail	585 44% ^{ace}	355 54% ^{ace}	192 35%	6 42%	31 27%
Glanced over it or skim read it	568 42% ^b	235 36%	266 48% ^{ab}	5 35%	61 53% ^{ab}
Only saw what it was, but did not read it	152 11% ^b	81 8%	79 14% ^b	3 23%	19 16% ^b
Refused	2 -	1 -	- -	- -	1 1%
Don't know	33 2%	17 2%	13 2%	- -	3 3%

Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1319	209	1110	795	524	294	202	220	51	261	450	460	148
Weighted Base	1340	222	1118	828	513	324	215	207	53*	294	459	452	135
Read it in detail	585	114	471	359	186	177	112	81	24	205	232	135	11
44% ^{a/m}		51% ^{a/c}	42%	48% ^{a/e}	36%	55% ^{a/h}	52% ^{a/h}	38%	44%	70% ^{a/k/m}	51% ^{a/m}	30% ^{a/m}	9%
Glanced over it or skim read it	568	84	485	336	233	116	80	100	27	71	187	254	56
42% ^{a/j}		38%	43%	41%	45%	36%	37%	48% ^{a/g}	51%	24%	41% ^{a/j}	56% ^{a/k/m}	41% ^{a/j}
Only saw what it was, but did not read it	152	18	134	74	78	28	16	22	3	14	27	50	61
11% ^{a/k}		8%	12%	9%	15% ^{a/d}	8%	7%	10%	5%	5%	6%	11% ^{a/k}	45% ^{a/k/j}
Refused	2	-	2	-	2	-	-	-	-	-	-	-	1
													1%
Don't know	33	6	26	18	15	5	8	5	-	3	12	12	6
2%	3%	2%	2%	3%	3%	2%	4%	2%	-	1%	3%	3%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1319	319	435	413	88	140	100	234	924	335	804
Weighted Base	1340	338	476	452	84*	158	98*	256	922	834	798
Read it in detail	585	201	282	277	33	88	42	169	422	436	368
44%	60%a	59%a	61%a	39%	56%ae	43%	66%ag	46%	47%	46%	
Glanced over it or skim read it	568	108	153	136	49	52	39	73	365	365	312
42%bboth	32%	32%	30%	48%af	33%	40%	39%	40%	39%	39%	
Only saw what it was, but did not read it	152	24	32	30	7	14	14	11	111	110	94
11%bboth	7%	7%	7%	9%	9%	15%h	4%	12%	12%	12%	
Refused	2	-	-	-	-	-	-	-	2	2	2
*	-	-	-	-	-	-	-	-	1	1	1
Don't know	33	5	9	9	3	4	2	3	23	22	22
2%	1%	2%	2%	4%	3%	2%	1%	3%	2%	3%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.103 Thinking about when you last received a price increase notice, in how much detail did you look at it?
 Base: All who recall receiving a price increase notification letter

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1319	128	111	90	85	145	98	104	27	83	133	67	83	107	77	3
Weighted Base 1340	134	113*	92*	88*	140	102*	100*	31**	88*	130	69*	83*	105*	73*	3**
Read it in detail 585 44%	59 44%	56 49% <i>ij</i>	36 39%	40 45%	64 45%	48 47%	50 49% <i>ij</i>	17 54%	38 40%	59 45%	22 31%	24 37%	44 42%	31 42%	-
Glanced over it or skim read it 568 42%	60 44%	44 39%	31 33%	37 42%	61 43%	43 42%	44 44%	8 28%	46 47%	60 46%	35 51% <i>kl</i>	25 30%	40 38%	32 44%	3 100%
Only saw what it was, but did not read it 152 11%	12 9%	12 11%	20 22% <i>labclg</i> <i>hjk</i>	11 13%	12 9%	8 8%	6 6%	6 19%	9 9%	9 7%	10 15%	12 19% <i>lmk</i>	15 14%	9 12%	-
Refused 2	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
Don't know 33 2%	3 2%	1 1%	5 5% <i>ce</i>	-	3 2%	3 3%	1 1%	-	4 4%	1 1%	2 3%	3 5%	6 5% <i>ce</i>	1 2%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Very clearly	(2) 244	214	15	14	35	142	66	81	60	43	59
		22%	14%	23%	22%	21%	21%	24% ^h	17%	19%	26% ^h
Quite clearly	(1) 628	530	67	31	83	359	185	196	198	121	115
		54%	61%	49%	52%	53%	58%	58%	55%	53%	50%
Neither clearly nor unclearly	(0) 162	134	15	12	26	105	31	40	56	36	28
		14% ^g	14%	19%	16%	16% ^g	10%	12%	16%	17%	12%
Quite unclearly	(-1) 88	71	12	5	12	49	27	16	36	17	19
		6%	7%	8%	6%	7%	8%	5%	10% ^h	7%	8%
Very unclearly	(-2) 25	24	1	-	2	16	7	7	6	5	7
		2%	1%	-	2%	2%	2%	2%	2%	2%	3%
SUMMARY CODES											
CLEAR	872	745	82	45	118	502	252	277	259	164	174
	76%	76%	74%	72%	74%	75%	79%	81% ^h	72%	72%	76%
UNCLEAR	113	95	13	5	15	64	34	23	42	22	26
	10%	10%	12%	8%	9%	10%	11%	7%	12%	10%	11%
Don't know	7	6	-	1	2	2	3	-	3	2	2
	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%
Mean Score	0.852	0.861	0.754	0.872	0.857	0.841	0.872	0.862	0.761	0.799	0.879
Standard Deviation	0.916	0.926	0.852	0.866	0.903	0.919	0.917	0.860	0.908	0.920	0.988
Error Variance	0.001	0.001	0.007	0.013	0.005	0.001	0.002	0.003	0.003	0.004	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	269	757	104*	23**	202	951	813	179	145
Very clearly	(2) 244	55	158	23	8	48	196	159	43	34
	21%	20%	21%	22%	36%	24%	21%	20%	24%	24%
Quite clearly	(1) 628	145	421	52	10	106	522	461	87	73
	54%	54%	56%	50%	43%	52%	55%	57%	49%	50%
Neither clearly nor unclearly	(0) 162	36	105	18	3	18	143	106	30	24
	14%	13%	14%	18%	11%	9%	15%	13%	17%	16%
Quite unclearly	(-1) 88	22	58	8	1	20	68	62	14	12
	8%	8%	8%	7%	3%	10%	7%	8%	8%	8%
Very unclearly	(-2) 25	8	13	3	2	9	16	19	4	2
	2%	3%	2%	3%	7%	5%	2%	2%	2%	2%
SUMMARY CODES										
CLEAR	872	200	579	75	18	154	718	621	129	107
	76%	74%	76%	72%	79%	76%	76%	76%	72%	74%
UNCLEAR	113	30	70	11	2	29	85	61	18	14
	10%	11%	9%	10%	8%	14%	9%	10%	10%	10%
Don't know	7	3	3	-	-	2	5	6	1	-
	1%	1%	-	-	-	1%	1%	1%	-	-
Mean Score	0.852	0.817	0.867	0.801	0.995	0.813	0.860	0.842	0.843	0.860
Standard Deviation	0.916	0.951	0.890	0.968	1.109	1.049	0.885	0.968	0.851	0.928
Error Variance	0.001	0.003	0.001	0.009	0.049	0.005	0.001	0.001	0.005	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 * small base; ** very small base (under 30) ineligible for sig testing



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1123	795	128	190	125	988	1120	995	145	893	77
Weighted Base	1153	683	111	145	125	1028	1150	1025	153	913	75
Very clearly (2)	244	187	25	29	26	218	244	218	31	198	13
Quite clearly (1)	628	472	62	86	73	555	627	554	69	505	31
	54%k	53%	56%	59%	58%	54%	55%	54%	58%k	55%k	41%
Neither clearly nor unclearly (0)	162	132	16	10	16	145	160	144	23	114	19
Quite unclearly (-1)	88	69	4	15	6	83	88	82	8	69	10
	8%	8%	3%	10%c	4%	8%	8%	8%	5%	8%	13%k
Very unclearly (-2)	25	18	4	4	3	22	25	22	3	21	2
	2%	2%	3%	3%	3%	2%	2%	2%	2%	2%	2%
SUMMARY CODES											
CLEAR	872	659	87	115	99	772	871	772	119	703	44
	78%k	75%	78%	79%	79%	75%	78%	75%	78%k	77%k	59%
UNCLEAR	113	87	7	19	9	104	113	104	10	90	12
	10%	10%	7%	13%	7%	10%	10%	10%	7%	10%	15%
Don't know	7	5	1	1	1	6	7	6	1	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Mean Score	0.852k	0.844	0.915	0.847	0.907	0.845	0.854	0.847	0.896k	0.872k	0.586
Standard Deviation	0.916	0.916	0.895	0.953	0.872	0.921	0.915	0.921	0.843	0.917	0.999
Error Variance	0.001	0.001	0.006	0.005	0.006	0.001	0.001	0.001	0.005	0.001	0.013

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1123	907	171	11	871	94	147
Weighted Base	1153	919	188	12**	925	88*	132
Very clearly	(2) 244	185	48	4	198	13	29
	21%	20%	28%	30%	21%	15%	22%
Quite clearly	(1) 629	511	92	6	514	46	63
	55%	56%	49%	47%	56%	52%	48%
Neither clearly nor unclearly	(0) 162	133	21	3	115	20	29
	14%	14%	11%	23%	12%	22% ^{aa}	22% ^{aa}
Quite unclearly	(-1) 88	65	20	-	74	6	7
	8%	7%	11%	-	8%	7%	6%
Very unclearly	(-2) 25	18	6	-	20	3	2
	2%	2%	3%	-	2%	3%	1%
SUMMARY CODES							
CLEAR	872	697	141	9	712	60	92
	76%	76%	75%	77%	68%	68%	69%
UNCLEAR	113	83	27	-	93	9	9
	10%	9%	14% ^b	-	10%	10%	7%
Don't know	7	7	-	-	4	-	2
	1%	1%	-	-	-	-	2%
Mean Score	0.852	0.856	0.820	1.074	0.867	0.896	0.845
Standard Deviation	0.916	0.890	1.041	0.754	0.914	0.921	0.877
Error Variance	0.001	0.001	0.006	0.052	0.001	0.009	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1123	558	451	11	99
Weighted Base	1153	589	458	11**	92*
Very clearly	(2) 244 21%	136 23%e	93 20%	2 19%	12 13%
Quite clearly	(1) 628 54%	325 55%	244 53%	7 63%	52 57%
Neither clearly nor unclearly	(0) 162 14%	74 13%	70 15%	1 7%	15 17%
Quite unclearly	(-1) 88 8%	43 7%	34 7%	1 11%	9 10%
Very unclearly	(-2) 25 2%	10 2%	13 3%	-	2 3%
SUMMARY CODES					
CLEAR	872 76%	461 78%	337 74%	9 83%	64 69%
UNCLEAR	113 10%	53 9%	47 10%	1 11%	12 13%
Don't know	7 1%	2 -	4 1%	-	1 1%
Mean Score	0.852	0.909e	0.816	0.909	0.676
Standard Deviation	0.816	0.880	0.942	0.865	0.922
Error Variance	0.001	0.001	0.002	0.068	0.009

Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		Price comparison service (f)	SWITCHING - METHOD		Other (i)	SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (c)	Never switched (e)		Direct contact with supplier (g)	Contact with a salesperson (h)		Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1123	184	939	699	424	262	176	193	48	245	407	399	72
Weighted Base	1153	197	956	735	419	292	192	181	51*	276	420	390	67*
Very clearly	(2) 244	28	214	147	97	58	40	30	14	51	100	84	9
		21%	15%	20%	23%	20%	21%	16%	28%	18%	24%	21%	14%
Quite clearly	(1) 628	106	522	418	210	165	118	101	23	159	235	202	33
		54%	55%	57%e	50%	56%	62%	55%	45%	57%	56%	52%	49%
Neither clearly nor unclearly	(0) 162	35	126	93	68	37	17	28	9	35	47	65	14
		14%	13%	13%	16%	12%	9%	16%	18%	13%	11%	17%a	21%a
Quite unclearly	(-1) 88	22	67	59	29	26	12	16	3	25	32	25	6
		8%	7%	8%	7%	8%	6%	9%	7%	9%	8%	6%	9%
Very unclearly	(-2) 25	6	20	15	11	7	4	4	1	6	5	10	4
		2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	6%ak
SUMMARY CODES													
CLEAR	872	135	737	564	307	223	158	130	37	210	335	285	42
	76% _m	68%	77% _b	77%	73%	76%	82% _h	72%	74%	76% _m	80% _h	73%	62%
UNCLEAR	113	27	86	74	40	33	16	20	4	31	38	34	10
	10%	14%	9%	10%	10%	11%	8%	11%	9%	11%	9%	9%	15%
Don't know	7	-	7	3	3	-	1	2	-	-	1	5	1
	1%	-	1%	-	1%	-	1%	1%	-	-	-	1%	1%
Mean Score	0.852_m	0.669	0.890_b	0.852	0.852	0.829	0.932	0.757	0.913	0.807	0.935_m	0.845_m	0.554
Standard Deviation	0.916	0.955	0.903	0.944	0.944	0.926	0.861	0.917	0.861	0.919	0.877	0.920	1.050
Error Variance	0.001	0.005	0.001	0.001	0.002	0.003	0.004	0.004	0.019	0.003	0.002	0.002	0.016

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1123	299	355	376	75	123	83	221	783	796	681
Weighted Base	1153	309	435	414	73*	140	81*	242	786	800	690
Very clearly	(2) 244	58	92	90	15	15	15	45	207	221	193
Quite clearly	(1) 628	199	250	228	40	77	53	147	455	463	364
Neither clearly nor unclearly	(0) 162	36	54	50	9	30	7	31	74	67	61
Quite unclearly	(-1) 88	21	30	29	7	14	6	16	37	35	31
Very unclearly	(-2) 25	3	8	6	1	4	-	3	10	10	8
		2%	7%	2%	1%	3%	-	1%	7%	7%	1%
SUMMARY CODES											
CLEAR	872	248	342	328	55	92	68	191	662	683	577
	78% ^a	80%	79%	79%	73%	69%	84%	79%	84% ^a	85% ^a	85% ^a
UNCLEAR	113	24	39	35	9	18	6	18	47	45	39
	10% ^a _{ijk}	8%	9%	8%	12%	13%	7%	8%	6%	6%	6%
Don't know	7	1	-	1	-	-	-	1	4	5	3
	7%	-	-	-	-	-	-	1%	1%	1%	-
Mean Score	0.852	0.808	0.889	0.914	0.829	0.808	0.957	0.891	1.028 ^a	1.067 ^a	1.068 ^a
Standard Deviation	0.916	0.806	0.882	0.861	0.948	0.918	0.760	0.815	0.814	0.803	0.812
Error Variance	0.001	0.002	0.002	0.002	0.012	0.007	0.007	0.003	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.104 And how clearly or unclearly do you think the information was presented to you in the price increase notice?
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1123	108	97	67	74	125	85	96	22	73	120	55	46	87	65	3
Weighted Base	1153	119*	100*	67*	77*	125	91*	93*	25**	84*	118	57*	49*	84*	63*	3**
Very clearly	(2)	26 21%	17 17%	17 25%	19 24%	21 17%	22 25%	18 19%	2 10%	13 15%	35 30%adj n	7 12%	12 24%	14 17%	21 33%adj n	-
Quite clearly	(1)	638 54% ^d	57 57% ^d	26 38%	40 52%	72 58% ^d	55 61% ^d	54 58% ^d	13 52%	53 63% ^d	55 47%	32 57%	26 53%	50 59% ^d	32 51%	2 77%
Neither clearly nor unclearly	(0)	162 14%	12 15%	1 28% ^{abckg} 1%	11 15%	12 12%	7 8%	14 15%	6 24%	9 11%	20 17% ^o	10 17%	5 11%	12 14%	4 6%	-
Quite unclearly	(-1)	88 8%	10 7%	4 7%	4 5%	4 10%	4 4%	6 6%	4 14%	8 9%	5 5%	5 9%	5 11%	9 10%	3 5%	1 23%
Very unclearly	(-2)	25 2%	3 5%	3 3%	2 3%	4 4%	2 2%	2 2%	-	1 1%	-	-	-	-	3 4%	-
SUMMARY CODES																
CLEAR	872 76% ^d	86 72%	74 74%	43 64%	59 77%	93 75%	78 88% ^{abckl}	72 77%	16 62%	66 78%	91 77%	39 69%	37 77%	64 76%	53 85% ^d	2 77%
UNCLEAR	113 10%	14 12%	13 13%	5 8%	7 9%	16 13%	6 7%	8 9%	4 14%	6 10%	9 8%	5 9%	5 11%	9 10%	6 10%	1 23%
Don't know	7 1%	1 1%	1 1%	-	-	1 1%	-	-	-	-	1 1%	3 4% ^a	1 1%	-	-	-
Mean Score	0.852	0.781	0.766	0.797	0.891	0.752	1.014	0.843	0.574	0.820	1.012†	0.755	0.921	0.821	1.042	0.545
Standard Deviation	0.916	1.028	0.952	0.965	0.949	0.965	0.845	0.869	0.867	0.837	0.856	0.899	0.895	0.830	1.002	1.030
Error Variance	0.901	0.910	0.909	0.913	0.912	0.908	0.908	0.908	0.924	0.910	0.906	0.913	0.918	0.908	0.915	0.933

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	396	346	32	18	62	241	93	126	138	72	60
	34%k	35%	29%	29%	39%g	36%g	23%	37%k	39%k	32%	26%
No	753	631	79	43	97	430	226	211	219	153	170
	66%	64%	71%	69%	61%	64%	71%ef	62%	67%	68%	74%ah
Don't know	4	3	-	1	1	2	1	3	-	-	1
	-	-	-	2%	1	2	1	7%	-	-	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	299	757	104*	23**	202	951	813	179	145
Yes	396 34% ^{aj}	63 23%	295 39% ^{ab}	32 30%	6 26%	61 30%	335 35%	289 36% ^{aj}	65 36% ^{aj}	37 26%
No	753 65%	208 76% ^{ac}	461 61%	70 66%	18 72%	145 69%	613 64%	522 64%	114 64%	107 74% ^{ah}
Don't know	4 -	1 -	2 -	2 2% ^{ac}	- -	1 1%	3 -	3 -	- -	1 1%

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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1123	795	128	190	125	998	1120	995	145	890	77
Weighted Base	1153	883	111	145	125	1028	1150	1025	153	913	75*
Yes	396	337	29	26	37	359	396	359	56	321	18
		38%cd	26%	16%	29%	35%	34%	35%	37%	35%	23%
No	753	542	82	119	88	665	750	662	97	588	58
	65%	61%	74%ab	82%ab	70%	65%	65%	65%	63%	64%	77%k
Don't know	4	4	-	-	1	4	4	4	-	4	-
	*	*	-	-	*	*	*	*	-	*	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	SUPPLIER			METHOD OF PAYMENT			
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)	
Unweighted Base	1123	907	171	11	871	94	147
Weighted Base	1153	919	188	12**	925	88*	132
Yes	396	284	92	7	345	22	30
	34%g	31%	49%ab	58%	37%fg	25%	22%
No	753	632	95	4	576	67	102
	65%c	69%c	50%	38%	62%	75%ke	77%ae
Don't know	4	3	1	1	4	-	1
	-	-	-	6%	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1123	558	451	11	99
Weighted Base	1153	589	458	11**	92*
Yes	396 34% ^{abc}	267 45% ^{abc}	110 24%	4 41%	14 15%
No	753 65% ^{ab}	320 54%	340 76% ^{ab}	8 59%	78 85% ^{ab}
Don't know	4 *	3 *	2 *	-	-

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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1123	184	939	699	424	282	176	193	48	245	407	399	72
Weighted Base	1153	197	956	735	419	292	192	181	51*	276	420	390	67*
Yes	398	116	280	292	103	140	84	49	18	181	146	59	10
	34%calm	59%ac	29%	40%ae	25%	48%ah	44%ah	27%	34%	65%akm	35%km	15%	12%
No	753	81	672	440	314	152	108	132	32	96	271	330	57
	66%bdng	41%	70%ab	60%	76%ad	52%	56%	73%lg	64%	35%	65%	85%ajk	85%ajk
Don't know	4	1	3	3	2	1	-	1	1	-	3	1	-
									2%		1%		

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1123	280	395	376	75	123	83	221	783	756	681
Weighted Base	1153	309	435	414	73*	140	81*	242	786	800	680
Yes	396	177	249	234	30	96	38	145	265	273	235
	34%	57% ^a	57% ^a	57% ^a	41%	68% ^{a,e}	47% ^a	66% ^a	34%	34%	34%
No	753	132	183	177	43	44	43	96	519	525	443
	66% ^{b,d,f,h}	43%	42%	43%	59% ^d	31%	53% ^h	40%	66%	66%	65%
Don't know	4	1	3	2	-	1	-	1	3	3	3
	*	*	1%	1%	-	1%	-	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



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 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1123	108	97	67	74	125	85	96	22	73	120	55	46	87	85	3
Weighted Base 1153	119*	100*	67*	77*	125	91*	93*	25**	64*	118	57*	49*	84*	83*	3**
Yes 34%	42 38%	42 42%j	22 32%	26 34%	40 32%	28 31%	30 32%	12 48%	20 23%	42 36%	24 42%k	15 31%	31 37%	23 37%	-
No 65%	76 64%	58 58%	45 67%	50 65%	84 68%	62 68%	64 68%	13 52%	64 77%cl	78 64%	33 68%	33 67%	53 63%	39 63%	3 100%
Don't know 4	-	-	1	1	1	1	-	-	-	-	-	1	-	-	-
-	-	-	1%	2%	1%	1%	-	-	-	-	-	2%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	242	216	19	8	39	152	51	74	97	40	31
	21%gk	.22%	17%	12%	24%g	23%g	16%	22%k	27%ajk	18%	14%
No	906	760	92	54	120	519	267	264	200	186	197
	79%h	78%	83%	86%	78%	77%	84%aef	77%	73%	82%h	86%ah
Refused	2	2	-	-	2	-	1	2	-	-	1
	*	*	-	-	1%l	-	-	*	-	-	*
Don't know	3	2	-	1	-	2	1	1	-	-	2
	*	*	-	2%ab	-	*	*	*	-	-	1%

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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	299	757	104*	23**	202	951	813	179	145
Yes	242	36	183	19	4	29	213	190	34	18
	21% ^{mf}	14%	24% ^b	18%	18%	14%	22% ^g	23% ^h	19%	12%
No	906	232	572	83	19	173	734	622	143	127
	79%	66% ^{ac}	78%	80%	62%	85% ^{ag}	77%	78%	82%	87% ^{ah}
Refused	2	-	2	1	-	-	2	1	2	-
	-	-	-	1%	-	-	-	-	1% ^h	-
Don't know	3	1	-	2	-	1	2	2	1	1
	-	-	-	2% ^{ac}	-	-	-	-	-	-

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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1123	795	128	190	125	998	1120	995	145	890	77
Weighted Base	1153	883	111	145	125	1028	1150	1025	153	913	75*
Yes	242	214	16	9	16	226	242	226	38	194	10
		21%cd	14%cd	6%	13%	22%e	21%	22%e	25%	21%	14%
No	906	665	95	136	108	798	903	795	115	715	64
		79%	86%b	93%abc	86%h	78%	79%	78%	75%	78%	85%
Refused	2	2	-	1	-	2	2	2	-	2	-
		*	-	*	-	*	*	*	-	*	-
Don't know	3	2	-	*	1	2	3	2	-	2	1
		*	-	*	*	*	*	*	-	*	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1123	907	171	11	871	94	147
Weighted Base	1153	919	188	12**	925	88*	132
Yes	242	178	55	5	209	13	19
	21%	19%	30% ^{ab}	39%	23% ^g	14%	14%
No	906	738	131	7	711	78	113
	79% ^c	80% ^c	70%	61%	77%	88%	85% ^e
Refused	2	1	2	-	2	-	-
	-	-	1% ^b	-	-	-	-
Don't know	3	3	-	-	2	-	1
	-	-	-	-	-	-	-

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 - I looked into switching tariffs with my current supplier

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1123	558	451	11	99
Weighted Base	1153	589	458	11**	92*
Yes	242	175	51	4	12
	21% ^c	30% ^{ace}	11%	36%	13%
No	906	413	404	7	81
	79% ^b	70%	88% ^{ab}	62%	87% ^b
Refused	2	-	2	-	-
	*	-	-	-	-
Don't know	3	2	1	-	-
	*	*	*	-	-

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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1123	184	939	699	424	282	176	193	48	245	407	399	72
Weighted Base	1153	197	956	735	419	292	192	181	51*	276	420	390	67*
Yes	242	90	152	185	57	108	46	19	11	126	89	25	2
	21%ca/m	46%ac	16%	25%ae	14%	37%agh	24%h	10%	22%i	40%akm	21%lm	6%	3%
No	906	107	799	548	358	183	145	162	39	149	329	364	65
	79%ib	54%	84%ab	79%	88%ad	63%	78%af	90%afgi	78%	54%	78%k	93%akj	96%akj
Refused	2	-	2	2	1	2	-	-	-	2	-	1	-
	-	-	-	-	-	1%	-	-	-	1%	-	-	-
Don't know	3	-	3	-	3	-	-	-	-	-	2	1	-
	-	-	-	-	1%e	-	-	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY)/TEND TO TRUST			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1123	280	395	376	75	123	83	221	783	756	681
Weighted Base	1153	309	435	414	73*	140	81*	242	786	800	680
Yes	242	134	173	166	20	80	29	112	159	164	128
	21%	43%a	40%a	40%a	27%	57%ae	35%a	48%a	20%	21%	19%
No	906	173	258	244	53	61	52	128	624	633	550
	79%bcdgh	56%	59%	59%	73%fd	43%	65%	53%	79%	79%	81%
Refused	2	-	2	2	-	-	-	-	2	2	2
	*	-	*	*	-	-	-	-	*	*	*
Don't know	3	2	2	2	-	-	-	2	2	2	2
	*	1%	1%	*	-	-	-	1%	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



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 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 1123	108	97	67	74	125	85	96	22	73	120	55	46	87	85	3
Weighted Base 1153	119*	100*	67*	77*	125	91*	93*	25**	64*	118	57*	49*	84*	83*	3**
Yes 242 21%	32 27%um	17 17%	12 18%	15 19%	32 26%um	18 20%	17 18%	6 23%	13 15%	30 25%	13 23%	5 10%	13 15%	19 30%jmm	2 55%
No 906 79%	86 72%	83 83%o	54 81%	61 80%	91 73%	72 82%	77 82%	19 77%	71 85%o	88 76%	44 77%	44 90%blo	71 84%o	43 69%	1 45%
Refused 2 *	-	-	-	-	2 1%a	-	-	-	-	-	-	-	-	1 1%	-
Don't know 3 *	1 1%	-	1 1%	1 2%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	206	187	15	4	37	129	40	68	78	29	31
18% ^{dg}	18% ^{dg}	19% ^{dg}	13%	7%	23% ^{dg}	19% ^{dg}	12%	20% ^{jk}	22% ^{jk}	13%	13%
No	940	789	94	57	123	538	279	268	278	197	198
82%	82%	81%	85%	91%	77%	80%	87% ^{aeaf}	79%	78%	87% ^{hij}	86% ^{hij}
Don't know	7	4	2	1	-	5	1	4	1	-	2
1%	1%	-	2%	2%	-	1%	-	1%	-	-	1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	299	757	104*	23**	202	951	813	179	145
Yes	206	32	155	15	4	31	175	159	31	17
	18% ^a	12%	21% ^b	14%	18%	15%	18%	19% ^c	17%	12%
No	940	237	598	87	19	168	772	650	148	127
	82%	68% ^{a,c}	79%	82%	62%	61%	81%	80%	83%	87% ^d
Don't know	7	1	4	3	-	3	4	5	1	1
	1%	-	-	3% ^{a,b,c}	-	2% ^d	-	1%	-	1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1123	795	128	190	125	998	1120	995	145	890	77
Weighted Base	1153	883	111	145	125	1028	1150	1025	153	913	75*
Yes	206	181	13	9	22	185	206	185	33	164	8
	18%	20%cd	12%	6%	17%	18%	18%	18%	21%	18%	11%
No	940	697	96	136	103	837	937	834	120	744	68
	82%	79%	86%	94%abc	82%	81%	81%	81%	78%	81%	88%
Don't know	7	5	2	-	1	6	7	6	1	5	1
	1%	1%	2%	-	*	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1123	907	171	11	871	94	147
Weighted Base	1153	919	188	12**	925	88*	132
Yes	206	132	63	5	174	11	18
18%ab		14%	33%ab	39%	19%	12%	14%
No	940	782	125	7	745	78	113
82%ac		85%ac	69%	61%	81%	69%	85%
Don't know	7	5	1	-	5	-	1
1%		1%	*	-	1%	-	1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1123	558	451	11	99
Weighted Base	1153	589	458	11**	92*
Yes	206	146	48	1	11
	18% ^c	25% ^{ace}	10%	12%	12%
No	940	441	408	10	80
	82% ^b	75%	89% ^{ab}	88%	87% ^b
Don't know	7	2	4	-	1
	1%	-	1%	-	1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	184	939	699	424	282	176	193	48	245	407	399	72
Weighted Base	197	956	735	419	292	192	181	51*	276	420	390	67*
Yes	206	103	164	42	100	38	16	10	118	72	14	3
	18% ^{cat} _{tm}	52% ^{ac}	22% ^{ae}	10%	34% ^{agh}	20% ^h	9%	20% ^h	43% ^{akm}	17% ^{km}	4%	4%
No	94	846	567	373	193	152	165	40	159	346	371	65
	82% ^{cat} _{tm}	49%	77%	89% ^{ad}	66%	79% ^{id}	91% ^{adgi}	78%	57%	82% ^l	95% ^{akj}	96% ^{akj}
Don't know	7	7	4	3	-	2	-	1	-	2	5	-
	7%	1%	1%	1%	-	1%	-	2% ^d	-	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1123	280	395	376	75	123	83	221	783	756	681
Weighted Base	1153	309	435	414	73*	140	81*	242	786	800	680
Yes	206	94	158	142	25	89	12	84	120	130	101
	18%	30% ^a	39% ^a	34% ^a	34% ^a	63% ^{a,e}	15%	38% ^{a,g}	15%	16%	15%
No	940	213	275	270	48	51	69	156	663	665	577
	82% ^{b,c,d,e,f,h}	69%	67%	65%	66% ^f	37%	85% ^h	65%	84%	83%	85%
Don't know	7	2	2	2	-	-	-	2	4	5	2
	1%	1%	1%	1	-	-	-	1%	1	1%	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I looked into switching to a different supplier
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1123	97	67	74	125	85	96	22	73	120	55	46	87	85	3
Weighted Base	1153	100*	67*	77*	125	91*	93*	25**	64*	118	57*	49*	84*	83*	3**
Yes	208	27	18	12	19	17	13	6	9	30	12	3	13	14	2
	18%	22%um	18%	17%	15%	19%	14%	23%	11%	26%altlyn	22%um	6%	16%	22%um	55%
No	940	91	82	64	106	72	81	19	73	89	44	46	70	49	1
	82%	77%	82%	81%	85%k	80%	88%k	77%	67%k	74%	78%	94%abokl o	80%	79%	45%
Don't know	7	1	1	1	-	1	-	-	2	-	-	-	1	-	-
	1%	1%	2%	2%	-	1%	-	-	2%	-	-	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1123	966	97	60	154	578	391	277	294	212	340
Weighted Base	1153	980	110*	63*	160	673	320	340	357	226	230
Yes	211	184	20	7	38	132	42	61	81	35	34
18%g	18%	18%	18%	11%	24%g	20%g	13%	18%	23%jk	15%	15%
No	938	793	90	55	123	539	277	278	274	191	195
81%	81%	81%	82%	87%	78%	80%	86%ad	82%	77%	85%l	85%l
Don't know	4	3	-	1	-	3	1	1	1	-	2
				2%							1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1123	337	662	99	25	237	886	753	173	180
Weighted Base	1153	299	757	104*	23**	202	951	813	179	145
Yes	211	37	155	17	3	32	179	151	32	27
	18%	14%	20% ^b	16%	12%	16%	19%	19%	18%	16%
No	938	231	602	85	20	170	768	660	146	117
	81%	68% ^c	90%	81%	67%	64%	81%	81%	82%	81%
Don't know	4	1	-	3	-	1	4	2	1	1
	-	1% ^c	-	3% ^{a,c}	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i

* small base; ** very small base (under 30) ineligible for sig testing

Q.106 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1123	795	128	190	125	998	1120	996	145	890	77
Weighted Base	1153	883	111	145	125	1028	1150	1025	153	913	75*
Yes	211	183	13	14	17	194	210	193	26	170	12
	18%cd	21%bcd	12%	9%	14%	19%	18%	19%	17%	19%	15%
No	938	696	98	131	108	830	936	828	127	740	63
	81%	79%	88%ab	91%ab	86%	81%	81%	81%	83%	81%	84%
Don't know	4	4	-	-	1	4	4	4	1	3	1
	*	*	-	-	*	*	*	*	1%	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k

* small base

Q.106 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1123	907	171	11	871	94	147
Weighted Base	1153	919	188	12**	925	88*	132
Yes	211	156	48	2	175	13	20
	18%	17%	25%ab	17%	19%	14%	15%
No	938	758	140	10	747	76	111
	81%c	83%c	75%	85%	81%	88%	84%
Don't know	4	4	-	-	3	-	1
	-	-	-	-	-	-	1%

Q.106 Did you take any of the following action as a result of receiving the price increase notice?

- I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking

Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1123	558	451	11	99
Weighted Base	1153	589	458	11**	92*
Yes	211	136	64	2	8
	18%e	23%ac	14%	21%	9%
No	908	450	382	9	84
	81%ab	76%	86%ab	79%	91%ab
Don't know	4	3	1	-	-
	*	*	*	-	-

Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skipped it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1123	184	939	699	424	282	176	193	48	245	407	399	72
Weighted Base	1153	197	956	735	419	292	192	181	51*	276	420	390	67*
Yes	211	69	142	161	50	85	47	20	10	96	79	35	1
	18% ^a	35% ^a	15%	22% ^e	12%	29% ^a	25% ^h	11%	20%	35% ^a	19% ^h	9%	2%
No	938	128	810	572	366	208	144	161	41	180	338	354	66
	81% ^b	65%	85% ^b	78%	87% ^d	71%	75%	89% ^a	80%	65%	81% ^h	91% ^a	98% ^a
Don't know	4	1	3	1	3	-	-	-	-	1	2	1	-
	0.4%	0.5%	0.3%	0.1%	0.7%	-	-	-	-	0.8%	0.5%	0.3%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1123	280	395	376	75	123	83	221	783	756	681
Weighted Base	1153	309	435	414	73*	140	81*	242	786	800	680
Yes	211	96	133	126	19	59	19	81	124	128	96
	18%a	31%a	31%a	30%a	25%	42%ae	24%	33%a	16%	16%	14%
No	938	210	259	285	54	81	61	159	661	671	583
	81%bcdfh	68%	69%	69%	75%f	57%	75%	66%	64%	64%	86%a
Don't know	4	3	3	3	-	1	1	3	1	2	1
	0.3%	1%	1%	1%	-	1%	1%	1%	0.1%	0.2%	0.1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.106 Did you take any of the following action as a result of receiving the price increase notice?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1123	100	97	67	74	125	85	96	22	73	120	55	46	87	85	3
Weighted Base 1153	119*	100*	67*	77*	125	91*	93*	25**	64*	118	57*	49*	84*	83*	3**
Yes 211 18%	24 20%	18 18%	12 18%	12 15%	20 16%	19 21%	15 16%	8 30%	12 15%	20 17%	12 21%	6 12%	16 19%	17 22%	-
No 938 81%	94 79%	82 82%	54 80%	64 83%	104 84%	71 79%	79 84%	17 70%	71 85%	97 83%	45 79%	43 88%	68 81%	46 79%	3 100%
Don't know 4 -	1 1%	-	1 2%	1 2%	-	-	-	-	-	1 1%	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.106 Did you take any of the following action as a result of receiving the price increase notice? - Summary Table
 Base: All who recall receiving a price increase notification letter AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	1123	1123	1123	1123
Weighted Base	1153	1153	1153	1153
Yes	396 34%	242 21%	206 18%	211 19%
No	753 65%	906 79%	940 82%	938 81%
Refused	-	2	-	-
Don't know	4	3	7	4
	-	-	1%	-

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1203	1038	98	67	157	586	460	301	329	231	342
Weighted Base	1249	1069	116*	64*	168	700	381	367	408	245	229
Read it in detail	630	543	58	38	66	348	222	223	216	107	91
	51%ajk	51%	49%	57%	38%	50%ae	50%aef	61%ajk	53%jk	44%	40%
Glanced over it or skim read it	471	406	46	18	73	284	114	112	139	113	107
	38%gh	38%	40%	29%	44%g	41%g	30%	30%	34%	46%iah	47%iah
Only saw what it was, but did not read it	105	91	8	6	22	52	31	26	42	16	21
	8%	9%	7%	10%	13%j	7%	8%	7%	10%	6%	9%
Refused	2	2	1	-	-	2	1	-	2	-	1
			1%	-	-						
Don't know	34	28	5	3	7	14	13	6	9	9	9
	3%	2%	5%	4%	4%	2%	3%	2%	2%	4%	4%

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1203	357	675	134	37	222	981	842	184	164
Weighted Base	1249	292	785	135	37*	192	1057	896	198	140
Read it in detail	636	123	414	81	19	105	531	490	86	51
51% ^a		42%	53% ^b	60% ^b	52%	55%	50%	55% ^a	43%	36%
Glanced over it or skim read it	471	124	294	40	12	69	402	328	82	59
38%		42% ^c	38%	29%	34%	36%	38%	36%	42%	42%
Only saw what it was, but did not read it	105	34	59	11	4	16	90	59	23	22
8%		12% ^c	7%	8%	11%	8%	8%	7%	11% ^h	16% ^{ah}
Refused	2	1	2	-	-	-	2	-	2	1
-		-	-	-	-	-	-	-	1% ^h	7%
Don't know	34	11	19	3	1	2	32	21	5	7
3%		4%	2%	2%	3%	1%	3%	2%	3%	5%

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1233	890	128	168	130	1073	1201	1071	180	931	79
Weighted Base	1249	990	112	129	130	1119	1247	1117	192	965	61*
Read it in detail	636	513	57	59	61	575	636	575	95	507	30
	51% ^{kl}	52%	51%	46%	47%	51%	51%	51%	49%	53% ^{kl}	37%
Glanced over it or skim read it	471	377	36	51	47	424	471	424	71	359	38
	38%	38%	32%	39%	36%	38%	38%	38%	37%	37%	47%
Only saw what it was, but did not read it	105	77	15	14	12	93	105	92	16	75	12
	8%	8%	13%	11%	10%	8%	8%	8%	8%	8%	14%
Refused	2	2	-	1	-	2	2	2	-	2	-
	*	*	-	1%	-	*	*	*	-	*	-
Don't know	34	23	5	5	10	24	33	23	10	22	1
	3%	2%	4%	4%	8% ^{algh}	2%	3%	2%	5% ^{ij}	2%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1203	933	227	7	1005	92	96
Weighted Base	1249	952	248	9**	1072	64*	65*
Read it in detail	636 51%g	475 50%	138 56%	6 72%	571 53%fg	34 41%	26 31%
Glanced over it or skim read it	471 38%	369 39%	83 33%	3 28%	390 36%	38 45%	41 48%ae
Only saw what it was, but did not read it	105 8%	81 8%	18 7%	-	81 8%	10 12%	13 16%ae
Refused	2	2	-	-	2	-	1
Don't know	34 3%	25 3%	9 4%	-	28 3%	2 2%	4 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1203	838	283	17	60
Weighted Base	1249	874	292	18**	61*
Read it in detail	636 51%ce	511 58%ace	99	7 40%	19 31%
Glanced over it or skim read it	471 38%b	284 32%	147 50%ab	9 50%	28 47%b
Only saw what it was, but did not read it	105 8%	61 7%	33 11%b	2 9%	9 15%b
Refused	2 *	-	-	-	2 4%abc
Don't know	34 3%	18 2%	14 5%b	-	2 4%

Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1203	232	971	784	419	383	185	154	43	360	435	320	88
Weighted Base	1249	247	1002	825	424	426	192	144	44*	399	446	318	87*
Read it in detail	636	135	502	451	185	246	121	64	15	278	241	108	11
51% ^{a/m}		55%	52%	55% ^e	44%	58% ^{a/h}	63% ^{a/h}	45%	35%	70% ^{a/k/m}	54% ^{a/m}	33% ^{a/m}	13%
Glanced over it or skim read it	471	88	382	297	174	142	55	64	23	99	172	168	32
38% ^{g/j}		36%	38%	36%	41%	33%	29%	44% ^{g/j}	53% ^{g/j}	25%	39% ^{g/j}	53% ^{a/k/m}	37% ^{g/j}
Only saw what it was, but did not read it	105	16	90	55	51	34	12	8	2	14	23	30	38
9% ^{k/n}		6%	9%	7%	12% ^{a/d}	8%	6%	6%	4%	4%	5%	9% ^{k/n}	44% ^{a/k/j}
Refused	2	-	2	1	2	-	-	-	-	-	-	2	1
													1%
Don't know	34	8	26	21	13	5	5	8	4	8	10	13	4
3%	3%	3%	3%	3%	3%	1%	2%	5% ^h	8% ^{a/l}	2%	2%	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
 Base: All who recall receiving an end of fixed term letter

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	1203	439	511	523	92	161	125	328	845	888	772
Unweighted Base	1249	457	556	566	91*	177	122	358	875	919	794
Read it in detail	636	279	346	355	40	105	59	230	448	488	406
Glanced over it or skim read it	571	141	167	167	38	57	49	64 ^{ag}	51%	53%	51%
Only saw what it was, but did not read it	471	141	167	167	38	57	50	100	326	359	297
Refused	2	-	-	-	-	-	-	-	2	2	2
Don't know	34	10	8	13	5	3	4	6	26	24	26
	3%	2%	1%	2%	6%	2%	3%	2%	3%	3%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.107 Thinking about when you last received an end of fixed term letter, in how much detail did you look at it?
Base: All who recall receiving an end of fixed term letter

Total (a)	PFS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1203	112	130	64	69	130	72	87	20	77	125	61	57	111	86	2	
Weighted Base 1249	115*	138	71*	70*	129	75*	88*	25**	91*	122	67*	56*	110*	86*	2**	
Read it in detail 636 51%	56 47%	75 54%	29 40%	37 53%	65 51%	39 52%	44 50%	15 61%	41 46%	56 46%	41 62% ^d	34 60% ^d	59 54%	43 50%	-	
Glanced over it or skim read it 471 39%	48 40%	48 35%	25 35%	21 30%	49 38%	27 36%	39 44%	4 16%	41 46%	56 46% ^d	19 29%	17 30%	38 34%	37 43%	2 100%	
Only saw what it was, but did not read it 105 8%	9 7%	11 8%	14 20% ^{abclg} hkm	12 16% ^{ahjko}	12 9%	5 7%	4 5%	3 11%	5 5%	8 6%	5 8%	3 5%	13 12% ^o	3 3%	-	
Refused 2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	
* Don't know 34 3%	- 6	- 4	- 4	- -	1 1%	4 5%	1 1%	3 12%	2 3%	2 2%	1 1%	3 5%	1 1%	3 3%	-	

Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Very clearly	(2) 285	232	30	23	38	167	80	106	80	46	53
		24%	29%	42%ab	27%	26%	24%	32%ij	22%	21%	27%
Quite clearly	(1) 615	550	47	18	78	351	186	183	210	122	99
		56%cd	46%	33%	56%	55%	55%	55%	59%kl	56%	50%
Neither clearly nor unclearly	(0) 140	109	20	11	16	84	40	27	49	36	29
		13%h	11%	20%b	12%	13%	12%	8%	14%h	16%h	13%h
Quite unclearly	(-1) 48	41	5	2	3	20	26	15	12	10	11
		4%	5%	3%	2%	3%	8%aef	4%	4%	5%	6%
Very unclearly	(-2) 15	14	-	1	2	9	4	3	3	5	4
		1%	-	2%	1%	1%	1%	1%	1%	2%	2%
SUMMARY CODES											
CLEAR	900	782	77	41	116	518	266	289	290	169	153
		81%	82%	75%	84%	82%	79%	86%ijk	82%	77%	77%
UNCLEAR	63	55	5	3	5	29	29	18	16	15	15
		6%	6%	5%	3%	5%	9%aef	5%	4%	7%	7%
Don't know	4	4	-	-	2	2	1	1	1	1	2
		-	-	-	1%	-	-	-	-	-	1%
Mean Score	1.004	1.000	0.990	1.101	1.081	1.026	0.932	1.120ajk	0.992	0.890	0.957
Standard Deviation	0.825	0.816	0.836	0.951	0.766	0.810	0.873	0.803	0.764	0.861	0.904
Error Variance	0.001	0.001	0.008	0.016	0.005	0.001	0.002	0.002	0.002	0.004	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	767	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Very clearly	(2)	285	53	170	46	56	229	188	51	37
Quite clearly	(1)	20%	22%	24%	38%abc	48%	32%g	23%	31%	34%h
Neither clearly nor unclearly	(0)	615	131	427	47	11	92	479	86	46
Quite unclearly	(-1)	140	39	80	3	15	53	101	21	17
Very unclearly	(-2)	48	17	21	9	2	8	37	6	5
SUMMARY CODES										
CLEAR	900	184	596	93	27	148	752	667	138	83
UNCLEAR	63	24	28	10	2	11	52	46	8	9
Don't know	4	-	4	-	-	-	4	3	1	1
Mean Score	1.004b	0.842	1.039b	1.062b	1.273	1.088	0.988	0.964	1.070	0.981
Standard Deviation	0.825	0.931	0.759	0.922	0.868	0.865	0.817	0.796	0.836	1.003
Error Variance	0.001	0.003	0.001	0.008	0.023	0.004	0.001	0.001	0.004	0.008

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
 ** very small base (under 30) ineligible for sig testing



Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1068	804	108	142	109	957	1068	957	156	838	67
Weighted Base	1107	889	93*	109	108*	999	1107	999	166	866	68*
Very clearly	(2) 285	228	24	27	30	255	285	255	46	219	15
		28%		25%	27%	28%	28%	28%	28%	28%	22%
Quite clearly	(1) 615	501	53	55	55	590	615	560	101	482	32
		56%		50%	51%	56%	56%	56%	60%	50%	48%
Neither clearly nor unclearly	(0) 140	111	11	14	18	122	140	122	17	104	17
		13%		11%	16%	13%	13%	12%	10%	12%	25% ^{ajj}
Quite unclearly	(-1) 48	34	4	11	5	44	48	44	1	44	3
		4%		4%	4%	4%	4%	4%	1%	5%	5%
Very unclearly	(-2) 15	12	*	2	1	14	15	14	1	14	-
		1%		1%	1%	1%	1%	1%	*	2%	-
SUMMARY CODES											
CLEAR	900	730	77	82	85	815	900	815	147	701	47
	81% ^a	82%		75%	79%	82%	81%	82%	88% ^{ajk}	81% ^a	70%
UNCLEAR	63	45	5	13	6	57	63	57	2	58	3
	6% ^a	5%		12% ^{ab}	5%	6%	6%	6%	1%	7% ^a	5%
Don't know	4	4	1	-	-	4	4	4	1	3	-
	*	*	1%	-	-	*	*	*	1%	-	-
Mean Score	1.004	1.017	1.046	0.864	1.000	1.004	1.004	1.004	1.148 ^k	0.984	0.870
Standard Deviation	0.825	0.809	0.779	0.976	0.833	0.824	0.825	0.824	0.654	0.850	0.816
Error Variance	0.001	0.001	0.006	0.007	0.006	0.001	0.001	0.001	0.003	0.001	0.010

Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skipped it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1066	828	202	7	900	79	77
Weighted Base	1107	844	220	9**	960	72*	67*
Very clearly	(2) 285 26%	222 26%	54 24%	2 27%	247	18 26%	13 19%
Quite clearly	(1) 615 56%	459 54%	130 59%	3 38%	546 57%	36 49%	30 45%
Neither clearly nor unclearly	(0) 140 13%	110 13%	24 11%	2 24%	112 12%	13 18%	19 28%ae
Quite unclearly	(-1) 48 4%	37 4%	10 5%	1 11%	39 4%	5 6%	2 3%
Very unclearly	(-2) 15 1%	11 1%	3 1%	-	12 1%	1 1%	2 4%
SUMMARY CODES							
CLEAR	900 81%g	682 81%	183 83%	6 65%	793 83%g	54 72%	43 64%
UNCLEAR	63 6%	48 6%	14 6%	1 11%	51 5%	5 7%	5 7%
Don't know	4 -	4 1%	-	-	4 -	-	1 1%
Mean Score	1.004g	1.005	0.999	0.904	1.021g	0.927	0.727
Standard Deviation	0.825	0.834	0.819	1.013	0.809	0.872	0.941
Error Variance	0.001	0.001	0.003	0.147	0.001	0.010	0.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.108 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1066	761	237	18	48
Weighted Base	1107	795	246	16*	47*
Very clearly	(2) 285 26%	216 27%	57 23%	4 27%	7 14%
Quite clearly	(1) 615 56%	456 57%	123 50%	6 38%	29 62%
Neither clearly nor unclearly	(0) 140 13%	83 10%	42 17%b	3 18%	9 19%
Quite unclearly	(-1) 48 4%	29 4%	18 7%b	1 6%	1 1%
Very unclearly	(-2) 15 1%	8 1%	5 2%	-	2 3%
SUMMARY CODES					
CLEAR	900 81% ^c	673 85% ^c	180 73%	11 65%	36 76%
UNCLEAR	63 6%	37 5%	23 9% ^b	1 6%	2 4%
Don't know	4 -	2 -	1 -	2 10%	-
Mean Score	1.004 ^c	1.004 ^c	0.853	0.987	0.823
Standard Deviation	0.825	0.783	0.925	0.912	0.820
Error Variance	0.001	0.001	0.004	0.009	0.014

Q.106 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1066	208	858	712	354	348	168	139	38	340	401	280	45
Weighted Base	1107	223	884	749	359	387	176	128	38*	377	413	274	44*
Very clearly (2)	285	41	244	168	118	86	46	19	7	90	118	65	12
Quite clearly (1)	615	133	482	443	172	236	106	77	20	225	232	141	17
Neither clearly nor unclearly (0)	140	29	111	90	50	43	16	18	8	41	40	50	9
Quite unclearly (-1)	48	16	32	37	11	15	7	13	2	16	17	13	2
Very unclearly (-2)	15	4	11	10	5	5	1	*	2	4	4	5	2
SUMMARY CODES													
CLEAR	900	174	726	609	291	322	152	98	27	315	350	206	28
UNCLEAR	63	20	43	47	16	20	8	14	4	20	21	17	5
Don't know	4	-	4	3	2	2	-	1	-	1	2	-	2
Mean Score	1.004bh	0.856	1.041b	0.964	1.088d	0.993h	1.072hi	0.788	0.744	1.015	1.076im	0.913	0.793
Standard Deviation	0.825	0.863	0.811	0.863	0.845	0.762	0.837	0.957	0.782	0.782	0.798	0.867	1.079
Error Variance	0.091	0.094	0.091	0.091	0.092	0.092	0.093	0.095	0.094	0.092	0.092	0.093	0.097

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.106 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skipped it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1066	395	471	481	79	146	112	303	748	788	684
Weighted Base	1107	420	513	523	79*	161	109	331	774	816	703
Very clearly	(2) 285	112	137	147	19	25	27	91	240	259	221
Quite clearly	(1) 615	26% ^h 59%	27% ^h 59%	29% ^h 57%	24% ^h 57%	16% ^h 61%	25% ^h 59%	28% ^h 58%	31% ^a 57%	32% ^a 57%	31% ^a 56%
Neither clearly nor unclearly	(0) 140	45	53	54	9	23	11	36	67	63	58
Quite unclearly	(-1) 48	4%	10% ^h 4%	10% ^h 4%	11% ^h 4%	14% ^h 7%	10% ^h 4%	11% ^h 2%	9% ^h 3%	8% ^h 3%	8% ^h 3%
Very unclearly	(-2) 15	1%	1% ^h 1%	1% ^h 1%	-	2%	2%	1%	4% ^h 1%	4% ^h 1%	5% ^h 1%
SUMMARY CODES											
CLEAR	900	357	431	444	64	123	91	283	680	723	618
	81%	85%	84%	85%	82%	78%	82%	88%	88% ^a	89% ^a	88% ^a
UNCLEAR	63	17	29	25	6	15	6	11	24	28	26
	6% ^h 6%	4% ^h 6%	6% ^h 6%	5% ^h 6%	7% ^h 6%	10% ^h 6%	5% ^h 6%	3% ^h 6%	3% ^h 6%	3% ^h 6%	4% ^h 6%
Don't know	4	1	-	-	-	-	1	-	2	2	2
	-	-	-	-	-	-	1%	-	1%	1%	1%
Mean Score	1.004 ^f	1.066	1.038	1.074	0.988	0.802	1.018	1.092	1.155 ^a	1.155 ^a	1.152 ^a
Standard Deviation	0.825	0.769	0.816	0.810	0.788	0.875	0.813	0.746	0.725	0.730	0.746
Error Variance	0.001	0.001	0.001	0.001	0.008	0.005	0.006	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.106 And how clearly or unclearly do you think the information was presented to you in the end of fixed term letter?
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1066	97	117	50	58	118	61	80	16	69	115	55	50	98	80	2
Weighted Base	1107	104*	123	54*	59*	115	66*	83*	19*	83*	112	61*	51*	97*	80*	2**
Very clearly	(2) 285 26%†	29 28%	24 19%	19 35%‡	23 39%‡§	19 16%	23 34%‡	20 25%	4 21%	26 31%†	25 23%	11 19%	20 39%‡§	18 19%	25 31%†	-
Quite clearly	(1) 615 56%	59 57%	81 66%‡§	23 43%	27 46%	71 62%‡§	33 50%	41 50%	10 51%	37 44%	75 66%‡§	38 62%‡§	21 41%	57 59%	41 51%	2 100%
Neither clearly nor unclearly	(0) 140 13%	10 10%	14 11%	10 19%	5 8%	12 11%	7 11%	14 17%	3 16%	17 21%‡	10 9%	6 10%	8 15%	14 15%	9 11%	-
Quite unclearly	(-1) 48 4%	3 3%	3 2%	-	2 4%	10 8%‡	3 5%	6 7%	2 12%	3 4%	2 2%	5 8%	2 3%	6 7%	2 3%	-
Very unclearly	(-2) 15 1%	2 2%	1 1%	-	2 4%	3 2%	3 1%	1 1%	-	-	-	-	1 2%	1 1%	4 5%‡	-
SUMMARY CODES																
CLEAR	900 81%	88 84%	105 85%	42 78%	50 85%	90 78%	56 84%	82 75%	14 72%	63 76%	100 89%‡§	49 81%	40 80%	76 78%	66 82%	2 100%
UNCLEAR	63 6%	5 5%	3 3%	-	4 7%	12 11%‡§	4 5%	7 8%‡	2 12%	3 4%	2 2%	5 8%	3 5%	7 7%	6 8%	-
Don't know	41 4%	1 1%	1 1%	2 3%‡	-	-	-	-	-	-	-	1 2%	-	-	-	-
Mean Score	1.004†	1.068†	1.020	1.159†	1.129†	0.815	1.124†	0.894	0.801	1.034	1.098†	0.935	1.113	0.889	0.995	1.000
Standard Deviation	0.825	0.814	0.865	0.736	0.867	0.892	0.833	0.865	0.825	0.818	0.898†	0.782	0.919	0.814	0.983	-
Error Variance	0.001	0.007	0.004	0.011	0.016	0.007	0.011	0.010	0.003	0.010	0.003	0.011	0.007	0.007	0.012	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	496	428	40	28	48	293	154	173	184	81	57
45%ajk	45%	45%	39%	51%	35%	46%e	48%ie	52%jk	52%ajk	37%	29%
No	601	512	63	27	90	331	181	161	166	137	139
54%ai	54%	54%	61%	49%	64%aifg	52%	54%	49%	47%	62%ih	70%aihi
Refused	3	3	-	-	-	3	-	-	3	-	-
						1%			1%		
Don't know	6	6	-	-	1	5	*	1	1	2	2
	1%	1%	-	-	1%	1%	*	*	*	1%	1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	767	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	496	91	357	37	11	80	416	404	55	30
45% ^{bd}		37%	50% ^{abd}	30%	33%	46%	48%	49% ^h	33%	28%
No	601	153	345	83	20	95	507	405	110	80
54% ^c		62% ^{ac}	49%	69% ^{ac}	65%	54%	54%	50%	66% ^{ah}	72% ^{ah}
Refused	3	-	3	-	-	-	3	2	2	-
Don't know	6	2	3	1	-	-	6	5	1	-
1%		1%	-	1%	-	-	1%	1%	1%	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1068	804	108	142	109	957	1068	957	156	836	67
Weighted Base	1107	889	93*	109	108*	999	1107	999	166	866	68*
Yes	498	428	31	34	42	454	498	454	75	399	20
	46% <i>cd</i>	48% <i>cd</i>	33%	31%	39%	45%	45%	45% <i>k</i>	45% <i>k</i>	46% <i>k</i>	29%
No	601	453	62	76	64	537	601	537	90	460	47
	54%	51%	67% <i>ab</i>	69% <i>ab</i>	59%	54%	54%	54%	54%	53%	70% <i>aj</i>
Refused	3	3	-	-	2	2	3	2	-	3	-
	*	*	-	-	2% <i>dh</i>	*	*	*	-	*	-
Don't know	6	6	-	-	-	6	6	6	2	4	1
	1%	1%	-	-	-	1%	1%	1%	1%	*	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1066	838	202	7	800	79	77
Weighted Base	1107	844	220	9**	860	72*	67*
Yes	496 45%g	362 43%	114 52%b	8 87%	450 47%g	26 37%	17 25%
No	601 54%	475 56%c	104 47%	1 13%	500 52%	48 63%	50 75%ae
Refused	3	3	-	-	3	-	-
Don't know	6 1%	5 1%	2 1%	-	6 1%	-	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1066	761	237	16	48
Weighted Base	1107	795	246	16**	47*
Yes	496 45% ^c	402 51% ^{ace}	70 29%	8 46%	16 33%
No	601 54% ^b	367 49%	173 70% ^{ab}	8 47%	31 67% ^b
Refused	3	2	2	-	-
Don't know	6 1%	4 1%	1 *	1 6%	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1066	208	858	712	354	348	168	139	38	340	401	280	45
Weighted Base	1107	223	884	749	359	367	176	128	38*	377	413	274	44*
Yes	498	129	367	381	114	219	94	52	13	268	168	53	7
45% ^{a/m}		58% ^{a/c}	42%	51% ^{a/e}	32%	56% ^{a/h}	53% ^{a/g}	40%	32%	71% ^{a/j}	41% ^{a/k}	20%	16%
No	601	93	509	363	239	165	82	76	25	107	243	216	36
54% ^{b/o}		41%	58% ^b	48%	67% ^{b/d}	43%	47%	59% ^{b/g}	65% ^b	28%	59% ^b	79% ^{b/k}	82% ^{b/k}
Refused	3	-	3	-	3	-	-	-	-	-	-	3	-
					1% ^d							1% ^k	
Don't know	6	2	5	4	2	4	-	1	-	2	2	1	1
	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1066	985	471	481	79	146	112	303	748	788	684
Weighted Base	1107	420	513	523	79*	161	109	331	774	816	703
Yes	496	276	314	326	34	105	60	231	337	369	300
	45%	66% ^a	61% ^a	62% ^a	43%	65% ^{a,e}	54%	70% ^{a,g}	44%	45%	43%
No	601	140	195	192	45	54	49	97	430	441	399
	54% ^{b,c,d,h}	33%	38%	37%	57% ^d	34%	45% ^h	29%	56%	54%	57%
Refused	3	-	-	-	-	-	-	-	3	2	2
	*	-	-	-	-	-	-	-	*	*	*
Don't know	6	4	3	5	-	2	1	3	3	4	3
	7%	7%	7%	7%	-	7%	7%	7%	*	7%	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I checked what I'm currently paying for my energy or found out about the tariff that I'm on
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1066	97	117	50	58	118	61	80	16	69	115	55	50	38	80	2
Weighted Base 1107	104*	123	54*	59*	115	66*	83*	19**	83*	112	61*	51*	39*	80*	2**
Yes 496 45%	50 48%	73 59% ^a 61%	19 35%	30 51%	45 39%	24 37%	32 39%	10 51%	30 36%	56 50%	30 49%	25 49%	36 37%	37 46%	-
No 601 54% ^c	52 51%	49 40%	34 64% ^c	29 49%	70 61% ^c	41 63% ^c	48 59% ^c	9 49%	53 64% ^c	57 50%	30 49%	25 49%	60 61% ^c	43 54%	2 100%
Refused 3 *	-	-	-	-	-	-	2 *	-	-	-	-	-	2 *	-	-
Don't know 6 1%	2 2%	1 1%	1 2%	-	-	-	-	-	-	-	1 2%	1 2%	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
- I looked into switching tariffs with my current supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	355	310	30	16	31	220	104	137	125	49	44
	32% ^{ajk}	33%	29%	29%	22%	35% ^{ae}	31%	41% ^{ajk}	35% ^{jk}	22%	22%
No	742	630	73	39	108	403	231	194	226	169	152
	67% ^{lh}	66%	71%	71%	78% ^{laf}	64%	69%	58%	64%	77% ^{lah}	77% ^{lah}
Refused	3	3	-	-	-	3	-	-	3	-	-
						1%			1%		
Don't know	6	6	-	-	-	6	1	3	-	2	2
	1%	1%	-	-	-	1%	1	1%	-	1%	1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	767	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	355 32% ^(a j)	54 22%	265 37% ^(a b d)	28 24%	7 24%	50 29%	305 33%	298 37% ^(a j)	36 21%	20 18%
No	742 67% ^(c)	190 77% ^(a c)	437 62%	91 76% ^(c)	24 76%	124 71%	618 69%	512 63%	129 77% ^(a h)	90 81% ^(a h)
Refused	3	-	3	-	-	-	3	2	2	-
Don't know	6 1%	3 1%	3	1 1%	-	-	6 1%	4 1%	1 1%	1 1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skipped it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1068	804	108	142	109	957	1069	957	156	836	67
Weighted Base	1107	889	93*	109	108*	999	1107	999	166	866	68*
Yes	352	316	21	15	27	328	355	328	57	285	12
	32%ak	36%cd	22%	13%	25%	33%	32%	33%	34%k	32%k	17%
No	742	564	72	94	79	663	742	663	110	571	58
	67%	63%	78%ab	86%ab	73%	68%	67%	66%	66%	66%	83%ajk
Refused	3	3	-	-	2	2	3	2	-	3	-
	*	*	-	-	2%h	*	*	*	-	*	-
Don't know	6	6	-	1	-	6	6	6	-	6	-
	1%	1%	-	1%	-	1%	1%	1%	-	1%	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1066	838	202	7	800	79	77
Weighted Base	1107	844	220	9**	860	72*	67*
Yes	355 32%g	250 30%	96 44%ab	4 42%	324 34%g	17 22%	13 19%
No	742 67%c	584 69%c	124 59%	5 59%	629 69%	55 70%	54 81%ae
Refused	3	3	-	-	3	-	-
Don't know	6 1%	6 1%	-	-	4	1	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	1066	761	237	16	48
Weighted Base	1107	795	246	19**	47*
Yes	355 32% ^{abc}	305 38% ^{abc}	44 18%	-	5 11%
No	742 67% ^{ab}	464 61%	190 81% ^{ab}	15 94%	42 89% ^{ab}
Refused	3	2	2	-	-
Don't know	6 1%	4 1%	1 1%	1 6%	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1066	208	858	712	354	348	168	139	38	340	401	280	45
Weighted Base	1107	223	884	748	359	367	176	128	38*	377	413	274	44*
Yes	355	99	256	286	69	180	68	29	8	218	111	28	-
	32% ^{ah}	45% ^{ac}	29%	38% ^{ae}	19%	47% ^{ah}	39% ^h	23%	21%	58% ^{akm}	27% ^{km}	10% ^m	-
No	742	122	620	459	284	205	107	97	30	158	299	243	42
	67% ^{bd}	55%	70% ^b	61%	79% ^{ad}	53%	61%	78% ^{ahg}	79% ^d	42%	73% ^j	89% ^{kajk}	95% ^{kajk}
Refused	3	-	3	-	3	-	-	-	-	-	-	3	-
	-	-	-	-	1% ^d	-	-	-	-	-	-	1% ^k	-
Don't know	6	2	5	4	2	2	1	2	-	-	3	1	2
	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	2% ^{kajk}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1066	395	471	481	79	146	112	303	748	788	684
Weighted Base	1107	420	513	523	79*	161	109	331	774	816	703
Yes	355	225	242	259	21	87	46	191	228	247	192
	32%a	54%a	47%a	50%a	27%	54%ae	42%a	58%ag	29%	30%	27%
No	742	194	269	261	57	73	63	139	537	562	503
	67%bcdeh	46%	52%	50%	73%fd	45%	58%hd	42%	69%	69%	72%
Refused	3	-	-	-	-	-	-	-	3	2	2
	*	-	-	-	-	-	-	-	*	*	*
Don't know	6	-	2	3	-	2	-	-	5	6	6
	7%	-	7	1%	-	7%	-	-	7%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching tariffs with my current supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1066	97	117	50	58	118	61	80	16	69	115	55	50	38	80	2
Weighted Base 1107	104*	123	54*	59*	115	66*	83*	19**	83*	112	61*	51*	97*	80*	2**
Yes 355 32%	40 39% ^{udh}	41 33%	10 19%	20 34%	37 32%	19 29%	19 24%	5 27%	25 30%	40 36% ^{ud}	24 40% ^{ud}	14 28%	28 29%	32 40% ^{udh}	-
No 742 67%	61 59%	81 66%	42 79% ^{abo}	39 66%	78 68%	47 71%	61 73%	14 73%	58 70%	72 64%	37 60%	35 70%	67 70%	48 60%	2 100%
Refused 3	-	-	-	-	-	-	2	-	-	-	-	-	2	-	-
Don't know 6 1%	3 2% ^{aa}	1 1%	1 2%	-	-	-	1 1%	-	-	-	-	1 2%	2% ^{aa}	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
- I looked into switching to a different supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	278	246	22	11	36	164	79	102	104	37	35
	25% ^{jk}	26%	21%	21%	26%	26%	23%	31% ^{jk}	29% ^{jk}	17%	18%
No	820	695	81	43	101	464	255	231	246	183	161
	74%	73%	79%	79%	72%	73%	76%	69%	69%	83% ^{iah}	81% ^{iah}
Refused	2	2	-	-	-	2	-	-	2	-	-
Don't know	7	7	-	-	2	3	2	1	3	1	2
	1%	1%	-	-	2%	* ^g	1%	* ^g	1%	* ^g	1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
- I looked into switching to a different supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	767	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	278	43	203	27	5	42	236	231	28	19
	25% ^{ab}	17%	29% ^{ab}	22%	17%	24%	25%	28% ^{aj}	16%	17%
No	820	203	499	93	25	131	689	581	136	91
	74%	82% ^{ac}	71%	77%	79%	72%	74%	71%	81% ^{ah}	83% ^{ah}
Refused	2	-	2	-	-	-	2	-	2	-
	-	-	-	-	-	-	-	-	1% ^h	-
Don't know	7	1	4	1	1	2	6	5	2	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j
** very small base (under 30) ineligible for sig testing

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching to a different supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skipped it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1068	804	108	142	109	957	1068	957	156	836	67
Weighted Base	1107	889	93*	109	108*	999	1107	999	166	866	68*
Yes	278	252	15	9	22	256	278	256	41	228	8
	26%ab	28%cd	16%	9%	20%	26%	25%	26%	25%k	26%k	12%
No	820	629	78	99	84	735	820	735	124	633	59
	74%	71%	84%ab	91%ab	78%	74%	74%	74%	74%	73%	88%aj
Refused	2	2	-	-	2	-	2	-	-	2	-
	*	*	-	-	2%afgh	-	*	-	-	*	-
Don't know	7	7	-	1	7	7	7	7	2	4	1
	1%	1%	-	1%	-	1%	1%	1%	1%	*	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



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	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1066	838	202	7	900	79	77
Weighted Base	1107	844	220	9**	960	72*	67*
Yes	278 25% ^{ab}	175 21%	90 41% ^{ab}	6 70%	261 27% ^{cd}	8 11%	11 17%
No	820 74% ^{ac}	662 78% ^{ac}	129 68%	3 30%	595 72%	64 89% ^{ae}	56 83% ^{ae}
Refused	2	2	-	-	2	-	-
Don't know	7 1%	6 1%	2 1%	-	7 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
- I looked into switching to a different supplier

Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	1066	761	237	16	48
Weighted Base	1107	795	246	19**	47*
Yes	278	232	37	1	8
	25% ^c	29% ^c	15%	6%	18%
No	820	529	200	14	39
	74%	70%	84% ^{ab}	88%	82%
Refused	2	-	2	-	-
	*	-	1% ^b	-	-
Don't know	7	5	1	1	-
	1%	1%	*	6%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
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Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching to a different supplier
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	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1066	208	858	712	354	348	168	139	38	340	401	280	45
Weighted Base	1107	223	884	748	359	367	176	128	38*	377	413	274	44*
Yes	278	122	156	243	96	164	59	17	6	192	74	12	-
	25%cab	55%cab	18%	32%ae	10%	42%ah	34%ah	13%	14%	51%akm	18%km	4%	-
No	820	101	719	501	319	220	117	111	33	184	335	258	43
	74%hbd	45%	81%ab	67%	89%ad	57%	66%af	86%afg	86%afg	49%	81%aj	94%ak	98%ak
Refused	2	-	2	-	2	-	-	-	-	-	-	2	-
	0%	-	0%	-	0%	-	-	-	-	-	-	0%	-
Don't know	7	-	7	5	3	4	-	1	-	1	4	2	1
	1%	-	1%	1%	1%	1%	-	1%	-	0%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching to a different supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1066	395	471	481	79	146	112	303	748	788	684
Weighted Base	1107	420	513	523	79*	161	109	331	774	816	703
Yes	278	155	221	213	33	101	18	140	159	184	145
	25%a	37%a	43%a	41%a	41%a	62%ae	17%	42%ag	21%	23%	21%
No	820	262	289	306	46	80	90	188	607	629	555
	74%bcdeh	62%	58%	58%	59%f	37%	82%h	57%	78%a	77%	79%a
Refused	2	-	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	-	*	-	-
Don't know	7	3	3	4	-	-	1	2	5	3	3
	7%	7%	7%	7%	-	-	1%	7%	7%	7%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I looked into switching to a different supplier
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1066	97	117	50	58	118	61	80	16	69	115	55	50	38	80	2
Weighted Base 1107	104*	123	54*	59*	115	66*	83*	19*	83*	112	61*	51*	97*	80*	2**
Yes 278 25%	29 28%	35 28%	9 16%	11 19%	27 23%	17 26%	16 19%	4 22%	17 21%	34 30%	21 35% ^d	13 26%	19 20%	25 32%	-
No 820 74%	71 69%	87 71%	44 82%	48 81%	88 77%	48 73%	67 81%	15 78%	55 79%	78 70%	40 65%	36 72%	75 78%	55 68%	2 100%
Refused 2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
Don't know 7 1%	3 3% ^a	1 1%	1 2%	-	-	-	-	-	-	-	-	1 2%	1 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1066	924	86	56	129	533	404	275	288	208	295
Weighted Base	1107	950	103*	55*	139	632	336	334	354	220	198
Yes	252	230	15	7	25	145	82	87	103	30	32
	23% ^{jk}	24% ^{kc}	14%	13%	18%	23%	24%	26% ^{jk}	29% ^{ajk}	14%	16%
No	848	712	88	48	111	483	254	246	249	189	164
	77% ^{kl}	75%	86% ^{ld}	87%	80%	76%	75%	74%	70%	86% ^{lad}	83% ^{lad}
Refused	2	2	-	-	-	2	-	-	2	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	6	-	-	3	2	-	1	1	2	2
	1%	1%	-	-	2% ^{lfg}	1%	-	1%	1%	1%	1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1066	302	613	118	33	200	866	767	158	130
Weighted Base	1107	247	708	121	32**	174	933	816	168	110
Yes	252	37	184	24	6	46	206	202	30	18
	23% ^{ab}	15%	28% ^{ab}	20%	19%	26%	22%	25%	18%	17%
No	848	209	518	96	26	128	719	610	135	91
	77%	68% ^{ac}	79%	79%	81%	74%	77%	75%	81%	83%
Refused	2	-	2	-	-	-	2	-	2	-
	-	-	-	-	-	-	-	-	1% ^h	-
Don't know	6	-	4	1	-	-	6	4	1	1
	1%	-	1%	1%	-	-	1%	-	1%	1%

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1068	804	108	142	109	957	1068	957	156	836	67
Weighted Base	1107	889	93*	109	108*	999	1107	999	166	866	68*
Yes	252	224	15	12	16	237	252	237	33	206	12
		25% <i>d</i>	16%	11%	14%	24% <i>e</i>	23%	24% <i>e</i>	20%	24%	18%
No	848	658	78	97	91	757	848	757	131	656	58
		74%	84% <i>b</i>	89% <i>a,b</i>	84%	76%	77%	76%	79%	76%	82%
Refused	2	2	-	-	2	-	2	-	-	2	-
		*	-	-	2% <i>a,f,g,h</i>	-	*	-	-	*	-
Don't know	6	6	-	-	-	6	6	6	3	3	-
		1%	-	-	-	1%	1%	1%	2%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1066	838	202	7	800	79	77
Weighted Base	1107	844	220	9**	860	72*	67*
Yes	252 23%g	181 21%	66 30%ab	2 23%	232 24%g	12 16%	8 12%
No	848 77%	658 78%bc	154 70%	5 60%	721 79%	61 84%	59 88%ae
Refused	2	2	-	-	2	-	-
Don't know	6 1%	4	-	2 17%	6 1%	-	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skipped it

	TARIFF TYPE				
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base	1066	761	237	16	48
Weighted Base	1107	795	246	19**	47*
Yes	252	204	42	3	4
	23% ^a	26% ^{a,c}	17%	16%	9%
No	848	567	202	13	43
	77%	74%	82% ^{a,b}	77%	91% ^{a,b}
Refused	2	-	2	-	-
	*	-	1% ^b	-	-
Don't know	6	4	1	1	-
	1%	*	*	6%	-

Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1066	208	858	712	354	348	168	139	38	340	401	280	45
Weighted Base	1107	223	884	749	359	367	176	128	38*	377	413	274	44*
Yes	252	72	180	199	53	127	41	24	9	142	86	23	1
	22%kn	32%ac	20%	27%e	15%	33%agh	23%	18%	24%	38%akm	21%kn	8%	1%
No	848	149	698	544	303	257	135	104	29	233	323	249	42
	77%kg	67%	79%ib	73%	85%ad	66%	77%jd	81%hd	78%	62%	78%kl	91%akj	93%kaj
Refused	2	-	2	-	2	-	-	-	-	-	-	2	-
	0.2%	0%	0.2%	0%	0.6%	0%	0%	0%	0%	0%	0%	0.5%	0%
Don't know	6	2	4	5	1	4	-	1	-	1	4	-	1
	0.5%	0.9%	0.5%	0.7%	0.3%	0.4%	0%	0.8%	0%	0.3%	1.0%	0%	0.2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	1066	395	471	481	79	146	112	303	748	789	684
Weighted Base	1107	420	513	523	79*	161	109	331	774	816	703
Yes	252	143	160	165	19	60	26	121	151	164	124
	23%a	34%a	31%a	32%a	24%	37%a	23%	37%ag	20%	20%	18%
No	848	273	351	356	60	99	79	209	617	648	575
	77%bcdm	65%	68%	68%	76%f	62%	72%	63%	80%	79%	82%a
Refused	2	-	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	-	*	-	-
Don't know	6	3	2	2	-	2	3	*	4	5	5
	7%	7%	*	*	-	7%	2%ah	*	*	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter?
 - I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	Total (a)	PES_SEGMENTS														Yorkshir e (d)	NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	1066	97	117	50	58	118	61	80	16	69	115	55	50	38	80	2	
Weighted Base	1107	104*	123	54*	59*	115	66*	83*	19**	83*	112	61*	51*	97*	80*	2**	
Yes	252	31	28	15	10	26	15	15	5	9	22	20	6	21	29	-	
	23% _{nj}	30% _{ijm}	23%	27% _{ij}	17%	22%	23%	18%	27%	11%	19%	34% _{ijm}	12%	21%	36% _{aaehkm}	-	
No	848	72	92	38	49	89	51	68	14	73	90	40	43	75	52	2	
	77% _{ko}	69%	78%	71%	83% _{oo}	78%	78%	82% _{oo}	73%	89% _{abodl}	81% _{oo}	66%	86% _{oblo}	77%	64%	100%	
Refused	2	-	-	-	-	-	-	-	-	0	-	-	-	2	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	2% _{aa}	-	-	
Don't know	6	1	3	1	-	-	-	-	-	-	-	-	1	-	-	-	
	1%	1%	2%	1%	-	-	1%	-	-	-	-	-	2%	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.110 Did you take any of the following action as a result of receiving the end of fixed term letter? - Summary Table
 Base: All who recall receiving an end of fixed term letter AND read it in detail/skimmed it

	I checked what I'm currently paying for my energy or found out about the tariff that I'm on	I looked into switching tariffs with my current supplier	I looked into switching to a different supplier	I thought about switching tariffs either with this supplier or a different supplier, but have not yet started looking
Unweighted Base	1066	1066	1066	1066
Weighted Base	1107	1107	1107	1107
Yes	486 45%	355 32%	278 25%	252 23%
No	601 54%	742 67%	820 74%	848 77%
Refused	3 *	3 *	2 *	2 *
Don't know	6 1%	6 1%	7 1%	6 1%

Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5966	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5987	5072	559	395	1172	3107	1708	1454	1895	1228	1410
Yes 2047 34%ajk	1750 35%	183 33%	114 32%	302 26%	1112 36%e	632 37%ae	644 44%ajk	707 37%ajk	358 29%k	338 24%
No 3610 60%gh	3035 60%	357 64%	217 61%	808 69%alq	1832 59%	970 57%	750 52%	1078 57%h	800 65%ah	983 70%ahj
Refused 25	21	4	-	3	14	8	4	7	6	7
Don't know 308 5%k	268 5%k	16 3%	24 7%k	58 5%	150 5%	98 6%	56 4%	105 6%	64 5%	81 6%h



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2393	2995	632	216	1166	4790	3407	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	2047	471	1368	165	43	350	1697	1449	356	214
	34% ^{abde}	28%	39% ^{abde}	26%	22%	37%	34%	39% ^{ahj}	29% ^{ij}	22%
No	3610	1103	1961	415	131	566	3054	2034	810	711
	60% ^{ch}	67% ^{ac}	58%	65% ^{ac}	67% ^{ac}	59%	61%	55%	66% ^{ah}	73% ^{ah}
Refused	25	3	7	14	-	1	24	13	6	5
	-	-	-	2% ^{abce}	-	-	-	-	1%	-
Don't know	306	80	158	48	21	43	283	194	58	46
	5%	5%	5%	7% ^{abc}	11% ^{abc}	5%	5%	5%	5%	5%



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	2047	1651	195	194	226	1821	2042	1816	289	1655	89
	34% ^(a)	37% ^(a,c,d)	32% ^(c,d)	22% ^(d)	32% ^(e)	35% ^(f)	34% ^(g)	35% ^(h)	40% ^(i,k)	35% ^(k)	17% ^(k)
No	3610	2576	375	616	455	3155	3601	3146	396	2811	363
	60% ^(a)	58% ^(a)	62% ^(a)	71% ^(a,b,c)	63% ^(e)	60% ^(f)	60% ^(g)	60% ^(h)	55% ⁽ⁱ⁾	60% ^(j)	69% ^(a,j)
Refused	25	9	2	4	4	21	25	21	1	15	1
	*	*	*	*	1%	*	*	*	*	*	*
Don't know	308	203	35	55	32	274	303	271	29	200	69
	5%	5%	6%	6% ^(b)	4%	6%	5%	5%	4%	4%	13% ^(a,l)

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	2047	1638	345	10	1673	173	175
	34%g	26%	37%	26%	38%a/fg	32%g	16%
No	3610	2827	528	29	2451	347	756
	60%a	60%	59%	75%c	50%	63%a	72%aef
Refused	25	15	3	-	14	3	3
	-	-	-	-	-	1%	-
Don't know	306	216	43	-	214	26	46
	5%	5%	5%	-	5%	2%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?

Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE			
	Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	596	2861	57	742
Weighted Base	5987	2841	59*	701
Yes	2047 34% ^{ace}	1073 45% ^{ace}	796 28% ^{ce}	24 41% ^{ce}
No	3610 60% ^{ab}	1197 51% ^b	1917 67% ^{ab}	32 55% ^b
Refused	25 -	8 -	10 -	1 -
Don't know	306 5% ^b	65 4%	118 4%	100 14% ^{abcd}

Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	2047	355	1692	1361	686	603	385	266	78	549	772	593	133
	34%em	39%ac	33%	41%ae	26%	46%ah	44%ah	35%	39%	62%akm	46%alm	27%am	11%
No	3810	503	3107	1780	1830	649	453	465	110	328	851	1458	975
	66%bdgk	56%	61%b	54%	68%ad	50%	52%	61%ig	55%	37%	51%k	67%ajk	77%ajkl
Refused	25	2	23	7	18	3	1	1	2	-	4	6	15
					1%cd				1%g				1%ajkl
Don't know	308	40	265	150	155	46	29	37	9	9	54	108	136
	5%gjkl	4%	5%	5%	6%cd	4%	3%	5%	5%	1%	3%	5%kl	11%ajkl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Yes	2047	629	849	853	140	250	173	484	1464	1515	1249
	34%	62% ^{acd}	54% ^a	56% ^a	31%	47% ^{ae}	59% ^a	64% ^a	37% ^a	38% ^a	36%
No	3610	355	680	629	282	269	114	256	2352	2326	2063
	60% ^{bcdgfhj}	35%	43% ^b	41% ^b	63% ^f	50%	38%	34%	59%	58%	60%
Refused	25	3	2	2	-	2	1	2	10	9	8
	*	*	*	*	-	*	*	*	*	*	*
Don't know	308	22	42	43	28	16	9	15	174	169	154
	5% ^{bcdeh}	2%	3%	3%	6% ^f	3%	3%	2%	4%	4%	4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.168 Energy suppliers are required to notify customers about savings they could make by managing their account online, changing tariff or changing their payment method with their current supplier. Do you recall seeing a message like this?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	380	508	127	389	556	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Yes 2047	157	250	105	109	244	135	126	49	132	212	144	97	156	122	9
34%bdh	27%ud	44%abdeh	19%	34%ubdh	44%abdeh	39%ubdh	26%ud	34%ud	32%ud	40%abdhj	35%ubdh	33%udh	35%ubdh	39%ubdh	35%
No 3610	373	300	404	193	287	199	346	87	266	302	235	179	248	177	14
60%cf	63%uckn	53%	74%abcef	61%cf	52%	57%	71%abcef	61%	65%clgk	57%	57%	61%cf	56%	57%	56%
Refused 25	3	-	1	2	-	4	-	-	4	1	-	-	3	2	2
-	1%	-	-	1%	-	1%cll	3	-	1%cf	-	-	-	1%	1%	7%
Don't know 308	57	16	38	14	24	11	15	7	8	19	34	17	35	12	1
5%ch	10%acelth	3%	7%uchgk	4%	4%	3%	3%	5%	2%	3%	8%acelth	6%cl	8%acelth	4%	3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
Annual summary	560	483	57	21	47	339	174	164	191	107	98
Bill	27% ^{cd}	23% ^{cd}	31% ^d	18%	15%	31% ^{ae}	39% ^{ae}	25%	27%	30%	29%
Price increase letter	734	647	53	34	107	377	250	244	244	124	122
	36%	37%	29%	30%	35%	34%	39% ^{fd}	38%	35%	35%	36%
End of fixed term letter	99	86	8	4	9	53	37	28	31	19	20
	5%	5%	4%	4%	3%	5%	6%	4%	4%	5%	6%
Internet/online (nms)	160	136	15	9	14	93	52	56	54	28	22
	8%	8%	8%	8%	5%	8%	8%	9%	8%	8%	7%
Letter/separate letter	106	87	8	10	13	59	35	25	51	18	12
	5%	5%	5%	9%	4%	5%	5%	4%	7% ^{hk}	5%	4%
Email from supplier	104	83	8	12	18	49	35	30	33	20	21
	5%	5%	5%	10% ^{ab}	6%	4%	6%	5%	5%	6%	6%
Email	4	4	-	-	-	2	2	2	1	-	1
	-	-	-	-	-	-	-	-	-	-	-
Text message	186	162	12	12	38	117	30	62	80	28	17
	9% ^{gk}	9%	7%	10%	13% ^g	11% ^g	5%	10% ^k	11% ^k	8%	5%
By phone	6	3	4	-	2	5	-	1	2	2	2
	-	-	2% ^{ab}	-	1%	-	-	-	-	-	1%
Leaflet	53	47	3	3	17	22	15	11	23	7	11
	3%	3%	2%	3%	5% ^{afg}	2%	2%	2%	3%	2%	3%
On TV	18	16	2	1	7	7	4	3	4	4	7
	1%	1%	1%	1%	2% ^{afg}	1%	1%	-	1%	1%	2% ^{ahj}
Supplier website	20	17	3	-	3	10	6	5	6	1	8
	1%	1%	2%	-	1%	1%	1%	1%	1%	-	2% ^{ahj}
Letter from supplier	6	6	-	-	1	5	-	3	2	-	1
	-	-	-	-	-	-	-	-	-	-	-
Online account	5	5	-	-	1	1	2	1	2	1	-
	-	-	-	-	-	-	-	-	-	-	-
Verbally/face to face	15	14	-	1	3	8	3	7	5	2	-
	1%	1%	-	1%	1%	1%	1%	1% ^k	1%	1%	1%
	1	1	-	-	-	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
Statement	7	4	1	2	1	4	1	3	3	1	-
	-	-	1%	2%ab	-	-	-	-	-	-	-
When signing up	12	12	1	-	2	8	3	9	1	1	1
	1%	1%	1%	-	1%	1%	-	1%j	-	-	-
Informed by speaking to supplier/customer service adviser	2	1	1	-	1	1	-	-	-	-	2 1%ah
Website (no detail)	22	20	-	2	6	15	2	9	10	2	1
	1%	1%	-	2%	2%g	1%g	-	1%	1%k	1%	-
Mail/post	12	12	-	-	6	6	1	2	4	6	-
	1%	1%	-	-	2%afg	-	-	-	1%	2%k	-
App	6	6	-	-	1	5	-	-	5	1	1
	-	-	-	-	-	-	-	-	1%	-	-
Newspaper/magazine	7	7	-	-	1	4	2	4	2	1	1
	-	-	-	-	-	-	-	1%	-	-	-
Other	33	27	1	4	5	19	9	11	14	5	3
	2%	2%	1%	4%	2%	2%	1%	2%	2%	1%	1%
Refused	1	1	-	-	-	1	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	137	95	27	15	17	64	55	52	37	24	24
	7%	5%	15%ab	13%ab	6%	6%	9%j	8%	5%	7%	7%

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1961	575	1173	167	46	404	1557	1347	329	287
Weighted Base	2047	471	1388	165	43	350	1697	1449	358	214
Annual summary	560	131	385	34	9	91	469	415	77	58
	27% ^u	28%	28%	21%	21%	26%	28%	29% ^u	22%	27%
Bill	734	164	487	66	17	140	594	535	127	61
	38% ^u	35%	36%	40%	40%	40%	35%	37% ^u	38%	28%
Price increase letter	99	23	67	8	1	11	88	71	10	17
	5%	5%	5%	5%	1%	3%	5%	5%	3%	8% ^u
End of fixed term letter	160	34	112	9	5	25	135	136	13	10
	8% ^u	7%	8%	5%	11%	7%	8%	9% ^u	4%	4%
Internet/online (rms)	106	29	60	12	3	25	81	67	6	12
	5% ^u	6%	4%	6%	6%	7%	5%	6% ^u	2%	6% ^u
Letter/separate letter	104	27	65	9	2	24	80	68	22	14
	5%	6%	5%	4%	4%	7%	6%	5%	6%	6%
Email from supplier	4	1	3	-	-	1	3	4	-	-
	-	-	-	-	-	-	-	-	-	-
Email	186	30	137	16	2	24	162	130	44	10
	9% ^u	6%	10% ^{ab}	10%	6%	7%	10%	9% ^u	12% ^{uj}	5%
Text message	6	1	5	-	-	1	6	2	4	-
	-	-	-	-	-	-	-	-	1% ^{ah}	-
By phone	53	13	36	4	-	9	44	31	16	6
	3%	3%	3%	3%	-	3%	3%	2%	4% ^{ah}	3%
Leaflet	18	6	8	3	1	5	13	7	5	6
	1%	1%	1%	2%	2%	1%	1%	-	1%	3% ^{ah}
On TV	20	5	12	2	1	6	12	8	4	6
	1%	1%	1%	1%	2% ^{ag}	2%	1%	1%	1%	3% ^{ah}
Supplier website	6	1	4	1	-	1	5	4	2	1
	-	-	-	1%	-	-	-	-	-	-
Letter from supplier	5	1	3	-	-	-	4	4	1	-
	-	-	-	-	-	-	-	-	-	-
Online account	15	2	13	-	-	2	13	6	6	2
	1%	-	1%	-	-	1%	1%	-	2% ^{ah}	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base

Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1961	575	1173	167	46	404	1557	1347	329	287
Weighted Base	2047	471	1388	165	43	350	1697	1449	358	214
Verbally/face to face	1	-	1	-	-	-	1	-	1	-
Statement	7	-	7	-	-	-	7	3	3	-
When signing up	12	1	11	1	-	5	8	6	5	1
1%	1%	*	1%	1%	-	1%	*	-	1%	1%
Informed by speaking to supplier/customer service adviser	2	1	1	-	-	1	1	-	1	1
Website (no detail)	22	5	17	-	-	2	20	16	5	1
1%	1%	1%	1%	-	-	1%	1%	1%	1%	*
Mail/post	12	-	10	1	-	-	12	5	3	5
1%	1%	-	1%	1%	-	-	1%	*	1%	2%ah
App	6	2	3	1	-	2	4	4	2	-
-	-	1%	-	*	-	1%	-	-	1%	-
Newspaper/magazine	7	-	6	-	-	1	6	7	-	1
-	-	-	-	-	2%ah	*	*	*	*	*
Other	33	8	24	-	1	6	27	22	7	4
2%	2%	2%	2%	-	2%	2%	2%	2%	2%	2%
Refused	1	-	-	1	-	1	-	1	-	-
-	-	-	-	1%ac	-	-	1%	-	-	-
Don't know	137	34	82	16	5	23	113	92	21	23
7%	7%	6%	10%	11%	11%	7%	6%	6%	6%	11%ah

Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1951	1484	217	254	238	1725	1957	1721	285	1597	85
Weighted Base	2047	1651	195	194	228	1621	2042	1616	289	1655	89*
Annual summary	560	453	60	45	59	501	559	500	87	457	14
Bill	734	557	81	92	77	656	731	654	98	607	25
Price increase letter	99	74	10	15	11	88	99	88	15	79	4
End of fixed term letter	160	133	18	9	13	148	160	146	26	123	11
Internet/online (nms)	106	100	4	2	15	91	106	91	22	79	4
Letter/separate letter	104	75	13	15	21	82	104	82	18	78	7
Email from supplier	4	4	-	-	-	4	4	4	1	3	-
Email	186	176	8	2	12	174	186	174	16	160	8
Text message	6	5	-	1	2	5	6	5	3	3	-
By phone	53	38	10	4	8	45	52	44	8	40	3
Leaflet	19	13	2	3	1	16	18	16	2	15	1
On TV	20	12	3	4	-	20	20	20	-	19	1
Supplier website	6	6	-	-	-	6	6	6	-	6	-
Letter from supplier	5	4	-	-	-	5	5	5	-	5	-
Online account	15	15	-	-	3	12	15	12	1	13	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1951	1484	217	254	238	1725	1957	1721	285	1597	85
Weighted Base	2047	1651	195	194	228	1621	2042	1616	289	1655	89*
Verbally/face to face	1	1	-	-	-	1	1	1	-	-	1
Statement	7	5	-	1%	-	7	7	-	1	2	3 (3%a)
When signing up	12	12	-	-	-	12	12	12	-	10	2
Informed by speaking to supplier/customer service adviser	2	2	-	-	1	1	2	1	-	1	1
Website (no detail)	22	21	1	-	1	21	22	21	3	17	2
Mail/post	12	11	1	-	-	12	12	12	1	11	-
App	6	6	-	-	1	5	6	5	2	4	-
Newspaper/magazine	7	6	-	1%	-	7	7	7	-	7	-
Other	33	28	3	4	6	28	33	28	4	27	2
Refused	1	1	-	-	-	1	1	1	-	1	-
Don't know	137	95	18	24	18	119	136	117	14	114	6
	7%	6%	9%	12%ab	8%	7%	7%	6%	5%	7%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1961	1583	313	9	1564	179	167
Weighted Base	2047	1638	345	10**	1673	173	175
Annual summary	560	439	101	5	464	35	52
	27%	27%	29%	57%	28%	20%	30%
Bill	734	597	112	3	601	92	32
	38%g	36%	32%	36%g	38%g	53%aag	19%
Price increase letter	99	82	15	-	77	7	12
	5%	5%	4%	-	5%	4%	7%
End of fixed term letter	160	127	29	3	139	7	10
	8%	8%	9%	28%	8%	4%	6%
Internet/online (rms)	108	79	24	-	85	6	2
	5%g	5%	7%	-	6%g	4%	1%
Letter/separate letter	104	93	9	-	73	16	17
	5%	6%c	3%	-	4%	9%ae	9%ae
Email from supplier	4	3	1	-	4	-	-
	-	-	-	-	-	-	-
Email	186	144	38	-	170	8	8
	9%	9%	11%	-	10%fg	5%	5%
Text message	6	4	2	-	3	2	1
	-	-	1%	-	-	1%	1%
By phone	53	50	3	-	44	3	4
	3%	3%c	1%	-	3%	2%	3%
Leaflet	18	14	3	-	11	-	8
	1%	1%	1%	-	1%	-	4%aaf
On TV	20	15	2	-	9	3	6
	1%	1%	1%	-	1%	1%	3%ae
Supplier website	6	5	1	-	5	-	1
	-	-	-	-	-	-	-
Letter from supplier	5	4	1	-	4	1	-
	-	-	-	-	-	-	-

Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1961	1583	313	9	1564	179	167
Weighted Base	2047	1638	345	10**	1673	173	175
Online account	15	11	4	-	12	1	1
Verbally/face to face	1	1	-	-	-	-	1
Statement	7	4	2	-	4	1	2
When signing up	12	9	3	-	8	-	5
Informed by speaking to supplier/customer service adviser	2	2	-	-	1	-	1
Website (no detail)	22	12	10	-	21	-	-
Mail/post	12	12	-	-	11	-	1
App	6	6	-	-	6	-	-
Newspaper/magazine	7	5	3	-	7	-	1
Other	33	25	6	-	28	1	5
Refused	1	1	-	-	1	-	-
Don't know	137	113	17	2	108	11	21
	7%	7%	5%	18%	6%	6%	12%ae

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1961	1006	770	23	158
Weighted Base	2047	1073	796	24**	150
Annual summary	560 27%e	295 27%e	227 29%e	8 3%	29 19%
Bill	734 38%	360 34%	299 39%	11 4%	63 42%
Price increase letter	99 5%	54 5%	36 5%	-	8 5%
End of fixed term letter	160 9%ce	129 12%ace	23 3%	2 9%	4 3%
Internet/online (rms)	106 5%	61 6%	35 4%	3 11%	7 5%
Letter/separate letter	104 5%	48 4%	41 5%	-	15 10%abc
Email from supplier	4 -	4 -	-	-	-
Email	186 9%cd	121 11%cd	48 6%	3 10%	14 10%
Text message	6 -	3 -	2 -	-	1 -
By phone	53 3%	28 3%	19 2%	-	6 4%
Leaflet	18 1%	10 1%	7 1%	-	1 1%
On TV	20 1%	11 1%	8 1%	-	1 1%
Supplier website	6 -	5 -	1 -	-	-
Letter from supplier	5 -	3 -	2 -	-	-

Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1961	1006	770	23	158
Weighted Base	2047	1073	796	24**	150
Online account	15 1%	8 1%	6 1%	-	1 1%
Verbally/face to face	1 -	-	1 -	-	-
Statement	7 -	2 -	3 -	-	1 1%
When signing up	12 1%	6 1%	7 1%	-	-
Informed by speaking to supplier/customer service adviser	2 -	1 -	1 -	-	-
Website (no detail)	22 1%	12 1%	10 1%	-	-
Mail/post	12 1%	5 -	6 1%	2 1%	-
App	6 -	2 -	4 1%	-	-
Newspaper/magazine	7 -	2 -	5 1%	-	-
Other	33 2%	16 1%	17 2%	-	1 -
Refused	1 -	-	1 -	-	-
Don't know	137 7%	53 5%	61 8%	3 12%	19 13%ab

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1961	331	1630	1285	676	532	364	278	78	499	733	585	144
Weighted Base	2047	355	1692	1361	686	603	385	266	78*	549	772	593	133
Annual summary	560	104	456	386	175	187	96	74	18	168	226	155	12
Bill	734	126	608	460	274	196	129	97	36	185	275	239	35
Price increase letter	99	18	81	69	30	26	20	18	2	28	41	26	3
End of fixed term letter	160	35	125	122	37	65	30	18	5	52	56	45	2
Internet/online (nms)	106	19	87	74	32	43	13	12	3	34	41	19	12
Letter/separate letter	104	18	85	59	44	18	20	12	2	17	32	36	19
Email from supplier	4	-	4	3	1	-	1	2	-	-	3	1	-
Email	186	36	150	140	45	78	42	14	4	62	83	33	8
Text message	6	2	5	3	2	13%ah	11%h	5%	5%	11%j	11%j	6%	6%
By phone	53	6	47	29	24	10	12	3	3	10	21	20	2
Leaflet	18	3	15	11	7	2	3	5	1	3	4	10	1
On TV	20	5	15	15	5	2	7	5	1	2	11	6	1
Supplier website	6	-	6	2	4	-	1	-	-	3	2	2	1
Letter from supplier	5	1	3	2	2	-	1	-	1	-	2	-	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	SWITCHED - TECHNIQ			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1961	331	1630	1285	676	532	364	278	78	499	733	585	144
Weighted Base	2047	355	1692	1361	686	603	385	266	78*	549	772	593	133
Online account	15	6	9	12	2	9	4	-	-	9	2	3	-
Verbally/face to face	1	-	1	-	1	-	-	-	-	-	-	1	-
Statement	7	-	7	5	2	-	3	-	1	-	1	1	2
When signing up	12	5	8	11	2	7	2	1	-	8	-	5	-
Informed by speaking to supplier/customer service adviser	2	-	2	1	1	-	1	-	-	-	2	-	-
Website (no detail)	22	2	20	17	5	8	9	1	-	6	4	10	2
Mail/post	12	-	12	7	5	6	1	-	-	3	4	1	4
App	6	1	5	3	3	2	1	-	-	1	3	2	1
Newspaper/magazine	7	1	6	6	1	6	1	-	-	3	2	2	1
Other	33	5	28	26	7	8	6	4	4	6	15	3	9
Refused	1	-	1	1	-	-	-	-	1	-	-	-	-
Don't know	137	14	123	78	59	18	27	21	4	22	39	51	25
	7% ^h	4%	7% ^b	6%	9% ^d	3%	7% ^f	8% ^h	5%	4%	5%	9% ^l	19% ^k

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1961	598	775	778	138	227	170	445	1428	1466	1228
Weighted Base	9047	629	848	653	140	250	173	484	1464	1515	1249
Annual summary	560	175	260	256	38	76	43	140	413	426	358
Bill	734	27%	181	29%	250	31%	45	92	29%	29%	29%
Price increase letter	99	30	41	43	9	10	7	27	74	74	66
End of fixed term letter	160	85	104	105	9	29	18	72	123	123	101
Internet/online (nms)	106	5%	50	12%a	5	15	14	37	70	70	63
Letter/separate letter	104	20	34	34	8	11	5	17	80	80	68
Email from supplier	4	1	1	2	-	-	-	1	4	4	4
Email	186	79	87	95	17	25	30	51	130	138	102
Text message	6	-	1	11%	2	10%	17%ah	10%	9%	9%	8%
By phone	53	19	15	20	4	3	6	14	36	35	29
	3%	3%	2%	2%	3%	7%	3%	3%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1961	598	775	778	138	170	445	1428	1466	1228
Weighted Base	2047	629	848	853	140	227	484	1464	1515	1249
Leaflet	19	2	6	5	2	1	-	16	15	13
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%
On TV	20	6	9	5	4	3	3	14	14	12
	1%	1%	1%	1%	3%a	1%	1%	1%	1%	1%
Supplier website	6	4	3	4	-	-	4	-	4	-
	-	1%	-	1%	-	-	1%	-	-	-
Letter from supplier	5	2	1	1	1	1	1	5	5	2
	-	-	-	-	1%	1%	1%	-	-	-
Online account	15	9	11	11	-	6	8	12	12	11
	1%	1%	1%	1%	-	2%a	1%	1%	1%	1%
Verbally/face to face	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Statement	7	2	4	4	-	-	2	2	5	2
	-	-	-	-	-	-	-	-	-	-
When signing up	12	5	5	5	2	4	4	9	9	8
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Informed by speaking to supplier/customer service adviser	2	1	-	1	-	-	1	1	1	1
	-	-	-	-	-	-	-	-	-	-
Website (no detail)	22	4	10	9	1	1	4	15	15	13
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1961	598	775	778	138	170	445	1428	1466	1228
Weighted Base	9047	629	848	653	140	227	484	1464	1515	1249
Mail/post	12	6	3	6	-	-	5	7	9	5
	1%	1%	-	1%	-	-	1%	-	1%	-
App	6	1	1	1	-	1	1	5	5	5
	-	-	-	-	-	-	-	-	-	-
Newspaper/magazine	7	3	5	4	-	1	3	2	4	2
	-	-	1%	-	-	-	1%	-	-	-
Other	33	6	8	12	3	4	5	22	23	13
	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%
Refused	1	1	1	1	-	-	1	1	1	1
	-	-	-	-	-	-	-	-	-	-
Don't know	137	28	43	35	4	11	15	104	96	83
	7% ^{dh}	2%	3%	4%	3%	2%	3%	7%	2%	7%

Q.169 And where did you see this?
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	1961	144	230	83	110	235	126	122	43	118	221	142	98	158	124	7
Weighted Base	2047	157	250	105*	109*	244	135	128	49*	132	212	144	97*	156	122	9**
Annual summary	560	39	100	16	23	70	35	31	18	38	58	26	20	38	48	1
	27% ^d	25%	40% ^{abdef}	15%	21%	29% ^d	26%	24%	36% ^d	29% ^d	27% ^d	18%	20%	25%	39% ^{abdef}	11%
Bill	734	48	77	37	41	110	56	49	18	34	70	67	24	53	60	1
	36% ^{lm}	30%	31%	35%	38%	45% ^{abck}	41% ^{lm}	39% ^{lm}	36%	26%	33%	46% ^{abck}	25%	34%	41% ^{lm}	11%
Price increase letter	99	14	12	4	2	14	8	4	4	10	3	4	6	5	-	-
	5%	9% ^{aej}	5%	4%	2%	6%	7%	5%	9%	3%	5%	2%	4%	4%	-	-
End of fixed term letter	160	13	20	11	6	16	9	7	1	14	20	9	8	10	15	-
	8%	8%	8%	11%	6%	6%	7%	6%	2%	11%	9%	6%	8%	7%	12%	-
Internet/online (rms)	106	6	14	5	8	9	5	7	1	7	16	4	8	9	4	1
	5%	4%	5%	5%	7%	4%	4%	6%	3%	5%	8%	3%	6%	6%	3%	16%
Letter/separate letter	104	8	7	4	11	17	4	4	1	8	13	8	9	8	1	2
	5% ^o	5%	3%	4%	10% ^{acgo}	7% ^{co}	3%	3%	1%	6% ^o	6% ^o	5% ^o	10% ^{co}	5%	1%	18%
Email from supplier	4	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-
	* ^o	1%	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-
Email	188	13	19	6	6	20	13	16	1	11	27	7	14	15	6	4
	9%	8%	7%	15% ^{kelo}	5%	8%	10%	12% ^l	2%	8%	13% ^{lo}	5%	14% ^{kelo}	10%	5%	43%
Text message	6	1	2	-	-	-	-	-	-	4	-	-	-	-	-	-
	* ^o	1%	1%	-	-	-	-	-	-	3% ^{afkn}	-	-	-	-	-	-
By phone	53	4	8	3	1	6	2	6	1	2	6	6	3	4	2	-
	3%	2%	3%	3%	1%	2%	1%	5%	2%	1%	3%	4%	3%	2%	2%	-
Leaflet	18	1	1	2	-	1	1	1	1	1	3	2	2	2	1	-
	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	3%	2%	2%	1%	1%	-
On TV	20	1	2	-	-	5	1	2	2	1	3	2	-	-	1	-
	1%	1%	1%	-	-	2%	1%	1%	2%	1%	3%	2%	-	-	1%	-
Supplier website	6	-	-	-	-	2	1	-	-	-	1	-	-	2	-	-
	* ^o	-	-	-	-	1%	1%	-	-	-	1%	-	-	1%	-	-
Letter from supplier	5	-	3	-	-	1	-	-	-	-	-	-	-	-	-	-
	* ^o	-	1% ^a	-	-	1%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.169 And where did you see this?

Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PFS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	144	230	83	110	235	126	122	43	118	221	142	98	158	124	7	
Weighted Base	157	250	105*	109*	244	135	128	49*	132	212	144	97*	156	122	9**	
Online account	15	5	-	3	3	-	2	-	-	-	-	-	-	1	1	
Verbally/face to face	1	3%ackn	-	2%uck	1%	-	1%	-	-	-	-	-	1%	-	1%	
Statement	7	-	1	-	-	-	-	2%lad	-	1	1	2	-	-	-	
When signing up	12	1	2	3	-	1	-	-	1	2	1	2	1	1	-	
Informed by speaking to supplier/customer service adviser	2	-	1%	2%af	-	1	-	-	1%	1%	1%	-	2%	1%	-	
Website (no detail)	22	-	7	2	2	-	1	-	-	3	2	-	3	2	-	
Mail/post	12	1	-	2	1	-	-	-	-	1%	2%	-	2%af	1%	-	
App	6	1%	-	1%	1%	1%	-	-	-	2%lad	1%	-	-	-	-	
Newspaper/magazine	7	1	-	1	1	2	-	-	-	-	1	-	-	-	-	
Other	33	1%	2	2	4	2	-	1	1	3	4	3	8	3	-	
Refused	1	1%	1%	2%	2%	2%	-	1%	-	1%	3%	3%	8%abodhjk	2%	-	
Don't know	137	12	5	8	12	13	8	5	7	10	10	9	17	9	-	
	7%c	8%c	2%	8%c	11%chko	5%	6%	4%	14%chko	15%adatk	5%	7%c	9%co	11%chko	2%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	251 12% ^{kl}	218 12% ^{kl}	27 15% ^d	7 6%	33 11%	149 13%	69 11%	92 14% ^{kl}	95 13% ^{kl}	37 10%	27 8%
Somewhat	460 22%	383 22%	43 23%	34 30%	73 24%	267 24% ^{kg}	119 19%	142 22%	162 23%	81 22%	75 22%
Very little	262 13%	221 13%	28 15%	13 11%	45 15%	145 13%	73 12%	89 14%	90 13%	45 13%	38 11%
Not at all	1050 51%	907 52%	84 46%	59 52%	148 49%	541 49%	361 57% ^{laef}	319 50%	348 49%	190 53%	193 57% ^{lan}
Refused	1	1	-	-	1	-	-	-	-	-	1
Don't know	22 1%	20 1%	1 1%	1 1%	2 1%	10 1%	10 2%	2 -	11 2% ^{lh}	4 1%	4 1%



Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1961	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
To a great extent	251 12% ^{dj}	37 8%	189 14% ^b	22 13%	4 10%	39 11%	212 12%	193 13% ^h	40 11%	16 6%
Somewhat	460 22%	98 21%	311 23%	40 24%	11 25%	81 23%	379 22%	328 23%	90 25%	38 18%
Very little	262 13%	56 12%	183 13%	19 11%	5 11%	39 11%	223 13%	180 12%	56 16%	28 12%
Not at all	1050 51%	270 57% ^{ac}	674 49%	84 51%	23 53%	188 54%	863 51%	736 51%	166 47%	129 60% ^{ah}
Refused	1	-	1	-	-	-	1	-	1	-
Don't know	22 1%	10 2% ^c	10 1%	1 1%	1 1%	2 1%	19 1%	12 1%	3 1%	5 2% ^h

Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1951	1484	217	254	238	1725	1957	1721	265	1597	85
Weighted Base	2047	1651	195	194	228	1621	2042	1616	289	1655	89*
To a great extent	251 12% ^d	216 13% ^d	21 11%	11 6%	29 13%	222 12%	251 12%	222 12%	36 12%	206 12%	9 11%
Somewhat	460 22% ^d	393 24% ^d	34 16%	31 16%	44 19%	416 23%	459 22%	415 23%	77 27%	358 22%	20 23%
Very little	262 13% ^d	225 14% ^d	23 12%	13 7%	22 10%	241 13%	261 13%	239 13%	35 12%	212 13%	13 15%
Not at all	1050 51%	798 46%	114 53% ^{ab}	137 71% ^{abcd}	130 56%	920 51%	1049 51%	918 51%	137 46%	882 52%	43 48%
Refused	1 0%	-	-	-	-	1 0%	1 0%	1 0%	-	1 0%	-
Don't know	22 1%	18 1%	1 1%	2 1%	1 0%	21 1%	22 1%	21 1%	3 1%	16 1%	3 3%

Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1961	1583	313	9	1564	179	167
Weighted Base	2047	1638	345	10**	1673	173	175
To a great extent	251 12%g	187 11%	58 17%ab	2 19%	231 14%g	6 3%	12 7%
Somewhat	460 22%	372 23%	74 22%	2 21%	389 23%	38 22%	32 19%
Very little	262 13%	218 13%	36 10%	2 17%	223 13%	24 14%	19 11%
Not at all	1050 51%	845 52%	171 50%	3 35%	814 49%	105 60%ae	110 63%ae
Refused	1 .	1 .	.	.	1 .	.	.
Don't know	22 1%	16 1%	5 1%	1 8%	15 1%	1 1%	3 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1961	1006	770	23	158
Weighted Base	2047	1073	796	24**	150
To a great extent	251	195	49	2	5
	12% ^{ce}	18% ^{ace}	6%	9%	3%
Somewhat	460	274	141	8	35
	22% ^c	26% ^c	18%	31%	24%
Very little	262	119	119	4	20
	13%	11%	15% ^b	18%	13%
Not at all	1050	475	476	10	87
	51% ^b	44%	60% ^{ab}	42%	58% ^b
Refused	1	1	-	-	-
Don't know	22	7	11	-	3
	1%	1%	1%	-	2%

Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1961	331	1630	1285	676	532	364	278	78	499	733	585	144
Weighted Base	2047	355	1692	1361	686	603	385	266	78*	549	772	593	133
To a great extent	251	72	179	188	63	111	50	14	14	139	81	27	5
	12% ^{a/m}	20% ^{a/c}	11%	14% ^e	9%	18% ^{a/g/h}	13% ^h	5%	18% ^h	25% ^{a/k/m}	11% ^m	5%	4%
Somewhat	460	85	375	332	128	156	90	59	19	165	189	96	10
	22% ^{n/m}	24%	22%	24% ^e	19%	26%	23%	22%	25%	30% ^{a/k/m}	25% ^m	16% ^m	7%
Very little	262	36	226	172	90	79	52	32	9	52	91	97	22
	13%	10%	12%	12%	13%	13%	14%	12%	12%	10%	12%	16% ^{a/k}	17%
Not at all	1050	158	892	649	401	252	184	36	189	189	404	354	93
	51% ^{b/d}	45%	53% ^b	48%	58% ^d	42%	48%	59% ^{a/f/g}	46%	34%	52% ^j	61% ^{a/k}	70% ^{a/k}
Refused	1	1	-	1	-	1	-	-	-	-	1	-	-
	*	* ^c	-	*	-	*	-	-	-	-	*	-	-
Don't know	22	2	19	18	4	5	7	4	-	4	6	9	3
	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1961	598	775	778	138	227	170	445	1428	1466	1228
Weighted Base	9047	639	848	653	140	250	173	484	1464	1515	1249
To a great extent	251	154	172	186	12	64	31	131	177	190	149
	12%	25%a	20%a	22%a	9%	26%ae	18%a	27%ag	12%	13%	12%
Somewhat	460	179	249	261	35	80	45	143	311	335	264
	22%	29%a	29%a	31%a	25%	24%	26%	31%a	21%	22%	21%
Very little	262	58	79	75	23	20	20	38	180	184	150
	13%bcdfh	9%	9%	9%	16%j	8%	12%	8%	12%	12%	12%
Not at all	1050	229	340	325	66	104	74	162	778	787	670
	51%bcdgh	37%	40%	38%	47%	42%	43%h	33%	53%	52%	54%
Refused	1	1	1	1	1	1	-	1	1	1	1
	-	-	-	-	1%a	-	-	-	-	-	-
Don't know	22	6	7	5	2	5	2	3	16	18	16
	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.170 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 1961	144	230	83	110	235	126	122	43	118	221	142	98	158	124	7	
Weighted Base 2047	157	250	105	109	244	135	128	49	132	212	144	97	156	122	9*	
To a great extent	251 12%	26 16%k	28 11%	18 17%	8 8%	34 14%	11 8%	18 15%	12 25%aceoij kln	14 11%	19 9%	16 11%	10 10%	19 12%	18 15%	-
Somewhat	460 22%ln	47 30%adgn	50 20%	22 21%	29 26%ln	44 18%	23 17%	30 24%	12 25%	30 23%	55 26%ln	33 23%	31 32%adgn	23 15%	30 25%ln	-
Very little	262 13%	22 14%	35 14%	24 23%akfkl mo	16 15%	23 10%	11 8%	22 17%jl	6 12%	21 16%l	27 13%	11 8%	10 10%	19 12%	13 11%	1 11%
Not at all	1050 51%bd	60 38%	135 54%bd	37 35%	55 50%	140 57%bdh	85 63%abdfh jkm	55 44%	19 39%	64 49%	109 51%bd	82 57%bdh	46 48%	94 60%abdfh	61 50%	8 89%
Refused	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Don't know	22 1%	2 1%	3 1%	4 3%	1 1%	3 1%	3 2%	3 2%	1 1%	2 1%	2 1%	1 1%	1 1%	1 1%	1 1%	-

Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	528	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	193	162	22	6	21	123	49	70	71	30	23
	9%	9%	14% ^d	5%	7%	11% ^g	8%	11% ^k	10%	9%	7%
Somewhat	403	350	30	23	62	253	88	137	137	71	58
	20% ^g	20%	17%	20%	20% ^g	23% ^g	14%	21%	19%	20%	17%
Very little	261	217	30	14	50	135	77	84	100	43	35
	13%	12%	16%	12%	16%	12%	12%	13%	14%	12%	10%
Not at all	1169	1003	97	70	167	595	408	353	391	210	215
	57%	57%	53%	61%	55%	53%	65% ^{aef}	55%	55%	59%	63% ^{ah}
Refused	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	*
Don't know	20	17	1	2	2	7	11	1	8	4	7
	1%	1%	1%	1%	1%	1%	2%	*	1% ^h	1% ^h	2% ^h

Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1961	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43*	350	1697	1449	356	214
To a great extent	193	24	143	20	6	30	163	152	25	15
	9% ^b	5%	10% ^b	12% ^b	13% ^b	8%	10%	10%	7%	7%
Somewhat	403	71	296	29	6	53	350	299	72	28
	20% ^b	15%	22% ^b	18%	14%	15%	21% ^d	21% ^d	20% ^j	13%
Very little	261	62	173	20	6	42	219	183	53	25
	13%	13%	12%	12%	12%	12%	13%	13%	15%	11%
Not at all	1169	304	746	94	26	223	947	806	203	141
	57%	64% ^{ac}	55%	57%	60%	64% ^{ag}	56%	56%	57%	66% ^{ah}
Refused	1	-	1	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	20	10	9	2	-	2	18	9	3	6
	1%	2% ^{ac}	1%	1%	-	1%	1%	1%	1%	3% ^{ah}

Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1951	1484	217	254	238	1725	1957	1721	265	1597	85
Weighted Base	2047	1651	195	194	226	1621	2042	1616	289	1655	89*
To a great extent	193 9% ^d	169 10% ^d	16 8% ^d	5 3%	25 11%	168 9%	191 9%	166 9%	29 10%	151 9%	11 12%
Somewhat	403 20% ^d	359 22% ^d	26 14% ^d	16 8%	37 16%	396 20%	402 20%	365 20%	63 22%	317 19%	19 22%
Very little	261 13% ^e	218 13%	22 11%	18 10%	18 8%	243 13% ^e	261 13% ^e	243 13% ^e	39 13%	210 13%	12 14%
Not at all	1169 57%	890 54%	128 66% ^{ab}	151 78% ^{abcd}	145 64% ^{fh}	1025 50%	1167 57%	1022 50%	157 54%	961 59%	43 49%
Refused	1	-	-	-	-	1	1	1	-	1	-
Don't know	20 1%	15 1%	1 1%	4 2%	2 1%	18 1%	20 1%	18 1%	1 *	15 1%	4 4% ^{gkl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1961	1583	313	9	1564	179	167
Weighted Base	2047	1638	345	10**	1673	173	175
To a great extent	193	139	48	2	177	6	11
	9% ^d	8%	14% ^{ab}	19%	11% ^d	4%	6%
Somewhat	403	322	67	1	349	31	21
	20% ^g	20%	20%	11%	21% ^g	18%	12%
Very little	261	218	39	1	220	20	20
	13%	13%	11%	10%	13%	12%	11%
Not at all	1169	945	187	5	915	114	121
	57%	58%	54%	52%	55%	66% ^{ae}	69% ^{ae}
Refused	1	1	-	-	1	-	-
	-	-	-	-	-	-	-
Don't know	20	15	3	1	11	2	3
	1%	1%	1%	8%	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1961	1006	770	23	158
Weighted Base	2047	1073	796	24**	150
To a great extent	193	144	44	1	4
	9% ^c	13% ^{ace}	5%	5%	3%
Somewhat	403	254	120	4	23
	20% ^c	24% ^{ace}	15%	18%	16%
Very little	261	125	108	5	23
	13%	12%	14%	19%	15%
Not at all	1169	544	514	14	94
	57% ^b	51%	65% ^{ab}	58%	63% ^b
Refused	1	1	-	-	-
	0%	0%	0%	0%	0%
Don't know	20	5	10	-	5
	1%	0%	1%	0%	3% ^{ab}

Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1961	331	1630	1285	676	532	364	278	78	499	733	585	144
Weighted Base	2047	355	1692	1361	686	603	385	266	78*	549	772	593	133
To a great extent	193	66	127	144	49	87	38	7	13	115	62	13	3
		9% <i>nm</i>	7%	11% <i>e</i>	7%	14% <i>lah</i>	10% <i>h</i>	2%	17% <i>ah</i>	21% <i>akm</i>	8% <i>m</i>	2%	2%
Somewhat	403	80	323	306	97	164	84	38	17	170	156	67	10
		20% <i>eln</i>	19%	22% <i>e</i>	14%	27% <i>lah</i>	22% <i>h</i>	14%	22%	31% <i>akm</i>	20% <i>m</i>	11%	8%
Very little	261	33	228	172	89	81	46	35	9	49	114	84	15
		13% <i>q</i>	13% <i>b</i>	12%	12%	12%	12%	13%	11%	9%	15% <i>q</i>	14% <i>q</i>	11%
Not at all	1169	172	997	725	445	265	212	184	40	212	437	420	101
		57% <i>bd</i>	49%	53%	65% <i>ad</i>	44%	55% <i>l</i>	69% <i>algi</i>	50%	39%	57% <i>q</i>	71% <i>akj</i>	76% <i>akj</i>
Refused	1	1	-	1	-	1	-	-	-	-	1	-	-
		* <i>c</i>	-	* <i>c</i>	-	* <i>c</i>	-	-	-	-	* <i>c</i>	-	-
Don't know	20	3	17	14	6	4	5	2	-	3	3	9	4
		1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2% <i>k</i>	3% <i>akj</i>

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1961	598	775	778	138	170	445	1428	1466	1228
Weighted Base	9047	629	848	653	140	227	484	1464	1515	1249
To a great extent	193	116	145	152	14	14	106	125	141	103
	9%	19% ^a	17% ^a	18% ^a	10%	8%	22% ^{a,g}	9%	9%	8%
Somewhat	403	177	251	255	25	64	151	296	276	212
	20%	29% ^a	30% ^a	30% ^a	16%	23%	31% ^a	19%	19%	17%
Very little	261	68	92	88	21	17	46	168	179	145
	13% ^d	11%	11%	10%	15% ^d	7%	10%	11%	12%	12%
Not at all	1169	280	352	352	77	109	177	890	901	775
	59% ^{b,c,d,h}	41%	41%	41%	55% ^d	44%	37%	61% ^a	59%	62% ^a
Refused	1	1	1	1	1	1	1	1	1	1
	-	-	-	-	1% ^a	-	-	-	-	-
Don't know	20	5	8	5	2	1	3	13	14	13
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.170 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1961	144	230	83	110	235	126	122	43	118	221	142	88	158	124	7
Weighted Base 2047	157	250	105*	109*	244	135	128	49*	132	212	144	97*	156	122	9**
To a great extent 193 9%	26 16%acefn	21 9%	7 7%	6 6%	17 7%	12 9%	14 11%	10 21%acdef gln	15 11%	20 9%	9 7%	8 8%	12 8%	16 13%	-
Somewhat 403 20%	44 28%adof n	45 18%	27 25%gn	19 17%	45 18%	18 14%	27 22%	8 17%	22 17%	50 24%gn	27 19%	21 22%	22 14%	28 23%	-
Very little 261 13%	18 11%	29 11%	18 17%	21 19%ll	25 10%	13 10%	19 15%	6 12%	23 17%	25 12%	14 10%	14 15%	18 11%	19 15%	1
Not at all 1169 57%b	69 44%	154 62%bdo	50 48%	63 57%b	156 64%bdko	88 65%bdko	66 52%	25 51%	71 54%	113 54%	93 64%bdo	53 55%	103 66%abdfk o	59 48%	8 89%
Refused 1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Don't know 20 1%	2 1%	1	3 3%	1 1%	2 1%	3 2%	*	-	1 1%	4 2%	1 1%	1	2 1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1961	1680	163	118	279	928	754	536	577	337	511
Weighted Base	2047	1750	183	114	302	1112	632	644	707	358	338
To a great extent	194	172	17	5	23	125	46	86	70	33	25
	9%	10%	9%	5%	8%	11%g	7%	10%	10%	9%	7%
Somewhat	323	281	26	15	55	186	81	109	117	53	43
	16%	16%	14%	13%	18%g	17%g	13%	17%	17%	15%	13%
Very little	248	216	21	10	40	144	64	73	90	52	33
	12%	12%	12%	9%	13%	13%	10%	11%	13%	14%k	10%
Not at all	1262	1061	117	83	179	648	435	392	423	216	231
	62%	61%	64%	73%ab	59%	58%	69%af	61%	60%	60%	68%ahj
Refused	1	1	-	-	1	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	*
Don't know	20	19	1	-	4	10	6	3	6	5	6
	1%	1%	1%	-	1%	1%	1%	*	1%	1%	2%h

Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1961	575	1173	167	46	404	1557	1347	329	257
Weighted Base	2047	471	1368	165	43	350	1697	1449	356	214
To a great extent	194	28	145	15	6	30	165	153	29	10
	9% ^{bj}	6%	11% ^b	9%	14% ^b	8%	10%	11% ^b	8%	5%
Somewhat	323	56	229	33	4	50	273	240	57	25
	16% ^b	12%	17% ^b	20% ^b	10%	14%	16%	17%	16%	12%
Very little	249	59	167	18	6	38	210	175	49	20
	12%	12%	12%	11%	13%	11%	12%	12%	14%	8%
Not at all	1262	324	813	98	27	230	1032	870	215	156
	62%	69% ^{a/c/d}	59%	59%	62%	66%	61%	60%	60%	73% ^{a/h}
Refused	1	-	1	-	-	-	1	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	20	6	13	1	-	2	18	11	5	4
	1%	1%	1%	1%	-	1%	1%	1%	1%	2%

Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1951	1484	217	254	238	1725	1957	1721	285	1597	85
Weighted Base	2047	1651	195	194	228	1621	2042	1616	289	1655	89*
To a great extent	194	167	18	6	22	172	194	172	34	152	9
	9% ^d	10% ^d	8% ^d	3%	10%	9%	10%	9%	12%	9%	10%
Somewhat	323	283	26	14	30	293	322	292	51	258	12
	16% ^d	17% ^d	13% ^d	7%	13%	16%	16%	16%	16%	16%	13%
Very little	248	214	20	12	13	235	248	235	36	194	15
	12% ^{d,e}	13% ^{d,e}	10%	6%	6%	13% ^e	12% ^e	13% ^e	13%	12%	17%
Not at all	1262	969	131	161	160	1101	1258	1097	163	1039	50
	62%	58%	67% ^b	83% ^{a,b,c}	71% ^{a,f,g,h}	60%	62%	60%	56%	63%	56%
Refused	1	-	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	18	-	2	1	19	20	19	5	12	3
	1%	1%	-	1%	-	1%	1%	1%	2%	1%	3% ^{a,d}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base

Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1961	313	9	1564	179	167
Weighted Base	2047	345	10**	1673	173	175
To a great extent	194	44	2	182	6	5
Somewhat	323	59	-	278	23	19
Very little	248	31	4	201	24	24
Not at all	1262	204	3	997	119	126
Refused	1	-	-	1	-	-
Don't know	20	6	1	14	1	1
	7%	2%	8%	7%	7%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	Total (a)	TARIFF TYPE			Don't know (e)
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	
Unweighted Base	1961	1006	770	23	158
Weighted Base	2047	1073	796	24**	150
To a great extent	194	145	43	-	5
	9% ^c	14% ^{ac}	5%	-	3%
Somewhat	323	210	92	2	20
	16% ^c	20% ^{ac}	11%	6%	13%
Very little	248	122	101	4	20
	12% ^c	11%	13%	17%	13%
Not at all	1262	590	551	18	100
	62% ^b	55%	69% ^{ab}	78%	67% ^{ab}
Refused	1	1	-	-	-
	0%	0%	0%	0%	0%
Don't know	20	5	9	-	5
	1%	0%	1%	-	3% ^{ab}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 20) ineligible for sig testing

Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1961	331	1630	1285	676	532	364	278	78	499	733	585	144
Weighted Base	2047	355	1692	1361	686	603	385	266	78*	549	772	593	133
To a great extent	194	65	129	146	48	83	40	10	15	111	63	18	1
	9%im	18%ac	8%	11%e	7%	14%ah	10%h	4%	19%agh	20%akm	8%im	3%	1%
Somewhat	323	73	250	237	85	142	53	27	12	142	114	59	8
	16%eltm	21%ac	15%	17%e	12%	24%agh	74%	10%	16%	26%akm	15%im	10%	6%
Very little	248	25	222	164	84	82	44	31	8	50	101	82	14
	12%ib	7%	13%b	12%	12%	14%	17%	12%	9%	9%	13%j	14%j	10%
Not at all	1262	186	1075	796	465	291	244	192	43	243	486	425	108
	62%ibj	53%	64%b	59%	68%ad	48%	64%af	72%afgi	55%	44%	63%j	72%ajk	81%ajkl
Refused	1	1	-	1	-	1	-	-	-	-	1	-	-
	*	*c	-	*	-	*	-	-	-	-	*	-	-
Don't know	20	4	16	16	4	4	4	6	-	2	7	9	2
	1%	1%	1%	1%	1%	1%	1%	2%af	-	*	1%	1%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1961	598	775	778	138	227	170	445	1428	1466	1228
Weighted Base	9047	639	848	653	140	250	173	484	1464	1515	1249
To a great extent	194	127	136	142	14	56	26	107	130	147	109
	9%	20% ^a	16% ^a	17% ^a	10%	22% ^{ae}	15% ^a	22% ^a	9%	10%	9%
Somewhat	323	147	195	198	21	61	30	127	203	214	165
	16%	23% ^a	23% ^a	23% ^a	15%	24% ^a	17%	26% ^{ag}	14%	14%	13%
Very little	248	65	86	86	16	12	23	45	159	168	135
	12% ^d	10%	10%	10%	12% ^d	5%	13%	9%	11%	11%	11%
Not at all	1282	284	421	419	86	117	92	201	957	972	809
	62% ^{abcdgh}	45%	50%	49%	61% ^d	47%	53% ^a	42%	65% ^a	64%	66% ^a
Refused	1	1	1	1	1	1	-	1	1	1	1
	-	-	-	-	1% ^a	-	-	-	-	-	-
Don't know	20	4	10	7	2	3	1	3	14	12	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.170 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who recall seeing a savings note/reminder on correspondence

Total (a)	PPS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 1961	144	230	83	110	235	126	122	43	118	221	142	98	158	124	7	
Weighted Base 2047	157	250	105*	109*	244	135	128	49*	132	212	144	97*	156	122	9**	
To a great extent	194 9%	26 17%actdtk m	23 9%	7 7%	9 8%	18 8%	14 10%	11 9%	6 13%	10 8%	13 9%	6 7%	15 9%	18 15%†	-	
Somewhat	323 16%g	30 19%g	36 14%	17 16%	15 14%	42 17%g	11 8%	27 21%g	7 14%	20 15%	38 18%g	20 14%	14 14%	20 13%	28 23%agn	-
Very little	248 12%	19 12%	28 11%	17 17%	19 17%	27 11%	13 10%	18 14%	2 5%	18 14%	30 14%	14 10%	10 10%	19 12%	12 10%	1 11%
Not at all	1262 62%bo	81 51%	160 64%bo	61 59%	67 61%	155 64%bo	94 70%bhko	70 55%	34 69%	63 63%	123 58%	96 67%bo	67 65%bo	102 65%bo	62 51%	9 89%
Refused	1 -	-	-	-	-	-	1 1%a	-	-	-	-	-	-	-	-	-
Don't know	20 1%	2 2%	3 1%	2 2%	-	2 1%	1 1%	-	1 1%	4 2%	1 1%	-	1 1%	2 1%	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.170 And to what extent, if at all, did this encourage you to...? - Summary Table
 Base: All who recall seeing a savings note/reminder on correspondence

	Check your current tariff	Compare your current tariff against other tariffs from your supplier or another supplier	Switch your tariff and/or supplier
Unweighted Base	1961	1961	1961
Weighted Base	2047	2047	2047
To a great extent	251 12%	193 9%	194 9%
Somewhat	460 22%	403 20%	323 16%
Very little	262 12%	261 13%	248 12%
Not at all	1050 51%	1169 57%	1262 62%
Refused	1 0%	1 0%	1 0%
Don't know	22 1%	20 1%	20 1%

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	NATION			AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base 5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base 5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes 1203 20%ak	1035 .20%	99 18%	69 20%	172 15%	683 22%e	348 20%e	364 25%ajk	397 21%k	227 18%k	216 15%
No 4276 71%ah	3606 71%	424 76%abd	245 69%	921 79%alg	2171 70%	1184 69%	969 67%	1348 71%h	896 73%h	1064 75%ah
Refused 29	23	4	2	4	16	9	4	9	7	8
Don't know 479 8%	408 8%	32 6%	39 11%c	74 6%	238 8%	167 10%af	117 8%	141 7%	99 8%	122 9%



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2093	2995	632	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1203	278	794	104	27	179	1024	855	191	141
20%abde		17%	23%abde	16%	14%	19%	20%	23%ahj	15%	14%
No	4276	1249	2434	485	137	687	3989	2521	906	755
71%h		75%acd	70%	71%	71%	72%	71%	68%	76%ah	77%ah
Refused	29	6	7	15	1	2	27	14	10	5
	-	-	-	2%abc	2%	-	7%	-	1%	-
Don't know	479	125	259	67	29	81	398	299	95	75
8%		8%	7%	10%abc	15%abc	9%	8%	8%	8%	8%

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	1303	956	126	110	132	1071	1202	1070	163	996	39
	21%a	21%b	21%c	10%	18%	20%	20%	20%	23%k	21%k	7%
No	4276	3149	431	662	535	3741	4267	3732	512	3343	380
	71%	71%	71%	76%abc	75%	71%	71%	71%	72%	71%	73%
Refused	29	12	3	4	4	25	29	25	1	16	4
	*	*	*	*	1%	*	*	*	*	*	1%
Don't know	479	322	48	93	46	433	473	426	40	325	99
	8%l	7%	8%	11%ab	6%	8%	8%	8%	6%	7%	19%ll



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	1203 20%g	924 20%	237 26%ab	8 22%	978 22%afg	99 18%g	114 12%
No	4276 71%ae	3399 72%ac	612 70%	27 70%	3017 69%	366 72%	796 81%aef
Refused	29	19	3	-	15	4	4
Don't know	479 8%	354 8%	67 7%	3 8%	341 8%	50 9%	67 7%

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes	1203 20% ^{ce}	692 29% ^{acde}	443 16% ^{ce}	8 14%	57 8%
No	4276 71% ^{sb}	1511 64%	2208 79% ^{sabe}	47 80% ^{sb}	501 71% ^{sb}
Refused	29 -	9 -	11 -	- -	3 -
Don't know	479 8% ^{bc}	151 6%	161 6%	3 6%	140 20% ^{abcd}

Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	241	982	835	368	405	232	134	46	374	477	289	64
20% ^{km}	27% ^{lac}	19%	25% ^{ae}	14%	31% ^{agh}	27% ^{ah}	17%	23%	42% ^{akm}	28% ^{alm}	13% ^m	8%
No	595	3681	2207	2069	828	566	567	137	471	1099	1685	1021
71% ^{bcdgk}	66%	72% ^b	67%	77% ^{ad}	64%	65%	74% ^{lg}	69%	53%	65% ^j	78% ^{ljk}	81% ^{akl}
Refused	4	25	11	18	6	2	3	-	-	5	6	17
-	-	-	1%	1%	-	-	-	-	-	-	-	1% ^{akl}
Don't know	60	420	245	234	61	68	64	16	39	101	183	156
8% ^{kl}	7%	8%	7%	9%	5%	8% ^l	8% ^l	8%	4%	6%	8% ^{kl}	12% ^{akl}



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)	946	1451	1406	450	493	296	694	4057	4058	3598
Unweighted Base	5956									
Weighted Base	5987	1007	1572	1526	450	536	756	4001	4020	3504
Yes	1203	411	591	592	81	183	338	676	916	774
	20%	41% ^a	39% ^a	39% ^a	19%	34% ^{a,c}	45% ^{a,g}	22% ^a	23% ^a	22% ^a
No	4276	534	903	855	329	322	381	2813	2803	2465
	71% ^{b,c,d,e,f,g,h}	53% ^b	57% ^b	56% ^b	73% ^d	60% ^h	50% ^h	70% ^h	70% ^h	70% ^h
Refused	29	4	3	3	2	3	3	11	9	8
	*	*	*	*	*	*	*	*	*	*
Don't know	479	58	73	75	37	28	34	300	292	257
	8% ^{b,c,d,h}	6% ^b	5% ^b	5% ^b	8% ^b	6% ^b	5% ^b	8% ^b	7% ^b	7% ^b

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.171 Energy suppliers are now required to provide a Tariff Comparison Rate (TCR) for each tariff they offer. This is an indicative price per unit of energy, taking into account all the charges and discounts. Prior to this interview, have you seen a TCR?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Yes 1203	114	156	53	53	133	82	71	21	78	124	76	66	98	78	1
20% ^{adh}	19% ^{ud}	27% ^{labdeh}	10%	17% ^{ud}	24% ^{ladehi}	24% ^{adehi}	14% ^{ud}	14%	19% ^{ud}	23% ^{adehi}	18% ^{ud}	22% ^{adh}	22% ^{adh}	25% ^{adehi}	4%
No 4276	391	382	433	245	389	245	400	110	308	360	287	192	292	221	22
71% ^{bmn}	66%	67%	79% ^{labctg}	77% ^{labctk}	70%	70%	82% ^{labctg}	77% ^{labctmn}	75% ^{labctmn}	68%	69%	65%	66%	71%	84%
Refused 29	2	1	3	-	-	5	2	-	4	2	-	2	4	2	2
-	-	-	1%	-	-	2% ^{acelf}	-	-	1% ^f	-	-	1%	1% ^f	1%	7%
Don't know 479	83	28	57	20	33	16	18	12	19	47	50	34	48	12	1
8% ^{cgno}	14% ^{acelfh}	5%	10% ^{clgho}	6%	6%	5%	4%	9% ^h	5%	9% ^{clgho}	12% ^{acelfg}	12% ^{acelfg}	11% ^{acelfh}	4%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.172 And where did you see this?
Base: All who are aware of TCR

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
Bill	380	342	23	15	45	213	123	129	125	62	64
	32%	32%	23%	22%	26%	31%	30%	36%	32%	27%	30%
Annual summary	342	289	34	19	44	193	105	107	108	63	64
	28%	28%	35%	27%	28%	28%	30%	30%	27%	28%	30%
On my energy supplier(s) website	163	148	10	5	37	96	30	39	70	31	23
	14%	14%	10%	7%	22%alg	14%g	9%	11%	18%hk	14%	10%
Via a leaflet or letter sent directly to you	150	119	11	19	19	84	46	44	41	33	32
	12%	12%	12%	28%abc	11%	12%	13%	12%	10%	15%	15%
Via email	85	74	5	5	19	49	17	33	29	17	6
	7%k	7%	5%	8%	11%g	7%	5%	9%k	7%k	7%k	3%
On another website	48	39	6	3	14	25	9	17	23	2	6
	4%j	4%	6%	4%	8%alg	4%	2%	5%j	6%j	1%	3%
End of fixed term letter	46	37	6	2	2	27	17	16	16	7	6
	4%	4%	6%	3%	1%	4%	5%ie	4%	4%	3%	3%
On another energy supplier website	35	30	3	2	4	21	10	14	13	5	3
	3%	3%	3%	3%	2%	3%	3%	4%	3%	2%	1%
Somewhere else (e.g. a newspaper article or advertisement)	34	30	1	3	1	20	13	7	7	11	9
	3%	3%	1%	4%	1%	3%	4%ie	2%	2%	5%	4%
Price increase letter	22	18	1	3	1	14	7	6	5	3	8
	2%	2%	1%	5%	1%	2%	2%	2%	1%	2%	3%j
On TV	7	7	-	-	1	3	3	-	3	1	4
	1%	1%	-	-	1%	1%	1%	-	1%	1%	2%h
On the phone	7	7	-	-	6	1	-	-	2	2	3
	1%	1%	-	-	3%alg	1%	-	-	1%	1%	1%h
Online/internet (no detail)	4	3	-	1	1	1	2	-	2	1	1
	1%	1%	-	2%ab	1%	1%	1%	-	1%	1%	1%
Salesperson/rep	4	4	-	-	2	1	1	2	2	-	1
	1%	1%	-	-	1%	1%	1%	1%	1%	-	1%
Friends or family	2	2	-	-	1	1	-	-	-	1	1
	1%	1%	-	-	1%	1%	-	-	-	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
* small base

Q.172 And where did you see this?
 Base: All who are aware of TCR

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
Online account	1	-	1	-	-	1	-	1	-	-	-
	-	-	1%ab	-	-	-	-	-	-	-	-
Other	11	11	-	-	-	7	5	5	3	4	-
	1%	1%	-	-	-	1%	1%	1%	1%	2%	-
Refused	4	3	1	-	-	3	1	1	2	-	1
	-	-	1%	-	-	-	-	-	-	-	-
Don't know	42	34	6	2	5	19	17	13	9	9	11
	3%	3%	6%	3%	3%	3%	5%	3%	2%	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.172 And where did you see this?
Base: All who are aware of TCR

Total (a)	INCOME				DISABILITY			TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base 1157	344	684	101	28	221	936	786	179	177	
Weighted Base 1203	278	794	104*	27**	179	1024	855	191	141	
Bill	380 32%	81 29%	259 33%	34 32%	8 29%	321 31%	293 34%	56 30%	28 20%	
Annual summary	342 29%	81 29%	237 30%	20 19%	4 15%	44 29%	254 30%	46 24%	37 20%	
On my energy supplier(s) website	163 14%	31 11%	117 15%	16 15%	-	18 10%	145 14%	120 14%	23 12%	
Via a leaflet or letter sent directly to you	150 12%	41 15%	92 12%	9 28%	7 26%	30 17%	120 10%	84 10%	34 18%	
Via email	85 7%	15 5%	62 8%	6 6%	1 5%	4 2%	81 8%	14 7%	8 6%	
On another website	48 4%	5 2%	32 4%	10 9%abc	1 2%	8 5%	39 4%	35 4%	12 6%ij	
End of fixed term letter	46 4%	15 5%	27 3%	2 2%	2 8%	7 4%	39 4%	5 2%	3 2%	
On another energy supplier website	35 3%	7 2%	18 2%	8 8%abc	2 7%	3 2%	32 3%	29 3%	3 1%	
Somewhere else (e.g. a newspaper article or advertisement)	34 3%	13 5%cd	15 2%	4 4%	2 6%	12 7%ag	22 2%	18 2%	5 3%	
Price increase letter	22 2%	7 3%	9 1%	4 4%cd	1 4%	3 2%	19 2%	1 -	1 1%	
On TV	7 1%	3 1%	4 1%	-	-	-	7 -	4 -	4 3%ah	
On the phone	7 1%	3 1%	2 1%	-	-	-	7 -	-	6 1%	
Online/internet (no detail)	4 -	3 1%	1 -	-	-	2 1%	3 -	2 -	2 1%ah	
Salesperson/rep	4 -	-	4 1%	-	-	2 1%	2 -	3 -	1 -	
Friends or family	2 -	1 -	-	1 1%ac	-	-	2 -	1 -	1 1%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
* small base; ** very small base (under 30) ineligible for sig testing

Q.172 And where did you see this?
Base: All who are aware of TCR

	Total (a)	INCOME				DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base	1157	344	684	101	28	221	936	786	179	177	
Weighted Base	1203	278	794	104*	27**	179	1024	655	191	141	
Online account	1	-	-	-	-	-	1	1	-	-	
Other	11	-	10	1	-	-	11	9	3	-	
Refused	4	2	1	-	1	1	3	3	-	1	
Don't know	42	8	29	2	2	8	34	28	9	5	
	3%	2%	4%	2%	2%	2%	3%	3%	2%	4%	

Q.172 And where did you see this?
 Base: All who are aware of TCR

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1157	863	138	147	133	1024	1158	1023	148	963	40
Weighted Base	1203	956	126	110	132	1071	1202	1070	163	996	39*
Bill	380 32%	298 31%	42 33%	37 34%	46 35%	334 31%	379 32%	333 31%	40 24%	324 33%	15 37%
Annual summary	342 28%ak	270 28%	39 31%	33 30%	25 19%	317 30%e	342 28%	317 30%	47 29%k	291 29%k	4 9%
On my energy supplier(s) website	163 14%cd	155 16%cd	7 6%cd	1 1%	20 15%	143 13%	163 14%	143 13%	26 16%k	135 14%	1 2%
Via a leaflet or letter sent directly to you	150 12%	101 11%	23 18%b	25 22%ab	26 20%afgh	124 12%	150 12%	124 12%	25 15%	117 12%	8 21%
Via email	85 7%cd	79 8%cd	5 4%	1 1%	5 4%	80 7%	85 7%	80 7%	9 6%	75 8%	1 2%
On another website	48 4%cd	48 5%cd	- -	- -	2 2%	45 4%	48 4%	45 4%	9 5%	37 4%	1 3%
End of fixed term letter	46 4%	38 4%	4 4%	3 3%	2 2%	43 4%	46 4%	43 4%	7 4%	39 4%	- -
On another energy supplier website	35 3%cd	31 3%cd	2 2%	- -	3 2%	32 3%	35 3%	32 3%	2 1%	33 3%	1 2%
Somewhere else (e.g. a newspaper article or advertisement)	34 3%	22 2%	4 4%	7 6%ab	3 3%	30 3%	34 3%	30 3%	3 2%	30 3%	1 3%
Price increase letter	22 2%	11 1%	3 2%	6 6%ab	2 2%	20 2%	22 2%	20 2%	2 1%	18 2%	1 3%
On TV	7 1%	2 *	2 2%b	3 3%ab	2 1%	6 1%	7 1%	6 1%	- *	4 *	3 7%ajj
On the phone	7 1%	7 1%	1 *	- -	- -	7 1%	7 1%	7 1%	- -	5 1%	2 5%ajj
Online/internet (no detail)	4 *	3 *	1 1%	- -	1 1%	3 *	4 *	3 *	1 1%	3 *	- -
Salesperson/rep	4 *	4 *	- -	- -	1 1%	3 *	4 *	3 *	- -	4 *	- -
Friends or family	2 *	2 *	- -	- -	- -	2 *	2 *	2 *	- -	2 *	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.172 And where did you see this?
 Base: All who are aware of TCR

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1157	863	138	147	133	1024	1156	1023	148	963	40
Weighted Base	1203	956	126	110	132	1071	1202	1070	163	996	39*
Online account	1	1	-	-	-	1	1	1	-	1	-
Other	11	8	3	-	2	10	11	10	5	7	-
	7%	7%	3%	-	7%	7%	7%	7%	3%	7%	-
Refused	4	2	-	1	-	4	4	4	1	2	-
	*	*	-	1%	-	*	*	*	1%	*	-
Don't know	42	30	5	6	6	36	42	36	5	34	3
	3%	3%	4%	5%	4%	3%	3%	3%	3%	3%	7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.172 And where did you see this?
Base: All who are aware of TCR

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1157	904	209	7	913	107	121
Weighted Base	1203	924	237	8**	978	99*	114
Bill	380	302	65	3	313	44	15
Annual summary	342	262	68	4	278	27	31
On my energy supplier(s) website	163	117	37	2	140	10	13
Via a leaflet or letter sent directly to you	150	127	21	1	108	11	25
Via email	85	61	21	-	74	5	6
On another website	48	25	19	1	47	-	2
End of fixed term letter	46	33	11	2	41	3	1
On another energy supplier website	35	23	10	-	35	-	1
Somewhere else (e.g. a newspaper article or advertisement)	34	28	5	-	25	4	5
Price increase letter	22	19	3	-	16	4	1
On TV	7	7	1	-	5	-	2
On the phone	7	5	1	-	5	-	1
Online/internet (no detail)	4	2	1	-	4	-	-
Salesperson/rep	4	1	1	-	2	-	2
	-	-	1	-	-	-	1%a

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
* small base; ** very small base (under 30) ineligible for sig testing

Q.172 And where did you see this?
Base: All who are aware of TCR

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1157	904	209	7	913	107	121
Weighted Base	1203	924	237	8**	978	99	114
Friends or family	2	2	-	-	1	-	1
Online account	1	1	-	-	1	-	1%e
Other	11	9	2	-	8	2	2
Refused	7%	7%	7%	-	7%	2%	2%
Don't know	4	4	-	-	3	-	-
	*	*	-	-	1	-	-
	42	34	6	-	31	3	9
	3%	4%	2%	-	3%	3%	8%ae

Q.172 And where did you see this?
Base: All who are aware of TCR

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1157	650	438	8	58
Weighted Base	1203	682	443	8**	57*
Bill	380	214	147	3	15
	32%	31%	33%	39%	28%
Annual summary	342	195	128	2	15
	28%	28%	29%	25%	27%
On my energy supplier(s) website	163	121	38	1	3
	14% ^c	17% ^{ace}	9%	11%	6%
Via a leaflet or letter sent directly to you	150	71	67	-	12
	12%	10%	15% ^b	-	21% ^b
Via email	85	65	19	1	-
	7% ^e	9% ^{ce}	4%	11%	-
On another website	48	35	12	-	-
	4%	5%	3%	-	-
End of fixed term letter	46	39	6	1	-
	4% ^c	6% ^c	1%	12%	-
On another energy supplier website	35	25	8	-	2
	3%	4%	2%	-	4%
Somewhere else (e.g. a newspaper article or advertisement)	34	14	16	1	3
	3%	2%	4%	12%	5%
Price increase letter	22	11	10	-	1
	2%	2%	2%	-	1%
On TV	7	-	6	1	-
	1%	-	1% ^b	13%	-
On the phone	7	3	4	-	-
	1%	1%	1%	-	-
Online/internet (no detail)	4	2	2	-	-
	*	*	*	-	-
Salesperson/rep	4	1	3	-	-
	*	1%	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
* small base; ** very small base (under 30) ineligible for sig testing

Q.172 And where did you see this?
Base: All who are aware of TCR

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1157	650	438	8	58
Weighted Base	1203	662	443	8**	57*
Friends or family	2	1	1	-	-
Online account	1	1	-	-	-
Other	11	4	6	-	1
Refused	4	7%	7%	-	2%
Don't know	42	2	1	-	-
	3%	15	20	-	8
		2%	4%b	-	13%abc

Q.172 And where did you see this?
Base: All who are aware of TCR

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1157	216	941	779	378	356	219	141	44	335	452	306	64
Weighted Base	1203	241	962	835	368	406	232	134	46*	374	477	289	64*
Bill	360	75	305	262	118	126	74	36	18	128	139	105	9
	32% _m	31%	32%	31%	32%	31%	32%	28%	39%	34% _m	29% _m	36% _m	12%
Annual summary	342	80	262	235	107	127	61	39	10	107	150	79	7
	28% _m	33%	27%	29%	29%	31%	26%	29%	21%	29% _m	31% _m	27% _m	7%
On my energy supplier(s) website	163	36	127	125	38	69	32	12	8	65	65	26	7
	14%	15%	13%	15% _e	10%	17% _h	14%	9%	18%	17% _j	14%	9%	11%
Via a leaflet or letter sent directly to you	150	27	123	91	59	36	29	20	3	36	59	41	14
	12%	11%	13%	11%	16% _d	9%	13%	15% _f	6%	10%	12%	14%	22% _{kaj}
Via email	85	11	74	64	21	41	13	5	6	34	35	12	4
	7%	5%	8%	8%	6%	10% _h	6%	4%	13% _h	9% _f	7%	4%	7%
On another website	48	19	29	39	9	24	9	4	2	24	14	6	3
	4%	8% _{ac}	3%	5%	3%	6%	4%	3%	5%	6% _{ad}	3%	2%	5%
End of fixed term letter	46	14	32	34	12	23	5	5	1	17	25	4	-
	4%	6%	3%	4%	3%	6%	2%	4%	2%	4% _f	5% _f	2%	-
On another energy supplier website	35	12	23	27	8	15	10	1	-	20	10	1	3
	3% _f	5% _c	2%	3%	2%	4%	4%	1%	-	5% _{akl}	2%	-	5% _f
Somewhere else (e.g. a newspaper article or advertisement)	34	4	30	19	15	6	3	8	1	4	9	13	7
	3%	2%	3%	2%	4%	1%	1%	6% _{afg}	2%	1%	2%	5% _{kl}	11% _{kaj}
Price increase letter	22	2	20	14	8	5	6	3	-	6	4	9	3
	2%	1%	2%	2%	2%	1%	3%	2%	-	2%	1%	3% _k	5% _k
On TV	7	1	7	6	2	1	2	1	1	1	4	1	1
	1%	-	1%	1%	-	-	1%	1%	2%	-	1%	-	3% _{ajl}
On the phone	7	3	4	3	4	-	-	2	1	2	1	2	1
	1%	1%	-	1%	4	-	-	2% _f	1%	1%	-	1%	2%
Online/internet (no detail)	4	2	2	2	2	2	-	-	-	2	2	-	-
	-	1%	-	-	1%	-	-	-	-	-	-	-	-
Salesperson/rep	4	2	2	4	-	-	1	2	1	1	2	2	-
	-	1%	-	-	-	-	-	2% _{af}	2% _f	-	-	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
* small base



Q.172 And where did you see this?
 Base: All who are aware of TCR

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1157	216	941	779	378	356	219	141	44	335	452	306	64
Weighted Base	1203	241	962	835	368	406	232	134	46*	374	477	289	64*
Friends or family	2	-	2	2	-	1	-	1	-	-	1	1	-
Online account	1	1	-	1	-	-	-	1	-	-	1	-	-
Other	11	1% ^c	-	1	-	-	-	1% ^a	-	-	-	-	-
Refused	1%	1	1%	10	1	2	5	3	-	1	6	4	1
Don't know	42	3	39	29	13	5	11	6	1	7	11	20	4
	3% ^d	1%	4% ^b	4%	3%	1%	5% ^f	4% ^h	3%	2%	2%	7% ^{l,k}	6% ^m

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.172 And where did you see this?
 Base: All who are aware of TCR

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1157	380	538	541	76	182	85	312	849	884	753
Weighted Base	1203	411	591	592	81*	183	91*	338	876	916	774
Bill	380	119	183	190	19	61	21	100	282	303	256
Annual summary	342	115	182	180	23	63	24	95	248	270	233
On my energy supplier(s) website	163	75	101	98	16	25	14	64	113	118	89
Via a leaflet or letter sent directly to you	150	45	65	65	9	21	12	34	116	119	104
Via email	85	37	50	52	5	7	7	31	62	59	54
On another website	48	22	27	28	7	12	3	20	33	37	28
End of fixed term letter	46	5%	29	30	4	11	6	22	36	36	32
On another energy supplier website	35	20	26	26	1	12	1	20	18	22	16
Somewhere else (e.g. a newspaper article or advertisement)	34	7	6	7	1	3	2	6	21	25	20
Price increase letter	22	7	10	9	-	2	2	6	18	20	17
	2%	2%	2%	2%	-	1%	2%	2%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.172 And where did you see this?
 Base: All who are aware of TCR

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1157	380	538	76	182	85	312	849	884	753
Weighted Base	1203	411	591	81*	183	91*	338	876	916	774
On TV	7 1%	2	4 1%	3	1 1%	1	1 1%	5 1%	4	4 1%
On the phone	7 1%	1	2	2	3 4%a	1 1%	1 1%	6 1%	6 1%	7 1%
Online/internet (no detail)	4	1	3	4 1%	-	2 1%	1	3	4	2
Salesperson/rep	4	1	2	2	-	2 1%	1	2	2	2
Friends or family	2	-	-	-	-	-	-	1	1	1
Online account	1	-	-	-	1 2%a	-	-	1	1	1
Other	11 1%	1	8 1%	8 1%	-	1	1	10 1%	8 1%	6 1%
Refused	4	-	-	-	-	-	-	1	2	1
Don't know	42 3%	8 2%	10 2%	11 2%	2 1%	3 3%	6 2%	29 3%	29 3%	24 3%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.172 And where did you see this?
Base: All who are aware of TCR

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1157	103	145	42	55	128	78	69	17	70	131	74	65	103	76	1
Weighted Base 1203	114*	156	53*	53*	133	82*	71*	21**	78*	124	78*	66*	98*	78*	1**
Bill 380 32% _{mn}	33 29%	46 29% _{mn}	14 27%	21 40% _{mn}	49 37% _{mn}	37 46% _{labcbik}	28 39% _{mn}	8 39%	15 19%	36 29% _{mn}	27 35% _{mn}	10 15%	32 33% _{mn}	23 30%	1 100%
Annual summary 342 28% _{qg}	24 21%	65 42% _{labdeq}	9 16%	12 23%	45 34% _{bdjt}	10 12%	16 22%	7 35%	27 35% _{dqg}	35 29% _{qg}	15 20%	18 27% _{qg}	35 36% _{bdjt}	22 30% _{qg}	-
On my energy supplier(s) website 163 14%	27 24% _{lacedfn}	14 9%	4 8%	3 6%	13 10%	12 14%	10 14%	1 4%	9 12%	23 18% _{ice}	12 16%	7 11%	9 9%	18 23% _{lacedfn}	-
Via a leaflet or letter sent directly to you 150 12% _{ce}	12 11% _{ce}	10 6%	8 16% _{ce}	-	22 16% _{cen}	11 14% _{ce}	10 15% _{ce}	3 16%	8 10% _{ce}	16 13% _{ce}	9 12% _{ce}	22 34% _{labcef}	6 7%	10 13% _{ce}	-
Via email 85 7% _b	1 1%	11 7% _b	4 7%	5 9% _b	11 8% _b	4 5%	3 4%	2 6%	4 5%	13 10% _b	8 10% _b	8 12% _b	8 8% _b	5 6%	-
On another website 48 4%	8 7% _d	7 5%	3 6%	-	2 1%	3 4%	1 1%	-	6 8% _d	4 3%	4 6%	3 4%	5 5%	1 1%	-
End of fixed term letter 46 4%	4 3%	6 4%	4 8%	1 3%	10 8% _g	1 1%	2 2%	2 6%	4 5%	3 3%	2 2%	2 3%	3 3%	3 4%	-
On another energy supplier website 35 3%	4 4%	5 3%	2 3%	4 7% _{fh}	2 1%	3 4%	-	-	3 3%	3 2%	2 3%	1 1%	5 5%	2 3%	-
Somewhere else (e.g. a newspaper article or advertisement) 34 3%	4 4% _c	-	11% _{lacedjt}	5 9% _{lacedfn}	1 1%	5 6% _c	2 2%	-	1 1%	3 2%	1 1%	2 1%	2 2%	4 5% _c	-
Price increase letter 22 2%	4 3% _c	-	1 3%	2 4% _c	3 2%	4 5% _c	1 1%	1 3%	-	1 1%	-	3 4% _c	1 1%	1 2%	-
On TV 7 1%	-	-	1 1%	-	1 1%	-	2 3%	-	-	-	1 1%	-	1 1%	-	-
On the phone 7 1%	1 1%	-	-	-	1 1%	4 5% _{laced}	-	-	-	-	-	-	1 1%	1 1%	-
Online/internet (no detail) 4 *	-	1 1%	-	-	1 1%	-	-	-	-	-	-	1 1%	-	-	-
Salesperson/rep 4 *	-	2 1%	-	-	-	-	-	-	-	2 1%	-	-	-	1 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing



Q.172 And where did you see this?
 Base: All who are aware of TCR

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1157	103	145	42	55	128	78	69	17	70	131	74	65	103	76	1
Weighted Base 1203	114*	156	53*	53*	133	82*	71*	21**	78*	124	78*	68*	98*	78*	11*
Friends or family 2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Online account 1	1%	-	-	3%a	-	-	-	-	-	-	-	-	-	-	-
Other 11	-	-	1	1	3	1	1	-	-	1	2	-	1	-	-
Refused 7%	-	-	2%	2%	2%	1%	2%	-	-	1%	2%	-	1%	-	-
Don't know 42	1	-	-	-	-	-	-	-	1	-	-	-	2	-	-
	1%	-	-	-	-	-	-	-	1%	-	-	-	2%a	-	-
	3	3	2	4	2	3	2	1	5	5	8	1	2	2	-
	3%	2%	2%	4%	8%cf	2%	4%	3%	5%	6%	4%	10%abcmn	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of TCR

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
To a great extent	153	130	16	8	22	107	25	53	54	29	17
	13%gk	13%	16%	11%	13%	16%g	7%	15%k	14%k	13%	8%
Somewhat	313	268	21	24	57	181	75	103	96	65	49
	26%	26%	21%	34%	33%g	26%	22%	28%	24%	29%	23%
Very little	114	94	14	6	15	65	33	35	42	17	20
	9%	9%	15%	8%	9%	10%	10%	10%	11%	8%	9%
Not at all	599	522	48	30	75	313	212	166	201	110	122
	50%	50%	48%	43%	44%	46%	61%aef	46%	51%	49%	57%ah
Don't know	24	21	-	3	3	17	3	7	4	5	7
	2%	2%	-	4%	2%	3%	1%	2%	1%	2%	3%l

Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of TCR

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	655	191	141
To a great extent	153 13%j	26 9%	117 15%b	9 9%	1 2%	18 10%	134 13%	113 13%j	32 17%j	9 6%
Somewhat	313 28%	67 24%	213 27%	27 26%	6 21%	37 21%	276 27%	234 27%	44 23%	30 21%
Very little	114 9%	29 10%	78 10%	7 6%	11 2%	21 12%	93 9%	86 10%j	9 5%	18 13%j
Not at all	599 50%	152 55%c	375 47%	56 54%	16 61%	97 54%	503 49%	407 48%	101 53%	80 57%h
Don't know	24 2%	4 2%	11 1%	5 5%c	4 14%	6 3%	18 2%	15 2%	4 2%	4 3%

Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of TCR

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1157	863	138	147	133	1024	1156	1023	148	963	40
Weighted Base	1203	956	126	110	132	1071	1202	1070	163	996	39*
To a great extent	153 13% ^d	137 14% ^d	11 9%	4 4%	16 12%	137 13%	153 13%	137 13%	22 13%	127 13%	4 9%
Somewhat	313 26% ^d	270 28% ^d	26 21%	15 14%	38 29%	275 26%	312 26%	274 26%	54 33% ^j	247 25%	10 26%
Very little	114 9%	85 9%	14 12%	14 13%	13 10%	101 9%	114 9%	101 9%	14 8%	96 10%	2 5%
Not at all	599 50%	449 47%	72 58% ^{ab}	75 68% ^{ab}	64 49%	536 50%	599 50%	536 50%	69 42%	507 51%	22 57%
Don't know	24 2%	15 2%	2 1%	2 2%	1 1%	23 2%	24 2%	23 2%	4 3%	18 2%	1 3%

Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of TCR

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1157	904	209	7	913	107	121
Weighted Base	1203	924	237	8**	978	99*	114
To a great extent	153 13%g	100 11%	47 20%ab	4 50%	137 14%g	11 11%	6 5%
Somewhat	313 28%	250 27%	50 21%	-	253 26%	23 24%	29 25%
Very little	114 9%	85 9%	24 10%	2 19%	90 9%	13 13%	12 10%
Not at all	599 52%	470 51%	112 47%	3 31%	481 49%	50 51%	63 56%
Don't know	24 2%	19 2%	4 2%	-	18 2%	1 1%	4 4%

Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of TCR

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1157	650	438	8	58
Weighted Base	1203	662	443	8**	57*
To a great extent	153 13% ^c	111 16% ^c	36 8%	-	5 9%
Somewhat	313 26%	189 27%	114 26%	1 12%	10 17%
Very little	114 9%	62 9%	45 10%	2 22%	4 8%
Not at all	599 50%	316 46%	240 54% ^b	5 65%	38 62% ^b
Don't know	24 2%	13 2%	9 2%	-	2 4%

Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of TCR

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1157	216	941	779	378	356	219	141	44	335	452	306	64
Weighted Base	1203	241	962	835	368	406	232	134	46*	374	477	289	64*
To a great extent	153	54	99	117	96	79	32	1	6	91	49	12	1
	13% _{nm}	22% _{ac}	10%	14%	10%	19% _{ah}	14% _h	1%	14% _h	24% _{akm}	10% _m	4%	2%
Somewhat	313	58	255	223	89	117	52	41	10	118	130	58	8
	26% _{nm}	24%	27%	27%	24%	29%	23%	31%	23%	31% _{lm}	27% _{lm}	20%	12%
Very little	114	17	97	86	28	34	26	14	4	32	53	23	6
	9%	7%	10%	8%	8%	8%	11%	10%	8%	8%	11%	8%	9%
Not at all	599	107	492	396	204	172	114	76	24	32	233	189	47
	50% _{lj}	45%	51%	47%	55% _{ld}	42%	49%	56% _l	52%	35%	49% _{lj}	65% _{akj}	74% _{akj}
Don't know	24	5	18	13	10	4	6	2	2	3	12	7	2
	2%	2%	2%	2%	3%	1%	3%	2%	3%	1%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of TCR

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1157	380	538	76	182	85	312	849	884	753
Weighted Base	1203	411	591	81*	183	91*	338	878	916	774
To a great extent	153	104	116	113	8	49	22	86	106	117
13%	25% ^{ad}	20% ^{ka}	19% ^{ka}	10%	19	45	25	114	12%	13%
Somewhat	313	133	184	184	19	45	25	114	220	241
26%	32% ^{ka}	31% ^{ka}	31% ^{ka}	23%	52%	41%	37%	34% ^{ka}	25%	26%
Very little	114	32	58	54	6	12	9	24	80	80
9%	8%	10%	9%	8%	7%	10%	7%	9%	9%	9%
Not at all	599	137	225	233	43	75	34	110	457	463
50% ^{abcdgh}	33%	38%	38%	32%	52%	41%	37%	32%	51%	51%
Don't know	24	4	8	9	5	2	*	4	14	15
2%	1%	1%	2%	7% ^{af}	1%	1%	1%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of TCR

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1157	103	145	42	55	128	78	69	17	70	131	74	65	103	76	1
Weighted Base 1203	114*	156	53*	53*	133	82*	71*	21**	78*	124	76*	66*	98*	78*	1**
To a great extent 153	15	19	8	5	22	10	8	8	8	18	5	7	11	9	1
13%	13%	12%	19%	9%	17%	12%	12%	38%	10%	14%	7%	11%	11%	12%	100%
Somewhat 313	39	38	16	16	24	15	23	7	14	33	20	26	20	23	-
26%	34% ^l gjn	24%	30%	30%	18%	18%	33% ^l f	32%	18%	27%	28%	40% ^l ackd n	20%	29%	-
Very little 114	10	14	9	6	9	7	6	1	14	12	5	6	9	7	-
9%	9%	9%	17%	11%	7%	9%	9%	3%	18% ^l af	10%	7%	9%	9%	9%	-
Not at all 599	43	65	20	26	76	48	32	5	42	58	45	26	56	37	-
50% ^b	38%	55% ^b	37%	48%	57% ^b dm	59% ^b dm	45%	28%	54%	47%	59% ^b dm	39%	57% ^b dm	47%	-
Don't know 24	7	-	1	1	1	2	1	-	-	3	2	1	3	2	-
2%	6% ^l ac ^f	-	1%	2%	1%	2%	2%	-	-	2%	2%	2%	3% ^c	3% ^c	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of TCR

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
To a great extent	138	114	16	8	18	94	25	47	52	23	16
	11%gk	11%	16%	11%	11%	14%g	7%	13%k	13%k	10%	7%
Somewhat	270	235	16	18	50	165	55	97	79	57	37
	22%g	23%	16%	26%	29%g	24%g	16%	27%k	20%	25%k	17%
Very little	117	103	8	6	20	61	36	30	48	19	20
	10%	10%	8%	9%	12%	9%	10%	8%	12%	8%	9%
Not at all	659	567	58	34	81	349	230	184	215	124	136
	55%	55%	59%	49%	47%	51%	66%aeaf	51%	54%	55%	62%ah
Refused	1	1	-	-	-	1	-	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	1%
Don't know	18	14	1	3	3	13	2	6	3	4	6
	2%	1%	1%	5%b	2%	2%	1%	2%	1%	2%	3%j

Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of TCR

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	655	191	141
To a great extent	138 11%aj	19 7%	108 14%b	9 9%	2 6%	15 9%	122 12%	107 12%j	25 13%j	6 5%
Somewhat	270 22%	57 21%	189 24%	21 20%	3 10%	38 21%	232 23%	201 24%	41 22%	23 16%
Very little	117 10%	27 10%	73 9%	14 13%	3 12%	20 11%	96 9%	82 10%	16 8%	19 13%
Not at all	659 55%	173 62%ac	415 52%	57 54%	15 56%	102 57%	557 54%	452 53%	106 55%	90 64%ah
Refused	1	-	1	-	-	-	1	-	-	-
Don't know	18 2%	3 1%	8 1%	3 3%	4 16%	3 2%	15 2%	12 1%	4 2%	2 2%

Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of TCR

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1157	863	138	147	133	1034	1156	1023	148	963	40
Weighted Base	1203	956	126	110	132	1071	1202	1070	163	996	39*
To a great extent	138 11% ^d	124 13% ^d	12 9% ^d	2 2%	13 10%	125 12%	138 11%	125 12%	18 15%	113 11%	7 7%
Somewhat	270 22% ^d	237 25% ^d	20 16%	12 11%	29 22%	241 22%	209 22%	240 22%	44 27%	217 22%	7 16%
Very little	117 10%	88 9%	14 11%	13 13%	12 9%	105 10%	117 10%	105 10%	14 9%	100 10%	2 5%
Not at all	659 55%	495 52%	80 63% ^{ab}	81 73% ^{ab}	70 53%	592 54%	699 59%	582 54%	62 50%	552 55%	23 59%
Refused	1	1	-	-	-	1	1	1	-	1	-
Don't know	18 2%	11 1%	1 1%	2 2%	-	18 2%	18 2%	18 2%	4 3%	13 1%	1 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of TCR

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1167	904	209	7	913	107	121
Weighted Base	1203	924	237	8**	978	99*	114
To a great extent	138 11%g	87 9%	44 19%ab	4 50%	124 13%g	7 7%	5 5%
Somewhat	270 22%	214 23%	45 19%	-	223 23%	24 24%	20 17%
Very little	117 10%	92 10%	18 8%	2 19%	93 10%	11 11%	14 12%
Not at all	659 55%	514 56%	128 54%	3 31%	523 54%	55 56%	71 62%
Refused	1	1	-	-	1	-	-
Don't know	18 2%	15 2%	2 1%	-	12 1%	2 2%	4 4%

Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of TCR

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1157	650	438	8	58
Weighted Base	1203	662	443	8**	57*
To a great extent	138 11% ^c	98 14% ^c	34	-	5
Somewhat	270 23%	170 25%	91	1	8
Very little	117 10%	62 9%	49	2	4
Not at all	669 55%	353 51%	262	5	37
Refused	1	-	1	-	-
Don't know	18 2%	9 1%	6 1%	-	2 4%

Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of TCR

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1157	216	941	779	378	356	219	141	44	335	452	306	64
Weighted Base	1203	241	962	835	368	406	232	134	46*	374	477	289	64*
To a great extent	138	54	84	109	29	75	25	5	5	91	36	11	-
	11% ^{hkm}	22% ^{ac}	9%	13% ^{ae}	8%	18% ^{agh}	11% ^h	4%	11%	24% ^{akm}	8% ^{km}	4%	-
Somewhat	270	57	213	198	71	106	51	27	13	112	112	40	5
	22% ^{lm}	24%	22%	24%	19%	26%	22%	20%	27%	30% ^{alm}	23% ^{lm}	14%	9%
Very little	117	20	96	80	37	31	23	15	4	27	63	19	8
	10%	9%	10%	10%	10%	8%	10%	11%	9%	7%	13% ^{ajl}	6%	12%
Not at all	659	107	552	439	220	189	128	86	24	142	255	214	48
	56% ^{bdj}	44%	57% ^{bd}	53%	60% ^{bd}	47%	55%	64% ^{af}	52%	38%	54% ^{lj}	74% ^{ajk}	75% ^{ajk}
Refused	1	-	1	1	-	1	-	-	-	-	1	-	-
	*	-	*	*	-	*	-	-	-	-	*	-	-
Don't know	18	3	16	8	10	3	4	1	-	1	9	6	2
	2%	1%	2%	1%	3% ^d	1%	2%	1%	-	*	2%	2%	3% ^l

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
* small base

Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of TCR

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1157	380	538	541	76	85	312	849	884	753
Weighted Base	1203	411	591	592	81*	91*	338	876	916	774
To a great extent	138	95	106	107	9	19	81	90	102	79
	11%	23%a	18%a	18%a	11%	21%a	24%a	10%	11%	10%
Somewhat	270	120	174	174	17	19	108	194	214	165
	22%	29%a	29%a	29%a	21%	20%	32%ag	22%	23%	21%
Very little	117	30	65	59	8	9	22	80	82	68
	10%	7%	11%	10%	10%	10%	6%	9%	9%	9%
Not at all	659	163	240	244	45	44	125	505	506	454
	55%abcm	40%	41%	41%	55%l	49%	37%	58%	55%	59%
Refused	1	-	1	1	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-
Don't know	18	3	5	6	3	-	3	7	9	7
	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of TCR

Total (a)	PFS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 1157	103	145	42	55	128	78	69	17	70	131	74	65	103	76	1	
Weighted Base 1203	114*	156	53*	53*	133	82*	71*	21**	78*	124	76*	66*	98*	78*	1**	
To a great extent	138 11%	22 14%	9 17%	4 7%	20 15%	11 14%	4 6%	5 25%	11 14%	15 12%	5 6%	7 11%	7 7%	7 8%	-	
Somewhat	270 22%	36 32% ^a _d n	30 19%	14 26%	14 25%	20 15%	11 13%	22 32% ^f _g h	7 32%	9 12%	32 28% ⁱ j	19 25%	22 33% ^k l	17 18%	16 21%	-
Very little	117 10%	13 12%	12 7%	8 15%	4 7%	11 8%	10 12%	8 -	8 10%	9 8%	6 8%	7 11%	9 9%	12 15%	-	
Not at all	659 55% ^b	47 41%	53 60% ^b _d m	22 41%	31 58%	82 61% ^b _d m	48 59% ^b	36 50%	9 42%	50 64% ^b _d m	66 53%	45 42%	28 64% ^b _d m	63 53%	41 100%	1
Refused	1 -	1 1% ^a	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	18 2%	3 2%	-	1 2%	1 2%	1 2%	1 2%	1 -	1 1%	2 2%	2 2%	2 3% ^c	2 2%	2 3% ^c	2 -	

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of TCR

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1157	996	87	74	156	583	418	298	324	209	326
Weighted Base	1203	1035	99*	69*	172	683	348	364	397	227	216
To a great extent	127	108	13	6	14	90	23	43	48	19	17
	11%	10%	14%	8%	8%	13%	7%	12%	12%	9%	8%
Somewhat	222	197	13	12	50	131	41	80	65	42	34
	18%	19%	13%	17%	29% ^{aafg}	19%	12%	22%	16%	19%	16%
Very little	108	91	13	3	17	61	30	31	40	21	15
	9%	9%	13%	4%	10%	9%	9%	9%	10%	9%	7%
Not at all	722	620	59	43	89	384	250	203	235	139	145
	60%	60%	60%	63%	51%	56%	72% ^{aaef}	56%	59%	62%	67% ^{ah}
Don't know	24	19	-	5	3	17	4	6	9	5	4
	2%	2%	-	7% ^{abc}	2%	3%	1%	2%	2%	2%	2%

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of TCR

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1157	344	684	101	28	221	936	786	179	177
Weighted Base	1203	278	794	104*	27**	179	1024	855	191	141
To a great extent	127	21	98	7	1	17	110	95	21	8
	11%	8%	12%b	7%	2%	9%	11%	11%	11%	6%
Somewhat	222	50	152	16	4	25	196	164	35	22
	19%	18%	19%	16%	17%	14%	19%	19%	18%	16%
Very little	109	20	79	8	2	21	87	79	18	12
	9%	7%	10%	7%	6%	12%	8%	9%	9%	9%
Not at all	722	184	457	66	16	113	609	502	113	94
	60%	66%c	58%	64%	59%	63%	60%	59%	60%	67%
Don't know	24	4	9	7	4	3	21	16	4	5
	2%	1%	1%	6%abc	16%	2%	2%	2%	2%	3%

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of TCR

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1157	863	138	147	133	1024	1156	1023	148	963	40
Weighted Base	1203	956	126	110	132	1071	1202	1070	163	996	39*
To a great extent	127 11%cd	114 12%cd	10 8%cd	2 2%	12 9%	115 11%	127 11%	115 11%	17 10%	109 11%	1 4%
Somewhat	222 19%cd	197 21%cd	13 10%	10 9%	29 22%	193 18%	221 18%	192 18%	40 25%	175 18%	5 14%
Very little	108 9%	83 9%	13 10%	11 10%	7 5%	101 9%	108 9%	101 9%	13 8%	91 9%	3 7%
Not at all	722 60%	546 57%	87 68%ab	86 78%ab	83 63%	639 60%	722 60%	639 60%	87 54%	604 61%	29 75%a
Don't know	24 2%	15 2%	4 3%	· ·	2 1%	23 2%	24 2%	23 2%	6 3%	18 2%	· 1%

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of TCR

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1157	904	209	7	913	107	121
Weighted Base	1203	924	237	8**	978	99*	114
To a great extent	127	78	43	3	110	9	7
	11%	8%	18%ab	40%	11%	9%	6%
Somewhat	222	175	35	2	190	17	20
	19%	19%	15%	18%	17%	17%	18%
Very little	108	84	21	1	86	12	10
	9%	9%	9%	11%	9%	12%	9%
Not at all	722	568	133	3	582	60	72
	60%	61%	56%	31%	60%	60%	63%
Don't know	24	19	5	-	19	2	4
	2%	2%	2%	-	2%	2%	4%

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of TCR

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1157	650	438	8	58
Weighted Base	1203	662	443	8**	57*
To a great extent	127	93	32	-	3
	11%	13% ^c	7%	-	5%
Somewhat	222	139	73	1	8
	18%	20%	17%	12%	15%
Very little	108	60	40	1	6
	9%	9%	9%	11%	10%
Not at all	722	385	290	6	38
	60%	58%	66% ^b	77%	67%
Don't know	24	15	7	-	2
	2%	2%	2%	-	4%

Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of TCR

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1157	216	941	779	378	356	219	141	44	335	452	306	64
Weighted Base	1203	241	962	835	368	406	232	134	46*	374	477	289	64*
To a great extent	127	55	72	105	22	68	30	1	8	83	36	8	-
	11%cahm	23%ac	6%	13%e	6%	17%ah	13%h	1%	17%h	22%akm	7%km	3%	-
Somewhat	222	51	171	159	63	95	32	24	8	89	90	39	5
	18%am	21%	18%	19%	17%	23%g	14%	18%	18%	24%alm	19%lm	13%	7%
Very little	108	20	88	78	30	36	24	13	2	33	49	22	4
	9%	6%	9%	9%	8%	9%	11%	10%	4%	9%	10%	8%	6%
Not at all	722	110	612	478	244	202	140	95	27	166	289	215	52
	60%bf	46%	64%b	57%	66%ad	50%	60%af	71%af	59%	44%	61%j	75%ajk	82%ajk
Don't know	24	5	19	16	9	6	5	1	2	3	13	5	3
	2%	2%	2%	2%	2%	1%	2%	1%	3%	1%	3%	2%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of TCR

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	1157	380	538	76	182	85	312	849	884	753
Weighted Base	1203	411	591	81*	183	91*	338	878	916	774
To a great extent	127	87	97	11	46	14	76	87	93	77
	11%	21%a	16%a	14%	25%a	16%	22%a	10%	10%	10%
Somewhat	222	104	142	12	43	20	91	148	164	123
	18%	27%a	24%a	15%	24%a	22%	27%a	17%	18%	16%
Very little	108	40	57	7	15	12	29	77	80	66
	9%	10%	10%	8%	8%	14%	9%	9%	9%	9%
Not at all	722	178	285	47	76	44	138	550	563	493
	60%bcdgh	43%	48%	57%d	41%	48%	41%	62%	62%	64%
Don't know	24	4	11	4	3	*	4	14	16	14
	2%	1%	2%	5%	2%	1%	1%	2%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.173 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of TCR

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1157	103	145	42	55	128	78	69	17	70	131	74	65	103	76	1
Weighted Base 1203	114*	156	53*	53*	133	82*	71*	21**	78*	124	78*	68*	98*	78*	11*
To a great extent 127 11%	15 13%	21 14%	3 6%	1 3%	22 17%	7 8%	7 9%	4 20%	9 12%	12 10%	4 6%	7 10%	7 7%	8 10%	-
Somewhat 222 18%	31 27%	31 20%	12 22%	8 15%	15 11%	14 17%	13 19%	6 27%	7 9%	28 22%	16 21%	12 18%	11 11%	18 23%	-
Very little 109 9%	11 9%	10 6%	8 14%	8 15%	8 6%	3 4%	11 16%	2 10%	7 14%	7 5%	5 7%	5 8%	11 11%	9 12%	-
Not at all 722 60%	52 46%	94 61%	30 56%	35 65%	87 65%	57 70%	39 56%	9 43%	51 65%	76 61%	49 64%	38 56%	66 68%	40 52%	1 100%
Don't know 24 2%	5 5%	-	1 1%	1 2%	2 1%	2 2%	-	-	-	2 2%	2 2%	4 6%	3 3%	2 3%	-

Q.173 And to what extent, if at all, did this encourage you to...? - Summary Table
 Base: All who are aware of TCR

	Check your current tariff	Compare your current tariff against other tariffs from your supplier or another supplier	Switch your tariff and/or supplier
Unweighted Base	1157	1157	1157
Weighted Base	1203	1203	1203
To a great extent	153 12%	138 11%	127 11%
Somewhat	313 26%	270 23%	222 19%
Very little	114 9%	117 10%	108 9%
Not at all	599 50%	659 56%	722 60%
Refused	-	1	-
Don't know	24 2%	18 2%	24 2%

Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	2010	1727	182	100	308	1104	598	659	651	371	323
		34%cd	33%	28%	26%	36%e	35%e	45%ajk	34%jk	33%k	23%
No	3567	3015	336	216	789	1807	972	706	1122	778	962
	60%gh	59%	60%	61%	67%atg	58%	57%	49%	59%ih	63%aln	68%ahj
Refused	25	19	4	2	5	13	8	2	6	9	9
	*	*	1%	1%	*	*	*	*	*	1%h	1%h
Don't know	385	311	37	37	70	184	130	87	117	70	111
	6%	6%	7%	10%ab	6%	6%	8%f	6%	6%	6%	8%ah



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	2010	436	1390	146	37	330	1680	1469	317	200
	34% ^{bde}	26% ^e	40% ^{abde}	23%	19%	35%	33%	40% ^{aih}	28% ^{ij}	20%
No	3567	1115	1912	417	124	550	3017	1980	830	697
	60% ^{ch}	67% ^{iac}	55%	65% ^{ac}	64% ^{ic}	58%	60%	54%	67% ^{ah}	71% ^{ah}
Refused	25	5	3	17	-	3	22	10	8	6
	0% ^c	-	-	3% ^{abce}	-	-	-	-	1%	1%
Don't know	385	101	189	61	33	66	319	231	77	73
	6%	6%	5%	10% ^{abc}	17% ^{abcd}	7%	6%	6%	6%	7%

Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (g)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	3939	5198	686	4671	529
Weighted Base	5987	4440	608	969	717	5270	5970	5254	716	4681	523
Yes	2010 34%cd	1640 37%acd	164 27%	199 23%	230 32%	1780 34%	2006 34%	1777 34%	293 41%ak	1621 35%k	87 17%
No	3567 60%bl	2552 57%	399 66%ab	581 67%ab	443 62%	3124 59%	3559 60%	3116 59%	390 54%	2778 59%	357 68%aj
Refused	25	8	1	5	4	21	25	21	1	11	5
Don't know	385 6%b	241 5%	44 7%	83 10%ab	40 6%	344 7%	380 6%	339 6%	52 7%	271 6%	73 14%ajl



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	2010	1567	394	13	1645	175	172
	34%g	33%	43%ab	35%	38%atg	32%g	18%
No	3567	2820	481	25	2434	325	744
	60%ae	60%ac	52%	65%	56%	59%	70%aef
Refused	25	18	1	-	13	3	3
	-	-	-	-	-	-	-
Don't know	385	292	43	-	259	46	62
	6%	6%	5%	-	6%	8%ae	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Yes	2010	1072	780	26	128
	34%ce	45%ace	27%ce	45%ce	18%
No	3567	1178	1894	31	452
	60%ab	50%	67%abcd	53%	64%ab
Refused	25	7	8	-	4
	-	-	-	-	1%
Don't know	385	105	159	1	118
	6%b	4%	6%	2%	17%abcd

