

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 1

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

Summary Table

Base: All respondents

		Statements					
		I fully understand all the different parts of my energy bill	I find the tariffs and breakdown of my energy bill too complex	I rarely or never open my energy bill	I find other bills (TV/ internet/water etc) easier to understand	I have reduced my energy bill by trying to use less energy	My energy bill means I have to cut down on spending elsewhere
Unweighted base		2052	2052	2052	2052	2052	2052
Weighted base		2052	2052	2052	2052	2052	2052
NET: Agree		682 33%	1038 51%	214 10%	971 47%	1271 62%	1000 49%
Agree strongly	(+2)	166 8%	381 19%	54 3%	279 14%	372 18%	317 15%
Agree	(+1)	516 25%	657 32%	160 8%	692 34%	899 44%	683 33%
Neither agree nor disagree	(0)	660 32%	622 30%	440 21%	758 37%	593 29%	673 33%
Disagree	(-1)	516 25%	294 14%	666 32%	250 12%	159 8%	305 15%
Disagree strongly	(-2)	194 9%	99 5%	732 36%	74 4%	29 1%	74 4%
NET: Disagree		710 35%	392 19%	1398 68%	323 16%	188 9%	379 18%
Mean		-0.03	0.45	-0.91	0.42	0.70	0.42
Standard deviation		1.10	1.09	1.05	0.99	0.90	1.03
Standard error		0.02	0.02	0.02	0.02	0.02	0.02

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Table 2

**Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.
I fully understand all the different parts of my energy bill**

Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	682	396	286	58	144	86	112	102	179	217	179	151	135	59	24	75	58	56	56	34	74	90	91	65	103	292
	33%	39%	27%	24%	42%	25%	31%	34%	40%	40%	32%	34%	28%	32%	29%	33%	31%	30%	39%	33%	36%	34%	32%	35%	36%	34%
Agree strongly (+2)	166	107	59	7	29	29	22	30	49	54	49	33	31	15	3	18	20	11	22	11	13	23	22	8	18	79
	8%	11%	6%	3%	8%	8%	6%	10%	11%	10%	9%	7%	6%	8%	4%	8%	11%	6%	15%	11%	6%	8%	8%	4%	6%	9%
Agree (+1)	516	289	227	51	116	57	90	73	129	163	131	118	104	44	21	57	37	45	34	23	61	68	69	57	85	213
	25%	29%	22%	21%	33%	17%	25%	24%	29%	30%	23%	27%	21%	24%	26%	25%	20%	24%	24%	22%	30%	25%	24%	31%	29%	25%
Neither agree nor disagree (0)	660	308	352	126	86	133	105	91	118	151	190	146	173	61	24	67	63	56	41	37	74	97	83	57	78	281
	32%	31%	34%	52%	25%	39%	29%	30%	26%	28%	33%	33%	36%	33%	30%	30%	34%	30%	28%	36%	36%	36%	29%	31%	27%	33%
Disagree (-1)	516	212	304	49	88	94	98	77	110	129	150	98	138	40	26	59	43	50	30	25	43	65	86	50	82	200
	25%	21%	29%	20%	25%	27%	27%	25%	25%	24%	26%	22%	28%	22%	32%	26%	23%	27%	21%	24%	21%	24%	30%	27%	28%	23%
Disagree strongly (-2)	194	90	104	10	27	32	51	34	41	51	50	51	41	25	8	26	21	22	17	7	14	15	27	13	27	87
	9%	9%	10%	4%	8%	9%	14%	11%	9%	9%	9%	12%	8%	13%	9%	11%	12%	12%	12%	7%	7%	5%	9%	7%	9%	10%
NET: Disagree	710	302	408	60	115	126	148	111	151	181	200	150	179	65	34	84	64	72	47	31	57	80	113	63	108	287
	35%	30%	39%	24%	33%	36%	41%	36%	34%	33%	35%	34%	37%	35%	41%	37%	35%	39%	33%	31%	28%	30%	39%	34%	37%	33%
Mean	-0.03	0.11	-0.16	-0.02	0.09	-0.12	-0.18	-0.04	0.08	0.07	-0.04	-0.04	-0.11	-0.08	-0.17	-0.08	-0.04	-0.15	0.10	0.07	0.08	0.07	-0.09	-0.02	-0.05	*
Standard deviation	1.10	1.13	1.05	0.83	1.11	1.06	1.13	1.15	1.16	1.14	1.09	1.11	1.04	1.15	1.04	1.13	1.16	1.11	1.24	1.08	1.01	1.03	1.10	1.02	1.09	1.12
Standard error	0.02	0.04	0.03	0.05	0.06	0.06	0.06	0.06	0.05	0.05	0.04	0.06	0.05	0.09	0.11	0.07	0.09	0.08	0.10	0.10	0.07	0.07	0.06	0.08	0.07	0.04

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Absolutes/col percents

Table 3

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

I find the tariffs and breakdown of my energy bill too complex

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	1038	475	563	77	165	197	219	162	217	293	288	220	237	76	46	130	98	97	71	49	113	124	146	88	174	430
	51%	47%	54%	32%	48%	57%	60%	53%	49%	53%	51%	49%	49%	41%	56%	58%	53%	52%	49%	48%	55%	46%	51%	47%	60%	50%
Agree strongly (+2)	381	176	204	28	59	82	70	63	79	96	99	90	96	30	15	48	36	35	32	17	28	39	67	33	65	166
	19%	18%	20%	11%	17%	24%	19%	21%	18%	17%	17%	20%	20%	16%	19%	21%	20%	19%	22%	17%	14%	15%	23%	18%	22%	19%
Agree (+1)	657	299	358	50	106	115	149	99	139	197	189	130	141	47	30	82	62	62	39	32	85	85	79	55	110	264
	32%	30%	34%	20%	31%	33%	41%	32%	31%	36%	33%	29%	29%	25%	37%	36%	34%	34%	27%	31%	41%	32%	28%	30%	38%	31%
Neither agree nor disagree (0)	622	317	305	136	118	102	89	80	97	140	181	142	159	67	22	52	55	61	39	33	56	95	82	59	73	268
	30%	31%	29%	56%	34%	30%	24%	26%	22%	25%	32%	32%	33%	36%	27%	23%	30%	33%	27%	33%	27%	36%	28%	32%	25%	31%
Disagree (-1)	294	153	141	28	49	35	41	40	101	83	69	71	71	29	12	36	23	20	22	10	29	39	43	32	36	117
	14%	15%	13%	11%	14%	10%	11%	13%	23%	15%	12%	16%	15%	16%	15%	16%	13%	11%	15%	10%	14%	14%	15%	17%	13%	14%
Disagree strongly (-2)	99	61	37	3	14	11	16	22	31	33	31	13	21	12	2	8	8	7	12	10	7	10	17	6	5	45
	5%	6%	4%	1%	4%	3%	4%	7%	7%	6%	5%	3%	4%	7%	2%	4%	4%	4%	8%	10%	3%	4%	6%	3%	2%	5%
NET: Disagree	392	214	179	31	63	46	58	62	132	116	100	84	92	41	14	44	31	27	34	20	36	48	60	38	41	162
	19%	21%	17%	13%	18%	13%	16%	20%	30%	21%	18%	19%	19%	22%	17%	19%	17%	14%	24%	19%	18%	21%	20%	14%	19%	
Mean	0.45	0.37	0.53	0.29	0.42	0.64	0.59	0.46	0.30	0.44	0.45	0.47	0.45	0.28	0.56	0.56	0.52	0.53	0.39	0.36	0.48	0.39	0.47	0.41	0.67	0.45
Standard deviation	1.09	1.12	1.06	0.86	1.06	1.05	1.06	1.17	1.20	1.12	1.08	1.07	1.09	1.12	1.03	1.10	1.08	1.03	1.22	1.16	1.01	1.02	1.17	1.07	1.01	1.10
Standard error	0.02	0.04	0.03	0.05	0.06	0.06	0.05	0.06	0.06	0.05	0.04	0.06	0.05	0.08	0.11	0.07	0.08	0.08	0.10	0.11	0.07	0.07	0.07	0.08	0.06	0.04

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Absolutes/col percents

Table 4

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

I rarely or never open my energy bill

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	214 10%	110 11%	104 10%	47 19%	68 20%	47 14%	31 8%	10 3%	11 2%	81 15%	56 10%	32 7%	46 9%	21 11%	12 14%	12 5%	17 9%	28 15%	7 5%	12 12%	23 11%	38 14%	26 9%	18 10%	50 17%	98 11%
Agree strongly (+2)	54 3%	28 3%	26 2%	10 4%	17 5%	19 6%	3 1%	4 1%	- -	21 4%	14 2%	9 2%	10 2%	3 1%	1 2%	5 2%	2 1%	3 2%	5 3%	4 4%	4 2%	13 5%	9 3%	4 2%	15 5%	28 3%
Agree (+1)	160 8%	82 8%	79 8%	37 15%	51 15%	28 8%	27 7%	6 2%	11 2%	60 11%	42 7%	23 5%	35 7%	18 10%	10 13%	7 3%	15 8%	25 13%	3 2%	8 8%	19 9%	25 9%	17 6%	14 7%	35 12%	70 8%
Neither agree nor disagree (0)	440 21%	213 21%	227 22%	122 50%	96 28%	79 23%	59 16%	45 15%	39 9%	90 16%	127 22%	107 24%	116 24%	45 24%	11 13%	39 17%	32 17%	43 23%	33 23%	23 22%	41 20%	74 28%	67 23%	34 18%	59 20%	201 23%
Disagree (-1)	666 32%	335 33%	331 32%	52 21%	107 31%	109 31%	136 37%	110 36%	151 34%	185 34%	173 30%	158 35%	150 31%	53 29%	32 39%	83 37%	63 34%	59 32%	48 33%	29 29%	61 30%	82 31%	95 33%	60 32%	95 33%	296 34%
Disagree strongly (-2)	732 36%	347 35%	385 37%	22 9%	74 22%	110 32%	140 38%	140 46%	245 55%	193 35%	213 37%	150 34%	176 36%	65 35%	27 33%	92 41%	73 39%	54 30%	56 39%	38 37%	80 39%	73 27%	100 35%	73 40%	86 30%	266 31%
NET: Disagree	1398 68%	682 68%	715 68%	74 31%	182 53%	219 63%	276 75%	250 82%	397 89%	378 69%	386 68%	308 69%	326 67%	119 64%	60 73%	175 77%	136 74%	114 61%	104 72%	68 66%	141 69%	155 58%	195 68%	133 72%	180 62%	562 65%
Mean	-0.91	-0.89	-0.93	-0.16	-0.49	-0.76	-1.04	-1.23	-1.41	-0.86	-0.93	-0.93	-0.92	-0.87	-0.90	-1.10	-1.03	-0.74	-1.02	-0.88	-0.95	-0.66	-0.91	-1.00	-0.70	-0.82
Standard deviation	1.05	1.06	1.05	0.93	1.13	1.15	0.96	0.87	0.75	1.13	1.05	0.98	1.04	1.06	1.06	0.95	1.00	1.08	0.99	1.12	1.07	1.12	1.04	1.04	1.17	1.06
Standard error	0.02	0.03	0.03	0.06	0.07	0.06	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.08	0.11	0.06	0.07	0.08	0.08	0.11	0.08	0.07	0.06	0.08	0.07	0.04

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 5

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

I find other bills (TV/internet/water etc) easier to understand

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	971 47%	453 45%	517 49%	103 42%	181 52%	184 53%	160 44%	138 45%	205 46%	272 50%	273 48%	197 44%	228 47%	74 40%	46 56%	122 54%	86 47%	85 46%	66 46%	46 44%	82 40%	120 45%	150 52%	94 51%	169 58%	389 45%
Agree strongly (+2)	279 14%	141 14%	138 13%	26 11%	56 16%	61 18%	44 12%	37 12%	55 12%	70 13%	80 14%	62 14%	68 14%	22 12%	16 20%	38 17%	27 15%	25 14%	19 13%	10 10%	26 13%	35 13%	40 14%	21 11%	46 16%	117 14%
Agree (+1)	692 34%	312 31%	380 36%	77 32%	125 36%	123 36%	117 32%	101 33%	149 33%	203 37%	194 34%	135 30%	160 33%	52 28%	29 36%	84 37%	59 32%	60 32%	47 33%	35 34%	56 27%	85 32%	110 38%	73 40%	123 43%	272 32%
Neither agree nor disagree (0)	758 37%	397 40%	360 34%	129 53%	122 35%	120 35%	138 38%	112 37%	136 30%	186 34%	210 37%	179 40%	182 37%	79 43%	30 36%	70 31%	70 38%	67 36%	49 34%	41 40%	87 42%	103 39%	98 34%	63 34%	84 29%	339 39%
Disagree (-1)	250 12%	126 13%	123 12%	10 4%	34 10%	31 9%	48 13%	44 15%	82 18%	75 14%	64 11%	53 12%	57 12%	24 13%	3 4%	29 13%	22 12%	25 13%	25 17%	14 14%	21 10%	32 12%	33 11%	21 11%	26 9%	109 13%
Disagree strongly (-2)	74 4%	28 3%	45 4%	3 1%	8 2%	10 3%	19 5%	10 3%	24 5%	15 3%	22 4%	17 4%	20 4%	7 4%	3 4%	5 2%	6 3%	8 5%	3 2%	2 2%	15 7%	11 4%	7 2%	7 4%	10 4%	23 3%
NET: Disagree	323 16%	155 15%	169 16%	12 5%	42 12%	41 12%	67 18%	54 18%	106 24%	90 16%	86 15%	70 16%	78 16%	32 17%	7 8%	34 15%	28 15%	33 18%	28 20%	16 16%	36 18%	43 16%	39 14%	27 15%	36 12%	132 15%
Mean	0.42	0.41	0.42	0.47	0.54	0.56	0.32	0.36	0.29	0.43	0.43	0.38	0.41	0.31	0.63	0.53	0.43	0.37	0.37	0.37	0.28	0.38	0.50	0.44	0.58	0.41
Standard deviation	0.99	0.97	1.00	0.78	0.96	0.98	1.02	0.98	1.07	0.97	0.99	0.99	1.00	0.98	0.98	0.99	0.98	1.02	0.99	0.91	1.05	0.99	0.94	0.96	0.98	0.96
Standard error	0.02	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.07	0.10	0.06	0.07	0.07	0.08	0.09	0.08	0.06	0.05	0.07	0.06	0.03

Energy Bills Survey

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Absolutes/col percents

Table 6

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

I have reduced my energy bill by trying to use less energy

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	1271	621	650	106	189	207	251	215	304	338	340	285	308	88	62	155	112	107	95	69	134	143	183	122	195	518
	62%	62%	62%	44%	55%	60%	69%	70%	68%	62%	60%	64%	63%	48%	76%	69%	60%	58%	66%	67%	66%	54%	64%	66%	68%	60%
Agree strongly (+2)	372	181	191	24	56	60	76	72	84	101	85	82	103	28	20	41	34	30	22	20	39	44	62	32	54	155
	18%	18%	18%	10%	16%	17%	21%	24%	19%	18%	15%	18%	21%	15%	25%	18%	18%	16%	15%	20%	19%	17%	22%	17%	19%	18%
Agree (+1)	899	440	459	83	133	147	175	142	219	237	254	203	205	60	42	114	78	78	73	48	95	99	121	90	141	362
	44%	44%	44%	34%	38%	43%	48%	47%	49%	43%	45%	45%	42%	32%	51%	51%	42%	42%	51%	47%	46%	37%	42%	49%	49%	42%
Neither agree nor disagree (0)	593	295	297	121	122	95	85	71	99	157	167	126	144	71	14	53	56	54	39	27	56	96	71	57	71	266
	29%	29%	28%	50%	35%	27%	23%	23%	22%	29%	29%	28%	29%	38%	17%	24%	30%	29%	27%	26%	27%	36%	25%	31%	25%	31%
Disagree (-1)	159	74	86	14	29	36	27	18	37	49	53	26	32	18	5	17	16	17	9	6	13	22	31	5	19	66
	8%	7%	8%	6%	8%	10%	7%	6%	8%	9%	9%	6%	6%	10%	6%	8%	9%	9%	6%	6%	6%	8%	11%	3%	6%	8%
Disagree strongly (-2)	29	16	13	3	6	8	2	2	8	5	10	10	4	8	1	-	1	7	1	1	2	6	2	1	4	11
	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	4%	1%	-	1%	4%	1%	1%	1%	2%	1%	*	1%	1%
NET: Disagree	188	89	99	17	34	44	30	19	44	54	63	36	36	26	5	17	17	24	10	7	15	28	33	6	23	76
	9%	9%	9%	7%	10%	13%	8%	6%	10%	10%	11%	8%	7%	14%	7%	8%	9%	13%	7%	7%	7%	11%	12%	3%	8%	9%
Mean	0.70	0.69	0.70	0.45	0.60	0.62	0.81	0.87	0.75	0.70	0.62	0.72	0.76	0.45	0.93	0.79	0.69	0.58	0.74	0.79	0.76	0.57	0.73	0.80	0.77	0.68
Standard deviation	0.90	0.90	0.90	0.79	0.91	0.97	0.87	0.86	0.91	0.90	0.91	0.91	0.89	1.00	0.86	0.83	0.89	0.99	0.82	0.87	0.87	0.94	0.94	0.76	0.88	0.90
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.08	0.09	0.05	0.07	0.07	0.07	0.08	0.06	0.06	0.05	0.06	0.05	0.03

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 7

Q.1 To what extent do you agree or disagree with each of the following statements about the bills you receive.