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	2010	398	1614	1373	637	638	362	253	93	585	763	561	101
	34%im	44%ac	32%	42%ae	24%	49%agh	42%ah	33%	46%ah	69%akm	45%alm	26%am	8%
No	3567	457	3110	1733	1834	613	460	467	93	277	841	1454	995
	60%bdgjk	51%	61%b	53%	68%ad	47%	53%af	61%aj	47%	37%	50%j	67%ak	79%akj
Refused	25	4	21	6	19	5	1	1	-	1	4	4	17
	-	-	-	-	1%bd	-	-	-	-	-	-	-	3%akj
Don't know	385	42	342	185	200	45	44	47	13	21	73	146	144
	6%fk	5%	7%b	6%	7%bd	3%	5%	6%j	7%j	2%	4%j	7%k	11%akj



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	948	1451	1408	450	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Yes	2010	612	838	836	149	277	472	1356	1421	1148
No	34%	61% ^{acd}	53% ^{ca}	55% ^{ca}	33%	52% ^{ae}	62% ^{ca}	34%	35% ^{ka}	33%
Refused	25	4	4	4	2	4	3	9	7	6
Don't know	385	39	62	60	28	20	23	250	241	208
	62% ^{bcdgh}	35%	42% ^{cb}	41% ^{cb}	62% ^{cf}	44%	54%	62%	59%	61% ^{kj}
	4%	4%	4%	6%	4%	6%	3%	6%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.174 A Personal Projection is an estimated annual cost of a tariff, based on your expected energy use. Prior to this interview, have you seen a Personal Projection?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PSS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seasboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26**
Yes 2010 34%bwh	166 28%bwh	240 42%abdeq hjm	88 16%	96 30%bwh	240 43%abdeq hjm	122 35%bwh	96 20%	47 33%bwh	135 33%bwh	199 37%bdeh	135 33%bwh	92 31%bwh	206 47%abdeq hjm	139 44%abdeq hjm	8 30%
No 3567 60%cfo	356 60%cho	308 54%fn	412 75%abcef gikimno	202 64%cho	292 53%	208 60%fn	373 76%abcef gikimno	85 60%fn	245 60%fn	301 56%fn	233 56%fn	171 58%fn	204 46%	165 53%	12 48%
Refused 25	1	-	2	-	-	5 1%abcefk l	2	-	4 1%clfd	-	-	3 1%clfk	4 1%clfk	2 1%	2 7%
Don't know 385	67 11%acafsh jro	19 3%	45 8%clgho	20 6%o	23 4%	13 4%	19 4%	10 7%o	25 6%o	34 6%oo	45 11%acafsh jro	27 9%clgho	28 6%oo	7 2%	4 15%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.175 And where did you see this?
 Base: All who are aware of PP

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base	2010	1727	182	100*	308	1104	598	659	651	371	329
Annual summary	718	614	71	33	87	403	228	235	237	122	125
	38%a	36%	39%	33%	38%	37%a	38%	36%	36%	33%	38%
Bill	584	513	43	28	84	314	186	195	182	107	99
	29%	30%	24%	28%	27%	28%	31%	30%	28%	29%	30%
Via a leaflet or letter sent directly to you	264	219	24	21	53	116	94	77	76	54	57
	13%	12%	12%	21%ab	17%j	11%	16%j	12%	12%	15%	17%ah
On my energy supplier(s) website	225	196	17	12	48	132	45	80	84	40	22
	11%gk	11%	9%	12%	16%ag	12%g	7%	12%k	13%k	11%k	7%
Via email	168	152	8	7	31	96	40	52	64	37	15
	8%k	9%	4%	7%	10%	9%	7%	8%k	10%k	10%k	4%
End of fixed term letter	63	53	5	5	3	40	20	25	19	10	9
	3%	3%	3%	5%	1%	4%e	3%	4%	3%	3%	3%
On another website	40	32	7	1	10	25	6	17	14	6	2
	2%	2%	4%	1%	3%g	2%	1%	3%k	2%	2%	1%
On another energy supplier website	33	25	5	4	3	24	7	14	9	6	4
	2%	1%	2%	4%	1%	2%	1%	2%	1%	2%	1%
Price increase letter	30	28	1	2	5	16	9	6	8	8	8
	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%h
On the phone	18	17	-	-	1	12	5	8	8	1	2
	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%
Somewhere else (e.g. a newspaper article or advertisement)	10	8	2	-	2	5	3	-	5	3	2
	1%	1%	1%	-	1%	1%	1%	-	1%h	1%h	1%h
On an App	6	6	-	-	2	4	-	-	3	2	1
	1%	1%	-	-	1%g	1%	-	-	1%	1%	1%
Salesperson/rep	5	5	-	-	1	2	2	1	-	2	2
	1%	1%	-	-	1%	1%	1%	1%	-	1%	1%
Online account	2	1	1	-	1	1	-	-	2	-	-
	1%	1%	1%	-	1%	1%	-	-	1%	-	-
Online	1	1	-	-	-	-	1	-	1	-	-
	1%	1%	-	-	-	-	1%	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k
 * small base



Q.175 And where did you see this?
Base: All who are aware of PP

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base	2010	1727	182	100*	308	1104	598	659	651	371	329
Other	10	8	2	-	2	7	1	4	4	2	1
1%	*	*	1%	-	1%	1%	*	1%	1%	1%	*
Refused	4	3	2	-	-	4	1	2	2	1	-
*	*	*	1%	-	-	*	*	*	*	*	-
Don't know	73	54	13	5	9	40	24	13	25	16	19
4%	3%	7%ab	5%		3%	4%	4%	2%	4%	4%h	6%ah

Q.175 And where did you see this?
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE			
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)	
Unweighted Base 1933	553	1196	145	39	385	1548	1368	298	243	
Weighted Base 2010	436	1390	146	37*	330	1680	1469	317	200	
Annual summary	718 36% _a	1513 37% _d	40 27%	14 37%	115 35%	603 36%	549 37% _a	90 28%	71 36%	
Bill	584 29% _a	129 30%	397 29%	49 33%	8 22%	98 30%	485 29%	434 30% _a	103 32% _j	41 21%
Via a leaflet or letter sent directly to you	264 13% _h	79 18% _{ac}	164 12%	16 11%	5 15%	61 19% _{ag}	203 12%	154 10%	55 17% _h	48 24% _{ah}
On my energy supplier(s) website	225 11% _{af}	29 7%	172 12% _b	19 13% _b	5 1%	20 6%	205 12% _{af}	175 12%	35 11%	15 7%
Via email	168 8% _h	25 6%	135 10% _b	7 5%	1 3%	20 6%	148 9%	123 8%	30 9%	14 7%
End of fixed term letter	63 3% _a	16 4%	44 3%	2 1%	-	10 3%	53 4% _a	5 1%	2 1%	4 2%
On another website	40 2%	6 1%	31 2%	4 3%	-	3 1%	37 2%	31 2%	7 2%	2 1%
On another energy supplier website	33 2%	4 1%	22 2%	6 4% _b	2 6% _b	4 1%	29 2%	25 2%	5 2%	3 2%
Price increase letter	30 2%	10 2%	18 1%	2 2%	-	4 1%	27 2%	20 1%	2 1%	8 4% _{ah}
On the phone	18 1%	3 1%	13 1%	1 1%	2 5% _{abc}	4 1%	15 1%	11 1%	5 2%	3 1%
Somewhere else (e.g. a newspaper article or advertisement)	10 1%	3 1%	7 -	-	-	1 -	9 -	4 1%	2 1%	3 1% _h
On an App	6 -	1 -	3 1%	1 -	-	5 -	4 -	1 -	1 -	1 -
Salesperson/rep	5 -	1 -	3 -	-	-	-	3 -	1 -	1 -	-
Online account	2 -	1 -	-	1 1% _e	-	1 -	1 -	1 -	1 -	-
Online	1 -	-	1 -	-	-	1 -	1 -	-	-	-

Q.175 And where did you see this?
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1933	553	1196	145	39	385	1548	1368	298	243
Weighted Base 2010	436	1390	146	37*	300	1680	1469	317	200
Other 10	3	8	-	-	3	7	6	4	-
7%	7%	7%	-	-	7%	-	-	7%	-
Refused 4	1	4	-	-	1	4	3	2	-
-	-	-	-	-	-	-	-	7%	-
Don't know 73	19	34	15	5	14	58	52	11	7
4%	4% ^c	2%	10% ^{abc}	14% ^{abc}	4%	3%	4%	4%	3%

Q.175 And where did you see this?
Base: All who are aware of PP

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1933	1479	188	260	238	1895	1929	1891	277	1567	79
Weighted Base	2010	1640	164	199	230	1780	2006	1777	293	1621	87
Annual summary	718	575	69	71	84	634	718	634	109	583	23
	36%	35%	42%	36%	36%	36%	36%	36%	37%	36%	26%
Bill	581	448	48	86	64	520	582	518	83	478	21
	29%	27%	29%	43%abc	28%	29%	29%	29%	28%	29%	23%
Via a leaflet or letter sent directly to you	264	200	30	32	37	227	262	225	41	202	17
	13%	12%	18%ab	16%	16%	13%	13%	13%	14%	12%	20%
On my energy supplier(s) website	225	211	10	4	17	208	224	207	27	191	7
	11%cd	13%cd	6%cd	2%	8%	12%	11%	12%	9%	12%	8%
Via email	168	159	7	2	13	155	168	155	22	141	5
	8%cd	10%cd	4%cd	1%	6%	9%	8%	9%	8%	9%	6%
End of fixed term letter	63	52	5	5	7	55	63	55	9	54	-
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	-
On another website	40	39	1	-	4	36	40	36	11	25	4
	2%cd	2%cd	-	-	2%	2%	2%	2%	4%ij	2%	5%
On another energy supplier website	33	32	2	-	3	30	33	30	7	23	3
	2%cd	2%cd	1%	-	1%	2%	2%	2%	2%	1%	4%
Price increase letter	30	23	4	4	1	30	30	2	2	27	1
	2%	1%	2%	2%	-	2%	2%	1%	1%	2%	1%
On the phone	18	15	2	1	1	17	18	17	3	14	1
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Somewhere else (e.g. a newspaper article or advertisement)	10	8	2	1	1	9	10	9	2	5	3
	1%	-	1%	-	-	1%	1%	1%	1%	-	4%klj
On an App	6	5	1	-	-	6	6	6	2	5	-
	-	-	1%	-	-	-	-	-	1%	-	-
Salesperson/rep	5	5	-	-	1	4	5	4	1	3	-
	-	-	-	-	-	-	-	-	-	-	-
Online account	2	2	-	-	1	1	-	1	1	1	-
	-	-	-	-	-	-	-	-	-	-	-
Online	1	1	-	-	-	1	1	1	-	1	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
* small base



Q.175 And where did you see this?
 Base: All who are aware of PP

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1933	1479	198	260	238	1895	1929	1891	277	1567	79
Weighted Base	2010	1640	164	199	230	1780	2006	1777	253	1621	67
Other	10	8	1	1	1	10	10	10	2	7	1
	1%	1%	1%	*	*	1%	1%	1%	1%	1%	2%
Refused	4	4	-	1	-	4	4	4	2	3	-
	*	*	-	*	-	*	*	*	1%	*	-
Don't know	73	49	11	11	11	61	73	61	6	59	7
	4%	3%	7%ab	6%ab	5%	3%	4%	3%	2%	4%	8%cd

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.175 And where did you see this?
Base: All who are aware of PP

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1903	1525	359	12	1540	185	188
Weighted Base	2010	1567	394	13**	1645	175	172
Annual summary	718	559	140	8	584	58	72
Bill	36%	36%	35%	60%	35%	33%	42%
584	482	93	-	459	82	33	
23%ag	31%ac	24%	-	28%ag	47%aag	19%	
Via a leaflet or letter sent directly to you	264	219	38	1	196	24	41
73%	14%c	70%	8%	72%	14%	24%aef	
On my energy supplier(s) website	225	173	45	2	210	9	7
11%ag	71%	71%	71%	13%ag	5%	4%	
Via email	168	116	49	-	155	4	8
8%a	7%	12%ab	-	9%ag	2%	5%	
End of fixed term letter	63	46	15	2	54	5	5
3%	3%	4%	14%	3%	3%	3%	
On another website	40	21	16	-	38	1	1
2%	7%	4%ab	-	2%	1%	-	
On another energy supplier website	33	21	10	-	29	3	1
2%	7%	3%	-	2%	2%	7%	
Price increase letter	30	25	5	-	21	1	6
2%	2%	7%	-	7%	1%	4%ae	
On the phone	18	12	6	-	17	-	2
1%	7%	2%	-	7%	-	1%	
Somewhere else (e.g. a newspaper article or advertisement)	10	7	2	-	9	1	-
7%	-	-	-	7%	7%	-	-
On an App	6	6	1	-	5	1	1
1%	-	-	-	-	-	7%	
Salesperson/rep	5	4	1	-	4	-	1
-	-	-	-	-	-	-	-
Online account	2	1	1	-	2	-	-
-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
** very small base (under 30) ineligible for sig testing

Q.175 And where did you see this?
 Base: All who are aware of PP

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1933	1525	359	12	1540	185	188
Weighted Base	2010	1567	394	13**	1645	175	172
Online	1	-	1	-	1	-	-
Other	10	7	3	1	6	1	1
Refused	4	3	2	-	4	-	-
Don't know	73	60	12	-	56	7	8
	4%	4%	3%	-	3%	4%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 20) ineligible for sig testing



Q.175 And where did you see this?
Base: All who are aware of PP

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1933	1011	760	25	133
Weighted Base	2010	1072	780	26**	138
Annual summary	718	362	303	10	42
	36%	34%	39% ^b	38%	33%
Bill	584	306	240	9	29
	29%	29%	31%	33%	23%
Via a leaflet or letter sent directly to you	264	107	127	5	23
	13% ^b	10%	16% ^{ab}	21%	18% ^b
On my energy supplier(s) website	225	162	52	-	11
	11% ^c	15% ^{ac}	7%	-	9%
Via email	168	105	52	-	10
	8%	10% ^c	7%	-	8%
End of fixed term letter	63	50	10	1	2
	3% ^c	5% ^{ac}	1%	4%	1%
On another website	40	28	13	2	2
	2%	2%	2%	-	1%
On another energy supplier website	33	22	7	1	3
	2%	2%	1%	5%	2%
Price increase letter	30	18	10	-	3
	2%	2%	1%	-	2%
On the phone	18	11	5	1	1
	1%	1%	1%	4%	1%
Somewhere else (e.g. a newspaper article or advertisement)	10	5	2	-	3
	1%	1%	-	-	2% ^{abc}
On an App	6	-	5	1	-
	-	-	1% ^b	3%	-
Salesperson/rep	5	3	1	-	1
	-	-	-	-	-
Online account	2	1	-	-	-
	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
** very small base (under 30) ineligible for sig testing

Q.175 And where did you see this?
 Base: All who are aware of PP

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1933	1011	760	25	133
Weighted Base	2010	1072	780	26**	128
Online	1	1	-	-	-
Other	10	5	4	1	-
Refused	4	3	-	-	2
Don't know	73	34	28	-	13
	4%	3%	3%	-	10%abc

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?
 Base: All who are aware of PP

	SWITCHED - TECHNICI		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1933	367	1566	1289	644	557	345	267	91	528	727	576	104
Weighted Base	2010	396	1614	1373	637	638	362	253	93*	585	763	561	101*
Annual summary	718	123	595	478	240	225	116	92	30	182	258	218	19
Bill	584	106	478	381	203	157	113	78	30	192	202	171	19
Via a leaflet or letter sent directly to you	264	52	212	161	103	52	45	42	15	44	86	86	48
On my energy supplier(s) website	225	43	182	169	56	98	47	19	4	88	94	38	7
Via email	168	38	129	133	35	76	13	13	5	57	63	41	6
End of fixed term letter	63	17	45	50	13	32	7	2	2	32	19	11	-
On another website	40	18	22	36	4	25	7	2	-	24	13	2	1
On another energy supplier website	33	9	24	25	8	18	5	-	1	12	12	9	1
Price increase letter	30	7	24	20	11	9	5	4	3	6	14	10	*
On the phone	18	4	15	13	6	4	5	2	2	12	5	1	1
Somewhere else (e.g. a newspaper article or advertisement)	10	6	5	6	4	4	2	-	-	3	2	6	-
On an App	6	-	6	4	2	2	1	1	-	1	1	3	-
Salesperson/rep	5	3	2	5	-	-	1	4	-	1	3	1	-
Online account	2	-	2	1	1	-	1	-	-	-	1	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.175 And where did you see this?
 Base: All who are aware of PP

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1933	367	1566	1289	644	557	345	267	91	528	727	576	104
Weighted Base	2010	396	1614	1373	637	638	362	253	93*	585	763	561	101*
Online	1	1	-	1	-	1	-	-	-	-	1	-	-
Other	10	1	9	6	4	3	2	-	1	5	3	3	-
Refused	4	3	2	4	-	4	-	-	-	1*	-	-	-
Don't know	73	13	59	43	29	14	11	11	3	11	25	29	8
	4%	3%	4%	3%	5%	2%	3%	4%	3%	2%	3%	5%	8% ^{nk}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.175 And where did you see this?
Base: All who are aware of PP

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1933	603	766	704	143	252	163	426	1320	1380	1128
Weighted Base	2010	612	838	836	148	277	166	472	1356	1421	1148
Annual summary	718	189	281	277	38	96	50	146	494	515	418
	36% _{bde}	31%	34%	33%	25%	34%	30%	31%	36%	36%	36%
Bill	584	176	237	246	45	71	38	142	390	424	334
	29%	29%	29%	29%	30%	25%	23%	30%	29%	30%	29%
Via a leaflet or letter sent directly to you	264	60	76	84	20	37	18	45	181	187	154
	13% _{bcd}	10%	9%	10%	13%	13%	11%	10%	13%	13%	13%
On my energy supplier(s) website	225	99	132	127	17	29	31	76	152	156	115
	11%	16% _a	16% _a	15% _a	11%	10%	19% _a	18% _a	11%	11%	10%
Via email	168	63	79	79	11	28	21	43	114	119	101
	8%	10%	9%	9%	7%	10%	12%	9%	8%	8%	9%
End of fixed term letter	63	28	45	38	6	14	7	23	40	46	35
	3%	5%	5% _a	4%	4%	5%	4%	5%	3%	3%	3%
On another website	40	19	30	27	8	12	3	16	26	30	22
	2%	3%	4% _a	3%	5% _a	4% _a	2%	3%	2%	2%	2%
On another energy supplier website	33	16	22	21	2	7	-	16	21	22	17
	2%	3%	3%	3%	2%	2%	-	3% _{ag}	2%	2%	2%
Price increase letter	36	9	10	10	5	1	4	6	22	21	20
	2%	2%	1%	1%	3% _f	1%	2%	1%	2%	2%	2%
On the phone	18	11	10	13	1	3	-	11	11	11	12
	1%	2%	1%	2%	*	1%	-	2% _a	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.175 And where did you see this?
Base: All who are aware of PP

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	183	603	766	764	143	252	163	426	1320	1380	1128
Weighted Base	2010	612	838	836	149	277	166	472	1356	1421	1148
Somewhere else (e.g. a newspaper article or advertisement)	10 1%	4 1%	4 *	3 *	3 2%	4 1%	2 1%	3 1%	3 *	3 *	3 *
On an App	6 *	1 *	2 *	1 *	- *	- *	- *	1 *	3 *	3 *	2 *
Salesperson/rep	5 *	1 *	1 *	1 *	1 1%	1 *	1 *	1 *	5 *	5 *	5 *
Online account	2 *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *
Online	1 *	1 *	1 *	1 *	- *	1 *	- *	1 *	- *	- *	- *
Other	10 1%	5 1%	6 1%	7 1%	1 *	- *	1 *	4 1%	8 1%	10 1%	8 1%
Refused	4 *	4 1%	3 *	3 *	1 1%	2 1%	2 1%	2 1%	4 *	4 *	4 *
Don't know	73 4%	15 2%	21 3%	20 2%	6 4%	9 3%	6 4%	11 2%	49 4%	47 3%	42 4%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.175 And where did you see this?
Base: All who are aware of PP

Total (a)	PPS - SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1933	155	225	73	94	235	125	91	40	121	204	127	90	211	135	7	
Weighted Base 2010	166	240	88*	98*	240	122	98*	47*	135	199	135	92*	208	139	8**	
Annual summary	718 36% _d	104 43% _{abghl} m	27 30%	34 35%	108 45% _{abbdgh} klm	32 26%	26 27%	22 46% _{ght}	49 36% _j	69 35% _j	31 23%	25 27%	85 41% _{ghlm}	52 38% _j	4 53%	
Bill	584 29% _d	46 28% _d	57 24%	23 26%	28 29%	74 31% _j	42 34% _j	37 36% _j	17 19%	26 31% _j	50 37% _{cljm}	20 22%	60 29%	41 30%	1 10%	
Via a leaflet or letter sent directly to you	264 13% _{ae}	20 12% _{ae}	22 9%	17 19% _{ce}	5 5%	27 71% _e	20 16% _e	12 12%	4 8%	20 15% _e	30 15% _e	17 12%	27% _{abcef} hjkln	31 15% _e	15 71%	
On my energy supplier(s) website	225 11% _{en}	29 17% _{afhk} no	32 13% _{en}	14 16% _{en}	14 15% _{en}	20 8%	13 10%	7 7%	1 2%	16 12%	19 10%	19 14% _{en}	16 17% _{fin}	12 6%	2 22%	
Via email	168 8% _d	12 7%	21 9% _j	8 9%	9 10% _j	21 9% _j	11 9% _j	7 7%	3 10%	20 10% _j	12 9% _j	11 12% _j	16 8%	12 8% _j	-	
End of fixed term letter	63 3%	8 5% _{en}	6 2%	2 3%	3 5% _{en}	11 3%	4 3%	1 1%	1 4%	5 2%	5 4%	5 6% _{en}	1 1%	6 4% _{en}	-	
On another website	40 2% _d	3 2% _d	4 2%	-	2 2% _d	-	6 5% _{afm}	2 2% _d	3 7% _{adffm}	4 3% _d	4 2% _d	1 1%	4 2% _d	5 3% _d	1 16%	
On another energy supplier website	33 2%	4 2%	3 1%	2 2%	2 2%	2 1%	4 3%	-	1 2%	3 2%	1 1%	-	2 2%	5 2%	4 3%	
Price increase letter	30 2%	2 1%	3 1%	1 1%	7 3%	7 3%	3 3%	3 3%	1 1%	-	-	2 2%	3 1%	4 3%	-	
On the phone	18 1%	-	1 1%	1 2%	2 1%	2 1%	2 1%	1 1%	-	1 1%	5 3%	3 2%	-	1 1%	1 1%	
Somewhere else (e.g. a newspaper article or advertisement)	10 1%	3 2%	-	2 2%	-	-	1 1%	-	2 4% _{adk}	-	-	-	2 1%	2 1%	-	
On an App	6 *	-	1 *	-	2 2% _{af}	-	-	-	-	-	1 1%	2 2%	1 *	-	-	
Salesperson/rep	5 *	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	3 2% _a	-	
Online account	2 *	-	-	-	-	-	-	-	1 1%	1 1%	-	-	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing



Q.175 And where did you see this?
Base: All who are aware of PP

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1933	155	225	73	94	235	125	91	40	121	204	127	90	211	135	7
Weighted Base 2010	166	240	88*	98*	240	122	98*	47*	135	199	135	92*	206	139	8**
Online	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Other	10	2	-	1	2	-	1	-	2	1	1	-	1	-	-
Refused	4	-	2	-	-	-	-	-	2	-	-	-	-	1	-
Don't know	73	4	6	2	8	4	4	1	12	5	6	1	9	5	-
	4%	3%	3%	2%	3%abc&km	2%	3%	4%	3%	3%abc&km	3%	4%	1%	4%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing



Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1933	1672	161	100	287	911	715	544	543	347	499
Weighted Base	2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent	205	170	24	10	29	123	53	81	82	27	15
	10%k	10%	13%	10%	10%	11%	9%	12%jk	13%jk	7%	5%
Somewhat	431	379	28	25	75	251	105	149	136	85	61
	21%g	22%	15%	25%	24%g	23%g	18%	23%	21%	23%	19%
Very little	207	177	19	12	35	121	51	63	64	43	37
	10%	10%	10%	12%	11%	11%	9%	10%	10%	12%	11%
Not at all	1138	976	108	53	165	588	384	362	352	212	212
	57%	57%	59%	53%	54%	53%	64%aef	55%	54%	57%	64%ahj
Refused	4	4	-	-	1	3	-	-	3	-	1
	*	*	-	-	*	*	-	-	*	-	*
Don't know	25	21	3	1	3	18	5	4	13	4	3
	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%

Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1933	553	1196	145	39	385	1548	1368	298	243
Weighted Base 2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent 10% ^{kj}	26 6%	163 12% ^b	14 9%	2 6%	34 10%	170 10%	162 11% ^q	31 10%	12 6%
Somewhat 21% ^k	80 18%	310 22%	36 25%	6 15%	65 20%	368 22%	328 22% ^q	75 24% ^q	29 14%
Very little 10% ^k	52 12%	135 10%	20 13%	11 2%	46 14% ^g	181 10%	147 10%	32 10%	25 12%
Not at all 57% ^k	273 63% ^{kacd}	765 55%	71 48%	28 77% ^{kacd}	181 55%	957 57%	815 55%	169 53%	134 67% ^{kah}
Refused 4	1	1	2	-	1	3	3	-	1
Don't know 25	-	16	4	-	4	22	-	17	9
1%	1%	1%	3%	-	1%	1%	1%	3% ^{qj}	-

Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1933	1479	188	260	238	1695	1929	1691	277	1567	79
Weighted Base	2010	1640	164	199	230	1780	2006	1777	293	1621	87
To a great extent	205 10% ^d	181 11% ^d	12 7%	11 6%	30 13%	175 10%	205 10%	175 10%	30 10%	161 10%	12 14%
Somewhat	431 21% ^{d,e}	375 23% ^d	32 19% ^d	22 11%	33 14%	398 22% ^e	435 21% ^e	397 22% ^e	65 22%	351 22%	13 15%
Very little	207 10%	177 11%	13 8%	17 9%	24 10%	183 10%	206 10%	182 10%	33 11%	162 10%	10 12%
Not at all	1138 57%	884 54%	108 66% ^{ab}	144 72% ^{ab}	130 60%	1000 56%	1136 57%	999 56%	161 55%	927 55%	47 53%
Refused	4 -	2 -	- -	- -	- -	4 -	4 -	4 -	- -	4 -	- -
Don't know	25 1%	21 1%	- -	5 2% ^c	5 2%	20 1%	25 1%	20 1%	4 1%	16 1%	5 6% ^{all}

Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1933	1525	359	12	1540	185	188
Weighted Base	2010	1567	394	13**	1645	175	172
To a great extent	205 10%g	146 9%	51 73%	5 37%	185 11%g	10 6%	8 4%
Somewhat	431 21%	327 21%	94 24%	2 15%	379 23%g	29 16%	27 16%
Very little	207 10%	167 11%	33 8%	1 7%	165 10%	21 12%	20 11%
Not at all	1138 57%	907 58%	209 53%	6 41%	889 54%	113 64%e	117 68%ae
Refused	4 -	1 -	1 -	- -	4 -	- -	- -
Don't know	25 1%	18 1%	6 1%	- -	22 1%	3 2%	1 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
** very small base (under 30) ineligible for sig testing

Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1933	1011	760	25	133
Weighted Base	2010	1072	780	26**	138
To a great extent	205	157	39	2	6
	10% ^{ace}	15% ^{ace}	5%	9%	4%
Somewhat	431	255	152	2	21
	21%	24% ^c	19%	9%	16%
Very little	207	89	93	6	19
	10%	8%	12% ^b	24%	15% ^b
Not at all	1138	557	488	16	76
	57% ^b	52%	63% ^{ab}	59%	59%
Refused	4	2	2	-	-
	-	-	-	-	-
Don't know	25	13	6	-	6
	1%	1%	1%	-	5% ^{abc}

Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of PP

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1933	367	1566	1289	644	557	345	267	91	528	727	576	104
Weighted Base	2010	396	1614	1373	637	638	362	253	93*	585	763	561	101*
To a great extent	205	84	121	159	45	102	35	11	10	125	65	15	-
Somehow	431	100	331	332	99	168	90	52	24	169	186	70	6
Very little	207	25	181	126	81	53	30	27	8	41	89	63	14
Not at all	1138	180	957	731	406	304	200	160	49	245	412	402	79
Refused	4	1	3	4	-	3	-	1	-	-	4	-	-
Don't know	25	4	21	20	5	7	6	4	1	5	7	11	2
		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
 Base: All who are aware of PP

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1933	603	766	764	143	252	163	426	1320	1380	1128
Weighted Base	2010	612	838	836	148	277	166	472	1356	1421	1148
To a great extent	205	122	146	149	16	72	25	102	125	144	107
	10%	20% ^a	17% ^{ka}	18% ^{ka}	11%	26% ^{ae}	15%	22% ^{ka}	9%	10%	9%
Somewhat	431	179	233	236	36	72	45	146	286	300	228
	21%	29% ^a	28% ^{ka}	28% ^{ka}	25%	26%	27%	31% ^{ka}	21%	21%	20%
Very little	207	45	75	76	8	19	11	37	121	127	109
	10% ^b	7%	9%	9%	5%	7%	7%	8%	9%	9%	9%
Not at all	1138	258	373	363	86	110	82	182	805	830	690
	57% ^{bcdm}	42%	45%	43%	57% ^{ld}	40%	49% ^{bd}	39%	59%	58%	60%
Refused	4	-	2	2	-	1	-	-	1	2	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	25	8	8	9	1	3	3	6	18	18	13
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.176 And to what extent, if at all, did this encourage you to...? - Check your current tariff
Base: All who are aware of PP

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1933	155	225	73	94	235	125	91	40	121	204	127	90	211	135	7	
Weighted Base 2010	166	240	88*	98*	240	122	98*	47*	135	199	135	92*	206	139	8**	
To a great extent 205	22	20	8	7	25	15	4	7	17	23	11	16	18	11	-	
10%	13%h	8%	10%	7%	10%	13%h	4%	16%h	12%	11%	8%	17%ch	9%	8%	-	
Somewhat 431	47	53	25	18	42	18	20	5	23	61	26	25	31	38	-	
21%n	28%ljjn	22%	28%ljin	19%	18%	15%	21%	10%	17%	32%kaelal jn	19%	27%ljin	15%	27%ljin	-	
Very little 207	21	19	11	16	14	6	17	6	13	22	17	7	22	17	-	
10%l	13%lg	8%	13%	17%clg	8%	5%	17%adg	13%	10%	11%	7%	12%lg	7%	12%lg	-	
Not at all 1138	72	142	44	52	159	82	55	29	79	91	61	45	132	66	8	
57%bk	44%	59%bko	50%	54%	66%labdek mo	67%labdkm	57%	61%	59%bk	48%	60%bk	49%	64%labdkm o	49%	100%	
Refused 4	3	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
*	2%a	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	
Don't know 25	2	6	-	3	-	1	*	-	3	2	-	-	2	6	-	
1%	1%	2%l	-	3%l	-	1%	*	-	2%l	1%	-	-	1%	4%all	-	

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of PP

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1933	1672	161	100	287	911	715	544	543	347	499
Weighted Base	2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent	188	161	19	7	21	118	48	74	70	26	16
	9%k	9%	10%	7%	7%	11%	8%	11%jk	11%k	7%	5%
Somewhat	366	320	27	20	67	220	80	132	118	65	51
	18%g	19%	15%	20%	22%g	20%g	13%	20%	18%	18%	15%
Very little	214	191	12	11	36	124	54	71	67	44	32
	11%	11%	7%	11%	12%	11%	9%	11%	10%	12%	10%
Not at all	1212	1030	122	60	179	622	411	378	379	229	225
	60%	60%	67%	59%	58%	56%	69%aef	57%	58%	62%	68%ah
Refused	4	4	-	-	-	4	-	-	2	-	2
	*	*	-	-	-	*	-	-	*	-	1%
Don't know	28	23	2	3	6	16	6	3	16	6	3
	1%	1%	1%	3%	2%	1%	1%	*	2%h	2%	1%

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1933	553	1196	145	39	385	1548	1368	298	243
Weighted Base 2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent 186 9% ^{bj}	17 4%	153 11% ^b	14 9% ^b	3 7%	24 7%	162 10%	152 10% ^q	24 8%	10 5%
Somewhat 366 18% ⁱ	71 16%	266 19%	25 17%	5 14%	56 17%	310 18%	275 19%	65 21% ^q	24 12%
Very little 214 11%	47 11%	144 10%	22 15%	2 5%	48 14% ^q	169 10%	149 10%	38 12%	22 11%
Not at all 1212 60%	296 68% ^{acd}	810 58%	79 54%	27 73% ^{cd}	201 61%	1010 60%	871 59%	180 57%	143 71% ^{ah}
Refused 4	1	1	2	-	-	4	3	-	1
Don't know 28 1%	-	-	1% ^{ac}	-	-	-	-	-	-
	5 1%	17 1%	6 4% ^{abc}	-	3 1%	25 1%	19 1%	9 3% ^q	-

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of PP

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1933	1479	188	260	238	1695	1929	1691	277	1567	79
Weighted Base	2010	1640	164	199	230	1780	2006	1777	293	1621	87
To a great extent	186 9% ^d	169 10% ^{cd}	8 5%	8 4%	18 8%	169 9%	186 9%	169 9%	23 8%	151 9%	9 11%
Somewhat	366 19% ^d	308 20% ^d	26 16% ^d	13 7%	36 16%	330 19%	366 19%	330 19%	60 20%	292 18%	14 16%
Very little	214 11%	185 11%	15 9%	14 7%	22 9%	193 11%	212 11%	190 11%	37 13%	167 10%	7 8%
Not at all	1212 60%	924 57%	116 70% ^{ab}	180 80% ^{abc}	150 65%	1062 60%	1211 60%	1061 60%	169 58%	990 61%	50 57%
Refused	4 -	2 -	- -	- -	- -	4 -	4 -	4 -	- -	4 -	- -
Don't know	28 1%	23 1%	- -	4 2%	4 2%	24 1%	28 1%	24 1%	4 1%	17 1%	7 8% ^{all}

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of PP

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1933	1525	359	12	1540	185	188
Weighted Base	2010	1567	394	13**	1645	175	172
To a great extent	186 9%g	130 8%	48 12%b	5 37%	172 10%g	8 4%	5 3%
Somewhat	366 19%	281 18%	78 20%	-	322 20%g	24 14%	22 13%
Very little	214 11%	163 10%	41 11%	3 22%	175 11%	18 11%	21 12%
Not at all	1212 62%	971 62%b	219 58%	6 41%	949 58%	123 70%ae	121 71%ae
Refused	4 -	1 -	-	-	4 -	-	-
Don't know	28 1%	19 1%	7 2%	-	23 1%	2 1%	3 1%

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of PP

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1933	1011	760	25	133
Weighted Base	2010	1072	780	26**	138
To a great extent	186 9% ^c	147 14% ^{abc}	32 4%	-	8 8%
Somewhat	366 18% ^{bc}	233 22% ^{abc}	115 15%	3 12%	14 11%
Very little	214 11%	103 10%	89 11%	3 11%	19 15%
Not at all	1212 60% ^b	574 54%	535 69% ^{ab}	20 78%	81 63% ^b
Refused	4	2	2	-	-
Don't know	28 1%	14 1%	8 1%	-	6 5% ^{abc}

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
Base: All who are aware of PP

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1933	367	1566	1289	644	557	345	267	91	528	727	576	104
Weighted Base	2010	396	1614	1373	637	638	362	253	93*	585	763	561	101*
To a great extent	186	79	107	155	31	101	34	10	9	115	59	12	-
	9%cahm	20%ac	7%	11%e	5%	16%agh	9%h	4%	10%h	20%akm	8%km	2%	-
Somewhat	366	97	270	289	77	159	64	40	23	151	157	54	4
	18%eln	24%ac	17%	21%e	12%	25%agh	18%	16%	25%	26%akm	21%km	10%	4%
Very little	214	33	182	145	69	63	38	33	9	55	92	56	13
	11%	8%	11%	11%	11%	10%	11%	13%	10%	9%	12%	10%	12%
Not at all	1212	180	1031	759	453	302	220	167	51	256	445	429	81
	60%bdg	46%	64%ab	55%	71%ad	47%	61%af	66%af	55%	44%	58%ij	77%ajk	80%ajk
Refused	4	-	4	4	-	3	-	-	-	-	4	-	-
	*	-	*	*	-	*	-	-	-	-	*	-	-
Don't know	28	6	21	21	6	11	6	4	1	8	7	10	3
	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%	3%k

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
* small base

Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of PP

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1933	603	766	764	143	252	163	426	1320	1380	1128
Weighted Base	2010	612	838	836	148	277	166	472	1356	1421	1148
To a great extent	186	111	139	140	17	67	26	90	110	130	94
	9%	18% ^a	17% ^{ca}	17% ^{ca}	12%	24% ^{ae}	16% ^a	19% ^{ca}	8%	9%	8%
Somewhat	366	169	221	223	33	73	34	143	238	252	183
	18%	28% ^a	26% ^{ca}	27% ^{ca}	22%	26% ^a	20%	30% ^{ag}	18%	18%	16%
Very little	214	51	85	79	13	22	15	39	124	133	110
	11%	8%	10%	9%	9%	8%	9%	8%	9%	9%	10%
Not at all	1212	274	381	384	83	112	89	194	865	886	746
	60% ^{bcgh}	45%	46%	46%	56% ^d	40%	53% ^{ba}	41%	64%	62%	65% ^a
Refused	4	-	1	1	-	-	-	-	1	2	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	28	8	9	10	4	4	2	6	19	18	14
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.176 And to what extent, if at all, did this encourage you to...? - Compare your current tariff against other tariffs from your supplier or another supplier
 Base: All who are aware of PP

Total (a)	PPS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1933	155	225	73	94	235	125	91	40	121	204	127	90	211	135	7
Weighted Base 2010	166	240	88*	98*	240	122	98*	47*	135	199	135	92*	206	139	8**
To a great extent 9%	25 15%achn	16 7%	7 8%	7 7%	24 10%	15 12%	4 4%	7 15%h	12 9%	22 11%	11 8%	9 10%	13 7%	14 10%	-
Somewhat 18%un	36 22%un	42 18%	21 24%in	20 21%un	37 15%	16 13%	18 19%	4 8%	23 17%	53 27%adaj n	26 19%	19 21%un	23 11%	28 20%un	-
Very little 11%g	23 14%g	18 7%	10 12%	13 14%g	22 9%	6 5%	21 22%adaj kn	1 2%	11 8%	22 11%	13 9%	10 11%	23 11%	22 16%cgl	-
Not at all 60%bko	76 48%	158 66%bko	50 56%	52 54%	157 65%bko	85 69%btko	52 54%	35 74%btko	87 65%bko	99 50%	86 63%bko	55 59%	144 70%abdeh ko	69 50%	8 100%
Refused -	3 2%a	1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know 1%	3 2%	5 2%	- -	4 4%all	1 -	1 1%	* -	- -	2 2%	2 1%	- -	- -	2 1%	6 5%alln	- -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of PP

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1933	1672	161	100	287	931	715	544	543	347	499
Weighted Base	2010	1727	182	100*	308	1104	598	659	651	371	329
To a great extent	171	142	20	10	18	111	42	86	62	24	19
	9%	8%	11%	10%	6%	10%ag	7%	10%k	10%k	6%	6%
Somewhat	310	276	19	15	60	185	66	117	102	52	38
	15%gk	16%	10%	15%	19%g	17%g	11%	18%k	16%	14%	12%
Very little	225	195	18	12	40	128	57	70	76	51	28
	11%	11%	10%	12%	13%	12%	10%	11%	12%	14%k	9%
Not at all	1274	1090	123	61	187	659	428	402	395	240	237
	63%	63%	67%	61%	61%	60%	72%af	61%	61%	65%	72%ahj
Refused	4	4	-	-	1	4	-	-	3	-	2
	*	*	-	-	*	*	-	-	*	-	1%
Don't know	26	19	3	3	3	17	5	4	12	4	5
	1%	1%	2%	3%	1%	2%	1%	1%	2%	1%	2%

Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of PP

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 1933	553	1196	145	39	385	1548	1368	298	243
Weighted Base 2010	436	1390	146	37*	330	1680	1469	317	200
To a great extent 171 9% ^b	18 4%	141 10% ^b	11 7%	2 6%	26 8%	146 9%	139 9% ^d	23 7%	10 5%
Somewhat 310 16% ^c	57 13%	228 18%	22 15%	4 11%	45 14%	264 18%	236 16% ^d	51 16%	21 10%
Very little 225 12% ^c	46 11%	153 12%	23 16%	2 5%	45 14%	180 12%	166 12%	36 11%	20 10%
Not at all 1274 67% ^d	309 71% ^{a,c,d}	853 61%	83 57%	29 77% ^d	210 64%	1064 69%	911 62%	198 62%	146 73% ^{a,h}
Refused 4	1	1	2	-	1	4	3	-	1
Don't know 26 1%	-	-	16 3%	-	4 1%	22 1%	15 1%	9 3% ^{a,h}	1 1%

Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of PP

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1933	1479	198	260	238	1895	1929	1891	277	1567	79
Weighted Base	2010	1640	164	199	230	1780	2006	1777	293	1621	87
To a great extent	171	155	8	8	15	156	171	156	21	141	8
	9% ^d	9% ^{cd}	5%	4%	7%	9%	9%	9%	7%	9%	9%
Somewhat	310	272	21	14	33	277	310	277	49	248	12
	16% ^d	17% ^d	13% ^d	7%	14%	16%	15%	16%	17%	15%	13%
Very little	225	195	15	15	19	206	222	203	33	179	10
	12% ^d	12% ^d	9%	7%	8%	12%	11%	11%	11%	11%	11%
Not at all	1274	984	121	158	157	1117	1273	1116	187	1030	53
	66%	61%	73% ^{ab}	79% ^{ab}	68%	63%	63%	63%	64%	64%	60%
Refused	4	3	-	-	-	4	4	4	-	4	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	28	21	-	5	6	20	28	20	3	17	5
	1%	1%	-	2% ^c	3%	1%	1%	1%	1%	1%	6% ^{kl}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 * small base



Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of PP

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1933	1525	359	12	1540	185	188
Weighted Base	2010	1567	394	13**	1645	175	172
To a great extent	171	110	52	5	159	5	5
	9%g	7%	13%ab	37%	10%fg	3%	3%
Somewhat	310	242	63	-	266	25	23
	15%	15%	16%	-	16%	14%	13%
Very little	225	174	41	3	178	25	20
	11%	11%	10%	22%	11%	14%	12%
Not at all	1274	1021	231	6	1014	118	123
	63%	65%bc	59%	41%	62%	67%	72%ae
Refused	4	1	1	-	4	-	-
	-	-	-	-	-	-	-
Don't know	26	18	6	-	22	3	1
	1%	1%	1%	-	1%	2%	1%

Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of PP

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	1933	1011	760	25	133
Weighted Base	2010	1072	780	26**	138
To a great extent	171	136	27	-	8
	9% ^c	13% ^{abc}	4%	-	6%
Somewhat	310	198	101	-	19
	15% ^e	18% ^{abc}	13%	-	9%
Very little	225	112	87	5	20
	11% ^e	10%	11%	21%	15%
Not at all	1274	612	556	21	84
	63% ^{ab}	57%	71% ^{abc}	79%	66%
Refused	4	2	3	-	-
	-	-	-	-	-
Don't know	26	12	6	-	7
	1%	1%	1%	-	5% ^{abc}

Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of PP

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1933	367	1566	1289	644	557	345	267	91	528	727	576	104
Weighted Base	2010	396	1614	1373	637	638	362	253	93*	585	763	561	101*
To a great extent	171	84	87	144	27	86	26	9	8	102	55	13	1
		9%ahm	21%ac	10%e	4%	15%agh	8%	4%	8%	17%akm	7%am	2%	1%
Somewhat	310	87	223	243	67	136	57	32	18	133	130	40	6
		15%eln	22%ac	18%e	71%	21%ah	16%	13%	19%	23%akm	17%am	7%	6%
Very little	225	23	202	145	80	58	39	34	10	57	93	61	14
		11%b	6%	11%	15%	9%	11%	13%	11%	10%	12%	11%	12%
Not at all	1274	196	1078	818	456	336	232	174	56	288	474	434	79
		63%bd	50%	60%	72%ad	53%	64%af	69%af	61%	49%	62%aj	77%akj	78%akj
Refused	4	1	4	4	-	3	-	1	-	-	4	-	-
		*	*	*	-	*	-	*	-	-	1%	-	-
Don't know	28	4	22	19	7	7	6	4	1	5	7	12	2
		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
 Base: All who are aware of PP

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	193	603	766	764	143	252	163	426	1320	1380	1128
Weighted Base	2010	612	838	836	148	277	166	472	1356	1421	1148
To a great extent	171	97	124	120	17	71	24	77	105	118	86
	9%	16%a	15%a	14%a	11%	26%ae	15%a	18%a	8%	8%	8%
Somewhat	310	150	192	196	25	69	28	129	188	201	143
	15%k	24%a	23%a	23%a	17%	25%a	17%	30%ag	14%	14%	12%
Very little	225	58	83	79	13	12	18	46	134	140	117
	11%f	9%	10%	9%	9%	4%	11%	10%	10%	10%	10%
Not at all	1274	301	430	430	93	122	93	216	909	943	788
	63%bcgh	49%	51%	51%	65%f	44%	56%h	46%	67%ia	68%	69%a
Refused	4	-	2	2	-	1	-	-	1	3	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	26	7	7	8	1	3	3	4	18	18	13
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.176 And to what extent, if at all, did this encourage you to...? - Switch your tariff and/or supplier
Base: All who are aware of PP

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 1933	155	225	73	94	235	125	91	40	121	204	127	90	211	135	7	
Weighted Base 2010	166	240	88*	98*	240	122	98*	47*	135	199	135	92*	206	139	8**	
To a great extent 171 9%	21 12% ^{udhn}	17 7%	2 3%	7 7%	20 8%	14 11% ^{sd}	4 4%	6 13% ^{sd}	13 10%	27 14% ^{acdhn}	9 7%	10 11% ^{sd}	11 5%	10 7%	-	
Somewhat 310 15% ^{gn}	32 19% ^{gn}	35 14%	20 22% ^{gn}	18 19% ^{gn}	34 14%	10 8%	16 17%	3 7%	15 11%	40 20% ^{gn}	24 18% ^{gn}	12 13%	18 9%	32 23% ^{afgijn}	-	
Very little 225 11% ^g	25 15% ^{lg}	21 9%	15 17% ^{lg}	14 14% ^g	19 8%	6 5%	21 22% ^{adgj}	3 6%	15 11%	20 10%	12 9%	11 12%	24 12%	19 14% ^g	-	
Not at all 1274 63% ^{bko}	85 51%	161 67% ^{bko}	51 58%	55 57%	167 69% ^{bko}	91 75% ^{abdeh}	55 57%	35 73% ^{bko}	88 65% ^{bo}	109 55%	90 67% ^{bko}	58 62%	150 73% ^{abdeh}	71 51%	8 100%	
Refused 4 *	3 2% ^a	1 *	-	-	-	-	-	-	-	-	-	-	-	1 1%	-	
Don't know 26 1%	1 1%	5 2% ^d	-	2 2% ^d	-	1 1%	-	-	3 2% ^d	2 1%	-	2 2% ^d	2 1%	6 4% ^{afll}	-	

Q.176 And to what extent, if at all, did this encourage you to...? - Summary Table
 Base: All who are aware of PP

	Check your current tariff		Compare your current tariff against other tariffs from your supplier or another supplier		Switch your tariff and/or supplier	
	1933 2010		1933 2010		1933 2010	
Unweighted Base						
Weighted Base						
To a great extent	205 10%		186 9%		171 9%	
Somewhat	431 21%		366 18%		310 16%	
Very little	207 10%		214 11%		225 11%	
Not at all	1138 57%		1212 60%		1274 63%	
Refused	4 -		4 -		4 -	
Don't know	25 1%		28 1%		26 1%	

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Internet or broadband provider	538	471	31	34	107	336	62	135	185	110	106
		9%cd	5%	10%cd	12%ag	11%ag	4%	9%	10%ak	9%	7%
Mobile phone network	418	372	22	24	106	245	66	124	157	66	70
		7%cd	4%	7%	9%ag	8%g	4%	9%jk	8%jk	5%	5%
Landline phone calls	400	337	35	28	88	236	77	90	136	89	85
		7%g	6%	8%	9%g	9%g	4%	8%	7%	7%	6%
Current account	210	178	23	10	62	114	34	60	69	48	33
		4%gk	4%	3%	5%afg	4%g	2%	4%k	4%k	4%k	2%
Cash ISA	164	145	11	8	24	95	45	71	68	17	7
		3%jk	2%	2%	2%	3%	3%	5%ajk	4%k	1%k	1%
Balance transfer on a credit card	129	118	9	3	37	78	14	53	46	20	10
		2%gk	2%	1%	3%ag	3%g	1%	4%ajk	2%k	2%k	1%
None	4537	3825	442	270	827	2269	1441	1046	1410	954	1127
		76%efh	79%	76%	71%	73%	84%aaf	72%	74%	78%h	80%ah
Refused	105	85	16	4	23	53	29	20	34	19	32
		2%	3%	1%	2%	2%	2%	1%	2%	2%	2%
Don't know	84	63	9	11	11	39	34	17	25	15	28
		1%	1%	3%ab	1%	1%	2%e	1%	1%	1%	2%



Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Internet or broadband provider	536 9% _{bde}	108 6%	368 11% _{abe}	50 8%	9 5%	82 9%	454 9%	301 8%	147 12% _{ahj}	78 8%
Mobile phone network	418 7% _b	77 5%	296 8% _{abd}	34 5%	11 5%	61 6%	357 7%	251 7%	107 9% _{ahj}	56 6%
Landline phone calls	400 7%	93 6%	267 8% _{bd}	32 5%	9 7%	66 6%	335 7%	229 6%	94 8%	74 8%
Current account	210 4% _b	37 2%	155 4% _{abd}	15 2%	3 2%	29 3%	181 4%	122 3%	55 4%	30 3%
Cash ISA	164 3% _d	11 1%	135 4% _{abd}	13 2% _b	5 2%	21 2%	143 3%	132 4% _{ahj}	22 2%	8 1%
Balance transfer on a credit card	129 2% _{df}	15 1%	105 3% _{abd}	8 1%	1 1%	5 1%	124 2% _{df}	94 3% _g	27 2% _{ij}	5 1%
None	4537 75% _d	1356 82% _{acd}	2535 78% _c	498 78% _c	148 76% _c	733 77% _c	3804 78% _c	2797 76% _c	884 72% _c	785 80% _{ahj}
Refused	105 2% _c	31 2% _c	38 1%	29 5% _{abc}	8 4% _{ac}	14 1%	92 2%	57 2%	29 2%	17 2%
Don't know	84 1% _c	30 2% _c	27 1%	10 2%	17 9% _{abcd}	19 2%	65 1%	56 2%	11 1%	17 2%

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Internet or broadband provider	536 9%cd	501 11%acd	26 4%cd	8 1%	57 8%	479 9%	555 9%	478 9%	81 11%j	408 9%	44 8%
Mobile phone network	418 7%cd	377 8%acd	22 4%cd	17 2%	55 8%	362 7%	418 7%	362 7%	59 8%	311 7%	47 9%
Landline phone calls	400 7%cd	343 8%cd	26 4%	29 3%	48 7%	352 7%	397 7%	349 7%	58 8%k	312 7%	28 5%
Current account	210 4%cd	181 4%cd	13 2%	14 2%	23 3%	188 4%	208 4%	185 4%	31 4%	157 3%	17 3%
Cash ISA	164 3%cd	141 3%cd	13 2%	8 1%	14 2%	150 3%	164 3%	150 3%	22 3%	129 3%	12 2%
Balance transfer on a credit card	129 2%cd	122 3%cd	4 1%	3 *	10 1%	119 2%	129 2%	119 2%	14 2%	100 2%	14 3%
None	4537 76%b	3208 72%	515 85%ab	779 90%abc	548 76%	3990 76%	4527 76%	3980 76%	535 75%	3568 76%	387 74%
Refused	105 2%	65 1%	8 1%	15 2%	13 2%	92 2%	105 2%	92 2%	10 1%	75 2%	14 3%
Don't know	84 1%b	40 1%	14 2%b	18 2%b	10 1%	74 1%	83 1%	74 1%	6 1%	62 1%	14 3%aj

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Internet or broadband provider	536 9%	391 8%	109 12%ab	4 10%	383 9%	41 7%	104 11%†
Mobile phone network	418 7%	307 7%	83 9%ab	6 15%	316 7%	29 3%	65 7%
Landline phone calls	400 7%	305 8%	76 3%	1 3%	292 7%	32 8%	76 8%
Current account	210 4%†	157 3%	39 4%	3 9%	178 4%†	9 2%	27 3%
Cash ISA	164 3%g	115 2%	38 4%ab	1 2%	148 3%g	11 2%g	3 *
Balance transfer on a credit card	129 2%g	97 2%	25 3%	-	116 3%g	6 1%	6 1%
None	4537 76%g	3619 77%cd	650 75%	24 62%	3258 79%	444 81%ae	753 77%
Refused	105 2%	83 2%	13 1%	-	75 2%	9 2%	15 1%
Don't know	84 1%	57 1%	13 1%	3 8%abc	61 1%	5 1%	14 1%

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
Internet or broadband provider	536 9%	243 10% ^{ee}	233 8%	6 10%	53 8%
Mobile phone network	418 7%	182 8%	182 8%	2 4%	51 7%
Landline phone calls	400 7%	180 8%	179 8%	4 7%	38 5%
Current account	210 4%	109 5% ^{ace}	84 3%	-	17 2%
Cash ISA	164 3%	94 4% ^{ace}	53 2%	-	12 2%
Balance transfer on a credit card	129 2% ^{cc}	72 3% ^{acc}	43 1%	-	14 2%
None	4537 76% ^b	1708 22%	2228 28% ^{ab}	47 2%	539 7% ^b
Refused	105 2%	48 2%	41 1%	1 2%	12 2%
Don't know	84 1%	34 1%	27 1%	2 3%	21 3% ^{abcc}

Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Internet or broadband provider	536	153	382	365	171	165	84	68	29	132	179	155	70
		9%acm	17%ac	11%ae	6%	13%ah	11%	9%	14%ah	15%akm	11%alm	7%	6%
Mobile phone network	418	85	333	269	149	128	77	40	19	93	143	118	64
		7%eln	9%ac	7%	8%e	10%ah	9%h	5%	10%h	10%alm	8%lm	2%	5%
Landline phone calls	400	107	293	272	129	117	79	48	24	99	117	128	55
		7%em	12%ac	6%	8%ae	9%ah	9%ah	6%	12%ah	11%akm	7%lm	6%	4%
Current account	210	58	152	140	70	73	37	14	12	55	77	40	39
		4%eh	6%ac	3%	4%e	6%ah	4%h	2%	6%h	6%alm	5%l	2%	3%l
Cash ISA	164	37	126	125	38	72	35	14	8	59	65	26	14
		3%alm	4%ac	2%	4%ae	6%ah	4%ah	2%	4%	7%akm	4%alm	1%	1%
Balance transfer on a credit card	129	26	103	88	42	54	20	9	4	39	44	32	14
		2%im	3%	3%e	2%	4%agh	2%	1%	2%	4%akm	3%lm	1%	1%
None	4537	582	3955	2382	2175	874	615	608	127	556	1218	1758	1005
		76%bdgjk	65%	78%ab	72%	67%	71%	79%algi	64%	63%	72%j	81%akj	80%akj
Refused	105	16	89	48	57	27	8	4	11	11	30	23	41
		2%gj	2%	1%	2%	2%g	1%	1%	2%	1%	2%	1%	3%akl
Don't know	84	16	68	45	39	14	9	9	5	7	16	36	24
		1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%k

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5967	1007	1572	1506	450	536	296	756	4001	4020	3504
Internet or broadband provider	536	127	197	194	71	95	41	96	327	346	273
	9%	13%a	13%a	13%a	16%a	18%a	14%a	13%a	8%	9%	8%
Mobile phone network	418	110	150	153	35	58	26	84	251	250	204
	7%a	11%a	10%a	10%a	8%	11%a	6%	11%a	6%	6%	6%
Landline phone calls	400	89	144	143	54	66	29	66	269	285	237
	7%	9%a	9%a	9%a	12%a	12%a	10%	9%a	7%	7%	7%
Current account	210	51	96	88	23	41	13	39	126	125	98
	4%	5%a	6%a	6%a	5%	6%a	4%	5%a	3%	3%	3%
Cash ISA	164	46	80	81	9	31	13	34	97	103	77
	2%	5%a	5%a	5%a	2%	6%ae	4%	4%a	2%	3%	2%
Balance transfer on a credit card	129	38	66	64	4	24	6	34	76	76	56
	2%	4%a	4%a	4%a	1%	4%ae	2%	5%a	2%	2%	2%
None	4537	677	1057	1027	307	326	200	566	3118	3116	2753
	76%bcdefgh	67%	67%	67%	68%f	67%	67%	78%a	78%	78%	79%a
Refused	105	19	23	27	5	15	6	14	63	57	55
	2%	2%	1%	2%	1%	3%	2%	2%	2%	1%	2%
Don't know	84	15	20	20	10	8	5	11	47	47	45
	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.120 For which, if any, of the following services have you switched your provider in the last 12 months?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PPS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*	
Internet or broadband provider	536 9%j	56 10%j	52 10%j	42 13%abfj	35 6%	31 9%	44 9%j	7 5%	21 5%	53 10%j	42 10%j	26 9%	42 10%j	30 10%j	2 7%	
Mobile phone network	418 7%j	34 6%	53 9%blgh	50 9%blgh	26 8%j	25 4%	17 5%	32 6%	5 4%	53 10%abfblj	33 8%j	19 7%	24 5%	27 8%j	4 17%	
Landline phone calls	400 7%j	29 5%	48 8%bl	32 8%	26 8%j	31 6%	21 6%	29 6%	8 6%	25 8%bl	43 4%	16 4%	26 9%bl	45 10%abdfh	20 6%	2 7%
Current account	210 4%	17 3%	18 3%	27 5%o	7 2%	19 3%	17 5%	14 3%	2 5%	19 4%	17 4%	7 2%	16 4%	16 5%	6 2%	-
Cash ISA	164 3%	20 3%j	13 2%	19 3%j	11 4%im	19 3%j	9 3%	14 3%	-	11 4%im	19 2%	8 1%	3 3%	14 3%	4 1%	-
Balance transfer on a credit card	129 2%hm	14 2%hm	11 2%	12 2%	3 1%	15 3%hm	11 3%hmo	3 1%	-	9 2%	25 5%abodeh imo	12 3%hm	1 *	12 3%hm	3 1%	-
None	4537 76%	451 76%	430 76%	407 75%	230 72%	443 80%ekno	268 77%	374 76%	127 16%abode ghjkmno	312 76%	388 73%	316 76%	228 76%	324 73%	222 71%	17 66%
Refused	105 2%	16 3%ck	5 1%	12 2%k	4 1%	4 1%	5 1%	12 2%k	-	16 4%acefgj klm	3 1%	4 1%	2 1%	9 2%	12 4%adkjm	2 7%
Don't know	84 1%	6 1%	5 1%	6 1%	4 1%	3 1%	3 1%	2 *	2 1%	8 2%h	7 1%	3 1%	11 4%abodef ghj	10 2%h	16 5%abodef ghj	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- It's too hard to work out whether I would save or not if I switched

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 693 12%e	549 11%	92 17%ab	52 15%b	85 7%	344 11%e	264 15%aef	153 11%	212 17%	135 11%	194 14%ahj
Tend to agree	(1) 1662 28%e	1427 28%	150 27%	85 24%	274 23%	832 27%e	556 33%aef	380 26%	505 27%	347 28%	430 30%ahj
Neither agree nor disagree	(0) 1158 19%gh	953 19%	120 21%	85 24%ab	272 23%afg	600 19%g	286 17%	229 16%	303 19%h	257 21%h	308 22%ah
Tend to disagree	(-1) 1441 24%cgk	1258 25%k	103 18%	79 22%	311 27%g	789 25%g	341 20%	405 28%ak	472 25%k	300 24%k	263 19%
Disagree strongly	(-2) 773 13%jk	648 13%	79 14%	46 13%	174 15%g	442 14%g	157 9%	250 17%ajk	267 14%k	139 11%k	116 8%
SUMMARY CODES											
AGREE	2355 39%e	1976 39%	242 43%	137 38%	359 31%	1176 38%e	821 48%aef	533 37%	716 38%	482 39%	624 44%ahj
DISAGREE	2213 37%jk	1907 38%k	182 32%	125 35%	485 41%ag	1231 40%ag	497 29%	655 45%ajk	739 39%k	438 36%k	379 27%
Refused	33 1%	28 1%	5 1%	-	9 1%	18 1%	7 1%	5 1%	13 1%	5 1%	10 1%
Don't know	228 4%ch	208 4%k	10 2%	9 3%	47 4%j	82 3%	31 2%	31 2%	98 3%	62 5%h	89 6%ahj
Mean Score	0.014fh	-0.006	0.136ab	0.052	-0.193	-0.051e	0.269aef	-0.155	-0.043h	0.033h	0.245ahj
Standard Deviation	1.251	1.243	1.307	1.265	1.190	1.258	1.240	1.292	1.260	1.217	1.189
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- It's too hard to work out whether I would save or not if I switched

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	63	216	165	479	347	114	104
Weighted Base	997	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 693	237	356	78	23	159	534	419	115	143
		12%a	14%ac	10%	12%	17%ag	11%	11%	9%	15%ah
Tend to agree	(1) 1682	533	928	145	56	301	1361	1044	311	292
		28%ad	32%acd	22%	29%	38%ag	27%	28%	25%	29%
Neither agree nor disagree	(0) 1158	335	618	156	49	147	1010	645	278	217
		19%ah	20%c	18%	24%abc	16%	20%af	17%	23%ah	22%ah
Tend to disagree	(-1) 1441	324	969	121	27	188	1253	951	302	171
		24%ade	29%	19%	14%	20%	25%af	26%aj	25%aj	17%
Disagree strongly	(-2) 773	136	531	88	17	105	668	506	168	91
		13%aj	8%	14%b	9%	11%	13%	14%aj	14%aj	9%
SUMMARY CODES										
AGREE	2355	769	1284	222	79	460	1895	1464	426	425
		32%ad	46%acd	35%	41%	48%ag	38%	40%aj	35%	44%ah
DISAGREE	2213	469	1500	209	44	293	1820	1457	470	282
		37%bde	28%	43%abde	33%be	31%	38%af	39%aj	38%aj	27%
Refused	33	3	9	20	1	1	33	13	9	10
		1%a	1%	3%abce	1%	1%	1%a	1%	1%	1%h
Don't know	228	90	83	34	21	48	180	110	49	61
		4%c	5%ac	2%	11%abcd	5%g	4%	3%	4%	6%ah
Mean Score	0.011cl	0.262acd	-0.115	0.005c	0.239acd	0.246ag	-0.033	-0.023	-0.083	0.237ah
Standard Deviation	1.251	1.197	1.260	1.258	1.171	1.287	1.240	1.264	1.217	1.218
Error Variance	-	0.001	0.001	0.003	0.007	0.002	-	-	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 693 12%b	451 10%	74 12%	165 19%abc	98 14%	595 11%	691 12%	593 11%	79 11%	525 11%	81 16%aj
Tend to agree	(1) 1662 28%	1159 26%	215 35%ab	282 32%ab	198 28%	1463 28%	1659 28%	1461 28%	188 26%	1332 28%	129 25%
Neither agree nor disagree	(0) 1158 19%	828 19%	138 22%ab	179 21%	139 19%	1019 19%	1154 19%	1015 19%	139 19%	877 19%	123 23%aj
Tend to disagree	(-1) 1441 24%cdk	1204 27%acd	118 19%cd	115 13%	148 21%	1282 25%	1437 24%	1289 25%	191 27%uk	1146 24%k	93 18%
Disagree strongly	(-2) 773 13%cdk	676 15%acd	46 8%	49 6%	101 14%	671 13%	773 13%	671 13%	97 14%uk	632 14%k	40 8%
SUMMARY CODES											
AGREE	2555 39%b	1610 36%	289 48%ab	447 51%ab	290 41%	2059 39%	2550 39%	2053 39%	267 37%	1656 40%	210 40%
DISAGREE	2213 37%cdk	1879 42%acd	163 27%cd	164 19%	250 35%	1963 37%	2209 37%	1959 37%	289 40%uk	1778 38%k	133 25%
Refused	33 1%b	11 *	-	-	3 *	30 1%	33 1%	30 1%	-	20 *	3 *
Don't know	228 4%b	111 3%	17 3%	76 9%abc	29 4%	199 4%	224 4%	195 4%	19 3%	149 3%	54 10%aj
Mean Score	0.011b	-0.114	0.261ab	0.506abc	0.063	0.004	0.010	0.003	-0.059	-0.007	0.253aj
Standard Deviation	1.291	1.256	1.144	1.154	1.293	1.246	1.292	1.246	1.240	1.295	1.207
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	660	37	4155	636	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Agree strongly	(2) 693 12% ^c	582 12% ^c	72 8%	5 12%	472 11%	86 16% ^{ae}	119 12%
Tend to agree	(1) 1662 28% ^c	1376 29% ^c	204 22%	6 16%	1188 28%	152 28%	290 30%
Neither agree nor disagree	(0) 1158 19% ^c	930 20% ^c	143 16%	14 36% ^{abc}	783 18%	135 25% ^{ae}	227 23% ^{ae}
Tend to disagree	(-1) 1441 24% ^g	1061 23%	293 32% ^{ab}	10 25% ^{fg}	1104 25% ^{fg}	114 21%	199 20%
Disagree strongly	(-2) 773 13% ^g	551 12%	187 20% ^{ab}	5 12%	639 15% ^{afg}	33 6%	92 9% ^d
SUMMARY CODES							
AGREE	2355 39% ^c	1959 42% ^{ac}	276 30%	11 27%	1671 38%	238 43% ^{ae}	410 42%
DISAGREE	2213 37% ^{afg}	1613 34%	480 52% ^{ab}	14 37%	1743 40% ^{afg}	147 27%	291 30%
Refused	33 1%	23 *	1 *	- -	19 *	5 1%	3 *
Don't know	228 4% ^c	172 4% ^c	19 2%	- -	135 3%	25 5%	50 5% ^e
Mean Score	0.011 ^{ce}	0.084 ^{ac}	-0.355	-0.097	-0.057	0.278 ^{ae}	0.158 ^{ae}
Standard Deviation	1.251	1.242	1.257	1.168	1.267	1.162	1.189
Error Variance	*	*	0.002	0.037	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- It's too hard to work out whether I would save or not if I switched

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 693 12%b	231 70%	349 12%b	13 21%abc	98 14%b
Tend to agree	(1) 1662 28%b	579 24%	670 31%ab	16 27%	199 28%
Neither agree nor disagree	(0) 1158 19%b	393 17%	600 21%b	12 20%	143 20%b
Tend to disagree	(-1) 1441 24%c	662 28%ace	616 22%	14 23%	147 21%
Disagree strongly	(-2) 773 13%ce	428 18%acde	296 10%e	3 4%	45 6%
SUMMARY CODES					
AGREE	2365 39%b	809 34%	1219 43%ab	29 49%b	294 42%b
DISAGREE	2213 37%ce	1090 46%acde	912 32%e	16 27%	192 27%
Refused	33 1%	11 *	13 *	- *	2 *
Don't know	228 4%b	59 2%	97 3%	2 4%	70 10%abc
Mean Score	0.011b	-0.209	0.132ab	0.400ab	0.247abc
Standard Deviation	1.251	1.283	1.213	1.211	1.181
Error Variance	*	0.001	0.001	0.007	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 693 12% ^{bd} kl	55 6%	639 13% ^b	332 10%	362 13% ^{ad}	89 5%	97 11% ^f	124 16% ^{afg}	22 11% ^f	44 5%	148 9% ^j	297 14% ^{ajk}	205 16% ^{ajkl}
Tend to agree	(1) 1662 28% ^{ah}	175 19%	1486 29% ^b	859 26%	802 30% ^d	249 19%	232 27% ^f	276 36% ^{afgi}	55 28% ^f	166 19%	434 26% ^j	676 31% ^{ajk}	385 31% ^{ajk}
Neither agree nor disagree	(0) 1159 19% ^{bdg} klj	123 14%	1035 20% ^b	517 16%	641 24% ^{ad}	200 15%	125 14%	126 16%	22 11%	110 12%	280 17% ^j	449 21% ^{jk}	318 25% ^{ajkl}
Tend to disagree	(-1) 1441 24% ^{kelm}	297 33% ^{ac}	1143 22%	938 28% ^{ae}	502 19%	442 34% ^{agh}	247 28% ^{ah}	167 22%	58 29% ^h	307 35% ^{ajm}	519 31% ^{ajm}	457 21% ^{km}	158 12%
Disagree strongly	(-2) 773 13% ^{celm}	223 25% ^{ac}	550 11%	590 17% ^{ae}	213 8%	312 24% ^{agh}	146 17% ^{ah}	54 7%	37 19% ^{ah}	248 28% ^{akm}	268 16% ^{ajm}	200 9% ^m	57 5%
SUMMARY CODES													
AGREE	2355 39% ^{abd} kl	230 26%	2125 42% ^{ab}	1191 36%	1164 43% ^{ad}	318 24%	330 38% ^f	400 52% ^{afgi}	77 39% ^f	210 24%	582 35% ^j	973 45% ^{ajk}	590 47% ^{ajk}
DISAGREE	2213 37% ^{celm}	520 58% ^{ac}	1693 33%	1498 45% ^{ae}	715 27%	753 58% ^{agh}	393 45% ^{ah}	221 29%	95 48% ^{ah}	555 63% ^{akm}	798 47% ^{ajm}	657 30% ^m	215 17%
Refused	33 1%	4 1%	29 1%	11 1%	23 1% ^d	8 1%	1 1%	1 1%	-	1 1%	5 1%	8 1%	19 1% ^{ajkl}
Don't know	229 4% ^{cd} klj	22 2%	206 4% ^b	82 2%	146 5% ^{ad}	22 2%	19 2%	19 3%	6 3%	7 1%	28 2%	77 4% ^{jk}	116 9% ^{ajkl}
Mean Score	0.011 ^{bd} klj	-0.525	0.107 ^{ab}	-0.167	0.237 ^{ad}	-0.533	-0.132 ^f	0.334 ^{afgi}	-0.170 ^f	-0.628	-0.196 ^j	0.199 ^{ajk}	0.465 ^{ajkl}
Standard Deviation	1.251 ^k	1.548	1.229	1.283	1.172	1.287	1.304	1.138	1.335	1.217	1.244	1.269	1.087
Error Variance	*	0.002	*	0.001	0.001	0.001	0.002	0.002	0.009	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Agree strongly	(2) 893	69	91	81	34	26	31	41	391	366	326
		12%bcdhjk	7%	6%	7%	5%	11%a	5%	10%	9%	9%
Tend to agree	(1) 1662	228	302	315	115	77	94	151	1119	1096	987
		28%bcdm	23%	19%	26%l	14%	32%h	20%	28%	27%	28%
Neither agree nor disagree	(0) 1158	144	219	215	66	65	47	104	741	744	675
		19%bcdm	14%	14%	15%	12%	18%	14%	19%	19%	19%
Tend to disagree	(-1) 1441	326	555	540	133	197	83	258	1026	1051	892
		24%	32%a	35%a	30%a	37%ae	28%	34%a	28%	28%a	25%
Disagree strongly	(-2) 773	220	374	351	85	161	33	189	569	606	488
		13%	22%a	24%a	19%a	30%ae	11%	25%ag	14%	15%a	14%
SUMMARY CODES											
AGREE	2355	297	393	396	149	102	125	192	1510	1483	1313
		39%bcdshj	25%	26%	33%l	19%	42%a	25%	39%	36%	37%
DISAGREE	2213	546	929	891	218	358	116	447	1595	1666	1380
		37%	54%a	58%a	48%a	67%ae	39%	59%ag	40%a	41%a	39%a
Refused	33	5	4	3	2	4	2	3	14	15	12
		1%	*	*	*	1%	1%	*	*	*	*
Don't know	228	15	27	21	15	7	5	11	140	131	124
		4%bcdm	1%	2%	3%	1%	2%	1%	3%	3%	4%
Mean Score	0.011bcdshj	-0.406c	-0.532	-0.510	-0.278f	-0.745	0.023h	-0.544	-0.069	-0.114	-0.068

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3596
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Standard Deviation	1.263	1.217	1.209	1.263	1.161	1.229	1.223	1.246	1.244	1.233
Error Variance	0.002	0.001	0.001	0.004	0.003	0.005	0.002	.	.	.



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - It's too hard to work out whether I would save or not if I switched
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														Yorkshire (g)	NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	595	599	552	485	328	556	300	508	127	389	556	411	301	485	324	25	
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Agree strongly	(2) 693 12% 12% 9%	56 9%	44 8%	76 14% abon	53 17% abcn n	66 12% c	43 12% c	51 10% c	25 18% abch n	67 16% abcn n	64 12% c	39 9% c	32 11% c	41 9% c	35 11% c	2 8% c	
Tend to agree	(1) 1662 28% 28% 33% adgjo	163 28% 28% 33% adgjo	186 33% 33% adgjo	139 26% 26% 33% adgjo	84 26% 26% 33% adgjo	157 28% 28% 33% adgjo	80 23% 23% 30% adgjo	143 29% 29% 36% adgjo	51 36% 36% 43% adgjo	94 23% 23% 30% adgjo	151 28% 28% 32% adgjo	132 29% 29% 36% adgjo	81 28% 28% 36% adgjo	127 29% 29% 36% adgjo	63 20% 20% 27% adgjo	10 40% 40% 47% adgjo	
Neither agree nor disagree	(0) 1158 19% 19% 22% ghl	130 22% 22% ghl	104 18% 18% 22% ghl	143 28% 28% 36% adgh kin	64 20% 20% 27% adgh kin	84 15% 15% 20% adgh kin	84 16% 16% 21% adgh kin	96 20% 20% 27% adgh kin	22 15% 15% 20% adgh kin	98 24% 24% 31% adgh kin	86 16% 16% 21% adgh kin	59 14% 14% 19% adgh kin	63 22% 22% 29% adgh kin	81 18% 18% 24% adgh kin	66 21% 21% 28% adgh kin	5 20% 20% 27% adgh kin	
Tend to disagree	(-1) 1441 24% 24% 29% jkl	146 25% 25% 29% jkl	173 31% 31% 39% adbel km	96 18% 18% 24% adbel km	66 21% 21% 28% adbel km	159 29% 29% 36% adbej km	87 25% 25% 32% adbej km	126 26% 26% 33% adbej km	28 20% 20% 27% adbej km	73 18% 18% 24% adbej km	125 23% 23% 30% adbej km	98 24% 24% 31% adbej km	74 25% 25% 32% adbej km	122 28% 28% 36% adbej km	61 20% 20% 27% adbej km	6 22% 22% 29% adbej km	
Disagree strongly	(-2) 773 13% 13% 16% cd	65 11% 11% 14% cd	42 7% 7% 9% cd	48 9% 9% 12% cd	44 14% 14% 18% cd	76 14% 14% 18% cd	56 16% 16% 21% cd	62 13% 13% 17% cd	15 11% 11% 14% cd	63 15% 15% 20% cd	87 16% 16% 21% cd	65 16% 16% 21% cd	32 11% 11% 14% cd	50 11% 11% 14% cd	65 21% 21% 28% cd hkm	1 4% 4% 5% cd	
SUMMARY CODES																	
AGREE	2355 39% 39% 41% so	219 37% 37% 41% so	230 41% 41% 47% so	215 39% 39% 47% so	136 43% 43% 50% so	223 40% 40% 50% so	124 35% 35% 43% so	194 40% 40% 49% so	76 53% 53% 61% so ghjklmno	161 39% 39% 47% so	215 40% 40% 47% so	171 41% 41% 49% so	113 39% 39% 47% so	167 38% 38% 46% so	98 31% 31% 38% so	12 48% 48% 55% so	
DISAGREE	2213 37% 37% 42% d	211 36% 36% 42% d	215 38% 38% 44% d	145 26% 26% 33% d	110 35% 35% 42% d	235 42% 42% 50% d j	143 41% 41% 49% d j	188 38% 38% 46% d	44 30% 30% 37% d	137 33% 33% 40% d	212 40% 40% 47% d	164 40% 40% 49% d	106 39% 39% 47% d	172 39% 39% 46% d	7 26% 26% 33% d		
Refused	33 1% 1% 1% ck	5 1% 1% 1% ck	-	5 1% 1% 1% ck	1 -	-	6 2% 2% 2% ckl	2 -	-	5 1% 1% 1% ckl	-	-	2 1% 1% 1% ck	3 1% 1% 1% ck	3 1% 1% 1% ck	2 7% 7% 7% ck	
Don't know	228 4% 4% 5% l	25 4% 4% 5% l	17 3% 3% 4% l	39 7% 7% 9% l	7 2% 2% 3% l	14 2% 2% 3% l	20 6% 6% 8% l hij	10 2% 2% 3% l	1 1% 1% 1% l	9 2% 2% 3% l	20 4% 4% 5% l h	19 5% 5% 6% l h	19 5% 5% 6% l h	18 5% 5% 6% l h	10 6% 6% 8% l h ij		
Mean Score	0.011o	-0.001o	0.031o	0.196abc	0.116o	-0.042	-0.097	-0.013	0.299abc	0.069o	-0.039	-0.048	0.026o	-0.033	-0.201	0.280	
Standard Deviation	1.251	1.190	1.131	1.192	1.312	1.279	1.319	1.229	1.274	1.318	1.312	1.283	1.209	1.208	1.330	1.061	
Error Variance	-	0.003	0.002	0.003	0.005	0.003	0.005	0.003	0.013	0.005	0.003	0.004	0.005	0.003	0.006	0.047	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- There are no real differences between suppliers in the prices they charge

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 415	318	74	23	57	228	130	79	122	90	124
	7%e	6%h	13%abd	7%h	5%h	7%e	8%e	5%h	6%h	7%h	9%ah
Tend to agree	(1) 1719	1473	166	80	315	903	502	425	505	372	417
	29%id	29%id	30%id	23%h	27%h	29%h	27%h	29%h	27%h	30%h	30%h
Neither agree nor disagree	(0) 1315	1085	128	102	278	671	369	276	428	277	333
	22%ih	21%h	23%h	29%iab	24%h	22%h	22%h	19%h	23%ih	23%ih	24%ih
Tend to disagree	(-1) 1455	1277	98	80	336	751	368	383	497	295	280
	24%ogk	25%k	18%h	23%h	29%afg	24%g	22%h	26%k	26%k	24%k	20%h
Disagree strongly	(-2) 618	550	69	30	108	373	139	209	196	105	108
	10%kg	10%k	12%h	8%h	9%h	12%ahg	8%h	14%ajk	10%k	9%h	8%h
SUMMARY CODES											
AGREE	2134	1791	240	103	372	1130	631	504	627	462	541
	36%de	35%de	43%abd	29%h	32%h	38%e	37%e	35%h	33%h	38%h	38%ah
DISAGREE	2073	1797	167	110	442	1124	507	592	693	401	388
	35%ogf	35%k	31%h	30%h	38%g	38%g	30%h	41%ajk	37%k	33%k	28%h
Refused	33	27	6	-	10	15	8	3	16	5	9
	1%h	1%h	-	-	1%h	-	-	-	1%h	-	1%h
Don't know	432	372	19	40	72	167	193	79	129	84	140
	7%ah	7%k	3%h	11%abc	6%h	5%h	11%aef	5%h	7%h	7%h	10%ahj
Mean Score	-0.026ah	-0.045	0.146abd	-0.041	-0.108	-0.048	0.076aef	-0.159	-0.080	0.041hi	0.134ahj
Standard Deviation	1.150	1.142	1.242	1.088	1.134	1.177	1.164	1.138	1.138	1.127	1.128
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- There are no real differences between suppliers in the prices they charge

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	999	2093	2995	652	216	1166	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2)	415	203	54	14	78	337	245	74	88
		7%	9%ac	6%	7%	8%	7%	7%	6%	9%ah
Tend to agree	(1)	1719	1006	172	47	260	1459	1055	337	297
		29%	30%	27%	24%	27%	29%	29%	27%	30%
Neither agree nor disagree	(0)	1315	733	163	56	208	1107	780	289	230
		22%	22%	25%ac	29%abc	22%	22%	21%	23%	24%
Tend to disagree	(-1)	1455	366	944	116	207	1249	947	306	183
		24%ad	22%de	27%abde	16%	15%	23%af	28%g	25%h	19%
Disagree strongly	(-2)	618	116	439	48	15	98	521	407	122
		10%bdg	7%	13%abde	8%	8%	10%	11%g	10%	8%
SUMMARY CODES										
AGREE	2134	638	1209	228	60	338	1796	1300	412	385
		36%	39%ace	35%	31%	36%	36%	35%	33%	39%ah
DISAGREE	2079	483	1383	164	43	304	1769	1354	428	261
		35%bde	29%e	40%abde	22%	32%	35%	37%g	35%h	27%
Refused	33	6	8	19	-	1	32	12	14	7
		1%e	-	3%abce	-	-	1%h	-	1%ah	1%
Don't know	432	169	160	68	34	97	334	244	69	93
		7%e	10%ac	11%ac	18%abd	10%ag	7%	7%	7%	9%ah
Mean Score	-0.026c	0.124ac	-0.123	0.122ac	0.101c	0.016	-0.034	-0.063	-0.057	0.153ah
Standard Deviation	1.150	1.126	1.159	1.117	1.088	1.173	1.146	1.157	1.125	1.132
Error Variance	-	0.001	-	0.002	0.007	0.001	-	-	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 415	286	49	79	52	363	413	361	47	318	43
		6%	6%	9%ab	7%	7%	7%	7%	7%	7%	8%
Tend to agree	(1) 1719	1239	196	275	162	1537	1717	1535	180	1404	122
		29%k	28%	32%b	25%	29%e	29%	29%e	25%	30%ik	23%
Neither agree nor disagree	(0) 1315	947	152	204	197	1118	1311	1114	157	978	160
		22%	21%	25%b	23%	27%afgh	21%	22%	21%	21%	31%ajj
Tend to disagree	(-1) 1455	1199	122	131	148	1307	1450	1302	191	1158	98
		24%cdk	27%acd	20%b	21%	25%e	24%e	25%e	27%ik	25%ik	18%
Disagree strongly	(-2) 618	530	48	39	71	547	618	547	88	503	27
		10%dk	12%acd	8%b	10%	10%	10%	10%	12%ik	11%k	5%
SUMMARY CODES											
AGREE	2134	1525	245	354	234	1900	2101	1897	227	1722	165
		36%	34%	40%ab	33%	36%	36%	36%	32%	37%ik	32%
DISAGREE	2073	1729	170	170	220	1854	2068	1849	278	1661	123
		35%cdk	39%acd	28%b	31%	35%e	35%e	35%e	39%ak	35%ik	23%
Refused	33	11	-	5	5	28	33	28	6	16	2
		1%b	-	1%	1%	1%	1%	1%	1%	1%	-
Don't know	432	228	41	136	61	370	427	366	47	303	73
		7%b	5%	16%abc	9%	7%	7%	7%	7%	6%	14%ajj
Mean Score	-0.026bi	-0.107	0.134ab	0.307abc	-0.008	-0.028	-0.028	-0.028	-0.140	-0.028i	0.132ajj
Standard Deviation	1.150	1.160	1.108	1.054	1.126	1.153	1.150	1.154	1.164	1.158	1.048
Error Variance	-	-	0.002	0.001	0.002	-	-	-	0.002	-	0.002



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Agree strongly	(2) 415 7%ce	370 8%bc	31 3%	1 3%	254 6%	61 11%ae	93 9%ae
Tend to agree	(1) 1719 29%cd	1448 31%acd	172 19%	5 13%	1212 28%	175 32%	302 31%
Neither agree nor disagree	(0) 1315 22%cd	1085 23%cd	142 15%	15 38%abc	928 21%	141 26%ae	217 22%
Tend to disagree	(-1) 1455 24%cd	1053 22%	310 34%ab	14 35%	1133 26%fg	93 17%	214 22%fd
Disagree strongly	(-2) 618 10%dfg	368 8%	228 25%abcd	3 9%	519 12%afg	25 5%	67 7%
SUMMARY CODES							
AGREE	2134 36%cd	1818 39%acd	203 22%	6 16%	1467 34%	236 43%ae	394 40%ae
DISAGREE	2073 35%dfg	1421 30%	538 59%ab	17 44%	1652 38%afg	118 21%	260 29%fd
Refused	33 1%	22 *	1 *	- *	22 *	4 7%	1 *
Don't know	432 7%e	350 7%cd	34 4%	1 2%	282 6%	50 9%e	88 9%e
Mean Score	-0.025ce	0.092acd	-0.602	-0.354	-0.111	0.313aeg	0.157ae
Standard Deviation	1.150	1.119	1.165	0.923	1.154	1.069	1.127
Error Variance	*	*	0.002	0.024	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 415 7%	144 6%	204 7%	7 2%	58 8%b
Tend to agree	(1) 1719 29%bce	614 26%	910 32%abc	15 2%	174 25%
Neither agree nor disagree	(0) 1315 22%b	449 19%	663 23%b	13 2%	182 26%ab
Tend to disagree	(-1) 1455 24%ace	671 26%ace	622 22%	18 2%	145 21%
Disagree strongly	(-2) 618 10%ce	349 15%ace	224 8%	5 1%	40 6%
SUMMARY CODES					
AGREE	2134 36%b	758 30%	1114 39%abc	22 3%	232 33%
DISAGREE	2073 35%ce	1020 43%ace	846 30%	20 3%	186 27%
Refused	33 1%	13 1%	11 *	- -	3 *
Don't know	432 7%b	122 5%	208 7%b	3 1%	98 14%abc
Mean Score	-0.026b	-0.209	0.095ab	0.083	0.107ab
Standard Deviation	1.150	1.192	1.109	1.192	1.087
Error Variance	*	0.001	*	0.002	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 415	38	377	208	207	49	66	63	10	39	99	161	115
	7% ^{bj}	4%	7% ^b	6%	8%	4%	8% ^f	8% ^f	5%	4%	6%	7% ^j	9% ^{ajk}
Tend to agree	(1) 1719	179	1540	867	852	285	240	248	55	200	472	642	405
	29% ^{bcd}	20%	30% ^b	26%	32% ^{ad}	22%	28% ^f	32% ^{af}	29%	23%	29%	30%	32% ^{ajk}
Neither agree nor disagree	(0) 1315	132	1183	612	703	223	150	157	31	129	302	531	355
	22% ^{bcdgijk}	15%	23% ^b	19%	26% ^{ad}	17%	17%	20%	15%	14%	18% ^j	25% ^{ajk}	28% ^{ajkl}
Tend to disagree	(-1) 1455	321	1134	957	499	442	251	186	59	290	509	514	142
	24% ^{cdem}	36% ^{ac}	22%	29% ^{ae}	19%	34% ^{agh}	29% ^{ah}	24%	30%	33% ^{ajm}	30% ^{ajm}	24% ^{km}	17%
Disagree strongly	(-2) 616	197	421	469	149	280	111	59	30	212	219	135	53
	10% ^{cdhlm}	22% ^{ac}	8%	14% ^{ae}	6%	20% ^{agh}	13% ^{ah}	8%	15% ^{ah}	24% ^{akm}	13% ^{ajm}	6% ^m	4%
SUMMARY CODES													
AGREE	2134	217	1917	1075	1059	334	307	311	65	239	572	803	521
	36% ^{bcd}	24%	38% ^{ab}	33%	39% ^{ad}	28%	35% ^f	41% ^{afg}	33% ^f	27%	34% ^j	37% ^j	41% ^{ajkl}
DISAGREE	2073	518	1555	1426	647	702	362	245	90	502	728	649	194
	35% ^{cdem}	58% ^{ac}	31%	43% ^{ae}	24%	54% ^{agh}	42% ^{ah}	32%	45% ^{ah}	57% ^{akm}	43% ^{ajm}	30% ^m	15%
Refused	33	4	29	13	20	10	1	1	-	1	8	7	16
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1% ^{ajkl}
Don't know	432	28	404	172	260	33	47	54	13	13	73	174	171
	7% ^{bcdjk}	3%	8% ^b	5%	10% ^{ad}	3%	5% ^f	7% ^f	7% ^f	2%	4% ^j	8% ^{jk}	14% ^{ajkl}
Mean Score	-0.026 ^{bfgj}	-0.530	0.068 ^{ab}	-0.196	0.195 ^{ad}	-0.460	-0.122 ^f	0.100 ^{afgj}	-0.242 ^f	-0.501	-0.172 ^j	0.090 ^{ajk}	0.363 ^{ajkl}
Standard Deviation	1.150	1.176	1.120	1.191	1.055	1.161	1.205	1.134	1.198	1.213	1.174	1.083	1.004
Error Variance	-	0.002	-	-	-	0.001	0.002	0.002	0.008	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER COMPARISON - LAST 12 MONTHS		CHANGED TARIFF COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4066	3586
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Agree strongly (2)	415	53	75	74	21	22	20	36	252	250	215
		7%ab	5%	5%	5%	4%	7%	5%	6%	6%	6%
Tend to agree (1)	1719	254	383	376	105	88	70	199	1203	1175	1055
		29%abcd	24%	25%	23%ef	16%	24%	26%	30%	29%	30%
Neither agree nor disagree (0)	1315	165	237	244	77	60	56	118	810	814	721
		22%bcdeh	16%	17%	17%ef	11%	19%	16%	20%	20%	21%
Tend to disagree (-1)	1455	308	539	517	143	215	81	239	1007	1033	881
		24%	31%a	34%a	32%a	40%ae	26%	32%a	25%	26%	25%
Disagree strongly (-2)	618	188	289	273	81	140	50	142	444	467	389
		10%	19%a	18%a	18%a	26%ae	17%a	19%a	11%	12%	11%
SUMMARY CODES											
AGREE	2134	307	458	450	126	110	95	225	1455	1425	1270
		36%bcdeh	31%	30%	28%ef	20%	31%	31%	36%	35%	36%
DISAGREE	2073	496	828	790	224	355	131	381	1451	1500	1270
		35%	49%a	52%a	50%a	66%ae	44%a	50%a	36%	37%a	36%
Refused	33	7	6	3	2	4	3	3	14	15	13
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	432	32	44	38	21	8	15	19	271	266	231
		7%bcdeh	3%	2%	5%ef	1%	5%	3%	7%	7%	7%
Mean Score	-0.026	-0.334	-0.384	-0.363	-0.368f	-0.692	-0.252	-0.344	-0.051	-0.078	-0.053

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Standard Deviation	1.210	1.189	1.186	1.185	1.155	1.223	1.205	1.168	1.163	1.154
Error Variance	0.002	0.001	0.001	0.003	0.003	0.006	0.002	*	*	*



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - There are no real differences between suppliers in the prices they charge
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	
Unweighted Base	595	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Agree strongly	(2) 415 7%in	34 6%	30 5%	28 5%	31 10%abcdkin	42 8%in	22 6%	41 8%in	22 16%abcdff g%inno	52 13%abcdffg kinn	28 5%	13 3%	19 7%	16 4%	35 11%abcdok in	1
Tend to agree	(1) 1719 29%o	181 31%o	168 30%o	169 31%o	95 30%o	157 28%o	103 30%o	153 31%mo	52 37%imno	112 27%	159 30%o	112 27%	71 24%	117 26%	65 21%	5
Neither agree nor disagree	(0) 1315 22%k	155 26%adgi k	105 18%	164 30%acdfg hkino	67 21%	90 16%	61 17%	115 24%lfgk	25 17%	103 25%clfgk	90 17%	92 22%k	84 29%acdfg iko	98 22%k	63 20%	2
Tend to disagree	(-1) 1455 24%q	128 22%ud	183 32%abdeg h%no	88 16%	65 20%	177 32%abdeg h%no	77 22%ud	123 25%ldj	23 16%	70 17%	144 27%bdej	104 25%ud	66 23%ud	129 29%abdeg io	67 21%	11
Disagree strongly	(-2) 618 10%	51 9%	47 8%	45 8%	27 9%	57 10%	39 11%	42 8%	16 11%	53 13%bath	69 13%bath	54 13%bath	24 8%	40 9%	54 17%abcdcf ghmn	1
SUMMARY CODES																
AGREE	2134 36%in	216 37%in	197 35%	197 36%	125 39%imn	199 36%	125 36%	194 40%imno	75 52%abcde f%h%imn o	164 40%imno	188 35%	125 30%	90 31%	132 30%	100 32%	6
DISAGREE	2073 35%id	179 30%ud	230 41%abdeg h%no	133 24%	92 29%	234 42%abdeg h%no	115 33%ud	165 34%ud	39 27%	123 30%	213 40%abdeh i%no	158 38%bdej	91 31%	169 38%bdej	120 38%bdej	12
Refused	33 1%	7 1%kl	3 1%	4 1%	-	-	5 1%adkl	2	-	6	1	-	-	2	3	2
Don't know	432 7%h	33 6%h	31 6%	48 9%hj	33 10%abcchi j	53 6%h	33 12%abcchi j	42 3%	14 3%	4	48 8%h	38 9%bchj	29 10%bcchj	41 9%bchj	25 8%h	3
Mean Score	-0.028in	0.038kl	-0.094	0.097acf	0.127ac	-0.093	-0.022	0.060chi	0.304abc	0.100cf	-0.136	-0.195	-0.022	-0.152	-0.135	-0.259
Standard Deviation	1.150	1.089	1.108	1.052	1.168	1.187	1.131	1.253	1.239	1.182	1.120	1.086	1.073	1.305	1.070	
Error Variance	-	0.002	0.002	0.003	0.005	0.003	0.005	0.003	0.013	0.004	0.003	0.003	0.004	0.003	0.006	0.057

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 966 16%	785 15%	118 21%ab	83 23%ab	166 14%	497 16%	324 19%aef	237 16%	299 16%	196 16%	253 18%
Tend to agree	(1) 1767 30%	1524 30%	145 26%	97 27%	361 31%	858 28%	548 32%af	394 27%	545 29%	386 31%h	442 31%h
Neither agree nor disagree	(0) 955 16%	796 16%	103 18%	59 16%	212 18%g	492 16%	251 15%	205 14%	297 16%	193 16%	261 19%ah
Tend to disagree	(-1) 1276 21%ck	1116 22%k	90 16%	71 20%	226 19%	707 23%ag	344 20%	336 23%k	427 23%k	252 21%	261 18%
Disagree strongly	(-2) 816 14%kg	685 14%	89 16%	42 12%	170 14%g	475 15%g	172 10%	256 18%ajk	269 14%k	163 13%k	129 9%
SUMMARY CODES											
AGREE	2754 46%	2309 46%	263 47%	181 51%	527 45%	1355 44%	871 51%aef	632 43%	845 45%	582 47%	695 49%ah
DISAGREE	2093 35%kg	1801 35%	179 32%	113 32%	395 34%	1182 38%aag	516 30%	592 41%ajk	695 37%k	416 34%k	389 28%
Refused	29 -	22 -	6 1%b	-	9 1%	13 -	6 -	4 -	12 1%	4 -	8 1%
Don't know	157 3%h	144 3%	8 1%	6 2%	28 2%	65 2%	64 4%af	22 1%	45 2%	34 3%h	56 4%ah
Mean Score	0.143h	0.124	0.207	0.310ab	0.113	0.054	0.310aef	0.015	0.098	0.167h	0.220ahj
Standard Deviation	1.322	1.312	1.383	1.350	1.300	1.340	1.288	1.376	1.326	1.311	1.247
Error Variance	-	-	0.004	0.005	0.002	0.001	0.001	0.002	0.001	0.002	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	9956	2093	2995	652	216	1165	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 966	307	528	117	35	194	792	601	173	191
		18%a	19%ac	18%	18%	20%ag	16%	16%	14%	20%ah
Tend to agree	(1) 1767	547	998	189	63	291	1476	1063	372	299
		30%a	33%ac	29%	30%e	31%	29%	29%	30%	31%
Neither agree nor disagree	(0) 955	265	521	130	39	135	820	551	227	172
		16%	15%	20%abc	20%	14%	16%	15%	18%ah	18%h
Tend to disagree	(-1) 1276	320	826	105	25	173	1103	838	264	158
		21%ad	19%e	16%	13%	18%	22%a	23%a	21%j	16%
Disagree strongly	(-2) 816	161	562	75	15	126	690	547	148	108
		14%be	19%e	12%	7%	13%	14%	15%j	12%	11%
SUMMARY CODES										
AGREE	2754	654	1526	275	98	486	2288	1664	545	491
		46%a	52%ac	43%	51%	51%ag	45%	45%	44%	50%ah
DISAGREE	2093	482	1388	183	40	229	1794	1386	412	266
		35%bde	29%e	40%abde	29%e	31%	38%a	38%aj	33%j	27%
Refused	28	2	7	19	-	1	28	10	9	9
		b	-	3%abce	-	-	1%a	-	1%h	1%h
Don't know	157	55	51	34	17	29	129	78	38	38
		3%e	2%e	5%abc	8%abc	3%	3%	2%	3%	4%ah
Mean Score	0.143c	0.323ac	0.030	0.220c	0.449acd	0.278ag	0.118	0.092	0.133	0.331ah
Standard Deviation	1.322	1.268	1.341	1.315	1.197	1.350	1.315	1.340	1.267	1.293
Error Variance	-	0.001	0.001	0.003	0.007	0.002	-	0.001	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4881	523
Agree strongly	(2) 980	660	107	214	146	841	980	835	118	736	118
	16%b	15%	18%	20%abc	20%afgh	16%	16%	16%	16%	16%	23%aj
Tend to agree	(1) 1767	1263	206	290	200	1568	1760	1560	202	1405	145
	30%	28%	34%ab	33%ab	28%	30%	29%	30%	28%	30%	28%
Neither agree nor disagree	(0) 955	693	104	147	117	838	953	836	109	731	101
	16%	16%	17%	17%	16%	16%	16%	16%	15%	16%	19%
Tend to disagree	(-1) 1276	1033	126	115	139	1137	1276	1137	175	1023	71
	21%dk	23%ad	21%d	13%	19%	22%	21%	22%	24%k	22%k	14%
Disagree strongly	(-2) 816	708	54	51	89	728	816	728	95	670	46
	14%ck	16%act	9%cd	6%	12%	14%	14%	14%	13%k	14%k	9%
SUMMARY CODES											
AGREE	2754	1923	313	503	345	2498	2740	2395	320	2141	263
	46%b	43%	51%ab	58%abc	48%	46%	46%	46%	45%	46%	50%
DISAGREE	2093	1741	180	167	228	1865	2092	1865	270	1694	117
	35%ck	39%act	30%cd	19%	32%	35%	35%	35%	38%k	36%k	22%
Refused	28	8	-	3	4	24	3	24	1	16	3
	0%	-	-	-	1%	-	-	-	-	-	1%
Don't know	157	74	11	50	22	136	156	135	16	99	39
	3%b	2%	2%	6%abc	3%	3%	3%	3%	2%	2%	7%aj
Mean Score	0.143b	0.031	0.310ab	0.611abc	0.253afgh	0.128	0.140	0.125	0.165	0.112	0.454aj
Standard Deviation	1.322	1.335	1.242	1.192	1.337	1.319	1.322	1.319	1.322	1.324	1.269
Error Variance	-	-	0.002	0.001	0.002	-	-	-	0.003	-	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Switching is a hassle that I've not got time for

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5958	4718	860	37	4155	606	1007
Weighted Base	5987	4696	819	39*	4351	549	981
Agree strongly	(2) 986 16% _c	843 18% _{cd}	91 10%	1 4%	659 15%	119 22% _{ae}	185 19% _{ie}
Tend to agree	(1) 1767 30% _c	1487 31% _c	197 21%	12 31%	1277 29%	178 33%	284 29%
Neither agree nor disagree	(0) 955 16% _c	767 16% _c	119 13%	9 23%	643 15%	107 19% _{ae}	205 21% _{ae}
Tend to disagree	(-1) 1276 21% _d	934 20%	271 30% _{ab}	7 18%	977 22% _{fg}	88 16%	162 15%
Disagree strongly	(-2) 816 14% _{fg}	550 12%	231 25% _{ab}	10 25% _{ab}	682 16% _{afg}	32 6%	90 9% _d
SUMMARY CODES							
AGREE	2754 46% _c	2310 49% _{ac}	288 31%	14 35%	1936 44%	298 54% _{ae}	469 48%
DISAGREE	2093 35% _{fg}	1484 32%	503 55% _{ab}	17 42%	1659 38% _{afg}	120 22%	272 28% _d
Refused	28 *	19 *	- *	- *	16 *	3 1%	2 *
Don't know	157 3% _e	116 2% _c	10 1%	- *	96 2%	22 4% _e	33 3% _e
Mean Score	0.143ce	0.245acd	-0.391	-0.287	0.060	0.506aeg	0.308ae
Standard Deviation	1.322	1.299	1.235	1.260	1.340	1.186	1.249
Error Variance	*	*	0.002	0.043	*	0.002	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Switching is a hassle that I've not got time for

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 986 16%b	308 13%	517 18%b	16 27%ab	145 21%ab
Tend to agree	(1) 1767 30%b	637 27%	893 31%b	30 34%	211 30%
Neither agree nor disagree	(0) 955 16%b	310 13%	515 18%ab	9 16%	117 17%b
Tend to disagree	(-1) 1276 21% ^d	587 25% ^{acde}	554 19% ^d	5 9%	129 18%
Disagree strongly	(-2) 816 14% ^{ce}	465 20% ^{ace}	287 10%	7 12%	54 8%
SUMMARY CODES					
AGREE	2754 46%b	944 40%	1410 50%ab	38 63%ab	356 51%ab
DISAGREE	2093 35% ^{cde}	1052 45% ^{acde}	841 30%	12 20%	183 26%
Refused	28 *	13 1%	8 *	- *	1 *
Don't know	157 3% ^b	43 2%	68 2%	1 2%	45 6% ^{abc}
Mean Score	0.143b	-0.115	0.289ab	0.582ab	0.403abc
Standard Deviation	1.322	1.363	1.266	1.318	1.253
Error Variance	*	0.001	0.001	0.002	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 968	73	895	430	556	93	129	151	18	53	216	447	270
	16% ^{bd} kl	8%	18% ^b	13%	21% ^{ad}	7%	15% ^{li}	20% ^{af} gi	9%	6%	13% ^j	21% ^{ak} j	21% ^{ak} j
Tend to agree	(1) 1767	172	1595	866	901	253	251	257	61	181	466	702	418
	30% ^{bd} kl	19%	31% ^b	26%	34% ^{ad}	19%	29% ^{li}	33% ^{af}	31% ^d	20%	29% ^j	32% ^{ak} j	33% ^{ak} j
Neither agree nor disagree	(0) 955	95	861	433	523	183	101	94	24	100	244	345	266
	16% ^{bd} ghl	11%	17% ^b	13%	19% ^{ad}	14%	12%	12%	12%	17%	14% ^j	16% ^j	21% ^{ak} kl
Tend to disagree	(-1) 1276	270	1006	878	398	408	217	186	46	270	450	428	128
	21% ^{em}	30% ^{ac}	20%	27% ^{ae}	15%	31% ^{agh}	25% ^{ia}	24%	23%	31% ^{alm}	27% ^{alm}	20% ^{km}	10%
Disagree strongly	(-2) 816	271	545	627	189	341	158	68	46	274	276	191	76
	14% ^{ca} hm	30% ^{ac}	11%	19% ^{ae}	7%	28% ^{agh}	18% ^{ah}	9%	23% ^{ah}	31% ^{ak} lm	16% ^{alm}	9% ^m	6%
SUMMARY CODES													
AGREE	2754	246	2508	1296	1457	346	380	408	79	234	683	1149	687
	46% ^{bd} kl	27%	49% ^{ab}	39%	54% ^{ad}	27%	44% ^l	53% ^{af} gi	40% ^d	28%	41% ^j	53% ^{ak} j	55% ^{ak} j
DISAGREE	2093	541	1552	1505	587	749	374	254	92	544	728	619	204
	35% ^{em}	60% ^{ac}	30%	46% ^{ae}	22%	58% ^{agh}	43% ^{ah}	33%	46% ^{ah}	62% ^{ak} lm	43% ^{alm}	29% ^{km}	16%
Refused	28	5	23	12	17	10	1	1	-	1	6	6	15
	-	1%	-	-	1%	1% ^g	-	-	-	-	-	-	1% ^{ak} kl
Don't know	157	13	144	52	105	14	11	10	4	4	23	45	86
	3% ^{cd} ghk	1%	3% ^b	2%	4% ^{ad}	1%	1%	1%	2%	-	1% ^j	2% ^j	7% ^{ak} kl
Mean Score	0.143 ^{bt} fgl	-0.560	0.269 ^{ab}	-0.125	0.482 ^{ad}	-0.599	-0.027 ⁱ	0.313 ^{af} gi	-0.212 ⁱ	-0.604	-0.062 ^j	0.372 ^{ak} j	0.585 ^{ak} kl
Standard Deviation	1.322	1.324	1.282	1.324	1.188	1.272	1.374	1.285	1.351	1.281	1.320	1.287	1.151
Error Variance	-	0.002	-	0.001	0.001	0.001	0.002	0.002	0.009	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Agree strongly	(2) 986	92	124	101	50	27	49	49	610	614	510
		10%bcdshk	9%	7%	11%l	5%	17%h	6%	15%	15%	15%
Tend to agree	(1) 1767	228	347	360	109	83	76	171	1215	1194	1062
		30%bcdesh	23%	24%	24%l	15%	26%	23%	30%	30%	31%
Neither agree nor disagree	(0) 955	133	209	203	41	58	41	95	583	569	500
		16%bcdeshjk	13%	13%	9%	11%	14%	13%	15%	14%	14%
Tend to disagree	(-1) 1276	278	462	461	133	167	71	217	802	925	801
		27%	28%a	29%a	30%a	31%a	24%	29%a	22%	23%	23%
Disagree strongly	(-2) 816	259	403	379	104	194	52	213	603	625	517
		14%	28%a	25%a	23%a	36%ae	17%	28%ag	15%	16%a	15%
SUMMARY CODES											
AGREE	2754	320	471	461	159	110	126	220	1825	1808	1592
		46%bcdesh	32%	30%	35%l	20%	42%h	29%	46%	45%	45%
DISAGREE	2093	536	865	839	237	361	123	429	1495	1550	1318
		35%	53%a	55%a	53%a	67%ae	41%a	57%ag	37%a	39%a	38%a
Refused	28	5	5	4	2	5	2	3	10	10	9
		*	1%	*	*	1%	1%	*	*	*	*
Don't know	157	13	22	19	11	3	4	8	88	83	85
		3%bcdsh	1%	1%	2%l	*	1%	1%	2%	2%	2%
Mean Score	0.143bcdeshjk	-0.386	-0.435	-0.437	-0.309f	-0.791	0.003h	-0.501	0.087	0.063	0.079

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Standard Deviation	1.322	1.325	1.304	1.370	1.232	1.362	1.285	1.333	1.341	1.323
Error Variance	*	0.002	0.001	0.004	0.003	0.007	0.002	*	*	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Switching is a hassle that I've not got time for
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														Yorkshir e (g)	NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	595	589	552	485	328	556	380	508	127	389	556	411	301	485	324	25	
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Agree strongly	(2) 988 16%bc	70 12%	73 13%	93 17%b	80 25%abcdff g%hno	85 15%	58 17%	75 15%	36 26%abcdff g%hno	77 19%bon	93 17%bc	57 14%	76 26%abcdff g%hno	59 13%	45 14%	9 36%	
Tend to agree	(1) 1767 30%gjo	200 34%aaejo	205 36%adefg jkmno	158 29%o	80 25%	163 29%o	83 24%	150 31%agjo	44 31%	99 24%	152 29%o	146 35%aagjk o	84 29%	127 29%o	68 22%	6 24%	
Neither agree nor disagree	(0) 955 16%cgk	100 17%cgk	66 12%	142 26%abcef ghikmm o	43 14%	80 14%	40 11%	86 17%cgk	22 16%	80 20%cefgk	65 12%	61 15%	41	77	52	-	
Tend to disagree	(-1) 1276 21%dj	123 21%dj	151 27%abdij lmo	70 13%	70 22%jd	138 25%djim	89 26%djim	111 23%dj	23 16%	67 16%	128 24%djim	82 20%jd	51 17%	108 25%djim	61 19%jd	5 21%	
Disagree strongly	(-2) 816 14%cd	74 13%	57 10%	48 9%	40 13%	84 15%cd	57 16%cd	58 12%	15 11%	74 18%abcdh mm	84 16%cd	63 15%cd	35 12%	52 12%	71 23%abcde f%ikmm	3 10%	
SUMMARY CODES																	
AGREE	2754 46%o	270 46%o	278 49%gno	251 46%o	159 50%gno	248 45%o	141 41%	225 46%o	81 56%abdfq h%kno	176 43%	246 46%o	203 49%go	160 55%abdfq h%kno	186 42%	113 36%	15 60%	
DISAGREE	2093 35%nd	197 33%nd	209 37%dim	118 22%	109 34%nd	222 40%abdim	146 42%abdh m	169 35%nd	38 27%	141 34%nd	212 40%abdim	146 35%nd	96 29%nd	161 36%nd	131 42%abdh m	8 31%	
Refused	28	5	-	4	-	-	5	2	-	6	-	-	1	2	2	2	
Don't know	157 3%ll	18 3%ll	14 2%	31 6%acefhj klm	6 2%	5 1%	16 5%afhjl	9 2%	2 1%	6 1%	11 2%	3 1%	6 2%	16 4%ll	15 5%afhjl	1 2%	
Mean Score	0.143o	0.123o	0.155o	0.317abc	0.288fgk	0.048	-0.009	0.150o	0.447abc	0.096o	0.090o	0.126o	0.399abc	0.077o	-0.148	0.597	
Standard Deviation	1.322	1.285	1.252	1.197	1.381	1.324	1.383	1.279	1.224	1.389	1.376	1.312	1.365	1.267	1.406	1.506	
Error Variance	-	0.093	0.093	0.093	0.096	0.093	0.096	0.093	0.014	0.095	0.093	0.094	0.096	0.094	0.096	0.099	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- I worry that if I switch things will go wrong

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 694 12%a	541 11%a	101 18%ab	51 14%b	99 8%	331 11%a	265 15%aef	147 10%	211 11%	141 11%	195 14%ah
Tend to agree	(1) 1476 25%h	1237 24%	132 24%	107 30%abc	267 23%	728 23%	481 28%aef	317 22%	458 24%	308 25%	393 28%ah
Neither agree nor disagree	(0) 992 17%h	828 16%	104 19%	60 17%	247 21%afg	493 16%	252 15%	205 14%	305 16%	218 18%h	264 19%ah
Tend to disagree	(-1) 1558 26%cgk	1376 27%cd	104 19%	78 22%	298 25%	856 28%g	404 24%	437 30%ajk	499 26%k	316 26%k	307 22%
Disagree strongly	(-2) 1062 18%kg	901 18%	108 19%	54 15%	219 19%g	615 20%ag	229 13%	318 22%ajk	366 19%k	203 17%k	177 13%
SUMMARY CODES											
AGREE	2170 36%ah	1779 35%	233 42%ab	158 45%ab	366 31%	1069 34%	745 44%aef	464 32%	669 35%	448 37%h	589 42%ahj
DISAGREE	2820 44%cdk	2277 45%cd	212 38%	131 37%	517 44%g	1471 47%ag	633 37%	753 52%ajk	865 46%k	519 42%k	483 34%
Refused	25 -	21 -	5 1%	- -	7 1%	12 -	6 -	3 -	11 1%	4 -	8 1%
Don't know	179 3%e	168 3%e	6 1%	5 2%	35 3%	72 2%	29 2%	29 2%	45 2%	39 3%	67 5%ahj
Mean Score	-0.142efh	-0.176	0.028ab	0.070ab	-0.240	-0.230	0.091aef	-0.322	-0.191h	-0.112h	0.093ahj
Standard Deviation	1.312	1.298	1.399	1.315	1.282	1.313	1.321	1.316	1.319	1.294	1.277
Error Variance	-	-	0.004	0.005	0.001	0.001	0.001	0.002	0.001	0.002	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- I worry that if I switch things will go wrong

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	2093	2995	652	216	1165	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 694	230	350	84	29	159	535	413	112	149
	12%cd	14%ac	10%	13%cd	15%cd	17%ag	11%	11%	9%	15%ah
Tend to agree	(1) 1476	486	800	130	55	277	1199	892	301	280
	29%cd	29%acd	23%	20%cd	29%cd	29%ag	24%	24%	24%	27%
Neither agree nor disagree	(0) 992	284	515	155	38	137	854	564	240	174
	17%cd	17%cd	15%	24%abc	19%	14%	17%	15%	19%ah	18%
Tend to disagree	(-1) 1558	398	1004	121	35	196	1982	1021	313	206
	26%cd	24%cd	29%abde	15%	18%	21%	27%cd	28%cd	25%cd	21%
Disagree strongly	(-2) 1062	190	751	104	18	142	920	705	218	131
	18%bde	11%	21%abde	16%be	9%	15%	18%cd	19%cd	18%cd	13%
SUMMARY CODES										
AGREE	2170	716	1156	214	84	437	1734	1305	412	409
	36%cd	43%acd	33%	33%	43%acd	46%ag	34%	35%	33%	42%ah
DISAGREE	2820	589	1755	225	52	338	2282	1726	531	337
	44%bde	35%e	50%abde	35%e	27%	36%	45%cd	47%cd	43%cd	36%
Refused	25	3	5	18	-	-	25	9	9	7
	cd	-	-	3%abce	-	-	1%cd	-	1%cd	1%cd
Don't know	179	67	63	29	29	37	143	85	40	49
	3%cd	4%ac	2%	5%ac	10%abcd	4%	2%	2%	3%	5%ah
Mean Score	-0.142c	0.106acd	-0.292	-0.052c	0.250acd	0.127ag	-0.192	-0.199	-0.190	0.098ah
Standard Deviation	1.312	1.267	1.315	1.300	1.242	1.352	1.298	1.318	1.264	1.310
Error Variance	*	0.001	0.001	0.001	0.008	0.002	*	0.001	0.001	0.002



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 694	422	107	162	107	587	690	583	77	541	68
	12%b	9%	16%ab	19%ab	15%afgh	11%	12%	11%	11%	12%	13%
Tend to agree	(1) 1476	1037	179	255	166	1290	1471	1285	174	1161	127
	25%	23%	30%ab	29%ab	26%	24%	25%	24%	24%	25%	24%
Neither agree nor disagree	(0) 992	708	108	161	128	863	989	860	106	749	120
	17%	16%	16%	19%b	18%	16%	17%	16%	15%	16%	23%ajj
Tend to disagree	(-1) 1558	1261	139	153	169	1389	1555	1386	222	1225	101
	26%dk	28%acd	23%cd	18%	24%	26%	26%	26%	31%ajk	20%k	19%
Disagree strongly	(-2) 1062	921	59	81	99	963	1062	963	119	868	69
	18%cdk	21%acd	10%	9%	14%	18%e	18%e	18%e	17%	19%k	13%
SUMMARY CODES											
AGREE	2170	1459	286	417	294	1676	2161	1867	251	1703	195
	36%b	33%	47%ab	46%ab	41%afgh	36%	36%	35%	35%	36%	37%
DISAGREE	2620	2182	198	234	268	2352	2618	2350	341	2093	170
	44%cdk	49%acd	33%cd	27%	37%	45%e	44%e	45%e	48%k	45%k	33%
Refused	25	6	-	3	3	23	25	23	1	14	2
	0%	-	-	-	-	-	-	-	-	-	-
Don't know	179	85	15	55	23	156	177	154	17	121	36
	3%b	2%	2%	6%abc	3%	3%	3%	3%	2%	3%	7%ajj
Mean Score	-0.142b	-0.281	0.220ab	0.325ab	0.049afgh	-0.167	-0.144	-0.170	-0.189	-0.158	0.046ajj
Standard Deviation	1.312	1.298	1.267	1.264	1.306	1.310	1.311	1.310	1.298	1.309	1.266
Error Variance	-	-	0.002	0.001	0.002	-	-	-	0.002	-	0.003



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5958	4718	860	37	4155	686	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Agree strongly	(2) 694 12% ^c	613 13% ^{ac}	48 5%	1 3%	473 11%	87 16% ^{ae}	126 13%
Tend to agree	(1) 1479 25% ^c	1223 26% ^c	173 19%	8 21%	1048 24%	138 25%	269 27% ^{ae}
Neither agree nor disagree	(0) 992 17% ^c	802 17% ^c	118 13%	8 19%	670 15%	113 21% ^{ae}	191 19% ^{ae}
Tend to disagree	(-1) 1558 26% ^g	1142 24%	310 34% ^{ab}	15 39%	1198 28% ^{fg}	125 23%	203 21%
Disagree strongly	(-2) 1062 18% ^g	766 16%	254 28% ^{ab}	6 15%	844 19% ^{afg}	58 11%	146 15% ^d
SUMMARY CODES							
AGREE	2170 36% ^c	1836 39% ^{ac}	221 24%	9 24%	1521 35%	226 41% ^{ae}	395 40% ^{ae}
DISAGREE	2620 44% ^{afg}	1908 41%	564 61% ^{ab}	21 54%	2042 47% ^{afg}	183 33%	349 36%
Refused	25 *	17 *	- *	- *	15 *	3 *	1 *
Don't know	179 3% ^c	133 3%	16 2%	1 3%	103 2%	24 4% ^{ae}	44 5% ^{ae}
Mean Score	-0.142 ^{ce}	-0.049 ^{ac}	-0.608	-0.438	-0.211	0.137 ^{ae}	0.029 ^{ae}
Standard Deviation	1.312	1.316	1.226	1.101	1.316	1.267	1.292
Error Variance	*	*	0.002	0.004	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- I worry that if I switch things will go wrong

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 694 12%	247 10%	343 12%	13 22%abcde	88 13%
Tend to agree	(1) 1476 25%	533 21%	755 27%ab	16 28%	167 24%
Neither agree nor disagree	(0) 992 17%b	304 13%	532 19%ab	6 9%	147 21%abcd
Tend to disagree	(-1) 1558 26%	689 29%ace	667 24%	16 27%	162 23%
Disagree strongly	(-2) 1062 18%ce	533 23%ace	437 15%e	8 13%	84 12%
SUMMARY CODES					
AGREE	2170 36%b	779 31%	1088 39%ab	30 50%ab	256 36%
DISAGREE	2620 44%ce	1222 52%ace	1124 40%e	23 40%	246 35%
Refused	25 *	10 *	8 *	- *	1 *
Don't know	179 3%b	47 2%	80 3%	1 1%	52 7%abc
Mean Score	-0.142b	-0.317	-0.043ab	0.204b	0.021ab
Standard Deviation	1.312	1.335	1.287	1.401	1.254
Error Variance	*	0.001	0.001	0.005	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 694 12%bd	57 6%	637 13%b	316 10%	378 14%ad	76 6%	95 11%f	112 15%afgi	17 8%	54 6%	170 10%j	294 14%ak	176 14%ajk
Tend to agree	(1) 1476 25%bd	156 17%	1320 26%b	726 22%	750 28%ad	212 16%	210 24%f	216 28%af	55 27%f	167 19%	388 23%j	584 27%ak	337 27%ajk
Neither agree nor disagree	(0) 992 17%bdghjk	106 12%	886 17%b	430 13%	562 21%ad	153 12%	107 12%	104 14%	28 13%	80 9%	228 13%j	408 19%ak	289 22%ajk
Tend to disagree	(-1) 1558 26%em	295 33%ac	1263 25%	1012 31%ae	546 20%	444 34%agh	255 29%	211 28%	58 29%	285 32%alm	521 31%alm	527 24%km	224 18%
Disagree strongly	(-2) 1062 18%em	266 30%ac	796 16%	751 23%ae	311 12%	389 30%aghi	190 22%ah	115 15%	40 20%	290 33%akm	351 21%alm	293 14%kn	129 10%
SUMMARY CODES													
AGREE	2170 36%bdjk	214 24%	1956 38%ab	1041 32%	1129 42%ad	288 22%	304 35%f	328 43%afg	71 36%f	222 25%	558 33%j	878 41%ak	513 41%ajk
DISAGREE	2820 44%em	561 62%ac	2060 40%	1763 53%ae	858 32%	833 64%aghi	444 51%ah	328 43%	98 49%	576 65%akm	872 52%alm	820 38%kn	353 28%
Refused	25 .4%	4 .5%	21 .4%	10 .3%	15 .5%	8 .6%	1 .1%	1 .1%	. .0%	1 .1%	5 .3%	6 .3%	14 1%ajk
Don't know	179 3%bdghjk	15 2%	164 3%b	54 2%	126 5%ad	19 1%	11 1%	8 1%	4 2%	6 .7%	22 1%	54 2%jk	96 8%ajk
Mean Score	-0.142bdfgjk	-0.631	-0.054ab	-0.358	0.133ad	-0.674	-0.274f	-0.002afgi	-0.257i	-0.673	-0.298j	0.028hjk	0.181ajk
Standard Deviation	1.312	1.260	1.301	1.319	1.255	1.234	1.341	1.328	1.298	1.280	1.311	1.282	1.233
Error Variance	. 0.002	. 0.002	. 0.001	. 0.001	. 0.001	. 0.001	. 0.002	. 0.002	. 0.009	. 0.002	. 0.001	. 0.001	. 0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3596
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Agree strongly	(2) 894	88	115	113	40	25	34	56	447	443	385
	12%bcdeh	9%	7%	7%	9%j	5%	12%a	7%	11%	11%	11%
Tend to agree	(1) 1476	210	304	303	88	76	68	156	1006	997	886
	25%bcdeh	21%	19%	20%	19%j	14%	23%	21%	25%	25%	25%
Neither agree nor disagree	(0) 992	117	169	176	64	48	40	84	598	591	524
	17%bcdehij	12%	11%	12%	14%j	9%	14%	11%	15%	15%	15%
Tend to disagree	(-1) 1550	313	515	505	140	191	81	244	1118	1121	991
	26%	31%a	33%a	33%a	31%a	36%a	27%	32%a	28%a	28%a	28%a
Disagree strongly	(-2) 1062	262	443	406	106	187	65	205	721	761	619
	18%	28%a	28%a	27%a	24%a	35%ae	22%	27%a	18%	19%	18%
SUMMARY CODES											
AGREE	2170	298	419	416	127	101	102	212	1453	1440	1270
	36%bcdeh	30%	27%	27%	28%j	19%	35%a	28%	30%	30%	36%
DISAGREE	2820	574	958	911	246	378	147	449	1839	1882	1610
	44%	57%a	61%a	60%a	55%a	70%ae	50%	59%ag	46%a	47%a	46%
Refused	25	5	4	3	2	4	2	3	8	9	8
	*	*	*	*	*	*	1%	*	*	*	*
Don't know	179	13	22	19	11	5	5	9	102	99	92
	3%bcdeh	1%	1%	1%	2%	1%	2%	1%	3%	2%	3%
Mean Score	-0.142bcdeh	-0.454	-0.562	-0.524	-0.424f	-0.630	-0.260h	-0.519	-0.170	-0.194	-0.169
Standard Deviation	1.312	1.319	1.288	1.283	1.286	1.195	1.353	1.292	1.311	1.317	1.305

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.002	0.001	0.001	0.004	0.003	0.006	0.002	.	.



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I worry that if I switch things will go wrong
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														NA (p)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	
Unweighted Base	595	589	552	485	328	556	360	508	127	389	559	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Agree strongly	(2) 694 12%bc	47 8%	48 8%	58 11%	44 14%bcd	61 11%	49 14%bcd	57 12%	29 20%abcdff hno	69 17%abcdff hno	69 13%bcd	35 8%	39 13%bc	47 11%	35 11%	7 27%
Tend to agree	(1) 1476 25%q	144 24%	157 28%dg	112 21%	81 25%g	133 24%	65 19%	129 26%dg	40 28%g	91 22%	127 24%	113 27%dg	91 31%adfgj ko	116 26%g	69 22%	9 34%
Neither agree nor disagree	(0) 992 17%	94 16%	88 15%	149 27%abcef ghjklmno	47 15%	75 14%	48 14%	85 17%	28 20%	75 18%k	70 13%	56 14%	47 16%	77 17%	50 16%	2 7%
Tend to disagree	(-1) 1558 26%djo	175 30%dejo	193 34%adehi jklmno	101 19%	68 21%	176 32%adehi j	104 30%dejo	122 25%j	28 20%	74 18%	145 27%djo	114 27%djo	75 26%j	114 26%j	63 20%	5 18%
Disagree strongly	(-2) 1062 18%cm	103 17%c	71 13%	86 16%	67 21%clm	103 19%cm	60 17%	87 18%c	17 12%	91 22%acdlim n	108 20%clm	86 21%clm	37 13%	70 16%	75 24%abcdqgh imn	2 7%
SUMMARY CODES																
AGREE	2170 36%cd	191 32%	205 36%	170 31%	125 39%cd	194 35%	115 33%	186 38%cd	69 48%abcdff ghkno	160 39%cd	196 37%	147 36%	130 44%abcdff gho	163 37%	104 33%	16 61%
DISAGREE	2620 44%fd	278 47%dfjm	264 47%udim	187 34%	136 43%di	279 50%adehi jmn	164 47%udim	209 43%di	45 32%	165 40%	253 47%dfjm	200 48%dfjm	113 38%	184 42%ud	137 44%di	6 25%
Refused	25	5	-	3	1	-	5	2	-	5	-	-	-	2	2	2
Don't know	179 3%	21 4%j	10 2%	36 7%abceh ijklm	10 3%	7 1%	17 5%chijm	8 2%	1 1%	14 3%	10 2%	4 1%	4 1%	20 6%achij klm	-	-
Mean Score	-0.142	-0.253	-0.147	-0.090	-0.114	-0.230	-0.183	-0.110	0.250ab cddeffj kno	-0.065b	-0.185	-0.257	0.065ab cdgjo	-0.102	-0.255	0.612
Standard Deviation	1.312	1.254	1.210	1.246	1.386	1.351	1.310	1.362	1.419	1.362	1.303	1.276	1.290	1.377	1.307	
Error Variance	-	0.003	0.003	0.003	0.006	0.003	0.005	0.003	0.014	0.005	0.003	0.004	0.005	0.004	0.006	0.071

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 191	150	35	6	29	100	61	30	60	42	60
	3%h	3%	6%abd	2%	3%	3%	4%	2%	3%	3%	4%ah
Tend to agree	(1) 523	436	52	35	104	253	166	83	149	118	173
	9%h	9%	9%	10%	9%	8%	10%	6%	9%h	10%h	12%ahj
Neither agree nor disagree	(0) 750	581	89	80	180	371	199	100	223	187	241
	13%h	11%	16%ab	22%abc	15%afg	12%	12%	7%	12%h	15%ah	17%ah
Tend to disagree	(-1) 1786	1557	140	89	350	893	543	449	558	379	401
	30%h	31%cd	25%	25%	30%	29%	32%l	31%	29%	31%	28%
Disagree strongly	(-2) 2505	2138	227	140	463	1393	648	784	832	455	453
	42%hjk	42%	41%	39%	40%	45%ahg	38%	53%ajk	44%jk	37%k	32%
SUMMARY CODES											
AGREE	713	586	87	40	133	352	228	112	208	159	233
	12%h	12%	16%ab	11%	11%	11%	13%l	8%	11%h	13%h	17%ahj
DISAGREE	4291	3895	367	229	813	2287	1192	1213	1390	834	854
	72%hkl	73%cd	68%	64%	69%	74%ag	70%	82%ajk	73%jk	68%k	61%
Refused	29	23	6	-	6	14	8	3	10	6	10
	-	-	1%	-	1%	-	-	-	1%	-	1%h
Don't know	204	187	10	6	39	83	26	82	63	42	73
	3%h	4%h	2%	2%	3%	3%	2%	5%af	3%h	3%h	5%ahj
Mean Score	-1.024h	-1.049	-0.868ab	-0.923b	-0.988f	-1.072	-0.959af	-1.288	-1.073h	-0.922ah	-0.764ahj
Standard Deviation	1.107	1.092	1.238	1.082	1.084	1.129	1.102	0.971	1.093	1.120	1.181
Error Variance	-	-	0.003	0.003	0.001	-	0.001	0.001	0.001	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	632	216	1166	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 191	78	85	21	7	44	147	92	46	49
	3%	5%ac	2%	3%	3%	5%ag	3%	3%	4%h	5%ah
Tend to agree	(1) 523	187	253	52	30	91	431	253	131	127
	9%ch	11%acd	7%	6%	15%acd	10%	9%	7%	11%ah	13%ah
Neither agree nor disagree	(0) 750	244	334	128	45	114	636	364	196	180
	13%ch	15%ac	10%	20%abc	23%abc	12%	12%	10%	16%ah	18%ah
Tend to disagree	(-1) 1786	552	1044	147	43	304	1483	1134	346	282
	30%de	33%acde	30%de	22%	22%	32%	29%	31%	28%	29%
Disagree strongly	(-2) 2505	514	1762	237	52	357	2148	1732	459	278
	42%bdefj	31%	49%abde	37%be	27%	38%	43%fj	47%ajj	37%j	29%
SUMMARY CODES										
AGREE	713	265	339	73	36	135	578	345	177	176
	12%ch	16%acd	10%	11%	19%acd	14%ag	11%	9%	14%ah	16%ahj
DISAGREE	4291	1067	2746	384	94	660	3631	2867	804	561
	72%bdefj	64%e	79%abde	60%e	49%	70%	72%	78%ajj	65%j	57%
Refused	29	5	5	19	-	3	26	12	9	8
	c	-	-	3%abce	-	-	1%	-	1%	1%h
Don't know	204	77	71	37	19	37	167	102	46	50
	3%h	5%ac	2%	6%ac	10%abc	4%	3%	3%	4%	5%ah
Mean Score	-1.024ch	-0.786acd	-1.177	-0.901ac	-0.587abcd	-0.922ag	-1.043	-1.164	-0.884ah	-0.670ahj
Standard Deviation	1.107	1.164	1.042	1.136	1.187	1.160	1.096	1.037	1.157	1.195
Error Variance	-	0.001	-	0.002	0.007	0.001	-	-	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 191 3%	129 3%	19 3%	40 5%ab	35 5%afgh	156 3%	189 3%	155 3%	24 3%	144 3%	17 3%
Tend to agree	(1) 523 9%b	317 7%	82 13%ab	120 14%ab	68 9%	455 9%	522 9%	454 9%	59 8%	408 9%	50 9%
Neither agree nor disagree	(0) 750 13%b	481 11%	96 16%ab	161 19%ab	85 12%	665 13%	745 12%	660 13%	70 10%	541 12%	121 23%aj
Tend to disagree	(-1) 1786 30%k	1344 30%	190 31%	248 29%	205 29%	1581 30%	1780 30%	1575 30%	228 32%k	1416 30%k	127 24%
Disagree strongly	(-2) 2505 42%cdk	2060 46%acd	204 34%cd	235 27%	289 40%	2216 42%	2503 42%	2214 42%	313 44%k	2021 43%k	158 30%
SUMMARY CODES											
AGREE	713 12%b	446 10%	101 17%ab	160 18%ab	103 14%h	610 12%	711 12%	608 12%	83 12%	553 12%	66 13%
DISAGREE	4291 72%cdk	3404 77%acd	394 65%cd	493 56%	494 69%	3797 72%	4283 72%	3789 72%	542 76%ak	3437 73%k	285 54%
Refused	29 0%	4 0%	2 0%	6 1%b	3 0%	26 0%	29 0%	26 0%	1 0%	16 0%	3 1%
Don't know	204 3%b	104 2%	15 2%	59 7%abc	32 4%	172 3%	201 3%	169 3%	20 3%	133 3%	47 9%aj
Mean Score	-1.024b	-1.129	-0.810ab	-0.645abc	-0.946	-1.034	-1.025	-1.026	-1.077	-1.051	-0.761aj
Standard Deviation	1.107	1.063	1.148	1.190	1.166	1.107	1.096	1.096	1.095	1.100	1.129
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	819	39*	4351	549	981
Agree strongly	(2) 191 3%ae	155 3%	19 2%	1 3%	107 2%	28 5%ae	49 5%ae
Tend to agree	(1) 523 9%ae	438 9%ae	49 5%	3 9%	332 8%	63 11%ae	115 12%ae
Neither agree nor disagree	(0) 750 13%ae	634 13%ae	60 7%	7 17%ae	472 11%	89 16%ae	173 18%ae
Tend to disagree	(-1) 1786 30%	1421 30%	256 28%	9 22%	1316 30%	161 29%	274 28%
Disagree strongly	(-2) 2505 42%afg	1873 40%	517 56%ab	19 48%	1992 46%afg	180 32%	317 32%
SUMMARY CODES							
AGREE	713 12%ae	592 13%ae	69 7%	5 12%	439 10%	91 17%ae	164 17%ae
DISAGREE	4291 72%afg	3253 70%	773 84%abd	27 71%	3307 76%afg	341 62%	591 60%
Refused	29 *	22 *	- *	- *	19 *	3 *	3 *
Don't know	204 3%ae	155 3%ae	17 2%	- *	115 3%	25 5%ae	49 5%ae
Mean Score	-1.024ae	-0.978c	-1.333	-1.028	-1.127	-0.771ae	-0.748ae
Standard Deviation	1.107	1.118	0.971	1.164	1.054	1.199	1.199
Error Variance	*	*	0.001	0.037	*	0.003	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
- I don't think I'd be able to switch even if I wanted to

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 191 3%	71 3%	96 3%	5 8%abc	18 3%
Tend to agree	(1) 523 9%	177 8%	264 9%ab	9 15%ab	67 10%
Neither agree nor disagree	(0) 750 13%b	225 10%	388 14%b	6 10%	125 18%abc
Tend to disagree	(-1) 1786 30%	670 28%	901 32%ab	15 25%	197 28%
Disagree strongly	(-2) 2505 42%ace	1154 49%ace	1087 38%e	24 41%	238 34%
SUMMARY CODES					
AGREE	713 12%	248 11%	360 13%ab	14 23%abcde	85 12%
DISAGREE	4291 72%e	1824 77%ace	1988 70%e	39 68%	435 62%
Refused	29 *	12 *	8 *	- *	3 *
Don't know	204 3%b	54 2%	96 3%b	1 1%	53 8%abc
Mean Score	-1.024b	-1.157	-0.957ab	-0.760b	-0.885ab
Standard Deviation	1.107	1.078	1.114	1.357	1.102
Error Variance	-	0.001	-	0.003	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 191	19	171	68	122	19	19	23	4	15	53	57	64
		3% ^{dj}	3%	2%	5% ^{ad}	1%	2%	3% ^f	2%	2%	3%	3%	5% ^{ajkl}
Tend to agree	(1) 523	43	479	324	199	59	55	64	12	28	115	192	188
		9% ^{bdgjk}	9% ^b	6%	12% ^{ad}	5%	6%	8% ^f	6%	3%	7% ^j	9% ^{kl}	15% ^{ajkl}
Neither agree nor disagree	(0) 750	63	687	273	478	90	72	70	14	43	131	200	275
		13% ^{bdghijk}	14% ^b	6%	18% ^{ad}	7%	8%	9%	7%	5%	8% ^j	14% ^{kl}	22% ^{ajkl}
Tend to disagree	(-1) 1786	230	1557	983	803	356	238	275	63	210	546	691	339
		30% ^{bjm}	28%	30%	30%	27%	27%	36% ^{afg}	32%	24%	32% ^{jm}	32% ^{jm}	27%
Disagree strongly	(-2) 2505	521	1984	1095	809	750	467	322	101	581	804	850	269
		42% ^{com}	39%	31% ^{ae}	30%	58% ^{ah}	54% ^{ah}	42%	51% ^{ah}	66% ^{akm}	46% ^{alm}	39% ^m	21%
SUMMARY CODES													
AGREE	713	63	650	287	446	78	74	88	16	44	168	249	252
		12% ^{bdghjk}	7%	13% ^b	8%	6%	9% ^f	11% ^f	8%	5%	10% ^j	12% ^j	20% ^{ajkl}
DISAGREE	4291	750	3541	2679	1612	1106	705	596	164	791	1350	1542	607
		72% ^{com}	69%	81% ^{ae}	60%	85% ^{agh}	81% ^{ah}	78% ^{ah}	82% ^{ah}	90% ^{akm}	60% ^{alm}	71% ^m	48%
Refused	29	5	24	14	15	8	1	2	-	1	6	10	12
		1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1% ^j
Don't know	204	18	186	66	138	19	16	12	6	4	25	63	111
		3% ^{bdghijk}	2%	4% ^b	2%	5% ^{ad}	1%	2%	2%	0%	2% ^j	3% ^{kl}	8% ^{ajkl}
Mean Score	-1.024^{bdghjkl}	-1.357	-0.964^{ab}	-1.255	-0.731^{ad}	-1.380	-1.270^f	-1.070^{gj}	-1.267	-1.496	-1.171^j	-0.997^k	-0.493^{ajkl}
Standard Deviation	1.107	0.967	1.120	0.993	1.175	0.916	1.009	1.066	0.977	0.868	1.053	1.079	1.181
Error Variance	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4066	3586
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Agree strongly (2)	191	24	39	39	12	10	7	17	112	106	96
	3%	2%	2%	2%	3%	2%	2%	2%	3%	3%	3%
Tend to agree (1)	523	49	80	78	26	22	22	32	375	390	330
	9% ^{bcdm}	5%	5%	5%	6%	4%	7% ^h	4%	9%	9%	9%
Neither agree nor disagree (0)	750	83	99	100	37	33	33	59	461	452	427
	13% ^{bcdm}	8%	6%	7%	8%	6%	11%	8%	12%	12%	12%
Tend to disagree (-1)	1786	269	440	452	138	120	72	211	1213	1220	1069
	30% ^f	27%	28%	30%	28%	22%	24%	28%	30%	30%	31%
Disagree strongly (-2)	2505	565	888	836	230	344	154	426	1713	1763	1467
	42%	56% ^a	57% ^a	59% ^a	51% ^a	64% ^{ae}	52% ^a	56% ^{ka}	43%	44%	42%
SUMMARY CODES											
AGREE	713	73	119	116	36	33	26	49	486	467	426
	12% ^{bcdm}	7%	8%	8%	6%	6%	10%	6%	12%	12%	12%
DISAGREE	4291	834	1328	1288	356	464	226	637	2926	2983	2536
	72%	83% ^a	85% ^a	84% ^a	79% ^a	87% ^{ae}	76%	84% ^{ka}	73%	74% ^a	72%
Refused	29	5	6	6	3	4	2	3	12	11	10
	*	*	*	*	1%	1%	1%	*	*	*	*
Don't know	204	13	19	16	15	3	6	8	115	108	104
	3% ^{bcdm}	1%	1%	1%	3% ^f	1%	2%	1%	3%	3%	3%
Mean Score	-1.02 ^{hbcdeafgh}	-1.317	-1.331	-1.309	-1.241 ^f	-1.445	-1.198	-1.339	-1.043	-1.070	-1.027
Standard Deviation	1.107	0.984	0.982	0.982	1.027	0.926	1.064	0.855	1.056	1.065	1.097

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.004	0.001	.	.



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - I don't think I'd be able to switch even if I wanted to
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	595	589	552	485	328	556	300	508	127	389	556	411	301	445	324	25
Weighted Base	5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Agree strongly	(2) 191	23 3% 4% c	7 1% 7% a	22 4% c	12 4% c	13 2% 2% c	10 3% 3% c	11 2% 2% c	10 7% a	26 6% a	14 3% 3% c	9 2% 2% c	5 2% 2% c	21 5% c	7 2% 2% c	1 5% 5% c
Tend to agree	(1) 523	73 9% k	37 7% a	72 13% a	28 9% k	48 9% k	24 7% 7% c	50 10% k	19 13% c	33 8% 8% c	25 5% 5% c	31 8% 8% c	27 9% 9% c	31 7% 7% c	24 8% 8% c	1 8% 8% c
Neither agree nor disagree	(0) 750	63 13% k	57 11% g	126 23% a	40 12% k	50 9% 9% c	20 6% 6% c	74 15% b	19 13% c	70 17% a	40 7% 7% c	36 9% 9% c	66 23% a	57 13% k	32 10% k	2 7% 7% c
Tend to disagree	(-1) 1786	177 30% d	213 38% a	114 21% 2% c	94 30% d	178 32% d	126 38% a	177 36% a	43 30% d	83 23% 2% c	159 30% d	95 23% 2% c	83 28% d	153 35% a	74 24% 2% c	7 27% 2% c
Disagree strongly	(-2) 2505	228 42% h	235 41% h	171 31% 3% c	139 44% h	252 45% h	148 42% h	166 34% 3% c	49 34% 3% c	177 43% h	277 52% a	235 57% a	107 36% 3% c	159 36% 3% c	150 48% a	12 46% 3% c
SUMMARY CODES																
AGREE	713	97 12% k	44 8% 8% c	95 17% a	40 12% k	60 11% 11% c	33 10% 10% c	61 13% k	29 20% a	58 14% k	39 7% 7% c	40 10% 10% c	32 11% 11% c	52 12% k	31 10% 10% c	3 11% 11% c
DISAGREE	4291	405 69% d	448 79% a	285 52% 2% c	233 73% a	430 78% a	274 79% a	343 70% d	92 64% d	270 66% d	435 82% a	330 80% a	190 65% d	312 71% d	225 72% d	19 72% 2% c
Refused	29	6 1% f	1 0% 0% c	2 0% 0% c	-	-	6 2% a	2 0% 0% c	-	6 1% a	1 0% 0% c	-	-	2 0% 0% c	3 1% 1% c	2 7% 7% c
Don't know	204	19 3% 3% c	17 3% 3% c	38 7% a	5 2% 2% c	15 3% 3% c	15 4% j	10 2% 2% c	3 2% 2% c	6 1% 1% c	19 3% 3% c	8 2% 2% c	6 2% 2% c	19 4% j	22 7% a	1 3% 3% c
Mean Score	-1.02	-0.90	-1.15	-0.67	-1.02	-1.12	-1.16	-0.91	-0.72	-0.41	-1.28	-1.27	-0.90	-0.94	-1.17	-1.12
Standard Deviation	1.107	1.183	0.947	1.205	1.130	1.052	1.020	1.061	1.266	1.234	0.990	1.046	1.062	1.118	1.082	1.184
Error Variance	*	0.003	0.002	0.003	0.004	0.002	0.003	0.002	0.013	0.004	0.002	0.003	0.004	0.003	0.004	0.061

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Some energy suppliers are more trustworthy than others

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 526 8%g	426 8%	58 10%	42 12%b	104 9%	303 10%g	119 7%	138 10%	169 9%	97 8%	122 9%
Tend to agree	(1) 1782 30%cd	1574 31%cd	131 23%	77 22%	379 32%f	883 28%	519 30%	430 30%	547 29%	371 30%	434 31%
Neither agree nor disagree	(0) 1970 33%	1633 32%	209 37%ab	129 36%	389 33%	1051 34%	531 31%	465 32%	601 35%k	406 33%	438 31%
Tend to disagree	(-1) 763 13%	656 13%	60 11%	48 13%	148 13%	416 13%	199 12%	205 14%	228 12%	162 13%	169 12%
Disagree strongly	(-2) 372 6%g	294 6%	58 10%abd	21 6%	61 5%	242 8%aag	70 4%	103 7%	118 6%	77 6%	75 5%
SUMMARY CODES											
AGREE	2308 39%c	2000 39%cd	189 34%	119 33%	484 41%g	1186 38%	639 37%	568 39%	717 38%	468 38%	555 39%
DISAGREE	1136 19%g	950 19%	118 21%	68 19%	209 18%	657 21%aag	269 16%	307 21%k	346 18%	238 19%	244 17%
Refused	36 1%	30 1%	6 1%	-	12 1%f	13 *	12 1%	6 *	14 1%	6 1%	9 1%
Don't know	536 9%af	459 9%	37 7%	40 11%c	78 7%	201 6%	258 15%aaf	107 7%	156 8%	110 9%	164 12%ahj
Mean Score	0.245c	0.255e	0.139	0.227	0.294f	0.204	0.281f	0.221	0.244	0.225	0.290
Standard Deviation	1.036	1.024	1.118	1.068	1.007	1.077	1.070	1.029	1.028	1.019	1.019
Error Variance	-	-	0.003	0.003	0.001	-	0.001	0.001	0.001	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Some energy suppliers are more trustworthy than others

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	956	293	295	62	216	166	470	347	114	104
Weighted Base	997	1658	943	642	194	949	538	360	1232	976
Agree strongly	(2) 526	141	309	58	18	107	419	318	104	92
	9%	8%	9%	9%	9%	11%ag	8%	9%	8%	9%
Tend to agree	(1) 1782	502	1085	157	38	279	1503	1083	387	291
	30%de	30%de	31%de	24%	20%	29%	30%	29%	31%	29%
Neither agree nor disagree	(0) 1970	526	1164	212	69	277	1693	1230	405	319
	33%u	32%	33%	33%	35%	29%	34%u	33%	33%	33%
Tend to disagree	(-1) 763	193	475	67	29	115	648	500	149	106
	13%	12%	14%u	10%	14%	12%	13%	14%u	12%	11%
Disagree strongly	(-2) 372	94	229	42	7	62	310	225	77	62
	6%	6%	7%	7%	4%	7%	6%	6%	6%	6%
SUMMARY CODES										
AGREE	2308	643	1394	215	56	386	1922	1401	490	373
	39%de	39%de	40%de	34%	29%	41%	38%	38%	40%	38%
DISAGREE	1136	287	704	109	35	177	958	726	228	188
	19%	17%	20%b	17%	18%	19%	19%	20%	18%	17%
Refused	36	7	9	19	2	4	32	15	10	11
	1%o	-	3%abc	3%	1%	-	3%	1%	1%	1%h
Don't know	536	195	222	67	33	104	433	318	101	105
	9%u	12%ac	6%	14%ac	17%abc	11%ag	9%	9%	8%	11%hi
Mean Score	0.245	0.277	0.236	0.228	0.196	0.302	0.234	0.229	0.259	0.273
Standard Deviation	1.036	1.023	1.041	1.057	1.003	1.068	1.026	1.033	1.028	1.046
Error Variance	-	0.001	-	0.002	0.006	0.001	-	-	0.001	0.001

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Some energy suppliers are more trustworthy than others

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 526	420	43	61	53	473	521	468	49	432	35
		9% _d	7%	7%	7%	9%	9%	9%	7%	9%	7%
Tend to agree	(1) 1782	1328	205	244	189	1593	1779	1590	206	1448	114
		30% _k	34% _{ad}	28%	26%	30% _{de}	30%	30% _{de}	29% _k	31% _k	22%
Neither agree nor disagree	(0) 1970	1507	184	261	226	1745	1965	1739	245	1503	202
		30%	34% _{ad}	30%	32%	33%	33%	34%	34%	32%	39% _{ajk}
Tend to disagree	(-1) 763	579	83	99	82	671	763	671	105	602	49
		13% _k	13%	11%	13%	13%	13%	13%	15% _k	13% _k	8%
Disagree strongly	(-2) 372	287	41	44	54	318	371	317	52	279	37
		6%	6%	5%	8%	6%	6%	6%	7%	6%	7%
SUMMARY CODES											
AGREE	2308	1748	249	305	242	2066	2300	2058	255	1880	149
		39% _{dek}	39% _d	41% _d	34%	39% _{de}	39% _{de}	39% _{de}	39% _k	40% _k	29%
DISAGREE	1136	867	124	142	147	989	1135	988	157	881	87
		19% _d	20% _d	16%	20%	19%	19%	19%	22% _k	19%	17%
Refused	36	11	2	6	8	28	36	28	3	22	4
		1% _b	*	1% _b	1%	1%	1%	1%	*	*	1%
Don't know	536	307	49	155	94	443	535	441	54	394	82
		9% _{ab}	7%	8%	13% _{algh}	8%	9%	8%	8%	8%	16% _{ajk}
Mean Score	0.245eI	0.246	0.229	0.254	0.153	0.257e	0.244	0.255e	0.145	0.270k	0.138
Standard Deviation	1.036	1.043	1.026	1.006	1.066	1.032	1.026	1.031	1.034	1.037	1.010
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.002



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	919	39*	4351	549	981
Agree strongly	(2) 526 9%	374 8%	132 14%ab	4 12%	391 9%	45 8%	88 9%
Tend to agree	(1) 1782 30%	1347 29%	346 38%ab	13 32%	1521 30%	145 26%	280 29%
Neither agree nor disagree	(0) 1970 33%cd	1576 34%cd	282 28%	18 46%cd	1433 33%	173 31%	323 33%
Tend to disagree	(-1) 763 13%e	629 13%e	89 10%	2 5%	567 13%	77 14%	117 12%
Disagree strongly	(-2) 372 6%	311 7%e	42 5%	-	273 6%	32 6%	65 7%
SUMMARY CODES							
AGREE	2308 39%	1721 37%	478 52%ab	17 44%	1712 39%cd	190 35%	374 38%
DISAGREE	1136 19%cd	939 20%cd	131 14%	2 5%	841 19%	109 20%	162 19%
Refused	36 1%e	27 1%e	-	-	21 1	2 1	4 1
Don't know	536 9%e	433 9%e	48 5%	2 6%	344 8%	75 14%aeg	97 10%e
Mean Score	0.245b	0.199	0.502ab	0.541	0.248	0.199	0.244
Standard Deviation	1.036	1.036	1.024	0.790	1.039	1.041	1.047
Error Variance	*	*	0.001	0.017	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Some energy suppliers are more trustworthy than others

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 526 9%	244 10%ace	228 8%	7 11%	46 7%
Tend to agree	(1) 1762 30%ae	719 30%ae	860 30%ae	16 27%	160 26%
Neither agree nor disagree	(0) 1970 33%	736 31%	963 34%	19 32%	244 35%
Tend to disagree	(-1) 763 13%	323 14%	354 12%	7 12%	77 11%
Disagree strongly	(-2) 372 6%	154 7%	176 6%	3 4%	39 6%
SUMMARY CODES					
AGREE	2308 39%e	964 41%e	1094 38%e	22 38%	228 32%
DISAGREE	1136 19%	477 20%e	529 19%	10 17%	116 17%
Refused	38 1%	17 1%	10 *	- *	2 *
Don't know	536 9%b	168 7%	245 9%	8 14%	113 16%abc
Mean Score	0.245	0.265	0.239	0.321	0.199
Standard Deviation	1.036	1.068	1.020	1.046	0.991
Error Variance	*	0.001	*	0.022	0.002

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2)	528 9%em	109 12%ac	418 8%	339 10%ae	187 7%	147 11%a	90 10%	24 12%	114 13%alm	180 11%alm	178 8%k	55 4%
Tend to agree	(1)	1782 30%em	277 31%	1505 30%	971 29%	811 30%	373 29%	266 31%	68 34%	272 31%em	519 31%em	664 31%em	327 25%
Neither agree nor disagree	(0)	1970 33%	289 32%	1681 33%	1091 33%	879 34%	441 33%	288 33%	243 29%	287 32%	512 30%	738 34%k	435 35%k
Tend to disagree	(-1)	763 13%	114 13%	650 13%	444 13%	320 12%	187 14%	112 13%	99 11%	117 13%	245 15%km	262 12%	139 11%
Disagree strongly	(-2)	372 6%	56 6%	316 6%	219 7%	154 6%	85 7%	62 7%	52 6%	58 7%	119 7%	121 6%	74 6%
SUMMARY CODES													
AGREE	2308 39%em	386 43%ac	1922 38%	1310 40%	998 37%	520 40%	356 41%	312 41%	93 47%a	386 44%alm	699 42%am	842 39%k	381 30%
DISAGREE	1136 19%	170 19%	966 19%	663 20%e	473 18%	272 21%	174 20%	151 20%	32 16%	174 20%	364 22%alm	384 18%	213 17%
Refused	38 7%	10 7%	27 1%	18 1%	19 1%	11 1%g	1 -	3 -	- -	3 -	8 -	9 1%akj	16 1%akj
Don't know	536 9%abghk	45 5%	491 10%b	216 7%	320 12%ad	57 4%	48 6%	60 8%j	16 8%j	33 4%	98 6%j	192 9%k	213 17%akj
Mean Score	0.245m	0.318c	0.231	0.281	0.237	0.251	0.258	0.264	0.406	0.316m	0.251m	0.262m	0.144
Standard Deviation	1.036	1.069	1.030	1.062	1.002	1.070	1.067	1.064	1.048	1.081	1.087	1.007	0.966
Error Variance	-	0.001	-	-	-	0.001	0.001	0.002	0.006	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/ COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Agree strongly (2)	526	124	179	185	50	70	26	100	403	400	356
	9%	12% ^a	11% ^a	12% ^a	11%	13% ^a	9%	13% ^a	10% ^a	10%	10% ^a
Tend to agree (1)	1782	287	465	472	145	158	81	221	1324	1332	1189
	30%	28%	31%	31%	32%	29%	28%	29%	33% ^a	33% ^a	34% ^a
Neither agree nor disagree (0)	1970	328	502	474	135	185	99	242	1243	1249	1065
	33% ^a	33%	32%	31%	30%	35%	34%	32%	31%	31%	30%
Tend to disagree (-1)	763	138	224	215	59	64	43	105	489	484	411
	13%	14%	14%	13%	13%	12%	14%	14%	12%	12%	12%
Disagree strongly (-2)	372	67	99	106	23	38	21	49	171	173	141
	6% ^a ^{jk}	7%	6%	7%	5%	7%	7%	6%	4%	4%	4%
SUMMARY CODES											
AGREE	2308	411	664	657	195	228	108	321	1728	1732	1545
	39%	41%	42% ^a	43% ^a	43%	42%	36%	42%	43% ^a	43% ^a	44% ^a
DISAGREE	1136	206	322	322	82	102	63	154	651	658	552
	19% ^a ^{jk}	20%	21%	21%	18%	19%	21%	20%	16%	16%	16%
Refused	36	5	7	6	6	6	2	3	16	16	16
	1%	*	*	*	1%	1%	1%	*	*	*	*
Don't know	536	57	77	68	32	15	24	36	364	365	326
	9% ^a ^{bcdm}	6%	5%	4%	7% ^d	3%	8%	5%	9%	9%	9%
Mean Score	0.245	0.278	0.283	0.285	0.342	0.306	0.185	0.303	0.361 ^a	0.358 ^a	0.382 ^a
Standard Deviation	1.028	1.087	1.069	1.093	1.044	1.094	1.080	1.093	1.001	1.001	0.995

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Some energy suppliers are more trustworthy than others
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
Error Variance	0.001	0.001	0.001	0.003	0.002	0.004	0.002	*	*	*



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?

- Some energy suppliers are more trustworthy than others

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS															NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)		
Unweighted Base	595	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25	
Weighted Base	597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Agree strongly	(2) 528	39	33	41	34	58	41	40	11	47	47	35	33	33	35	-	
	9% _{uc}	7%	6%	7%	11% _{uc}	10% _{bc}	12% _{bdn}	8%	8%	11% _{bc}	9%	8%	11% _{bc}	7%	11% _{bc}	-	
Tend to agree	(1) 1782	191	203	154	69	178	112	165	37	92	155	130	73	137	76	10	
	30% _{ejk}	32% _{ejmo}	36% _{adej}	28% _{ie}	22%	32% _{ejmo}	32% _{ejmo}	34% _{ejmo}	30%	32%	30% _{ej}	31% _{ejpo}	28%	31% _{ejpo}	24%	41%	
Neither agree nor disagree	(0) 1970	207	190	205	107	189	78	160	50	157	164	125	101	155	106	5	
	33% _g	35% _g	33% _g	38% _{afkl}	34% _g	29% _g	22%	33% _g	35% _g	38% _{afkl}	31% _g	30% _g	35% _g	35% _g	34% _g	19%	
Tend to disagree	(-1) 763	74	81	66	40	74	49	69	22	37	73	52	41	44	36	4	
	13% _j	13% _j	14% _j	12%	13%	13% _j	14% _j	14% _j	16% _j	9%	14% _j	12%	14%	10%	12%	14%	
Disagree strongly	(-2) 372	27	20	25	25	32	22	24	12	45	40	24	14	29	32	-	
	6% _{ic}	5%	4%	5%	8% _{ic}	6%	6%	5%	9% _{ic}	11% _{abdofg}	8% _{bc}	6%	5%	7% _{ic}	10% _{abodfh}	-	
SUMMARY CODES																	
AGREE	2308	231	236	195	102	236	153	205	48	139	203	165	106	170	110	10	
	39% _{ie}	39%	42% _{ej}	36%	32%	42% _{dejo}	44% _{dejo}	42% _{ej}	34%	34%	36%	40% _{ie}	36%	38%	35%	41%	
DISAGREE	1136	101	101	91	65	106	71	64	35	62	113	78	55	74	68	4	
	19%	17%	18%	17%	21%	19%	21%	16%	24%	20%	21%	18%	17%	16%	22%	14%	
Refused	36	5	1	3	-	3	5	2	-	6	2	-	-	2	6	2	
	1%	1%	-	1%	-	1%	1% _{cel}	-	-	2% _{acelm}	-	-	-	1%	2% _{acehkl}	7%	
Don't know	536	46	39	52	44	51	41	29	10	25	52	48	32	41	22	5	
	9% _h	8%	7%	9%	14% _{abchj}	9%	12% _{chj}	6%	7%	6%	10% _h	12% _{chj}	11% _h	9%	7%	20%	
Mean Score	0.245	0.262	0.281	0.242	0.166	0.312	0.331	0.278	0.092	0.153	0.201	0.275	0.267	0.250	0.158	0.362	
Standard Deviation	1.038	0.958	0.931	0.963	1.107	1.060	1.122	0.999	1.076	1.137	1.081	1.035	1.038	1.009	1.145	0.806	
Error Variance	-	0.002	0.002	0.002	0.004	0.002	0.004	0.002	0.010	0.004	0.002	0.003	0.004	0.002	0.005	0.034	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A/B (h)	C1 (i)	C2 (j)	D/E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Agree strongly	(2) 730 12%gk	615 12%gk	79 14%	38 10%	134 11%g	449 14%aeg	147 8%	226 16%ajk	247 13%k	129 10%	128 9%
Tend to agree	(1) 2522 42%cpk	2166 43%ic	205 37%	150 42%	500 43%g	1361 44%g	661 39%	642 44%k	836 44%k	528 43%k	516 37%
Neither agree nor disagree	(0) 1565 26%	1289 26%	175 31%ab	101 29%	346 30%afg	777 25%	442 26%	357 25%	482 25%	330 27%	396 28%h
Tend to disagree	(-1) 527 9%	445 9%	52 9%	30 9%	90 8%	243 8%	193 11%aef	111 8%	147 8%	109 9%	160 11%ahj
Disagree strongly	(-2) 117 2%e	93 2%	17 3%	7 2%	9 1%	66 2%e	42 2%e	22 2%	30 2%	30 2%	34 2%
SUMMARY CODES											
AGREE	3251 54%gk	2781 55%	284 51%	186 52%	633 54%g	1810 58%aeg	808 47%	867 60%ajk	1083 57%k	656 53%k	644 46%
DISAGREE	644 11%e	539 11%	68 12%	37 11%	100 8%	309 10%	235 14%aef	133 9%	177 9%	140 11%	194 14%ah
Refused	30 -	24 -	6 1%	- -	7 1%	16 1%	7 -	3 -	11 1%	6 -	10 1%h
Don't know	497 8%cmh	441 9%e	26 5%	30 9%e	85 7%	198 6%	217 13%aef	94 6%	142 7%	96 8%	165 12%ahj
Mean Score	0.590gk	0.600	0.527	0.547	0.610g	0.650ag	0.457	0.691ajk	0.645k	0.548k	0.440
Standard Deviation	0.912	0.906	0.889	0.889	0.839	0.918	0.936	0.899	0.887	0.912	0.939
Error Variance	-	-	0.002	0.002	0.001	-	-	0.001	0.001	0.001	-



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2993	2995	652	216	1166	4790	3407	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Agree strongly	(2) 730	138	486	92	15	101	629	464	158	96
	12%be	8%	14%abe	14%be	7%	11%	12%	13%j	13%j	10%
Tend to agree	(1) 2522	648	1593	217	64	346	2175	1635	495	362
	42%bde	39%cd	46%abde	34%	33%	37%	43%f	44%j	40%	37%
Neither agree nor disagree	(0) 1565	471	845	186	64	244	1321	920	339	287
	26%	28%cd	24%	29%cd	33%ace	26%	26%	25%	27%	29%ah
Tend to disagree	(-1) 527	168	300	46	12	115	412	332	106	78
	9%	10%cd	9%	7%	6%	12%ag	8%	9%	9%	6%
Disagree strongly	(-2) 117	37	62	18	1	31	86	66	22	25
	2%	2%	2%	3%	-	3%ag	2%	2%	2%	3%
SUMMARY CODES										
AGREE	3251	786	2079	309	78	447	2804	2098	654	458
	54%bde	47%	69%abde	48%	40%	47%	56%f	57%ahj	55%j	47%
DISAGREE	644	205	362	64	13	146	498	398	128	103
	11%	12%ce	10%	10%	7%	15%ag	10%	11%	10%	11%
Refused	30	4	6	21	-	1	29	9	11	9
	c	-	-	3%abce	-	-	7%	-	1%h	1%h
Don't know	497	193	202	63	40	110	387	264	100	120
	8%ic	12%ac	6%	10%ic	20%abd	12%ag	8%	7%	8%	12%ah
Mean Score	0.590b	0.467	0.652ab	0.570b	0.512	0.444	0.616f	0.614	0.591	0.503
Standard Deviation	0.912	0.905	0.905	0.966	0.792	0.993	0.894	0.905	0.913	0.914
Error Variance	-	-	-	0.002	0.004	0.001	-	-	0.001	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Agree strongly	(2) 730	628	49	50	77	652	729	651	75	595	55
		14%acd	6%	6%	11%	12%	12%	12%	10%	13%	11%
Tend to agree	(1) 2522	1975	264	272	284	2237	2516	2232	331	2001	170
		42%dk	44%lad	31%	40%	42%	42%	42%	46%k	43%k	33%
Neither agree nor disagree	(0) 1565	1133	166	251	188	1377	1500	1371	176	1187	162
		26%	27%	29%b	26%	26%	25%	26%	25%	25%	35%ajj
Tend to disagree	(-1) 527	362	65	100	67	459	527	459	64	426	33
		9%	8%	11%b	9%	9%	9%	9%	9%	9%k	6%
Disagree strongly	(-2) 117	76	14	26	18	99	116	97	14	93	8
		2%	2%	3%ab	3%	2%	2%	2%	2%	2%	1%
SUMMARY CODES											
AGREE	3251	2603	313	322	362	2689	3245	2883	405	2536	228
		54%dk	59%lad	37%	50%	55%e	54%	55%e	57%k	55%k	43%
DISAGREE	644	438	79	126	86	558	643	557	78	520	41
		11%k	10%	13%b	12%	11%	11%	11%	11%	11%k	8%
Refused	30	8	2	3	3	27	30	27	1	16	3
		0%	0%	0%	0%	1%	1%	1%	0%	0%	1%
Don't know	497	258	47	167	78	420	493	415	56	362	72
		8%b	8%	19%abc	11%afgh	8%	8%	8%	8%	8%	14%ajj
Mean Score	0.590cd	0.651abcd	0.481d	0.315	0.527	0.598	0.590	0.599	0.589	0.599	0.519
Standard Deviation	0.912	0.900	0.902	0.932	0.938	0.908	0.911	0.908	0.900	0.920	0.865
Error Variance	-	-	0.001	0.001	0.001	-	-	-	0.001	-	0.002



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	686	1067
Weighted Base	5987	4696	819	39*	4351	549	981
Agree strongly	(2) 730 12%fg	518 11%	179 20%ab	8 20%	600 14%afg	30 5%	86 9%g
Tend to agree	(1) 2522 42%fg	1962 42%	425 46%ab	16 42%	1903 44%fg	214 39%	368 37%
Neither agree nor disagree	(0) 1565 26%g	1281 27%g	180 20%	10 26%	1100 25%	167 30%ae	287 29%ae
Tend to disagree	(-1) 527 9%	429 9%g	62 7%	4 9%	374 9%	46 8%	92 9%
Disagree strongly	(-2) 117 2%ae	93 2%	19 2%	1 1%	59 1%	18 3%ae	35 4%ae
SUMMARY CODES							
AGREE	3251 54%fg	2481 53%	604 68%ab	24 62%	2503 58%afg	244 44%	453 46%
DISAGREE	644 11%	522 11%	81 9%	4 10%	433 10%	64 12%	127 13%ae
Refused	30 0%	21 0%	-	-	17 0%	4 1%	2 0%
Don't know	497 8%ae	391 8%g	54 6%	1 2%	299 7%	70 13%ae	111 11%ae
Mean Score	0.590fg	0.556	0.791ab	0.720	0.647afg	0.405	0.434
Standard Deviation	0.912	0.905	0.824	0.856	0.894	0.889	0.849
Error Variance	*	*	0.001	0.025	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Agree strongly	(2) 730 12% ^{ce}	435 18% ^{ace}	231 8%	11 19% ^{ce}	50 7%
Tend to agree	(1) 2522 42% ^{ae}	1056 45% ^{ace}	1167 42% ^{ae}	30 34%	255 36%
Neither agree nor disagree	(0) 1565 26% ^b	506 21%	825 29% ^{ab}	16 28%	210 30% ^{ab}
Tend to disagree	(-1) 527 9%	191 8%	276 10%	4 7%	58 8%
Disagree strongly	(-2) 117 2%	37 2%	64 2%	4 7% ^{abce}	11 2%
SUMMARY CODES					
AGREE	3251 54% ^{ace}	1491 63% ^{ace}	1418 53% ^{ae}	32 53%	306 44%
DISAGREE	644 11%	228 10%	340 12% ^b	8 13%	67 10%
Refused	30 *	11 *	9 *	- *	3 *
Don't know	497 8% ^b	126 5%	250 9% ^b	4 7%	116 17% ^{abce}
Mean Score	0.590 ^{ce}	0.746 ^{ace}	0.482	0.569	0.477
Standard Deviation	0.912	0.923	0.890	1.117	0.855
Error Variance	*	*	*	0.024	0.031

Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Agree strongly	(2) 730 12%celm	208 23%ac	522 10%	499 15%ae	231 8%	257 20%agh	123 14%h	76 10%	32 16%h	222 25%aklm	251 15%alm	181 8%lm	75 6%
Tend to agree	(1) 2522 42%em	418 46%ac	2104 41%	1546 47%ae	975 36%	648 50%a	411 47%a	347 46%	92 46%	450 51%aklm	799 48%alm	876 40%lm	398 32%
Neither agree nor disagree	(0) 1565 26%bdgk	145 16%	1420 28%ib	716 22%	849 32%iad	243 19%	183 21%	188 24%j	40 20%	127 14%	370 22%j	656 30%ak	413 33%ak
Tend to disagree	(-1) 527 9%dj	60 7%	467 9%ib	271 8%	256 10%	85 7%	81 9%j	81 11%j	16 8%	54 6%	145 9%j	213 10%j	114 9%j
Disagree strongly	(-2) 117 2%	13 1%	104 2%	53 2%id	64 2%	19 1%	15 2%	15 2%	1 1%	14 2%	26 2%	45 2%	33 3%
SUMMARY CODES													
AGREE	3251 54%celm	625 69%ac	2626 52%	2045 62%ae	1206 45%	905 70%agh	534 62%ah	423 55%	124 62%a	671 78%aklm	1050 62%alm	1057 49%lm	473 38%
DISAGREE	644 11%bdj	73 8%	671 11%ib	324 10%	320 12%id	104 8%	96 11%j	96 12%j	18 9%	68 8%	171 10%	258 12%j	147 12%j
Refused	30 0%	5 1%	25 0%	12 0%	18 1%	8 1%	1 0%	1 0%	-	1 0%	6 0%	8 0%	15 1%akj
Don't know	497 8%bdgk	51 6%	446 9%ib	201 6%	296 11%iad	41 3%	53 6%j	62 8%j	17 9%j	16 2%	85 5%j	186 9%j	210 17%akj
Mean Score	0.590delm	0.886ac	0.536	0.703ae	0.443	0.831agh	0.670ah	0.550	0.749ah	0.937aklm	0.694alm	0.475lm	0.357
Standard Deviation	0.912	0.910	0.901	0.901	0.905	0.883	0.914	0.907	0.877	0.890	0.900	0.886	0.868
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.004	0.001	0.001	-	0.001



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/ TEND TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Agree strongly	(2) 730	245	335	326	77	151	52	205	494	519	437
		12%	24%a	21%a	17%a	28%ae	17%a	27%ag	12%	13%	12%
Tend to agree	(1) 2522	490	760	749	217	247	143	367	1764	1794	1529
		42%	49%a	48%a	48%a	46%	48%a	49%a	44%	45%a	44%
Neither agree nor disagree	(0) 1565	164	274	268	84	71	62	111	970	942	857
		26%bceehj	16%	17%	19%j	13%	21%h	15%	24%	23%	24%
Tend to disagree	(-1) 527	56	119	107	32	36	22	37	303	373	322
		9%bdh	6%	8%	7%	7%	7%	5%	9%	9%	9%
Disagree strongly	(-2) 117	11	25	25	4	9	-	11	79	80	74
		2%g	1%	2%	1%	2%	-	1%	2%	2%	2%
SUMMARY CODES											
AGREE	3251	736	1055	1075	284	398	190	572	2257	2313	1965
		54%	73%a	70%a	65%a	74%ae	66%a	76%ag	56%a	58%a	56%
DISAGREE	644	67	144	132	36	45	22	48	442	453	396
		11%bdh	7%	9%b	8%	8%	7%	6%	11%	11%	11%
Refused	30	5	5	4	3	4	2	3	11	11	10
		-	-	-	-	-	-	-	-	-	-
Don't know	497	36	53	46	33	18	15	22	320	300	275
		8%bcdhm	3%	3%	7%j	3%	5%	3%	8%	7%	8%
Mean Score	0.590	0.633acd	0.633a	0.644a	0.600a	0.622ae	0.603a	0.663ag	0.608	0.620	0.600
Standard Deviation	0.912	0.870	0.916	0.906	0.864	0.933	0.834	0.877	0.914	0.920	0.922

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/g/h - a/i/j/k



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.003	0.001	.	.