My energy bill means I have to cut down on spending elsewhere

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	1000	475	525	100	170	185	219	165	159	263	253	222	262	90	48	124	84	95	69	51	85	125	138	90	153	450
	49%	47%	50%	41%	49%	54%	60%	54%	36%	48%	44%	50%	54%	49%	58%	55%	46%	51%	48%	50%	41%	47%	48%	49%	53%	52%
Agree strongly (+2)	317	151	166	33	58	60	64	56	46	73	69	74	100	30	13	42	24	30	25	15	29	40	45	23	40	149
	15%	15%	16%	13%	17%	17%	18%	18%	10%	13%	12%	17%	21%	16%	16%	18%	13%	16%	17%	15%	14%	15%	16%	12%	14%	17%
Agree (+1)	683	324	359	68	112	125	155	109	113	190	184	147	162	60	34	83	60	64	44	36	56	84	93	67	112	302
	33%	32%	34%	28%	32%	36%	42%	36%	25%	35%	32%	33%	33%	33%	42%	37%	32%	35%	31%	35%	27%	32%	32%	36%	39%	35%
Neither agree nor disagree (0)	673	321	352	119	128	107	93	88	138	163	207	146	158	59	24	62	63	60	39	31	79	95	104	58	83	279
	33%	32%	34%	49%	37%	31%	25%	29%	31%	30%	36%	33%	32%	32%	29%	27%	34%	32%	27%	30%	38%	36%	36%	31%	29%	32%
Disagree (-1)	305	165	139	21	37	43	45	39	119	97	85	65	58	30	8	29	31	19	30	17	37	37	36	32	47	111
	15%	16%	13%	9%	11%	12%	12%	13%	27%	18%	15%	15%	12%	16%	9%	13%	17%	10%	21%	17%	18%	14%	12%	17%	16%	13%
Disagree strongly (-2)	74	44	30	3	10	11	8	12	31	26	24	14	10	6	3	11	7	12	5	4	4	9	9	5	7	20
	4%	4%	3%	1%	3%	3%	2%	4%	7%	5%	4%	3%	2%	3%	3%	5%	4%	6%	3%	4%	2%	3%	3%	3%	2%	2%
NET: Disagree	379	210	169	24	47	53	53	51	150	123	109	79	68	36	10	40	37	31	35	21	41	47	45	37	53	131
	18%	21%	16%	10%	14%	15%	15%	17%	34%	22%	19%	18%	14%	19%	13%	18%	20%	17%	24%	20%	20%	17%	16%	20%	18%	15%
Mean	0.42	0.37	0.47	0.43	0.49	0.52	0.61	0.52	0.05	0.34	0.33	0.45	0.58	0.43	0.59	0.51	0.35	0.45	0.38	0.40	0.33	0.41	0.45	0.38	0.46	0.52
Standard deviation	1.03	1.06	1.00	0.87	0.99	1.02	0.99	1.05	1.10	1.06	1.01	1.03	1.01	1.04	0.99	1.08	1.02	1.08	1.10	1.05	1.00	1.02	1.00	1.00	1.00	1.00
Standard error	0.02	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.05	0.04	0.04	0.05	0.04	0.08	0.10	0.07	0.08	0.08	0.09	0.10	0.07	0.07	0.06	0.07	0.06	0.03

Energy Bills Survey
ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 8
Q.2 To what extent do you agree or disagree with the following statements about energy companies.{EPSG}
Summary Table
Base: All respondents

	Statements					
	I believe I get a fair deal from my energy provider	Energy providers are transparent in their communications	I trust my energy provider to find me the best deal available	I avoid switching my energy provider because it is too much hassle	Energy companies don't care about their customers	Energy providers act like a cartel (work together to maintain high prices and restrict competition)
Unweighted base	2052	2052	2052	2052	2052	2052
Weighted base	2052	2052	2052	2052	2052	2052
NET: Agree	359 17%	328 16%	351 17%	729 36%	1268 62%	1483 72%
Agree strongly (+2)	55 3%	67 3%	64 3%	171 8%	520 25%	724 35%
Agree (+1)	304 15%	260 13%	287 14%	559 27%	748 36%	759 37%
Neither agree nor disagree (0)	800 39%	721 35%	678 33%	681 33%	669 33%	497 24%
Disagree (-1)	644 31%	702 34%	672 33%	410 20%	94 5%	53 3%
Disagree strongly (-2)	250 12%	302 15%	350 17%	232 11%	20 1%	20 1%
NET: Disagree	894 44%	1003 49%	1023 50%	642 31%	115 6%	72 4%
Mean	-0.36	-0.44	-0.47	0.01	0.81	1.03
Standard deviation	0.96	1.00	1.03	1.12	0.90	0.88
Standard error	0.02	0.02	0.02	0.02	0.02	0.02

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 9

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}

I believe I get a fair deal from my energy provider

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	359 17%	174 17%	185 18%	48 20%	77 22%	50 14%	50 14%	44 14%	92 20%	115 21%	107 19%	59 13%	77 16%	20 11%	11 14%	34 15%	25 14%	41 22%	22 15%	20 20%	38 19%	63 24%	50 17%	34 18%	55 19%	130 15%
Agree strongly (+2)	55 3%	35 3%	20 2%	4 2%	20 6%	6 2%	5 1%	7 2%	13 3%	16 3%	18 3%	13 3%	8 2%	3 2%	2 2%	4 2%	2 1%	4 2%	5 4%	3 3%	5 3%	12 5%	10 3%	3 2%	13 4%	20 2%
Agree (+1)	304 15%	139 14%	165 16%	44 18%	57 16%	43 12%	44 12%	37 12%	79 18%	98 18%	90 16%	47 10%	70 14%	17 9%	9 11%	30 13%	23 12%	37 20%	17 12%	18 17%	33 16%	51 19%	40 14%	31 17%	43 15%	110 13%
Neither agree nor disagree (0)	800 39%	366 36%	433 41%	124 51%	123 36%	133 38%	121 33%	114 37%	185 41%	190 35%	221 39%	187 42%	201 41%	70 38%	26 32%	88 39%	75 41%	70 38%	66 46%	35 34%	89 43%	113 42%	103 36%	66 36%	95 33%	333 39%
Disagree (-1)	644 31%	334 33%	310 30%	55 23%	106 31%	116 34%	135 37%	106 35%	127 28%	178 32%	183 32%	144 32%	139 29%	67 36%	33 41%	70 31%	68 37%	49 26%	34 23%	28 27%	62 30%	67 25%	100 35%	67 36%	104 36%	287 33%
Disagree strongly (-2)	250 12%	131 13%	119 11%	17 7%	40 12%	47 14%	60 16%	42 14%	43 10%	66 12%	57 10%	57 13%	69 14%	28 15%	11 14%	34 15%	17 9%	25 14%	21 15%	19 19%	16 8%	25 9%	35 12%	18 10%	35 12%	109 13%
NET: Disagree	894 44%	465 46%	429 41%	72 30%	146 42%	163 47%	195 53%	147 48%	170 38%	243 44%	241 42%	201 45%	209 43%	95 51%	45 54%	104 46%	84 46%	74 40%	55 38%	48 46%	78 38%	91 34%	135 47%	85 46%	139 48%	397 46%
Mean	-0.36	-0.39	-0.33	-0.15	-0.26	-0.45	-0.55	-0.46	-0.25	-0.32	-0.30	-0.42	-0.40	-0.54	-0.51	-0.44	-0.40	-0.29	-0.34	-0.43	-0.25	-0.15	-0.38	-0.36	-0.37	-0.41
Standard deviation	0.96	0.99	0.94	0.85	1.05	0.94	0.95	0.95	0.95	1.00	0.96	0.94	0.95	0.92	0.95	0.96	0.87	1.01	1.00	1.07	0.91	0.99	0.98	0.93	1.02	0.94
Standard error	0.02	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.04	0.07	0.10	0.06	0.06	0.07	0.08	0.10	0.07	0.06	0.06	0.07	0.06	0.03

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 10

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}

Energy providers are transparent in their communications

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	328 16%	161 16%	167 16%	57 23%	77 22%	51 15%	45 12%	37 12%	61 14%	100 18%	89 16%	69 15%	70 14%	25 13%	16 19%	43 19%	22 12%	34 18%	20 14%	20 19%	24 12%	48 18%	56 19%	21 11%	56 20%	147 17%
Agree strongly (+2)	67 3%	36 4%	31 3%	9 3%	21 6%	10 3%	9 2%	9 3%	11 2%	24 4%	11 2%	14 3%	18 4%	5 3%	6 8%	6 3%	2 1%	7 4%	4 3%	7 7%	3 2%	8 3%	16 6%	2 1%	21 7%	30 4%
Agree (+1)	260 13%	124 12%	136 13%	48 20%	56 16%	41 12%	36 10%	29 9%	50 11%	76 14%	78 14%	55 12%	52 11%	20 11%	10 12%	37 16%	20 11%	27 15%	16 11%	12 12%	20 10%	39 15%	39 14%	19 10%	36 12%	117 14%
Neither agree nor disagree (0)	721 35%	331 33%	390 37%	115 47%	130 38%	126 37%	121 33%	82 27%	146 33%	175 32%	206 36%	150 33%	190 39%	58 31%	24 29%	66 29%	69 37%	74 40%	46 32%	42 41%	69 34%	121 45%	84 29%	69 37%	83 29%	300 35%
Disagree (-1)	702 34%	356 35%	346 33%	57 23%	98 28%	124 36%	120 33%	120 39%	183 41%	208 38%	191 33%	159 36%	145 30%	67 36%	29 35%	74 33%	62 34%	56 30%	49 34%	24 23%	84 41%	71 27%	110 38%	77 41%	106 37%	279 32%
Disagree strongly (-2)	302 15%	158 16%	143 14%	15 6%	40 12%	44 13%	80 22%	65 21%	57 13%	67 12%	83 15%	69 16%	82 17%	35 19%	14 17%	43 19%	32 17%	20 11%	28 19%	18 17%	29 14%	27 10%	38 13%	18 10%	43 15%	134 16%
NET: Disagree	1003 49%	514 51%	489 47%	72 30%	139 40%	168 49%	200 55%	185 61%	239 54%	274 50%	274 48%	228 51%	227 47%	102 55%	43 52%	117 52%	94 51%	77 41%	77 54%	41 40%	112 55%	98 37%	148 51%	95 51%	149 52%	412 48%
Mean	-0.44	-0.47	-0.42	-0.09	-0.24	-0.44	-0.62	-0.67	-0.50	-0.40	-0.45	-0.48	-0.45	-0.58	-0.42	-0.49	-0.55	-0.31	-0.56	-0.31	-0.55	-0.26	-0.40	-0.49	-0.40	-0.43
Standard deviation	1.00	1.01	0.98	0.91	1.05	0.96	1.01	1.01	0.94	1.01	0.96	1.00	1.01	1.00	1.13	1.06	0.94	0.98	1.02	1.12	0.91	0.94	1.06	0.85	1.11	1.02
Standard error	0.02	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.04	0.04	0.04	0.05	0.04	0.08	0.12	0.07	0.07	0.07	0.08	0.11	0.07	0.06	0.06	0.06	0.07	0.04