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers?
 - Changing tariff with your existing supplier is a good way to save money
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorksair e (o)	NA (p)
Unweighted Base	5956	599	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base	5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Agree strongly	(2) 730 12% _{bc}	58 10%	45 8%	68 12% _{cd}	40 13% _{cd}	62 11%	72 21% _{abbcde} 8% _{kmno}	80 16% _{abcf} m	15 10%	64 16% _{bdmn}	66 12% _{cd}	43 10%	27 9%	43 10%	44 14% _{cd}	1 5%
Tend to agree	(1) 2522 42% _{cdjo}	291 49% _{acdjm} no	251 44% _{djo}	184 34%	135 42% _{dj}	265 48% _{acdjno}	142 41%	220 45% _{djo}	59 41%	142 35%	236 44% _{djo}	180 44% _{djo}	122 41% _d	173 39%	109 35%	14 55%
Neither agree nor disagree	(0) 1565 26% _{fg}	142 24% _{fg}	149 26% _g	187 34% _{abcef} ghkno	74 23% _g	129 23% _g	58 17%	119 24% _g	45 31% _g	129 31% _{abefg} hkl	127 24% _g	99 24% _g	99 24% _g	123 28% _g	82 26% _g	4 15%
Tend to disagree	(-1) 527 9%	42 7%	71 13% _{abdggho}	37 7%	25 8%	57 10%	26 7%	38 8%	14 9%	38 9%	47 9%	41 10%	24 8%	41 9%	24 8%	2 7%
Disagree strongly	(-2) 117 2%	8 1%	6 1%	8 2%	7 2%	10 2%	5 2%	12 2%	8 6% _{abccdfg} km	9 2%	12 2%	3 1%	5 2%	10 2%	15 5% _{abccdfg} km	-
SUMMARY CODES																
AGREE	3251 54% _{dn}	350 59% _{acdjm} no	296 52%	252 46%	175 55% _d	327 59% _{acdjm} o	214 61% _{acdjm} no	300 61% _{acdjl} mno	74 52%	206 50%	302 57% _{dno}	223 54% _d	149 51%	216 49%	153 49%	15 60%
DISAGREE	644 11%	50 8%	77 14% _{bdg}	45 8%	32 10%	66 12%	31 9%	50 10%	22 15% _{bd}	47 11%	58 11%	44 10%	51 12%	29 7%	39 12%	2 7%
Refused	30 *	7 1% _{cdkl}	-	4 1%	-	-	5 1% _{acekl}	2 *	6 *	-	-	-	-	-	3 1% _{cdk}	2 7%
Don't know	497 8% _{hi}	42 7% _{hi}	44 8% _{hi}	58 11% _{fhijm}	36 11% _{bfhijm}	33 6%	40 12% _{abfhij} m	19 4%	3 2%	23 6%	46 9% _{hi}	47 11% _{bfhijm}	17 6%	50 11% _{abfhi} jm	36 11% _{bfhi} m	3 12%
Mean Score	0.590c	0.645cin	0.495	0.552	0.627	0.599	0.624abc dehijkl mno	0.677oim no	0.421	0.562	0.612	0.597	0.516	0.508	0.520	0.710
Standard Deviation	0.912	0.832	0.875	0.886	0.924	0.899	0.947	0.935	1.000	0.960	0.920	0.868	0.851	0.915	1.037	0.715
Error Variance	-	0.001	0.002	0.002	0.003	0.002	0.003	0.002	0.008	0.003	0.002	0.002	0.003	0.002	0.004	0.024

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.121 To what extent do you agree or disagree with the following statements about energy suppliers? - Summary Table
 Base: All who have gas and/or electricity supply and are responsible for it

	It's too hard to work out whether I would save or not if I switched	There are no real differences between suppliers in the prices they charge	Switching is a hassle that I've not got time for	I worry that if I switch things will go wrong	I don't think I'd be able to switch even if I wanted to	Some energy suppliers are more trustworthy than others	Changing tariff with your existing supplier is a good way to save money
Unweighted Base	5956	5956	5956	5956	5956	5956	5956
Weighted Base	5987	5987	5987	5987	5987	5987	5987
Agree strongly (2)	693	415	986	694	191	526	730
Tend to agree (1)	12%	7%	16%	12%	3%	9%	12%
Tend to disagree (-1)	1662	1719	1767	1476	523	1782	2522
Disagree strongly (-2)	29%	29%	30%	25%	9%	30%	42%
Neither agree nor disagree (0)	1158	1315	955	992	750	1970	1565
Tend to disagree (-1)	19%	22%	16%	17%	13%	33%	26%
Tend to disagree (-1)	1441	1455	1276	1558	1786	763	527
Disagree strongly (-2)	24%	24%	21%	26%	30%	13%	9%
Disagree strongly (-2)	773	616	616	1062	2505	372	117
	13%	10%	14%	18%	42%	6%	2%
SUMMARY CODES							
AGREE	2355	2134	2754	2170	713	2308	3251
	39%	36%	46%	36%	12%	39%	54%
DISAGREE	2213	2073	2093	2620	4291	1136	644
	37%	35%	35%	44%	72%	19%	11%
Refused	33	33	28	25	29	36	30
	1%	1%	*	*	*	1%	*
Don't know	228	432	157	179	204	536	497
	4%	7%	3%	3%	3%	9%	8%
Mean Score	0.011	-0.026	0.143	-0.142	-1.024	0.245	0.590
Standard Deviation	1.251	1.150	1.322	1.312	1.107	1.036	0.912
Error Variance	*	*	*	*	*	*	*

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1855	1228	1410
Tariff price	4728	4056	402	266	994	2557	1177	1155	1529	986	1092
	79%kg	80%cd	73%	79%	85%ag	82%ag	69%	79%ik	81%ik	80%ik	72%
Customer service	2008	1709	168	130	366	1067	575	512	629	376	491
	34%	34%	30%	37%	31%	34%	34%	35%j	33%	37%	35%j
The reputation of the supplier	678	555	67	57	115	350	213	194	208	136	139
	11%	11%	12%	16%ab	10%	11%	12%ae	13%ik	11%	11%	10%
A supplier I know	275	221	22	32	30	131	113	55	80	56	84
	5%e	4%	4%	9%abc	3%	4%e	7%aef	4%	4%	5%	6%ah
Having a greener tariff	261	225	23	13	61	143	56	91	95	41	34
	4%kg	4%	4%	4%	5%g	5%g	3%	6%ajk	5%jk	3%	2%
Having a fixed term tariff	256	226	19	12	63	141	52	60	86	60	49
	4%g	4%	3%	3%	5%g	5%g	3%	4%	5%	5%	4%
Having an online tariff	223	201	13	9	55	120	48	62	97	39	25
	4%k	4%	2%	2%	5%g	4%	3%	4%k	5%ajk	3%k	2%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	125	27	15	22	77	68	58	44	26	37
	3%	2%	6%ab	4%	2%	2%	4%aef	4%ajk	2%	2%	3%
Getting a smart meter \ in home display	126	109	15	2	37	74	15	30	39	26	31
	2%g	2%	3%	1%	3%ag	2%g	1%	2%	2%	2%	2%
Other incentives (e.g. Nectar points, wine)	95	85	9	1	26	58	11	34	21	19	21
	2%dg	2%cd	2%	1%	2%g	2%g	1%	2%u	1%	2%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	61	11	6	22	46	11	24	30	14	10
	1%kg	1%	2%	2%	2%g	1%g	1%	2%k	2%k	1%	1%
Reliability	71	54	6	11	5	36	31	30	23	11	8
	1%k	1%	1%	3%abc	1%	1%e	2%ae	2%ajk	1%k	1%	1%
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	34	10	2	6	29	11	9	19	11	7
	1%	1%	2%ab	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Clarity/simplicity of pricing/information (bill)	32	27	3	3	2	20	10	18	9	3	2
1%k		1%	1%	1%		1%	1%	1%ajk			
Payment options	22	20	2	-	9	9	4	6	6	4	6
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	13	3	2	-	5	13	4	6	2	6
			1%	1%			1%aed				
No problems/hassle free/easy	17	14	2	2	2	7	8	9	4	1	3
Getting the supply/permanent supply/don't get cut off	17	12	4	1	2	7	8	2	6	2	7
Honesty/trustworthy	14	14	1	-	-	-	6	4	6	1	3
Ease of contact/being able to speak to someone/not being left on hold	13	11	1	1	-	8	5	6	4	1	2
British company/UK based call centre/English speaking	12	9	1	1	3	4	5	2	7	1	2
Value/value for money	12	10	-	2	1	8	3	3	5	2	2
Convenience	11	11	-	-	2	8	1	6	-	3	1
Communication/keeping me informed	8	6	1	2	3	4	2	4	3	1	-
Company ethics	8	6	1	2	2	4	2	2	6	-	-
Ease/speed of switching	8	7	-	2	2	5	1	7	1	-	-
								1%ik			

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Saving money	8	5	1	1	1	7	-	3	3	1	1
Not my decision/not my choice (council/rented property etc)	8	8	-	-	1	3	4	3	2	1	2
Deal/good/better/best deal	8	4	2	1	2	2	3	2	4	-	2
Online availability	8	7	-	1	2	5	1	5	1	-	1
Accurate billing	7	5	2	-	-	5	2	3	2	2	1
Recommendation/word of mouth	6	6	-	-	3	2	1	2	1	2	2
Money (no detail)	5	5	-	-	1	4	-	2	1	3	-
Source of the energy	5	5	-	-	4	2	-	1	3	1	-
Pre-payment (meter)	5	4	1	1	1	4	1	-	-	-	5
Standing charge/no standing charge	5	4	-	1	-	3	2	-	1	2	2
Reliability of supply	5	4	1	-	2	2	1	3	1	-	1
Stable prices/long term deals	4	3	-	1	3	1	-	-	1	1	1
Safe/secure	3	1	2	-	-	3	1	3	-	-	1
Reliability of service	3	3	-	-	2	-	1	2	1	-	1
Regular/frequency of bills	3	1	2	-	-	2	1	3	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5072	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Efficiency	3	2	1	-	-	-	3	2	-	-	1
Regular/frequency of meter readings	3	3	-	-	-	2	1	2	-	-	1
Service (no detail)	3	2	1	-	-	2	1	2	-	1	-
Dual fuel (discount)	2	2	-	-	-	2	1	-	2	-	1
Cheap/cheaper/cheapest	2	2	-	-	-	1	2	-	-	1	1
Environmental/sources/awareness	2	2	-	-	-	2	-	2	-	-	-
Fairness	2	1	1	-	-	1	1	-	1	-	1
No exit fee	2	2	-	-	-	2	-	1	-	1	-
Someone else deals with this (partner/family etc)	1	1	-	-	-	-	1	-	1	-	-
Contract not tied into (long) contract	1	1	-	-	-	1	-	-	1	-	-
Discounts (for low incomes)	1	-	1	-	-	1	-	-	-	-	1
Freephone number/0800 number	1	1	-	-	1	-	-	-	-	1	-
Other	41	31	6	5	6	20	15	16	12	5	9
Refused	69	56	12	-	11	27	21	10	24	11	25
None/nothing	12	9	2	1	3	4	4	5	3	-	4

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	NATION				AGE			SOCIAL GRADE			
	England (b)	Scotland (c)	Wales (d)		16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Don't know	398	320	50	29	71	166	161	57	112	98	131
	7%h	6%	9%b	8%	6%	5%	9%aef	4%	6%h	8%hj	9%akj



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Tariff price	4728	1255	2875	462	136	683	4044	2899	1040	725
Customer service	2008	566	1186	198	57	309	1699	1251	396	332
The reputation of the supplier	678	177	409	72	20	123	555	453	129	86
A supplier I know	275	89	134	39	12	68	206	164	39	63
Having a greener tariff	261	59	181	15	6	30	230	180	55	24
Having a fixed term tariff	256	62	167	23	4	30	226	160	60	33
Having an online tariff	223	39	167	15	1	24	198	155	47	19
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	46	102	15	4	36	131	116	23	25
Getting a smart meter in home display	126	34	80	9	3	20	106	60	37	27
Other incentives (e.g. Nectar points, wine)	95	21	64	8	2	7	88	50	24	21
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	20	52	5	1	8	70	48	17	10
Reliability	71	16	53	2	-	15	56	59	4	7
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	12	31	2	1	12	35	32	8	6

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Clarity/simplicity (of pricing/information/bill)	32	5	24	3	-	4	28	28	2	2
	7%	-	7%	-	-	-	7%	1%	-	-
Payment options	22	11	11	-	1	5	17	11	8	2
	-	1%	-	-	-	7%	-	-	7%	-
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	13	3	1	1	8	10	12	1	4
	-	1%ac	-	-	-	1%ag	-	-	-	-
No problems/hassle free/easy	17	2	14	1	-	7	10	12	2	2
	-	-	-	-	-	1%ag	-	-	-	-
Getting the supply/permanent supply/don't get cut off	17	12	4	1	-	7	10	11	2	4
	-	1%ac	-	-	-	1%ag	-	-	-	-
Honesty/trustworthy	14	3	10	2	-	5	9	12	-	2
	-	-	-	-	-	1%g	-	-	-	-
Ease of contact/being able to speak to someone/not being left on hold	13	5	8	-	-	3	10	11	2	-
	-	-	-	-	-	-	-	-	-	-
British company/UK based call centre/English speaking	12	2	7	4	-	5	7	9	2	1
	-	-	-	1%b	-	1%ag	-	-	-	-
Value/value for money	12	3	9	-	-	3	9	9	1	2
	-	-	-	-	-	-	-	-	-	-
Convenience	11	1	8	2	-	2	9	10	-	1
	-	-	-	-	-	-	-	-	-	-
Communication/keeping me informed	8	3	6	-	-	3	6	5	3	-
	-	-	-	-	-	-	-	-	-	-
Company ethics	8	-	8	-	-	2	6	6	1	-
	-	-	1%b	-	-	-	-	-	-	-
Ease/speed of switching	8	-	8	-	2	-	8	8	-	-
	-	-	-	-	1%abd	-	-	-	-	-

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Saving money	8	-	8	-	-	-	8	6	1	1
Not my decision/not my choice (council/rented property etc)	8	4	4	-	-	2	5	5	2	1
Deal/good/better/best deal	8	3	5	-	-	2	6	4	2	1
Online availability	8	1	5	2	-	2	5	6	-	1
Accurate billing	7	1	5	-	-	-	7	5	-	1
Recommendation/word of mouth	6	2	3	2	-	-	6	4	1	1
Money (no detail)	5	1	4	-	-	2	3	2	3	-
Source of the energy	5	-	4	1	-	2	4	3	2	-
Pre-payment (meter)	5	2	2	1	1	3	2	1	2	2
Standing charge/no standing charge	5	2	2	1	-	3	2	4	-	1
Reliability of supply	5	1	4	-	-	1	3	4	-	1
Stable prices/long term deals	4	1	3	-	-	-	4	-	2	1
Safe/secure	3	1	3	-	-	-	3	3	-	-
Reliability of service	3	2	1	-	-	1	2	1	2	-
Regular/frequency of bills	3	-	3	-	-	-	3	3	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5967	1658	3493	642	194	949	5038	3690	1232	976
Efficiency	3	1	2	-	-	1	2	2	1	-
Regular/frequency of meter readings	3	-	2	1	-	1	2	3	-	-
Service (no detail)	3	-	2	-	1	-	3	3	-	-
Dual fuel (discount)	2	1	2	-	-	-	2	2	1	-
Cheap/cheaper/cheapest	2	1	1	-	-	1	2	1	-	1
Environmental/sources/aw areness	2	-	2	-	-	1	1	2	-	-
Fairness	2	-	2	-	-	1	1	1	1	-
No exit fee	2	1	-	1	-	-	2	1	1	-
Someone else deals with this (partner/family etc)	1	-	1	-	-	-	1	-	1	-
Contract not tied into (long) contract	1	-	1	-	-	-	1	1	-	-
Discounts (for low incomes)	1	1	-	-	-	1	-	1	-	-
Freephone number/0800 number	1	1	-	-	-	-	-	-	1	-
Other	41	10	23	7	1	6	35	29	4	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Refused	69	13	18	36	2	7	62	31	15	20
	1% ^c	1%	1%	6% ^{abce}	1%	1%	1%	1%	1%	2% ^{ah}
None/nothing	12	3	7	1	1	1	10	6	3	3
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Don't know	398	141	169	56	31	72	327	228	73	88
	7% ^c	9% ^{ac}	5%	9% ^c	16% ^{abcd}	8%	8%	6%	6%	9% ^{ahj}

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	3939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Tariff price	4728	3710	459	541	530	4197	4722	4192	585	3741	365
	79% <i>de</i>	84% <i>acd</i>	76% <i>d</i>	62%	74%	80% <i>e</i>	79% <i>e</i>	80% <i>e</i>	82% <i>ik</i>	80% <i>k</i>	70%
Customer service	2008	1487	230	292	242	1766	2006	1764	246	1617	132
	34% <i>k</i>	33%	38% <i>abd</i>	32%	34%	34%	34%	34%	34% <i>ik</i>	35% <i>k</i>	25%
The reputation of the supplier	678	506	63	107	106	572	677	571	80	554	42
	11% <i>k</i>	11%	10%	12%	15% <i>afgh</i>	11%	11%	11%	11%	12% <i>k</i>	8%
A supplier I know	275	177	27	70	31	244	275	244	24	237	13
	5% <i>k</i>	4%	4%	6% <i>abcd</i>	4%	5%	5%	5%	3%	5% <i>k</i>	3%
Having a greener tariff	261	223	18	19	23	238	261	238	31	209	21
	4% <i>d</i>	5% <i>cd</i>	3%	2%	3%	5%	4%	5%	4%	4%	4%
Having a fixed term tariff	256	216	19	21	32	224	256	224	32	197	25
	4% <i>d</i>	5% <i>cd</i>	3%	2%	5%	4%	4%	4%	4%	4%	5%
Having an online tariff	223	205	13	4	40	182	222	181	33	181	8
	4% <i>cdk</i>	5% <i>acd</i>	2% <i>d</i>	*	6% <i>afgh</i>	3%	4%	3%	5% <i>k</i>	4% <i>k</i>	2%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	115	23	29	20	147	165	146	25	133	8
	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	2%
Getting a smart meter \ in home display	126	107	12	7	19	107	126	107	19	91	14
	2% <i>d</i>	2% <i>d</i>	2%	1%	3%	2%	2%	2%	3%	2%	3%
Other incentives (e.g. Nectar points, wine)	95	77	13	4	9	86	95	86	10	77	8
	2% <i>d</i>	2% <i>d</i>	2% <i>d</i>	1%	1%	2%	2%	2%	1%	2%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	65	6	7	16	62	78	62	13	57	6
	1%	1%	1%	1%	2% <i>fh</i>	1%	1%	1%	2%	1%	1%
Reliability	71	57	7	7	11	61	71	61	9	59	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	48	39	1	6	6	40	46	40	4	39	4
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Clarity/simplicity (of pricing/information/bill)	32	25	4	3	4	28	32	28	5	26	2
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*
Payment options	22	18	*	3	1	21	22	21	2	19	1
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	6	3	9	2	16	17	15	4	10	2
	*	*	1%ab	*	*	*	*	*	1%	*	*
No problems/hassle free/easy	17	11	2	5	4	14	17	14	1	15	1
	*	*	*	1%	1%	*	*	*	*	*	*
Getting the supply/permanent supply/don't get cut off	17	7	3	7	5	13	17	13	1	12	3
	*	*	1%	1%ab	1%	*	*	*	*	*	*
Honesty/trustworthy	14	11	*	4	1	14	14	14	5	9	*
	*	*	*	*	*	*	*	*	1%j	*	*
Ease of contact/being able to speak to someone/not being left on hold	13	8	4	1	2	11	13	11	2	11	*
	*	*	1%abd	*	*	*	*	*	*	*	*
British company/UK based call centre/English speaking	12	12	*	*	2	10	12	10	4	7	*
	*	*	*	*	*	*	*	*	1%j	*	*
Value/value for money	12	11	1	1	*	12	12	12	2	10	1
	*	*	*	*	*	*	*	*	*	*	*
Convenience	11	9	*	1	2	*	11	9	1	6	3
	*	*	*	*	*	*	*	*	*	*	1%aj
Communication/keeping me informed	8	8	*	1	*	8	8	8	2	6	1
	*	*	*	*	*	*	*	*	*	*	*
Company ethics	8	8	*	*	*	8	8	8	*	8	*
	*	*	*	*	*	*	*	*	*	*	*
Ease/speed of switching	8	7	2	*	1	7	8	7	3	4	2
	*	*	*	*	*	*	*	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses internet frequently (b)	Uses internet infrequently (c)	Does not use internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Saving money	8	6	2	-	-	8	8	8	1	4	3
Not my decision/not my choice (council/rented property etc)	8	4	2	-	5	3	8	3	-	6	2
Deal/good/better/best deal	8	5	2	1	2	6	8	6	2	6	-
Online availability	8	6	-	1	1	6	8	6	1	6	-
Accurate billing	7	6	-	1	3	4	7	4	2	4	-
Recommendation/word of mouth	6	6	-	-	2	5	6	5	-	5	1
Money (no detail)	5	5	-	-	-	5	4	4	2	2	-
Source of the energy	5	5	-	-	-	5	5	5	-	4	1
Pre-payment (meter)	5	4	1	-	-	5	5	5	-	5	1
Standing charge/no standing charge	5	3	-	2	1	4	5	4	-	5	-
Reliability of supply	5	4	-	1	-	5	5	5	-	5	-
Stable prices/long term deals	4	3	1	-	1	2	4	2	1	2	-
Safe/secure	3	2	1	1	-	3	3	3	-	1	3
Reliability of service	3	2	-	1	2	1	3	1	1	2	-
Regular/frequency of bills	3	3	-	-	2	1	3	1	2	1	-



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TYPE OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Efficiency	3	2	1	-	1	2	3	2	-	3	-
Regular/frequency of meter readings	3	3	-	-	2	1	3	1	-	3	-
Service (no detail)	3	2	1	-	-	3	3	3	-	-	3
Dual fuel (discount)	2	2	-	1	-	2	2	2	-	2	-
Cheap/cheaper/cheapest	2	2	-	1	-	2	2	2	-	1	1
Environmental/sources/law areness	2	2	-	-	-	2	2	2	-	2	1
Fairness	2	2	-	-	-	2	2	2	1	1	-
No exit fee	2	2	-	-	-	2	2	2	-	2	-
Someone else deals with this (partner/family etc)	1	-	-	1	-	1	1	1	-	1	-
Contract not tied into (long) contract	1	1	-	-	-	1	1	1	-	1	-
Discounts (for low incomes)	1	1	-	-	-	1	1	1	-	1	-
Freephone number/0800 number	1	1	-	-	-	1	1	1	-	1	-
Other	41	27	6	8	8	33	41	33	8	27	5
Refused	69	28	3	14	7	62	68	61	8	35	13
None/nothing	12	7	2	3	1	11	12	11	1	8	3

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	969	717	5270	5970	5254	716	4681	523
Don't know	398	206	48	118	65	334	386	331	39	277	76
	7%ab	5%	8%ab	14%abcd	9%efgh	6%	7%	6%	5%	6%	10%klj



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1067
Weighted Base	5967	4696	919	30*	4351	549	961
Tariff price	4728	3653	805	35	3515	385	752
Customer service	2008	1590	330	11	1485	181	300
The reputation of the supplier	678	567	89	3	518	70	87
A supplier I know	275	243	19	-	170	45	53
Having a greener tariff	261	162	84	1	225	20	20
Having a fixed term tariff	256	208	37	1	200	16	40
Having an online tariff	223	169	41	4	190	12	14
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	155	5	1	119	26	27
Getting a smart meter in home display	126	86	33	1	75	5	47
Other incentives (e.g. Nectar points, wine)	95	76	15	1	65	10	19
Home energy related incentives (e.g. boiler maintenance, home insulation)	79	65	9	-	58	4	15
Reliability	71	55	11	3	58	8	5

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46 1%	24 7%	21 2% ^{ab}	1 2%	35 7%	4 1%	9 7%
Clarity/simplicity of pricing information (bill)	32 1% ^g	26 7%	6 7%	-	31 1% ^g	1 -	-
Payment options	22 -	18 -	2 -	-	15 -	4 1%	6 1%
I am not changing/have never changed/happy with present company/have supplier that I have always had	18 -	17 -	-	-	14 -	2 -	1 -
No problems/hassle free/easy	17 -	15 -	2 -	1 2% ^{abc}	16 -	1 -	-
Getting the supply/permanent supply/don't get cut off	17 -	15 -	2 -	-	10 -	3 1%	2 -
Honesty/trustworthy	14 -	9 -	4 -	-	13 -	1 -	2 -
Ease of contact/being able to speak to someone/not being left on hold	13 -	11 -	1 -	-	11 -	2 -	-
British company/UK based call centre/English speaking	12 -	7 -	4 -	-	9 -	3 1%	2 -
Value/value for money	12 -	10 -	1 -	-	10 -	-	1 -
Convenience	11 -	9 -	2 -	-	8 -	-	3 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Communication/keeping me informed	8	4	2	-	7	-	3
Company ethics	8	-	8	-	6	1	-
Ease/speed of switching	8	5	2	-	7	2	-
Saving money	8	4	3	-	4	-	4
Not my decision/not my choice (council/rented property etc)	8	3	-	-	4	4	-
Deal/good/better/best deal	8	6	2	-	6	-	1
Online availability	8	7	1	-	7	-	1
Accurate billing	7	6	-	-	7	-	-
Recommendation/word of mouth	6	4	1	-	3	2	1
Money (no detail)	5	4	-	-	3	1	1
Source of the energy	5	2	4	-	4	1	2
Pre-payment (meter)	5	3	1	-	-	-	5
Standing charge/no standing charge	5	2	3	-	3	1	-
Reliability of supply	5	5	-	-	4	-	1

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Stable prices/long term deals	4	4	-	-	3	-	1
Safe/secure	3	3	-	-	3	3	-
Reliability of service	3	1	2	-	3	-	-
Regular/frequency of bills	3	3	-	-	3	-	-
Efficiency	3	3	-	-	2	-	1
Regular/frequency of meter readings	3	-	2	-	2	-	-
Service (no detail)	3	1	-	-	3	-	-
Dual fuel (discount)	2	2	-	-	2	1	-
Cheap/cheaper/cheapest	2	2	-	-	2	-	1
Environmental/sources/awareness	2	2	-	-	2	-	-
Fairness	2	1	1	-	1	-	-
No exit fee	2	2	-	-	2	-	-
Someone else deals with this (partner/family etc)	1	1	-	-	1	-	-
Contract not tied into (long) contract	1	-	1	-	1	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Discounts (for low incomes)	1	1	-	-	1	-	-
Freephone number/0800 number	1	-	1	-	1	-	-
Other	41	34	7	-	25	7	8
Refused	69	53	5	-	43	7	11
None/nothing	12	9	-	-	8	1	3
Don't know	398	333	23	1	247	54	85
	7% ^c	7% ^c	3% ^c	3% ^c	6% ^c	10% ^c ^{ae}	9% ^c ^{ae}

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
Tariff price	4728	2004	2149	40	522
	79% ^{cde}	85% ^{aacd}	76%	67%	74%
Customer service	2008	827	965	19	193
	34% ^{de}	35% ^{de}	34% ^{de}	32%	27%
The reputation of the supplier	678	265	326	11	75
	11%	11%	11%	18%	11%
A supplier I know	275	87	150	3	34
	5%	4%	5% ^b	5%	5%
Having a greener tariff	251	94	130	3	33
	4%	4%	5%	5%	5%
Having a fixed term tariff	256	157	73	3	21
	4% ^c	7% ^{ac}	3%	5%	3%
Having an online tariff	223	116	97	-	9
	4% ^e	5% ^{ac}	3% ^e	-	1%
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	66	78	4	19
	3%	3%	3%	6%	3%
Getting a smart meter \ in home display	126	37	78	2	9
	2%	2%	3% ^{be}	4%	1%
Other incentives (e.g. Nectar points, wine)	95	36	51	1	7
	2%	2%	2%	1%	1%
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	29	42	2	8
	1%	1%	1%	3%	1%
Reliability	71	29	37	1	4
	1%	1%	1%	2%	1%

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59	701
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46 1%	16 1%	23 1%	-	8 1%
Clarity/simplicity of pricing information (bill)	32 7%	11	18 1%	1 2%	2
Payment options	22	7	12	1 2%abce	2
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	4	10	1 2%ab	3
No problems/hassle free/easy	17	8	6	1 2%c	2
Getting the supply/permanent supply/don't get cut off	17	3	10	-	4 1%b
Honesty/trustworthy	14	6	8	1 2%abce	-
Ease of contact/being able to speak to someone/not being left on hold	13	8	4	-	2
British company/UK based call centre/English speaking	12	5	6	1 2%abce	-
Value/value for money	12	7	4	-	1
Convenience	11	1	7	-	3

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Communication/keeping me informed	8	3	4	-	1
Company ethics	8	1	6	-	1
Ease/speed of switching	8	5	2	-	1
Saving money	8	1	5	-	2
Not my decision/not my choice (council/rented property etc)	8	-	6	-	2
Deal/good/better/best deal	8	2	6	-	-
Online availability	8	4	3	-	1
Accurate billing	7	4	2	-	1
Recommendation/word of mouth	6	3	3	-	-
Money (no detail)	5	3	3	-	-
Source of the energy	5	-	5	-	-
Pre-payment (meter)	5	1	3	-	1
Standing charge/no standing charge	5	1	3	-	1
Reliability of supply	5	2	2	-	-

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Stable prices/long term deals	4	1	2	-	-
Safe/secure	3	1	3	-	-
Reliability of service	3	2	1	-	-
Regular/frequency of bills	3	3	-	-	-
Efficiency	3	-	1	-	2 *sbc
Regular/frequency of meter readings	3	2	1	-	-
Service (no detail)	3	1	-	-	2 *c
Dual fuel (discount)	2	2	-	-	1
Cheap/cheaper/cheapest	2	1	1	-	1
Environmental/sources/aw areness	2	1	-	-	1 *c
Fairness	2	-	1	-	1
No exit fee	2	2	-	-	-
Someone else deals with this (partner/family etc)	1	1	-	-	-
Contract not tied into (long) contract	1	1	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Discounts (for low incomes)	1	-	-	-	1
Freephone number/0800 number	1	-	1	-	-
Other	41	12	21	1	7
Refused	1%	1%	1%	2%	1%
None/nothing	69	21	34	1	6
Don't know	1%	1%	1%	2%	1%
	12	1	4	-	6
	-	-	-	-	1%abc
	398	106	207	2	81
	7%b	5%	7%b	4%	12%abc

Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Tariff price	4728	825	3902	2835	1860	1202	731	624	174	818	1437	1853	820
Customer service	2008	301	1707	1130	878	463	304	264	69	334	577	735	362
The reputation of the supplier	678	69	609	369	309	123	116	98	23	91	195	275	117
A supplier I know	275	14	261	113	162	25	28	47	5	21	53	122	80
Having a greener tariff	261	49	211	172	89	80	46	19	18	43	75	104	39
Having a fixed term tariff	256	49	207	148	108	60	40	31	12	61	76	72	46
Having an online tariff	223	45	177	151	72	94	32	19	5	63	71	69	19
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	16	151	82	65	26	19	31	1	24	50	66	26
Getting a smart meter \ in home display	126	19	107	66	61	20	18	24	2	19	35	49	23
Other incentives (e.g. Nectar points, wine)	95	13	82	51	44	21	10	15	2	13	33	24	25
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	12	67	43	35	19	13	7	1	13	24	32	9
Reliability	71	10	61	44	28	15	10	11	6	14	24	29	4

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	48	4	43	37	10	11	13	5	7	4	23	14	6
Clarity/simplicity (of pricing/information/bill)	32	6	26	20	13	6	7	2	5	9	13	9	1
Payment options	22	3	19	12	10	4	5	3	-	2	10	6	4
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	-	18	2	16	-	-	1	1	-	1	8	8
No problems/hassle free/easy	17	1	16	11	6	3	4	2	1	3	5	8	2
Getting the supply/permanent supply/don't get cut off	17	1	16	11	6	1	-	7	1	-	4	8	5
Honesty/trustworthy	14	3	12	9	5	-	4	3	-	2	10	3	-
Ease of contact/being able to speak to someone/not being left on hold	13	2	11	11	3	2	5	3	-	3	4	2	3
British company/UK based call centre/English speaking	12	-	12	7	5	2	1	3	-	3	6	3	-
Value/value for money	12	-	12	9	3	-	6	3	-	2	6	3	1
Convenience	11	1	10	5	6	-	2	2	1	1	1	7	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Communication/keeping me informed	8	2	7	4	5	-	3	-	-	-	4	4	1
Company ethics	8	2	6	7	1	3	4	-	-	2	4	3	-
Ease/speed of switching	8	2	7	6	2	3	2	-	1	-	3	5	-
Saving money	8	3	5	5	3	3	1	-	-	2	1	2	3
Not my decision/not my choice (Council/rented property etc)	8	1	7	2	6	-	-	1	1	-	1	-	7
Deal/good/better/best deal	8	-	8	6	2	-	2	-	3	-	6	1	-
Online availability	8	1	6	5	3	3	1	-	-	2	4	1	1
Accurate billing	7	-	7	5	2	3	4	-	-	4	1	1	-
Recommendation/word of mouth	6	-	6	3	4	-	-	2	-	1	1	4	1
Money (no detail)	5	-	5	4	1	2	-	2	-	-	2	4	-
Source of the energy	5	-	5	5	-	-	5	-	-	-	4	1	-
Pre-payment (meter)	5	1	4	3	2	-	1	2	-	1	-	2	2
Standing charge/no standing charge	5	-	5	5	-	2	1	1	-	1	1	1	2
Reliability of supply	5	-	5	3	2	-	-	1	2	-	2	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Stable prices/long term deals	4	-	4	1	2	-	-	-	1	-	1	1	1
Safe/secure	3	-	3	3	1	-	3	-	-	-	-	3	-
Reliability of service	3	-	3	1	2	-	-	1	-	1	-	2	-
Regular/frequency of bills	3	2	1	2	1	-	2	-	-	3	-	-	-
Efficiency	3	-	3	2	1	-	1	1	-	-	-	3	-
Regular/frequency of meter readings	3	-	3	3	-	1	2	-	-	1	2	-	-
Service (no detail)	3	-	3	-	3	-	-	-	-	-	-	1	2
Dual fuel (discount)	2	-	2	2	1	2	-	-	-	-	2	-	1
Cheap/cheaper/cheapest	2	1	2	2	1	2	-	-	-	-	-	-	2
Environmental/sources/awareness	2	-	2	2	-	-	-	1	-	-	1	1	-
Fairness	2	-	2	2	-	-	1	1	-	-	1	1	-
No exit fee	2	1	1	2	-	1	1	-	-	2	-	-	-
Someone else deals with this (partner/family etc)	1	-	1	-	1	-	-	-	-	-	-	1	-
Contract not tied into (long) contract	1	-	1	-	1	-	-	-	-	1	-	-	-
Discounts (for low incomes)	1	-	1	1	-	-	-	1	-	-	-	1	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Freephone number/0800 number	1	1	-	1	-	-	1	-	-	1	-	-	-
Other	41	8	33	23	19	6	7	6	1	7	16	13	6
Refused	69	7	63	24	45	11	2	7	-	2	12	23	33
None/nothing	12	1	10	5	7	-	-	1	3	-	3	7	3
Don't know	358	18	340	102	236	16	35	26	6	11	54	138	155
		2%	7%b	3%	11%ad	1%	4%f	4%f	3%	1%	3%k	6%k	10%akl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Tariff price	4728	895	1425	1382	403	501	250	685	3143	3184	2751
Customer service	2008	341	544	539	139	189	91	265	1431	1420	1264
The reputation of the supplier	678	102	177	158	36	40	35	71	514	502	447
A supplier I know	275	27	35	31	10	7	11	17	212	204	182
Having a greener tariff	261	41	69	64	28	32	13	30	171	167	145
Having a fixed term tariff	256	61	99	90	18	34	17	47	162	161	133
Having an online tariff	223	71	75	87	15	32	15	60	158	163	147
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167	37	45	41	8	10	11	27	132	132	109
Getting a smart meter \ in home display	126	17	28	31	13	5	6	11	71	70	64
Other incentives (e.g. Nectar points, wine)	95	13	29	26	9	8	5	8	54	56	45
	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4066	3586
Weighted Base	5967	1007	1572	1506	450	536	296	756	4001	4020	3504
Home energy related incentives (e.g. boiler maintenance, home insulation)	78	9	26	21	5	10	4	5	51	47	34
Reliability	71	15	23	21	-	10	6	9	44	54	34
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF)	46	3	10	13	2	3	-	3	26	30	22
Clarity/simplicity (of pricing/information/bill)	32	6	8	12	5	1	-	6	22	19	19
Payment options	22	2	4	6	2	1	-	2	10	14	11
I am not changing/have never changed/happy with present company/have supplier that I have always had	18	1	1	1	-	-	-	1	14	13	11
No problems/hassle free/easy	17	4	2	3	1	-	2	2	11	11	10

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3586
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
Getting the supply/permanent supply/don't get cut off	17	-	1	2	-	1	-	-	13	15	12
Honesty/trustworthy	14	4	5	6	1	2	1	3	8	9	5
Ease of contact/being able to speak to someone/not being left on hold	13	2	6	6	-	2	-	2	12	10	9
British company/UK based call centre/English speaking	12	5	3	5	-	-	-	5	10	11	7
Value/value for money	12	5	4	4	-	-	3	2	8	9	5
Convenience	11	1	3	3	1	-	1%a	1	5	5	7
Communication/keeping me informed	8	-	2	2	-	2	-	-	1	2	2
Company ethics	8	1	2	3	1	1	-	1	6	7	5
Ease/speed of switching	8	-	3	1	-	2	-	-	1	2	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4066	3586
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
Saving money	8	2	4	3	-	3	-	2	3	3	2
Not my decision/not my choice (council/rented property etc)	8	-	-	-	1	-	-	-	2	1	2
Deal/good/better/best deal	8	2	3	3	-	-	-	2	5	4	5
Online availability	8	3	2	4	1	1	1	2	3	5	5
Accurate billing	7	5	1	3	-	-	4	3	2	2	1
Recommendation/word of mouth	6	1 ^{1%ac}	1	1	-	-	1 ^{1%a}	1 ^{1%a}	5	5	4
Money (no detail)	5	-	-	-	-	-	-	-	3	4	3
Source of the energy	5	-	-	-	-	-	-	-	5	4	4
Pre-payment (meter)	5	1	1	1	1	1	-	1	3	3	2
Standing charge/no standing charge	5	1	2	1	-	-	1	-	2	3	2

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3586
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
Reliability of supply	5	1	1	-	-	-	1	-	3	3	1
Stable prices/long term deals	4	-	-	-	-	-	-	-	1	1	3
Safe/secure	3	-	-	-	-	-	-	-	2	1	-
Reliability of service	3	1	-	-	-	-	1	-	1	1	1
Regular/frequency of bills	3	1	3	3	-	2	1	-	-	3	-
Efficiency	3	-	-	-	-	-	-	-	2	3	1
Regular/frequency of meter readings	3	2	2	2	-	-	1	1	1	2	1
Service (no detail)	3	-	-	-	-	-	-	-	1	1	1
Dual fuel (discount)	2	-	-	-	-	-	-	-	1	1	1
Cheap/cheaper/cheapest	2	-	1	-	-	1	-	-	1	1	1
Environmental/sources/awareness	2	-	1	1	-	-	-	-	1	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	296	694	4027	4026	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Fairness	2	-	2	2	-	-	-	1	1	1
No exit fee	2	2	2	2	-	1	2	1	1	-
Someone else deals with this (partner/family etc)	1	-	-	-	-	-	-	1	1	1
Contract not tied into (long) contract	1	1	1	1	-	-	1	1	1	1
Discounts (for low incomes)	1	-	-	-	-	-	-	1	1	1
Freephone number/0800 number	1	1	1	1	1	1	1	-	-	-
Other	41	10	13	11	3	5	7	26	30	20
Refused	7%	7%	7%	7%	1%	7%	7%	7%	7%	7%
	69	5	6	9	3	5	4	38	38	33
	1%	7%	1%	1%	1%	1%	7%	7%	7%	1%
None/nothing	12	1	1	-	1	-	-	10	10	10
Don't know	398	23	30	29	12	9	16	254	235	223
	7%	2%	2%	2%	3%	3%	2%	6%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5967	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26**
Tariff price	4728 79%e	469 80%e	474 84%adeqj	427 78%e	228 72%	455 82%eijmn	272 78%	391 80%e	102 72%	299 73%	449 84%adeqj	344 83%eijmn	222 76%	331 75%	246 79%e	19 74%
Customer service	2008 34%e	197 33%j	214 38%ehjkn	238 44%abehjkn	85 27%	209 38%ehjkn	122 35%e	143 29%	58 41%ehjkn	106 26%	160 30%	126 31%	104 35%e	134 30%	102 33%	9 36%
The reputation of the supplier	678 11%h	66 11%h	49 9%	73 13%ogh	42 13%och	73 13%ogh	30 9%	35 7%	22 16%ogh	44 11%	60 11%h	46 12%h	49 17%aboghn	50 11%h	35 11%	2 6%
A supplier I know	275 5%h	34 6%h	22 4%	28 5%h	28 9%adchklol	27 5%h	19 5%h	11 2%	7 5%	15 4%	17 3%	18 4%	17 6%h	22 5%h	11 4%	-
Having a greener tariff	261 4%c	33 6%ucto	11 2%	34 6%ucto	10 3%	16 3%	11 3%	19 4%	7 5%	16 4%	38 7%acefghj	18 4%c	11 4%	27 6%ucto	7 2%	2 7%
Having a fixed term tariff	256 4%jo	32 5%ejo	21 4%	32 6%ejo	8 2%	26 5%jo	10 3%	20 4%	11 7%eajo	8 2%	21 4%	22 5%jo	9 3%	32 7%aceghj	5 2%	-
Having an online tariff	223 4%jn	14 2%	58 10%abdefghjklmno	28 5%bhjn	10 3%	18 3%	10 3%	10 2%	8 5%ijn	5 1%	21 4%jn	14 4%	4 1%	16 4%j	7 2%	-
Preference for Large Six Supplier (British Gas, Scottish Power, SSE, Eon, Npower, EDF)	167 3%	18 3%	12 2%	15 3%	9 5%adfm	12 2%	10 3%	8 2%	6 8%cfhm	18 4%hm	13 2%	13 3%	3 1%	12 3%	9 3%	1 4%
Getting a smart meter in home display	126 2%	18 3%hmo	10 2%	22 4%aghlmo	6 2%	11 2%	3 1%	4 1%	3 2%	11 3%hm	13 2%hm	5 1%	1 1%	16 4%aghlmo	2 1%	-
Other incentives (e.g. Nectar points, wine)	95 2%g	10 2%g	3 1%	16 3%aceghj	1 *	17 3%aceghj	-	4 1%	4 4%aceghj	3 1%	16 3%aceghj	7 2%g	3 1%	4 1%	3 1%	-
Home energy related incentives (e.g. boiler maintenance, home insulation)	78 1%g	8 1%g	5 1%	11 2%g	2 *	11 2%g	-	3 1%	2 1%	10 2%gh	8 1%g	3 1%	6 2%g	8 2%g	2 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*	
Reliability 71	4	2	5	4	11	-	6	1	5	7	9	11	7	-	-	
7%	7%	*	7%	7%	2%lco	-	1%g	7%	7%	1%g	2%lco	4%labodeg	2%lco	-	-	
Preference to avoid Large Six Supplier (British Gas, Scottish Power, SSE, Eon, NPower, EDF) 46	3	2	3	-	5	-	5	1	9	8	5	2	2	2	1	
7%	*	*	*	-	7%	-	7%	7%	2%labodeg	1%eg	1%g	7%	*	7%	3%	
Clarity/simplicity of pricing/information/bill 32	1	6	-	-	8	1	2	-	3	8	-	3	1	-	-	
7%	*	1%dl	-	-	2%abdeln	*	*	-	7%	1%abdelo	-	1%dl	*	-	-	
Payment options 22	2	2	-	-	4	1	2	-	2	5	2	-	*	4	-	
-	*	*	-	-	7%	*	*	-	*	1%dl	-	-	*	1%ad	-	
I am not changing/have never changed/happy with present company/have supplier that I have always had 18	2	2	1	1	1	1	-	2	1	1	1	2	2	2	-	
*	*	*	*	*	*	*	-	1%h	*	*	*	7%	*	7%	-	
No problems/hassle free/easy 17	-	1	-	1	3	-	1	1	1	*	6	1	3	-	-	
*	-	*	-	*	7%	-	*	1%b	*	*	1%abodjk	*	7%	-	-	
Getting the supply/permanent supply/don't get cut off 17	1	2	1	4	4	1	-	1	4	1	-	-	-	-	-	
*	*	*	*	1%ahin	7%	*	-	7%	7%	*	-	-	-	-	-	
Honesty/trustworthy 14	3	2	-	2	2	-	*	-	1	-	1	1	3	-	-	
*	*	*	-	7%	*	-	*	-	*	-	*	*	7%	-	-	
Ease of contact/being able to speak to someone/not being left on hold 13	3	1	-	2	-	-	1	-	1	1	1	1	2	1	-	
*	7%	*	-	*	-	-	*	-	*	*	*	*	7%	*	-	
British company/UK based call centre/English speaking 12	-	4	1	1	-	-	1	1	-	1	1	*	1	-	-	
*	-	1%a	*	*	-	-	*	1%b	-	*	*	*	*	-	-	
Value/value for money 12	-	5	-	1	1	-	1	-	-	1	-	3	-	-	-	
*	-	1%abd	-	*	*	-	*	-	-	*	-	1%abdfj	-	-	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PPS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Convenience	11	-	4	3	-	2	-	-	-	-	1	1	-	-	-	-
Communication/keeping me informed	8	2	1%a	1%	-	-	-	-	1	-	3	-	2	-	-	-
Company ethics	8	-	-	-	-	1	2	1	-	1	-	1	2	-	-	-
Ease/speed of switching	8	2	-	-	2	-	-	-	-	-	1	-	2	1	1	-
Saving money	8	3	1%a	1	-	1	-	-	-	1	-	-	1	-	-	-
Not my decision/not my choice (bounced/rented property etc)	8	-	-	1	-	-	1	-	-	-	2	-	-	4	1%abch	-
Deal/good/better/best deal	8	1	-	-	3	1	-	-	-	2	-	-	-	-	-	-
Online availability	8	-	2	1	-	1	-	-	-	-	-	2	1	-	1	-
Accurate billing	7	-	3	-	1	-	1	-	-	2	-	-	-	-	-	-
Recommendation/word of mouth	6	-	-	-	-	2	-	2	-	-	-	1	-	-	-	2
Money (no detail)	5	2	-	-	-	3	-	-	-	-	-	-	-	-	-	1%
Source of the energy	5	-	-	2	-	1%a	-	-	-	-	1	-	-	-	-	-
Pre-payment (meter)	5	1	1	-	1	1	-	-	1	-	1	-	-	-	-	-
Standing charge/no standing charge	5	-	1	-	1	1	-	-	-	-	-	2	-	-	-	1%
Reliability of supply	5	1	-	-	-	-	-	-	-	1	-	-	-	3	-	1%a

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PPS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	556	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Stable prices/long term deals	4	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-
Safe/secure	3	-	1	-	-	-	-	-	-	2	1	-	-	-	-	-
Reliability of service	3	-	-	-	-	-	1	-	-	-	1	-	2	1a	-	-
Regular/frequency of bills	3	-	-	-	-	-	-	-	-	2	-	-	-	1	-	-
Efficiency	3	-	-	-	-	1	-	-	1	1a	-	1	-	-	-	-
Regular/frequency of meter readings	3	-	-	-	-	1	1	-	-	-	-	-	-	1	-	-
Service (no detail)	3	2	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Dual fuel (discount)	2	-	2	-	-	1	-	-	-	1a	-	-	-	-	-	-
Cheap/cheaper/cheapest	2	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-
Environmental/sources/awareness	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
Fairness	2	-	-	-	-	1	-	-	-	1	-	-	-	1a	-	-
No exit fee	2	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
Someone else deals with this (partner/family etc)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Contract not tied into (long) contract	1	-	-	-	-	-	-	-	-	-	-	-	1	1a	-	-
Discounts (for low incomes)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.122 What factors matter most to you when choosing your energy supplier or tariff?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Freephone number/0800 number	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	41	2	5	3	4	3	1	3	4	5	1	3	4	3	-
	1%	*	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%	-
Refused	69	16	2	10	1	8	6	1	11	1	-	4	3	5	2
	11%	3%acefkl	*	2%cdkl	*	2%cdkl	1%fl	1%	3%acefkl	*	-	1%fl	1%	2%cdkl	7%
		n							n						
None/nothing	12	-	1	1	1	2	1	-	2	-	-	1	1	*	-
	*	-	*	*	*	*	*	-	1%abhj	-	-	*	*	*	-
Don't know	398	31	19	41	25	23	29	45	8	40	25	19	25	37	28
	7%cd	5%	3%	7%cd	8%cd	4%	8%cdkl	9%abckdl	6%	10%abckdl	5%	5%	8%cdkl	8%cdkl	8%cdkl

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2337	1984	206	147	654	958	725	332	584	468	953
Weighted Base	2276	1934	205	137	642	1066	568	413	705	507	650
Very confident	(2) 223 10%	176 9%	20 10%	27 19%abc	62 10%	92 8%	68 12%f	31 8%	60 8%	59 12%	72 11%
Fairly confident	(1) 711 31%f	606 31%	61 30%	44 32%	201 31%	294 28%	217 38%aef	117 28%	235 33%	158 31%	202 31%
Neutral	(0) 718 32%g	610 32%	69 33%	39 29%	232 36%ag	39 32%g	142 25%	137 33%	224 32%	156 31%	199 31%
Not very confident	(-1) 326 14%deh	293 15%hd	22 11%	11 8%	71 11%	182 17%eg	73 13%	73 18%k	104 15%	75 15%	74 11%
Not confident at all	(-2) 144 6%g	116 6%	21 10%ab	6 4%	39 6%g	87 8%g	38 3%	38 9%j	40 6%	24 5%	41 6%
SUMMARY CODES											
CONFIDENT	934 41%f	782 40%	81 40%	71 52%abc	283 41%	386 38%	285 50%aef	148 36%	294 42%	217 43%	274 42%
NOT CONFIDENT	469 21%dg	409 21%hd	44 21%hd	17 12%	110 17%	269 25%aeg	91 16%	111 27%ajk	143 20%	100 20%	115 18%
Refused	19 1%	14 1%	4 2%b	1 1%	5 1%	8 1%	6 1%	1 1%	5 1%	5 1%	8 1%
Don't know	135 6%	118 6%	7 3%	9 7%	32 5%	59 6%	43 8%	16 4%	38 5%	27 5%	54 8%ahj
Mean Score	0.256fh	0.240	0.185	0.09%abc	0.291f	0.123	0.472aef	0.077	0.268h	0.326h	0.323h
Standard Deviation	1.055	1.044	1.122	1.061	1.019	1.086	1.001	1.084	1.023	1.046	1.069
Error Variance	0.001	0.001	0.007	0.008	0.002	0.001	0.002	0.004	0.002	0.003	0.001



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2337	913	1017	306	101	451	1886	1075	586	627
Weighted Base	2276	721	1176	288	90	356	1920	1124	590	516
Very confident	(2) 223	75	100	37	10	53	170	93	57	63
		10%	9%	13% ^c	11%	15% ^{ag}	9%	8%	10%	12% ^h
Fairly confident	(1) 711	219	373	90	30	111	600	383	173	148
		31%	30%	31%	33%	31%	31%	34% ^h	29%	29%
Neutral	(0) 719	233	364	86	35	80	639	322	204	178
		32% ^h	31%	30%	39%	22%	33% ^h	29%	35% ^h	34% ^h
Not very confident	(-1) 326	98	192	29	7	61	265	191	74	55
		14% ^h	14%	16% ^{de}	7%	17%	14%	17% ^h	13%	7% ^h
Not confident at all	(-2) 144	43	84	16	1	27	116	65	46	30
		6% ^{se}	7% ^{se}	6% ^{se}	1%	6%	6%	6%	8%	6%
SUMMARY CODES										
CONFIDENT	934	294	473	127	40	164	770	476	230	212
		41%	47%	44%	44%	46% ^g	40%	42%	39%	41%
NOT CONFIDENT	469	141	276	46	7	88	381	256	120	85
		21% ^h	23% ^{de}	16%	8%	25% ^g	20%	23% ^h	20%	16%
Refused	19	3	2	14	1	2	17	7	4	8
		1% ^c	·	5% ^{abc}	1%	1%	1%	1%	1%	2%
Don't know	135	50	62	15	7	22	113	65	32	34
		6%	5%	5%	7%	6%	6%	6%	5%	5%
Mean Score	0.256	0.278	0.192	0.393 ^c	0.518 ^{abc}	0.305	0.247	0.236	0.218	0.339
Standard Deviation	1.055	1.051	1.065	1.067	0.841	1.161	1.031	1.043	1.069	1.049
Error Variance	0.001	0.001	0.001	0.004	0.008	0.003	0.001	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (n)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2337	1527	270	498	-	2337	2320	2320	172	1808	307
Weighted Base	2276	1634	235	370	**	2276	2259	2259	175	1755	298
Very confident	(2) 223	153	22	45	-	223	220	220	13	181	22
	10%	9%	8%	12%	-	10%	10%	10%	8%	10%	7%
Fairly confident	(1) 711	506	75	128	-	711	708	708	49	589	67
	31% ^{ab}	31%	32%	34%	-	31%	31%	31%	28%	34% ^{ab}	22%
Neutral	(0) 718	517	83	110	-	718	713	713	54	535	112
	32%	32%	35%	30%	-	32%	32%	32%	31%	30%	38% ^{ab}
Not very confident	(-1) 328	281	31	33	-	328	322	322	37	247	38
	14% ^{cd}	18% ^d	13%	8%	-	14%	14%	14%	21% ^{abk}	14%	13%
Not confident at all	(-2) 144	117	13	13	-	144	144	144	10	111	21
	6% ^d	7% ^d	6%	4%	-	6%	6%	6%	6%	6%	7%
SUMMARY CODES											
CONFIDENT	934	660	97	173	-	934	929	929	62	770	89
	41% ^{ab}	40%	41%	47% ^{ab}	-	41%	41%	41%	36%	44% ^{ab}	30%
NOT CONFIDENT	469	378	44	46	-	469	466	466	47	358	59
	21% ^d	23% ^d	19% ^d	12%	-	21%	21%	21%	27%	20%	20%
Refused	19	6	1	2	-	19	19	19	2	3	4
	1%	*	*	1%	-	1%	1%	1%	1% ^j	*	1%
Don't know	135	73	10	38	-	135	132	132	9	89	33
	6%	4%	4%	10% ^{ab}	-	6%	6%	6%	5%	5%	11% ^{abj}
Mean Score	0.256	0.204	0.271	0.483abc	-	0.256	0.256	0.256	0.112	0.290k	0.118
Standard Deviation	1.055	1.072	1.012	0.983	-	1.055	1.056	1.056	1.046	1.059	1.028
Error Variance	0.001	0.001	0.004	0.002	-	0.001	0.001	0.001	0.007	0.001	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2337	1788	292	37	1316	324	658
Weighted Base	2276	1739	286	30*	1355	292	602
Very confident	(2) 223 10%	156 9%	56 19%ab	3 7%	130 10%	18 6%	65 11%f
Fairly confident	(1) 711 31%g	520 30%	116 41%ab	14 36%	471 35%efg	74 23%	158 23%
Neutral	(0) 718 32%c	575 33%c	55 19%	12 31%	412 30%	99 34%	205 34%
Not very confident	(-1) 326 14%	262 15%	40 14%	3 7%	198 15%	47 16%	82 14%
Not confident at all	(-2) 144 6%	115 7%	10 4%	6 14%c	66 5%	23 10%ae	48 8%e
SUMMARY CODES							
CONFIDENT	934 41%f	677 39%	172 60%ab	17 43%	601 44%fg	92 31%	223 37%
NOT CONFIDENT	469 21%	377 22%	50 17%	8 21%	264 19%	77 26%ae	130 22%
Refused	19 1%	13 1%	2 1%	-	8 1%	3 1%	3 1%
Don't know	135 6%g	98 6%g	8 3%	2 6%	69 5%	22 7%	40 7%
Mean Score	0.256f	0.209	0.606abd	0.190	0.314fg	0.015	0.197f
Standard Deviation	1.055	1.051	1.073	1.166	1.020	1.079	1.097
Error Variance	0.001	0.001	0.004	0.039	0.001	0.004	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	2337	563	1300	46	413
Weighted Base	2276	558	1262	45	394
Very confident	(2) 223 10%	72 13%ace	114 9%	4 8%	33 8%
Fairly confident	(1) 711 31%	209 37%ace	373 30%	13 28%	115 29%
Neutral	(0) 718 32%b	148 27%	428 34%b	14 30%	123 31%
Not very confident	(-1) 328 14%	85 15%	179 14%	9 20%	52 13%
Not confident at all	(-2) 144 6%	28 5%	92 7%	4 8%	18 5%
SUMMARY CODES					
CONFIDENT	934 41%	280 50%ace	486 39%	17 36%	148 36%
NOT CONFIDENT	489 21%	114 20%	271 21%	13 28%	70 16%
Refused	19 1%	2	10 1%	-	2 1%
Don't know	135 6%b	14 3%	67 5%b	3 7%	50 13%abc
Mean Score	0.256	0.388ac	0.200	0.092	0.272
Standard Deviation	1.055	1.063	1.059	1.099	1.008
Error Variance	0.001	0.002	0.001	0.028	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2337	287	2050	1005	1332	278	290	285	69	163	503	907	764
Weighted Base	2276	285	1990	995	1281	301	289	260	64*	176	498	878	723
Very confident	(2) 223	52	170	134	89	54	40	23	7	31	62	88	43
Fairly confident	(1) 711	115	596	342	370	116	98	87	22	66	186	296	163
Neutral	(0) 718	59	659	284	455	68	74	72	24	43	121	264	290
Not very confident	(-1) 328	23	303	142	184	22*	28*	27*	38*	24*	24*	39*	49*ajk
Not confident at all	(-2) 144	8*	121	6*	83	17	27	15	2	14	44	47	39
SUMMARY CODES													
CONFIDENT	934	167	766	476	458	171	137	110	29	97	248	382	206
NOT CONFIDENT	469	46	424	203	267	55	69	61	8	33	114	187	135
Refused	19	2	16	3	16	-	1	-	-	-	-	7	13
Don't know	135	11	123	50	85	8	8	18	2	3	14	38	79
Mean Score	0.596m	0.536ac	0.612	0.568ae	0.467	0.521agh	0.588	0.528	0.419	0.466am	0.314m	0.381m	0.121
Standard Deviation	1.055	1.142	1.035	1.098	1.012	1.112	1.170	1.062	0.920	1.149	1.145	1.042	0.857
Error Variance	0.001	0.005	0.001	0.001	0.001	0.005	0.005	0.004	0.013	0.008	0.003	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2337	207	381	368	190	127	65	155	1501	1538	1409
Weighted Base	2276	209	397	384	181	134	63*	161	1484	1467	1331
Very confident	(2) 223	35	57	55	34	27	5	31	204	202	195
Fairly confident	(1) 711	84	170	162	88	61	28	63	600	606	559
Neutral	(0) 718	49	82	81	39	22	14	36	428	419	383
Not very confident	(-1) 326	25	42	43	18	6	13	17	144	130	105
Not confident at all	(-2) 144	12	17	11	10	4	3	10	44	44	35
SUMMARY CODES											
CONFIDENT	934	119	227	217	102	88	31	94	804	808	754
NOT CONFIDENT	469	36	80	76	28	22	16	27	189	174	140
Refused	19	-	1	1	2	-	-	-	5	5	4
Don't know	135	5	7	9	11	2	2	3	59	61	49
Mean Score	0.256	0.519a	0.427a	0.436a	0.585a	0.580a	0.282	0.563a	0.545a	0.565a	0.606a
Standard Deviation	1.055	1.086	1.160	1.141	1.100	1.217	1.046	1.110	0.962	0.954	0.935
Error Variance	0.001	0.006	0.004	0.004	0.007	0.012	0.017	0.008	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.123 Thinking of the factors that matter most to you, how confident are you that you are currently on the best gas deal for you?
 Base: All who have gas supply but not as part of a dual fuel deal

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2337	253	167	264	129	205	129	209	47	155	205	178	128	141	115	12
Weighted Base	2276	259	163	284	121	195	120	188	50	151	194	174	128	133	106	11**
Very confident	(2) 223 10%bd	15 6%	17 10%	17 6%	23 19%abcdll kll	15 8%	16 13%bdl	21 11%bl	4 8%	16 11%	13 7%	8 5%	25 20%abcdhh jkl	13 9%	19 17%abdfkl	1 6%
Fairly confident	(1) 711 31%cd	71 27%	80 37%cd	59 21%	42 35%cd	71 36%bd	40 33%cd	62 33%cd	15 30%	45 30%	74 38%bd	51 30%	37 30%	52 39%bd	29 28%	3 24%
Neutral	(0) 718 32%ek	101 39%aeefh kl	52 32%k	137 48%aeefh hklmno	27 22%	51 26%	30 25%	49 26%	18 36%k	49 33%k	41 21%	61 35%eko	37 30%	39 29%	24 23%	2 22%
Not very confident	(-1) 326 14%	50 19%adejm	19 12%	32 11%	12 10%	37 19%dejm	14 12%	29 15%	7 15%	14 9%	38 20%dejm	25 14%	16 12%	16 12%	15 14%	4 37%
Not confident at all	(-2) 144 6%b	3 1%	6 3%	21 7%b	6 5%b	14 7%b	9 7%b	17 9%bcn	4 7%b	18 12%abcmn	16 8%b	12 7%b	6 4%	4 3%	10 10%bcn	-
SUMMARY CODES																
CONFIDENT	934 41%bd	85 33%	77 47%bdl	77 27%	65 54%abdjl	86 44%bd	56 47%bdl	83 44%bd	19 38%	61 40%cd	87 45%bd	60 34%	62 49%bdl	65 48%bdl	48 45%bd	3 30%
NOT CONFIDENT	469 21%	53 21%	25 15%	19% 19%	15% 15%	51 26%cmn	23 19%	46 24%cmn	11 22%	31 21%	54 28%aedem	37 21%	20 14%	20 15%	26 24%	4 37%
Refused	19	3	1	4	-	-	4	1	-	4	-	-	1	-	1	-
Don't know	135 6%	16 6%	8 5%	14 5%	10 8%	7 4%	7 6%	9 5%	2 4%	5 3%	12 6%	17 10%j	7 6%	10 7%	8 7%	1 12%
Mean Score	0.256d	0.181	0.413bdk	0.079	0.580abd	0.191	0.368d	0.232	0.171	0.196	0.169	0.125	0.541abd	0.438bdf	0.315	-0.014
Standard Deviation	1.055	0.876	0.968	0.955	1.111	1.078	1.135	1.147	1.049	1.155	1.108	0.995	1.087	0.948	1.246	1.034
Error Variance	0.001	0.003	0.006	0.004	0.011	0.006	0.011	0.007	0.024	0.009	0.006	0.006	0.010	0.007	0.015	0.107

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	3063	2544	307	212	773	1255	1035	480	744	605	1234
Weighted Base	2976	2465	311	200	770	1393	812	592	894	658	833
Very confident	(2) 324 11%	250 10%	38 12%	36 18%ab	74 10%	139 10%	112 14%aef	51 9%	93 10%	75 11%	104 13%h
Fairly confident	(1) 998 34%	826 34%	105 34%	67 34%	254 33%	417 30%	327 40%aef	180 30%	328 36%h	212 32%	280 34%
Neutral	(0) 860 29%	721 29%	84 27%	55 28%	274 36%aefg	402 29%	184 23%	177 30%	252 28%	189 29%	241 29%
Not very confident	(-1) 429 14%	368 15%	37 12%	23 12%	91 12%	240 17%aefg	97 12%	115 19%aik	125 14%k	99 15%k	90 11%
Not confident at all	(-2) 180 6%	138 6%	34 11%abd	8 4%	40 5%	112 8%aefg	38 5%	47 8%	50 6%	37 6%	46 6%
SUMMARY CODES											
CONFIDENT	1322 44%h	1076 44%	142 46%	103 52%b	327 42%	556 40%	439 54%aef	232 39%	419 47%h	287 44%	384 46%h
NOT CONFIDENT	609 20%aefgk	507 21%	71 23%	31 16%	131 17%	353 25%aefg	125 15%	162 27%aefk	175 20%	136 21%k	166 18%
Refused	21 1%	16 1%	4 1%	-	5 1%	9 1%	6 1%	1 -	5 1%	5 1%	9 1%
Don't know	165 6%h	145 6%cd	9 3%	10 5%	33 4%	73 5%	58 7%ie	19 3%	43 5%	40 6%h	62 7%ah
Mean Score	0.307%h	0.296	0.295	0.33abc	0.319f	0.175	0.33%aef	0.131	0.33%h	0.316h	0.405%h
Standard Deviation	1.067	1.052	1.173	1.063	0.997	1.112	1.016	1.092	1.046	1.071	1.056
Error Variance	-	-	0.005	0.006	0.001	0.001	0.001	0.003	0.002	0.002	0.001

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	3063	1226	1347	366	124	636	2427	1452	760	786
Weighted Base	2976	973	1541	350	111	504	2471	1501	778	640
Very confident	(2) 324	120	142	48	14	88	235	153	73	81
	77%	12%	9%	14%	12%	18%	10%	10%	9%	13%
Fairly confident	(1) 998	323	534	107	34	176	822	540	241	205
	34%	33%	35%	30%	31%	35%	33%	36%	31%	30%
Neutral	(0) 860	281	435	106	38	103	757	392	252	300
	29%	29%	28%	30%	34%	20%	31%	26%	32%	31%
Not very confident	(-1) 429	129	258	33	9	72	357	239	112	70
	14%	13%	17%	8%	8%	14%	14%	16%	14%	11%
Not confident at all	(-2) 180	54	102	22	2	38	142	84	56	37
	6%	6%	7%	6%	2%	7%	6%	6%	7%	6%
SUMMARY CODES										
CONFIDENT	1322	443	676	155	48	264	1057	694	314	286
	44%	46%	44%	44%	43%	52%	43%	46%	40%	45%
NOT CONFIDENT	609	183	360	55	11	110	499	323	169	107
	20%	19%	23%	16%	10%	22%	20%	22%	22%	17%
Refused	21	1	3	15	1	1	20	7	5	8
	1%	-	-	4%	1%	-	1%	-	1%	1%
Don't know	165	64	67	20	14	27	138	85	38	38
	6%	7%	4%	6%	12%	5%	6%	6%	5%	6%
Mean Score	0.307	0.359	0.242	0.401	0.510	0.431	0.282	0.312	0.220	0.377
Standard Deviation	1.067	1.067	1.070	1.083	0.916	1.180	1.041	1.063	1.066	1.058
Error Variance	-	0.001	0.001	0.004	0.008	0.002	-	0.001	0.002	0.002



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	3063	1955	378	679	743	2320	3063	2320	436	2218	372
Weighted Base	2976	2099	328	504	717	2259	2976	2259	434	2136	370
Very confident	(2) 324	221 71%	34 10%	66 13%	94 13% ^h	230 10%	324 11%	230 10%	45 10%	246 12% ^k	28 8%
Fairly confident	(1) 998	669 34% ^k	113 34%	194 38% ^{ab}	280 39% ^{afgh}	718 32%	998 34%	718 32%	159 37% ^k	744 35% ^k	90 24%
Neutral	(0) 860	619 29% ^{ke}	102 29%	132 26%	171 24%	690 31% ^{ie}	860 29% ^{ie}	690 31% ^{ie}	112 26%	606 28%	129 35% ^{aj}
Not very confident	(-1) 429	328 14% ^d	42 13%	48 9%	98 14%	311 15%	429 14%	429 15%	73 17%	307 14%	49 13%
Not confident at all	(-2) 180	141 6% ^d	21 6%	19 4%	45 6%	135 6%	180 6%	135 6%	32 7%	123 6%	24 6%
SUMMARY CODES											
CONFIDENT	1322	910 43% ^k	147 45%	260 52% ^{abc}	374 52% ^{afgh}	948 42%	1322 44%	948 42%	204 47% ^k	990 46% ^k	119 32%
NOT CONFIDENT	609	479 20% ^d	63 19% ^d	66 13%	142 20%	466 21%	609 20%	466 21%	105 24%	430 20%	72 20%
Refused	21	7 1%	1 *	1 *	2 *	18 1%	21 1%	18 1%	2 *	6 *	4 1%
Don't know	165	84 6% ^{bi}	15 4%	44 9% ^{abc}	28 4%	137 6% ^e	165 6%	137 6% ^e	13 3%	104 5%	48 12% ^{aj}
Mean Score	0.307k	0.255	0.313	0.527abc	0.409afgh	0.274	0.307	0.274	0.267	0.337k	0.161
Standard Deviation	1.067	1.081	1.051	0.997	1.082	1.057	1.067	1.057	1.102	1.065	1.021
Error Variance	*	0.001	0.003	0.002	0.002	0.001	*	0.001	0.003	0.001	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	3063	2382	371	37	1775	408	799
Weighted Base	2976	2299	375	39*	1815	369	727
Very confident	(2) 324 11% ^d	233 10%	75 20% ^{ab}	5 12%	201 11% ^d	26 7%	80 11% ^d
Fairly confident	(1) 998 34% ^g	742 32%	157 42% ^{ab}	16 40%	667 37% ^{efg}	106 29%	215 30%
Neutral	(0) 860 29% ^c	688 30% ^c	71 19%	11 27%	493 27%	117 32%	235 32% ^e
Not very confident	(-1) 429 14%	346 15%	52 14%	5 13%	271 15%	57 15%	95 13%
Not confident at all	(-2) 180 6% ^c	158 7% ^c	10 3%	1 1%	85 5%	36 10% ^{ae}	54 7% ^{ae}
SUMMARY CODES							
CONFIDENT	1322 44% ^d	975 42%	232 62% ^{ab}	20 53%	868 48% ^{efg}	131 36%	295 41%
NOT CONFIDENT	609 20%	502 22% ^c	82 16%	6 15%	356 20%	94 25% ^{ae}	149 20%
Refused	21 1%	14 1%	2 *	- *	9 *	4 1%	3 *
Don't know	165 6% ^c	120 5% ^c	9 2%	2 6%	89 5%	23 6%	45 6%
Mean Score	0.3071	0.254	0.644ab	0.514	0.356fg	0.079	0.255f
Standard Deviation	1.067	1.076	1.047	1.052	1.039	1.095	1.088
Error Variance	*	0.001	0.003	0.026	0.001	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	3063	812	1685	46	493
Weighted Base	2976	865	1641	45 ^a	467
Very confident	(2) 324 11%	119 15%ace	159 10%	8 17%e	38 8%
Fairly confident	(1) 998 34%	325 40%ace	522 32%	14 29%	136 29%
Neutral	(0) 860 29%b	181 23%	519 32%b	13 28%	140 30%b
Not very confident	(-1) 429 14%	121 15%	233 14%	7 16%	67 14%
Not confident at all	(-2) 180 6%	35 4%	116 7%b	1 3%	26 6%
SUMMARY CODES					
CONFIDENT	1322 44%e	443 55%ace	681 41%	22 47%	174 37%
NOT CONFIDENT	609 20%	158 19%	350 21%	8 18%	62 20%
Refused	21 1%	-	12 1%	-	1 -
Don't know	165 6%b	22 3%	80 5%b	3 7%	59 13%abc
Mean Score	0.307	0.475ace	0.241	0.467	0.228
Standard Deviation	1.067	1.066	1.067	1.073	1.037
Error Variance	*	0.001	0.001	0.027	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	3063	375	2688	1299	1784	379	365	389	93	253	690	1176	944
Weighted Base	2976	374	2602	1283	1693	406	364	334	90*	273	669	1139	894
Very confident	(2) 324	78	245	187	156	78	55	33	15	56	98	107	63
Fairly confident	(1) 998	148	849	470	528	165	134	122	30	102	269	400	226
Neutral	(0) 860	74	786	308	553	82	79	87	28	56	145	327	333
Not very confident	(-1) 429	34	394	178	251	48	52	51	14	36	88	183	122
Not confident at all	(-2) 180	23	157	73	107	21	31	19	2	20	49	65	46
SUMMARY CODES	6%	6%	6%	6%	6%	5%	9%	6%	2%	7%	7%	6%	5%
CONFIDENT	1322	227	1095	658	664	243	189	155	45	158	367	507	289
NOT CONFIDENT	44%em	61%ac	42%	51%ae	39%	60%afh	52%a	46%	50%	58%alm	55%alm	45%em	32%
Refused	609	57	552	251	357	69	84	70	15	56	137	247	169
Don't know	20%b	15%	21%b	20%	27%	17%	23%	21%	17%	20%	20%	22%	19%
Mean Score	0.307em	0.621ac	0.260	0.402ae	0.214	0.567afh	0.364	0.319	0.485	0.516alm	0.430alm	0.278m	0.174
Standard Deviation	1.067	1.116	1.032	1.099	1.033	1.096	1.175	1.061	1.022	1.174	1.129	1.048	0.852
Error Variance	-	0.003	-	0.001	0.001	0.003	0.004	0.003	0.012	0.006	0.002	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	3063	294	532	505	228	177	90	217	2049	2031	1828
Weighted Base	2376	297	550	523	218	186	86*	225	1954	1940	1721
Very confident	(2) 324	57	96	95	43	44	8	50	293	295	281
Fairly confident	(1) 968	131	229	220	83	80	41	95	835	841	777
Neutral	(0) 860	54	97	95	46	30	19	37	511	500	438
Not very confident	(-1) 429	33	64	64	20	15	13	25	187	175	128
Not confident at all	(-2) 180	11	17	12	9	6	10	11	101	9	7
SUMMARY CODES											
CONFIDENT	1322	188	335	315	126	123	48	145	1128	1135	1058
NOT CONFIDENT	809	44	103	96	33	28	16	33	221	226	159
Refused	21	-	1	1	2	-	-	-	5	4	3
Don't know	165	12	14	16	12	5	2	9	79	75	64
Mean Score	0.307	0.663a	0.538a	0.560a	0.604a	0.693a	0.437	0.712a	0.613a	0.620a	0.695a(j)
Standard Deviation	1.067	1.042	1.136	1.120	1.110	1.140	0.988	1.065	0.844	0.951	0.905
Error Variance	-	0.004	0.002	0.003	0.006	0.008	0.011	0.005	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a(i)/k
 * small base



Q.124 Thinking of the factors that matter most to you, how confident are you that you are currently on the best electricity deal for you?
 Base: All who have electricity supply but not as part of a dual fuel deal

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	3063	330	241	320	163	267	149	226	85	217	255	231	167	248	148	16
Weighted Base	2976	336	234	353	154	251	140	204	91*	215	235	223	163	226	137	16**
Very confident	(2) 324 11%bd	22 7%	28 12%b	25 7%	26 17%abdkl	25 10%	17 12%	25 13%bd	15 17%bdkl	23 10%	17 7%	18 8%	29 18%abdfk l	26 12%b	25 19%abdfj kl	2 11%
Fairly confident	(1) 998 34%cd	106 32%cd	96 41%abdmno	79 22%	62 40%dm	91 36%cd	51 36%cd	65 32%cd	27 30%	75 35%cd	92 39%cd	72 33%cd	48 29%	88 39%cd	40 29%	5 32%
Neutral	(0) 860 29%k	119 35%acefg hno	62 27%	151 43%acefg hkmno	33 21%	63 25%	33 24%	52 25%	24 26%	59 26%	53 23%	66 30%	49 30%	61 30%	32 23%	2 16%
Not very confident	(-1) 429 14%	58 17%	28 12%	53 15%	15 10%	47 19%e	17 12%	31 15%	11 12%	24 11%	42 18%	32 15%	19 12%	27 12%	18 13%	5 33%
Not confident at all	(-2) 180 6%in	11 3%	10 4%	21 6%	6 4%	15 6%	11 8%bn	18 9%bn	9 10%bn	24 11%abdef ln	17 7%bn	11 5%	10 6%	6 3%	11 8%bn	-
SUMMARY CODES																
CONFIDENT	1322 44%bd	128 38%cd	123 53%abdf	104 29%	88 57%abdfh kl	117 46%cd	68 48%cd	91 45%cd	42 47%cd	98 45%cd	109 46%cd	91 41%cd	77 47%cd	115 51%bdf	65 48%cd	7 43%
NOT CONFIDENT	609 20%in	69 20%	39 17%	74 21%	21 14%	62 25%lcn	28 20%	49 24%en	21 23%	49 23%en	59 25%lcn	43 20%	29 18%	33 15%	29 21%	5 33%
Refused	21 1%	3 1%	1 -	4 1%	- -	- -	4 3%acefhk lm	1 -	- -	4 2%afld	- -	- -	- -	2 1%	1 1%	-
Don't know	165 5%	16 5%	8 4%	20 6%	12 8%j	7 4%	7 5%	11 6%	4 5%	5 2%	15 6%	22 10%abclj	8 5%	15 7%j	9 7%	1 6%
Mean Score	0.307d	0.225	0.453bdj	0.106	0.613abd	0.270	0.353d	0.260	0.318	0.230	0.228	0.274	0.432d	0.486abd	0.400d	0.223
Standard Deviation	1.067	0.943	1.014	0.974	1.033	1.082	1.136	1.159	1.218	1.162	1.084	1.021	1.120	0.970	1.209	1.103
Error Variance	-	0.003	0.004	0.003	0.007	0.005	0.009	0.006	0.018	0.007	0.005	0.005	0.008	0.004	0.011	0.087

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	2876	2501	214	161	366	1420	1090	689	802	531	854
Weighted Base	2995	2595	245	154	393	1710	891	860	955	566	573
Very confident	(2) 500	415	45	40	65	284	151	154	146	85	114
	17%	16%	19%	26%ab	17%	17%	17%	16%	15%	15%	20%acj
Fairly confident	(1) 1353	1176	117	60	188	752	414	385	462	261	245
	45%	45%	49%	39%	48%	44%	46%	45%	46%	46%	43%
Neutral	(0) 589	511	48	31	92	333	164	148	211	106	122
	20%	20%	19%	20%	23%	19%	16%	17%	21%	19%	21%cd
Not very confident	(-1) 351	318	19	14	32	224	95	121	105	69	55
	12%	12%	8%	9%	8%	13%e	11%	14%k	11%	12%	10%
Not confident at all	(-2) 129	116	11	3	8	82	39	42	41	28	18
	4%e	4%	4%	2%	2%	5%e	4%e	5%	4%	5%	3%
SUMMARY CODES											
CONFIDENT	1853	1591	162	100	253	1036	564	529	609	346	359
	62%	61%	66%	65%	64%	61%	63%	63%	61%	61%	63%
NOT CONFIDENT	480	434	29	17	40	306	134	163	147	96	74
	16%ak	17%	12%	11%	10%	18%e	15%e	19%k	15%	17%k	13%
Refused	11	11	-	-	2	6	3	3	4	2	3
	-	-	-	-	-	-	-	-	-	-	-
Don't know	62	50	5	7	7	29	26	6	26	15	15
	2%h	2%	2%	4%b	2%	2%	3%l	1%	3%h	3%h	3%h
Mean Score	0.597	0.574	0.701	0.81%ab	0.709	0.555	0.626	0.574	0.587	0.559	0.68%aj
Standard Deviation	1.044	1.047	1.008	1.007	0.915	1.072	1.038	1.090	1.011	1.054	1.014
Error Variance	-	-	0.005	0.007	0.002	0.001	0.001	0.002	0.001	0.002	0.001



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	2876	860	1641	283	92	528	2348	2008	423	410
Weighted Base	2995	678	1943	290	64*	443	2551	2181	453	329
Very confident	(2) 500	106	331	48	16	74	426	344	85	63
	17%	16%	17%	16%	19%	17%	17%	16%	19%	19%
Fairly confident	(1) 1353	319	880	122	32	210	1143	1004	197	140
	48%	47%	45%	42%	39%	47%	45%	46%	44%	42%
Neutral	(0) 589	131	378	62	13	74	515	411	100	73
	20%	19%	19%	21%	22%	17%	20%	19%	22%	22%
Not very confident	(-1) 351	76	243	26	6	51	299	272	43	31
	12%	11%	12%	9%	8%	12%	12%	12%	10%	9%
Not confident at all	(-2) 129	29	82	15	4	21	109	107	12	8
	4%	4%	4%	5%	4%	5%	4%	5%	3%	2%
SUMMARY CODES										
CONFIDENT	1853	425	1211	169	48	284	1569	1347	282	203
	62%	63%	62%	58%	58%	64%	62%	62%	62%	62%
NOT CONFIDENT	480	105	324	41	10	72	408	380	56	39
	16%	16%	17%	14%	12%	16%	16%	17%	12%	12%
Refused	11	1	2	8	-	-	11	5	3	2
	-	-	-	3%abc	-	-	-	-	1%	1%
Don't know	62	16	28	11	7	14	48	37	12	12
	2%	2%	1%	4%ic	2%	3%	2%	2%	3%	4%ah
Mean Score	0.597	0.599	0.594	0.594	0.654	0.616	0.593	0.563	0.683h	0.694h
Standard Deviation	1.044	1.027	1.048	1.056	1.054	1.054	1.042	1.060	0.986	0.983
Error Variance	-	0.001	0.001	0.004	0.013	0.002	-	0.001	0.002	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i/j
 * small base



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	2878	2058	307	485	-	2878	2878	2878	250	2455	157
Weighted Base	2995	2329	279	360	**	2995	2995	2995	282	2545	153
Very confident	(2) 500	390	36	73	-	500	500	500	41	441	15
		17%k	13%	20%k	-	17%	17%	17%	15%	17%k	10%
Fairly confident	(1) 1353	1049	132	167	-	1353	1353	1353	128	1158	64
		45%	47%	46%	-	45%	45%	45%	45%	45%	42%
Neutral	(0) 589	459	58	69	-	589	589	589	56	485	42
		20%	21%	19%	-	20%	20%	20%	20%	19%	28%aj
Not very confident	(-1) 351	296	32	23	-	351	351	351	35	295	19
		12%k	11%k	6%	-	12%	12%	12%	12%	12%	13%
Not confident at all	(-2) 129	102	15	12	-	129	129	129	15	110	5
		4%	5%	3%	-	4%	4%	4%	5%	4%	3%
SUMMARY CODES											
CONFIDENT	1853	1438	168	239	-	1853	1853	1853	169	1599	79
		62%k	60%	66%	-	62%	62%	62%	60%	63%k	52%
NOT CONFIDENT	480	388	46	34	-	480	480	480	49	405	24
		16%k	17%k	10%	-	16%	16%	16%	16%	16%	16%
Refused	11	1	-	1	-	11	11	11	1	8	-
		0	-	-	-	0	0	0	0	0	-
Don't know	62	33	7	17	-	62	62	62	6	48	7
		2%	2%	5%ab	-	2%	2%	2%	2%	2%	4%j
Mean Score	0.597	0.579	0.526	0.777abc	-	0.597	0.597	0.597	0.531	0.613	0.448
Standard Deviation	1.044	1.052	1.034	0.969	-	1.044	1.044	1.044	1.061	1.046	0.964
Error Variance	-	0.001	0.004	0.002	-	-	-	-	0.005	-	0.006

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/i/j/k
 ** very small base (under 30) ineligible for sig testing



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	2876	2320	488	-	2353	196	282
Weighted Base	2995	2383	543	**	2529	178	247
Very confident	(2) 500	365	122	-	430	16	41
	17% <i>d</i>	15%	22% <i>ab</i>	-	17% <i>d</i>	9%	17% <i>d</i>
Fairly confident	(1) 1353	1058	267	-	1158	84	98
	45%	44%	49%	-	46%	47%	40%
Neutral	(0) 589	451	88	-	485	39	58
	20%	21% <i>c</i>	16%	-	19%	22%	23%
Not very confident	(-1) 351	295	44	-	295	23	32
	12% <i>c</i>	12% <i>c</i>	9%	-	12%	13%	13%
Not confident at all	(-2) 129	114	14	-	105	12	11
	4%	5% <i>c</i>	3%	-	4%	7%	5%
SUMMARY CODES							
CONFIDENT	1853	1423	388	-	1587	99	139
	62%	60%	72% <i>ab</i>	-	63%	56%	56%
NOT CONFIDENT	480	409	59	-	400	35	43
	16% <i>c</i>	17% <i>c</i>	11%	-	16%	20%	17%
Refused	11	9	-	-	11	-	-
Don't know	62	51	9	-	46	5	9
	2%	2%	2%	-	2%	3%	4% <i>a</i>
Mean Score	0.5971	0.545	0.822ab	-	0.6111	0.393	0.531
Standard Deviation	1.044	1.054	0.962	-	1.039	1.057	1.072
Error Variance	-	-	0.002	-	-	0.006	0.004

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 ** very small base (under 30) ineligible for sig testing



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	2876	1454	1157	11	247
Weighted Base	2995	1551	1192	13**	233
Very confident	(2) 500 17%ce	306 20%ace	165 14%	3 26%	24 10%
Fairly confident	(1) 1353 45%	758 49%ace	499 42%	5 38%	91 39%
Neutral	(0) 589 20%	269 17%	259 22%b	3 25%	54 23%b
Not very confident	(-1) 351 12%b	134 9%	181 15%ab	1 11%	34 15%b
Not confident at all	(-2) 129 4%	58 4%	61 5%	-	12 5%
SUMMARY CODES					
CONFIDENT	1853 62%ce	1065 69%ace	664 56%	8 64%	115 49%
NOT CONFIDENT	480 16%b	190 12%	242 20%ab	1 11%	47 20%b
Refused	11 *	9 1%c	-	-	-
Don't know	62 2%b	18 1%	27 2%b	-	17 7%abc
Mean Score	0.597ce	0.738ace	0.452	0.779	0.372
Standard Deviation	1.044	0.997	1.075	0.997	1.060
Error Variance	*	0.001	0.001	0.090	0.005

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 ** very small base (under 30) ineligible for sig testing



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	SWITCHED - TECHNICALLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	2876	484	2392	1892	984	784	483	446	107	548	939	1008	381
Weighted Base	2995	524	2471	2011	983	895	502	433	109*	608	1011	1017	357
Very confident	(2) 500	130	370	348	151	154	91	67	23	137	194	119	51
Fairly confident	(1) 1353	267	1086	933	420	452	224	179	52	306	478	450	119
Neutral	(0) 589	68	521	366	223	141	91	98	17	63	166	243	97
Not very confident	(-1) 351	40	311	239	112	101	61	59	11	61	113	130	46
Not confident at all	(-2) 129	9	121	84	45	33	19	25	4	18	42	52	18
SUMMARY CODES													
CONFIDENT	1853	927	1455	1282	571	606	316	247	75	443	671	569	170
NOT CONFIDENT	1042	547	495	729	412	289	186	186	34	165	340	448	187
Refused	11	3	7	10	1	7	-	3	-	1	6	3	1
Don't know	62	6	56	31	31	8	7	9	2	2	13	20	26
Mean Score	6.597dm	6.915ac	6.528	6.621	6.346	6.673n	6.620	6.487	6.741h	6.737akim	6.674lm	6.486	6.426
Standard Deviation	1.044	0.918	1.056	1.043	1.043	1.013	1.045	1.099	1.034	0.999	1.044	1.032	1.074
Error Variance	-	0.002	-	0.001	0.001	0.001	0.002	0.003	0.010	0.002	0.001	0.001	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	2876	851	918	900	222	315	205	477	198	2026	1751
Weighted Base	2995	709	1020	1002	232	349	209	531	2038	2070	1774
Very confident	(2) 500	156	233	227	51	93	37	121	433	444	397
Fairly confident	(1) 1353	347	519	507	107	187	90	269	1057	1074	961
Neutral	(0) 589	104	134	133	44	35	36	77	320	330	258
Not very confident	(-1) 351	65	89	97	19	24	27	43	148	145	109
Not confident at all	(-2) 129	29	33	27	5	4	14	16	36	34	15
SUMMARY CODES											
CONFIDENT	1853	503	752	733	158	280	128	390	1490	1518	1358
NOT CONFIDENT	490	94	122	124	23	28	42	59	165	170	123
Refused	11	5	3	3	2	3	2	3	7	8	8
Don't know	62	3	8	8	5	2	1	3	26	35	27
Mean Score	0.597	0.767a	0.824a	0.816a	0.801a	0.919ae	0.528	0.826ag	0.853a	0.863a	0.930aj
Standard Deviation	1.044	1.029	0.991	0.985	0.952	0.873	1.144	0.977	0.905	0.895	0.835
Error Variance	*	0.002	0.001	0.001	0.004	0.002	0.007	0.002	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.125 Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?
 Base: All who receive a dual fuel discount

	Total (a)	PFS - SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	2876	238	310	162	164	288	210	282	41	170	300	179	132	216	175	9
Weighted Base	2995	253	333	190	163	303	208	286	51*	182	297	190	129	215	174	10**
Very confident	(2) 500 17%ck	31 12%	37 11%	37 19%ck	41 25%abckk ln	64 21%bckln n	45 22%bckln n	41 14%	11 21%	35 18%o	34 12%	25 13%	33 25%abckk ln	29 14%	36 21%bck n	1 7%
Fairly confident	(1) 1353 45%de	114 45%d	179 54%adefg mn	80 31%	80 37%	127 42%d	89 43%d	157 55%abdef gmn	26 52%d	90 47%d	142 48%de	87 46%d	51 40%	84 39%	81 46%d	5 52%
Neutral	(0) 589 20%	62 25%ho	58 17%	59 31%acefg hkmo	27 17%	48 16%	35 17%	48 17%	9 18%	38 20%	53 18%	48 25%ho	24 19%	51 24%j	28 16%	1 9%
Not very confident	(-1) 351 12%eo	27 11%	41 12%eo	19 10%	23 14%eo	40 13%eo	22 10%	31 11%	2 5%	16 8%	46 15%jo	21 11%	12 9%	41 19%abdghi jmo	9 5%	1 9%
Not confident at all	(-2) 129 4%	8 3%	16 5%	6 3%	6 4%	19 6%h	9 4%	6 2%	2 4%	9 5%	17 6%h	10 5%	2 2%	8 4%	12 7%hmn	-
SUMMARY CODES																
CONFIDENT	1853 62%dn	145 57%	216 65%dn	97 51%	101 62%	191 63%dn	134 64%dn	199 69%abckl n	37 73%dn	125 65%dn	176 59%	112 59%	84 65%dn	113 52%	117 67%dn	6 59%
NOT CONFIDENT	480 16%	35 14%	57 17%	25 13%	29 18%	59 19%hm	30 15%	37 13%	4 9%	25 13%	63 21%abhjm o	31 16%	14 11%	48 23%abdg jmo	22 12%	1 9%
Refused	11 *	4 2%ack	-	-	-	-	-	1 1%	2 1%	-	-	-	-	-	2 1%	2 17%
Don't know	62 2%	6 2%	2	8 4%chl	6 4%chl	4 1%	8 4%chl	1	-	5 2%j	6 2%	-	7 6%achln	2 1%	6 4%chl	1 7%
Mean Score	0.597kn	0.551	0.545	0.560	0.606kn	0.595	0.703kn	0.696kn	0.815kn	0.672kn	0.448	0.502	0.824abc dln	0.402	0.717kn	0.755
Standard Deviation	1.044	0.960	1.005	1.036	1.125	1.151	1.073	0.923	0.954	1.026	1.073	1.025	0.997	1.062	1.092	0.832
Error Variance	-	0.004	0.003	0.007	0.008	0.005	0.006	0.003	0.022	0.006	0.004	0.006	0.008	0.005	0.007	0.099

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Strongly agree	(2) 428 7%gh	346 7%	45 8%	38 11%ab	90 8%g	266 9%ag	72 4%	45 3%	85 4%	101 8%h	197 14%ahj
Tend to agree	(1) 1280 21%gh	1073 21%	128 23%	79 22%	297 25%ag	697 22%g	286 17%	161 11%	349 18%h	310 25%ah	461 33%ahj
Neither agree nor disagree	(0) 1284 21%	1075 21%	128 23%	81 23%	277 24%g	677 23%	330 19%	307 21%	441 23%	247 20%	289 21%
Tend to disagree	(-1) 1853 31%ceh	1618 32%ce	129 23%	105 30%ce	324 28%	903 29%	625 37%aef	528 36%ajk	621 33%k	393 32%k	311 22%
Strongly disagree	(-2) 1016 17%ef	850 17%	118 21%abd	48 14%	155 13%	514 17%e	347 20%aef	393 27%ajk	356 19%k	156 13%k	110 8%
SUMMARY CODES											
AGREE	1708 29%gh	1419 28%	173 31%	117 33%	387 33%ag	964 31%ag	358 21%	206 14%	434 23%h	411 33%ah	657 47%ahj
DISAGREE	2869 48%ek	2468 49%	247 44%	154 43%	479 41%	1417 46%e	973 57%aef	921 63%ajk	977 52%ajk	556 45%k	421 30%
Refused	64 1%	59 1%	4 1%	- -	13 1%	24 1%	26 2%l	9 1%	24 1%	9 1%	21 1%h
Don't know	62 1%	51 1%	8 1%	3 1%	15 1%	31 1%	21 1%	10 1%	19 1%	11 1%	22 2%h
Mean Score	-0.296gh	-0.313	-0.270	-0.133ab	-0.138ag	-0.229ag	-0.336	-0.740	-0.440h	-0.162ah	0.236ahj
Standard Deviation	1.196	1.187	1.259	1.223	1.176	1.222	1.127	1.075	1.133	1.169	1.186
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	9956	2993	2995	652	216	1166	4780	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 428	243 19%cdgh	144 4%	31	10	127	302	129	131	150
Tend to agree	(1) 1280	537 21%cdgh	605 32%acde	93	45	237	1043	573	349	334
Neither agree nor disagree	(0) 1284	319 21%df	757 19%	165 22%abc	43	159	1125	808	272	191
Tend to disagree	(-1) 1853	421 31%gh	1203 25%	180 28%	49	277	1575	1316	322	198
Strongly disagree	(-2) 1016	121 17%gh	745 21%ab	120 19%b	31	135	881	791	131	78
SUMMARY CODES										
AGREE	1708	781 29%cdgh	749 47%acde	124 19%	55 28%cd	364 38%ag	1344 27%	701 19%	479 39%ah	484 50%ah
DISAGREE	2869	541 48%gh	1948 56%abde	300 47%b	80 41%b	412 43%	2457 49%f	2107 57%gh	454 37%j	276 28%
Refused	64	5 1%bc	17 -	39 6%abce	2 1%	7 1%	57 1%	35 1%	14 1%	13 1%
Don't know	62	12 1%	22 1%	14 2%abc	14 7%abcd	6 1%	55 1%	38 1%	13 1%	11 1%
Mean Score	-0.298cdh	0.221acde	-0.521	-0.449	-0.262c	-0.060ag	-0.344	-0.572	0.020ah	0.294ahi
Standard Deviation	1.196	1.193	1.132	1.136	1.173	1.201	1.172	1.101	1.185	1.198
Error Variance	-	0.001	-	0.002	0.007	0.001	-	-	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Strongly agree	(2) 428	291	51	85	59	369	428	367	62	312	53
		7%	6%	10%ab	8%	7%	7%	7%	9%	7%	10%aj
Tend to agree	(1) 1280	928	153	195	156	1124	1273	1118	152	994	117
		21%	25%ab	22%	22%	21%	21%	21%	21%	21%	22%
Neither agree nor disagree	(0) 1284	964	126	197	151	1133	1283	1132	151	975	144
		21%	22%cd	19%	21%	21%	21%	22%	21%	21%	23%ajj
Tend to disagree	(-1) 1853	1384	185	281	228	1626	1851	1625	231	1479	129
		31%k	30%	32%	32%	31%	31%	31%	32%k	32%k	25%
Strongly disagree	(-2) 1016	807	83	126	107	909	1013	906	107	840	62
		17%cdk	14%	14%	15%	17%	17%	17%	15%	18%k	12%
SUMMARY CODES											
AGREE	1708	1219	205	280	215	1494	1699	1485	213	1306	170
		29%	27%	34%ab	30%	28%	28%	28%	30%	28%	32%j
DISAGREE	2869	2191	268	407	334	2535	2864	2530	337	2318	191
		48%k	49%cd	44%	47%	48%	48%	48%	47%k	50%k	36%
Refused	64	29	3	9	5	59	62	57	6	45	3
		1%b	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	62	16	6	7	12	49	61	49	8	36	15
		1%b	1%	1%	2%	1%	1%	1%	1%	1%	3%ajj
Mean Score	-0.298	-0.339	-0.160ab	-0.198ab	-0.240	-0.306	-0.300	-0.308	-0.242	-0.335	-0.059ajj
Standard Deviation	1.196	1.188	1.200	1.229	1.200	1.196	1.196	1.195	1.203	1.195	1.181
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	819	39*	4351	549	981
Strongly agree	(2) 428 7%e	366 8%c	49 5%	3 8%	210 5%	32 6%	170 17%aeef
Tend to agree	(1) 1280 21%e	1021 22%	177 19%	11 28%	808 19%	142 26%ae	303 31%aeef
Neither agree nor disagree	(0) 1284 21%	966 21%	230 25%ab	12 30%	946 22%	106 19%	206 21%
Tend to disagree	(-1) 1853 31%g	1461 31%	280 31%	10 26%	1465 34%ag	163 30%g	202 21%
Strongly disagree	(-2) 1016 17%g	786 17%	170 19%	3 7%	836 19%ag	93 17%g	84 9%
SUMMARY CODES							
AGREE	1708 29%e	1387 30%c	226 25%	14 37%	1018 23%	174 32%e	473 48%aeef
DISAGREE	2669 48%g	2248 49%	451 49%	13 33%	2301 53%afg	256 47%fg	286 29%
Refused	64 1%	46 1%	7 1%	-	44 1%	5 1%	7 1%
Don't know	62 1%	49 1%	6 1%	-	42 1%	6 1%	7 1%
Mean Score	-0.296e	-0.278c	-0.383	0.046c	-0.448	-0.266e	0.282eef
Standard Deviation	1.196	1.210	1.152	1.089	1.146	1.199	1.224
Error Variance	*	*	0.002	0.002	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Strongly agree	(2) 428 7%b	127 5%	247 9%ab	2 3%	52 7%b
Tend to agree	(1) 1260 21%b	437 16%	665 23%ab	12 21%	164 23%b
Neither agree nor disagree	(0) 1284 21%	501 21%	603 21%	14 24%	155 22%
Tend to disagree	(-1) 1853 31%	790 30%ac	834 29%	18 30%	208 30%
Strongly disagree	(-2) 1016 17%	457 19%ace	448 16%	11 19%	99 14%
SUMMARY CODES					
AGREE	1708 29%b	564 24%	912 32%ab	14 24%	216 31%b
DISAGREE	2869 48%ace	1247 53%ace	1282 45%	29 49%	307 44%
Refused	64 1%c	30 1%c	17 1%	1 2%	10 1%c
Don't know	62 1%	20 1%	28 1%	1 1%	14 2%abc
Mean Score	-0.298b	-0.438	-0.205ab	-0.425	-0.201b
Standard Deviation	1.196	1.162	1.220	1.132	1.184
Error Variance	*	0.001	0.001	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Strongly agree	(2) 428 7%j	61 7%	367 7%	209 6%	220 8%k	59 5%	62 7%l	72 9%kl	9 4%	36 4%	111 7%j	157 7%j	124 10%ajk
Tend to agree	(1) 1280 21%cdjk	179 20%	1101 22%	634 19%	646 24%ad	217 17%	178 21%kl	182 24%kl	35 18%	141 16%	313 19%	498 23%jk	328 26%ajk
Neither agree nor disagree	(0) 1284 21%h	180 20%	1104 22%	717 21%	567 21%	304 23%h	177 20%	139 18%	47 24%	212 24%	345 21%	455 21%	272 22%
Tend to disagree	(-1) 1853 31%km	281 31%	1572 31%	1077 33%e	775 29%	432 33%	276 32%	251 33%	67 34%	279 32%km	572 34%km	684 32%km	318 25%
Strongly disagree	(-2) 1016 17%n	178 20%c	838 16%	603 18%e	414 15%	285 20%ah	161 18%	113 15%	38 19%	201 23%akm	309 18%km	334 15%	172 14%
SUMMARY CODES													
AGREE	1708 29%cdjk	240 27%	1468 29%	843 26%	866 32%ad	276 21%	240 28%kl	254 33%akgi	44 22%	178 20%	424 25%j	655 30%jk	451 36%ajk
DISAGREE	2869 48%km	459 51%	2410 47%	1680 51%ae	1189 44%	697 54%ah	437 50%	364 47%	105 53%	480 54%akm	881 52%akm	1018 47%km	490 39%
Refused	64 1%	9 1%	54 1%	36 1%	28 1%	18 1%	5 1%	6 1%	2 1%	8 1%	14 1%	23 1%	19 2%
Don't know	62 1%	10 1%	51 1%	22 1%	40 1%cd	6 *	8 1%	5 *	1 *	6 1%	17 1%	13 1%	26 2%ajk
Mean Score	-0.298dfjk	-0.383	-0.263b	-0.380	-0.197ad	-0.492	-0.347f	-0.200afgi	-0.463	-0.536	-0.397f	-0.254jk	-0.072ajk
Standard Deviation	1.196	1.211	1.193	1.177	1.212	1.207	1.132	1.230	1.126	1.135	1.183	1.189	1.226
Error Variance	*	0.002	*	*	0.001	0.001	0.002	0.002	0.006	0.002	0.001	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Strongly agree	(2) 428	60	83	83	35	32	21	45	257	254	223
		6%	5%	5%	8%	6%	7%	6%	6%	6%	6%
Tend to agree	(1) 1280	171	260	267	99	104	52	127	861	838	746
		21% ^{bcd}	17%	17%	22%	19%	18%	17%	22%	21%	21%
Neither agree nor disagree	(0) 1284	232	351	348	92	105	64	177	810	820	699
		21%	23%	22%	20%	20%	22%	23%	20%	20%	20%
Tend to disagree	(-1) 1853	309	521	495	141	165	80	228	1205	1297	1152
		31%	31%	32%	31%	31%	30%	30%	32%	32%	33%
Strongly disagree	(-2) 1016	216	312	307	70	119	62	164	712	749	629
		17%	20% ^{ka}	20% ^{ka}	16%	22% ^{ae}	21%	22% ^{ka}	18%	19% ^{ka}	18%
SUMMARY CODES											
AGREE	1708	231	363	350	134	136	74	173	1118	1093	969
		29% ^{bcd}	23%	23%	30%	25%	25%	23%	29%	27%	28%
DISAGREE	2869	524	832	802	211	284	152	392	2007	2046	1781
		48%	52% ^{ka}	53% ^{ka}	47%	53% ^{ka}	51%	52%	50% ^{ka}	51% ^{ka}	51% ^{ka}
Refused	64	11	11	12	6	6	2	9	37	36	30
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	62	8	14	13	7	4	4	6	28	25	25
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	-0.298 ^{bcdhjk}	-0.455	-0.451	-0.450	-0.256 ^f	-0.447	-0.411	-0.455	-0.341	-0.366	-0.353
Standard Deviation	1.199	1.182	1.159	1.161	1.205	1.211	1.214	1.185	1.190	1.192	1.189

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	3596
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.002	0.001	0.001	0.003	0.003	0.005	0.002	.	.