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 11

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}

I trust my energy provider to find me the best deal available

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	351 17%	163 16%	188 18%	41 17%	65 19%	52 15%	50 14%	50 17%	92 21%	117 21%	97 17%	62 14%	75 15%	28 15%	15 18%	33 15%	32 17%	38 21%	20 14%	18 18%	32 16%	57 21%	44 15%	33 18%	59 20%	114 13%
Agree strongly (+2)	64 3%	38 4%	26 2%	10 4%	18 5%	9 2%	6 2%	10 3%	12 3%	19 3%	15 3%	15 3%	16 3%	3 2%	4 5%	6 3%	3 2%	7 4%	5 3%	2 2%	7 4%	13 5%	12 4%	1 *	11 4%	27 3%
Agree (+1)	287 14%	125 12%	163 16%	32 13%	47 14%	43 13%	44 12%	40 13%	80 18%	99 18%	83 15%	47 10%	59 12%	25 13%	11 14%	27 12%	29 16%	32 17%	15 11%	17 16%	25 12%	43 16%	32 11%	32 17%	48 17%	87 10%
Neither agree nor disagree (0)	678 33%	305 30%	374 36%	121 50%	128 37%	103 30%	116 32%	75 25%	134 30%	157 29%	186 33%	148 33%	187 38%	65 35%	20 24%	68 30%	61 33%	58 31%	45 31%	32 31%	75 37%	96 36%	87 30%	71 38%	74 26%	293 34%
Disagree (-1)	672 33%	340 34%	332 32%	60 24%	99 29%	126 37%	119 33%	115 38%	153 34%	184 33%	192 34%	166 37%	130 27%	59 32%	36 44%	76 34%	59 32%	60 32%	47 33%	31 30%	68 33%	76 28%	104 36%	57 31%	103 36%	299 35%
Disagree strongly (-2)	350 17%	199 20%	152 15%	22 9%	53 15%	64 18%	80 22%	64 21%	68 15%	91 17%	93 16%	71 16%	95 20%	32 17%	11 14%	48 21%	32 18%	29 16%	32 22%	22 21%	31 15%	38 14%	52 18%	24 13%	53 18%	155 18%
NET: Disagree	1023 50%	539 54%	484 46%	82 33%	152 44%	190 55%	200 55%	179 59%	220 49%	274 50%	285 50%	237 53%	226 46%	91 49%	47 58%	124 55%	92 50%	89 48%	79 55%	52 51%	98 48%	114 43%	156 54%	81 44%	156 54%	454 53%
Mean	-0.47	-0.53	-0.40	-0.22	-0.35	-0.56	-0.61	-0.60	-0.41	-0.42	-0.47	-0.52	-0.47	-0.50	-0.48	-0.59	-0.48	-0.39	-0.60	-0.52	-0.44	-0.30	-0.53	-0.39	-0.48	-0.54
Standard deviation	1.03	1.06	1.00	0.92	1.06	1.01	1.01	1.06	1.03	1.07	1.01	0.99	1.04	0.99	1.04	1.04	1.01	1.05	1.05	1.05	1.00	1.06	1.04	0.94	1.09	1.00
Standard error	0.02	0.03	0.03	0.06	0.06	0.06	0.05	0.06	0.05	0.04	0.04	0.05	0.05	0.08	0.11	0.07	0.07	0.08	0.09	0.10	0.07	0.07	0.06	0.07	0.07	0.03

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 12

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}

I avoid switching my energy provider because it is too much hassle

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Agree	729	338	391	78	145	104	122	122	157	199	191	162	177	70	25	80	68	75	50	35	68	91	118	49	121	285	
	36%	34%	37%	32%	42%	30%	33%	40%	35%	36%	34%	36%	36%	38%	31%	35%	37%	40%	35%	35%	33%	34%	41%	26%	42%	33%	
Agree strongly	(+2)	171	84	87	11	36	23	35	31	35	43	37	38	52	15	6	21	11	18	17	11	17	19	29	7	36	59
		8%	8%	8%	4%	11%	7%	10%	10%	8%	8%	7%	8%	11%	8%	8%	9%	6%	10%	12%	11%	8%	7%	10%	4%	12%	7%
Agree	(+1)	559	254	305	67	109	81	87	92	122	155	154	124	125	56	19	59	56	57	33	25	51	72	89	42	85	226
		27%	25%	29%	27%	32%	24%	24%	30%	27%	28%	27%	28%	26%	30%	23%	26%	31%	31%	23%	24%	25%	27%	31%	23%	29%	26%
Neither agree nor disagree	(0)	681	333	348	126	124	120	123	77	110	166	190	152	173	62	28	67	57	66	39	36	69	103	85	68	79	304
		33%	33%	33%	52%	36%	35%	34%	25%	25%	30%	33%	34%	35%	34%	35%	30%	31%	36%	27%	35%	33%	39%	30%	37%	27%	35%
Disagree	(-1)	410	209	201	30	48	89	70	58	115	111	127	91	82	37	15	61	32	33	37	17	42	44	52	38	59	172
		20%	21%	19%	12%	14%	26%	19%	19%	26%	20%	22%	20%	17%	20%	18%	27%	18%	18%	26%	17%	21%	16%	18%	21%	20%	20%
Disagree strongly	(-2)	232	126	106	10	28	33	50	48	64	74	61	42	56	15	14	17	28	12	17	14	26	29	32	30	30	99
		11%	13%	10%	4%	8%	9%	14%	16%	14%	13%	11%	9%	11%	8%	17%	8%	15%	6%	12%	13%	13%	11%	11%	16%	10%	12%
NET: Disagree		642	335	307	40	76	121	120	106	180	184	188	133	137	52	28	78	60	44	54	31	68	73	84	68	89	271
		31%	33%	29%	16%	22%	35%	33%	35%	40%	34%	33%	30%	28%	28%	35%	35%	33%	24%	38%	30%	33%	27%	29%	37%	31%	32%
Mean		0.01	-0.04	0.06	0.16	0.22	-0.08	-0.03	*	-0.12	-0.03	-0.04	0.06	0.08	0.10	-0.12	0.02	-0.05	0.20	-0.02	0.02	-0.04	0.03	0.11	-0.23	0.13	-0.03
Standard deviation		1.12	1.14	1.10	0.85	1.07	1.06	1.17	1.19	1.16	1.09	1.09	1.14	1.07	1.18	1.10	1.15	1.05	1.20	1.17	1.14	1.07	1.15	1.09	1.18	1.09	
Standard error		0.02	0.04	0.03	0.05	0.06	0.06	0.06	0.07	0.06	0.05	0.04	0.06	0.05	0.08	0.12	0.07	0.08	0.08	0.10	0.11	0.08	0.07	0.08	0.07	0.08	0.04

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 13

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}

Energy companies don't care about their customers

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri- vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Agree	1268 62%	635 63%	633 61%	107 44%	205 59%	224 65%	238 65%	210 69%	285 64%	342 62%	332 58%	300 67%	295 60%	109 59%	59 72%	146 65%	120 65%	113 61%	82 57%	72 70%	129 63%	136 51%	187 65%	115 62%	209 72%	525 61%
Agree strongly (+2)	520 25%	273 27%	247 24%	35 15%	83 24%	98 28%	109 30%	81 26%	114 25%	123 22%	117 21%	140 31%	140 29%	50 27%	26 31%	58 26%	47 26%	34 18%	41 29%	31 30%	63 31%	58 22%	70 24%	43 23%	82 28%	225 26%
Agree (+1)	748 36%	362 36%	386 37%	71 29%	121 35%	126 36%	129 35%	129 42%	171 38%	219 40%	215 38%	160 36%	154 32%	59 32%	34 41%	88 39%	73 39%	79 43%	40 28%	41 40%	65 32%	79 30%	118 41%	72 39%	127 44%	300 35%
Neither agree nor disagree (0)	669 33%	302 30%	367 35%	124 51%	117 34%	103 30%	113 31%	78 26%	134 30%	177 32%	196 34%	127 29%	169 35%	62 34%	20 25%	64 28%	55 30%	58 31%	54 38%	24 23%	67 33%	113 42%	84 29%	68 37%	65 22%	285 33%
Disagree (-1)	94 5%	56 6%	38 4%	10 4%	20 6%	15 4%	12 3%	11 4%	26 6%	27 5%	33 6%	16 4%	19 4%	11 6%	2 2%	14 6%	8 4%	10 5%	7 5%	4 4%	8 4%	13 5%	15 5%	2 1%	13 5%	35 4%
Disagree strongly (-2)	20 1%	12 1%	8 1%	3 1%	4 1%	4 1%	2 1%	5 2%	1 *	3 *	9 2%	4 1%	5 1%	3 1%	1 1%	2 1%	1 1%	4 2%	1 1%	3 3%	1 *	4 2%	* *	- -	3 1%	15 2%
NET: Disagree	115 6%	69 7%	46 4%	13 5%	24 7%	19 5%	14 4%	17 5%	28 6%	30 5%	41 7%	20 4%	24 5%	14 7%	2 3%	16 7%	10 5%	14 8%	8 6%	7 7%	9 4%	18 7%	15 5%	2 1%	16 5%	50 6%
Mean	0.81	0.82	0.79	0.52	0.75	0.87	0.90	0.88	0.83	0.79	0.70	0.93	0.83	0.77	1.00	0.83	0.85	0.69	0.80	0.90	0.89	0.64	0.84	0.84	0.94	0.80
Standard deviation	0.90	0.94	0.87	0.83	0.93	0.91	0.89	0.90	0.89	0.86	0.91	0.90	0.92	0.96	0.86	0.91	0.88	0.91	0.94	0.97	0.91	0.93	0.86	0.79	0.88	0.93
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.04	0.07	0.09	0.06	0.06	0.07	0.08	0.09	0.07	0.06	0.05	0.06	0.05	0.03

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 14

Q.2 To what extent do you agree or disagree with the following statements about energy companies.{£PSG}
Energy providers act like a cartel (work together to maintain high prices and restrict competition)

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Agree	1483	745	737	111	216	238	286	259	371	405	393	342	342	131	63	174	142	119	104	80	153	165	216	137	230	599	
	72%	74%	70%	46%	63%	69%	78%	85%	83%	74%	69%	76%	70%	71%	77%	77%	77%	64%	72%	78%	74%	62%	75%	74%	80%	70%	
Agree strongly	(+2)	724	395	329	42	95	123	150	130	183	186	165	186	188	72	34	86	69	41	56	47	72	79	108	60	106	311
		35%	39%	31%	17%	28%	36%	41%	43%	41%	34%	29%	42%	38%	39%	41%	38%	37%	22%	39%	46%	35%	30%	38%	33%	37%	36%
Agree	(+1)	759	351	408	69	121	115	136	129	189	220	228	156	155	59	29	88	74	78	48	32	81	86	107	77	124	288
		37%	35%	39%	28%	35%	33%	37%	42%	40%	40%	35%	32%	32%	36%	39%	40%	42%	33%	31%	39%	32%	37%	42%	43%	34%	
Neither agree nor disagree	(0)	497	224	273	122	106	91	74	39	64	126	145	95	130	45	15	45	39	58	32	20	46	91	65	41	52	222
		24%	22%	26%	50%	31%	26%	20%	13%	14%	23%	26%	21%	27%	24%	18%	20%	21%	31%	22%	20%	22%	34%	23%	22%	18%	26%
Disagree	(-1)	53	24	29	6	17	12	3	5	10	13	22	7	11	7	3	7	3	5	3	1	5	9	5	5	5	27
		3%	2%	3%	3%	5%	3%	1%	2%	2%	2%	4%	2%	2%	4%	4%	3%	1%	3%	2%	1%	3%	3%	2%	3%	2%	3%
Disagree strongly	(-2)	20	12	8	4	6	4	3	1	1	3	8	4	4	2	1	-	1	3	5	2	1	2	2	1	2	12
		1%	1%	1%	2%	2%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	-	*	2%	3%	2%	1%	1%	1%	1%	1%	1%
NET: Disagree		72	36	37	10	23	16	6	7	11	17	30	10	15	9	4	7	3	8	8	3	7	11	7	6	7	39
		4%	4%	3%	4%	7%	5%	2%	2%	2%	3%	5%	2%	3%	5%	5%	3%	2%	4%	6%	3%	3%	4%	2%	3%	2%	5%
Mean		1.03	1.09	0.98	0.57	0.82	0.99	1.17	1.25	1.21	1.04	0.91	1.15	1.05	1.04	1.12	1.12	1.12	0.80	1.02	1.20	1.05	0.87	1.10	1.03	1.13	1.00
Standard deviation		0.88	0.90	0.87	0.87	0.95	0.93	0.83	0.78	0.79	0.85	0.91	0.86	0.90	0.94	0.91	0.83	0.81	0.87	1.01	0.91	0.86	0.91	0.85	0.84	0.81	0.93
Standard error		0.02	0.03	0.03	0.05	0.06	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.07	0.10	0.05	0.06	0.06	0.08	0.09	0.06	0.06	0.05	0.06	0.05	0.03

Energy Bills Survey
ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 15
Q.3 How capable do you think each of the following are to help people get a better deal from the energy market?
Summary Table
Base: All respondents

	People type			
	Politicians	Price comparison sites	Consumer bodies	Ofgem, the industry regulator
Unweighted base	2052	2052	2052	2052
Weighted base	2052	2052	2052	2052
NET: Capable	412 20%	1184 58%	933 45%	781 38%
Very capable (+2)	82 4%	281 14%	150 7%	165 8%
Capable (+1)	330 16%	904 44%	783 38%	616 30%
Neither capable nor incapable (0)	602 29%	673 33%	852 42%	831 41%
Incapable (-1)	668 33%	145 7%	213 10%	309 15%
Very incapable (-2)	369 18%	49 2%	54 3%	131 6%
NET: Incapable	1038 51%	194 9%	267 13%	440 21%
Mean	-0.44	0.60	0.37	0.18
Standard deviation	1.08	0.89	0.86	1.00
Standard error	0.02	0.02	0.02	0.02

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 16

Q.3 How capable do you think each of the following are to help people get a better deal from the energy market?

Politicians

Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Capable	412	189	223	66	114	75	62	41	55	136	124	77	76	25	15	45	36	34	18	26	37	61	68	45	84	170	
	20%	19%	21%	27%	33%	22%	17%	13%	12%	25%	22%	17%	16%	14%	18%	20%	20%	19%	12%	26%	18%	23%	24%	24%	29%	20%	
Very capable	(+2)	82	34	48	12	29	15	11	9	7	23	21	24	14	3	4	9	8	8	7	4	6	13	10	10	26	30
		4%	3%	5%	5%	8%	4%	3%	3%	2%	4%	4%	5%	3%	1%	5%	4%	5%	4%	4%	3%	5%	4%	6%	9%	4%	
Capable	(+1)	330	155	175	54	85	60	51	32	48	112	103	53	62	23	11	36	28	27	11	22	31	48	58	35	58	140
		16%	15%	17%	22%	25%	17%	14%	11%	11%	20%	18%	12%	13%	12%	13%	15%	14%	8%	22%	15%	18%	20%	19%	20%	16%	
Neither capable nor incapable	(0)	602	268	334	101	119	108	98	66	111	155	172	115	160	68	22	49	54	57	31	28	64	97	79	52	66	266
		29%	27%	32%	42%	34%	31%	27%	22%	25%	28%	30%	26%	33%	37%	27%	22%	29%	31%	21%	27%	31%	37%	28%	28%	23%	31%
Incapable	(-1)	668	339	329	56	62	110	127	121	192	163	181	173	153	54	24	95	64	57	58	31	64	71	100	50	95	269
		33%	34%	31%	23%	18%	32%	35%	40%	43%	30%	32%	39%	31%	29%	29%	42%	35%	31%	40%	30%	31%	27%	35%	27%	33%	31%
Very incapable	(-2)	369	209	160	20	51	53	79	77	90	95	92	83	99	37	20	37	30	36	37	17	40	37	40	38	43	155
		18%	21%	15%	8%	15%	15%	22%	25%	20%	17%	16%	19%	20%	20%	25%	17%	16%	19%	26%	17%	19%	14%	14%	21%	15%	18%
NET: Incapable		1038	548	489	77	113	163	206	197	281	258	273	255	252	91	45	132	94	93	95	48	104	108	140	88	138	424
		51%	55%	47%	31%	33%	47%	56%	65%	63%	47%	48%	57%	52%	49%	54%	59%	51%	50%	66%	47%	51%	41%	49%	48%	48%	49%
Mean		-0.44	-0.53	-0.36	-0.08	-0.06	-0.37	-0.58	-0.74	-0.69	-0.35	-0.39	-0.53	-0.54	-0.54	-0.55	-0.51	-0.43	-0.47	-0.75	-0.34	-0.49	-0.27	-0.35	-0.38	-0.25	-0.44
Standard deviation		1.08	1.09	1.07	0.99	1.16	1.07	1.07	1.04	0.96	1.12	1.07	1.09	1.04	0.99	1.16	1.07	1.07	1.09	1.11	1.06	1.06	1.06	1.17	1.20	1.07	
Standard error		0.02	0.04	0.03	0.06	0.07	0.06	0.05	0.06	0.04	0.05	0.04	0.06	0.05	0.08	0.12	0.07	0.08	0.08	0.09	0.11	0.08	0.07	0.06	0.09	0.07	0.04

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 17

Q.3 How capable do you think each of the following are to help people get a better deal from the energy market?