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Financially things are a bit of a struggle for me
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	595	599	552	485	328	555	380	508	127	389	555	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Strongly agree	(2) 428 7% ^{nf}	35 6%	29 5%	44 8% ^{nf}	33 10% ^{abctkl}	26 5%	19 5%	40 8% ^{nf}	14 10% ^{nf}	31 7%	46 9% ^{cf}	24 6%	27 9% ^{cf}	27 6%	33 11% ^{abctkl}	1 3%
Tend to agree	(1) 1280 21% ^{go}	159 27% ^{laetgh}	137 24% ^{gho}	124 23% ^{go}	59 18%	115 21% ^{oo}	55 16%	91 19%	27 19%	99 24% ^{go}	119 22% ^{go}	79 19%	66 22% ^{go}	100 23% ^{go}	46 15%	5 18%
Neither agree nor disagree	(0) 1284 21%	116 20%	124 22%	150 28% ^{abceh}	54 17%	123 22%	74 21%	106 22%	30 21%	98 24% ^{ee}	108 20%	88 21%	72 24% ^{ee}	81 18%	59 19%	1 4%
Tend to disagree	(-1) 1853 31% ^{dj}	173 29% ^{dj}	226 40% ^{absh}	124 23%	106 33% ^{djk}	200 36% ^{abdfj}	128 37% ^{abdfj}	155 32% ^{dj}	36 25%	88 22%	140 26%	125 30% ^{dj}	92 31% ^{dj}	150 34% ^{djk}	97 31% ^{dj}	14 54%
Strongly disagree	(-2) 1016 17% ^{com}	91 15% ^{uc}	45 8%	91 17% ^{uc}	62 19% ^{com}	88 16% ^{uc}	51 15% ^{uc}	91 19% ^{com}	36 25% ^{abodfj}	82 20% ^{com}	111 21% ^{abctkl}	95 23% ^{abodfj}	33 11%	72 16% ^{uc}	65 21% ^{abgmn}	4 15%
SUMMARY CODES																
AGREE	1708 29% ^{kg}	194 33% ^{alshl}	166 29% ^{kg}	168 31% ^{kg}	92 29% ^{kg}	141 25%	74 21%	131 27%	41 29%	130 32% ^{lg}	165 31% ^{kg}	104 25%	93 32% ^{kg}	127 29% ^{kg}	79 25%	5 21%
DISAGREE	2869 48% ^{dj}	264 45%	271 48% ^d	214 39%	168 53% ^{bdjm}	287 52% ^{bdjm}	179 52% ^{djm}	246 50% ^{dj}	72 50% ^d	170 41%	251 47% ^d	220 53% ^{bdjm}	126 43%	222 50% ^{dj}	162 52% ^{djm}	18 69%
Refused	64 1% ^d	10 2% ^{fm}	4 1%	5 1% ^f	1 -	-	16 5% ^{abodf}	7 1% ^{fm}	4 -	4 1% ^f	4 1%	2 -	4 1% ^f	5 2% ^{fm}	2 7%	
Don't know	62 1% ^h	7 1% ^h	3 1%	9 2% ^{hl}	3 1% ^h	3 1%	3 1% ^h	4 -	-	8 2% ^{hl}	6 1% ^h	1 -	3 1% ^h	8 2% ^{hl}	7 2% ^{chl}	-
Mean Score	-0.298l	-0.218fg	-0.218fg	-0.175af	-0.335	-0.376	-0.420	-0.346	-0.374	-0.229gl	-0.290	-0.454	-0.132af	-0.325	-0.384	-0.651
Standard Deviation	1.196	1.187	1.082	1.204	1.276	1.121	1.114	1.216	1.312	1.245	1.269	1.169	1.181	1.282	1.077	
Error Variance	-	0.003	0.002	0.003	0.005	0.002	0.004	0.003	0.014	0.004	0.003	0.004	0.005	0.003	0.005	0.048

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	A1B (h)	C1 (i)	C2 (j)	D1E (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Strongly agree	(2) 1530 26%g	1276 25%	160 29%	95 27%	315 27%g	837 27%g	378 22%	340 23%	467 25%	334 27%h	389 28%h
Tend to agree	(1) 2754 46%	2347 46%	239 43%	168 47%	573 49%g	1423 46%	758 44%	648 45%	883 47%	568 46%	654 48%
Neither agree nor disagree	(0) 788 13%	659 13%	74 13%	54 15%	148 13%	414 13%	227 13%	216 15%	243 13%	155 13%	175 12%
Tend to disagree	(-1) 689 12%dek	603 12%k	59 11%	27 8%	105 9%	328 11%	256 15%aef	199 14%ajk	232 12%k	125 10%	133 9%
Strongly disagree	(-2) 151 3%	123 2%	18 3%	9 3%	16 1%	71 2%	63 4%aef	42 3%	48 3%	32 3%	29 2%
SUMMARY CODES											
AGREE	4284 72%gh	3823 71%	398 71%	263 74%	888 76%ag	2260 73%g	1137 67%	987 68%	1351 71%	903 74%h	1043 74%ah
DISAGREE	840 14%ek	726 14%k	78 14%	37 10%	121 10%	399 13%e	320 19%aef	240 17%ajk	280 15%k	158 13%	162 12%
Refused	28 *	24 *	4 1%	- *	7 1%	11 *	10 1%	4 *	8 *	5 *	10 1%
Don't know	47 1%	40 1%	5 1%	1 *	9 1%	23 1%	16 1%	7 *	14 1%	7 *	20 1%ahj
Mean Score	0.816gh	0.809	0.839	0.882	0.821ng	0.855g	0.873	0.724	0.796	0.862h	0.899ahj
Standard Deviation	1.027	1.026	1.064	0.978	0.940	1.011	1.096	1.058	1.031	1.017	1.017
Error Variance	-	-	0.002	0.003	0.001	-	0.001	0.001	0.001	0.001	-



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY			TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	632	216	1165	479	347	1184	1204
Weighted Base	997	1658	3493	642	194	949	508	390	1232	976
Strongly agree	(2) 1530	464	857	168	42	254	1276	843	380	279
	26%h	28%ac	25%	26%	21%	27%	29%	23%	31%ah	29%ah
Tend to agree	(1) 2754	770	1631	271	82	406	2348	1738	564	431
	46%	46%	42%	42%	42%	43%	47%h	47%	45%	44%
Neither agree nor disagree	(0) 788	185	467	106	30	117	671	494	147	132
	13%b	11%	13%b	16%ab	16%	12%	13%	13%	12%	13%
Tend to disagree	(-1) 689	193	429	45	22	128	561	466	119	90
	12%cd	12%cd	12%cd	7%	11%	14%g	11%	13%j	10%	9%
Strongly disagree	(-2) 151	34	87	21	8	37	114	107	15	28
	3%i	2%	3%	3%	4%	4%ag	2%	3%j	1%	3%j
SUMMARY CODES										
AGREE	4284	1234	2487	439	124	660	3824	2581	935	710
	72%a	74%acde	71%ae	68%	64%	70%	72%	70%	76%ah	73%
DISAGREE	840	227	517	67	30	165	676	573	124	117
	14%cd	14%cd	15%cd	10%	15%	17%ag	13%	16%j	11%	12%
Refused	28	2	7	17	2	1	27	14	7	5
	b	-	-	3%abc	-	-	3%	-	1%	1%
Don't know	47	10	15	14	8	6	41	27	9	11
	1%	1%	-	2%abc	4%abc	1%	1%	1%	1%	1%
Mean Score	0.816h	0.874ace	0.789	0.848	0.698	0.756	0.827f	0.752	0.959ah	0.881h
Standard Deviation	1.027	1.017	1.029	1.019	1.078	1.110	1.010	1.039	0.967	1.024
Error Variance	-	-	-	0.002	0.006	0.001	-	-	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Strongly agree	(2) 1530	1179	154	196	203	1327	1523	1321	192	1187	136
		27% <i>d</i>	22%	20%	28%	25%	26%	25%	27%	25%	26%
Tend to agree	(1) 2754	2080	295	372	305	2449	2749	2444	330	2195	205
		46% <i>k</i>	47% <i>d</i>	43%	43%	46%	46%	47%	46% <i>k</i>	47% <i>k</i>	39%
Neither agree nor disagree	(0) 788	561	83	132	96	692	785	688	89	588	91
		13%	12%	14%	15% <i>b</i>	13%	13%	13%	12%	13%	17% <i>ajj</i>
Tend to disagree	(-1) 689	513	56	120	84	605	688	604	85	537	65
		12%	12%	9%	14% <i>abc</i>	12%	11%	11%	12%	11%	12%
Strongly disagree	(-2) 151	83	19	38	17	134	151	134	10	130	9
		3%	2%	3%	4% <i>ab</i>	3%	3%	3%	1%	3% <i>i</i>	2%
SUMMARY CODES											
AGREE	4284	3259	449	589	508	3776	4272	3765	523	3382	341
		72% <i>dk</i>	74% <i>d</i>	65%	71%	72%	72%	72%	73% <i>k</i>	72% <i>k</i>	65%
DISAGREE	840	606	75	158	101	739	838	738	95	667	74
		14%	12%	18% <i>abc</i>	14%	14%	14%	13%	14%	14%	14%
Refused	28	4	-	-	2	25	28	25	2	19	1
		0%	-	-	-	-	-	-	-	-	-
Don't know	47	10	-	9	9	38	47	38	7	25	16
		1% <i>bc</i>	-	1% <i>bc</i>	1%	1%	1%	1%	1%	1%	3% <i>ajj</i>
Mean Score	0.816 <i>d</i>	0.816 <i>d</i>	0.837 <i>d</i>	0.663	0.841	0.813	0.815	0.812	0.863	0.814	0.778
Standard Deviation	1.027	1.011	1.009	1.106	1.045	1.024	1.027	1.024	0.994	1.031	1.039
Error Variance	-	-	0.001	0.001	0.001	-	-	-	0.001	-	0.002



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	686	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Strongly agree	(2) 1530 26%	1194 26%	259 29%	10 27%	1106 25%	121 22%	287 29% ^{aef}
Tend to agree	(1) 2754 46%	2111 45%	475 52% ^{ab}	20 62%	2031 47%	234 43%	423 43%
Neither agree nor disagree	(0) 788 13% ^c	634 13% ^c	97 11%	4 13%	555 13%	93 17% ^{ae}	135 14%
Tend to disagree	(-1) 689 12% ^c	580 12% ^c	65 7%	3 7%	503 12%	77 14% ^g	98 10%
Strongly disagree	(-2) 151 3%	124 3%	14 2%	1 3%	108 2%	18 3%	28 3%
SUMMARY CODES							
AGREE	4284 72% ^d	3306 70%	734 80% ^{ab}	31 79%	3137 72% ^d	354 65%	710 72% ^d
DISAGREE	840 14% ^c	704 15% ^c	79 9%	4 10%	611 14%	94 17% ^{ag}	126 13%
Refused	28 *	20 *	2 *	- *	18 *	2 *	3 *
Don't know	47 1%	33 1%	7 1%	- *	31 1%	6 1%	8 1%
Mean Score	0.816f	0.791	0.989ab	0.922	0.819f	0.670	0.869f
Standard Deviation	1.027	1.044	0.904	0.964	1.023	1.072	1.039
Error Variance	*	*	0.001	0.026	*	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Strongly agree	(2) 1530 26% ^c	710 30% ^{ace}	635 22%	22 38% ^{ace}	161 23%
Tend to agree	(1) 2754 46%	1077 46%	1327 47%	30 34%	318 45%
Neither agree nor disagree	(0) 788 13% ^b	251 11%	418 15% ^b	7 11%	106 15% ^b
Tend to disagree	(-1) 689 12%	251 11%	352 12%	8 14%	78 11%
Strongly disagree	(-2) 151 3%	47 2%	81 3%	1 2%	22 3%
SUMMARY CODES					
AGREE	4284 72% ^c	1787 70% ^{ace}	1962 69%	42 72%	480 68%
DISAGREE	840 14%	298 12%	433 15% ^b	9 16%	100 14%
Refused	28 *	14 *	8 *	- *	1 *
Don't know	47 1%	12 1%	20 1%	1 1%	15 2% ^{abc}
Mean Score	0.816^c	0.921^{ace}	0.741	0.923	0.758
Standard Deviation	1.027	1.008	1.033	1.120	1.036
Error Variance	*	*	*	0.022	0.031

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY			SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Strongly agree	(2) 1530	294	1236	895	636	407	240	173	57	302	460	481	288
Tend to agree	(1) 2754	433	2321	1575	1179	623	419	365	89	424	804	1007	519
Neither agree nor disagree	(0) 788	76	712	381	407	132	96	99	21	75	196	301	216
Tend to disagree	(-1) 669	67	622	355	334	106	95	105	34	68	178	292	152
Strongly disagree	(-2) 151	17	134	65	86	16	13	22	8	9	27	66	48
SUMMARY CODES													
AGREE	4284	727	3558	2499	1815	1030	659	538	146	728	1264	1487	807
DISAGREE	840	84	756	420	420	122	108	128	32	77	205	358	200
Refused	28	6	22	16	11	12	1	3	-	1	8	9	9
Don't know	47	7	40	11	37	5	2	1	1	4	9	8	26
Mean Score	0.816elm	1.036ac	0.777	0.890ae	0.736	1.012aghI	0.900ah	0.737	0.820	1.071aklm	0.896alm	0.719	0.693
Standard Deviation	1.027	0.943	1.036	0.995	1.060	0.928	0.979	1.046	1.098	0.911	0.978	1.053	1.061
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.006	0.001	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Strongly agree	(2) 1530	336	504	486	136	191	77	268	1044	1069	912
		23%a	32%a	32%a	30%a	38%a	26%	35%ag	26%	27%	26%
Tend to agree	(1) 2754	465	773	757	212	259	129	358	1904	1895	1683
		46%	49%a	50%a	47%	49%	44%	47%	49%	47%	48%
Neither agree nor disagree	(0) 788	94	139	130	42	39	41	58	473	470	406
		13%bcdehjk	9%	9%	9%	7%	14%h	8%	12%	12%	12%
Tend to disagree	(-1) 689	93	126	121	37	36	40	60	459	455	386
		12%bcdeh	8%	8%	8%	7%	14%h	8%	11%	11%	11%
Strongly disagree	(-2) 151	7	17	17	15	4	3	5	96	101	85
		3%bcdeh	1%	1%	3%j	1%	1%	1%	2%	3%	2%
SUMMARY CODES											
AGREE	4584	801	1277	1243	347	450	207	626	2948	2965	2595
		72%a	80%a	81%a	77%a	84%ae	70%	83%ag	74%a	74%a	74%a
DISAGREE	840	100	142	139	52	41	43	64	546	556	471
		14%bcdeh	10%	9%	12%j	8%	14%h	9%	14%	14%	13%
Refused	28	5	5	4	4	4	2	3	13	11	11
		*	*	*	1%	1%	1%	*	*	*	*
Don't know	47	7	9	10	5	4	3	5	21	19	21
		1%	1%	1%	1%	1%	1%	1%	1%	*	1%
Mean Score	0.816	1.034a	1.041a	1.040a	0.943a	1.127ae	0.822	1.102ag	0.844	0.847	0.850
Standard Deviation	1.027	0.933	0.911	0.911	1.019	0.877	1.005	0.896	1.015	1.023	1.012

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/g/h - a/i/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.003	0.001	.	.



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always like to look for ways that I can save money, even if it is only a little
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														Yorkshir e (g)	NA (d)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	595	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25	
Weighted Base	597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Strongly agree	(2) 1530	146	100	133	85	153	112	134	36	122	158	87	79	82	99	6	
	26%cn	25%cn	18%	24%cn	27%cn	28%cn	32%abodf	27%cn	25%	30%cn	30%cn	21%	27%cn	19%	32%abodf	22%	
Tend to agree	(1) 2754	275	321	237	144	272	141	225	63	174	229	206	137	195	121	13	
	46%o	47%o	57%abdef	43%	45%	49%go	41%	46%	44%	43%	43%	50%gko	47%	44%	39%	49%	
Neither agree nor disagree	(0) 788	88	79	92	32	52	39	57	17	58	66	56	48	68	35	2	
	13%l	15%l	14%l	17%aeafh	10%	9%	11%	12%	12%	14%l	12%	14%l	16%el	15%el	11%	9%	
Tend to disagree	(-1) 689	62	64	64	38	61	37	51	23	62	62	57	21	80	32	3	
	12%jm	11%	11%	12%	12%	11%	11%	10%	16%jm	8%	12%	14%jm	7%	18%abode	10%	10%	
Strongly disagree	(-2) 151	8	1	8	16	16	15	19	3	14	13	7	7	7	14	1	
	3%c	1%c	.	1%c	5%abodn	3%c	4%abodn	4%bdn	2%c	4%bc	3%c	2%c	2%c	2%c	5%abodn	4%	
SUMMARY CODES																	
AGREE	4284	421	421	371	229	425	253	358	99	296	387	293	216	277	220	18	
	72%cn	71%cn	74%dn	68%	72%cn	77%adn	73%cn	73%cn	69%	72%cn	73%cn	71%cn	74%cn	63%	70%cn	71%	
DISAGREE	840	70	65	71	65	77	52	70	26	47	76	64	28	87	47	4	
	14%cn	12%	11%	13%	17%bcjm	14%	15%	14%	19%com	12%	14%	15%cn	10%	20%abodf	15%	14%	
Refused	28	6	1	1	1	2	2	2	4	1	1	1	1	2	7	2	
	.	1%l	1%	1%	.	1%l	2%aeafh	7%	
Don't know	47	5	1	10	2	1	2	2	1	5	4	1	1	8	5	.	
	1%	1%	.	2%achl	1%	.	.	.	1	1%l	1%	.	1%	2%achl	2%cll	.	
Mean Score	0.816n	0.846n	0.805n	0.796n	0.768	0.874n	0.864n	0.828n	0.745	0.887n	0.862n	0.748	0.887n	0.613	0.858n	0.805	
Standard Deviation	1.027	0.965	0.866	0.994	1.128	1.029	1.118	1.070	1.080	1.045	1.052	0.993	0.966	1.042	1.134	1.070	
Error Variance	.	0.002	0.001	0.002	0.004	0.002	0.004	0.002	0.009	0.003	0.002	0.002	0.003	0.002	0.004	0.048	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE				
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095	
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410	
Strongly agree	(2) 429	356	51	22	98	236	95	80	140	94	115	
	7%g	7%	9%	6%	8%g	8%g	6%	6%	7%	8%h	8%h	
Tend to agree	(1) 1215	1048	108	58	289	642	283	228	389	269	331	
	20%gh	21%	19%	16%	25%ahg	21%g	17%	16%	21%h	22%h	23%ahh	
Neither agree nor disagree	(0) 830	697	66	67	222	424	183	203	245	166	222	
	14%g	14%	12%	19%abc	19%ahg	14%g	11%	14%	13%	13%	16%ah	
Tend to disagree	(-1) 2090	1798	170	122	352	1067	671	566	649	430	445	
	35%ceh	35%e	30%	34%	30%	34%e	39%aef	39%aak	34%	35%	32%	
Strongly disagree	(-2) 1336	1099	155	82	192	695	448	367	457	251	261	
	22%ek	22%	28%ab	23%	16%	22%e	26%aef	25%ajk	24%jk	20%	19%	
SUMMARY CODES												
AGREE	1644	1404	159	80	387	879	378	307	528	363	446	
	27%gh	28%hd	28%	23%	33%ahg	28%g	22%	21%	28%h	30%h	32%ahh	
DISAGREE	3426	2897	325	204	544	1762	1120	933	1108	681	706	
	57%ek	57%	58%	57%	48%	57%e	65%aef	64%ajk	58%k	55%k	50%	
Refused	29	25	4	-	6	15	8	3	9	5	12	
	-	-	1%	-	-	-	-	-	-	-	1%h	
Don't know	59	49	5	5	12	27	20	9	11	13	26	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%ah	
Mean Score	-0.456gh	-0.447	-0.490	-0.523	-0.217ahg	-0.438g	-0.652	-0.633	-0.477h	-0.395h	-0.295ahh	
Standard Deviation	1.245	1.239	1.330	1.194	1.232	1.199	1.179	1.179	1.265	1.251	1.255	
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001	



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
- I often make a decision on impulse

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	632	216	1166	4790	3407	1184	1204
Weighted Base	9987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 429	133	262	27	8	98	332	216	109	94
	7% ^{cdh}	8% ^{dde}	7% ^{hd}	4%	4%	10% ^{ag}	7%	6%	9% ^h	10% ^{ah}
Tend to agree	(1) 1215	377	705	87	48	183	1032	673	280	249
	20% ^{cdh}	23% ^{acd}	20% ^{hd}	14%	23% ^{hd}	19%	20%	18%	23% ^h	20% ^{ah}
Neither agree nor disagree	(0) 830	219	441	135	34	111	719	465	198	157
	14%	13%	13%	21% ^{abc}	17%	12%	14% ^f	13%	16% ^h	16% ^h
Tend to disagree	(-1) 2090	578	1261	195	57	329	1791	1403	374	283
	35% ^{cdj}	35% ^d	38% ^{hd}	30%	30%	35%	35%	38% ^{ahj}	30%	29%
Strongly disagree	(-2) 1398	331	801	163	39	221	1114	890	249	169
	22% ^{cdj}	20%	23% ^{ab}	25% ^{ub}	20%	23%	22%	24% ^{aj}	20%	17%
SUMMARY CODES										
AGREE	1644	510	967	114	53	281	1363	889	389	343
	27% ^{cdh}	31% ^{acd}	28% ^{hd}	18%	27% ^{hd}	30%	27%	24%	32% ^{ah}	30% ^{ah}
DISAGREE	3428	909	2062	358	97	550	2876	2203	623	453
	57% ^{cdj}	55%	59% ^{be}	56%	50%	59%	57%	62% ^{ahj}	51%	46%
Refused	29	2	6	20	-	1	27	10	8	10
	% ^c	%	%	3% ^{abce}	-	%	%	%	%	1% ^{ah}
Don't know	59	17	17	15	11	6	53	32	13	14
	1% ^c	1% ^c	%	2% ^{abc}	5% ^{abod}	1%	1%	1%	1%	1%
Mean Score	-0.456^{dh}	-0.365^{acd}	-0.471^d	-0.627	-0.409^d	-0.418	-0.463	-0.570	-0.310^{ah}	-0.195^{ahj}
Standard Deviation	1.245	1.259	1.253	1.152	1.195	1.314	1.231	1.207	1.276	1.276
Error Variance	-	0.001	0.001	0.002	0.007	0.001	-	-	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Strongly agree	(2) 429	339	40	50	62	367	428	366	54	323	51
	7%	8% ^d	7%	6%	9%	7%	7%	7%	8%	7%	10% ^{aj}
Tend to agree	(1) 1215	949	135	129	138	1077	1208	1070	151	972	82
	20% ^{dk}	21% ^d	22% ^d	19%	19%	20%	20%	20%	21% ^k	21% ^k	16%
Neither agree nor disagree	(0) 830	623	82	120	104	725	827	723	90	600	116
	14%	14%	14%	14%	14%	14%	14%	14%	13%	13%	22% ^{ajj}
Tend to disagree	(-1) 2090	1540	210	335	228	1864	2086	1860	239	1699	145
	35% ^{ka}	35%	35%	39% ^{lab}	32%	35%	35%	35%	33%	36% ^k	28%
Strongly disagree	(-2) 1336	968	138	222	175	1161	1334	1159	173	1048	108
	22%	22%	23%	26% ^{lab}	24%	22%	22%	22%	24%	22%	21%
SUMMARY CODES											
AGREE	1644	1289	174	179	200	1444	1636	1436	205	1295	132
	27% ^d	29% ^d	25% ^d	21%	28%	27%	27%	27%	29%	28%	25%
DISAGREE	3426	2508	348	557	401	3025	3420	3019	412	2737	253
	57% ^{ka}	56%	57%	64% ^{lab}	56%	57%	57%	58% ^k	58% ^k	58% ^k	48%
Refused	29	4	3	2	2	26	29	26	1	16	3
	0%	*	0%	*	*	*	1%	*	*	*	1%
Don't know	59	16	-	11	10	50	59	49	8	32	18
	1% ^{bc}	*	-	1% ^{bc}	1%	1%	1%	1%	1%	1%	3% ^{ajj}
Mean Score	-0.456 ^d	-0.418 ^d	-0.449 ^d	-0.642	-0.445	-0.457	-0.457	-0.459	-0.462	-0.468	-0.354
Standard Deviation	1.245	1.254	1.243	1.184	1.291	1.245	1.245	1.238	1.274	1.241	1.262
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	686	1067
Weighted Base	5987	4696	819	39*	4351	549	981
Strongly agree	(2) 429 7%	334 7%	63 7%	2 4%	270 6%	36 7%	109 11%aeef
Tend to agree	(1) 1215 20%	956 20%	170 19%	7 19%	821 19%	104 19%	265 27%aeef
Neither agree nor disagree	(0) 830 14%	647 14%	129 14%	6 16%	570 13%	90 16%e	142 14%
Tend to disagree	(-1) 2090 35%g	1618 34%	343 37%	18 46%	1634 38%afg	174 32%g	264 27%
Strongly disagree	(-2) 1336 22%g	1074 23%	205 22%	6 15%	1005 23%g	134 24%g	162 19%
SUMMARY CODES							
AGREE	1644 27%e	1291 27%	233 25%	9 23%	1091 25%	140 26%	374 38%aeef
DISAGREE	3426 57%g	2663 57%	549 60%	24 61%	2839 61%afg	308 56%g	446 45%
Refused	29 *	23 *	- *	- *	19 *	3 1%	4 *
Don't know	59 1%	43 1%	9 1%	- *	32 1%	9 2%e	14 1%e
Mean Score	-0.456e	-0.463	-0.504	-0.482	-0.531	-0.493	-0.151aeef
Standard Deviation	1.245	1.249	1.221	1.104	1.215	1.240	1.320
Error Variance	*	*	0.002	0.033	*	0.003	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

		TARIFF TYPE				
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)	
Unweighted Base		5956	2861	57	742	
Weighted Base		5987	2841	59*	701	
Strongly agree	(2)	429 7%	171 7%	202 7%	6 10%	51 7%
Tend to agree	(1)	1215 20% ^d	462 20% ^d	600 21% ^d	4 7%	142 20% ^d
Neither agree nor disagree	(0)	830 14%	309 13%	392 14%	10 18%	112 16%
Tend to disagree	(-1)	2090 35%	807 34%	1025 36%	27 45%	228 32%
Strongly disagree	(-2)	1338 22%	587 25% ^{ac}	584 21%	11 18%	151 22%
SUMMARY CODES						
AGREE		1644 27%	633 27%	802 28%	10 17%	193 28%
DISAGREE		3426 57%	1395 59% ^{ae}	1609 57%	37 63%	379 54%
Refused		29 *	11 *	10 *	- *	3 *
Don't know		59 1%	16 1%	28 1%	1 2%	14 2% ^{abc}
Mean Score		-0.456	-0.505	-0.425 ^b	-0.559	-0.419
Standard Deviation		1.245	1.260	1.234	1.184	1.245
Error Variance		*	0.001	0.001	0.005	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Strongly agree	(2) 429	87 7% <i>d</i>	342 7% <i>c</i>	244 7% <i>d</i>	185 7% <i>c</i>	70 5% <i>d</i>	76 9% <i>d</i>	74 10% <i>d</i>	15 8% <i>c</i>	51 6% <i>d</i>	119 7% <i>c</i>	162 7% <i>c</i>	98 8% <i>c</i>
Tend to agree	(1) 1215	148 16% <i>b</i>	1067 21% <i>b</i>	625 19% <i>b</i>	589 22% <i>d</i>	207 16% <i>b</i>	170 20% <i>d</i>	179 23% <i>d</i>	37 18% <i>c</i>	123 14% <i>b</i>	310 18% <i>d</i>	472 22% <i>d</i>	309 25% <i>d</i>
Neither agree nor disagree	(0) 830	127 14% <i>g</i>	693 14% <i>g</i>	419 13% <i>d</i>	410 15% <i>d</i>	172 13% <i>d</i>	96 11% <i>d</i>	88 12% <i>d</i>	30 15% <i>d</i>	120 14% <i>d</i>	213 13% <i>d</i>	292 14% <i>d</i>	204 16% <i>d</i>
Tend to disagree	(-1) 2090	310 35% <i>m</i>	1780 35% <i>e</i>	1201 36% <i>e</i>	889 33% <i>e</i>	502 39% <i>a</i>	311 36% <i>e</i>	286 35% <i>e</i>	78 39% <i>e</i>	338 38% <i>m</i>	616 37% <i>m</i>	761 35% <i>m</i>	375 30% <i>e</i>
Strongly disagree	(-2) 1336	204 22% <i>n</i>	1131 22% <i>c</i>	780 24% <i>e</i>	556 21% <i>c</i>	336 26% <i>h</i>	209 24% <i>c</i>	155 20% <i>c</i>	38 19% <i>c</i>	248 29% <i>k</i>	405 24% <i>n</i>	460 21% <i>n</i>	223 18% <i>c</i>
SUMMARY CODES													
AGREE	1644	235 27% <i>g</i>	1409 28% <i>c</i>	899 26% <i>d</i>	775 29% <i>d</i>	277 21% <i>d</i>	246 28% <i>d</i>	252 33% <i>d</i>	52 26% <i>d</i>	174 20% <i>d</i>	429 26% <i>d</i>	634 29% <i>d</i>	407 32% <i>d</i>
DISAGREE	3426	515 57% <i>m</i>	2911 57% <i>e</i>	1982 60% <i>e</i>	1444 54% <i>e</i>	839 64% <i>h</i>	521 60% <i>h</i>	421 55% <i>e</i>	116 58% <i>e</i>	586 68% <i>k</i>	1021 61% <i>m</i>	1221 56% <i>m</i>	598 47% <i>e</i>
Refused	29	3	25	13	16	8	1	3	-	1	6	9	14
Don't know	59	9	50	15	44	6	4	3	1	3	13	8	36
Mean Score	-0.456 <i>f</i>	-0.447	-0.457	-0.504	-0.395 <i>d</i>	-0.643	-0.473 <i>d</i>	-0.328 <i>h</i>	-0.439 <i>f</i>	-0.693	-0.528 <i>d</i>	-0.412 <i>k</i>	-0.261 <i>k</i>
Standard Deviation	1.245	1.279	1.239	1.248	1.238	1.288	1.286	1.214	1.185	1.240	1.240	1.250	1.249
Error Variance	-	0.002	-	-	0.001	0.001	0.002	0.002	0.007	0.002	0.001	0.001	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY)/TEND TO TRUST		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Strongly agree	(2) 429	68	102	99	40	52	23	51	281	284	248
	7%	7%	6%	6%	9%	10%	8%	7%	7%	7%	7%
Tend to agree	(1) 1215	148	229	223	91	70	61	100	833	825	737
	20% ^{bcd}	15%	16%	16%	20% ^d	13%	21% ^h	13%	21%	21%	21%
Neither agree nor disagree	(0) 830	137	222	218	73	77	36	107	523	521	457
	14%	14%	14%	14%	16%	14%	12%	14%	13%	13%	13%
Tend to disagree	(-1) 2090	301	575	549	147	193	96	276	1424	1420	1247
	35%	30%	37%	38%	33%	38%	33%	38%	36%	36%	36%
Strongly disagree	(-2) 1336	281	429	424	90	136	75	215	900	924	779
	22%	28% ^a	27% ^{ka}	28% ^a	20%	25%	25%	28% ^a	23%	23%	22%
SUMMARY CODES											
AGREE	1644	218	331	322	131	122	84	151	1114	1109	986
	27% ^{bcd}	21%	21%	21%	29% ^d	23%	28% ^h	20%	28%	28%	28%
DISAGREE	3426	642	1005	973	238	329	171	491	2324	2354	2026
	57%	64% ^a	64% ^{ka}	64% ^a	53%	61% ^e	58%	65% ^a	58%	59%	58%
Refused	29	4	3	3	2	3	2	3	10	10	9
	*	*	*	*	*	1%	1%	*	*	*	*
Don't know	59	8	11	7	7	4	2	5	29	27	27
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	-0.496 ^{bcd}	-0.642	-0.643	-0.646	-0.355 ^f	-0.551	-0.477 ^h	-0.674	-0.462	-0.473	-0.453
Standard Deviation	1.249	1.227	1.212	1.215	1.264	1.274	1.288	1.213	1.245	1.247	1.246

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.002	0.001	0.001	0.004	0.003	0.006	0.002	.	.



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I often make a decision on impulse
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5956	589	552	485	328	556	360	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Strongly agree	(2) 429	25 4%	35 6%	22 4%	23 7%	43 8%	34 10%	39 8%	12 9%	39 10%	49 9%	31 7%	20 7%	31 7%	25 8%	2 9%
Tend to agree	(1) 1215	139 23%	134 24%	104 19%	68 21%	115 21%	88 25%	112 23%	28 19%	77 19%	102 19%	102 25%	75 25%	86 19%	73 23%	9 33%
Neither agree nor disagree	(0) 830	75 13%	62 11%	144 26%	34 11%	43 8%	49 14%	75 15%	17 12%	49 12%	61 11%	61 15%	55 19%	69 16%	36 12%	-
Tend to disagree	(-1) 2090	207 35%	253 45%	147 27%	108 34%	228 41%	133 38%	157 32%	44 30%	123 30%	153 29%	149 36%	116 39%	170 38%	93 30%	10 39%
Strongly disagree	(-2) 1336	130 22%	80 14%	110 20%	82 26%	125 23%	70 20%	105 22%	43 30%	112 27%	164 31%	95 23%	83 21%	77 17%	76 24%	3 12%
SUMMARY CODES																
AGREE	1644	164	168	126	91	159	92	151	40	116	151	106	56	117	98	11
DISAGREE	3426	337	333	258	190	353	203	262	86	236	316	244	179	247	169	13
Refused	29	9	1	2	-	-	2	2	-	4	-	1	-	2	4	2
Don't know	59	5	2	16	3	1	1	1	-	5	6	1	5	8	5	-
Mean Score	-0.456	-0.482	-0.373m	-0.416	-0.502	-0.498	-0.424	-0.366m	-0.538	-0.483	-0.532	-0.493	-0.576	-0.407	-0.406	-0.121
Standard Deviation	1.245	1.204	1.167	1.144	1.281	1.260	1.259	1.266	1.326	1.336	1.347	1.236	1.159	1.195	1.312	1.320
Error Variance	-	0.003	0.002	0.003	0.005	0.003	0.004	0.003	0.014	0.005	0.003	0.004	0.005	0.003	0.005	0.073

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?

- Everything seems to be getting more complicated these days

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Strongly agree	(2) 1234 21%afh	988 19%	147 26%ab	99 28%ab	154 13%	568 18%e	512 30%aef	235 16%	335 18%	284 23%hi	380 27%ahj
Tend to agree	(1) 2107 35%ah	1783 35%	181 32%	142 40%bc	361 31%	1061 34%	684 40%aef	452 31%	650 34%	471 38%hi	534 38%ahj
Neither agree nor disagree	(0) 1005 17%dgk	865 17%gd	97 17%	43 12%	232 20%ag	592 19%ag	190 11%	277 19%jk	328 17%k	189 15%	209 15%
Tend to disagree	(-1) 1114 19%cdgh	989 19%cd	76 14%	49 14%	277 24%afg	613 20%g	223 13%	339 23%ajk	394 21%k	188 15%	193 14%
Strongly disagree	(-2) 435 7%gk	366 7%	51 9%cd	19 5%	127 11%afg	237 8%g	71 4%	137 9%ajk	155 8%k	80 7%k	62 4%
SUMMARY CODES											
AGREE	3340 56%afh	2771 55%	328 59%	241 68%abc	515 44%	1629 52%e	1196 70%aef	687 47%	985 52%h	754 61%ahi	914 65%ahj
DISAGREE	1549 26%dgh	1354 27%cd	127 23%	67 19%	404 34%afg	850 27%g	294 17%	476 33%ajk	549 29%ajk	288 23%k	256 18%
Refused	28 0%	24 0%	4 1%	- 0%	4 0%	16 1%	7 0%	4 0%	9 0%	4 0%	11 1%
Don't know	66 1%	58 1%	4 1%	4 1%	16 1%	30 1%	20 1%	10 1%	23 1%	13 1%	20 1%
Mean Score	0.440ah	0.409	0.539b	0.720abc	0.120	0.363e	0.799aef	0.214	0.330h	0.570ahi	0.708ahj
Standard Deviation	1.219	1.214	1.166	1.212	1.231	1.136	1.226	1.240	1.230	1.192	1.145
Error Variance	-	-	0.003	0.004	0.001	0.001	0.001	0.001	0.001	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	959	293	295	632	216	1165	479	347	1184	1204
Weighted Base	997	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 1234	472	584	130	48	312	922	728	238	240
	21%cg	28%acd	17%	20%c	25%e	33%ag	18%	20%	19%	25%ah
Tend to agree	(1) 2107	657	1161	210	79	358	1748	1298	395	376
	35%	40%acd	33%	39%	41%cd	39%	35%	35%	32%	39%ai
Neither agree nor disagree	(0) 1005	212	644	122	27	114	691	626	218	150
	17%df	13%	18%b	19%b	14%	12%	18%f	17%	18%	15%
Tend to disagree	(-1) 1114	223	782	89	21	109	1005	729	255	123
	19%degh	13%	22%abde	14%	11%	11%	20%g	20%g	21%j	13%
Strongly disagree	(-2) 435	75	294	56	9	50	385	263	100	66
	7%df	5%	8%b	9%b	5%	5%	8%f	7%	8%	7%
SUMMARY CODES										
AGREE	3340	1129	1744	340	127	670	2670	2026	633	616
	56%cgj	66%acd	50%	33%	65%acd	71%ag	53%	55%	51%	63%ah
DISAGREE	1549	239	1076	145	30	159	1290	992	355	189
	26%behf	16%	31%abde	23%be	15%	17%	28%f	27%j	29%aj	19%
Refused	28	3	6	17	2	1	27	10	9	9
	c			3%abc	1%e		1%h			1%h
Don't know	66	16	24	17	9	5	60	36	17	12
	1%	1%	1%	3%abc	0%abc	1%	1%	1%	1%	1%
Mean Score	0.440gj	0.749acd	0.276	0.443c	0.744acd	0.821ag	0.367	0.412	0.345	0.629ahi
Standard Deviation	1.219	1.145	1.224	1.236	1.115	1.166	1.215	1.215	1.242	1.188
Error Variance	-	0.001	0.001	0.002	0.006	0.001	-	-	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Strongly agree	(2) 1234 21%b	753 17%	168 28%ab	310 36%abc	192 27%afgh	1042 30%	1229 21%	1007 20%	140 20%	961 21%	120 23%
Tend to agree	(1) 2107 35%bk	1465 33%	269 44%ab	363 42%ab	237 33%	1669 35%	1869 35%	1862 35%	267 37%k	1656 35%k	158 30%
Neither agree nor disagree	(0) 1005 17%cd	822 19%acd	81 13%	95 11%	110 15%	894 17%	1003 17%	893 17%	114 16%	767 16%	115 22%aj
Tend to disagree	(-1) 1114 19%cdk	984 22%acd	59 10%	70 8%	116 16%	996 19%	1112 19%	996 19%	141 20%k	892 19%k	74 14%
Strongly disagree	(-2) 435 7%cd	383 9%acd	26 4%	22 3%	46 6%	389 7%	435 7%	389 7%	44 6%	357 8%	31 6%
SUMMARY CODES											
AGREE	3340 56%b	2216 50%	438 72%ab	672 77%abc	429 60%afgh	2911 55%	3328 55%	2899 55%	407 57%	2617 56%	278 53%
DISAGREE	1549 26%ck	1367 31%acd	85 14%cd	93 11%	162 23%	1387 26%e	1547 28%e	1385 26%e	184 26%k	1249 27%k	105 20%
Refused	28 0%	5 0%	1 0%	2 0%	3 0%	25 0%	28 0%	25 0%	2 0%	13 0%	3 0%
Don't know	66 1%b	27 1%	3 0%	7 1%	12 2%	53 1%	64 1%	52 1%	7 1%	35 1%	21 4%aj
Mean Score	0.440b	0.277	0.81%ab	1.00%abc	0.58%afgh	0.419	0.438	0.418	0.453	0.426	0.524
Standard Deviation	1.219	1.229	1.079	1.016	1.231	1.216	1.219	1.216	1.190	1.228	1.167
Error Variance	*	*	0.002	0.001	0.002	*	*	*	0.002	*	0.003

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a1/jk



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	819	39*	4351	549	981
Strongly agree	(2) 1234 21% _c	1020 22% _c	143 16%	9 24%	840 19%	136 25% _{ae}	240 24% _{ae}
Tend to agree	(1) 2107 35%	1637 35%	348 39%	13 33%	1491 34%	218 40% _{ae}	357 36%
Neither agree nor disagree	(0) 1005 17%	771 16%	172 19%	6 15%	751 17% _d	74 13%	154 16%
Tend to disagree	(-1) 1114 19% _d	859 18%	173 19%	9 24% _g	868 20% _g	85 15%	142 15%
Strongly disagree	(-2) 435 7% _d	335 7%	75 8%	1 3%	343 8% _d	22 4%	73 7% _d
SUMMARY CODES							
AGREE	3340 55% _e	2657 57%	492 54%	22 57%	2331 54%	354 64% _{ae}	597 61% _{ae}
DISAGREE	1549 26% _g	1194 25%	248 27%	11 27%	1211 28% _g	107 19%	215 22%
Refused	28 *	22 *	- *	- *	20 *	4 1%	2 *
Don't know	68 1%	52 1%	7 1%	- *	40 1%	11 2% _{ae}	19 1%
Mean Score	0.440_{ce}	0.465_c	0.343	0.516	0.377	0.676_{ae}	0.569_{ae}
Standard Deviation	1.219	1.223	1.190	1.193	1.229	1.137	1.221
Error Variance	-	-	0.002	0.008	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFE TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Strongly agree	(2) 1234 21%	448 19%	592 21%	11 19%	181 26%abc
Tend to agree	(1) 2107 35%	795 34%	1049 37%ab	24 40%	231 33%
Neither agree nor disagree	(0) 1005 17%	406 17%	456 16%	8 13%	129 18%
Tend to disagree	(-1) 1114 19%e	481 20%e	519 18%e	8 14%e	103 15%
Strongly disagree	(-2) 435 7%	201 9%e	187 7%	8 14%e	38 5%
SUMMARY CODES					
AGREE	3340 56%b	1243 53%	1641 58%ab	35 59%	412 59%ab
DISAGREE	1549 26%e	683 29%ace	706 25%e	16 27%	141 20%
Refused	28 *	11 *	9 *	- *	3 *
Don't know	66 1%	18 1%	30 1%	1 1%	17 2%abc
Mean Score	0.440b	0.346	0.478b	0.371	0.605abc
Standard Deviation	1.219	1.242	1.201	1.323	1.188
Error Variance	*	0.001	0.001	0.001	0.002

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Strongly agree	(2) 1234 21%b	140 16%	1093 21%b	626 19%	608 23%ad	168 13%	174 20%f	202 26%afg	44 22%f	130 15%	309 18%j	480 22%jk	315 25%ak
Tend to agree	(1) 2107 35%b	282 31%	1825 36%b	1153 35%	954 35%	422 32%	310 36%	291 38%f	68 34%	255 29%	584 35%j	813 38%j	454 36%j
Neither agree nor disagree	(0) 1005 17%h	184 20%ac	820 16%	553 17%	451 17%	248 19%h	136 16%	105 14%	29 15%	188 21%aklm	281 16%	335 15%	221 18%
Tend to disagree	(-1) 1114 19%em	195 22%ac	919 18%	669 20%e	445 17%	297 23%ah	184 21%h	124 16%	44 22%	209 24%alm	359 21%alm	384 18%km	152 12%
Strongly disagree	(-2) 435 7%h	85 9%ac	350 7%	264 8%e	171 6%	149 11%agh	59 7%	39 5%	13 7%	94 11%alm	152 9%alm	117 5%	73 6%
SUMMARY CODES													
AGREE	3340 56%b	422 47%	2918 57%b	1778 54%	1562 56%d	590 45%	484 56%f	493 64%afgi	112 56%f	386 44%	892 53%j	1293 60%ajk	769 61%ak
DISAGREE	1549 26%em	280 31%ac	1269 25%	933 28%ae	615 23%	446 34%agh	243 28%h	163 21%	57 29%h	304 34%alm	510 30%alm	510 24%km	225 18%
Refused	28 0%	4 0%	24 0%	13 0%	15 0%	8 0%	1 0%	3 0%	- 0%	1 0%	7 0%	8 0%	12 1%aj
Don't know	66 1%a	9 1%	57 1%	20 1%	46 2%ad	9 1%	4 1%	4 1%	1 0%	5 1%	11 1%	18 1%	31 2%aki
Mean Score	0.440btdjk	0.223	0.476b	0.369	0.527ad	0.127	0.413f	0.647afgi	0.429f	0.135	0.324j	0.536ajk	0.647ajkl
Standard Deviation	1.219	1.228	1.213	1.230	1.200	1.218	1.181	1.244	1.244	1.240	1.252	1.181	1.165
Error Variance	-	0.002	-	-	0.001	0.001	0.002	0.002	0.008	0.002	0.001	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3596
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Strongly agree	(2) 1234	166	242	238	82	72	61	115	772	760	670
	(1) 21%	16%	15%	16%	19%	13%	21%	15%	19%	19%	19%
Tend to agree	2107	310	464	468	151	163	101	229	1448	1462	1270
	(0) 35%both	31%	31%	31%	34%	30%	34%	30%	36%	36%	36%
Neither agree nor disagree	1005	192	297	294	86	110	54	147	634	634	553
	(-1) 17%	19%	19%	19%	19%	21%a	19%	19%	16%	16%	16%
Tend to disagree	1114	226	369	361	92	123	56	174	708	704	680
	(-2) 19%	22%a	23%a	24%a	21%	23%a	19%	23%a	20%	19%	20%
Strongly disagree	435	100	160	148	33	59	17	84	313	340	282
	(-2) 7%	10%a	10%a	10%a	7%	11%a	6%	11%ag	8%	8%a	8%
SUMMARY CODES											
AGREE	3340	476	727	705	233	235	162	344	2221	2222	1939
	(56%both)	47%	46%	46%	52%j	44%	56%a	49%	50%	55%	55%
DISAGREE	1549	326	529	509	125	182	74	258	1101	1124	968
	(26%)	32%a	34%a	33%a	28%	34%a	25%	34%ag	28%	28%a	28%
Refused	26	5	5	4	2	4	2	3	11	11	10
	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)
Don't know	66	9	15	14	4	6	4	5	34	30	34
	(1%)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean Score	0.440bothj	0.218	0.181	0.190	0.359f	0.127	0.465h	0.156	0.399	0.381	0.393
Standard Deviation	1.219	1.250	1.247	1.240	1.207	1.233	1.191	1.256	1.226	1.235	1.229

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.002	0.001	0.001	0.003	0.003	0.005	0.002	.	.



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - Everything seems to be getting more complicated these days
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5956	589	552	485	328	556	300	508	127	389	556	411	301	485	324	25
Weighted Base	5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**
Strongly agree	(2) 1234 21%bcd	85 14%	91 16%	89 16%	73 23%bcd	131 24%bcd	90 26%abcd	117 24%bcd	40 28%bcd	101 25%bcd	108 20%b	65 16%	76 26%abcd	94 21%bd	65 21%b	8 32%
Tend to agree	(1) 2107 35%go	229 39%go	234 41%adefg hjo	189 35%	108 34%	186 34%	100 30%	162 33%	50 35%	131 32%	191 36%go	139 34%	128 43%adefg hjklo	163 37%go	89 28%	7 26%
Neither agree nor disagree	(0) 1005 17%	101 17%	81 14%	123 23%abcd hkn	46 14%	86 15%	66 19%um	78 16%	22 16%	73 18%	88 16%	80 19%um	36 12%	68 15%	52 17%	4 14%
Tend to disagree	(-1) 1114 19%ijm	118 20%ijm	130 23%adghj	83 15%	57 18%j	112 20%adjm	72 21%ijm	85 17%	26 18%	50 12%	97 19%j	90 22%adjm	39 13%	87 20%ijm	62 20%ijm	6 22%
Strongly disagree	(-2) 435 7%cgo	40 7%	26 5%	46 9%cgimn	31 10%cgimn	39 7%g	13 4%	44 9%cgimn	4 3%	47 11%abctaj mn	44 8%cgimn	35 9%cgimn	13 4%	19 4%	33 10%adgimn	-
SUMMARY CODES																
AGREE	3340 56%lo	314 53%	326 57%ldo	278 51%	181 57%	317 57%lo	190 55%	280 57%lo	91 64%bdlo	231 56%	299 56%	204 49%	204 69%abcd efghkno	258 58%ldo	154 49%	15 57%
DISAGREE	1549 26%um	158 27%um	156 28%um	130 24%	88 28%um	151 27%um	84 24%	128 28%um	30 21%	97 24%	141 28%um	128 30%adijm	52 18%	106 24%	95 30%adn	6 22%
Refused	28 0%	9 1%adk	2 0%	2 0%	- 0%	- 0%	4 1%kl	2 0%	- 0%	4 1%kl	- 0%	- 0%	- 0%	2 0%	3 1%k	2 7%
Don't know	66 1%	8 1%	2 0%	13 2%adch	3 1%	1 0%	4 1%	3 1%	- 0%	4 1%	6 1%	3 1%	2 0%	9 2%adch	9 3%adch	-
Mean Score	0.448	0.350	0.417	0.359	0.424	0.469	0.538 dflo	0.469	0.683 abc dklo	0.467	0.420	0.263	0.738 abc defghkl no	0.526 bd	0.302	0.712
Standard Deviation	1.219	1.165	1.145	1.186	1.292	1.246	1.193	1.275	1.146	1.306	1.235	1.213	1.118	1.166	1.310	1.190
Error Variance	-	0.002	0.002	0.003	0.005	0.003	0.004	0.003	0.010	0.004	0.003	0.004	0.004	0.003	0.006	0.059

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Strongly agree	(2) 2791 47%ak	2251 44%	265 47%	174 49%	480 39%	1395 45%	936 55%aef	759 52%ajk	904 48%k	556 45%k	573 41%
Tend to agree	(1) 2119 35%ag	1823 36%ac	169 30%	127 36%	461 39%ag	1120 36%	538 31%	464 32%	484 36%	454 37%h	528 37%h
Neither agree nor disagree	(0) 415 7%	349 7%	45 8%	22 6%	87 7%	225 7%	102 6%	85 6%	113 6%	91 7%	131 9%ah
Tend to disagree	(-1) 398 7%g	342 7%	35 6%	22 6%	99 8%ag	224 7%g	76 4%	99 7%	133 7%	78 6%	88 6%
Strongly disagree	(-2) 171 3%g	132 3%	33 6%abd	6 2%	41 4%g	103 3%g	27 2%	42 3%	48 3%	34 3%	47 3%
SUMMARY CODES											
AGREE	4910 82%cab	4174 82%ac	435 79%	301 85%c	922 79%	2515 81%	1473 86%aef	1222 84%k	1577 83%k	1010 82%k	1101 78%
DISAGREE	570 10%g	474 9%	68 12%	28 8%	140 12%ag	327 11%g	103 6%	142 10%	181 10%	112 9%	135 10%
Refused	37 1%	33 1%	3 1%	1 *	9 1%	17 1%	11 1%	5 *	12 1%	17 *	17 1%ahj
Don't know	56 1%	44 1%	9 2%	3 1%	13 1%	23 1%	19 1%	5 *	12 1%	12 1%	27 2%ahj
Mean Score	1.181ak	1.185	1.093	1.236c	1.044	1.135e	1.358aef	1.244k	1.204k	1.171k	1.092
Standard Deviation	1.021	1.009	1.166	0.949	1.069	1.051	0.903	1.030	1.009	1.006	1.037
Error Variance	-	-	0.003	0.002	0.001	-	-	0.001	0.001	0.001	0.001



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2093	2995	652	216	1165	4790	3407	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Strongly agree	(2) 2791	724	1672	314	80	487	2303	1840	531	377
	47% ^(a)	44%	48% ^(b)	49% ^(b)	41%	51% ^(a)	46%	50% ^(a)	43% ^(j)	39%
Tend to agree	(1) 2119	638	1225	194	61	302	1818	1279	462	353
	35% ^(d)	38% ^(a)	35% ^(d)	30%	28%	36% ^(d)	35%	35%	37%	30%
Neither agree nor disagree	(0) 415	116	209	65	25	58	357	209	88	110
	7% ^(h)	7%	6%	10% ^(a)	13% ^(a)	6%	7%	6%	7%	11% ^(a)
Tend to disagree	(-1) 398	104	261	20	13	54	345	225	95	70
	7% ^(d)	6% ^(d)	7% ^(d)	3%	7% ^(d)	6%	7%	6%	8%	7%
Strongly disagree	(-2) 171	52	104	12	3	32	140	94	34	38
	3%	3%	3%	2%	2%	3%	3%	3%	3%	4% ^(h)
SUMMARY CODES										
AGREE	4910	1362	2898	508	142	789	4121	3118	993	730
	82% ^(a)	82% ^(a)	83% ^(a)	79%	73%	80%	82%	85% ^(a)	81% ^(j)	75%
DISAGREE	570	156	365	32	16	85	494	319	130	108
	10% ^(d)	9% ^(d)	10% ^(d)	5%	8%	9%	10%	9%	11%	11% ^(h)
Refused	37	4	7	24	2	5	32	17	9	10
	1% ^(c)	-	-	4% ^(a)	1% ^(b)	1%	1%	1%	1%	1% ^(h)
Don't know	56	20	14	12	9	11	44	26	12	17
	1% ^(c)	1% ^(c)	-	2% ^(a)	5% ^(a)	1%	1%	1%	1%	2% ^(a)
Mean Score	1.181	1.150	1.181	1.284 ^(a)	1.112	1.243 ^(g)	1.169	1.246 ^(a)	1.123	1.012
Standard Deviation	1.021	1.016	1.039	0.930	0.999	1.031	1.019	0.991	1.033	1.083
Error Variance	-	0.001	-	0.001	0.005	0.001	-	-	0.001	0.001

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	886	1170	743	5213	5939	5196	886	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4881	523
Strongly agree	(2) 2791	2110	276	400	355	2435	2780	2425	343	2199	220
		47%	45%	46%	50%	46%	47%	46%	48%	47% ^{uk}	42%
Tend to agree	(1) 2119	1582	232	300	244	1875	2115	1871	241	1691	168
		36%	38%	35%	34%	36%	35%	36%	34%	36%	32%
Neither agree nor disagree	(0) 415	275	45	87	41	374	414	373	43	308	57
		7%	6%	7%	6%	7%	7%	7%	6%	7%	11% ^{ajj}
Tend to disagree	(-1) 398	315	39	44	47	352	398	352	62	297	38
		7%	7% ^d	6%	7%	7%	7%	7%	9% ^{ij}	6%	7%
Strongly disagree	(-2) 171	136	15	20	16	155	171	155	18	129	24
		3%	3%	2%	2%	3%	3%	3%	3%	3%	5% ^{ajj}
SUMMARY CODES											
AGREE	4910	3692	507	700	599	4310	4895	4296	584	3696	389
		82% ^{ak}	83% ^d	81%	84%	82%	82%	82%	82% ^{uk}	82% ^{ak}	74%
DISAGREE	570	451	54	64	63	507	570	507	80	426	60
		10% ^d	10% ^d	7%	9%	10%	10%	10%	11%	9%	12%
Refused	37	8	1	4	3	34	37	34	2	23	4
		1% ^b	*	*	1% ^b	1%	1%	1%	*	1%	1%
Don't know	56	15	1	13	11	45	55	44	6	34	13
		1% ^{bc}	*	1% ^{bc}	2%	1%	1%	1%	1%	1%	3% ^{ajj}
Mean Score	1.181 ^k	1.180	1.179	1.193	1.246	1.172	1.180	1.171	1.171 ^k	1.197 ^k	1.056
Standard Deviation	1.021	1.024	0.988	0.977	0.987	1.026	1.022	1.026	1.048	1.006	1.125
Error Variance	*	*	0.001	0.001	0.001	*	*	*	0.002	*	0.002

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/ij/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mx of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1057
Weighted Base	5987	4696	819	39*	4351	549	981
Strongly agree	(2) 2791 47%g	2203 47%	461 50%	15 38%	2128 49%ag	244 44%	397 40%
Tend to agree	(1) 2119 35%	1654 35%	318 35%	19 49%	1524 35%	204 37%	340 35%
Neither agree nor disagree	(0) 415 7%	318 7%	63 7%	2 4%	265 6%	43 8%	94 10%ae
Tend to disagree	(-1) 398 7%	315 7%	48 5%	2 5%	273 6%	28 5%	87 9%aef
Strongly disagree	(-2) 171 3%	135 3%	21 2%	1 4%	106 2%	15 3%	48 5%aef
SUMMARY CODES							
AGREE	4910 82%g	3858 82%	779 85%	34 87%	3652 84%ag	449 82%g	736 75%
DISAGREE	570 10%	449 10%	69 8%	3 9%	379 9%	43 8%	135 14%aef
Refused	37 1%	29 1%	2 *	- -	23 *	4 1%	5 1%
Don't know	59 1%	42 1%	6 1%	- -	31 1%	11 2%ae	10 1%
Mean Score	1.181g	1.184	1.262a	1.130	1.232ag	1.189g	0.983
Standard Deviation	1.021	1.023	0.962	0.976	0.990	0.962	1.148
Error Variance	-	-	0.001	0.026	-	0.002	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5856	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Strongly agree	(2) 2791 47% ^{ace}	1248 53% ^{ace}	1228 43%	25 43%	282 40%
Tend to agree	(1) 2119 35% ^b	770 33%	1074 38% ^{ab}	18 28%	251 36%
Neither agree nor disagree	(0) 415 7% ^b	133 6%	216 8% ^b	3 5%	58 8% ^b
Tend to disagree	(-1) 388 7% ^b	124 5%	208 7% ^b	9 15% ^{abc}	58 8% ^b
Strongly disagree	(-2) 171 3%	50 2%	83 3%	2 4%	36 5% ^{abc}
SUMMARY CODES					
AGREE	4910 82% ^{de}	2024 80% ^{acde}	2300 81% ^{ae}	42 70%	533 76%
DISAGREE	570 10% ^b	174 7%	289 10% ^b	11 19% ^{abc}	94 13% ^{abc}
Refused	37 1%	15 1%	13 *	1 2%	4 1%
Don't know	56 1%	16 1%	25 1%	2 4% ^{abc}	12 2% ^{abc}
Mean Score	1.181ce	1.308acde	1.124e	0.967	0.999
Standard Deviation	1.021	0.951	1.030	1.232	1.144
Error Variance	-	-	-	0.028	0.022

Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Strongly agree	(2) 2791 47%em	453 50%lc	2338 46%	1650 50%ae	1140 42%	617 47%	486 56%ah	375 49%	114 57%af	518 59%akm	878 52%alm	965 45%km	429 34%
Tend to agree	(1) 2119 35%ij	305 34%	1814 36%	1126 34%	993 37%id	466 36%ij	278 32%	266 35%ij	52 26%	263 30%	559 33%	825 38%akj	472 38%jk
Neither agree nor disagree	(0) 415 7%idghk	52 6%	363 7%	175 5%	240 9%ad	77 6%g	31 4%	37 5%	10 5%	35 4%	88 5%	133 6%j	161 13%akj
Tend to disagree	(-1) 388 7%	50 6%	349 7%	225 7%	173 6%	93 7%	52 6%	54 7%	13 6%	43 5%	102 6%	153 7%j	101 8%j
Strongly disagree	(-2) 171 3%	24 3%	147 3%	86 3%	85 3%	29 2%	15 2%	30 4%ig	8 4%	21 2%	35 2%	60 3%	54 4%akj
SUMMARY CODES													
AGREE	4910 82%em	758 84%	4152 82%	2777 84%ae	2133 79%	1083 83%	765 88%ah	641 84%	166 83%	781 88%alm	1437 85%alm	1790 83%km	902 72%
DISAGREE	570 10%	74 8%	496 10%	311 9%	258 10%	122 9%	67 8%	83 11%g	21 10%	64 7%	137 8%	214 10%j	155 12%akj
Refused	37 1%	7 1%	30 1%	19 1%	18 1%	13 1%	1 *	3 *	1 *	1 *	10 1%	13 1%	13 1%
Don't know	56 1%cd	8 1%	48 1%	16 1%ad	40 1%	7 1%	4 *	3 *	1 1%	2 *	11 1%	15 1%	27 2%akj
Mean Score	1.181em	1.257c	1.167	1.225ae	1.114	1.210	1.355ah	1.187	1.273	1.379akm	1.291alm	1.161m	0.922
Standard Deviation	1.021	0.989	1.026	1.009	0.934	0.995	1.068	1.068	1.067	0.948	0.966	1.015	1.100
Error Variance	-	0.001	-	-	-	0.001	0.001	0.001	0.006	0.001	0.001	-	0.001

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	4058	3586
Weighted Base	5987	1007	1572	1526	450	538	296	756	4001	4020	3504
Strongly agree	(2) 2791	588	864	840	208	283	169	444	1917	1947	1624
	(1) 47%	58%a	55%a	55%a	46%	53%a	57%a	59%a	48%	49%	46%
Tend to agree	(1) 2119	279	407	486	166	172	80	211	1435	1441	1294
	(0) 35%bough	28%	32%	32%ab	37%	32%	27%	28%	36%	36%	37%
Neither agree nor disagree	(0) 415	47	69	70	31	25	17	32	252	238	226
	(0) 7%bcobn	5%	4%	5%	7%	5%	8%	4%	6%	6%	6%
Tend to disagree	(-1) 388	52	85	81	26	32	19	38	256	254	229
	(-1) 7%	5%	5%	5%	6%	6%	6%	5%	6%	6%	7%
Strongly disagree	(-2) 171	29	42	36	8	17	7	25	96	99	89
	(-2) 3%	3%	3%	2%	2%	3%	2%	3%	2%	2%	3%
SUMMARY CODES											
AGREE	4810	807	1361	1325	374	454	249	654	3252	3287	2918
	80%	86%a	87%a	87%a	83%	85%	84%	84%a	84%a	84%a	83%
DISAGREE	570	82	127	117	34	49	26	63	352	352	318
	10%cd	8%	8%	8%	8%	9%	9%	8%	9%	9%	9%
Refused	37	7	5	5	5	5	3	4	19	16	16
	1%	1%	*	*	1%	1%	1%	1%	*	*	*
Don't know	56	5	10	9	6	3	1	3	26	25	27
	1%	*	1%	1%	1%	1%	*	*	1%	1%	1%
Mean Score	1.181	1.350a	1.320a	1.330a	1.230	1.267	1.321a	1.349a	1.219	1.228a	1.195
Standard Deviation	1.021	0.996	0.979	0.960	0.943	1.025	1.006	1.008	0.989	0.988	0.996

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARRIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS		TRUSTY IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	5958	946	1451	1406	450	493	296	694	4057	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	3504
Error Variance	.	0.001	0.001	0.001	0.002	0.002	0.003	0.001	.	.



Q.127 Could you tell me the extent to which you agree or disagree with the following statements?
 - I always check bank or building society statements when I get them, including online
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PES_SEGMENTS														Yorkshir e (g)	NA (h)
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	595	599	552	485	328	556	300	508	127	389	556	411	301	485	324	25	
Weighted Base	5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	28**	
Strongly agree	(2) 2791 47%ch	258 44%uc	203 36%	228 42%	168 53%abdcff h	252 45%c	205 59%abdcff hijmno	194 40%	64 45%	197 48%ch	299 56%abdcff hij	204 49%cdh	143 49%ch	211 48%ch	154 49%cdh	12 45%	
Tend to agree	(1) 2119 35%gjk	212 36%gjk	267 47%abdef gijkmno	192 35%gk	106 33%	224 40%agjk o	96 28%	214 44%abdeg ijkmno	49 34%	120 29%	145 27%	132 32%	105 36%gk	182 34%gk	95 30%	9 35%	
Neither agree nor disagree	(0) 415 7%egk	53 9%efgk	40 7%e	72 13%abefg hijkmo	10 3%	27 5%	14 4%	29 6%	12 8%e	33 8%egk	22 4%	32 8%egk	17 6%	30 7%e	23 7%e	-	
Tend to disagree	(-1) 398 7%	48 8%	45 8%	51 6%	15 5%	37 7%	23 7%	29 6%	11 8%	21 5%	39 7%	36 9%e	16 5%	30 7%	15 5%	4 14%	
Strongly disagree	(-2) 171 3%b	7 1%	10 2%	8 2%	14 5%abdcgn	14 3%	6 2%	17 3%b	5 3%	28 7%abdcff hijmno	25 5%abdcgn	9 2%	9 3%	7 2%	9 3%	-	
SUMMARY CODES																	
AGREE	4910 82%cd	471 80%	469 83%cd	420 77%	274 86%bdjo	476 86%abdo	301 86%bdjo	408 83%dj	113 79%	317 77%	444 83%dj	336 81%	248 84%dj	363 82%	249 80%	20 80%	
DISAGREE	570 10%	55 9%	55 10%	39 7%	31 10%	51 9%	29 8%	45 9%	16 11%	50 12%cd	64 12%cd	45 11%	37 9%	37 9%	24 9%	4 14%	
Refused	37 1%	7 1%ckfl	1	4 1%	1	-	2 1%	6 1%ckfl	-	3 1%	-	-	2 1%	2	8 2%acefkl n	2 7%	
Don't know	58 1%	4 1%	2	10 2%cfhl	2 1%	1	2 1%	2	2 1%l	7 2%fl	3	-	3	9 2%acfh	9 3%abcefg hkl	-	
Mean Score	1.181c	1.151	1.076	1.130	1.252c	1.187	1.365abc dihj	1.118	1.109	1.080	1.234c	1.176	1.239c	1.228c	1.252c	1.191	
Standard Deviation	1.021	0.980	0.951	0.961	1.075	0.979	0.969	1.000	1.080	1.184	1.127	1.045	0.990	0.971	1.005	1.037	
Error Variance	-	0.002	0.002	0.002	0.004	0.002	0.003	0.002	0.009	0.004	0.002	0.003	0.003	0.002	0.003	0.045	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.127 Could you tell me the extent to which you agree or disagree with the following statements? - Summary Table
 Base: All who have gas and/or electricity supply and are responsible for it

		Financially things are a bit of a struggle for me	I always like to look for ways that I can save money, even if it is only a little	I often make a decision on impulse	Everything seems to be getting more complicated these days	I always check bank or building society statements when I get them, including online
Unweighted Base		5956	5956	5956	5956	5956
Weighted Base		5987	5987	5987	5987	5987
Strongly agree	(2)	428 7%	1530 26%	429 7%	1234 21%	2791 47%
Tend to agree	(1)	1280 21%	2754 46%	1215 20%	2107 35%	2119 35%
Neither agree nor disagree	(0)	1284 21%	788 13%	830 14%	1005 17%	415 7%
Tend to disagree	(-1)	1853 31%	689 12%	2090 35%	1114 19%	398 7%
Strongly disagree	(-2)	1016 17%	151 3%	1336 22%	435 7%	171 3%
SUMMARY CODES						
AGREE		1708 29%	4294 72%	1644 27%	3340 56%	4910 82%
DISAGREE		2869 48%	840 14%	3426 57%	1549 26%	570 10%
Refused		64 1%	28 *	29 *	28 *	37 1%
Don't know		62 1%	47 1%	59 1%	66 1%	56 1%
Mean Score		-0.298	0.816	-0.456	0.440	1.181
Standard Deviation		1.196	1.027	1.245	1.219	1.021
Error Variance		*	*	*	*	*

Q.126 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Roughly every day	4440	3829	372	238	1100	2621	718	1249	1536	887	769
	74%cdgk	73%cd	67%	62%	94%afg	84%ag	42%	86%ajk	81%ajk	72%k	54%
At least once a week	449	373	42	33	33	214	202	70	119	111	149
	7%ah	7%	8%	9%	3%	7%e	12%aef	5%	6%	9%hi	11%ahi
At least once a month	80	70	8	1	4	37	39	13	17	20	30
	1%a	1%	2%	*	*	1%e	2%aef	1%	1%	2%	2%ah
Less than once per month	79	70	6	4	8	33	38	15	15	17	32
	1%	1%	1%	1%	1%	1%	2%aef	1%	1%	1%	2%ah
Never - but I do have access	158	120	28	10	-	43	115	31	43	35	49
	3%af	2%	5%ab	3%	-	1%e	7%aef	2%	2%	3%	4%ah
Never - and I do not have access	711	552	94	65	11	128	571	68	145	147	253
	12%afh	11%	17%ab	18%ab	1%	4%e	33%aef	5%	8%h	12%hi	25%ahj
SUMMARY CODES											
USE	5047	4342	429	277	1145	2905	997	1346	1687	1036	979
	84%cdgk	86%cd	77%	78%	98%afg	93%ag	58%	93%ajk	89%ajk	84%k	69%
HAVE ACCESS	5205	4482	457	287	1145	2949	1112	1377	1730	1070	1028
	87%cdgk	89%cd	82%	81%	98%afg	93%ag	65%	95%ajk	91%ajk	87%k	73%
Refused	28	22	5	1	7	10	11	3	10	4	12
	*	*	1%	*	1%	*	1%	*	1%	*	1%h
Don't know	43	36	4	2	9	20	14	8	10	6	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%ah



Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
Roughly every day 4440	919	3002	421	98	500	3939	2727	1072	586
At least once a week 449	55%	86%abde	66%be	50%	53%	78%af	74%g	87%ahj	60%
At least once a month 80	161	205	59	24	90	359	297	54	91
Less than once per month 79	7%cd	10%ac	9%cd	12%ac	10%ag	7%	8%h	4%	9%ai
Never - but I do have access 158	32	37	7	3	16	63	47	7	25
Never - and I do not have access 711	1%h	2%c	1%	2%	2%	1%	1%	1%	3%ah
SUMMARY CODES									
USE 5047	31	33	11	4	21	59	41	16	18
HAVE ACCESS 5205	7%	2%c	1%	2%	2%ag	1%	1%	1%	2%
Refused 28	158	66	23	5	48	109	110	11	28
Don't know 43	3%cd	4%ac	2%	4%c	5%ag	2%	3%h	1%	3%h
	12%cg	26%acd	4%	13%cd	28%ag	9%	12%h	5%	21%ah
	1143	3277	499	129	627	4420	3112	1150	720
	84%abde	69%	94%abde	78%be	69%	88%af	84%g	93%ahj	74%
	5205	1209	3341	522	676	4529	3222	1160	747
	87%abde	73%	96%abde	81%be	71%	90%af	87%g	94%ahj	77%
	28	4	4	19	2	25	12	5	10
	1%	1%	1%	3%abce	1%	1%	1%	1%	1%ah
	43	8	9	15	3	40	24	9	9
	1%	1%	2%abc	6%abod	1%	1%	1%	1%	1%



Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Roughly every day	4440	4440	-	-	476	3963	4429	3952	550	3471	379
	74% <i>cd</i>	100% <i>acd</i>	-	-	68%	75% <i>e</i>	74% <i>e</i>	75% <i>e</i>	77%	74%	72%
At least once a week	449	-	449	-	77	372	448	371	53	368	31
	7% <i>bd</i>	-	74% <i>abd</i>	-	11% <i>afgh</i>	7%	8%	7%	7%	8%	6%
At least once a month	80	-	80	-	10	70	80	70	11	65	3
	1% <i>bd</i>	-	13% <i>abd</i>	-	1%	1%	1%	1%	1%	1%	1%
Less than once per month	79	-	79	-	7	72	79	72	8	65	5
	1% <i>bd</i>	-	13% <i>abd</i>	-	1%	1%	1%	1%	1%	1%	1%
Never - but I do have access	158	-	-	158	31	127	158	127	17	128	12
	2% <i>bc</i>	-	-	18% <i>abc</i>	4% <i>afgh</i>	2%	3%	2%	2%	3%	2%
Never - and I do not have access	711	-	-	711	107	604	706	599	71	550	76
	12% <i>bc</i>	-	-	82% <i>abc</i>	15% <i>afgh</i>	11%	12%	11%	10%	12%	15% <i>kl</i>
SUMMARY CODES											
USE	5047	4440	608	-	570	4477	5035	4465	621	3963	419
	84% <i>cdk</i>	100% <i>acd</i>	100% <i>acd</i>	-	80%	85% <i>e</i>	84% <i>e</i>	85% <i>e</i>	87% <i>kl</i>	85% <i>kl</i>	80%
HAVE ACCESS	5205	4440	608	158	601	4604	5193	4592	638	4091	431
	87% <i>cdk</i>	100% <i>acd</i>	100% <i>acd</i>	18%	84%	87% <i>e</i>	87% <i>e</i>	87% <i>e</i>	89% <i>kl</i>	87% <i>kl</i>	82%
Refused	28	-	-	-	1	27	28	27	1	18	2
	0% <i>bd</i>	-	-	-	0%	0%	0%	0%	0%	0%	0%
Don't know	43	-	-	-	7	36	43	36	6	22	14
	1% <i>bcd</i>	-	-	-	1%	1%	1%	1%	1%	0%	3% <i>klj</i>



Q.126 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Roughly every day	4440	3389	791	36	3325	325	741
At least once a week	449	373	52	1	328	43	74
7%	7%	8% ^c	6%	-	8%	9%	8%
At least once a month	80	69	9	-	53	12	10
1%	1%	1%	1%	-	1%	2%	1%
Less than once per month	79	65	7	-	50	7	19
1%	1%	1%	-	-	1%	-	2%
Never - but I do have access	158	135	17	-	119	16	20
3%	3%	2%	-	3%	3%	2%	2%
Never - and I do not have access	711	611	36	2	436	135	103
12% ^{ce}	13% ^c	4%	5%	10%	25% ^{ae} ^g	10%	10%
SUMMARY CODES							
USE	5047	3895	859	37	3756	387	845
84% ^d	83%	93% ^{ab}	85%	86% ^{af}	72%	86% ^d	
HAVE ACCESS	5205	4030	876	37	3874	403	865
87% ^d	86%	95% ^{ab}	95%	89% ^{af}	72%	88% ^d	
Refused	28	22	2	-	17	4	4
*	*	*	-	-	-	1%	-
Don't know	43	33	5	-	24	7	9
1%	1%	1%	-	1%	1%	1%	1%

Q.126 How often do you use the internet?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59 ^a	701
Roughly every day	4440 74% ^{ce}	1875 79% ^{ace}	2042 72% ^{ce}	49 82% ^{ce}	462 66%
At least once a week	449 7%	158 7%	233 8%	4 6%	54 8%
At least once a month	80 1%	29 1%	39 1%	1 2%	10 1%
Less than once per month	79 1%	26 1%	39 1%	2 3%	12 2%
Never - but I do have access	158 3%	55 2%	80 3%	-	21 3%
Never - and I do not have access	711 12% ^b	196 8%	377 13% ^b	4 6%	130 19% ^{abcd}
SUMMARY CODES					
USE	5047 84% ^e	2087 89% ^{ace}	2353 83% ^{ce}	56 94% ^{ce}	537 77%
HAVE ACCESS	5205 87% ^{ce}	2142 91% ^{ace}	2433 86% ^{ce}	56 94% ^{ce}	559 80%
Refused	28 *	12 1%	11 *	-	1 *
Don't know	43 1%	12 *	20 1%	-	11 2% ^{abc}

Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Roughly every day	4440	773	3667	2617	1822	1146	691	528	152	799	1343	1509	788
		74%cahm	86%ac	79%ae	68%ad	88%aagh	80%ah	69%ah	79%ah	90%akm	80%alm	70%am	63%am
At least once a week	449	48	401	233	216	72	57	79	11	43	131	175	101
		7%bdg	8%b	7%b	8%b	6%b	7%b	10%algi	5%b	5%b	8%j	8%j	8%j
At least once a month	80	8	72	44	35	15	15	13	1	7	17	33	20
		1%b	1%b	1%b	1%b	1%b	2%b	2%b	1%b	1%b	1%b	2%b	2%b
Less than once per month	79	8	71	36	43	10	8	13	1	4	21	24	33
		1%b	1%b	1%b	2%b	1%b	1%b	2%b	1%b	1%b	1%b	1%b	2%akj
Never - but I do have access	158	8	150	72	86	15	23	24	4	6	41	66	46
		3%bdg	3%b	2%b	3%bd	1%b	3%bd	3%bd	2%b	1%b	2%j	3%j	4%j
Never - and I do not have access	711	44	667	288	443	29	68	107	29	23	111	337	240
		12%bdgk	13%b	6%b	16%bd	2%b	8%bd	14%g	15%gd	3%b	7%j	16%ak	19%akj
SUMMARY CODES													
USE	5047	838	4211	2931	2117	1243	772	633	165	853	1512	1740	942
		84%cehm	93%ac	89%ae	79%ad	96%aagh	89%ah	82%ah	83%ah	97%akm	90%alm	80%am	75%am
HAVE ACCESS	5265	844	4391	3003	2203	1258	795	658	169	859	1553	1805	988
		87%alm	94%ac	86%ae	81%ae	97%aagh	92%ah	86%ah	88%ah	97%akm	92%alm	83%am	79%am
Refused	28	4	24	14	14	10	1	1	1	1	7	10	10
		-	-	-	1%b	1%b	-	-	-	-	-	-	1%j
Don't know	43	8	35	13	30	4	4	2	1	2	10	11	20
		1%b	1%b	-	1%bd	-	-	-	1%b	-	1%b	1%b	2%akj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Roughly every day	4440	861	1361	1336	369	479	221	674	2873	2914	2481
At least once a week	449	89% ^{ak}	87% ^{ka}	86% ^{ka}	82% ^{ka}	89% ^{ae}	28	37	308	72%	274
At least once a month	80	6%	9%	8%	5%	6%	8% ^{ah}	5%	8%	9%	8%
Less than once per month	79	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Never - but I do have access	158	4	17	14	5	4	3	2	58	55	53
Never - and I do not have access	711	1% ^{ah}	1%	1%	1%	1%	1%	1%	1%	1%	2%
SUMMARY CODES	5205	12% ^{bcdef}	12%	11% ^{cd}	8% ^{cd}	11% ^{cd}	11% ^{ah}	2%	14% ^{aa}	14% ^{aa}	15% ^{aa}
USE	5047	936	1479	1444	402	515	258	719	3291	3335	2852
HAVE ACCESS	5205	84% ^{ak}	93% ^{ka}	94% ^{ka}	89% ^{ka}	96% ^{ae}	86%	95% ^{ag}	82%	83%	81%
Refused	28	3	4	3	2	4	1	3	13	13	13

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	596	946	1451	450	493	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	450	536	296	756	4001	4020	3504
Don't know	43	7	9	5	3	2	6	17	15	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.126 How often do you use the internet?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5967	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26**	
Roughly every day 74%ep	473 80%acefg hjnno	419 74%ej	437 80%acefg hjnno	211 66%	390 70%	256 74%ij	353 72%	100 70%	269 66%	428 80%acefg hjnno	340 82%acefg hjnno	213 72%	322 73%j	213 68%	18 69%	
At least once a week 449 7%	38 6%	47 8%	39 7%	33 10%bk	43 8%	26 7%	44 9%k	11 8%	30 7%	30 6%	30 7%	34 8%	34 8%	22 7%	1 5%	
At least once a month 80 1%	7 1%	6 1%	12 2%mn	4 1%	11 2%mn	7 2%mn	8 2%mn	-	5 2%mn	7 1%	2 1%	-	3 1%	4 1%	-	
Less than once per month 79 1%	7 1%	5 1%	7 1%	7 2%	6 1%	5 2%	11 2%	1 1%	5 1%	6 1%	3 1%	3 1%	6 1%	9 3%ad	-	
Never - but I do have access 158 3%cd	8 1%	17 3%cd	5 1%	11 3%bd	16 3%cd	8 2%	11 2%	2 1%	25 6%abcdfg hlnno	15 3%cd	7 2%	6 2%	17 4%bd	8 2%	2 8%	
Never - and I do not have access 711 12%bdkl	48 8%	72 13%bdkl	31 6%	51 16%abdkl	89 16%abdkl	42 12%dl	60 12%bdkl	28 26%abdkhk l	64 16%abdkl	43 8%	31 8%	47 16%bdkl	56 13%bdkl	45 14%bdkl	3 11%	
SUMMARY CODES																
USE 5047 84%ep	523 89%acefg jnno	476 84%ij	485 91%acefg hjnno	254 80%	450 81%	284 85%ij	416 85%jo	112 78%	313 76%	471 88%acefg mno	375 91%acefg hjnno	238 81%	364 82%j	247 79%	19 74%	
HAVE ACCESS 5205 87%jp	531 90%eflm o	493 87%io	500 92%acefg hjnno	265 83%	466 84%	303 87%	427 87%io	114 80%	337 82%	486 91%acefg jnno	362 92%acefg hjnno	245 83%	381 86%	255 82%	21 83%	
Refused 28 *	7 1%cdln	-	4 1%	1 *	-	2 *	1 *	1 1%	4 1%cd	1 *	-	-	-	7 2%acefhk lmn	2 7%	
Don't know 43 1%	5 1%	1 *	11 2%acdh	1 *	1 *	2 *	1 *	-	4 1%	4 1%	-	2 1%	5 1%j	6 2%acdh	-	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - English only	4853	4107	497	249	842	2477	1534	1186	1522	1008	1157
	81% ^{de}	81% ^{de}	89% ^{abcd}	29%	72%	80% ^{de}	90% ^{def}	80%	80%	62%	82%
Yes - English first/main and speaks other languages	399	325	33	40	82	200	117	124	149	68	58
	7% ^{kl}	6%	6%	11% ^{abc}	7%	6%	7%	9% ^{ajk}	8% ^{jk}	6%	4%
No - Another first/main language	503	455	10	38	170	301	33	80	145	122	156
	8% ^{gh}	9% ^c	2%	11% ^c	15% ^{afg}	10% ^g	2%	6%	8% ^h	10% ^{hi}	11% ^{hi}
Bilingual - consider both languages as main	199	158	13	28	72	112	16	79	70	24	27
	3% ^{ghk}	3%	2%	8% ^{abc}	6% ^{afg}	4% ^g	1%	5% ^{ajk}	4% ^{jk}	2%	2%
Refused	17	13	5	-	2	9	6	3	6	2	7
	-	-	1% ^{ab}	-	-	-	-	-	-	-	-
Don't know	15	14	1	-	4	8	4	3	3	4	6
	-	-	-	-	-	-	-	-	-	-	-

Q.129 Can I check, is English your first or main language?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes - English only	4853	1386	2831	485	150	832	4021	3161	818	805
Yes - English first/main and speaks other languages	399 7% ^d	84%ae 6%	81% ^d 7%	76% 6%	77% 6%	88%ag 8%	80% 6%	86%aj 7% ^d	66% 8% ^d	42 4%
No - Another first/main language	503 8% ^h	137 6%	277 8%	67 10% ^c	21 11%	31 3%	472 9% ^d	165 4%	236 19% ^{ah}	98 10% ^h
Bilingual - consider both languages as main	199 3% ^{ah}	33 2%	134 4% ^b	28 4% ^b	4 2%	14 1%	185 4% ^d	89 2%	80 6% ^{ah}	26 3%
Refused	17 0% ^c	0	1	14 2% ^{abce}	-	-	17	8	4	4
Don't know	15 0% ^c	1	1	6 1% ^{abc}	7 4% ^{abcd}	-	15	13	2	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q.129 Can I check, is English your first or main language?
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5956	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes - English only	4853	3529	511	784	555	4298	4844	4289	561	3681	370
Yes - English first/main and speaks other languages	399	314	38	43	50	349	395	346	59	289	45
No - Another first/main language	503	415	51	33	67	436	499	432	57	362	70
Bilingual - consider both languages as main	199	182	7	9	40	160	199	160	26	130	32
Refused	17	-	1	-	-	17	-	17	-	11	2
Don't know	15	-	-	-	5	10	15	10	2	9	4

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a1/jk



Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Yes - English only	4853	3806	754	33	3579	402	785
	81% ^d	81%	82%	85%	82% ^d	72%	80% ^d
Yes - English first/main and speaks other languages	399	305	71	2	311	37	40
	7% ^g	6%	8%	4%	7% ^g	7% ^g	4%
No - Another first/main language	503	410	52	4	288	88	114
	8% ^{ce}	9% ^c	6%	11%	7%	16% ^{ae}	12% ^{ae}
Bilingual - consider both languages as main	199	152	41	-	139	18	40
	3%	3%	4%	-	3%	3%	4%
Refused	17	12	-	-	13	1	2
	-	-	-	-	-	-	-
Don't know	15	11	2	-	11	3	-
	-	-	-	-	-	1%	-

Q.129 Can I check, is English your first or main language?

Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
Yes - English only	4853	1973	2256	44	564
	81%	84% ^{ac}	79%	78%	80%
Yes - English first/main and speaks other languages	399	170	180	5	40
	7%	7%	6%	9%	6%
No - Another first/main language	503	132	297	8	64
	8% ^b	6%	10% ^{ab}	14% ^b	9% ^b
Bilingual - consider both languages as main	199	74	99	1	25
	3%	3%	3%	2%	4%
Refused	17	9	3	-	2
	-	^c	-	-	-
Don't know	15	3	7	-	5
	-	-	-	-	1% ^{abc}

Q.129 Can I check, is English your first or main language?
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes - English only	4853	758	4097	2629	2023	1112	740	680	158	748	1414	1795	895
	81%am	84%c	81%	86%ae	75%	85%ai	85%a	89%ai	79%	85%am	84%am	83%am	71%
Yes - English first/main and speaks other languages	399	63	335	234	165	85	61	48	28	78	107	132	82
	7%	7%	7%	7%	6%	7%	7%	6%	14%afgh	9%aki	6%	6%	7%
No - Another first/main language	503	47	456	139	394	61	31	30	9	29	103	173	198
	8%bdghjk	5%	9%ib	4%	14%ad	5%	4%	4%	5%	3%	6%j	8%ik	16%ajkl
Bilingual - consider both languages as main	199	28	172	82	117	34	34	8	3	27	48	57	68
	3%dh	3%	3%	3%	4%ad	3%h	4%h	1%	2%	3%	3%	3%	5%ajkl
Refused	17	3	15	9	8	7	1	1	-	1	5	3	8
	-	-	-	-	-	1%	-	-	-	-	-	-	3%l
Don't know	15	3	12	4	11	2	-	1	1	1	5	3	6
	-	-	-	-	-%g	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.129 Can I check, is English your first or main language?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	596	946	1451	1406	450	493	296	694	4057	4036	3586
Weighted Base	5967	1007	1572	1506	450	536	296	756	4001	4020	3504
Yes - English only	4853	866	1324	1288	374	454	254	648	3297	3310	2885
Yes - English first/main and speaks other languages	399	81% 63	84% 109	84% 108	83% 30	85% 37	86% 19	86% 48	82% 240	82% 236	82% 213
No - Another first/main language	503	7% 50	7% 82	7% 77	7% 30	7% 23	6% 20	6% 35	6% 334	6% 336	6% 300
Bilingual - consider both languages as main	199	5% 22	5% 46	5% 43	5% 13	5% 17	5% 2	5% 20	5% 121	5% 129	5% 96
Refused	17	3% 2	3% 3	3% 2	3% 1	3% 3	3% 1	3% 2	3% 7	3% 7	3% 7
Don't know	15	1 5	1 7	1 7	1 7	1 2	1 4	1 15	1 4	1 2	1 4

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.129 Can I check, is English your first or main language?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*
Yes - English only	4853	422	498	277	254	474	315	436	130	360	429	327	235	399	276	22
	81%bd	71%bd	88%abdek lm	51%	80%bd	85%abdek l	90%abdef klm	88%abdek lm	91%abdek lm	88%abdek lm	80%bd	79%bd	80%bd	90%abdef klm	88%abdek lm	84%
Yes - English first/main and speaks other languages	399	41	24	53	24	47	25	25	5	28	41	24	25	20	17	-
	7%c	7%	4%	10%achno	8%c	8%chn	7%	9%	4%	7%	8%cn	6%	8%cn	4%	6%	-
No - Another first/main language	503	95	33	168	24	20	5	23	5	5	35	54	20	10	7	2
	8%ghn o	16%acelgh ijkmo	6%jino	30%abcef ghjkmno	7%ljino	4%j	1%	5%j	3%	1%	7%ljino	13%acelgh ijkmo	7%jino	2%	2%	9%
Bilingual - consider both languages as main	199	27	11	48	16	14	3	5	3	10	25	8	14	8	6	-
	3%gh	5%ughn	2%	9%abclgh ijkno	5%ughno	3%	1%	1%	2%	2%	5%ughn	2%	5%ughn	2%	2%	-
Refused	17	4	-	1	-	-	-	1	-	5	-	-	-	-	4	2
	-	1%	-	-	-	-	-	-	-	1%ackln	-	-	-	-	1%ackln	7%
Don't know	15	2	1	2	-	1	-	-	-	1	2	-	-	4	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%ah	1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Post graduate degree (MA, MSc, PhD etc.)	505 8% ^{dqk}	443 9% ^d	43 8%	19 5%	105 9% ^g	323 10% ^{ag}	77 5%	299 21% ^{ajk}	162 9% ^k	27 2% ^k	16 1%
Degree	1086 18% ^{dqk}	958 19% ^d	86 15%	42 12%	274 23% ^{ag}	659 21% ^{ag}	153 9%	489 34% ^{ajk}	397 21% ^{ajk}	102 8%	99 7%
Professional qualifications	621 10% ^{cek}	563 11% ^{cd}	32 6%	27 8%	83 7%	323 10% ^e	215 13% ^{af}	204 14% ^{ajk}	233 12% ^{ajk}	117 10% ^k	67 5%
HND/HNC	373 6% ^{bk}	286 6%	84 15% ^{abd}	23 6%	68 6%	216 7% ^g	90 5%	98 7% ^k	154 8% ^{ajk}	69 6% ^k	53 4%
A Levels/AS Levels	705 12% ^{ghk}	603 12%	68 12%	34 9%	246 21% ^{afg}	350 11% ^g	110 6%	117 8%	295 16% ^{ahk}	161 13% ^{hk}	132 9%
GCSE/O Levels/CSE	1282 21% ^h	1074 21%	102 18%	60 17%	223 19%	690 22% ^e	349 20%	119 8%	357 19% ^h	369 30% ^{ah}	416 30% ^{ah}
ONC/OND/City & Guilds	294 5% ^{eh}	242 5%	31 6%	21 6%	36 3%	161 5% ^e	97 6% ^e	29 2%	74 4% ^h	113 9% ^{ahk}	79 6% ^h
GNVQ	177 3% ^{gh}	156 3% ^c	9 1%	13 4% ^c	59 5% ^{afg}	85 3%	32 2%	18 1%	45 2% ^h	48 4% ^h	67 5% ^{ah}
None	865 14% ^{efh}	699 14%	89 16%	78 22% ^{abc}	67 6%	266 9% ^e	532 31% ^{af}	69 5%	158 8% ^h	205 17% ^{hi}	434 31% ^{ahj}
Refused	46 1%	34 1%	10 2% ^{ab}	2 1%	7 1%	21 1%	19 1%	7 *	9 *	9 1%	22 2% ^{ahj}
Don't know	52 1%	34 1%	6 1%	11 3% ^{ab}	4 *	16 1%	31 2% ^{af}	7 *	11 1%	9 1%	25 2% ^{ahj}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Post graduate degree (MA, MSc, PhD etc.)	505 8% ^{bde}	47 3%	391 11% ^{abe}	63 10% ^b	4 2%	53 6%	452 9% ^f	364 10% ^{aj}	120 10% ^{ij}	17 2%
Degree	1086 18% ^{bdf}	131 8%	816 23% ^{abde}	107 17% ^b	31 16% ^b	92 10%	994 20% ^{af}	727 20% ^{aj}	274 22% ^{aj}	73 8%
Professional qualifications	621 10% ^{bde}	122 7%	425 12% ^{abe}	63 10%	11 6%	86 9%	535 11%	463 13% ^{aj}	87 7%	62 6%
HND/HNC	373 6% ^{bd}	68 4%	264 8% ^{abd}	33 5%	8 4%	62 7%	311 6%	262 7% ^{aj}	72 6% ^{ij}	32 3%
A Levels/AS Levels	705 12% ^{bh}	204 12%	416 12%	65 10%	20 10%	72 8%	633 13% ^f	370 10%	228 18% ^{ahj}	103 11%
GCSE/O Levels/CSE	1262 21%	431 26% ^{acde}	674 19%	121 19%	36 19%	210 22%	1053 21%	731 20%	229 19%	281 29% ^{ah}
ONC/OND/City & Guilds	294 5%	91 5% ^e	173 5%	26 4%	4 2%	53 6%	241 5%	189 5% ^h	45 4%	57 6% ^h
GNVQ	177 3% ^h	80 5% ^{acde}	83 2%	11 2%	3 1%	32 3%	145 3%	64 2%	44 4% ^h	66 7% ^{ah}
None	865 14% ^{gph}	452 27% ^{acd}	226 6%	126 20% ^{ac}	61 31% ^{acd}	274 29% ^{ag}	592 12%	459 12% ^h	122 10%	263 27% ^{ah}
Refused	46 1% ^c	11 1%	12 -	23 4% ^{abce}	1 -	5 1%	41 1%	30 1%	8 1%	7 1%
Don't know	52 1% ^c	22 1% ^c	1 -	4 1%	15 8% ^{abcd}	11 1%	41 1%	31 1%	5 -	14 1% ^h

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Post graduate degree (MA, MSc, PhD etc.)	505 8%cd	475 11%acd	18 3%cd	7 1%	60 8%	445 8%	504 8%	444 8%	47 7%	390 8%	66 13%aj
Degree	1086 18%cd	994 22%acd	59 10%cd	30 3%	132 18%	985 18%	1089 18%	954 18%	136 19%	856 18%	87 17%
Professional qualifications	621 10%cd	492 11%cd	65 11%cd	63 7%	69 10%	552 10%	619 10%	551 10%	85 12%	481 10%	47 9%
HND/HNC	373 6%cd	307 7%cd	37 6%cd	27 3%	35 5%	338 6%	373 6%	338 6%	44 6%k	309 7%k	16 3%
A Levels/AS Levels	705 12%cd	607 14%acd	61 10%cd	33 4%	85 12%	620 12%	702 12%	617 12%	97 14%	530 11%	69 13%
GCSE/O Levels/CSE	1282 21%	912 21%	145 25%	195 22%	160 22%	1102 21%	1258 21%	1098 21%	152 21%	1004 21%k	91 17%
ONC/OND/City & Guilds	294 5%	192 4%	49 8%ab	50 6%	37 5%	258 5%	294 5%	257 5%	39 5%	225 5%	19 4%
GNVQ	177 3%	130 3%	18 3%	28 3%	19 3%	158 3%	174 3%	156 3%	23 3%	134 3%	18 3%
None	865 14%b	304 7%	145 24%ab	402 46%abc	109 15%	756 14%	862 14%	753 14%	83 12%	680 15%	92 18%j
Refused	46 1%be	12 *	5 1%b	10 1%b	1 *	46 1%e	46 1%e	46 1%e	5 1%	27 1%	10 2%aj
Don't know	52 1%b	15 *	6 1%b	23 3%abc	10 1%	42 1%	52 1%	42 1%	7 1%	35 1%	9 2%j

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/j/k



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Post graduate degree (MA, Msc, PhD etc.)	505	378	96	5	422	44	26
Degree	1086	810	216	11	886	85	113
Professional qualifications	621	479	110	4	509	36	77
HND/HNC	373	301	53	3	296	28	42
A Levels/AS Levels	705	563	89	5	506	65	125
GCSE/O Levels/CSE	1262	1028	168	4	856	109	269
ONC/OND/City & Guilds	294	230	44	1	194	31	58
GNVQ	177	138	31	2	98	13	69
None	865	689	104	4	527	126	188
Refused	46	38	4	-	27	5	8
Don't know	52	42	3	-	32	6	6
	1%	7%	1	-	7%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.130 What is the highest level of education you have completed?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
Post graduate degree (MA, MSc, PhD etc.)	505 8%	198 8%	234 8%	5 8%	67 10%
Degree	1086 18%	471 20%	503 18%	10 17%	97 14%
Professional qualifications	621 10%	246 10%	299 11%	5 8%	69 10%
HND/HNC	373 6%	173 7%	166 6%	2 4%	30 4%
A Levels/AS Levels	705 12%	299 13%	319 11%	11 18%	74 11%
GCSE/O Levels/CSE	1262 21%	486 21%	616 22%	13 22%	142 20%
ONC/OND/City & Guilds	294 5%	122 5%	133 5%	4 7%	34 5%
GNVQ	177 3%	69 3%	89 3%	2 4%	16 2%
None	865 14%	265 11%	439 15%	6 11%	151 21%
Refused	46 1%	14 1%	21 1%	-	9 1%
Don't know	52 1%	19 1%	21 1%	-	11 2%

Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Post graduate degree (MA, MSc, PhD etc)	505	92	413	262	223	131	81	37	13	92	156	170	87
Degree	1086	174	912	619	468	312	166	87	32	231	325	360	171
Professional qualifications	621	114	506	394	227	163	95	91	24	112	199	214	96
HND/HNC	373	65	308	233	141	101	59	52	16	78	128	122	47
A Levels/AS Levels	705	98	607	365	340	162	98	71	21	107	201	248	149
GCSE/O Levels/CSE	1282	178	1104	701	592	225	179	98	47	150	342	485	275
ONC/OND/City & Guilds	294	43	251	172	123	47	48	59	6	39	78	112	65
GNVQ	177	34	143	109	68	38	27	36	5	20	58	60	39
None	865	89	776	389	477	81	108	135	34	50	181	343	291
Refused	46	7	39	16	30	7	4	1	1	5	5	14	21
Don't know	52	4	48	21	31	4	3	13	-	-	9	26	17

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	1408	450	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Post graduate degree (MA, MSc, PhD etc.)	505	104	165	162	41	29	81	295	298	222
Degree	8% ^a	10%	11% ^a	11% ^a	9%	10%	11%	7%	7%	6%
Professional qualifications	10%	215	350	337	75	40	181	690	719	599
HND/HNC	18%	21% ^a	22% ^a	22% ^a	17%	21%	14%	17%	18%	17%
A Levels/AS Levels	621	124	210	198	48	36	92	411	409	363
GCSE/O Levels/CSE	10%	12%	13% ^a	13% ^a	11%	12%	12%	10%	10%	10%
ONC/OND/City & Guilds	373	74	125	123	27	26	51	235	235	212
GNVQ	8%	7%	8% ^a	8% ^a	6%	9%	7%	6%	6%	6%
None	705	119	177	176	54	35	87	461	480	398
Refused	12%	12%	11%	12%	12%	12%	12%	12%	12%	11%
	1282	202	308	305	94	55	157	866	849	762
	21%	20%	20%	20%	22%	18%	21%	22%	21%	22%
	294	50	66	65	23	20	35	207	211	162
	5%	5%	4%	4%	5%	7%	5%	5%	5%	5%
	177	24	42	35	21	12	13	124	122	113
	3%	2%	3%	2%	5% ^a	4% ^a	2%	3%	3%	3%
	865	85	111	109	56	37	51	653	637	599
	14% ^b	8%	7%	7%	12% ^d	12% ^a	7%	16% ^a	16%	13% ^a
	46	6	7	6	4	3	4	22	23	19
	1%	1%	-	-	1%	1%	1%	1%	1%	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	596	946	1451	450	493	296	694	4057	4066	3588
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
Don't know	52 1%	5 1%	9 1%	9 1%	2 *	2 *	4 *	37 1%	36 1%	35 1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.130 What is the highest level of education you have completed?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS															
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)	
Unweighted Base 5967	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*	
Post graduate degree (MA, MSc, PhD etc.)	505 8%cm	59 10%cfhmo	31 5%	112 21%abcefg hijkmno	19 6%	21 4%	25 7%j	28 6%	7 5%	36 9%j	54 10%cefhm o	45 11%cefhm o	14 5%	33 7%j	17 6%	5 20%
Degree	1086 18%j	121 20%hjo	94 17%	144 26%abcef ghikmno	51 16%	86 16%	65 19%	73 15%	28 19%	57 14%	100 19%	86 21%hjo	45 15%	86 19%j	43 14%	7 26%
Professional qualifications	621 10%aj	70 12%aj	54 9%j	46 8%j	20 6%	63 11%aj	53 15%acde	53 11%aj	12 8%	20 5%	71 13%ade	42 10%j	35 12%aj	50 11%aj	31 10%j	-
HND/HNC	373 6%bd	22 4%	27 5%bd	11 2%	25 8%bd	39 7%bd	24 7%bd	24 5%bd	21 15%abode ghikmno	63 15%abode ghikmno	30 6%bd	29 7%bd	18 6%bd	25 6%bd	14 4%	-
A Levels/AS Levels	705 12%jm	71 12%jm	54 9%	80 17%	35 11%	68 12%jm	34 10%	60 12%jm	14 10%	54 13%jm	72 13%jm	66 16%adgmn	21 7%	41 9%	53 17%acdeq mm	3 10%
GCSE/O Levels/CSE	1262 21%cd	113 19%cd	137 24%cd	70 13%	78 24%cd	128 23%cd	68 20%cd	110 23%cd	23 16%	76 19%cd	123 23%cd	80 19%cd	66 23%cd	103 23%cd	80 25%bdj	7 25%
ONC/OND/City & Guilds	294 5%bd	20 3%	36 6%bd	9 2%	22 7%bdi	31 6%bd	16 5%bd	32 7%bd	5 3%	26 6%bd	23 4%bd	14 3%	11 4%	24 5%bd	22 7%bdi	2 6%
GNVQ	177 3%	21 4%do	31 6%adejkl no	8 1%	7 2%	30 5%adejkl no	12 4%o	15 3%	2 1%	6 1%	11 2%	8 2%	12 4%djo	10 2%	3 1%	-
None	865 14%kl	80 14%kl	96 17%kl	74 13%kl	56 18%kl	86 15%kl	47 14%kl	89 18%kl	32 22%abdjl kno	56 14%kl	43 8%	40 10%	60 20%abdjl kno	63 14%kl	41 13%kl	3 12%
Refused	46 1%	7 1%cf	1 *	7 1%cf	1 *	1 *	1 *	3 1%	-	10 2%acefgh kmn	3 1%	3 1%	2 *	6 2%cf	-	
Don't know	52 1%	5 1%	6 1%	3 1%	3 1%l	2 *	2 1%	2 *	-	6 2%l	3 1%	-	10 3%abdclg hikno	5 1%l	2 1%	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes, I do	949	739	116	94	61	400	488	176	231	175	358
16%afh		15%	21%ab	27%ab	5%	13%e	23%aef	12%	12%	14%	26%ahj
Yes, my husband/wife/partner does	308	260	29	20	18	136	154	69	75	82	82
5%		5%	5%	6%	2%	4%e	9%aef	5%	4%	7%ai	6%h
No	4780	4120	413	246	1090	2592	1097	1221	1599	955	975
80%cdgk		81%cd	74%	69%	93%afg	83%ag	64%	84%ajk	84%ajk	80%k	69%
Refused	20	10	8	2	2	8	10	4	6	3	7
	*	*	1%ab	*	*	*	1%af	*	*	*	*
Don't know	9	9	-	-	2	3	3	-	1	4	4
	*	*	-	-	*	*	*	-	*	*	*h



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME			DISABILITY		TENURE			
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	9956	2093	2995	652	216	1166	4780	3467	1184	1204
Weighted Base	9987	1658	2493	642	194	949	5038	3690	1232	976
Yes, I do	949	477	355	84	33	949	-	523	134	260
	16%ag	29%acde	10%	13%c	17%e	100%ag	-	14%h	11%	27%ahj
Yes, my husband/wife/partner does	308	101	176	20	11	78	230	209	36	57
	3%cd	6%cd	6%cd	3%	6%	8%ag	5%	6%h	3%	6%h
No	4780	1108	3001	527	144	-	4780	2985	1069	673
	80%ahj	67%	86%abde	82%be	74%e	-	95%ahj	81%h	87%ahj	69%
Refused	20	1	3	14	1	-	20	14	2	2
	0%c	-	-	2%abc	-	-	0%h	-	-	-
Don't know	9	-	1	1	6	-	9	7	2	-
	-	-	-	-	3%abcd	-	-	-	-	-

Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity and gas (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5887	4440	608	869	717	5270	5970	5254	716	4681	523
Yes, I do	949	500	127	316	150	799	948	798	101	763	80
	16%ab	11%	21%ab	36%abc	21%afgh	15%	16%	15%	14%	16%	15%
Yes, my husband/wife/partner does	308	176	64	68	46	262	306	260	41	251	13
	5%ak	4%	11%ab	8%ab	6%	5%	5%	5%	6%k	5%k	3%
No	4780	3798	436	497	527	4252	4766	4239	580	3717	428
	80%cds	86%acd	72%cd	57%	74%	81%e	80%e	81%e	81%	79%	81%
Refused	20	6	2	3	3	17	20	17	2	13	1
	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	-	-	3	5	9	5	-	6	3
	-	-	-	-	0%	-	-	-	-	-	1%aj



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT			
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes, I do	949	768	126	6	637	99	183
	16%	16%	14%	15%	15%	16%	19%
Yes, my husband/wife/partner does	308	258	36	1	223	31	55
	5%	5%	4%	2%	5%	6%	6%
No	4780	3712	766	32	3521	425	760
	80%	79%	83% ^{ab}	83%	81% ^g	77%	77%
Refused	20	14	3	-	14	2	1
	-	-	-	-	-	-	-
Don't know	9	7	-	-	7	1	-
	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes, I do	949	333	468	9	135
	16%	14%	16% ^b	16%	19% ^{ab}
Yes, my husband/wife/partner does	308	130	139	4	35
	5%	5%	5%	7%	5%
No	4780	1920	2283	47	532
	80% ^c	81% ^c	80% ^c	78%	76%
Refused	20	9	7	-	3
	-	-	-	-	-
Don't know	9	2	3	-	4
	-	-	-	-	1% ^{abc}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.

Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes, I do	949	841	532	417	144	158	164	39	120	270	362	196
16%bf	12%	17%b	16%	15%	11%	18%f	21%af	19%f	14%	16%	17%j	16%
Yes, my husband/wife/partner does	308	258	199	109	65	57	56	10	55	100	98	55
5%ie	6%	5%	6%e	4%	5%	7%	7%af	5%	6%	6%	5%	4%
No	4780	4034	2603	2177	1097	666	580	154	718	1327	1725	1010
80%h	83%ac	79%	79%	81%	84%aagh	77%	73%	77%	81%	79%	80%	80%
Refused	20	19	6	14	2	2	1	-	2	4	6	9
-	-	-	-	1%sd	-	-	-	-	-	-	-	1%
Don't know	9	5	5	4	2	-	1	1	1	3	3	2
-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)											
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4058	3598
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
Yes, I do	949	164	214	216	58	60	64	108	681	670	595
	16% ^{c,d}	16%	14%	14%	13%	11%	22% ^{a,h}	14%	17%	17%	17%
Yes, my husband/wife/partner does	308	75	94	88	21	37	26	54	204	201	167
	5%	7% ^a	6%	6%	5%	7%	9% ^a	7% ^a	5%	5%	5%
No	4780	780	1279	1229	374	443	209	606	3154	3190	2777
	80% ^g	77%	81% ^b	81% ^b	82%	82%	71%	80% ^g	79%	79%	79%
Refused	20	3	2	2	1	1	2	1	9	9	7
	*	*	*	*	*	*	1%	*	*	*	*
Don't know	9	3	5	5	1	2	*	2	2	*	2
	1	*	*	*	*	*	*	*	*	*	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.131 Do you or your husband/wife/partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	360	508	127	389	559	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes, I do 949 16%bdp	54 9%	112 20%labdkl	33 6%	72 23%labdkl	98 18%bdi	58 17%bd	78 16%bd	31 22%bdkl	82 20%labdkl	76 14%bd	49 12%bd	66 23%labdkl	81 18%bdi	54 17%bdi	3 12%
Yes, my husband/wife/partner does 308 5%kd	19 3%	37 6%bd	10 2%	19 6%bd	36 6%bd	22 6%bd	28 6%bd	7 5%	21 5%bd	32 6%bd	19 5%bd	16 6%bd	26 6%bd	16 5%bd	1 4%
No 4780 80%cejm	522 88%acefq hijklmno	421 74%	506 93%abcef ghijklmno	229 72%	431 78%	274 79%	386 79%e	105 74%	305 74%	433 81%cejm	346 84%cefil mn	216 74%	337 78%	247 79%	22 84%
Refused 20 -	1 -	-	-	2 -	1 -	-	5 1%ack	-	8 2%abodfg kmn	-	2 -	-	1 -	1 -	-
Don't know 9 -	-	1 -	-	-	-	-	-	-	-	2 -	-	1 -	4 1%aboth	1 -	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	55+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	499	411	48	39	56	309	134	113	129	116	140
8%e	8%e	8%e	9%e	11%e	5%e	10%aag	6%e	9%e	7%e	9%e	10%ah
No	5481	4642	504	315	1109	2788	1564	1339	1759	1103	1260
91%k	92%k	90%k	89%k	95%aig	90%k	92%j	92%k	93%k	90%k	89%k	89%k
Refused	16	9	7	-	2	5	6	-	4	5	7
Don't know	11	10	-	1	4	5	2	2	3	3	4



Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5959	2093	2995	632	216	1166	4790	3407	1184	1204
Weighted Base	5987	1658	3493	642	194	949	4790	3690	1232	976
Yes	499	155	288	36	20	143	355	307	71	113
	8%dp	9%cd	8%cd	6%	10%cd	15%ag	7%	8%u	6%	12%ah
No	5461	1501	3202	592	166	804	4857	3365	1155	859
	91%af	91%ae	92%ae	92%e	69%	69%	92%af	91%j	94%ah	69%
Refused	16	1	1	13	1	-	16	9	3	3
	0%c	-	-	2%abc	0%c	-	-	-	-	-
Don't know	11	-	3	-	7	2	10	8	3	-
	-	-	-	-	4%abd	-	-	-	-	-

Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
Yes	499	374	62	62	59	439	498	439	60	409	33
	8%	8%	10% ^d	7%	8%	8%	8%	8%	8%	9%	6%
No	5461	4060	543	804	653	4908	5445	4792	652	4266	483
	91%	91%	89%	93% ^c	91%	91%	91%	91%	91%	91%	92%
Refused	16	4	2	2	2	14	16	14	3	6	1
	*	*	*	*	*	*	*	*	*	*	*
Don't know	11	2	1	*	3	8	11	8	-	6	6
	^b	*	*	*	*	*	*	*	-	*	1% ^{all}



Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Max of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4155	626	1067
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	499	403	74	4	361	32	92
	81%	9%	8%	11%	8%	8%	91%
No	5461	4272	845	33	3972	515	860
	91%	91%	82%	88%	81%	94%ag	90%
Refused	16	12	1	-	10	1	1
	-	-	-	-	-	-	-
Don't know	11	8	-	1	8	1	2
	-	-	-	9%abc	-	-	-

Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2562	2841	59*	701
Yes	499 8%	218 8%	218 8%	6 10%	56 8%
No	5461 91%	2130 30%	2614 32%	53 89%	639 91%
Refused	16	7	4	1	1
Don't know	11	2	5	1	5
	*	*	*	*	1%abc

Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	85	414	331	168	130	83	86	23	115	158	144	81
	9%	8%	10% ^{ae}	6%	10%	10%	11% ^{ah}	12%	13% ^{aklm}	9% ^{km}	7%	6%
No	810	4651	2957	2504	1168	780	681	176	767	1515	2014	1165
	93% ^{ch}	91%	90%	93% ^{ad}	90%	90%	89%	88%	87%	90% ^j	93% ^{akj}	93% ^{jk}
Refused	1	15	4	12	1	1	1	-	1	3	3	10
	-	-	-	1% ^d	-	-	-	-	-	-	-	1% ^{ajkl}
Don't know	11	7	6	5	2	3	-	-	1	5	3	2
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from other suppliers (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from other suppliers, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from other suppliers, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Total (a)	5958	5987	1451	1406	450	493	296	694	4057	4058	3598
Unweighted Base	946	1007	1572	1526	450	538	296	756	4001	4020	3504
Weighted Base	5958	5987	1451	1406	450	493	296	694	4057	4058	3598
Yes	499	131	153	163	37	52	34	103	330	332	283
	8%	13% ^{a,c}	10%	11% ^a	8%	10%	12%	14% ^a	8%	8%	8%
No	5461	871	1412	1357	410	481	259	651	3661	3679	3215
	91% ^{b,d,g,h}	86%	90% ^b	89%	91%	90%	88%	86%	92%	92%	92%
Refused	16	2	2	1	1	1	2	6	6	4	
	*	*	*	*	*	*	1% ^h	*	*	*	
Don't know	11	3	5	5	2	2	*	2	4	2	
	*	*	*	*	*	*	*	*	*	*	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.132 And do you or your husband/wife/partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES_SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshir e (o)	NA (p)
Unweighted Base 596	589	552	485	328	556	380	508	127	389	556	411	301	485	324	25
Weighted Base 597	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 499 8% ^{cd}	34 6%	55 10% ^{bcd}	25 5%	27 9% ^d	79 14% ^{abcdegh}	21 6%	37 7%	9 6%	40 10% ^{bcd}	49 9% ^{bcd}	21 5%	33 11% ^{bdg}	41 9% ^d	27 9% ^d	-
No 5481 91% ^f	554 94% ^{acdjk}	511 90% ^f	517 95% ^{acdjk}	291 91% ^f	475 86%	327 94% ^{fjmn}	450 92% ^f	134 94% ^f	363 89%	481 90% ^f	392 95% ^{acdjk}	259 88%	397 90%	283 91% ^f	26 100%
Refused 16 -	1 -	-	2 -	-	1 -	-	3 1%	-	7 2% ^{abcdefg}	-	-	-	1 -	1 -	-
Don't know 11 -	-	1 -	2 -	-	-	-	-	-	-	3 1% ^a	-	1 -	4 1% ^{abf}	1 -	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	NATION			AGE			SOCIAL GRADE				
	England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1651	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1955	1228	1410
A: Under £100 \ Under £400 \ Under £5,000	154 3%gh	131 3%	13 2%	9 3%	56 5%ahg	72 2%	26 2%	10 1%	50 3%h	19 2%	75 5%ahj
B: £100 - £199 \ £400 - £929 \ £5,000 - £9,999	482 8%ih	398 8%	54 10%	31 9%	100 9%h	166 5%	216 13%aef	19 1%	84 4%h	89 7%hj	290 21%ahj
C: £200 - £399 \ £830 - £1,333 \ £10,000 - £15,999	684 11%ih	547 11%	95 17%abd	41 12%	133 11%j	273 9%	278 16%aef	56 4%	202 11%h	169 14%ah	257 18%ahj
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409 7%h	347 7%	33 6%	29 8%	80 7%	196 6%	132 8%	59 4%	125 7%h	111 9%ah	114 8%h
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496 8%hk	422 8%	41 7%	33 9%	118 10%g	257 8%	121 7%	94 6%	169 9%hk	145 12%ahk	87 6%
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	559 9%gk	481 9%	51 9%	27 8%	145 12%ahg	300 10%g	114 7%	169 12%ak	197 10%k	127 10%k	66 5%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410 6%gk	355 7%	39 7%	17 5%	83 7%g	258 8%ag	89 4%	165 11%ajk	136 7%k	89 7%k	21 1%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381 6%gk	333 7%	31 6%	17 5%	82 7%g	265 9%ag	34 2%	157 11%ajk	136 7%k	70 6%k	18 1%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268 4%gk	245 5%cd	15 3%	8 2%	47 4%g	196 6%aeg	25 1%	149 10%ajk	94 5%k	19 2%k	5 *
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283 5%degk	252 5%cd	27 5%cd	5 1%	30 3%g	229 7%aeg	23 1%	123 13%ajk	66 3%k	21 2%k	3 *
Nothing/no work or scheme	19 *	14 *	4 *	2 *	6 *	9 *	4 *	2 *	9 *	1 *	8 *
Refused	1388 23%de	1215 24%cd	64 20%	64 18%	193 16%	696 22%e	499 29%aef	321 22%	468 25%	278 23%	321 23%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personally and your husband's/wife's/partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1651	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1955	1223	1410
Don't know	454	333	48	73	98	190	167	60	159	89	145
	8%h	7%	9%	20%abc	8%f	6%	10%af	4%	8%h	7%h	10%ak

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings.

Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		OWNERSHIP		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Don't know	454	121	168	27	138	80	374	258	98	93
	8%cd	7%cd	5%	4%	71%abod	8%	7%	7%	8%	10%ah

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	TYPE OF USER				TYPE OF CONSUMER				TYPE OF USE (ELECTRICITY/GAS)		
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5956	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	5987	4440	608	869	717	5270	5970	5254	716	4681	523
A: Under £100 \ Under £400 \ Under £5,000	154	101	18	34	20	134	152	132	24	104	23
	3%	2%	3%	4%ab	3%	3%	3%	3%	3%	2%	4%aj
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482	236	69	170	83	398	482	398	55	377	48
	8%ab	5%	11%ab	20%abc	12%afgh	8%	8%	8%	8%	8%	9%
C: £200 - £308 \ £830 - £1,323 \ £10,000 - £15,999	684	434	89	160	100	584	681	581	89	539	51
	11%ab	10%	15%ab	16%abc	14%ah	11%	11%	11%	12%	12%	10%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409	303	52	52	54	355	407	354	56	326	24
	7%	7%	9%	6%	7%	7%	7%	7%	8%k	7%k	5%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	402	52	42	57	440	494	437	65	401	26
	8%ab	9%cd	9%cd	5%	8%	8%	8%	8%	9%k	9%k	5%
F: £490 - £679 \ £2,100 - £2,999 \ £25,000 - £34,999	559	484	40	22	61	487	559	497	77	441	37
	9%cd	11%acd	7%cd	3%	8%	8%	8%	8%	11%k	9%	7%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	375	21	14	39	371	409	369	45	338	25
	7%cd	8%acd	3%cd	2%	6%	7%	7%	7%	6%	7%	5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	351	22	8	27	354	380	353	54	300	25
	6%cd	8%acd	4%cd	1%	4%	7%e	7%e	7%e	8%	6%	5%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268	280	5	3	24	244	268	244	33	215	20
	4%cd	6%acd	1%	*	3%	5%	4%	5%	5%	5%	4%
J: £1,550 or over \ £8,650 or over \ £80,000 or over	283	271	6	5	23	259	281	258	31	226	22
	5%cd	6%acd	1%	1%	3%	5%	5%	5%	4%	5%	4%
Nothing/no work or scheme	19	16	2	1	3	16	19	16	6	10	4
	-	*	-	*	-	*	*	-	1%aj	*	1%k

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a|j|k



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE OF ELECTRICITY		
	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	4023	686	1170	743	5213	5939	5196	686	4671	529
Weighted Base	4440	608	969	717	5270	5970	5254	716	4681	523
Refused	940	167	242	158	1230	1385	1227	127	1084	144
	23% _b	21%	27% _{ab}	22%	23%	23%	23%	18%	23% _i	28% _{aj}
Don't know	454	66	114	66	388	454	388	54	319	75
	6% _b	6%	11% _{ab}	9%	7%	6%	7%	6%	7%	14% _{aj}



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	956	476	80	37	415	606	1087
Weighted Base	5887	4696	919	39*	4351	549	981
A: Under £100 \ Under £400 \ Under £5,000	154 3%a	123 3%	14 2%	2 5%	63 1%	20 4%a	56 6%a
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482 8%a	389 8%	59 6%	3 7%	243 6%	60 11%a	153 16%aef
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684 11%a	567 12%a	80 9%	4 11%	456 10%	77 14%a	145 15%a
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409 7%	328 7%	62 7%	2 5%	280 6%	43 8%	84 9%a
E: £390 - £489 \ £1,650 - £2,999 \ £20,000 - £24,999	496 8%	386 8%	86 9%	6 15%	357 8%	40 7%	95 10%
F: £490 - £679 \ £2,100 - £2,699 \ £25,000 - £34,999	559 9%a	444 9%	87 9%	3 7%	431 10%a	31 6%	99 10%a
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410 7%a	314 7%	70 8%	5 14%	341 8%a	24 4%	45 5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381 6%a	285 6%	85 9%ab	2 6%	322 7%a	21 4%	30 3%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268 4%a	202 4%	51 6%	-	239 5%a	8 2%	16 2%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283 5%a	211 4%	57 6%b	2 5%	259 6%a	14 3%a	9 1%
Nothing/no work or scheme	19 -	14 -	4 -	-	15 -	1 -	4 -

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	956	4716	860	37	4135	606	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Refused	1388	1079	203	7	1042	149	165
	23%g	23%	22%	19%	24%g	27%ag	17%
Don't know	454	353	60	3	305	61	81
	8%	8%	7%	7%	7%	11%ae	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	PAYMENT TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5966	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
A: Under £100 \ Under £400 \ Under £5,000	154 2%b	38 2%	90 3%b	1 1%	24 3%b
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482 8%b	139 6%	277 10%ab	4 7%	61 9%b
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684 11%	250 11%	348 12%	7 12%	77 11%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409 7%	178 8%	184 6%	9 16%abce	38 5%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496 8%	196 8%	243 9%	1 2%	56 8%
F: £490 - £679 \ £2,100 - £2,699 \ £25,000 - £34,999	569 9%	234 10%	258 9%	4 7%	62 9%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410 7%e	182 8%e	185 7%	10 17%abce	33 5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381 6%e	179 8%ce	169 6%	3 6%	30 4%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268 4%	120 5%	116 4%	2 4%	29 4%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283 5%	137 6%c	115 4%	1 2%	30 4%
Nothing/no work or scheme	19 *	11 *	7 *	1 2%e	- -

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5966	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Refused	1388	549	646	11	166
	23%	23%	23%	18%	24%
Don't know	454	149	203	4	95
	8%	6%	7%	6%	14%abc

Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	9956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2889	1301	607	788	199	884	1662	2164	1258
A: Under £100 \ Under £400 \ Under £5,000	154	19	134	69	85	16	19	26	2	13	37	55	50
		2%	3%	2%	3%	1%	2%	3%	1%	1%	2%	2%	4%
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482	65	416	221	260	54	61	76	20	33	111	209	129
		7%	8%	7%	10%	4%	7%	10%	10%	4%	7%	10%	10%
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	664	76	608	357	327	97	96	125	22	74	192	262	156
		8%	12%	11%	12%	7%	11%	16%	11%	8%	11%	12%	12%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409	57	352	233	176	79	65	67	13	49	134	161	65
		6%	7%	7%	7%	6%	7%	9%	7%	6%	8%	7%	5%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	81	415	280	217	119	75	63	14	71	164	173	88
		8%	8%	8%	8%	9%	9%	8%	7%	8%	10%	8%	7%
F: £490 - £679 \ £2,100 - £2,899 \ £25,000 - £34,999	559	113	445	346	212	141	106	65	22	127	182	172	78
		9%	13%	11%	8%	11%	12%	8%	11%	14%	11%	8%	6%
G: £680 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	71	339	276	194	130	81	36	18	81	131	133	65
		8%	7%	8%	5%	10%	9%	5%	9%	9%	8%	6%	5%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	68	313	253	128	137	53	48	12	93	113	138	38
		6%	6%	8%	5%	11%	6%	6%	6%	10%	7%	9%	3%
I: £1,150 - £1,549 \ £5,000 - £6,649 \ £60,000 - £79,999	268	55	213	191	77	86	56	26	13	64	94	81	29
		4%	4%	6%	3%	7%	6%	3%	6%	7%	6%	4%	2%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283	71	212	201	82	99	45	36	13	92	84	76	30
		6%	4%	6%	3%	8%	5%	5%	7%	10%	5%	4%	2%
Nothing/no work or scheme	19	3	16	9	10	5	1	1	-	3	4	5	7
		-	-	-	-	-	-	-	-	-	-	-	1%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	9956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	607	798	199	884	1662	2164	1258
Refused	1389	161	1227	652	736	266	160	140	39	152	325	530	382
	23% ^a	18%	24% ^b	20%	27% ^{ad}	20%	18%	18%	19%	17%	19%	23% ^k	30% ^{ajkl}
Don't know	454	58	396	210	244	72	51	59	12	32	111	169	141
	8% ^d	6%	6%	6%	9% ^{ad}	6%	6%	6%	6%	4%	7% ^j	8% ^j	11% ^{ajkl}



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER COMPARISON - LAST 12 MONTHS		CHANGED TARIFF COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/LEND TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1406	450	493	296	694	4057	4068	3586
Weighted Base	5987	1007	1572	1526	450	536	296	756	4001	4020	3504
A: Under £100 \ Under £400 \ Under £5,000	154	16	29	28	12	9	3	14	99	96	92
	3%	2%	2%	2%	3%	2%	1%	2%	2%	2%	3%
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482	36	67	62	49	22	13	23	348	344	316
	8% ^{abcdgh}	4%	4%	4%	11% ^{af}	4%	5%	3%	9%	9%	9%
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684	105	140	137	42	43	41	72	471	474	423
	11% ^{cd}	10%	9%	9%	9%	8%	14% ^h	10%	12%	12%	12%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409	79	98	97	32	30	31	52	283	283	259
	7%	8%	6%	6%	7%	6%	10% ^a	7%	7%	7%	7%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496	87	143	131	34	53	30	63	334	339	286
	8%	9%	9%	9%	8%	10%	10%	8%	8%	8%	8%
F: £490 - £579 \ £2,100 - £2,599 \ £25,000 - £34,999	559	132	189	186	47	78	43	95	371	389	314
	9%	13% ^a	12% ^a	12% ^a	10%	15% ^a	14% ^a	13% ^a	9%	10%	9%
G: £580 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410	67	138	140	32	48	21	69	288	279	231
	7%	9%	9% ^a	9% ^a	7%	9%	7%	9% ^a	7%	7%	7%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381	79	141	138	33	43	20	62	238	251	201
	6%	8%	9% ^a	9% ^a	7%	8%	7%	8%	6%	6%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/LEND TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	946	1451	1406	450	493	296	694	4057	4068	3586
Weighted Base	1007	1572	1526	450	536	296	756	4001	4020	3504
I: £1,150 - £1,549 \	268	54	98	22	34	16	39	166	161	139
£5,000 - £6,649 \	4%	5%	6%a	5%	6%	6%	5%	4%	4%	4%
£50,000 - £79,999										
J: £1,550 or over \	283	91	129	18	57	18	78	140	147	111
£8,650 or over \	5%jk	9%a	8%a	4%	11%ae	6%	10%ag	3%	4%	3%
Nothing/no work or scheme	19	4	5	1	3	1	3	9	10	8
Refused	1388	194	313	91	93	50	151	937	938	839
Don't know	454	43	84	38	24	8	36	315	310	284
	8%bcdgh	4%	5%	8%l	5%	3%	5%	8%	8%	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SCOTLANDS															NA (d)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)		
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
A: Under £100 \ Under £400 \ Under £5,000	154 3%	11 2%	17 3%	15 3%	4 1%	12 2%	6 2%	14 3%	1 1%	13 3%	14 3%	19 5% abeltj n	8 3%	8 2%	11 4%	1 3%
B: £100 - £199 \ £400 - £829 \ £5,000 - £9,999	482 8% bd	32 5%	71 13% abdfgk m	25 5%	27 9% d	47 9% bd	20 6%	42 9% bd	13 3%	39 10% bd	45 9% bd	22 5%	45 7% abdgl	30 10% bd	1 5%	
C: £200 - £308 \ £830 - £1,333 \ £10,000 - £15,999	684 11% dg	58 10%	76 13% deg	37 7%	26 8%	71 13% deg	23 7%	49 10%	34 24% abcde fghiklm o	60 15% bdeg	60 11% dg	47 11% dg	35 12% deg	58 13% deg	46 15% bdeg	3 12%
D: £309 - £389 \ £1,334 - £1,649 \ £16,000 - £19,999	409 7% dg	42 7% d	45 8% dgl	21 4%	24 7% dg	48 9% dgl	13 4%	36 7% dg	4 3%	27 7%	31 6%	19 5%	21 7% kdgkl	47 11% kdgkl	28 9% dgl	4 14%
E: £390 - £489 \ £1,650 - £2,099 \ £20,000 - £24,999	496 8%	49 8%	55 10%	43 8%	33 10% h	44 8%	27 6%	30 6%	10 7%	30 7%	46 9%	32 6%	28 9%	49 11% ho	21 7%	1 4%
F: £490 - £579 \ £2,100 - £2,699 \ £25,000 - £34,999	559 9% dk	62 11% dk	74 13% adefkm	26 5%	24 6%	54 10% h	30 9% d	28 6%	12 8%	39 9% d	34 6%	58 14% adefgh m	22 7% kdgkl	64 14% adefg hkm	32 10% dk	3 11%
G: £580 - £869 \ £2,900 - £3,749 \ £35,000 - £44,999	410 7%	45 8%	38 7%	28 5%	23 7%	49 9% d	23 7%	29 6%	7 5%	30 7%	44 8%	25 6%	16 5%	33 7% d	18 6%	1 6%
H: £870 - £1,149 \ £3,750 - £4,999 \ £45,000 - £59,999	381 6% n	36 6%	40 7% n	30 5%	25 8% mn	47 9% mn	20 6%	30 6%	9 6%	22 5%	40 7% mn	32 8% mn	11 4%	15 3% n	22 7% n	2 8%
I: £1,150 - £1,649 \ £5,000 - £6,649 \ £60,000 - £79,999	268 4%	20 3%	23 4%	26 5%	16 5%	21 4%	9 3%	20 4%	3 2%	12 3%	41 8% abcdfgh jmo	30 7% abcdfgh jmo	11 4%	21 5% d	9 3% d	3 13%
J: £1,550 or over \ £6,650 or over \ £80,000 or over	283 5%	50 8% acdfgh jmo	19 3%	41 7% acdfgh jmo	10 3%	19 3%	12 3%	14 3%	12 8% acdfgh no	15 4%	40 8% acdfgh jmo	22 5% d	7 2%	16 4% d	7 2%	-
Nothing/no work or scheme	19 -	4 1%	2 -	-	1 -	3 1%	-	-	1 -	3 1%	3 1%	-	1 -	1 -	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.133 This card shows incomes in weekly, monthly and annual amounts. Which of the groups on the card represents your personal you and your husband's/wife's/ partner's combined income before any deductions such as income tax or National Insurance? Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just tell me the letter beside the row that applies to you.

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PES - SECTORS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	596	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Refused	1388	143	64	211	79	100	137	28	81	111	82	54	50	66	5
	23%ct	24%cfn	71%	39%abcof	29%cfn	18%cn	39%abcof	36%abcof	20%cn	21%cn	20%cn	18%cn	71%	21%cn	19%
Don't know	454	38	43	43	27	38	27	9	39	25	28	60	35	22	2
	8%nk	7%	8%h	8%h	8%hk	7%	8%h	4%	10%hk	5%	6%	21%abcof	8%h	7%	6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	1913	1599	159	155	286	789	838	325	519	350	720
Weighted Base	1862	1562	161	138	297	895	670	383	636	369	474
Less than £16,000	338	276	44	19	60	110	168	23	75	69	172
	18%bn	18%	27%abcd	14%	20%ef	12%	25%afg	6%	12%hi	19%hj	36%ahj
£16,000 or more	687	588	62	37	101	397	188	194	268	142	84
	37%dpk	38%cd	39%cd	27%	34%	44%aefg	28%	51%aijk	42%ak	38%k	18%
Refused	642	539	47	55	101	309	232	136	226	120	159
	34%	33%	30%	40%	34%	35%	35%	36%	36%	33%	33%
Don't know	194	159	8	27	35	78	81	30	66	38	60
	10%l	10%l	5%	20%abc	12%	9%	12%l	8%	10%	10%	13%h



Q.134 Can I just check, is your own + your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	1913	445	600	652	216	329	1584	1181	338	360
Weighted Base	1862	338	667	642	194	261	1601	1192	344	297
Less than £16,000	338	338	-	-	-	90	248	163	81	87
18%cdagh	100%aeah	-	-	-	-	35%ag	15%	14%	24%ah	29%ah
£16,000 or more	667	-	667	-	-	53	634	508	108	66
37%abdeh	-	100%abde	-	-	-	20%	49%h	43%ahj	32%j	25%
Refused	642	-	-	642	-	84	557	416	115	98
34%bce	-	-	100%abce	-	-	32%	35%	35%	34%	33%
Don't know	194	-	-	-	194	33	162	105	39	46
10%bcd	-	-	-	100%abcd	-	13%	12%	9%	11%	15%ah

Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	1913	1112	267	474	238	1675	1908	1670	186	1433	229
Weighted Base	1862	1212	235	358	228	1634	1859	1631	187	1412	223
Less than £16,000	338	148	49	138	55	283	337	282	35	254	46
£16,000 or more	687	545	78	57	80	599	687	599	88	535	59
Refused	642	421	78	108	64	578	640	576	47%ak	38%k	27%
Don't know	194	98	31	54	20	174	194	174	27	131	34
	10%b	8%	13%b	15%ab	9%	11%	10%	11%	15%j	9%	15%aj



Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	1913	1505	253	8	1340	239	284
Weighted Base	1862	1446	266	10**	1362	210	249
Less than £16,000	338	274	35	3	213	46	68
	78%	19% ^c	73%	27%	16%	22% ^e	27% ^{ae}
£16,000 or more	687	535	106	2	565	54	64
	37% ^d	37%	40%	19%	41% ^{efg}	26%	26%
Refused	642	492	94	4	455	83	87
	34%	34%	35%	44%	33%	39%	35%
Don't know	194	145	31	1	129	28	29
	10%	10%	12%	10%	9%	13%	12%

Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	1913	706	888	15	285
Weighted Base	1862	709	857	15**	281
Less than £16,000	338	105	182	1	50
	18%	15%	21% ^b	4%	19%
£16,000 or more	687	289	306	7	85
	37%	41% ^a	36%	48%	33%
Refused	642	248	287	6	86
	34%	35%	33%	37%	33%
Don't know	194	68	83	2	40
	10%	10%	10%	11%	16% ^{abc}

Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	1913	219	1694	881	1032	314	224	215	57	177	436	736	564
Weighted Base	1862	223	1638	871	990	343	211	201	51*	187	440	705	530
Less than £16,000	338	31	307	123	216	92	38	35	11	14	66	140	118
	18% ^d	14%	15%	14%	22% ^{ad}	9%	18% ^f	17% ^h	21% ⁱ	8%	15% ^j	20% ^{kl}	22% ^{km}
£16,000 or more	687	89	598	369	318	169	85	71	17	93	170	268	156
	37% ^{em}	40%	36%	42% ^{ae}	32%	49% ^{ah}	40%	36%	32%	50% ^{akm}	39% ^m	38% ^{lm}	29%
Refused	642	80	561	296	345	113	69	67	20	64	162	221	195
	34%	36%	34%	34%	35%	33%	33%	33%	39%	34%	37%	31%	37%
Don't know	194	22	172	83	111	29	18	28	3	16	42	75	61
	10%	10%	10%	10%	11%	8%	9%	14%	8%	9%	10%	11%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m
 * small base



Q.134 Can I just check, is your own, your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS				SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)	
Unweighted Base	1913	233	378	373	128	115	62	179	1314	1308	1187
Weighted Base	1862	242	401	396	129	120	59*	190	1282	1258	1131
Less than £16,000	338	23	39	37	21	15	10	15	244	234	224
£16,000 or more	1862	10%	10%	9%	16%	13%	17%	8%	19%	19%	20%
Refused	642	98	153	153	49	43	23	78	408	416	370
Don't know	194	21	37	40	16	10	5	17	145	140	131
	12%	9%	9%	10%	12%	8%	9%	9%	11%	11%	12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k
 * small base



Q.134 Can I just check, is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year?
 Base: All who answered "nothing/no work or scheme", refused or don't know their household income

Total (a)	PFS - SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 1913	183	114	229	117	147	177	213	34	125	151	108	123	93	95	6
Weighted Base 1862	185	109	254	106	142	164	197	38**	123	139	109*	115	87	88*	6*
Less than £16,000 338	28	35	20	19	31	30	51	7	37	19	15	13	18	14	-
18% ^d	15% ^d	32% ^{abdeqk}	8%	18% ^d	22% ^{adm}	18% ^d	26% ^{abdkl}	17%	30% ^{abdeq}	14%	14%	12%	21% ^d	16% ^d	-
£16,000 or more 687	92	33	78	31	68	44	61	21	41	59	73	38	33	13	1
37% ^{go}	50% ^{aadeq}	30% ^o	31% ^o	30% ^o	48% ^{aadeq}	27% ^o	31% ^o	54%	34% ^o	42% ^{dfeho}	67% ^{abode}	33% ^o	39% ^o	13	15%
Refused 642	54	13	133	48	30	68	79	9	39	51	13	39	23	40	5
34% ^{cl}	29% ^{cl}	12%	52% ^{abcfjg}	45% ^{abcfj}	21%	42% ^{bdcfn}	40% ^{bdcfn}	23%	32% ^{cl}	37% ^{clff}	12%	34% ^{clff}	27% ^{cl}	45% ^{bdcfn}	78%
Don't know 194	10	28	24	8	13	21	6	2	6	10	7	25	11	21	1
10% ^{ah}	5%	28% ^{abdefg}	9% ^h	8%	9% ^h	13% ^{bhj}	9%	6%	6%	7%	7%	22% ^{abdef}	13% ^{bhj}	24% ^{abdefg}	9%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 * small base; ** very small base (under 30) ineligible for sig testing



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes - once	629	548	51	31	339	238	51	133	240	109	147
	11%	11%	9%	9%	29% ^a ^{fg}	8%	3%	9%	13% ^a ^{hjk}	9%	10%
Yes - more than once	30	28	3	-	26	5	-	1	15	7	8
	1%	1%	7%	-	2% ^a ^{fg}	-	-	-	1%	1%	1%
No	5305	4479	501	325	801	2857	1646	1320	1635	1107	1243
	89%	89%	90%	91%	69%	92% ^a ^{ae}	90% ^a ^{ef}	91% ^a ^{ak}	86%	90% ^{ij}	83%
Refused	18	12	5	-	3	5	10	-	4	3	10
	-	-	1% ^{ab}	-	-	-	1% ^f	-	-	-	1% ^{ah}
Don't know	6	6	-	-	2	2	1	-	1	3	2
	-	-	-	-	-	-	-	-	-	-	-



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1292	976
Yes - once 629	176	394	37	22	65	564	199	329	91
11%dfh	11%df	11%df	6%	11%df	7%	11%df	5%	27%iahj	9%ih
Yes - more than once 30	13	15	2	-	2	29	4	23	4
1%h	1%	-	-	-	-	1%	-	2%ahj	1%
No 5305	1469	3084	586	166	882	4423	3474	875	875
89%h	89%	88%	91%ce	85%	93%ag	88%	94%ahj	71%	90%h
Refused 18	-	-	16	1	-	18	8	4	5
7%bc	-	-	3%abc	1%bc	-	-	-	-	1%
Don't know 0	-	-	-	0	-	0	-	-	-
-	-	-	-	3%abd	-	-	-	-	-

Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER			
	Total (a)	Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	886	1170	743	5213	5939	5198	886	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
Yes - once	629	564	33	27	94	535	627	533	97	448	82
	11%cd	13%acd	5%cd	3%	13%afgh	10%	11%	10%	13%aj	10%	16%aj
Yes - more than once	30	30	1	-	7	23	30	23	3	18	9
	1%cd	1%cd	-	-	1%	-	-	-	-	-	2%aj
No	5305	3842	572	838	610	4695	5290	4680	614	4203	427
	89%bck	87%	94%ab	96%abc	85%	89%e	89%e	89%e	86%	90%ik	82%
Refused	18	4	2	4	3	14	18	14	3	8	3
	0%	-	-	0%	-	-	-	-	-	-	1%j
Don't know	6	-	-	-	3	3	6	3	-	4	2
	-	-	-	-	0%	-	-	-	-	-	0%



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER			METHOD OF PAYMENT		
	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	4718	880	37	4135	806	1087
Weighted Base	4696	919	30*	4351	549	981
Yes - once	466	112	5	412	61	146
Yes - more than once	21	6	-	21	3	7
No	4190	801	33	3902	483	824
Refused	15	1	-	12	1	3
Don't know	4	-	-	4	1	-
	71%	72%	74%	9%	71%	15% ^{aef}
	89%	87%	86%	90% ^g	88% ^g	84%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				Total (a)
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)	
Unweighted Base	2272	2861	57	742	5956
Weighted Base	2362	2841	59*	701	5987
Yes - once	244	283	13	86	629
Yes - more than once	9	18	1	3	30
No	2103	2533	45	605	5305
Refused	5	6	1	4	18
Don't know	2	2	-	3	6
	-	-	-	-	-
	1%	1%	1%	1%	1%
	89% ^d	89% ^d	78% ^d	86% ^d	89% ^d
	10%	10%	22% ^{a,b,c,e}	12%	11%

Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes - once	659	176	483	312	316	123	117	35	36	139	179	187	123
Yes - more than once	30	11	19	16	14	4	6	2	4	4	14	4	9
No	5305	709	4596	2982	2343	1170	743	729	159	739	1484	1965	1117
Refused	18	1	16	5	13	2	1	1	-	-	2	7	8
Don't know	6	2	3	3	3	2	-	-	-	1	3	1	1

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	946	1451	450	493	296	694	4057	4036	3586
Weighted Base	5967	1007	1572	450	536	296	756	4001	4020	3504
Yes - once	629	108	200	107	90	28	84	401	419	362
Yes - more than once	30	3	13%a	9	3	1	2	10%	10%	10%
No	5305	891	1360	333	441	265	668	3573	3577	3117
Refused	18	3	2	1	-	2	1	8	6	7
Don't know	6	2	5	-	2	-	2	-	-	-
	-	-	-	-	7%a	-	-	-	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.135 Have you moved house in the last 12 months?

Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seeboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes - once 71%	61	64	57	25	53	42	49	7	43	58	58	25	51	33	3
Yes - more than once 30	70%	11% ^u	70%	8%	70%	12% ^u	70%	5%	71%	71%	14% ^{aeefin}	8%	12% ^u	71%	13%
No 1%	3	3	5	-	4	3	4	-	3	4	-	-	3	-	-
No 5305 89%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	-	-	1%	-	-
Refused 18	523	500	482	293	498	302	435	135	359	471	355	289	384	276	22
Refused *	89%	88%	88%	92% ^{gln}	90%	87%	89%	94% ^{gln}	88%	88%	86%	92% ^u	87%	88%	87%
Don't know 6	4	-	2	-	-	-	2	1	4	-	-	1	3	-	-
Don't know *	1%	-	-	-	-	-	1%	-	1% ^{ackl}	-	-	-	1% ^{ck}	-	-
Don't know 6	-	1	-	-	1	-	-	-	-	2	-	-	2	1	-
Don't know *	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Yes	1477	1226	140	111	310	858	308	405	473	355	273
		24%	25%	31%ab	26%g	28%ag	18%	28%ak	25%k	28%k	13%
No	4511	3847	419	245	861	2250	1400	1049	1422	903	1137
	76%dfh	76%df	72%	69%	74%	72%	82%afg	72%	75%	74%	81%afh



Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Yes	1477	382	999	70	26	283	1194	886	321	249
25%de		23%de	29%abde	11%	13%	30%ag	24%	24%	26%	26%
No	4511	1276	2495	572	168	666	3844	2804	911	727
75%cd		77%cd	71%	89%abc	87%abc	70%	76%cd	76%	74%	74%

Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4023	898	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	989	717	5270	5970	5254	716	4681	523
Yes	1477	1245	116	112	165	1312	1472	1307	195	1165	107
	25%cdk	28%acd	13%cd	9%cd	23%	25%	25%	25%	27%k	25%k	20%
No	4511	3194	492	757	552	3959	4498	3946	520	3515	416
	75%ab	72%	81%ab	67%abc	77%	75%	75%	75%	73%	75%	80%ajk



Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mo. of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	39*	4351	549	981
Yes	1477	1140	276	15	1078	101	285
	25% <i>d</i>	24%	30% <i>ab</i>	37%	25% <i>d</i>	18%	29% <i>aef</i>
No	4511	3556	643	24	3273	448	696
	75% <i>cd</i>	76% <i>e</i>	70%	63%	75% <i>g</i>	82% <i>aeeg</i>	71%

Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	TARIFF TYPE				
	Total (a)	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59*	701
Yes	1477	639	682	18	136
	25% ^e	27% ^{abc}	24% ^{ce}	30%	19%
No	4511	1723	2159	41	565
	75% ^{ab}	73%	76% ^{ab}	70%	81% ^{abbc}

Q.136 Would you be willing for Olgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Yes	1477	306	1171	968	508	373	306	202	58	356	484	448	190
	25%kn	34%ao	23%	29%ae	19%	29%a	35%ah	26%	29%	40%akm	29%alm	21%kn	15%
No	4511	594	3917	2330	2181	928	561	566	141	528	1197	1717	1068
	75%kndqk	66%	77%ib	71%	81%iad	71%ig	65%	74%ig	71%	60%	71%	79%kajk	85%kaki



Q.136 Would you be willing for Olgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Total (a)										
Unweighted Base	596	948	1451	1408	450	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1508	450	296	756	4001	4020	3504
Yes	1477	345	525	519	131	98	263	967	988	831
	25%	34% ^a	33% ^a	34% ^a	29% ^a	33% ^a	35% ^a	24%	25%	24%
No	4511	663	1047	1007	319	197	433	3034	3031	2673
	73% ^{bcd} ^{efgh}	69%	67%	66%	71% ^f	67%	62%	76%	75%	76%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q.136 Would you be willing for Ofgem, or a research agency appointed by them, to contact you again about any of these issues in the future?
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PFS SEGMENTS														
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**
Yes 1477 25%dh	127 22%id	142 25%dh	74 14%	85 27%dh	171 31%abodh	88 25%dh	93 19%id	35 25%id	104 25%dh	135 25%dh	114 28%bdh	97 33%abodq hjh	112 25%dh	96 31%abdh	2 6%
No 4511 75%lmo	463 78%lmo	425 75%lm	472 86%abcef ghjklm o	233 73%	384 69%	280 75%lm	396 81%aefq jklmno	108 75%	306 75%lm	399 75%lm	299 72%	197 67%	329 75%lm	216 69%	24 94%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 30) ineligible for sig testing



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
NATION											
England	5072	5072	-	-	1011	2650	1411	1248	1838	1013	1174
	86%cd	100%acd	-	-	86%g	85%g	83%	86%j	86%k	82%	83%
Scotland	559	-	559	-	103	277	179	151	153	124	131
	9%abd	-	100%abd	-	9%	9%	10%	10%i	8%	10%	9%
Wales	355	-	-	355	57	180	117	58	103	91	105
	6%bcd	-	-	100%abc	5%	6%	7%e	4%	5%	7%h	7%ah
AGE											
16-34	1172	1011	103	57	1172	-	-	184	441	249	298
	20%ah	20%	18%	16%	100%afg	-	-	13%	23%ah	20%h	21%h
35-64	3107	2650	277	180	-	3107	-	852	955	676	624
	52%aeg	52%	49%	51%	-	100%aeg	-	59%aak	50%ak	55%ak	44%
65+	1708	1411	179	117	-	-	1708	418	498	303	489
	29%af	28%	32%	33%b	-	-	100%aef	29%j	26%	25%	35%ahj
SOCIAL GRADE											
AB	1454	1248	151	56	184	852	418	1454	-	-	-
	24%dek	25%cd	27%cd	16%	16%	27%aag	24%e	100%ajk	-	-	-
C1	1895	1638	153	103	441	955	498	-	1895	-	-
	32%ghk	32%cd	27%	29%	38%afg	31%	29%	-	100%ahjk	-	-
C2	1228	1013	124	91	249	676	303	-	-	1228	-
	21%ghk	20%	22%	26%ab	21%g	22%g	18%	-	-	100%ahk	-
DE	1410	1174	131	105	298	624	489	-	-	-	1410
	24%hi	23%	23%	30%abc	25%f	30%	29%af	-	-	-	100%ahj
INCOME											
Below £16,000p.a.	1658	1351	206	101	348	621	688	108	411	345	795
	28%ik	27%	37%abd	28%	30%f	20%	40%aef	7%	22%h	28%h	56%ahj
£16,000p.a. or more	3493	3023	298	172	688	2099	707	1180	1191	725	297
	58%cdg	60%cd	53%	49%	69%g	68%aag	41%	81%ajk	63%ak	59%k	28%
Refused	642	539	47	55	101	309	232	136	228	120	159
	11%e	11%	8%	15%abc	9%	10%	14%aef	9%	12%h	10%	11%
Don't know	194	159	8	27	35	78	81	30	65	38	60
	3%ch	3%e	1%	8%abc	3%	3%	5%aef	2%	3%h	3%	4%ah

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
DISABILITY											
Disabled	949	739	116	94	61	400	488	176	231	175	368
	16%ahj	15%	21%ab	27%ab	5%	13%e	29%aaf	12%	12%	14%	26%ahj
Not disabled	5038	4334	444	261	1111	2707	1220	1278	1664	1053	1043
	84%cdgk	85%cd	79%	73%	95%afg	87%ag	71%	88%ak	88%ak	89%k	74%
TENURE											
Owned/ Mortgage	3690	3136	337	217	319	2026	1345	1214	1246	734	496
	62%ak	62%	60%	61%	27%	65%ae	79%aaf	83%ajk	66%ajk	60%k	35%
Rent private	1232	1067	86	79	584	562	85	175	456	258	343
	21%cdh	21%c	15%	22%c	50%afg	18%g	5%	12%	24%ah	21%h	24%ahj
Rent local authority	976	800	118	58	262	478	246	52	170	216	538
	16%gh	16%	21%ab	16%	21%afg	15%	14%	4%	9%h	18%hi	38%ahj
INTERNET USER											
Uses Internet frequently	4440	3829	372	238	1100	2621	718	1249	1536	887	768
	74%cdgk	75%cd	67%	67%	94%afg	84%ag	42%	86%ajk	81%ajk	72%k	54%
Uses Internet infrequently	608	513	56	38	45	284	279	98	151	149	211
	10%ah	10%	10%	11%	4%	9%e	16%aaf	7%	8%	12%hi	15%ahj
Does not use Internet	869	671	75	75	11	172	686	97	188	181	403
	15%efh	13%	22%ab	21%ab	1%	6%e	40%aaf	7%	10%h	15%hi	29%ahj
TYPE OF CONSUMER											
Has mains electricity only	717	543	110	64	137	331	249	181	105	154	187
	12%	11%	20%ab	18%ab	12%	11%	15%aaf	12%	10%	13%	13%h
Has mains gas	5270	4529	450	291	1035	2777	1459	1273	1700	1074	1224
	88%cdg	89%cd	80%	82%	88%g	89%g	85%	88%	90%k	87%	87%
Has mains electricity and gas	5970	5060	556	354	1163	3104	1704	1452	1889	1224	1406
	100%ae	100%	99%	100%	99%	100%ae	100%	100%	100%	100%	100%
Has mains gas and electricity	5254	4517	446	290	1026	2773	1455	1271	1694	1070	1219
	88%cdg	89%acd	80%	82%	88%	89%g	85%	87%	89%k	87%	86%
TIME OF USE ELECTRICITY METER											
Yes	716	634	54	29	142	378	198	188	226	172	132
	12%dk	12%kd	10%	8%	12%	12%	11%	13%k	12%k	14%k	9%
No	4681	3968	438	275	862	2443	1376	1172	1474	931	1103
	78%le	78%	78%	78%	74%	79%le	81%lae	81%l	78%	76%	78%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Don't know	523	421	58	43	149	256	117	82	175	111	155
	9%gh	8%	10%	12%lab	13%atfg	8%	7%	6%	9%h	9%h	11%ah
SUPPLIER											
Any of the Six Large supplier(s)	4696	3923	477	295	872	2435	1368	1099	1447	987	1162
	78%ah	77%	85%lab	83%lab	74%	78%e	81%aef	76%	76%	80%hi	82%ah
Any Small or Medium sized supplier(s)	919	816	56	47	187	521	211	277	322	166	154
	15%agk	16%k	10%	13%	16%g	17%g	12%	19%ajk	17%jk	13%k	11%
Mix of Six Large supplier and Small or Medium sized supplier	39	37	-	2	15	19	6	7	15	7	9
	1%	1%	-	-	1%atfg	1%	-	1%	1%	1%	1%
METHOD OF PAYMENT											
Direct Debit	4351	3717	400	234	705	2268	1378	1282	1506	837	726
	73%abk	73%cd	72%	68%	60%	73%e	81%aef	88%ajk	79%ajk	68%k	51%
Standard Credit	549	476	47	27	86	253	210	95	153	132	168
	9%h	9%	8%	8%	7%	8%	12%aef	7%	8%	11%hi	12%ah
PPM	981	806	89	86	362	525	93	68	209	256	449
	16%gh	16%	16%	24%abc	31%atfg	17%g	5%	5%	11%h	21%afh	32%ahj
TARIFF TYPE											
Fixed term (all energy supplies)	2362	2030	211	122	390	1255	717	650	830	467	416
	39%ek	40%cd	38%	34%	33%	40%e	42%e	45%ajk	44%ajk	38%k	29%
SVT (all energy supplies)	2841	2416	262	163	617	1465	739	646	832	593	771
	47%gj	48%	47%	53%atfg	48%g	45%	44%	44%	44%	48%j	53%ahj
Mixed (fixed term for at least one (but not all) energy suppliers)	59	44	14	1	15	27	18	12	22	13	12
	1%	1%	3%abd	-	1%	1%	1%	1%	1%	1%	1%
Don't know	701	568	67	66	145	328	228	141	209	146	205
	12%	11%	12%	19%abc	12%	11%	13%f	10%	11%	12%	15%ahj
CARER											
Carer	499	411	48	39	56	309	134	113	129	116	140
	8%e	8%	9%	11%	5%	10%aeg	8%e	8%	7%	9%	10%ah
Non-carer	5489	4661	511	316	1115	2798	1575	1341	1766	1112	1270
	92%k	92%	91%	88%	95%atfg	80%	92%f	92%k	93%k	91%	90%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
FAMILY											
Child under 5 AND ABC1C2	681	585	56	40	327	350	4	199	284	197	-
Child under 5 AND DE	221	186	18	17	150	71	-	-	-	-	221
		4% ^{gh}	3%	5%	13% ^{afg}	2%	-	-	-	-	10% ^{ahj}
ETHNIC ORIGIN											
White	5335	4434	549	352	958	2706	1671	1327	1642	1122	1243
		87% ^{aei}	87%	99% ^{ab}	82%	87% ^{ae}	90% ^{aeaf}	91% ^{aeak}	87%	91% ^{aeak}	89%
Non-white	628	615	10	3	210	385	33	122	242	106	158
		10% ^{cdgh}	12% ^{acd}	2%	18% ^{afg}	12% ^{ag}	2%	8%	13% ^{ahj}	9%	11% ^{hj}
Refused	24	24	-	-	3	16	5	5	10	-	9
]	-	-	-	1%	-	-	1% ^j	-	1% ^j
ENGLISH AS ONLY MAIN LANGUAGE											
Yes	5252	4432	530	290	924	2677	1650	1290	1671	1076	1215
		86% ^{de}	87% ^{kd}	95% ^{abd}	79%	86% ^{de}	97% ^{laef}	89% ^{ek}	88%	88%	86%
No	703	614	23	66	242	412	48	159	214	146	183
		12% ^{kg}	12% ^{kc}	4%	21% ^{salg}	13% ^g	3%	11%	11%	12%	13%
SWITCHED - RECENTLY											
Switched in last 12 months	900	790	67	43	225	484	192	284	293	171	171
		15% ^{gk}	16% ^{kc}	12%	19% ^{salg}	16% ^g	11%	18% ^{salgk}	15% ^{ak}	14%	12%
Not switched in last 12 months	5087	4283	493	312	947	2624	1517	1190	1602	1057	1229
		85% ^{eh}	84%	88% ^b	81%	84% ^{ae}	89% ^{laef}	82%	85%	86% ^{hj}	88% ^{ahj}
SWITCHED - EVER											
Ever switched	3298	2848	250	200	493	1871	934	934	1066	657	641
		55% ^{aejk}	56% ^{kc}	45%	59% ^{kc}	42%	60% ^{laeg}	64% ^{saljk}	56% ^{ak}	54% ^{ak}	45%
Never switched	2689	2224	309	155	679	1227	774	521	828	571	770
		45% ^{lh}	44%	55% ^{abd}	44%	58% ^{salg}	40%	36%	44% ^h	46% ^h	55% ^{ahj}
SWITCHING - METHOD											
Price comparison service	1301	1154	90	58	220	814	267	445	462	235	160
		22% ^{cdgk}	23% ^{cd}	16%	18% ^g	26% ^{aeag}	16%	31% ^{saljk}	24% ^{saljk}	19% ^{ak}	11%
Direct contact with supplier	867	735	74	58	145	475	246	244	272	178	172
		14% ^k	14%	13%	12%	15% ^{kc}	14%	17% ^{ak}	14%	15%	12%
Contact with a salesperson	768	646	66	56	86	408	274	145	220	173	230
		13% ^{eh}	13%	16%	7%	13% ^{ae}	16% ^{laef}	10%	12%	14% ^h	16% ^{ahj}



Q. Breaks X Breaks

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	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
Other	199	177	9	12	30	96	73	58	62	40	39
	3%	3% <i>c</i>	2%	4%	3%	3%	4% <i>aef</i>	4%	3%	3%	3%
SEGMENTS											
Switched on	884	758	75	51	138	534	212	341	289	149	105
	15% <i>aq</i>	15%	13%	14%	12%	17% <i>aeg</i>	12%	22% <i>ajk</i>	15% <i>jk</i>	12% <i>k</i>	7%
Tuned in	1682	1451	138	92	332	892	458	458	576	331	316
	28% <i>k</i>	29%	25%	26%	28%	29%	27%	32% <i>ajk</i>	30% <i>k</i>	27% <i>k</i>	22%
On Standby	2164	1832	201	131	393	1092	679	477	685	455	546
	36% <i>k</i>	36%	36%	37%	34%	35%	40% <i>aef</i>	33%	36%	37% <i>h</i>	39% <i>ah</i>
Unplugged	1258	1031	146	81	309	590	360	177	345	294	442
	21% <i>ah</i>	20%	26% <i>ab</i>	23%	26% <i>aafg</i>	19%	21%	12%	18% <i>h</i>	24% <i>ah</i>	31% <i>ahj</i>
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE											
Agree	1708	1419	173	117	387	984	358	206	434	411	657
	29% <i>gh</i>	28%	31%	33%	33% <i>ag</i>	31% <i>ag</i>	21%	14%	23% <i>h</i>	33% <i>ah</i>	47% <i>ahj</i>
Neutral	1284	1075	128	81	277	330	307	307	441	247	289
	21%	21%	23%	23%	24% <i>ag</i>	22% <i>g</i>	19%	21%	23%	20%	21%
Disagree	2869	2468	247	154	479	1417	973	921	977	550	421
	48% <i>ak</i>	49%	44%	43%	41%	46% <i>e</i>	47% <i>aef</i>	62% <i>ajk</i>	52% <i>ajk</i>	45% <i>k</i>	30%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS											
Compared tariff with existing supplier	1007	860	95	52	139	585	284	332	341	186	148
	17% <i>ak</i>	17%	17%	15%	12%	19% <i>ae</i>	17% <i>e</i>	23% <i>ajk</i>	18% <i>k</i>	15% <i>k</i>	11%
Compared tariff with those from other suppliers	1572	1352	136	83	290	927	354	522	527	291	232
	26% <i>gk</i>	27%	24%	23%	25% <i>g</i>	30% <i>aag</i>	21%	36% <i>ajk</i>	28% <i>jk</i>	24% <i>k</i>	16%
Compared tariff with those from existing supplier	1526	1316	123	87	285	899	362	501	536	270	219
	25% <i>ajk</i>	26%	22%	25%	23%	29% <i>aag</i>	21%	34% <i>ajk</i>	28% <i>ajk</i>	22% <i>k</i>	16%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049	894	93	62	181	623	246	347	341	202	159
	18% <i>gk</i>	18%	17%	18%	15%	20% <i>aag</i>	14%	24% <i>ajk</i>	18% <i>k</i>	16% <i>k</i>	11%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000	862	76	62	201	575	224	312	343	187	158
	17% <i>gk</i>	17%	14%	17%	17% <i>g</i>	19% <i>g</i>	13%	21% <i>ajk</i>	18% <i>k</i>	15% <i>k</i>	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1855	1228	1410
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)											
Treat you fairly in their dealings with you	4001 67%h	3375 67%	374 67%	252 71%	787 67%j	1968 63%	1246 75%aef	913 63%	1245 66%	823 67%h	1021 72%ahj
Provide clear and helpful information for you	4020 67%j	3394 67%	372 67%	253 71%	790 67%j	1984 64%	1247 73%aef	965 66%	1231 65%	818 67%	1006 71%ahj
Charge you a fair price for your electricity	3504 59%h	2986 59%	316 56%	202 57%	718 61%j	1671 54%	1117 65%aef	771 53%	1096 58%h	715 58%h	922 65%ahj
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS											
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450 8%g	392 8%	30 5%	28 8%	133 11%afg	227 7%g	90 5%	106 7%	133 7%	96 8%	115 8%
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9%gk	473 9%k	43 8%	21 6%	110 9%g	313 10%g	113 7%	177 12%ak	194 10%k	92 7%k	74 5%
CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS											
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296 5%e	247 5%	30 5%	19 5%	33 3%	158 5%e	104 6%ae	89 6%k	84 4%	66 5%	55 4%
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	750 13%ek	651 13%	68 12%	37 11%	111 9%	453 15%aeg	189 11%	253 17%aek	273 14%k	129 11%k	102 7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k



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	Total (a)	NATION			AGE			SOCIAL GRADE			
		England (b)	Scotland (c)	Wales (d)	16-34 (e)	35-54 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)
Unweighted Base	5956	5057	524	375	1147	2679	2130	1171	1551	1139	2095
Weighted Base	5987	5072	559	355	1172	3107	1708	1454	1895	1228	1410
PES - SEGMENTS											
Eastern	590	590	-	-	106	349	135	111	209	125	145
10%cdgh	-	12%acd	-	-	9%	11%g	8%	8%	11%h	10%h	10%h
EME	567	567	-	-	104	252	171	115	182	126	143
9%cd	-	11%acd	-	-	9%	9%	10%	8%	10%	10%	10%h
London	546	546	-	-	161	321	64	126	187	103	131
9%cdg	-	11%acd	-	-	14%afg	10%g	4%	9%	10%	8%	9%
Manweb	318	217	-	101	48	168	102	78	76	80	84
9%bc	-	4%c	-	29%abc	4%	9%	8%e	5%	4%	6%j	6%j
Midlands	555	553	-	2	109	258	188	136	168	127	125
9%cd	-	11%acd	-	1%	9%	8%	11%af	9%	9%	10%	9%
Northern	348	348	-	-	68	172	108	97	103	63	86
9%cd	-	7%acd	-	-	9%	8%	6%	7%	5%	5%	6%
Norweb	490	490	-	-	91	245	154	103	139	100	148
8%cd	-	10%acd	-	-	8%	8%	9%	7%	8%	8%	10%ahj
Scottish Hydro	143	-	143	-	18	73	51	39	44	39	21
2%bc	-	-	26%abd	-	2%	2%	3%e	3%k	2%	3%k	1%
Scottish Power	410	-	410	-	84	201	124	110	109	84	107
7%bd	-	-	73%abd	-	7%	6%	7%	6%	6%	7%	8%j
Seeboard	534	534	-	-	98	274	162	177	173	96	86
9%cdk	-	11%acd	-	-	8%	9%	9%	12%ajk	9%k	8%	6%
Southern	413	413	-	-	96	216	102	108	163	63	60
7%cdk	-	8%acd	-	-	8%g	7%	6%	7%jk	10%ajk	5%	4%
SWALEC	294	43	-	251	46	154	93	56	96	65	76
6%bc	-	1%c	-	71%abc	4%	5%	5%	4%	5%	5%	5%h
SWEB	442	442	-	-	67	217	158	112	141	80	109
7%cd	-	9%acd	-	-	6%	7%	9%af	6%	7%	6%	8%
Yorkshire	313	313	-	-	66	157	89	77	78	75	82
6%cd	-	6%acd	-	-	6%	5%	5%	5%	4%	6%j	6%j
NA	26	16	7	1	9	10	7	8	7	3	8
-	-	-	1%ab	-	1%	-	-	1%	-	-	1%

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - a/h/i/j/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
NATION									
England 5072 85%bfj	1351 82%	3023 87%ab	539 84%	159 82%	739 78%	4334 86%ij	3136 85%j	1067 87%j	800 82%
Scotland 559 9%ai	206 12%acde	293 9%e	47 7%	4 2%	116 12%ag	444 9%	337 9%j	66 7%	118 12%iah
Wales 355 6%	101 6%	172 5%	55 9%abc	27 14%abcd	94 10%ag	261 5%	217 6%	79 6%	58 6%
AGE									
15-34 1172 20%dfh	348 21%d	688 20%cd	101 16%	35 18%	61 6%	1111 22%af	319 9%	584 47%iahj	292 28%iah
35-64 3107 52%abefj	621 37%	2099 60%abde	309 48%b	78 40%	400 42%	2707 54%j	2028 55%ajj	562 46%	478 49%
65+ 1709 28%cgj	689 42%acd	707 20%	222 36%ac	81 42%ac	488 51%ag	1220 24%	1365 38%ajj	85 7%	246 25%j
SOCIAL GRADE									
AB 1454 24%bdefj	108 7%	1160 34%abde	136 21%b	30 15%b	176 19%	1278 25%j	1214 33%ajj	175 14%j	52 5%
C1 1895 32%bfj	411 25%	1191 34%ab	226 35%b	66 34%b	231 24%	1664 33%ij	1246 34%ajj	456 37%ajj	170 17%
C2 1228 21%	345 21%	725 21%	120 19%	38 19%	175 18%	1053 21%	734 20%	258 21%	216 22%
DE 1410 24%cgj	795 48%acde	397 11%	159 25%c	60 31%ac	368 39%ag	1043 21%	496 13%	343 28%iah	538 55%iah
INCOME									
Below £16,000p.a. 1058 28%cdgfh	1058 100%acde	-	-	-	477 50%ag	1181 23%	699 19%	400 32%iah	512 52%iah
£16,000p.a. or more 3493 58%bdefj	-	3493 100%abde	-	-	355 37%	3139 62%af	2470 67%ajj	678 55%j	320 33%
Refused 642 11%bcd	-	-	642 100%abcde	-	84 9%	557 11%j	416 11%	115 9%	98 10%
Don't know 194 3%bcd	-	-	-	194 100%abcd	33 3%	162 3%	105 3%	39 3%	46 5%iah

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/j



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
DISABILITY										
Disabled	949	477	355	84	33	949	-	523	134	280
	16%g	29%acde	12%	13%e	17%e	100%ag	-	14%	11%	27%ah
Not disabled	5038	1181	3139	557	162	-	5038	3167	1097	715
	84%af	71%	90%abde	87%b	83%b	-	100%af	86%aj	89%ah	73%
TENURE										
Owned/ Mortgage	3690	699	2470	416	105	523	3167	3690	-	-
	62%be	42%	71%abde	65%be	54%b	55%	63%f	100%aj	-	-
Rent private	1232	400	678	115	39	134	1097	-	1232	-
	21%h	24%acd	19%	18%	20%	14%	22%h	-	100%ah	-
Rent local authority	976	512	320	98	46	280	715	-	-	976
	16%g	31%ace	9%	15%e	24%acd	27%ag	14%	-	-	100%ah
INTERNET USER										
Uses Internet frequently	4440	919	3002	421	98	500	3839	2727	1072	586
	74%bde	55%	88%abde	69%be	50%	53%	78%af	74%g	87%ah	60%
Uses Internet infrequently	608	224	275	79	31	127	481	398	77	134
	10%e	14%ac	8%	12%e	16%ac	13%ag	10%	10%g	6%	14%ah
Does not use Internet	869	502	204	108	54	316	553	541	68	237
	15%cp	30%acd	6%	17%e	28%acd	33%ag	11%	15%h	5%	24%ah
TYPE OF CONSUMER										
Has mains electricity only	717	258	374	64	20	150	567	384	189	130
	12%h	16%acd	11%	10%	11%	16%ag	11%	10%	15%ah	13%h
Has mains gas	5270	1399	3120	578	174	799	4472	3306	1043	845
	88%af	84%	89%ab	90%b	89%	84%	89%af	90%aj	85%	87%
Has mains electricity and mains gas	5970	1651	3485	640	194	948	5023	3682	1230	969
	100%	100%	100%	100%	100%	100%	100%	100%ij	100%ij	99%
Has mains gas and electricity	5254	1393	3111	576	174	796	4456	3298	1041	839
	88%af	84%	89%ab	90%b	89%b	84%	88%af	89%aj	85%	86%
TIME OF USE ELECTRICITY METER										
Yes	716	202	450	36	27	101	615	439	180	89
	12%e	12%e	13%e	6%	14%e	11%	12%	12%g	15%ah	9%
No	4681	1275	2783	492	131	763	3917	2997	882	732
	78%e	77%e	80%be	77%e	67%	80%	78%	81%aj	72%	75%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Don't know	523	167	238	84	34	80	443	225	161	125
	9%ch	10%ci	7%ci	13%abc	17%abc	8%ci	9%ci	6%ci	13%iah	13%iah
SUPPLIER										
Any of the Six Large supplier(s)	4696	1353	2706	492	145	768	3928	2887	935	798
	79%ci	82%acde	77%ci	77%ci	74%ci	81%ig	78%ci	79%ci	78%ci	82%iah
Any Small or Medium sized supplier(s)	919	188	606	94	31	126	793	601	192	116
	15%hj	7%ci	17%ab	15%b	16%ci	13%ci	16%ci	16%hj	16%hj	12%ci
Mix of Six Large supplier and Small or Medium sized supplier	39	12	22	4	1	6	33	15	16	7
	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	*	1%iah	1%ci
METHOD OF PAYMENT										
Direct Debit	4351	974	2793	455	129	637	3715	3171	758	375
	73%bfj	59%ci	80%abde	71%b	66%b	67%ci	74%fd	86%ajj	62%ij	38%ci
Standard Credit	549	202	236	83	28	99	450	316	113	104
	9%ci	12%ac	7%ci	13%ac	14%ac	10%ci	9%ci	9%ci	9%ci	11%h
PPM	881	422	442	87	29	183	798	172	341	441
	16%ch	25%acde	15%ci	14%ci	15%ci	19%ag	16%ci	5%ci	28%iah	45%iah
TARIFF TYPE										
Fixed term (all energy supplies)	2362	531	1515	248	68	333	2029	1674	421	248
	39%bfj	32%ci	43%abde	39%b	35%ci	35%ci	43%fd	45%ajj	34%ij	25%ci
SUT (all energy supplies)	2841	897	1575	287	83	468	2374	1587	630	569
	47%ch	54%acde	45%ci	45%ci	43%ci	49%ci	47%ci	43%ci	51%iah	58%iah
Mixed (fixed term for at least one (but not all) energy suppliers)	59	13	39	6	2	9	50	33	13	14
	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci	1%ci
Don't know	701	211	363	86	40	135	566	387	165	134
	12%ci	13%ci	10%ci	13%ci	21%abod	14%ag	11%ci	10%ci	13%h	14%h
CARER										
Carer	499	155	288	36	20	143	355	307	71	113
	8%dg	9%cd	8%cd	6%ci	10%cd	15%ag	7%ci	8%ci	6%ci	12%iah
Non-carer	5488	1503	3206	605	174	805	4683	3382	1161	863
	92%h	87%ci	82%ci	94%abce	80%ci	85%ci	93%af	92%hj	94%iah	86%ci

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	INCOME				DISABILITY		TENURE		
	Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base 5966	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base 5987	1658	3493	642	194	949	5038	3690	1232	976
FAMILY									
Child under 5 AND ABC1C2 11%abh	81	528	90	22	26	655	328	239	107
Child under 5 AND DE 4%ch	116	82	19	4	3	13%cd	9%	19%ahj	11%h
ETHNIC ORIGIN									
White 89%dj	1501	3138	526	170	907	4428	3433	983	839
Non-white 10%kh	153	348	105	22	37	591	247	243	129
Refused 24	4	7	11	2	5	19	7	20%ahj	13%ah
ENGLISH AS ONLY MAIN LANGUAGE									
Yes 88%ag	1484	3080	527	162	903	4349	3414	910	847
No 12%ah	170	411	96	25	45	657	255	315	124
SWITCHED - RECENTLY									
Switched in last 12 months 15%df	192	605	80	22	108	782	562	207	125
Not switched in last 12 months 85%ce	1466	2888	561	172	841	4247	3128	1025	851
SWITCHED - EVER									
Ever switched 55%bdeh	770	2149	296	83	532	2760	2310	518	434
Never switched 45%ch	888	1345	345	111	417	2272	1380	714	542
SWITCHING - METHOD									
Price comparison service 22%bdefj	199	990	113	29	144	1157	992	184	118
Direct contact with supplier 14%de	214	566	69	18	158	709	552	178	123
	73%	18%abde	17%	9%	17%g	14%	15%	14%	13%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g - a/h/i



Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Contact with a salesperson	768 13%	261 16%acd	412 12%	67 10%	28 14%	164 17%ag	604 12%	501 14%	108 9%	147 15%ai
Other	199 3%	55 3%	122 3%	20 3%	3 2%	98 4%	160 3%	146 4%	32 3%	19 2%
SEGMENTS										
Switched on	884 15%ade	134 8%	670 19%abde	64 10%	16 8%	120 12%	763 15%af	667 18%aj	142 12%	69 7%
Tuned in	1662 28%aj	405 24%	1073 31%abde	162 22%	42 22%	270 26%	1412 28%	1151 31%aj	313 25%	300 20%
On Standby	2164 36%	666 40%acd	1202 34%	221 34%	75 34%	362 36%	1801 36%	1335 36%	439 36%	349 36%
Unplugged	1259 21%ch	453 27%ac	549 16%	195 30%ac	61 31%ac	198 21%	1062 21%	538 15%	337 27%ah	358 37%ah
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE										
Agree	1708 29%cdh	781 47%acde	749 21%	124 19%	55 28%cd	364 38%ag	1344 27%	701 19%	479 39%ah	484 50%ah
Neutral	1284 21%df	319 19%	757 22%b	165 26%abc	43 22%	159 17%	1125 22%af	808 22%	272 22%	191 20%
Disagree	2869 48%efj	541 33%	1948 56%abde	300 47%b	80 41%b	412 43%	2457 49%af	2107 57%aj	454 37%j	276 28%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS										
Changed tariff with existing supplier	1007 17%de	180 11%	708 20%abde	98 15%b	21 11%	164 17%	843 17%	765 21%aj	144 12%	89 9%
Compared tariff with those from other suppliers	1572 26%befj	274 17%	1108 32%abde	153 24%b	37 19%	214 23%	1358 27%af	1150 31%aj	269 22%j	138 14%
Compared tariff with those from existing supplier	1526 25%aj	262 16%	1071 31%abde	153 24%b	40 20%	216 23%	1310 26%af	1125 30%aj	255 21%j	131 13%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049 18%bj	187 11%	724 21%abe	110 17%b	28 14%	158 17%	892 18%	778 21%aj	172 14%j	88 9%



Q. Breaks X Breaks

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	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000 17%aj	181 71%	686 20%ab	106 17%b	27 14%	140 15%	860 17%	709 19%aj	192 16%j	88 9%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)										
Treat you fairly in their dealings with you	4001 67%	1162 70%acd	2285 65%	408 64%	145 74%acd	681 72%ag	3319 68%	2398 65%	836 68%	701 72%ah
Provide clear and helpful information for you	4020 67%	1148 69%cd	2316 66%	416 65%	140 72%	670 71%ag	3350 68%	2441 66%	825 67%	688 71%ah
Charge you a fair price for your electricity	3504 59%ch	1056 64%acd	1948 56%	370 58%	131 67%acd	955 63%ag	2509 58%	2057 56%	744 60%h	641 66%ah
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS										
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450 8%h	123 7%	262 7%	49 8%	16 8%	58 6%	392 8%	234 6%	131 11%ah	82 8%h
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9%h	89 5%	394 11%abde	43 7%	10 5%	60 6%	476 9%h	380 10%aj	100 8%j	53 5%
CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS										
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	298 5%h	68 4%	199 6%bd	23 4%	5 3%	64 7%ag	231 5%	219 6%j	43 3%	31 3%



Q. Breaks X Breaks
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	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000 p.a. (b)	£16,000 p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1292	976
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	756 13% ^{ab}	124 7%	538 15% ^{abde}	78 12% ^b	17 9%	108 11%	649 13%	581 16% ^{aj}	108 9%	63 6%
PES - SEGMENTS										
Eastern	590 10% ^{abef}	129 9%	397 11% ^{abde}	54 6%	10 5%	54 6%	536 11% ^{af}	340 9%	135 11%	111 11% ^h
EME	567 9% ^d	199 12% ^{acd}	327 9% ^d	13 2%	28 15% ^{acd}	112 12% ^{ag}	455 9%	371 10%	104 8%	85 9%
London	546 9% ^{abf}	97 6%	293 8% ^b	133 21% ^{abce}	24 12% ^b	33 3%	513 10% ^d	209 6%	180 15% ^{ah}	144 15% ^{ah}
Manweb	318 5%	77 5%	186 5%	48 7% ^{abc}	8 4%	72 8% ^{ag}	246 5%	202 5%	52 4%	61 6% ^h
Midlands	555 9% ^d	162 10% ^d	350 10% ^d	30 5%	13 7%	98 10%	457 9%	345 9%	125 10%	83 9%
Northern	349 6%	80 6%	179 5%	68 11% ^{abc}	21 11% ^{abc}	58 6%	291 6%	223 6%	62 5%	58 6%
Norweb	490 8% ^{ag}	156 9% ^{ce}	249 7% ^{se}	79 12% ^{ace}	6 3%	78 8%	412 8%	331 9% ^h	93 8%	60 6%
Scottish Hydro	143 2% ^h	54 3% ^{acd}	79 2%	9 1%	2 1%	31 3% ^g	112 2%	103 3% ^h	13 1%	25 3% ^h
Scottish Power	410 7% ^{ae}	149 9% ^{acde}	216 6%	39 6%	6 3%	82 9% ^{ag}	327 6%	229 6%	73 6%	91 9% ^{ah}
Seeboard	534 9% ^d	139 8%	334 10% ^{se}	51 6%	10 5%	76 8%	457 9%	366 10% ^h	99 8%	63 6%
Southern	413 7% ^{dfj}	104 6% ^d	290 8% ^{abde}	13 2%	7 4%	49 5%	365 7% ^f	259 7% ^h	96 8% ^h	44 4%
SWALEC	294 5%	77 5%	152 4%	39 6%	25 13% ^{abcd}	66 7% ^{ag}	227 5%	167 5%	61 5%	45 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Q. Breaks X Breaks

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	Total (a)	INCOME				DISABILITY		TENURE		
		Below £16,000p.a. (b)	£16,000p.a. or more (c)	Refused (d)	Don't know (e)	Disabled (f)	Not disabled (g)	Owned/ Mortgage (h)	Rent private (i)	Rent local authority (j)
Unweighted Base	5956	2093	2995	652	216	1166	4790	3467	1184	1204
Weighted Base	5987	1658	3493	642	194	949	5038	3690	1232	976
SWEB	442	129	278	23	11	81	361	300	80	56
Yorkshire	313	102	151	40	21	54	259	200	53	48
NA	26	5	15	5	1	3	23	17	6	3
	-	-	-	1%	-	*	*	-	-	*

Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	899	717	5270	5970	5254	716	4681	523
NATION											
England	5072	3829	513	671	543	4529	5060	4517	634	3968	421
	85% ^{cdk}	88% ^{ad}	84% ^{cd}	77%	78%	86% ^{de}	85% ^{de}	86% ^{de}	80% ^{ajk}	85% ^{ik}	81%
Scotland	559	372	56	122	110	450	556	446	54	438	58
	9%	8%	9%	14% ^{abc}	15% ^{afgh}	9%	9%	8%	7%	9%	11% ^l
Wales	355	238	38	75	64	291	354	290	29	275	43
	6%	5%	6%	9% ^{ab}	9% ^{afgh}	6%	6%	6%	4%	6%	8% ^{aj}
AGE											
16-34	1172	1100	45	11	137	1035	1163	1026	142	862	149
	20% ^{cd}	25% ^{acd}	7% ^d	1%	19%	20%	19%	20%	20%	16%	29% ^{aj}
35-64	3107	2621	284	172	331	2777	3104	2773	318	2443	256
	52% ^{cd}	59% ^{acd}	47% ^d	20%	46%	53% ^{de}	52% ^{de}	53% ^{de}	53%	52%	49%
65+	1708	718	279	686	249	1459	1704	1455	196	1376	117
	29% ^{abk}	16%	46% ^{ab}	79% ^{abc}	35% ^{afgh}	28%	29%	28%	27%	29% ^{ik}	22%
SOCIAL GRADE											
A2	1454	1249	98	97	161	1273	1452	1271	186	1172	82
	24% ^{cdk}	28% ^{acd}	16% ^d	71%	25%	24%	24%	24%	26% ^{ik}	25% ^{ik}	16%
C1	1895	1536	151	188	195	1700	1889	1694	226	1474	175
	32% ^{cd}	35% ^{acd}	25%	22%	27%	30% ^{de}	32% ^{de}	32% ^{de}	30%	31%	33%
C2	1229	887	149	181	154	1074	1224	1070	172	931	111
	21%	20%	24% ^{ab}	21%	22%	20%	21%	20%	24% ^{aj}	20%	21%
DE	1410	768	211	403	167	1224	1406	1219	132	1103	155
	24% ^{ab}	17%	35% ^{ab}	46% ^{abc}	26%	23%	24%	23%	18%	24% ^{ij}	30% ^{aj}
INCOME											
Below £16,000p.a.	1658	919	224	502	258	1399	1651	1393	202	1275	167
	28% ^{ab}	21%	37% ^{ab}	58% ^{abc}	36% ^{afgh}	27%	28%	27%	28%	27%	32% ^{ij}
£16,000p.a. or more	3493	3002	275	204	374	3120	3485	3111	450	2789	238
	58% ^{cd}	68% ^{acd}	45% ^d	23%	52%	59% ^{de}	59% ^{de}	59% ^{de}	45% ^{ik}	59% ^{ik}	46%
Refused	642	421	78	108	64	578	640	576	36	492	84
	11% ^{kl}	9%	13% ^{ab}	12% ^{ab}	9%	11%	11%	11%	5%	11% ^{ij}	16% ^{aj}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h - a/ij/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
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Don't know	194	98	31	54	20	174	194	174	27	131	34
		2%	5%ab	6%ab	3%	3%	3%	3%	4%	3%	6%aj
DISABILITY											
Disabled	949	500	127	316	150	799	948	798	101	763	80
	16%b	11%	21%ab	30%abc	21%afgh	15%	16%	15%	14%	16%	15%
Not disabled	5039	3939	481	553	567	4472	5023	4456	615	3917	443
	84%cd	89%acd	79%cd	64%	79%	85%e	84%e	85%e	88%	84%	85%
TENURE											
Owned /Mortgage	3690	2727	388	541	384	3306	3682	3298	439	2997	225
	62%ak	61%	63%	62%	54%	53%e	62%e	63%e	61%ak	64%ak	43%aj
Rent private	1232	1072	77	68	189	1043	1230	1041	180	882	161
	21%cd	24%acd	13%cd	8%	26%afgh	20%	21%	25%aj	25%aj	19%	31%aj
Rent local authority	976	586	134	237	130	845	969	839	89	732	125
	16%bd	13%	22%ab	27%abc	18%	16%	16%	16%	12%	16%k	24%aj
INTERNET USER											
Uses Internet frequently	4440	4440	-	-	476	3963	4429	3952	550	3471	379
	74%cd	100%acd	-	-	68%	75%e	74%e	75%e	77%	74%	73%
Uses Internet infrequently	608	-	608	-	94	514	607	513	71	492	39
	10%bd	-	100%abd	-	13%afgh	10%	10%	10%	11%k	11%k	8%
Does not use Internet	869	-	-	869	139	730	864	726	88	677	88
	15%bc	-	-	100%abc	19%afgh	14%	14%	14%	12%	14%	17%k
TYPE OF CONSUMER											
Has mains electricity only	717	476	94	139	717	-	717	-	259	380	72
	12%ij	11%	15%ab	16%ab	100%afgh	-	12%ih	-	38%ajk	6%	14%j
Has mains gas	5270	3963	514	730	-	5270	5254	5254	456	4300	451
	89%cd	89%acd	85%	84%	-	100%aefg	88%e	100%aefg	64%	92%ak	86%k
Has mains electricity	5970	4429	607	864	717	5254	5970	5254	716	4681	523
	100%	100%	100%	99%	100%	100%	100%af	100%af	100%	100%a	100%
Has mains gas and electricity	5254	3952	513	726	-	5254	5254	5254	456	4300	451
	88%cd	89%acd	84%	84%	-	100%aefg	88%e	100%aefg	64%	92%ak	86%k