Price comparison sites

Base: All respondents

	Gender			Age						Social Grade					Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Capable	1184	553	632	134	197	201	220	169	264	337	338	251	259	93	42	147	116	110	81	63	105	144	171	112	196	473	
	58%	55%	60%	55%	57%	58%	60%	55%	59%	61%	59%	56%	53%	51%	52%	65%	63%	59%	57%	61%	51%	54%	60%	60%	68%	55%	
Very capable	(+2)	281	134	147	40	58	54	48	39	43	70	92	55	64	18	10	40	22	27	15	19	23	46	36	25	47	120
		14%	13%	14%	16%	17%	16%	13%	13%	10%	13%	16%	12%	13%	10%	13%	18%	12%	15%	10%	18%	11%	17%	13%	14%	16%	14%
Capable	(+1)	904	418	485	94	139	147	172	130	221	267	246	196	195	75	32	107	94	83	67	44	82	98	135	86	149	353
		44%	42%	46%	38%	40%	43%	47%	43%	50%	49%	43%	44%	40%	41%	39%	47%	51%	45%	46%	43%	40%	37%	47%	47%	52%	41%
Neither capable nor incapable	(0)	673	333	340	95	117	112	112	104	135	162	182	145	184	74	27	57	58	60	47	31	78	98	86	57	69	304
		33%	33%	33%	39%	34%	32%	31%	34%	30%	30%	32%	32%	38%	40%	33%	25%	31%	32%	33%	30%	38%	37%	30%	31%	24%	35%
Incapable	(-1)	145	93	52	13	21	28	26	24	33	38	38	37	32	11	10	18	8	8	9	8	17	20	24	12	21	63
		7%	9%	5%	5%	6%	8%	7%	8%	7%	7%	7%	8%	7%	6%	12%	8%	4%	4%	6%	8%	8%	8%	8%	6%	7%	7%
Very incapable	(-2)	49	27	22	2	11	5	8	7	15	12	11	15	12	7	3	4	3	7	6	-	5	5	6	4	4	20
		2%	3%	2%	1%	3%	2%	2%	2%	3%	2%	2%	3%	3%	4%	4%	2%	2%	4%	4%	-	2%	2%	2%	2%	1%	2%
NET: Incapable		194	120	74	15	32	33	34	32	48	49	49	51	45	17	13	22	11	15	15	8	22	25	30	16	24	83
		9%	12%	7%	6%	9%	10%	9%	10%	11%	9%	9%	12%	9%	9%	16%	10%	6%	8%	10%	8%	10%	9%	10%	9%	8%	10%
Mean	0.60	0.54	0.65	0.64	0.62	0.62	0.62	0.55	0.55	0.63	0.65	0.54	0.55	0.48	0.45	0.71	0.67	0.62	0.52	0.71	0.50	0.60	0.60	0.63	0.74	0.57	
Standard deviation	0.89	0.93	0.86	0.85	0.94	0.90	0.88	0.90	0.89	0.87	0.89	0.93	0.89	0.88	0.98	0.90	0.80	0.93	0.91	0.86	0.89	0.92	0.89	0.88	0.86	0.90	
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.04	0.07	0.10	0.06	0.06	0.07	0.07	0.08	0.06	0.06	0.05	0.07	0.05	0.03	

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 18

Q.3 How capable do you think each of the following are to help people get a better deal from the energy market?

Consumer bodies

Base: All respondents

	Gender		Age					Social Grade				Region							Employment Sector								
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Capable	933	449	484	98	165	156	164	132	219	268	271	197	197	72	36	116	81	86	66	51	86	119	136	85	152	366	
	45%	45%	46%	40%	48%	45%	45%	43%	49%	49%	48%	44%	40%	39%	44%	51%	44%	46%	46%	50%	42%	45%	47%	46%	53%	43%	
Very capable	(+2)	150	79	72	15	31	28	23	26	28	46	41	28	35	10	5	25	9	9	10	8	11	26	28	9	23	63
		7%	8%	7%	6%	9%	8%	6%	8%	6%	8%	7%	6%	7%	5%	7%	11%	5%	5%	7%	8%	5%	10%	10%	5%	8%	7%
Capable	(+1)	783	370	413	83	134	128	141	106	191	223	230	169	162	62	31	91	72	77	56	43	75	93	108	76	129	303
		38%	37%	39%	34%	39%	37%	39%	35%	43%	41%	40%	38%	33%	34%	37%	40%	39%	42%	39%	42%	37%	35%	38%	41%	45%	35%
Neither capable nor incapable	(0)	852	396	456	117	145	139	155	125	172	204	227	184	238	96	27	79	90	76	52	39	95	113	111	74	104	363
		42%	39%	44%	48%	42%	40%	42%	41%	38%	37%	40%	41%	49%	52%	33%	35%	49%	41%	36%	38%	46%	42%	39%	40%	36%	42%
Incapable	(-1)	213	129	83	26	25	43	37	37	45	65	58	52	38	12	15	29	11	19	18	7	20	26	35	19	27	104
		10%	13%	8%	11%	7%	12%	10%	12%	10%	12%	10%	12%	8%	6%	18%	13%	6%	10%	13%	7%	10%	10%	12%	10%	9%	12%
Very incapable	(-2)	54	31	23	3	11	8	11	10	11	14	14	15	5	4	2	3	4	7	5	4	8	6	6	5	27	
		3%	3%	2%	1%	3%	2%	3%	3%	2%	2%	2%	3%	3%	5%	1%	1%	2%	5%	5%	2%	3%	2%	4%	2%	3%	
NET: Incapable		267	161	106	29	35	51	47	48	56	76	71	66	53	17	19	31	14	23	26	12	24	35	41	26	32	131
		13%	16%	10%	12%	10%	15%	13%	16%	13%	14%	13%	15%	11%	9%	23%	14%	7%	12%	18%	12%	12%	13%	14%	14%	11%	15%
Mean		0.37	0.33	0.41	0.33	0.43	0.36	0.35	0.33	0.40	0.41	0.40	0.32	0.34	0.32	0.23	0.48	0.40	0.37	0.30	0.42	0.34	0.38	0.41	0.34	0.48	0.32
Standard deviation		0.86	0.91	0.82	0.80	0.87	0.89	0.85	0.92	0.85	0.88	0.86	0.88	0.84	0.79	0.98	0.88	0.74	0.82	0.96	0.91	0.81	0.90	0.89	0.86	0.84	0.89
Standard error		0.02	0.03	0.02	0.05	0.05	0.05	0.04	0.05	0.04	0.04	0.03	0.05	0.04	0.06	0.10	0.06	0.05	0.06	0.08	0.09	0.06	0.06	0.05	0.06	0.05	0.03

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 19

Q.3 How capable do you think each of the following are to help people get a better deal from the energy market?

Ofgem, the industry regulator

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private	
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818	
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860	
NET: Capable	781	335	446	94	167	140	130	97	154	225	234	150	172	56	30	97	71	75	43	48	78	95	115	74	136	324	
	38%	33%	43%	39%	48%	40%	36%	32%	34%	41%	41%	34%	35%	30%	36%	43%	38%	40%	30%	46%	38%	36%	40%	40%	47%	38%	
Very capable	(+2)	165	73	92	13	42	35	28	24	40	42	37	47	8	9	20	19	12	7	10	15	19	26	20	34	67	
		8%	7%	9%	5%	12%	10%	8%	8%	5%	7%	7%	8%	10%	4%	11%	9%	10%	7%	5%	9%	7%	7%	9%	11%	12%	8%
Capable	(+1)	616	262	354	82	124	105	102	72	130	185	192	113	47	20	78	52	62	36	38	63	76	89	54	101	258	
		30%	26%	34%	33%	36%	30%	28%	24%	29%	34%	34%	25%	26%	26%	34%	28%	34%	25%	37%	31%	28%	31%	29%	35%	30%	
Neither capable nor incapable	(0)	831	381	450	122	129	127	155	123	175	194	229	189	90	35	84	78	68	53	37	76	115	111	83	96	341	
		41%	38%	43%	50%	37%	37%	42%	40%	39%	35%	40%	42%	45%	49%	43%	37%	42%	37%	36%	37%	43%	38%	45%	33%	40%	
Incapable	(-1)	309	202	106	23	32	58	55	58	83	88	77	78	66	24	8	37	22	29	26	15	39	45	45	18	39	138
		15%	20%	10%	9%	9%	17%	15%	19%	19%	16%	14%	17%	13%	13%	10%	16%	12%	16%	18%	14%	19%	17%	16%	10%	14%	16%
Very incapable	(-2)	131	87	44	5	18	21	26	28	34	41	29	30	15	9	7	13	12	21	3	12	12	16	10	18	57	
		6%	9%	4%	2%	5%	6%	7%	9%	8%	8%	5%	7%	6%	8%	11%	3%	7%	7%	15%	3%	6%	5%	6%	5%	6%	7%
NET: Incapable		440	289	151	28	50	79	81	85	117	130	106	108	96	39	17	44	36	42	47	18	51	57	28	57	195	
		21%	29%	14%	11%	14%	23%	22%	28%	26%	24%	19%	24%	20%	21%	21%	20%	19%	23%	33%	17%	25%	21%	15%	20%	23%	
Mean		0.18	0.03	0.33	0.31	0.41	0.22	0.14	0.03	0.06	0.17	0.25	0.11	0.19	0.06	0.16	0.29	0.22	0.18	-0.13	0.35	0.14	0.17	0.22	0.30	0.33	0.16
Standard deviation		1.00	1.05	0.92	0.79	0.99	1.03	1.00	1.05	1.00	1.03	0.96	1.01	1.00	0.94	1.11	0.95	1.03	1.00	1.10	0.95	1.01	0.95	1.00	0.97	1.05	1.00
Standard error		0.02	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.04	0.04	0.05	0.04	0.07	0.12	0.06	0.08	0.07	0.09	0.09	0.07	0.06	0.06	0.07	0.06	0.04	0.04

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 20

Q.4 Which of the following statements comes closest to your view of the energy market?

Base: All respondents

	Gender		Age						Social Grade				Region									Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
The energy market is broken	1705 83%	845 84%	860 82%	180 74%	270 78%	292 85%	326 89%	271 89%	366 82%	450 82%	466 82%	386 86%	403 83%	160 86%	73 88%	192 85%	157 85%	146 79%	114 79%	86 83%	173 84%	207 78%	241 84%	158 86%	247 86%	719 84%
There is nothing wrong with the energy market, it works as it should	347 17%	161 16%	186 18%	64 26%	75 22%	53 15%	40 11%	33 11%	81 18%	98 18%	103 18%	61 14%	85 17%	25 14%	9 12%	34 15%	28 15%	39 21%	30 21%	17 17%	32 16%	60 22%	46 16%	27 14%	42 14%	141 16%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 21

Q.5 Which of the following statements best represents your view of politicians with regard to the energy market?

Base: All respondents

	Gender		Age					Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Politicians help people get better prices from the energy market	84 4%	53 5%	31 3%	19 8%	28 8%	14 4%	11 3%	4 1%	8 2%	36 7%	21 4%	17 4%	9 2%	10 5%	1 1%	4 2%	5 3%	10 6%	7 5%	4 4%	5 2%	28 10%	5 2%	5 3%	18 6%	43 5%
Politicians try to help people get better prices from the energy market but have little influence over the private energy companies	738 36%	378 38%	361 34%	76 31%	100 29%	114 33%	132 36%	105 34%	211 47%	224 41%	216 38%	142 32%	157 32%	60 33%	24 29%	87 39%	76 41%	67 36%	51 35%	25 25%	77 38%	94 35%	106 37%	71 38%	101 35%	297 35%
Politicians don't try to help people get better prices from the energy market	845 41%	354 35%	491 47%	103 42%	152 44%	166 48%	168 46%	120 39%	137 31%	195 36%	231 41%	197 44%	223 46%	84 45%	37 45%	99 44%	73 40%	70 38%	51 35%	51 50%	81 39%	111 41%	119 41%	69 38%	128 44%	366 43%
When politicians interfere in the energy market it actually makes it harder for people to get better prices	385 19%	221 22%	164 16%	46 19%	65 19%	52 15%	54 15%	76 25%	92 21%	93 17%	100 18%	92 20%	99 20%	31 17%	21 25%	36 16%	31 17%	37 20%	35 25%	23 22%	42 20%	34 13%	57 20%	39 21%	42 14%	155 18%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 22

Q.6 “Collective switching” aims to bring together large numbers of people who can negotiate cheaper prices from energy providers together. Consumers can sign up to a collective switch for free and can choose not to go ahead with switching once the new tariffs have been agreed. If a “collective switch” was running, which of the following statements would best represent your view of it?
t1lBase: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
I would sign up to "a collective switch"	367	234	132	49	83	73	61	40	61	124	89	78	76	31	15	37	40	21	27	21	36	58	45	35	65	188
	18%	23%	13%	20%	24%	21%	17%	13%	14%	23%	16%	17%	16%	17%	19%	16%	21%	11%	19%	21%	17%	22%	16%	19%	23%	22%
I would be interested in "a collective switch" but would like to know more about it before I commit to joining	1358	628	730	149	208	222	239	215	325	349	396	301	312	122	55	158	119	134	91	65	125	166	202	121	188	544
	66%	62%	70%	61%	60%	64%	65%	71%	73%	64%	70%	67%	64%	66%	67%	70%	64%	73%	63%	63%	61%	62%	70%	66%	65%	63%
I would not sign up to "a collective switch", it sounds like a bad idea	327	143	184	46	55	50	65	50	60	75	84	68	100	31	12	30	26	29	26	16	45	43	40	28	36	128
	16%	14%	18%	19%	16%	15%	18%	16%	14%	14%	15%	15%	20%	17%	14%	13%	14%	16%	18%	16%	22%	16%	14%	15%	12%	15%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 23
Gender
Base: All respondents

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Male	1006	1006	-	96	184	164	171	153	237	304	265	228	210	95	39	113	94	90	79	52	84	137	144	78	132	496
	49%	100%	-	39%	53%	48%	47%	50%	53%	55%	47%	51%	43%	51%	47%	50%	51%	49%	55%	50%	41%	51%	50%	42%	46%	58%
Female	1046	-	1046	148	162	181	195	151	209	245	304	219	278	90	43	113	90	95	64	51	121	129	144	106	157	364
	51%	-	100%	61%	47%	52%	53%	50%	47%	45%	53%	49%	57%	49%	53%	50%	49%	51%	45%	50%	59%	49%	50%	58%	54%	42%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 24
Age
Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
18-24	244 12%	96 10%	148 14%	244 100%	-	-	-	-	-	53 10%	91 16%	48 11%	51 10%	23 13%	15 18%	22 10%	20 11%	23 13%	17 12%	10 9%	17 8%	38 14%	31 11%	27 15%	24 8%	90 10%
25-34	345 17%	184 18%	162 15%	-	345 100%	-	-	-	-	116 21%	103 18%	67 15%	59 12%	29 16%	13 16%	36 16%	33 18%	41 22%	15 10%	16 15%	22 11%	74 28%	44 15%	23 12%	84 29%	194 23%
35-44	345 17%	164 16%	181 17%	-	-	345 100%	-	-	-	108 20%	101 18%	75 17%	61 13%	28 15%	10 13%	40 18%	20 11%	35 19%	31 22%	10 10%	38 18%	55 21%	55 19%	23 13%	60 21%	222 26%
45-54	366 18%	171 17%	195 19%	-	-	-	366 100%	-	-	88 16%	89 16%	92 21%	97 20%	32 17%	17 20%	38 17%	39 21%	35 19%	25 17%	28 27%	43 21%	34 13%	40 14%	36 19%	76 26%	191 22%
55-64	305 15%	153 15%	151 14%	-	-	-	-	305 100%	-	63 11%	79 14%	67 15%	96 20%	25 14%	14 18%	25 11%	35 19%	23 12%	24 17%	19 18%	37 18%	30 11%	45 16%	26 14%	40 14%	129 15%
65+	447 22%	237 24%	209 20%	-	-	-	-	-	447 100%	121 22%	105 18%	97 22%	124 25%	46 25%	13 16%	65 29%	38 21%	27 15%	31 22%	20 20%	49 24%	35 13%	72 25%	50 27%	5 2%	33 4%
Average age	47.09	47.97	46.25	21.57	29.98	39.91	49.67	58.97	69.60	46.33	44.93	47.69	49.92	47.96	45.30	49.09	47.88	43.83	48.47	48.41	50.14	41.66	48.09	48.14	41.10	41.84

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 25
Social Grade
Base: All respondents

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
AB	549 27%	304 30%	245 23%	53 22%	116 34%	108 31%	88 24%	63 21%	121 27%	549 100%	-	-	-	45 24%	23 29%	60 26%	46 25%	58 31%	32 22%	19 19%	51 25%	91 34%	81 28%	43 23%	107 37%	258 30%
C1	569 28%	265 26%	304 29%	91 37%	103 30%	101 29%	89 24%	79 26%	105 24%	-	569 100%	-	-	60 32%	12 14%	54 24%	46 25%	50 27%	36 25%	32 31%	55 27%	92 35%	70 24%	63 34%	118 41%	228 26%
C2	447 22%	228 23%	219 21%	48 20%	67 19%	75 22%	92 25%	67 22%	97 22%	-	-	447 100%	-	39 21%	18 21%	48 21%	55 30%	32 17%	36 25%	24 23%	45 22%	44 17%	69 24%	37 20%	40 14%	231 27%
DE	488 24%	210 21%	278 27%	51 21%	59 17%	61 18%	97 27%	96 31%	124 28%	-	-	-	488 100%	42 23%	29 36%	64 28%	38 20%	45 24%	40 28%	27 27%	54 26%	39 15%	68 24%	42 23%	24 8%	144 17%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 26
GO Region
Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Scotland	185	95	90	23	29	28	32	25	46	45	60	39	42	185	-	-	-	-	-	-	-	-	-	-	22	72
	9%	9%	9%	10%	9%	8%	9%	8%	10%	8%	10%	9%	9%	100%	-	-	-	-	-	-	-	-	-	-	8%	8%
North East	82	39	43	15	13	10	17	14	13	23	12	18	29	-	82	-	-	-	-	-	-	-	-	-	11	34
	4%	4%	4%	6%	4%	3%	5%	5%	3%	4%	2%	4%	6%	-	100%	-	-	-	-	-	-	-	-	-	4%	4%
North West	226	113	113	22	36	40	38	25	65	60	54	48	64	-	-	226	-	-	-	-	-	-	-	-	28	95
	11%	11%	11%	9%	10%	12%	10%	8%	14%	11%	9%	11%	13%	-	-	100%	-	-	-	-	-	-	-	-	10%	11%
Yorkshire & Humberside	185	94	90	20	33	20	39	35	38	46	46	55	38	-	-	-	185	-	-	-	-	-	-	-	27	77
	9%	9%	9%	8%	10%	6%	11%	11%	8%	8%	8%	12%	8%	-	-	-	100%	-	-	-	-	-	-	-	9%	9%
West Midlands	185	90	95	23	41	35	35	23	27	58	50	32	45	-	-	-	-	185	-	-	-	-	-	-	28	71
	9%	9%	9%	10%	12%	10%	10%	8%	6%	11%	9%	7%	9%	-	-	-	-	100%	-	-	-	-	-	-	10%	8%
East Midlands	144	79	64	17	15	31	25	24	31	32	36	36	40	-	-	-	-	-	144	-	-	-	-	-	24	69
	7%	8%	6%	7%	4%	9%	7%	8%	7%	6%	6%	8%	8%	-	-	-	-	-	100%	-	-	-	-	-	8%	8%
Wales	103	52	51	10	16	10	28	19	20	19	32	24	27	-	-	-	-	-	-	103	-	-	-	-	25	38
	5%	5%	5%	4%	5%	3%	8%	6%	5%	3%	6%	5%	6%	-	-	-	-	-	-	100%	-	-	-	-	9%	4%
Eastern	205	84	121	17	22	38	43	37	49	51	55	45	54	-	-	-	-	-	-	-	205	-	-	-	27	88
	10%	8%	12%	7%	6%	11%	12%	12%	11%	9%	10%	10%	11%	-	-	-	-	-	-	-	100%	-	-	-	9%	10%
London	267	137	129	38	74	55	34	30	35	91	92	44	39	-	-	-	-	-	-	-	-	267	-	-	43	125
	13%	14%	12%	16%	21%	16%	9%	10%	8%	17%	16%	10%	8%	-	-	-	-	-	-	-	-	100%	-	-	15%	15%
South East	287	144	144	31	44	55	40	45	72	81	70	69	68	-	-	-	-	-	-	-	-	-	287	-	27	126
	14%	14%	14%	13%	13%	16%	11%	15%	16%	15%	12%	15%	14%	-	-	-	-	-	-	-	-	-	100%	-	9%	15%
South West	185	78	106	27	23	23	36	26	50	43	63	37	42	-	-	-	-	-	-	-	-	-	-	185	27	67
	9%	8%	10%	11%	7%	7%	10%	9%	11%	8%	11%	8%	9%	-	-	-	-	-	-	-	-	-	-	100%	9%	8%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 27