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TIME OF USE ELECTRICITY METER											
Yes	716	550	71	88	259	456	716	456	716	-	-
	12%h	12%h	12%	10%	36%afgh	9%	12%h	9%	100%ajk	-	-
No	4681	3471	492	677	380	4300	4681	4300	-	4681	-
	78%iak	78%	81%	78%	53%	82%aag	78%	82%aag	-	100%iak	-
Don't know	523	379	39	88	72	451	523	451	-	-	523
	9%j	9%	6%	10%ic	10%	9%	9%	9%	-	-	100%ajj
SUPPLIER											
Any of the Six Large supplier(s)	4698	3389	508	746	574	4122	4682	4108	556	3698	368
	79%iak	76%	83%iab	86%iab	60%	78%	79%	79%	79%	79%ik	74%
Any Small or Medium sized supplier(s)	919	791	68	53	90	828	918	828	120	738	57
	15%ckk	18%acd	11%d	6%	13%	16%	15%	16%	17%k	16%k	11%
Mix of Six Large supplier and Small or Medium sized supplier	39	38	1	2	-	39	39	39	6	28	4
	1%e	1%d	-	-	-	1%e	1%e	1%e	1%	1%	1%
METHOD OF PAYMENT											
Direct Debit	4351	3325	431	555	468	3883	4344	3876	517	3473	330
	73%idk	75%acd	71%cd	64%	65%	74%e	73%e	74%e	72%ik	74%ik	63%
Standard Credit	549	325	62	152	79	470	547	468	75	416	51
	9%b	7%	10%b	17%abc	11%	9%	9%	9%	11%	9%	10%
PPM	981	741	104	123	132	849	975	843	94	738	126
	16%l	17%d	17%	14%	18%	16%	16%	16%	13%	16%	24%ajj
TARIFF TYPE											
Fixed term (all energy supplies)	2362	1875	212	251	254	2109	2356	2102	312	1894	138
	39%ckk	42%acd	35%d	29%	35%	40%e	39%e	40%e	44%iak	40%k	26%
SVT (all energy supplies)	2841	2042	311	457	387	2454	2833	2446	328	2297	184
	47%k	46%	51%ab	53%ab	54%afgh	47%	47%	47%	49%k	49%k	35%
Mixed (fixed term for at least one (but not all) energy suppliers)	59	49	7	4	-	59	59	59	13	39	7
	1%e	1%d	1%	1%	-	1%e	1%e	1%e	2%j	1%	1%
Don't know	701	462	76	152	74	627	699	625	62	446	189
	12%l	10%	12%	17%abc	10%	12%	12%	12%	9%	10%	36%ajj

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CARER											
Carer	499	374	62	62	59	439	498	439	60	403	33
	8%	8%	10% ^d	7%	8%	8%	8%	8%	8%	9%	6%
Non-carer	5488	4066	546	807	657	4831	5472	4815	655	4278	490
	92%	92%	90%	93% ^c	92%	92%	92%	92%	92%	97%	94%
FAMILY											
Child under 5 AND ABC1C2	681	649	20	3	81	600	677	596	88	497	86
	11% ^{cd}	15% ^{acd}	3% ^d	*	11%	11%	11%	11%	12%	11%	17% ^{aj}
Child under 5 AND DE	221	186	25	5	21	201	220	199	17	173	27
	4% ^d	4% ^d	4% ^d	1%	3%	4%	4%	4%	2%	4%	5%
ETHNIC ORIGIN											
White	5335	3894	553	838	631	4704	5322	4691	641	4236	409
	89% ^{ak}	88%	91% ^b	96% ^{abc}	89%	89%	89%	89%	89% ^k	90% ^{ak}	78%
Non-white	629	521	52	29	85	543	625	540	75	428	108
	10% ^d	12% ^{acd}	9% ^d	3%	12%	10%	10%	10%	11%	9%	21% ^{aj}
Refused	24	15	3	2	1	23	24	23	-	17	5
	*	*	1%	*	*	*	*	*	*	*	1%
ENGLISH AS ONLY MAIN LANGUAGE											
Yes	5252	3843	549	828	605	4647	5239	4634	620	4170	415
	88% ^{ak}	87%	90% ^b	95% ^{abc}	84%	88% ^{ae}	88% ^{ae}	88% ^{ae}	87% ^k	89% ^{ak}	79%
No	703	597	57	41	106	596	698	689	94	491	102
	12% ^d	13% ^{acd}	9% ^d	5%	15% ^{afgh}	11%	12%	11%	13%	10%	19% ^{aj}
SWITCHED - RECENTLY											
Switched in last 12 months	900	773	63	52	90	809	898	808	118	704	71
	15% ^{cd}	17% ^{acd}	10% ^d	6%	13%	15%	15%	15%	16%	15%	14%
Not switched in last 12 months	5087	3667	544	817	626	4461	5072	4446	568	3976	452
	85% ^b	83%	90% ^{ab}	94% ^{abc}	87%	85%	85%	85%	84%	85%	88%
SWITCHED - EVER											
Ever switched	3298	2617	313	340	292	3006	3294	3002	413	2661	202
	55% ^{de}	59% ^{acd}	52% ^d	39%	41%	57% ^{ae}	55% ^{ae}	57% ^{aeg}	58% ^k	57% ^k	39%
Never switched	2689	1822	294	529	425	2934	2677	2252	303	2020	321
	45% ^{bh}	41%	48% ^b	61% ^{abc}	58% ^{afgh}	43%	45% ^h	43%	42%	43%	61% ^{aj}

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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SWITCHING - METHOD											
Price comparison service	1301	1146	97	44	105	1196	1301	1196	178	1050	63
	22%cdk	26%acd	16%id	5%	15%	23%e	22%e	23%e	25%ik	22%k	12%
Direct contact with supplier	867	691	80	91	76	791	866	790	100	706	56
	14%dek	16%id	13%	10%	11%	15%e	14%e	15%e	14%	15%ik	11%
Contact with a salesperson	768	528	105	132	75	693	767	692	89	619	59
	13%	12%	17%lab	15%lab	10%	13%e	13%	15%	12%	13%	11%
Other	199	152	12	33	26	173	199	173	30	160	7
	3%k	3%	2%	4%ic	4%	3%	3%	3%	4%ik	3%k	1%
SEGMENTS											
Switched on	884	799	54	28	99	785	882	783	135	717	25
	15%cdk	18%acd	9%id	3%	14%	15%	15%	15%	19%ajk	15%k	5%
Tuned in	1682	1343	169	152	172	1510	1680	1509	237	1345	94
	28%dek	30%acd	26%id	18%	24%	29%e	29%e	29%e	33%ajk	29%k	18%
On Standby	2164	1509	231	423	288	1886	2157	1888	248	1708	188
	36%ib	34%	38%	46%labcd	37%	36%	36%	36%	35%	36%	36%
Unplugged	1258	788	154	286	178	1080	1251	1074	96	911	218
	21%ib	18%	25%lab	33%labcd	25%afgh	20%	21%	20%	13%	19%i	42%ajj
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE											
Agree	1708	1219	205	280	215	1494	1699	1485	213	1306	170
	29%	27%	34%lab	32%lab	30%	28%	28%	28%	30%	28%	32%j
Neutral	1284	964	126	197	151	1133	1283	1132	151	975	144
	21%	22%	21%	19%	21%	21%	21%	21%	21%	21%	28%ajj
Disagree	2869	2191	268	407	334	2535	2864	2530	337	2318	191
	48%ik	49%ic	44%	47%	47%	48%	48%	48%	47%ik	50%k	38%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS											
Changed tariff with existing supplier	1007	861	75	61	89	918	1006	917	149	816	36
	17%cdk	19%acd	12%id	7%	12%	17%e	17%e	17%e	21%ajk	17%k	7%
Compared tariff with those from other suppliers	1572	1361	118	79	155	1417	1570	1415	215	1287	60
	26%cdk	31%acd	19%id	9%	22%	27%e	26%e	27%e	30%ak	27%k	11%

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Compared tariff with those from existing supplier	1526 25%cdk	1336 30%acd	108 18%cd	69 6%	141 20%	1385 26%	1524 26%	1384 26%	221 31%ak	1239 26%	56 11%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049 18%cdk	896 20%acd	82 14%cd	64 7%	101 14%	948 18%	1049 18%	948 18%	146 20%k	866 18%	32 6%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000 17%cdk	865 19%acd	79 13%cd	50 6%	76 11%	924 18%	999 17%	922 18%	139 19%k	817 17%	36 7%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)											
Treat you fairly in their dealings with you	4001 67%bk	2873 65%	418 69%b	680 78%abc	479 67%	3522 67%	3992 67%	3513 67%	469 66%k	3193 68%	301 58%
Provide clear and helpful information for you	4020 67%k	2914 66%	421 69%	657 76%abc	482 67%	3537 67%	4010 67%	3527 67%	462 65%k	3219 69%	301 58%
Charge you a fair price for your electricity	3504 59%bk	2481 56%	372 61%b	623 72%abc	399 56%	3105 59%	3496 59%	3097 59%	397 55%	2809 60%	266 51%
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS											
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450 8%de	369 8%cd	33 5%	40 5%	37 5%	413 8%	450 8%	413 8%	56 8%	346 7%	48 9%
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9%cdk	479 11%acd	36 6%cd	15 2%	54 7%	483 9%	535 9%	481 9%	71 10%k	433 9%	28 5%

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CHANGED TARIFF/COMPARISON - LAST 12 MONTHS											
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296 5%a	221 5%	34 6%	38 4%	24 3%	271 5%	295 5%	270 5%	50 7%ajk	236 5%k	7 1%
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	756 13%cdk	674 15%acd	45 7%cd	29 3%	64 9%	692 13%ce	756 13%ce	692 13%ce	106 15%ik	619 13%k	29 6%
PES - SEGMENTS											
Eastern	590 10%dj	473 11%cd	50 8%	58 6%	79 11%	512 10%	588 10%	511 10%	131 18%ajk	405 9%	46 9%
EME	567 9%j	419 9%	58 9%	89 10%	71 10%	496 9%	566 9%	495 9%	145 20%ajk	383 8%	35 7%
London	546 9%cd	437 10%cd	58 10%	36 4%	72 10%	474 9%	543 9%	471 9%	39 5%	388 8%j	101 19%aj
Manweb	318 5%	211 5%	43 7%ab	62 7%ab	34 5%	284 5%	317 5%	283 5%	27 4%	266 6%	22 4%
Midlands	555 9%k	390 9%	60 10%	105 12%ab	57 8%	497 9%	554 9%	496 9%	66 9%	452 10%k	34 6%
Northern	348 6%el	256 6%	38 6%	51 6%	21 3%	328 6%e	348 6%e	327 6%e	6 1%	318 7%ik	20 4%j
Norweb	490 8%el	353 8%	63 10%	72 8%	16 2%	474 9%e	490 9%e	474 9%e	26 4%	417 9%j	46 9%j
Scottish Hydro	143 2%	100 2%	12 2%	30 3%ab	42 6%afgh	100 2%	142 2%	99 2%	24 3%	104 2%	15 3%
Scottish Power	410 7%l	289 6%	44 7%	89 10%abc	66 9%afgh	344 7%	407 7%	341 6%	30 4%	327 7%j	44 8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - a/j/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (g)	INTERNET USER			TYPE OF CONSUMER				TIME OF USE ELECTRICITY METER		
		Uses Internet frequently (b)	Uses Internet infrequently (c)	Does not use Internet (d)	Has mains electricity only (e)	Has mains gas (f)	Has mains electricity (g)	Has mains gas and electricity (h)	Yes (i)	No (j)	Don't know (k)
Unweighted Base	5958	4223	686	1170	743	5213	5939	5198	686	4671	529
Weighted Base	5987	4440	608	939	717	5270	5970	5254	716	4681	523
Seaboard	534	428	43	58	42	492	532	490	97	389	45
		91%da	10%cd	7%	6%	91%e	91%e	91%e	14%ajk	6%	9%
Southern	413	340	35	38	49	364	413	363	41	349	20
		71%dk	8%cd	6%	7%	7%	7%	7%	6%	71%k	4%
SWALEC	294	213	25	53	39	255	293	254	22	221	43
		5%a	5%	6%	5%	5%	5%	5%	3%	5%	6%aj
SWEB	442	322	42	73	93	348	441	348	35	373	30
		7%a	7%	6%	13%algh	7%	7%	7%	5%	6%a	6%
Yorkshire	313	213	34	53	32	281	311	279	22	268	21
		5%a	5%	6%	4%	5%	5%	5%	3%	6%a	4%
NA	26	18	1	5	4	22	26	22	4	20	1
		-	-	1%	1%	-	-	-	1%	-	-



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
NATION							
England	5072	3923	816	37	3717	476	806
	85%g	84%	89%ab	86%	85%g	87%g	82%
Scotland	589	477	56	-	400	47	89
	9%c	10%c	6%	-	9%	9%	9%
Wales	355	295	47	2	234	27	86
	6%	6%	5%	4%	5%	5%	9%aef
AGE							
15-34	1172	872	187	15	705	86	382
	20%ef	19%	20%	37%abc	16%	16%	37%aef
35-64	3107	2435	521	19	2288	253	525
	52%g	52%	57%ab	49%	52%g	49%	54%g
65+	1708	1388	211	6	1378	210	93
	29%g	30%c	23%	15%	32%ag	38%aeg	9%
SOCIAL GRADE							
AB	1454	1099	277	7	1282	85	68
	24%g	23%	30%ab	19%	29%afg	17%g	7%
C1	1895	1447	322	15	1506	153	209
	32%g	31%	35%b	39%	35%afg	28%g	21%
C2	1228	967	166	7	837	132	256
	21%	21%	18%	19%	19%	24%a	28%ae
DE	1410	1182	154	9	726	168	449
	24%e	25%c	17%	23%	17%	31%ae	46%aef
INCOME							
Below £16,000p.a.	1658	1353	188	12	974	202	422
	28%e	29%c	20%	30%	22%	37%ae	43%aef
£16,000p.a. or more	3493	2706	606	22	2793	236	442
	58%g	56%	69%ab	56%	64%afg	42%	45%
Refused	642	482	94	4	455	83	87
	11%	10%	10%	11%	10%	15%aeg	9%

Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Don't know	194	145	31	1	129	28	29
	3%	3%	3%		3%	5%aeg	3%
DISABILITY							
Disabled	949	768	126	6	837	99	183
	16%	16%	14%	15%	15%	18%ae	19%ae
Not disabled	5038	3928	793	33	3715	450	798
	84%fg	84%	86%	85%	85%fg	62%	81%
TENURE							
Owned/ Mortgage	3690	2887	601	15	3171	316	172
	62%dg	61%bd	69%abd	39%	73%afg	58%fg	17%
Rent private	1232	935	192	16	758	113	341
	21%ae	20%	21%	40%abc	17%	21%	35%aef
Rent local authority	976	798	116	7	375	104	441
	16%ce	17%cd	13%	18%	9%	19%ce	45%aef
INTERNET USER							
Uses Internet frequently	4440	3389	791	36	3325	325	741
	74%df	72%	86%ab	92%ab	76%af	59%	76%df
Uses Internet infrequently	608	506	68	1	431	62	104
	10%ce	11%cd	7%	3%	10%	11%	11%
Does not use Internet	869	746	53	2	555	152	123
	15%ce	16%cd	6%	5%	13%	28%aeg	12%
TYPE OF CONSUMER							
Has mains electricity only	717	574	90	-	468	79	132
	12%fd	12%fd	10%	-	11%	14%fe	13%fe
Has mains gas	5270	4122	829	39	3983	470	849
	88%	88%	80%	100%ab	89%fg	86%	87%
Has mains electricity	5970	4682	918	39	4344	547	975
	100%	100%	100%	100%	100%fg	100%	99%
Has mains gas and electricity	5254	4108	628	39	3676	469	843
	88%	87%	90%b	100%ab	89%fg	85%	86%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
TIME OF USE ELECTRICITY METER							
Yes	716	596	120	8	517	75	94
	12%g	12%	12%	12%g	14%g	10%	10%
No	4681	3698	738	28	3473	416	738
	78%	79%	80%	72%	80%fg	76%	75%
Don't know	523	388	57	4	330	51	128
	9%c	8%	6%	9%	8%	9%	13%aef
SUPPLIER							
Any of the Six Large supplier(s)	4696	4696	-	-	3357	495	791
	78%cd	100%acd	-	-	77%	90%aeg	81%e
Any Small or Medium sized supplier(s)	919	-	919	-	749	22	132
	15%aef	-	100%abcd	-	17%afg	4%	13%d
Mix of Six Large supplier and Small or Medium sized supplier	39	-	-	39	27	3	12
	1%bc	-	-	100%abc	1%	1%	1%
METHOD OF PAYMENT							
Direct Debit	4351	3357	749	27	4351	24	89
	73%fg	71%	82%ab	70%	100%afg	4%	9%f
Standard Credit	549	495	22	3	24	549	34
	9%acg	11%ac	2%	8%	1%	100%aeg	3%e
PPM	981	791	132	12	89	34	981
	16%af	17%	14%	30%abc	2%	6%e	100%aef
TARIFF TYPE							
Fixed term (all energy supplies)	2362	1832	434	12	2098	113	119
	39%fg	39%	47%ab	32%	48%afg	21%g	12%
SVT (all energy supplies)	2841	2303	391	17	1719	358	720
	47%ce	49%c	43%	44%	40%	65%ae	73%aef
Mixed (fixed term for at least one (but not all) energy suppliers)	59	47	4	4	47	10	19
	1%	1%	-	11%abc	1%	2%	2%ae
Don't know	701	501	89	4	485	68	119
	12%	11%	10%	9%	11%	12%	12%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
CARER							
Carer	499	403	74	4	361	32	92
	84%	9%	8%	11%	8%	8%	94%
Non-carer	5488	4292	845	35	3990	517	888
	92%	91%	82%	89%	82%	94%	91%
FAMILY							
Child under 5 AND ABC1C2	681	518	140	7	481	43	149
	11%	11%	15%	19%	11%	8%	15%
Child under 5 AND DE	221	171	37	2	66	22	129
	4%	4%	4%	6%	2%	4%	13%
ETHNIC ORIGIN							
White	5335	4191	819	32	3933	468	836
	89%	89%	89%	82%	90%	85%	85%
Non-white	628	496	99	7	402	79	140
	10%	10%	11%	18%	9%	14%	14%
Refused	24	19	1	-	17	2	5
	-	-	-	-	-	-	1%
ENGLISH AS ONLY MAIN LANGUAGE							
Yes	5252	4111	624	35	3890	439	825
	88%	88%	80%	89%	89%	80%	84%
No	703	562	93	4	437	107	154
	12%	12%	10%	11%	10%	19%	16%
SWITCHED - RECENTLY							
Switched in last 12 months	900	441	385	19	703	32	153
	15%	9%	42%	49%	16%	6%	16%
Not switched in last 12 months	5087	4255	534	20	3648	517	828
	85%	91%	56%	51%	84%	94%	84%
SWITCHED - EVER							
Ever switched	3298	2356	782	29	2651	181	434
	55%	50%	85%	74%	61%	33%	44%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Never switched	2689	2340	137	10	1700	368	546
	45%cb	50%kacd	15%	26%	39%	67%kaeg	56%kae
SWITCHING - METHOD							
Price comparison service	1301	838	410	10	1154	40	97
	22%lmg	18%	45%labd	25%	27%atg	7%	10%
Direct contact with supplier	867	660	165	9	880	59	129
	14%h	14%	18%ab	23%	16%h	11%	13%
Contact with a salesperson	768	599	135	7	531	56	166
	13%	13%	15%	19%	12%	10%	17%aef
Other	199	130	61	2	165	12	21
	3%	3%	7%ab	6%	4%g	2%	2%
SEGMENTS							
Switched on	884	599	250	10	785	42	51
	15%lmg	13%	27%ab	26%ab	18%atg	8%	5%
Tuned in	1682	1269	350	7	1359	104	205
	28%lg	27%	38%abd	19%	31%atg	15%	21%
On Standby	2164	1817	236	14	1514	255	358
	36%lc	39%kac	26%	37%	35%	46%kaeg	36%
Unplugged	1258	1012	83	7	694	148	367
	21%ce	22%lc	9%	19%	16%	27%kae	37%aef
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE							
Agree	1708	1387	226	14	1018	174	473
	29%ce	30%lc	25%	37%	23%	32%kae	48%aef
Neutral	1264	966	230	12	946	106	206
	21%	21%	26%ab	30%	25%	19%	21%
Disagree	269	2248	451	13	2301	256	286
	48%g	49%	49%	33%	53%atg	47%kg	29%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS							
Changed tariff with existing supplier	1007	771	204	11	899	51	54
	17%fg	16%	22%ab	27%	21%atg	9%g	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	SUPPLIER				METHOD OF PAYMENT		
	Total (a)	Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Compared tariff with those from other suppliers	1572 26%afg	1131 24%	368 40%ab	14 36%	1328 31%afg	84 15%	144 15%
Compared tariff with those from existing supplier	1538 25%fg	1127 24%	337 37%ab	13 33%	1312 30%afg	79 14%	119 12%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049 18%fg	873 19%	148 16%	5 13%	886 20%afg	67 12%g	80 8%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000 17%fg	719 15%	231 25%ab	12 30%ab	832 19%afg	51 9%	102 10%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)							
Treat you fairly in their dealings with you	4001 67%	3123 57%	655 71%ab	28 73%	2930 67%	363 60%	649 60%
Provide clear and helpful information for you	4020 67%	3136 67%	661 72%ab	27 71%	2955 68%	256 60%	643 60%
Charge you a fair price for your electricity	3504 59%	2891 57%	606 66%ab	29 74%	2565 59%	309 56%	577 59%
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS							
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450 8%af	210 4%	206 22%ab	9 23%ab	319 7%f	18 3%	100 10%aef

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4135	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9%abg	268 8%	221 24%ab	12 31%ab	452 10%afg	19 4%	65 7%af
CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS							
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296 5%ag	245 5%	41 4%	3 8%	259 6%afg	15 3%	17 2%
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	756 13%ag	565 12%	167 18%ab	8 21%	678 16%afg	39 7%g	38 4%
RES - SEGMENTS							
Eastern	590 10%	472 10%	76 8%	2 5%	449 10%	52 9%	87 9%
EME	567 9%g	434 9%	101 11%	5 13%	419 10%g	63 11%g	62 6%
London	546 9%e	417 9%	90 10%	7 19%ab	318 7%	77 14%ae	138 14%ae
Manweb	318 5%	261 6%	43 5%	2 6%	211 5%	27 5%	71 7%ae
Midlands	555 9%	424 9%	104 11%b	3 9%	412 9%	55 10%	63 8%
Northern	348 6%af	260 6%	69 8%b	4 10%	273 6%af	16 3%	47 5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SUPPLIER			METHOD OF PAYMENT		
		Any of the Six Large supplier(s) (b)	Any Small or Medium sized supplier(s) (c)	Mix of Six Large supplier and Small or Medium sized supplier (d)	Direct Debit (e)	Standard Credit (f)	PPM (g)
Unweighted Base	5956	4716	860	37	4195	806	1087
Weighted Base	5987	4696	919	30*	4351	549	981
Norweb	490	384	69	3	372	33	74
	8%	8%	7%	7%	9% ^d	6%	8%
Scottish Hydro	143	117	11	-	106	12	24
	2% ^c	2% ^c	1%	-	2%	2%	2%
Scottish Power	410	353	46	-	290	35	64
	7%	8% ^c	5%	-	7%	6%	7%
Seeboard	534	387	94	4	397	53	79
	9%	6%	10%	11%	9%	10%	8%
Southern	413	323	58	5	336	36	46
	7% ^g	7%	6%	14%	8% ^g	7%	5%
SWALEC	294	241	40	1	207	19	63
	5%	5%	4%	3%	5%	4%	6% ^d
SWEB	442	347	59	1	337	42	74
	7%	7%	6%	3%	6%	6%	8%
Yorkshire	313	249	57	1	207	29	67
	5%	5%	6%	2%	5%	3%	7% ^{ae}
NA	26	24	2	-	18	1	4
	-	1%	-	-	-	-	-

Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59 ^a	701
NATION					
England	5072	2030	2416	44	568
	85% ^e	86% ^{de}	85% ^{de}	78%	81%
Scotland	559	211	262	14	67
	9%	9%	9%	24% ^{labce}	9%
Wales	355	122	163	1	66
	6%	5%	6%	1%	9% ^{labcd}
AGE					
15-34	1172	390	617	15	145
	20% ^b	16%	22% ^{ab}	25%	21% ^b
35-64	3107	1255	1485	27	328
	52% ^e	53% ^e	52% ^e	45%	47%
65+	1708	717	739	18	228
	29% ^c	30% ^c	26%	30%	33% ^{ac}
SOCIAL GRADE					
AB	1454	650	646	12	141
	24% ^e	28% ^{ace}	23%	21%	20%
C1	1895	830	832	22	209
	32% ^c	35% ^{ace}	29%	37%	30%
C2	1228	467	593	13	146
	21%	20%	21%	22%	21%
DE	1410	416	771	12	205
	24% ^b	18%	27% ^{ab}	21%	29% ^{ab}
INCOME					
Below £16,000 p.a.	1658	531	897	13	211
	28% ^b	22%	32% ^{ab}	22%	30% ^b
£16,000 p.a. or more	3483	1515	1575	39	383
	58% ^{ce}	64% ^{ace}	55%	66% ^e	52%
Refused	642	248	287	9	86
	11%	10%	10%	9%	12%

Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
Don't know	194	68	83	2	40
	3%	3%	3%	3%	6%abc
DISABILITY					
Disabled	949	333	468	9	135
	16%	14%	16%ab	16%	19%ab
Not disabled	5038	2029	2374	50	598
	84%ce	88%ce	84%	84%	81%
TENURE					
Owned/ Mortgage	3690	1674	1587	33	387
	62%ce	71%acde	56%	55%	55%
Rent private	1292	421	630	13	165
	21%b	16%	22%ab	22%	23%b
Rent local authority	976	248	569	14	134
	16%b	10%	20%ab	23%b	19%b
INTERNET USER					
Uses Internet frequently	4440	1875	2042	49	462
	74%ce	79%ace	72%e	82%e	68%
Uses Internet infrequently	608	212	311	7	76
	10%	9%	11%b	12%	11%
Does not use Internet	869	281	457	4	152
	15%b	11%	16%bd	6%	22%abd
TYPE OF CONSUMER					
Has mains electricity only	717	254	387	-	74
	12%d	11%d	14%abde	-	11%d
Has mains gas	5270	2109	2454	59	627
	88%c	89%c	86%	100%abce	89%c
Has mains electricity	5970	2356	2833	59	699
	100%	100%	100%	100%	100%
Has mains gas and electricity	5254	2102	2446	59	625
	88%c	89%c	86%	100%abce	89%c

Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy suppliers) (b)	SVT (all energy suppliers) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
TIME OF USE ELECTRICITY METER					
Yes	716	312	328	13	62
	12%e	13%e	12%e	20%ace	9%e
No	4681	1894	2297	39	446
	78%de	80%de	81%ade	65%e	64%e
Don't know	523	138	184	7	189
	9%bc	6%e	6%e	12%e	27%abod
SUPPLIER					
Any of the Six Large supplier(s)	4696	1832	2303	47	501
	78%e	78%e	81%abe	80%e	72%e
Any Small or Medium sized supplier(s)	919	434	351	4	69
	15%e	18%ade	14%e	6%e	13%e
Mix of Six Large supplier and Small or Medium sized supplier	39	12	17	4	4
	1%e	1%e	1%e	7%abce	1%e
METHOD OF PAYMENT					
Direct Debit	4351	2089	1719	47	485
	73%e	88%ace	60%e	80%e	69%e
Standard Credit	549	113	358	10	68
	9%b	5%e	13%abe	5%e	10%b
PPM	981	119	720	19	119
	16%b	5%e	25%abe	32%abe	17%b
TARIFF TYPE					
Fixed term (all energy suppliers)	2362	2362	-	-	-
	39%cde	100%acde	-	-	-
SVT (all energy suppliers)	2841	-	2841	-	-
	47%bde	-	100%abde	-	-
Mixed (fixed term for at least one (but not all) energy suppliers)	59	-	-	59	-
	1%bce	-	-	100%abce	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59	701
Don't know	701	-	-	-	701
	12% ^{bcd}	-	-	-	100% ^{abcd}
CARER					
Carer	499	218	218	6	56
	8%	9%	8%	10%	8%
Non-carer	5488	2144	2623	53	645
	92%	91%	92%	90%	92%
FAMILY					
Child under 5 AND ABC1C2	681	268	338	4	68
	11%	11%	12%	7%	10%
Child under 5 AND DE	221	38	147	3	34
	4% ^b	2%	5% ^{ab}	5% ^b	5% ^b
ETHNIC ORIGIN					
White	5335	2155	2476	51	633
	89% ^c	91% ^{ac}	87%	87%	90% ^c
Non-white	628	202	352	8	65
	10% ^b	9%	12% ^{ab}	13%	9%
Refused	24	5	13	-	4
	*	*	*	-	1%
ENGLISH AS ONLY MAIN LANGUAGE					
Yes	5252	2143	2435	49	605
	88% ^c	91% ^{ace}	86%	83%	86%
No	703	206	396	10	89
	12% ^b	9%	14% ^{ab}	17% ^b	13% ^b
SWITCHED - RECENTLY					
Switched in last 12 months	900	498	301	13	87
	15% ^c	21% ^{ace}	11%	22% ^{ce}	12%
Not switched in last 12 months	5087	1855	2541	44	615
	85% ^b	79%	89% ^{abd}	78%	88% ^{bd}

Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy suppliers) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
SWITCHED - EVER					
Ever switched	3298 55%ce	1555 66%ace	1393 49%	30 50%	314 45%
Never switched	2689 45%b	807 34%	1448 51%ab	30 50%b	387 55%ab
SWITCHING - METHOD					
Price comparison service	1301 22%ce	791 33%ace	403 14%	8 13%	97 14%
Direct contact with supplier	867 14%e	378 16%e	414 15%e	8 14%	67 10%
Contact with a salesperson	788 13%b	260 11%	419 15%abe	9 15%	78 11%
Other	199 3%	82 3%	93 3%	3 6%	21 3%
SEGMENTS					
Switched on	884 15%ce	599 25%ace	237 8%e	11 19%ce	36 5%
Tuned in	1682 28%ce	831 35%ace	679 24%e	28 47%ace	142 20%
On Standby	2164 36%bd	675 29%	1200 42%abd	10 17%	271 39%bd
Unplugged	1258 21%b	257 11%	725 26%ab	11 18%	253 36%abd
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE					
Agree	1708 29%b	564 24%	912 32%ab	14 24%	218 31%b
Neutral	1284 21%	501 21%	603 21%	14 24%	155 22%
Disagree	2869 48%ce	1247 53%ace	1282 45%	29 49%	307 44%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	TARIFF TYPE				
	Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)	
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59	701
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS					
Changed tariff with existing supplier	1007	714	230	14	48
	17%ce	30%ace	8%	24%ce	7%
Compared tariff with those from other suppliers	1572	933	519	17	101
	26%ce	39%ace	18%ce	29%ce	14%
Compared tariff with those from existing supplier	1526	931	485	22	87
	25%ce	39%ace	17%ce	37%ce	12%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049	593	380	14	61
	18%ce	25%ace	13%ce	24%ce	9%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000	523	389	13	75
	17%ce	22%ace	14%ce	22%ce	11%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)					
Treat you fairly in their dealings with you	4001	1626	1889	48	427
	67%ce	69%ce	65%ce	82%labce	61%
Provide clear and helpful information for you	4020	1673	1864	52	420
	67%ce	71%ace	66%ce	88%labce	60%
Charge you a fair price for your electricity	3504	1428	1647	45	375
	59%ce	60%ce	59%ce	78%labce	53%
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS					
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450	201	184	10	53
	8%	9%ce	6%	17%labce	8%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2841	59	701
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9% _c	350 15% _{acde}	143 5%	3 5%	41 8%
CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS					
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296 5% _c	195 8% _{ac}	77 3%	2 4%	21 3%
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	756 13% _c	554 23% _{ac}	162 6%	13 22% _{ce}	28 4%
RES - SEGMENTS					
Eastern	590 10%	258 11%	266 9%	4 8%	60 9%
EME	567 9%	235 10%	265 9%	4 7%	61 9%
London	546 9% _b	141 6%	337 12% _{abc}	7 12%	59 8% _b
Manweb	319 5%	110 5%	168 6%	-	39 5%
Midlands	555 9%	252 11% _c	230 8%	3 6%	70 10%
Northern	348 6%	159 7% _c	142 5%	1 2%	40 6%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	TARIFF TYPE			
		Fixed term (all energy supplies) (b)	SVT (all energy supplies) (c)	Mixed (fixed term for at least one (but not all) energy supplies) (d)	Don't know (e)
Unweighted Base	5956	2272	2861	57	742
Weighted Base	5987	2362	2941	59*	701
Norweb	490	190	244	4	52
	8%	8%	8%	7%	7%
Scottish Hydro	143	39	82	4	18
	2%	2%	3%ab	7%lab	3%
Scottish Power	410	171	177	9	46
	7%	7%	6%	15%labce	7%
Seeboard	534	217	231	4	82
	9%	9%	8%	7%	12%ac
Southern	413	171	194	7	41
	7%	7%	7%	12%	6%
SWALEC	294	93	139	3	55
	5%	4%	5%	5%	8%abc
SWEB	442	179	205	5	53
	7%	8%	7%	8%	8%
Yorkshire	313	138	152	2	20
	5%ae	6%ae	5%ae	4%	3%
NA	26	9	10	1	6
	*	*	*	3%abc	1%

Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
NATION													
England	5072	790	4283	2848	2224	1154	735	646	177	758	1451	1832	1031
85%em		88%ac	84%	86%ae	83%	89%agh	85%	84%	89%	86%am	86%an	88%	82%
Scotland	559	67	493	250	309	90	74	66	9	75	138	201	146
9%ad		7%	10%b	8%	12%ad	7%	9%	9%	5%	8%	8%	9%	12%ajk
Wales	355	43	312	200	155	58	58	58	12	51	92	131	81
6%		5%	6%	6%	6%	4%	7%j	7%j	6%	6%	5%	6%	6%
AGE													
16-34	1172	225	947	483	679	220	145	86	30	138	332	393	309
20%dfh		25%ac	19%	15%	25%ad	17%ih	17%ih	11%	15%	16%	20%ij	18%	23%akl
35-54	3107	484	2624	1871	1237	814	475	408	96	534	892	1092	590
52%em		54%	52%	57%ae	46%	63%agh	55%	53%	48%	60%akm	53%an	50%	47%
65+	1708	192	1517	934	774	287	248	274	73	212	458	679	360
29%ahj		21%	30%b	28%	29%	21%	28%j	38%afg	37%afg	24%	27%	31%akj	29%j
SOCIAL GRADE													
AB	1454	264	1190	934	521	445	244	145	58	341	458	477	177
24%efm		29%ac	22%	28%ae	19%	34%agh	28%ah	19%	29%h	39%akm	27%aln	22%an	14%
C1	1895	293	1602	1066	628	462	272	220	62	289	576	685	345
32%en		30%	31%	32%	31%	35%ah	31%	29%	31%	33%am	34%an	32%an	27%
C2	1228	171	1057	571	571	235	178	173	40	149	331	455	294
21%g		19%	21%	20%	21%	18%	21%	22%j	20%	17%	20%	21%	23%akj
DE	1410	171	1239	641	770	160	172	230	39	105	316	548	442
24%bdgk		19%	24%b	19%	29%ad	12%	20%j	30%afg	20%j	12%	19%j	25%kj	25%kj
INCOME													
Below £16,000p.a.	1658	192	1466	770	888	199	214	261	55	134	405	666	453
29%ahk		21%	29%b	23%	33%ad	15%	25%j	34%afg	27%j	15%	24%j	31%akj	30%akj
£16,000p.a. or more	3493	605	2888	2149	1345	960	566	412	122	670	1073	1202	549
58%eltm		67%ac	57%	65%ae	50%	74%agh	65%ah	54%	61%	76%akm	64%al	58%an	44%
Refused	642	80	561	296	345	113	69	67	20	64	162	221	195
11%cdg		9%	11%	9%	13%ad	9%	8%	8%	10%	7%	10%	10%	15%akl

Fieldwork: 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQUE		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Don't know	194	22	172	83	111	29	18	28	3	16	42	75	61
	3%j	2%	3%	3%	4%k	2%	2%	4%	2%	2%	3%	3%j	5%kaj
DISABILITY													
Disabled	949	108	841	532	417	144	158	164	39	120	270	362	196
	16%bl	12%	17%b	16%	15%	11%	18%l	21%af	19%l	14%	16%	17%j	16%
Not disabled	5038	752	4247	2766	2272	1157	709	604	160	783	1412	1801	1062
	84%h	88%ac	83%	84%	85%	89%agh	82%	79%	81%	86%u	84%	83%	84%
TENURE													
Owned/ Mortgage	3690	562	3128	2310	1390	992	552	501	146	667	1151	1335	536
	62%em	62%	61%	70%ae	51%	76%agh	64%	65%	73%agh	76%akm	68%alm	62%em	43%
Rent private	1232	207	1025	518	714	184	178	108	32	142	313	439	337
	21%cdm	23%	20%	16%	27%ad	14%	21%hh	14%	16%	16%	19%	29%j	27%kaj
Rent local authority	975	125	851	434	542	118	123	147	19	69	200	349	358
	16%dfk	14%	17%b	13%	20%ad	9%	14%l	19%gj	10%	8%	12%j	18%k	28%akj
INTERNET USER													
Uses Internet frequently	4440	773	3667	2617	1822	1146	691	528	152	799	1343	1509	788
	74%cahm	86%ac	72%	79%ae	68%	88%agh	80%ah	68%	79%h	90%akm	80%alm	70%em	63%
Uses Internet infrequently	608	63	544	313	294	97	80	105	12	54	169	231	154
	10%bdj	7%	11%b	10%	11%	7%	9%	14%algi	6%	6%	10%j	11%j	12%aj
Does not use Internet	869	52	817	340	529	44	91	132	33	28	152	403	286
	15%bdgk	6%	16%ab	10%	20%ad	3%	10%l	17%lg	17%lg	3%	9%j	19%kaj	23%akj
TYPE OF CONSUMER													
Has mains electricity only	717	90	626	292	425	105	76	75	26	99	172	268	178
	12%adb	10%	12%	9%	16%ad	8%	9%	10%	13%l	11%	10%	12%	14%ak
Has mains gas	5270	809	4461	3006	2264	1196	791	693	173	785	1510	1896	1090
	88%cm	90%	88%	91%ae	84%	92%ai	91%a	90%	87%	89%u	90%cm	89%	89%
Has mains electricity	5970	898	5072	3294	2677	1301	866	787	199	882	1680	2157	1251
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%em	100%	99%
Has mains gas and electricity	2554	808	1746	1002	1252	1196	790	692	173	783	1509	1888	1074
	88%cm	90%	87%	91%ae	84%	92%ai	91%a	90%	87%	89%um	90%alm	87%	85%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2761	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
TIME OF USE ELECTRICITY METER													
Yes	716	118	598	413	303	178	100	89	30	135	237	248	96
No	488	704	3976	2691	2020	1050	705	619	160	717	1345	1788	911
Don't know	523	71	452	202	321	63	56	59	7	25	94	186	218
SUPPLIER													
Any of the Six Large supplier(s)	4698	441	4255	2356	2340	838	660	599	130	599	1269	1817	1012
Any Small or Medium sized supplier(s)	919	385	534	782	137	410	165	135	61	250	350	236	83
Mix of Six Large supplier and Small or Medium sized supplier	39	19	20	29	10	10	9	7	2	10	7	14	7
METHOD OF PAYMENT													
Direct Debit	4351	703	3648	2651	1700	1154	680	531	165	785	1359	1514	684
Standard Credit	549	32	517	181	368	40	58	56	12	42	104	255	148
PPM	981	153	828	434	546	97	128	168	21	51	205	358	367
TARIFF TYPE													
Fixed term (all energy supplies)	2362	488	1865	1555	807	791	378	260	82	599	831	675	257
SUT (all energy supplies)	2841	301	2541	1383	1448	403	414	419	93	227	679	1280	725
Mixed (fixed term for at least one (but not all) energy suppliers)	59	13	46	30	30	8	8	9	3	11	28	10	11
Don't know	701	87	615	314	387	97	67	78	21	36	142	271	253

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - RECENTLY		SWITCHED - EVER		SWITCHING METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (e)	Ever switched (c)	Never switched (d)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
CARER													
Carer	499	85	414	331	168	130	83	86	23	115	158	144	81
	81%lm	9%	8%	10%ae	6%	10%	11%a	11%a	12%	13%akm	9%lm	7%	2%
Non-carer	5489	815	4673	2967	2521	1171	764	802	176	769	1523	2020	1177
	92%dh	91%	92%	94%ad	94%ad	90%	90%	89%	89%	87%	91%j	91%j	94%akj
FAMILY													
Child under 5 AND ABC1C2	681	144	537	385	296	189	118	61	9	99	212	246	123
	11%bn	16%ac	11%	12%	11%	15%ah	14%hi	8%	4%	11%	13%kn	11%	10%
Child under 5 AND DE	221	47	175	99	122	28	24	35	7	16	47	76	82
	4%ij	5%ac	3%	3%	5%d	2%	3%	5%j	4%	2%	3%	4%j	7%akj
ETHNIC ORIGIN													
White	5335	835	4500	3084	2251	1206	815	721	194	841	1559	1911	1024
	89%em	93%ac	89%	93%ae	84%	93%a	94%ia	94%ia	97%af	95%akm	93%alm	88%em	81%
Non-white	628	65	564	209	420	92	51	46	5	42	122	239	225
	10%bdghjk	7%	11%b	6%	16%ad	7%i	6%	6%	3%	5%	7%j	11%k	18%akj
Refused	24	-	24	6	18	3	1	2	-	1	-	14	9
	%	-	%	%	1%d	%	%	%	%	%	%	1%k	1%k
ENGLISH AS ONLY MAIN LANGUAGE													
Yes	5252	819	4433	3063	2189	1197	801	729	186	826	1521	1928	978
	88%em	91%ac	87%	93%ae	81%	92%a	92%ia	95%af	93%a	93%akm	90%alm	89%em	79%
No	703	75	628	222	481	96	65	38	12	65	151	239	266
	12%bdghjk	8%	12%b	7%	18%ad	7%h	7%h	5%	6%	6%	9%j	11%j	21%akj
SWITCHED - RECENTLY													
Switched in last 12 months	900	900	-	900	-	479	199	145	61	363	412	114	10
	15%cm	100%ac	-	27%ae	-	37%agh	23%a	18%a	31%agh	41%akm	25%alm	5%em	1%
Not switched in last 12 months	5087	-	5087	2398	2689	822	669	623	138	520	1269	2050	1248
	85%bdghjk	-	100%ab	73%	100%ad	63%	77%i	81%i	69%	59%	75%j	95%akj	99%akj
SWITCHED - EVER													
Ever switched	3298	900	2398	3298	-	1301	867	768	199	758	1273	1020	247
	55%cm	100%ac	47%	100%ae	-	100%a	100%ia	100%ia	100%a	86%akm	76%alm	47%em	20%
Never switched	2689	-	2689	-	2689	-	-	-	-	126	409	1144	1011
	45%bdghjk	-	53%ab	-	100%ad	-	-	-	-	14%	24%j	53%akj	80%akj

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
SWITCHING - METHOD													
Price comparison service	1301	479	822	1301	-	1301	12	1	3	439	537	284	41
Direct contact with supplier	867	199	668	867	-	12	867	8	3	213	331	265	59
Contact with a salesperson	768	145	623	768	-	1	768	2	2	64	282	334	88
Other	199	61	138	199	-	3	3	2	199	43	83	61	12
SEGMENTS													
Switched on	884	363	520	758	126	439	213	64	43	884	-	-	-
Tuned in	1682	412	1269	1273	409	537	282	83	182	-	1682	-	-
On Standby	2164	114	2050	1020	1144	284	265	334	61	-	-	2164	-
Unplugged	1258	10	1248	247	1011	41	59	88	12	-	-	-	1258
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE													
Agree	1708	240	1468	843	866	276	240	254	44	178	424	655	451
Neutral	1284	180	1104	717	587	304	177	139	47	212	345	455	272
Disagree	2869	459	2410	1680	1189	697	437	384	105	480	881	1018	490
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS													
Changed tariff with existing supplier	1007	259	749	785	222	434	199	101	44	571	396	40	1
Compared tariff with those from other suppliers	1572	538	1032	1217	355	662	306	168	60	747	713	103	9

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNICIY		SWITCHED - EVER		Price comparison service (f)	SWITCHING - METHOD		Other (i)	SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)		Never switched (e)	Direct contact with supplier (g)		Contact with a salesperson (h)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Compared tariff with those from existing supplier	1528	476	1050	1161	365	618	307	156	59	748	690	89	9
		25%ca/m	53%ac	21%	35%ae	47%ag/h	35%ah	20%	30%ih	85%ak/m	40%al/m	4%am	1%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049	17	1032	694	365	310	212	121	33	443	512	87	8
		18%ba/m	2%	20%ab	21%ae	24%ah	24%ah	16%	16%	50%ak/m	30%al/m	4%am	1%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000	352	648	746	254	365	201	107	35	388	527	78	9
		17%ca/m	39%ac	13%	23%ae	30%ag/h	23%ah	14%	18%	44%ak/m	31%al/m	4%am	1%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)													
Treat you fairly in their dealings with you	4001	604	3397	2186	1814	819	608	524	138	534	1170	1494	803
		67%cd	67%	86%	67%	63%	70%cd	68%cd	70%	60%	70%aj/m	69%aj/m	64%
Provide clear and helpful information for you	4020	631	3389	2223	1797	862	613	507	138	603	1183	1465	769
		67%em	70%	67%	67%	66%	71%af	66%	69%	68%em	70%am	68%em	67%
Charge you a fair price for your electricity	3504	554	2950	1914	1590	712	520	459	131	472	1023	1297	713
		59%id	62%	58%	58%	55%	60%id	60%id	68%af	53%	61%jm	60%j	57%
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS													
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450	450	-	450	-	172	122	102	39	80	259	101	10
		8%ce/m	50%ac	14%ae	-	13%ia	14%ia	13%ia	20%ah	9%im	15%aj/m	9%im	1%
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	538	538	-	538	-	362	96	50	27	314	205	17	1
		9%ce/m	60%ac	16%ae	-	28%ag/h	11%h	6%	14%ah	35%ak/m	12%al/m	1%am	*

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS				
	Total (a)	Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
CHANGED TARRIFF/COMPARISON - LAST 12 MONTHS													
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296 5%em	49 5%	247 5%	218 7%ae	78 3%	100 8%a	54 6%	46 6%	14 7%	90 10%alm	177 11%alm	28 1%am	1 .
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	758 13%cahm	217 24%ac	539 11%	600 18%ae	157 6%	343 26%agh	154 18%ah	67 9%	32 16%h	502 57%akm	241 14%am	14 1%am	.
PES - SEGMENTS													
Eastern	590 10%	89 10%	501 10%	328 10%	282 10%	139 11%	77 9%	73 9%	19 9%	89 10%	152 9%	208 10%	141 11%
EME	567 9%em	97 11%	470 9%	368 11%ae	199 7%	145 11%	95 11%	98 10%	19 10%	112 13%akm	163 10%am	222 10%am	70 6%
London	548 9%bdghjk	35 4%	511 10%b	376 5%	170 14%ad	170 6%	46 5%	33 4%	8 4%	28 3%	95 6%j	187 9%jk	238 19%akl
Manweb	318 5%	48 4%	280 6%	184 6%	134 5%	56 4%	47 5%	54 7%l	17 9%af	39 4%	89 5%	113 5%	77 6%
Midlands	555 9%em	100 11%	455 9%	354 11%ae	201 7%	161 12%ag	78 9%	72 9%	24 12%	107 12%alm	182 11%am	182 8%	84 7%
Northern	348 6%e	69 8%ac	279 5%	222 7%e	126 5%	92 7%	57 7%	52 7%	14 7%	63 7%am	110 7%	114 5%	61 5%
Norweb	490 8%l	68 9%	422 8%	234 7%	256 10%ad	93 7%	61 7%	56 7%	11 5%	40 5%	135 8%j	198 9%j	117 9%j
Scottish Hydro	143 2%ad	15 2%	128 3%	49 1%	94 4%ad	17 1%	12 1%	16 2%	3 2%	22 3%	26 2%	54 2%	41 3%k

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g/h/i - a/j/k/l/m



Q. Breaks X Breaks

Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	SWITCHED - TECHNIQ		SWITCHED - EVER		SWITCHING - METHOD				SEGMENTS			
		Switched in last 12 months (b)	Not switched in last 12 months (c)	Ever switched (d)	Never switched (e)	Price comparison service (f)	Direct contact with supplier (g)	Contact with a salesperson (h)	Other (i)	Switched on (j)	Tuned in (k)	On Standby (l)	Unplugged (m)
Unweighted Base	5956	860	5096	3195	2791	1163	849	816	200	802	1630	2191	1333
Weighted Base	5987	900	5087	3298	2689	1301	867	768	199	884	1682	2164	1258
Scottish Power	410	50	360	200	210	71	62	50	6	52	110	144	104
	7%	6%	7%	6%	8% ^d	5%	7% ^d	7%	3%	6%	7%	7%	8%
Seeboard	534	97	437	343	190	150	94	64	22	97	174	176	87
	9% ^{em}	11%	9%	10% ^{ae}	7%	11% ^{ah}	11%	8%	11%	11% ^{am}	10% ^{km}	8%	7%
Southern	413	55	359	226	188	84	65	50	15	66	111	159	76
	7%	6%	7%	7%	7%	6%	8%	7%	8%	8%	7%	7%	6%
SWALEC	294	43	251	179	115	54	52	48	10	44	83	110	57
	5%	5%	5%	5%	4%	4%	6%	6%	5%	5%	5%	5%	5%
SWEB	442	74	367	230	212	66	73	56	23	71	142	164	64
	7% ^{fn}	8%	7%	7%	8%	5%	8% ^f	7% ^f	11% ^f	8% ^m	8% ^m	8% ^m	5%
Yorkshire	313	62	251	201	111	93	44	44	9	54	99	124	36
	5% ^{km}	7% ^c	5%	6% ^{ee}	4%	7% ^{aa}	5%	6%	4%	6% ^m	6% ^m	6% ^m	3%
NA	26	9	17	11	14	5	4	1	-	1	11	10	3
	-	1% ^{ac}	-	-	1%	-	-	-	-	-	1%	-	-

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
NATION											
England	5072	890	1352	1316	392	473	247	651	3375	3394	2986
		85%	86%	86%	87%	88%	84%	86%	84%	84%	85%
Scotland	559	95	136	123	30	43	30	68	374	372	316
		9%	9%	9%	7%	8%	10%	9%	9%	9%	9%
Wales	355	52	83	87	28	21	19	37	252	253	202
		6%	5%	6%	6%	4%	6%	5%	6%	6%	6%
AGE											
16-34	1172	139	290	265	133	110	33	111	787	790	716
		20%bh	14%	18%b	29%af	21%	11%	15%	20%	20%	20%
35-64	3107	585	927	899	227	313	158	453	1968	1964	1671
		52%ik	59%a	59%a	50%	58%ae	53%	60%a	49%	49%	48%
65+	1708	284	354	362	90	113	104	183	1246	1247	1117
		29%cdaf	23%	24%	20%	21%	35%ah	25%	31%a	31%a	32%a
SOCIAL GRADE											
AB	1454	322	522	501	106	177	89	253	913	965	771
		24%k	33%a	33%a	23%	33%ae	30%a	33%a	23%	24%	22%
C1	1895	341	527	536	133	194	84	273	1245	1231	1096
		32%	34%	35%a	30%	36%e	28%	36%ag	31%	31%	31%
C2	1228	186	291	270	96	92	68	129	823	816	715
		21%dh	18%	18%	21%	17%	23%h	17%	21%	20%	20%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f - a/g/h - a/i/j/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	595	948	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
DE	1410	149	232	219	115	74	55	102	1021	1006	922
	24%bcdf	15%	15%	14%	26%j	14%	19%k	13%	26%ia	25%	26%ia
INCOME											
Below £16,000p.a.	1658	180	274	282	123	89	68	124	1162	1148	1056
	28%bcdf	18%	17%	17%	27%j	17%	23%k	16%	29%	29%	30%ia
£16,000p.a. or more	3483	708	1108	1071	282	394	189	538	2285	2316	1948
	58%k	70%ia	71%ia	70%ia	58%	73%ae	67%ia	71%ia	57%	58%	56%
Refused	642	98	153	153	49	43	23	78	408	416	370
	11%	10%	10%	10%	11%	8%	8%	10%	10%	10%	11%
Don't know	194	21	37	40	16	10	5	17	145	140	131
	3%	2%	2%	3%	3%	2%	2%	2%	4%	3%	4%
DISABILITY											
Disabled	949	164	214	216	58	60	64	108	681	670	595
	16%cd	16%	14%	14%	13%	11%	22%ah	14%	17%	17%	17%
Not disabled	5038	843	1358	1310	392	476	231	649	3319	3350	2909
	84%g	84%	86%a	86%	87%	89%a	78%	86%g	83%	83%	83%
TENURE											
Owned/ Mortgage	3690	765	1150	1125	234	380	219	581	2398	2441	2057
	62%ak	76%a	73%a	74%a	62%	71%ae	74%a	77%a	60%	61%	59%
Rent private	1232	144	269	255	131	100	43	108	836	825	744
	21%bcdgh	14%	17%	17%	29%af	19%	14%	14%	21%	21%	21%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k



Q. Breaks X Breaks
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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1506	450	536	296	756	4001	4020	3504
Rent local authority	976	89	138	131	82	53	31	63	701	686	641
	16%bcdfgh	9%	9%	9%	18%ij	10%	10%	8%	18%	17%	18%a
INTERNET USER											
Uses Internet frequently	4440	861	1361	1336	369	479	221	674	2873	2914	2481
	74%kl	86%a	87%a	86%a	82%a	89%ae	75%	89%ag	72%	72%	71%
Uses Internet infrequently	688	75	118	109	33	36	34	45	418	421	372
	10%bcdfh	7%	7%	7%	7%	7%	12%h	6%	10%	10%	11%
Does not use Internet	869	61	79	69	40	15	38	29	680	657	623
	15%bcdfgh	6%	5%	5%	9%j	3%	13%h	4%	17%a	16%a	18%a
TYPE OF CONSUMER											
Has mains electricity only	717	89	155	141	37	54	24	64	479	482	399
	12%bcdfgh	9%	10%	9%	6%	10%	8%	9%	12%	12%	11%
Has mains gas	5270	918	1417	1385	413	483	271	692	3522	3537	3105
	89%	91%a	90%a	91%a	82%a	90%	82%	91%a	89%	89%	89%
Has mains electricity	5970	1006	1570	1524	450	535	295	756	3992	4010	3489
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Has mains gas and electricity	5254	917	1415	1384	413	481	270	692	3513	3527	3097
	88%	91%a	90%a	91%a	82%a	90%	81%	91%a	88%	88%	88%
TIME OF USE ELECTRICITY METER											
Yes	716	149	215	221	56	71	50	106	469	462	397
	12%	15%a	14%	14%a	12%	13%	17%a	14%	12%	11%	11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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 Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
		Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	596	846	1451	1408	450	493	296	694	4027	4036	3588
Weighted Base	5967	1007	1572	1506	450	536	296	756	4001	4020	3504
No	4681	819	1287	1239	346	433	236	619	3193	3219	2809
	78%	81%	82%a	81%a	77%	81%	80%	82%a	80%	80%a	80%a
Don't know	523	36	60	56	46	28	7	29	301	301	266
	9%bcdgfhj	4%	4%	4%	10%l	5%	2%	4%	8%	7%	8%
SUPPLIER											
Any of the Six Large supplier(s)	4696	771	1131	1127	210	268	245	565	3123	3136	2691
	78%cdelh	77%c	72%	74%	47%	50%	83%h	79%	79%	78%	77%
Any Small or Medium sized supplier(s)	919	204	368	337	206	221	41	167	655	661	606
	15%	20%a	23%a	22%a	46%a	41%a	14%	22%ag	16%	16%	17%a
Mix of Six Large supplier and Small or Medium sized supplier	39	11	14	13	9	12	3	8	28	27	29
	1%	1%	1%	1%	2%a	2%a	1%	1%	1%	1%	1%
METHOD OF PAYMENT											
Direct Debit	4351	899	1328	1312	319	452	259	679	2930	2955	2565
	72%	89%acd	84%a	86%a	71%	84%ae	88%a	90%a	72%	74%	72%
Standard Credit	549	51	84	79	18	19	15	39	363	356	309
	9%bcdelgh	5%	5%	5%	4%	4%	5%	5%	9%	9%	9%
PPM	981	54	144	119	100	65	17	38	649	643	577
	16%bcdelgh	5%	9%b	8%b	22%af	12%	6%	5%	16%	16%	16%
TARIFF TYPE											
Fixed term (all energy supplies)	2362	714	933	931	201	350	195	554	1628	1673	1428
	39%	71%acd	59%a	61%a	45%a	65%ae	66%a	73%ag	41%	42%a	41%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - a/g/h - a/i/j/k



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
	Total (a)	Changed tariff with existing supplier (b)	Compared tariff with those from other suppliers (c)	Compared tariff with those from existing supplier (d)	Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months) (e)	Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months) (f)	Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months) (g)	Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months) (h)	Treat you fairly in their dealings with you (i)	Provide clear and helpful information for you (j)	Charge you a fair price for your electricity (k)
Unweighted Base	5956	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
SVT (all energy supplies)	2841	230	519	485	184	143	77	162	1889	1864	1647
	47%abcdgfh	23%	33%a	32%b	41%f	27%	28%	27%	47%	46%	47%
Mixed (fixed term for at least one (but not all) energy suppliers)	59	14	17	22	10	3	2	13	48	52	45
	1%	1%	1%	1%	2%af	1%	1%	2%	1%	1%	1%
Don't know	701	48	101	87	53	41	21	28	427	420	375
	12%abcdgfh	5%	6%	6%	12%f	8%	7%a	4%	11%	10%	11%
CARER											
Carer	499	131	153	163	37	52	34	103	330	332	283
	8%	13%ac	10%	11%a	8%	10%	12%	14%a	8%	8%	8%
Non-carer	5488	876	1419	1363	412	484	262	653	3871	3688	3223
	92%bdh	87%	90%b	89%	92%	90%	88%	86%	92%	92%	92%
FAMILY											
Child under 5 AND ABC1C2	681	98	187	181	78	82	29	75	422	437	369
	11%	10%	12%	12%	17%a	15%a	10%	10%	11%	11%	11%
Child under 5 AND DE	221	16	32	30	34	16	7	11	143	136	131
	4%bcdh	2%	2%	2%	8%af	3%	2%	1%	4%	3%	4%
ETHNIC ORIGIN											
White	5335	958	1478	1429	468	507	278	719	3813	3833	3167
	89%	95%a	94%a	94%a	91%	95%ae	94%a	95%a	90%	90%	90%
Non-white	628	50	93	96	41	29	18	36	373	372	324
	10%bcdgfh	5%	6%	6%	9%f	5%	6%	5%	9%	9%	9%

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Q. Breaks X Breaks
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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)		
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Unweighted Base	946	1451	1408	450	493	296	694	4027	4036	3588
Weighted Base	5987	1007	1572	450	536	296	756	4001	4020	3504
Refused	24	1	1	-	-	-	1	14	14	13
ENGLISH AS ONLY MAIN LANGUAGE										
Yes	5252	929	1433	404	491	273	696	3536	3546	3098
No	89	92%a	91%a	90%	91%a	92%a	92%a	89%	89%	88%
	703	71	128	44	46	22	55	454	465	397
	12%bcdgfh	7%	8%	10%	8%	7%	7%	11%	12%	11%
SWITCHED - RECENTLY										
Switched in last 12 months	900	259	539	450	536	49	217	604	631	554
Not switched in last 12 months	15	26%a	34%ab	100%a	100%a	17%	29%ag	15%	16%	16%
	5087	749	1050	-	-	247	539	3397	3389	2950
	85%bcdgfh	74%cd	69%	-	-	83%h	71%	85%	84%	84%
SWITCHED - EVER										
Ever switched	3298	785	1217	450	536	218	600	2186	2223	1914
Never switched	59	78%a	77%a	100%a	100%a	74%a	78%a	55%	53%	55%
	2689	222	355	-	-	78	157	1814	1797	1590
	45%bcdgfh	22%	23%	-	-	26%	21%	45%	45%	45%
SWITCHING - METHOD										
Price comparison service	1301	424	682	172	382	100	343	819	882	712
Direct contact with supplier	22%	43%a	42%a	38%a	67%ae	34%a	45%ag	20%	21%	20%
	867	199	306	122	96	54	154	608	613	520
	14%	20%a	19%a	27%af	18%	18%	20%a	15%	15%	15%

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	COMPARED OR CHANGED TARIFF - LAST 12 MONTHS			SWITCHED SUPPLIER/ COMPARISON - LAST 12 MONTHS		CHANGED TARIFF/COMPARISON - LAST 12 MONTHS		TRUST IN ENERGY SUPPLIER (COMPLETELY/END TO TRUST)			
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Unweighted Base	5956	948	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5987	1007	1572	1508	450	538	296	756	4001	4020	3504
Contact with a salesperson	768	101	168	156	102	50	46	67	524	507	459
Other	199	44	60	59	39	27	14	32	138	138	131
SEGMENTS											
Switched on	884	571	747	748	80	314	80	502	534	603	472
Tuned in	1682	396	713	680	259	205	177	241	1170	1183	1023
On Standby	2164	40	103	89	101	17	28	14	1494	1465	1297
Unplugged	1258	1	9	9	10	1	1	-	803	769	713
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE											
Agree	1708	231	363	350	134	136	74	173	1118	1093	989
Neutral	1284	232	351	348	92	105	64	177	810	820	699
Disagree	2893	524	832	802	211	284	152	392	2007	2046	1781
	48%	32%a	53%a	53%a	47%	53%a	51%	52%	50%a	51%a	51%a

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Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4068	3588
Weighted Base	5967	1007	1572	1508	450	538	296	756	4001	4020	3504
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS											
Changed tariff with existing supplier	1007	1007	753	795	42	240	296	756	666	692	559
	17%ae	100%acd	48%ka	52%ac	9%	45%ae	100%a	100%a	17%	17%	16%
Compared tariff with those from other suppliers	1572	753	1572	1346	89	538	123	660	1033	1092	889
	26%ke	75%ka	100%abd	88%ab	20%	100%ae	42%a	87%ag	26%	27%	25%
Compared tariff with those from existing supplier	1528	795	1346	1528	84	461	84	756	1011	1068	880
	25%ke	79%ka	86%ab	100%abc	19%	86%ae	29%	100%ag	25%	27%	25%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049	523	1049	899	3	14	89	457	700	731	593
	18%kf	52%ka	67%abd	59%ab	1%	3%e	30%a	60%ag	18%	18%	17%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000	269	905	1000	76	340	39	231	677	711	600
	17%	27%ka	58%ab	66%abc	17%	63%ae	13%	30%ag	17%	18%	17%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)											
Treat you fairly in their dealings with you	4001	668	1033	1011	323	343	199	495	4001	3601	3312
	67%	66%	66%	66%	72%af	64%	67%	69%	100%ajk	90%a	95%aj
Provide clear and helpful information for you	4020	692	1092	1068	325	370	199	520	3601	4020	3275
	67%	69%	69%	70%	72%a	69%	67%	69%	90%a	100%ak	93%ai

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Unweighted Base	596	946	1451	1408	450	493	296	694	4057	4036	3588
Weighted Base	5967	1007	1572	1508	450	538	296	756	4001	4020	3504
Charge you a fair price for your electricity	3504	559	889	880	303	305	166	418	3312	3275	3504
	59%	56%	57%	58%	67%af	57%	56%	55%	83%ia	81%ia	100%aj
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS											
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450	42	89	84	450	87	25	19	323	325	303
	8%bceh	4%	6%	6%	100%af	16%a	9%h	2%	8%	8%	9%
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	538	240	536	461	87	536	34	213	343	370	305
	9%	24%a	34%abd	30%ab	19%a	100%ae	12%	28%ag	9%	9%	9%
CHANGED TARIFF/COMPARISON - LAST 12 MONTHS											
Changed tariff but did not compare (Changed tariff with existing supplier but did not compare tariff with those from existing supplier, in the last 12 months)	296	298	123	84	25	34	296	45	199	199	166
	5%	29%ad	8%ad	5%	6%	6%	100%ah	6%	5%	5%	5%

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Weighted Base	5967	1007	1572	1508	450	536	296	756	4001	4020	3504
Changed tariff and did compare (Changed tariff with existing supplier and did compare tariff with those from existing supplier, in the last 12 months)	756	756	660	756	19	213	45	756	495	500	418
	13%ae	75%acd	42%ca	50%ac	4%	40%ae	15%	100%ag	12%	13%	12%
PES - SEGMENTS											
Eastern	590	104	142	152	45	53	31	79	398	383	337
	10%	10%	9%	10%	10%	10%	11%	10%	10%	10%	10%
EME	567	133	154	165	47	57	50	83	390	381	336
	9%	13%ac	10%	11%	10%	11%	17%aa	12%aa	10%	9%	10%
London	548	38	85	78	18	18	10	30	340	345	304
	9%bcddefgh	4%	5%	5%	4%	3%	3%	4%	8%	9%	9%
Manweb	318	53	83	77	22	21	17	38	221	223	196
	5%	5%	5%	5%	5%	4%	6%	5%	6%	6%	6%
Midlands	555	115	190	184	35	65	23	98	369	384	346
	9%	11%a	12%aa	12%aa	6%	13%ae	10%	12%	9%	10%	10%
Northern	348	70	107	94	37	39	16	55	241	256	213
	6%	7%	7%	6%	8%a	7%	5%	7%	6%	6%	6%
Nonweb	490	56	97	91	49	31	17	43	350	349	327
	8%bcdh	6%	6%	6%	11%f	6%	6%	6%	9%	9%	9%
Scottish Hydro	143	28	37	34	5	10	7	22	88	98	84
	2%	3%	2%	2%	1%	2%	2%	9%	2%	2%	2%

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Unweighted Base	596	946	1451	1408	450	296	694	4057	4066	3588
Weighted Base	5987	1007	1572	1506	450	296	756	4001	4020	3504
Scottish Power	410	67	99	89	23	23	46	281	268	225
	7%	7%	6%	6%	5%	8%	6%	7%	7%	6%
Seaboard	534	99	164	157	37	68	80	327	330	272
	9%	10%	10%	10%	6%	13%ae	11%	8%	8%	8%
Southern	413	58	111	103	26	35	41	268	280	233
	7%	6%	7%	7%	6%	7%	5%	7%	7%	7%
SWALEC	294	48	78	82	27	23	32	207	206	167
	5%	5%	5%	5%	6%	4%	4%	5%	5%	5%
SWEB	442	78	120	126	34	45	60	298	294	256
	7%	8%	8%	8%	8%	8%	7%	7%	7%	7%
Yorkshire	313	59	100	95	37	33	48	207	204	192
	5%	6%	6%	6%	8%a	6%	5%	5%	5%	5%
NA	26	3	4	3	7	2	2	17	18	15
	-	-	-	-	2%af	-	-	-	-	-

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	Total (a)	PSS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*
NATION																
England	5072	590	567	546	217	553	348	490	-	-	534	413	43	442	313	18
	85%eijn	100%aeilm	100%aeilm	100%aeilm	68%ijm	100%aeilm	100%aeilm	100%aeilm	-	-	100%aeilm	100%aeilm	15%j	100%aeilm	100%aeilm	69%
Scotland	559	-	-	-	-	-	-	-	143	410	-	-	-	-	-	7
	9%abcdefghiklmno	-	-	-	-	-	-	-	100%abdefghiklmno	100%abdefghiklmno	-	-	-	-	-	27%
Wales	355	-	-	-	101	2	-	-	-	-	-	-	251	-	-	1
	6%abcdefghijklno	-	-	-	32%abdefghijklno	*	-	-	-	-	-	-	65%abdefghijklno	-	-	4%
AGE																
16-34	1172	106	104	161	48	109	68	91	18	84	98	96	46	67	66	9
	20%kn	18%	18%	28%abcefghijklmno	15%	20%	20%	16%	13%	21%	16%	23%elmn	16%	15%	21%kn	35%
35-64	3107	349	292	321	168	258	172	245	73	201	274	216	154	217	157	10
	52%lf	59%adghjklno	52%	59%adghjklno	53%	46%	50%	50%	51%	49%	51%	52%	52%	49%	50%	39%
65+	1708	135	171	64	102	188	108	154	51	134	162	102	93	158	89	7
	29%bd	23%ld	30%bd	12%	32%bd	34%abdf	31%bd	31%bd	36%bd	30%bd	30%bd	25%ld	32%bd	36%abdf	28%ld	27%
SOCIAL GRADE																
AB	1454	111	115	126	78	136	97	103	39	110	177	108	56	112	77	8
	24%hb	19%	20%	23%	25%	25%bchm	28%bchm	21%	27%hb	27%bcm	33%abodefijlmno	28%bcm	19%	25%b	25%	31%
C1	1895	209	182	187	76	166	103	139	44	109	173	183	96	141	78	7
	32%eo	35%efjo	32%eo	34%efjo	24%	30%	29%	28%	31%	27%	32%eo	44%abodefijlmno	33%eo	32%e	25%	28%
C2	1258	125	126	103	60	127	63	100	39	84	96	63	65	60	75	3
	21%il	21%il	22%il	19%	25%dgkn	23%il	16%	20%	28%dgkn	20%	16%	15%	22%il	16%	24%kl	12%
DE	1410	145	143	131	84	125	86	148	21	107	86	60	76	109	82	8
	24%kl	25%kkl	25%kkl	24%kkl	26%kkl	23%kkl	25%kkl	30%adkl	15%	26%kkl	16%	14%	26%kkl	25%kkl	26%kkl	29%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
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Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base	596	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26*	
INCOME																
Below £16,000p.a.	1658	129	199	97	77	162	80	156	54	149	139	104	77	129	102	5
	28%ud	22%	33%abdeq	16%	24%ud	29%bdg	23%	32%bdeq	38%abdeq	38%abdef	28%ud	25%ud	29%ud	33%bdeq	33%bdeq	19%
£16,000p.a. or more	3493	397	327	293	186	360	179	249	78	216	334	290	152	278	151	15
	58%ghjmo	57%acdeq	58%ho	54%	58%ho	53%adg h	51%	51%	54%	53%	63%dghjm	70%acdef	52%	63%dghjm	48%	60%
Refused	642	54	13	133	48	30	68	79	9	39	51	13	39	23	40	5
	11%cln	9%cln	2%	24%abcef	15%abclj	5%uc	20%abclj	16%abclj	6%uc	9%cln	10%cln	3%	13%cln	5%uc	13%cln	19%
Don't know	194	10	28	24	8	13	21	6	2	6	10	7	25	11	21	1
	3%h	2%	5%abhk	4%bhj	3%	2%	6%abehi	1%	1%	1%	2%	2%	9%abdef	3%	7%abehi	2%
DISABILITY																
Disabled	949	54	112	33	72	98	58	78	31	82	76	49	66	81	54	3
	16%bd	9%	20%abdk	6%	23%abdhk	18%bd	17%bd	16%bd	22%abdk	20%abdk	14%bd	12%ud	23%abdhk	18%bd	17%bd	12%
Not disabled	5038	536	455	513	246	457	291	412	112	327	365	227	361	258	23	23
	84%cejm	91%acefq	80%	84%acefq	77%	82%	83%	84%em	78%	80%	86%cejm	88%acef	77%	82%	83%	88%
TENURE																
Owned/ Mortgage	3690	340	371	209	202	345	223	331	103	229	366	259	187	300	206	17
	62%ud	59%ud	60%bdj	38%	64%ud	62%ud	64%udj	67%abdj	72%abdj	56%ud	69%abdj	63%ud	64%ud	68%abdj	66%bdj	68%
Rent private	1232	135	104	180	52	125	62	93	13	73	99	96	61	80	53	6
	21%u	23%el	18%u	33%abcef	16%	23%el	18%u	19%u	9%	18%u	19%u	23%el	21%u	18%u	17%u	21%
Rent local authority	976	111	85	144	61	83	58	60	25	91	63	44	45	56	48	3
	16%hk	19%hkn	15%	26%abcef	19%hkn	17%hk	17%hk	12%	18%u	22%achk	12%	11%	15%	13%	15%	11%
INTERNET USER																
Uses Internet frequently	4440	473	419	437	211	390	256	353	100	269	428	340	213	322	213	18
	74%ef	80%acefg	74%ef	80%acefg	66%	70%	74%ij	72%	70%	66%	80%acefg	82%acefg	72%	73%ij	68%	69%
Uses Internet infrequently	608	50	58	43	60	38	43	12	44	35	25	42	34	34	1	1
	10%	8%	10%	11%	14%bkl	11%	11%	13%bkl	8%	11%	8%	9%	9%	10%	11%	5%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Q. Breaks X Breaks
Base: All who have gas and/or electricity supply and are responsible for it

	Total (a)	PRS SEGMENTS														
		Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seesboard (k)	Southern (l)	SWALEC (m)	SWEB (n)	Yorkshire (o)	NA (p)
Unweighted Base	5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25
Weighted Base	5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*
Does not use Internet	869 15%bdkl	56 10%	89 16%bdkl	36 7%	62 19%abdkl	105 19%abdkl	51 15%bdl	72 15%bdl	30 21%bdkl	89 22%abbdak hl	58 11%vd	38 9%	53 18%bdkl	73 16%bdkl	53 17%bdkl	5 19%
TYPE OF CONSUMER																
Has mains electricity only	717 12%ghk	78 13%ghk	71 13%ghk	72 13%ghk	34 11%gh	57 10%gh	21 6%	16 3%	42 32%abode fghjklmno	66 16%aelghk o	42 8%h	49 12%ghk	39 13%ghk	93 21%abode fghklmo	32 10%h	4 16%
Has mains gas	5270 88%ijn	512 87%in	496 87%in	474 87%in	284 89%ijn	497 90%ijn	328 94%abode fjlmn	474 87%abode fjklmno	100 70%	344 84%u	492 92%abodf jlmn	364 88%in	255 87%in	348 79%	281 90%ijn	22 84%
Has mains electricity	5970 100%	589 100%	566 100%	543 99%	317 100%	554 100%	348 100%	490 100%	142 99%	407 99%	532 100%	413 100%	293 100%	441 100%	311 100%	26 100%
Has mains gas and electricity	5254 88%ijn	511 87%in	485 87%in	471 86%in	283 89%ijn	486 89%ijn	327 94%abode fjklmno	474 87%abode fjklmno	99 6%	341 83%u	490 92%abodf jlmn	363 88%in	254 86%in	348 79%	279 89%ijn	22 84%
TIME OF USE ELECTRICITY METER																
Yes	716 12%dohjm no	131 22%adefg hklmno	145 26%adefg ijklmno	39 7%g	27 9%g	66 12%dghjo	6 2%	26 5%g	24 17%deqjhm no	30 7%g	97 18%adefg hklmno	41 10%gh	22 8%g	35 8%g	22 7%g	4 17%
No	4681 78%abodf	405 69%	383 68%	388 71%	266 84%abodf km	452 81%abodf m	318 91%abode fghklmno	417 89%abodf km	104 72%	327 80%abodf	389 73%	349 84%abodf km	221 75%k	373 84%abodf km	268 86%abodf km	20 78%
Don't know	523 9%l	46 8%	35 6%	101 18%abdefg hklmno	22 7%	34 6%	20 6%	46 9%u	15 10%u	44 11%clfg	45 9%u	20 5%	43 10%abdefg hklmno	30 7%	21 7%	1 5%
SUPPLIER																
Any of the Six Large supplier(s)	4696 78%ik	472 80%ik	434 77%	417 76%	261 82%gk	424 76%	260 75%	384 78%	117 82%	353 86%abodf ghklmno	397 74%	323 78%	241 82%gk	347 79%	240 77%	24 82%
Any Small or Medium sized supplier(s)	919 15%aj	76 13%	101 18%bj	80 17%j	43 14%	104 19%bjn	69 20%abefh jlmn	69 14%	11 7%	46 11%	94 18%bj	58 14%	40 10%	59 13%	57 18%bj	2 8%
Mix of Six Large supplier and Small or Medium sized supplier	39 1%	2 *	5 1%	7 1%	2 1%	3 1%	4 1%	3 1%	-	-	4 1%	5 1%	1 *	1 *	1 *	-

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Q. Breaks X Breaks
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Total (a)	PFS SEGMENTS														Yorkshire (o)	NA (p)
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Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5987	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
METHOD OF PAYMENT																
Direct Debit	4351 73% ^{dco}	449 79% ^{deo}	419 74% ^{deo}	318 58%	211 66% ^{ud}	412 74% ^{deo}	273 78% ^{adefm}	106 74% ^{ud}	290 71% ^{ud}	397 74% ^{deo}	338 81% ^{adefjkmno}	207 71% ^{ud}	337 76% ^{deo}	207 66% ^{ud}	18 71%	
Standard Credit	549 9% ^{kg}	52 9% ^{kg}	63 11% ^{ghm}	77 14% ^{abefghjkmno}	27 8%	65 10% ^{kg}	16 4%	33 7%	12 9%	35 8% ^{kg}	53 10% ^{kg}	36 9% ^{kg}	19 7%	42 9% ^{kg}	29 9% ^{kg}	4%
PPM	981 16% ^{cd}	87 15%	62 11%	138 25% ^{abcfgh}	71 22% ^{abcfgh}	83 15%	47 13%	74 15%	24 7%	64 16% ^{cd}	79 19%	46 15%	63 21% ^{abcfgh}	74 17% ^{cd}	67 21% ^{abcfgh}	4 14%
TARIFF TYPE																
Fixed term (all energy supplies)	2382 39% ^{dim}	258 44% ^{deim}	235 42% ^{dim}	141 26%	110 35% ^{ud}	252 45% ^{adehim}	159 46% ^{deim}	190 39% ^{udi}	39 27%	171 42% ^{dim}	217 41% ^{dim}	171 41% ^{dim}	93 32%	179 41% ^{dim}	138 44% ^{deim}	9 35%
SVT (all energy supplies)	2841 47% ^{kg}	266 45%	265 47%	337 62% ^{abcfghjkmno}	168 53% ^{abfghjkg}	230 41%	142 41%	244 50% ^{fghjkg}	82 57% ^{abcfghjkmno}	177 43%	231 43%	194 47%	139 47%	205 46%	152 49% ^f	10 38%
Mixed (fixed term for at least one (but not all) energy suppliers)	59 1%	4 1%	4 1%	7 1%	-	3 1%	1 -	4 1%	4 3% ^{efgh}	9 2% ^{aeeg}	4 1%	7 2% ^{se}	3 1%	5 1%	2 1%	1 6%
Don't know	701 12% ^o	60 10%	61 11% ^{so}	59 11% ^{so}	39 12% ^{so}	70 13% ^{so}	40 11% ^{so}	52 13% ^{so}	18 11% ^{so}	46 11% ^{so}	82 19% ^{abcfghjkmno}	41 10%	55 19% ^{abcfghjkmno}	53 12% ^{so}	20 6%	8 22%
CARER																
Carer	499 8% ^{cd}	34 6%	55 10% ^{bcd}	25 5%	27 9% ^{ud}	79 14% ^{abcfghjkmno}	21 6%	37 7%	9 6%	40 10% ^{bcd}	49 9% ^{bcd}	21 5%	33 11% ^{abdfj}	41 9% ^{cd}	27 9% ^{ud}	-
Non-carer	5488 92% ^f	556 94% ^{cdfghjkmno}	511 90% ^f	521 95% ^{abcfghjkmno}	291 91% ^f	476 86%	327 94% ^f	453 93% ^f	134 94% ^f	370 90%	485 91% ^f	392 95% ^{adefjkmno}	261 89%	401 91% ^f	285 91% ^f	26 100%
FAMILY																
Child under 5 AND ABC1C2	681 11% ^{so}	63 11%	51 9%	121 22% ^{abcfghjkmno}	34 11%	50 9%	30 9%	43 9%	8 6%	48 12%	75 14% ^{cdfghjkmno}	51 12% ^{so}	32 11%	33 8%	37 12%	3 11%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5967	569 9%	552 9%	485 8%	328 5%	556 9%	360 6%	508 8%	127 2%	389 6%	556 9%	411 7%	301 5%	465 8%	324 5%	25 0%	
Weighted Base	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*	
Child under 5 AND DE	221 4%	20 3%	23 4%	34 6%	8 2%	24 4%	12 3%	17 3%	2 1%	16 4%	13 3%	11 3%	13 4%	14 3%	13 4%	1 4%
ETHNIC ORIGIN																
White	5335 89%	497 84%	532 94%	281 52%	313 56%	514 93%	336 57%	448 91%	142 35%	401 98%	481 90%	352 85%	292 66%	428 96%	292 94%	26 100%
Non-white	628 10%	86 15%	34 6%	258 47%	5 2%	40 7%	11 3%	35 7%	1 1%	9 2%	50 9%	61 15%	2 1%	15 3%	20 6%	-
Refused	24 -	6 1%	-	7 1%	-	-	-	1 1%	7 1%	-	-	2 -	-	1 -	-	-
ENGLISH AS ONLY MAIN LANGUAGE																
Yes	5252 88%	462 78%	521 92%	329 60%	278 87%	521 94%	340 98%	461 94%	155 38%	388 95%	471 88%	351 85%	280 62%	419 95%	293 94%	22 84%
No	703 12%	121 21%	45 8%	214 39%	40 13%	34 6%	7 2%	28 6%	8 5%	15 4%	61 11%	62 15%	34 12%	18 4%	13 4%	2 9%
SWITCHED - RECENTLY																
Switched in last 12 months	900 15%	89 15%	97 17%	35 6%	38 12%	100 18%	69 20%	68 14%	15 7%	50 12%	97 18%	55 13%	43 10%	74 17%	62 20%	9 35%
Not switched in last 12 months	5087 85%	501 85%	470 83%	511 94%	280 88%	455 82%	279 80%	422 86%	128 89%	360 88%	437 82%	359 87%	251 85%	367 83%	251 80%	17 65%
SWITCHED - EVER																
Ever switched	3298 55%	328 56%	368 65%	170 31%	184 58%	354 64%	222 64%	234 48%	49 34%	200 49%	343 64%	228 55%	179 61%	230 52%	201 64%	11 44%
Never switched	2669 45%	262 44%	199 35%	376 69%	134 42%	201 36%	126 36%	256 52%	94 68%	210 51%	190 36%	188 45%	115 39%	212 48%	111 36%	14 56%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
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Unweighted Base 5956	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5987	590	567	546	318	555	348	480	143	410	534	413	294	442	313	26*	
SWITCHING - METHOD																
Price comparison service	1301 22% ^{djn}	139 24% ^{djn}	145 26% ^{adehi jmn}	73 13%	56 16%	161 20% ^{abdeh ijmn}	92 27% ^{adehi jmn}	93 19% ^d	17 12%	71 17%	150 20% ^{adehi jmn}	84 20% ^{dj}	54 16%	66 15%	93 30% ^{adehi jmn}	5 21%
Direct contact with supplier	867 14% ^d	77 13% ^d	95 17% ^{dj}	46 8%	47 15% ^d	78 14% ^d	57 16% ^d	61 12%	12 3%	62 15% ^d	94 19% ^{abdhj}	65 16% ^{dj}	52 15% ^{dj}	73 17% ^{dj}	44 14% ^d	4 16%
Contact with a salesperson	769 13% ^d	73 12% ^d	98 17% ^{abdhjk l}	33 6%	54 17% ^{adhk}	72 13% ^d	52 15% ^d	56 12% ^d	16 11%	50 12% ^d	64 12% ^d	50 12% ^d	48 16% ^d	56 13% ^d	44 14% ^d	1 5%
Other	199 3% ^d	19 3%	19 3%	8 1%	17 5% ^{djh}	24 4% ^{dj}	14 4% ^{dj}	11 2%	3 2%	6 2%	22 4% ^{dj}	15 4%	10 3%	23 5% ^{djh}	9 3%	-
SEGMENTS																
Switched on	884 15% ^{dch}	89 15% ^{dch}	112 20% ^{adehj}	26 5%	39 12% ^d	107 19% ^{adehj}	63 18% ^{adeh}	40 9%	22 15% ^{dch}	52 12% ^{dch}	97 19% ^{adehj}	66 16% ^{dch}	44 15% ^{dch}	71 16% ^{dch}	54 17% ^{dch}	1 4%
Tuned in	1682 28% ^d	152 26% ^d	163 29% ^{dj}	95 17%	89 28% ^{dj}	162 33% ^{abdi}	110 32% ^{dj}	105 27% ^{dj}	26 16%	110 27% ^d	174 33% ^{abdi}	111 27% ^d	83 28% ^{dj}	142 32% ^{dj}	99 32% ^{dj}	11 43%
On Standby	2164 36%	208 35%	222 39% ^{uk}	187 34%	113 35%	182 33%	114 33%	114 30%	198 40% ^{ljk}	54 37%	176 33%	129 36%	164 37%	124 37%	10 40%	10 41%
Unplugged	1259 21% ^{ckno}	141 24% ^{clpkn o}	70 12%	238 44% ^{abcef ghiklmn o}	77 24% ^{clpkn o}	84 15%	61 17% ^{cco}	117 24% ^{clpkn o}	41 29% ^{adkl lmno}	104 25% ^{clpkl no}	67 16%	78 19% ^{cco}	57 15%	64 19% ^{cco}	36 12%	3 13%
FINANCIALLY THINGS ARE A BIT OF A STRUGGLE																
Agree	1708 29% ^{kg}	194 33% ^{aalghi o}	166 29% ^{kg}	168 31% ^{kg}	92 29% ^{kg}	141 25%	74 21%	131 27%	41 29%	130 32% ^{lkg}	165 31% ^{kg}	104 25%	93 32% ^{kg}	127 29% ^{kg}	79 25%	5 21%
Neutral	1284 21%	116 20%	124 22%	150 28% ^{abceh kno}	54 17%	123 22%	74 21%	106 22%	30 21%	98 24% ^{ee}	108 20%	88 21%	72 24% ^{ee}	81 18%	59 19%	1 4%
Disagree	2869 48% ^{dj}	284 45%	271 48% ^d	214 39%	168 53% ^{bdjm}	287 52% ^{bdjm}	179 47% ^{bdjm}	246 50% ^{dj}	72 50% ^d	170 41%	251 47% ^d	220 53% ^{bdjm}	126 43%	222 50% ^{dj}	162 52% ^{djm}	18 69%
CHANGING TARIFF AND COMPARING SUPPLIER IN THE LAST 12 MONTHS																
Changed tariff with existing supplier	1007 17% ^{dch}	104 18% ^{dch}	133 24% ^{abdehj lmn}	38 7%	53 17% ^{dch}	115 21% ^{adhj}	70 20% ^{dhi}	56 11% ^d	28 20% ^{dch}	67 16% ^{dch}	99 19% ^{dch}	58 14% ^d	46 16% ^d	78 18% ^{dch}	59 19% ^{dch}	3 11%

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Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PRS SEGMENTS														Yorkshire (o)	NA (p)
	Eastem (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5967	569 590	552 567	485 546	328 318	556 555	360 348	508 480	127 143	389 410	556 534	411 413	301 294	465 442	324 313	25 26*	
Weighted Base																
Compared tariff with those from other suppliers	1572 26%ch	142 24%h	154 27%dh	85 16%	83 26%dh	190 34%abode hjm	107 31%bdh	97 20%	37 26%h	99 24%h	164 31%abdhj	111 27%dh	78 27%dh	120 27%dh	100 32%abdhj	4 16%
Compared tariff with those from existing supplier	1528 25%ch	152 26%dh	165 29%dhj	76 14%	77 24%h	184 33%abdeh j	94 27%dh	91 18%	34 24%h	89 22%h	157 29%dhj	103 25%dh	82 28%dh	126 29%dhj	95 30%dhj	3 10%
Compared tariff with those from other suppliers (2014 Survey equivalent)	1049 18%ch	90 15%	98 17%h	68 12%	63 20%dh	124 22%abodh j	69 20%dh	67 14%	27 15%	67 16%	99 19%dh	76 18%h	55 19%h	76 17%h	68 22%bdh	3 10%
Compared tariff with those from existing supplier (2014 Survey equivalent)	1000 17%h	93 16%h	96 17%h	54 10%	55 17%h	126 23%abodg hj	56 16%h	65 13%	17 12%	59 14%	104 20%dh	73 18%h	58 20%dh	79 18%h	64 20%dhj	1 4%
TRUST IN ENERGY SUPPLIER (COMPLETELY/TEND TO TRUST)																
Treat you fairly in their dealings with you	4001 67%k	398 67%k	390 69%dk	340 62%	221 69%dk	369 66%	241 69%dk	350 71%adk	88 62%	281 69%k	327 61%	268 65%	207 70%dk	298 67%	207 66%	17 68%
Provide clear and helpful information for you	4020 67%k	393 65%	381 67%	345 63%	223 70%k	384 69%k	256 74%abdkj no	349 71%bdk	98 69%	268 66%	330 62%	280 66%	206 70%k	294 67%	204 65%	18 70%
Charge you a fair price for your electricity	3504 59%k	337 57%	336 59%k	304 56%	196 62%k	346 62%dkj	213 61%k	327 67%abodj kmm	84 59%	225 55%	272 51%	233 56%	167 57%	256 58%k	192 62%k	15 60%
SWITCHED SUPPLIER/COMPARISON - LAST 12 MONTHS																
Switched but didn't compare (Switched supplier but did not compare tariff with those from other suppliers, in the last 12 months)	450 8%h	45 8%h	47 8%h	18 3%	22 7%h	35 8%h	37 11%adffj i	49 10%dfj	5 3%	23 6%	37 7%h	26 8%h	27 8%h	34 8%h	37 12%abdef ikj	7 26%
Switched and did compare (Switched supplier and did compare tariff with those from other suppliers, in the last 12 months)	536 9%h	53 9%h	57 10%dh	18 3%	21 7%h	69 13%adehj m	39 11%adeh	31 8%h	10 7%	33 8%h	68 13%adehj m	35 8%h	23 8%h	45 10%dh	33 10%dh	2 7%

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
 ** very small base (under 20) ineligible for sig testing



Q. Breaks X Breaks
 Base: All who have gas and/or electricity supply and are responsible for it

Total (a)	PSS SEGMENTS														Yorkshire (o)	NA (p)
	Eastern (b)	EME (c)	London (d)	Manweb (e)	Midlands (f)	Northern (g)	Norweb (h)	Scottish Hydro (i)	Scottish Power (j)	Seaboard (k)	Southern (l)	SWALEC (m)	SWEB (n)			
Unweighted Base 5967	569	552	485	328	556	360	508	127	389	556	411	301	465	324	25	
Weighted Base 5967	590	567	546	318	555	348	490	143	410	534	413	294	442	313	26**	
Norweb 490 ghzbcdefg ghimno	-	-	-	-	-	-	490 100%abdef ghimno	-	-	-	-	-	-	-	-	
Scottish Hydro 143 ghzbcdefg ghimno	-	-	-	-	-	-	-	143 100%abdef ghimno	-	-	-	-	-	-	-	
Scottish Power 410 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	410 100%abdef ghimno	-	-	-	-	-	-	
Seaboard 534 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	-	534 100%abdef ghimno	-	-	-	-		
Southern 413 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	-	-	413 100%abdef ghimno	-	-	-		
SWALEC 294 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	-	-	-	294 100%abdef ghimno	-	-		
SWEB 442 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	-	-	-	-	442 100%abdef ghimno	-		
Yorkshire 313 ghzbcdefg ghimno	-	-	-	-	-	-	-	-	-	-	-	-	-	313 100%abdef ghimno		
NA 26 -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26 100%	

Fieldwork : 03/02/16 - 16/02/16, 26/02/16 - 01/03/16 (Weeks 05/06/08)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p
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