Have you taken a foreign holiday in the last 3 years?**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Yes	1252 61%	642 64%	609 58%	166 68%	234 68%	207 60%	201 55%	169 56%	274 61%	419 76%	366 64%	258 58%	209 43%	107 58%	51 63%	135 60%	110 59%	110 59%	80 56%	53 52%	119 58%	185 69%	189 66%	113 61%	208 72%	558 65%
No	800 39%	363 36%	437 42%	77 32%	111 32%	138 40%	165 45%	135 44%	173 39%	130 24%	203 36%	189 42%	279 57%	78 42%	31 37%	91 40%	75 41%	75 41%	64 44%	49 48%	86 42%	82 31%	98 34%	72 39%	81 28%	302 35%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 28
Tenure
Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Homeowners	1334	673	661	116	179	224	250	212	352	422	385	300	226	114	48	154	135	125	94	66	137	145	186	129	216	543
	65%	67%	63%	47%	52%	65%	68%	70%	79%	77%	68%	67%	46%	62%	59%	68%	73%	68%	66%	65%	67%	54%	65%	70%	75%	63%
Owned outright - without mortgage	677	353	324	47	57	56	89	124	303	199	193	155	131	66	21	69	68	48	47	34	89	83	92	61	70	194
	33%	35%	31%	19%	17%	16%	24%	41%	68%	36%	34%	35%	27%	36%	25%	30%	37%	26%	33%	33%	43%	31%	32%	33%	24%	23%
Owned with a mortgage or loan	657	321	336	69	122	168	161	88	49	223	192	146	96	48	28	86	67	77	47	32	48	62	94	68	146	349
	32%	32%	32%	28%	35%	49%	44%	29%	11%	41%	34%	33%	20%	26%	34%	38%	37%	42%	33%	32%	23%	23%	33%	37%	50%	41%
NET: Renters	696	327	369	118	159	119	115	91	93	122	179	140	255	69	31	71	48	56	45	36	66	119	100	54	69	308
	34%	33%	35%	48%	46%	34%	32%	30%	21%	22%	32%	31%	52%	37%	38%	31%	26%	30%	32%	35%	32%	44%	35%	29%	24%	36%
Rented from the council	287	117	170	41	51	54	54	41	46	35	49	62	142	32	14	32	20	29	16	13	19	56	44	12	24	102
	14%	12%	16%	17%	15%	16%	15%	14%	10%	6%	9%	14%	29%	17%	17%	14%	11%	15%	11%	13%	9%	21%	15%	7%	8%	12%
Rented from a housing association	130	72	58	18	26	15	22	24	26	14	32	36	49	21	7	15	6	10	7	7	17	13	17	11	9	55
	6%	7%	6%	7%	7%	4%	6%	8%	6%	3%	6%	8%	10%	11%	8%	7%	3%	5%	5%	7%	8%	5%	6%	6%	3%	6%
Rented from someone else	278	138	140	58	82	50	40	26	22	73	98	43	64	17	10	24	22	18	23	16	29	50	38	30	36	152
	14%	14%	13%	24%	24%	14%	11%	8%	5%	13%	17%	10%	13%	9%	13%	11%	12%	10%	16%	16%	14%	19%	13%	16%	12%	18%
Rent free	23	6	17	10	7	3	-	1	1	5	5	7	6	2	2	*	1	3	4	-	3	3	1	2	4	9
	1%	1%	2%	4%	2%	1%	-	*	*	1%	1%	2%	1%	1%	3%	*	1%	2%	3%	-	1%	1%	1%	1%	2%	1%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 29

What is the highest educational level that you have achieved to date?

Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
No formal education	17 1%	9 1%	8 1%	1 *	5 1%	1 *	* *	4 1%	5 1%	2 *	- -	3 1%	12 2%	2 1%	- -	1 *	2 1%	3 2%	1 1%	1 1%	2 1%	1 *	1 *	3 2%	- -	4 *
Primary	21 1%	11 1%	10 1%	6 2%	3 1%	1 *	2 1%	4 1%	5 1%	3 1%	7 1%	8 2%	3 1%	5 3%	1 1%	4 2%	2 1%	2 1%	2 2%	* *	- -	1 *	2 1%	1 1%	3 1%	9 1%
Secondary school, high school, NVQ levels 1 to 3, etc.	1274 62%	612 61%	662 63%	83 34%	133 38%	193 56%	260 71%	231 76%	373 84%	213 39%	336 59%	329 74%	395 81%	110 59%	48 59%	157 70%	114 62%	101 55%	88 61%	66 64%	159 78%	122 46%	187 65%	122 66%	141 49%	497 58%
University degree or equivalent professional qualification, NVQ level 4, etc.	442 22%	238 24%	204 19%	49 20%	118 34%	97 28%	75 20%	49 16%	55 12%	210 38%	130 23%	58 13%	43 9%	46 25%	23 29%	44 20%	41 22%	42 23%	34 24%	17 17%	25 12%	64 24%	69 24%	35 19%	80 28%	236 27%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	173 8%	84 8%	88 8%	21 9%	69 20%	42 12%	22 6%	15 5%	4 1%	96 18%	39 7%	23 5%	15 3%	15 8%	5 6%	10 4%	13 7%	23 12%	10 7%	13 12%	13 6%	47 18%	15 5%	10 5%	61 21%	85 10%
Still in full time education	87 4%	33 3%	53 5%	76 31%	8 2%	3 1%	- -	- -	- -	18 3%	48 8%	12 3%	9 2%	4 2%	3 3%	8 4%	7 4%	10 5%	5 3%	5 5%	1 1%	21 8%	9 3%	13 7%	3 1%	11 1%
Don't know	9 *	7 1%	2 *	1 *	2 1%	4 1%	- -	1 *	1 *	1 *	3 *	4 1%	2 *	- -	- -	- -	- -	1 *	- -	- -	2 1%	3 1%	2 1%	1 1%	- -	5 1%
Prefer not to answer	31 1%	11 1%	19 2%	7 3%	8 2%	6 2%	6 2%	- -	3 1%	5 1%	6 1%	10 2%	9 2%	3 2%	2 3%	1 1%	4 2%	3 2%	4 3%	- -	3 2%	7 3%	2 1%	- -	1 *	13 2%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 30

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Yes - responsible for half or more of the items bought	1855 90%	865 86%	990 95%	172 70%	313 90%	328 95%	353 97%	288 95%	402 90%	492 90%	506 89%	403 90%	455 93%	172 93%	68 83%	198 88%	169 92%	166 90%	126 88%	99 97%	188 92%	241 90%	261 91%	166 90%	263 91%	793 92%
No - not responsible for most of the items bought	197 10%	141 14%	56 5%	72 30%	33 10%	17 5%	13 3%	17 5%	45 10%	57 10%	63 11%	44 10%	33 7%	13 7%	14 17%	28 12%	15 8%	19 10%	18 12%	3 3%	17 8%	25 10%	26 9%	19 10%	26 9%	67 8%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 31
How many cars are there in your household?
Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
No cars in the household	431 21%	197 20%	234 22%	65 27%	100 29%	70 20%	72 20%	60 20%	64 14%	71 13%	130 23%	61 14%	170 35%	45 24%	20 24%	54 24%	35 19%	32 18%	27 19%	18 18%	35 17%	97 36%	48 17%	20 11%	52 18%	168 20%
NET: Any	1621 79%	808 80%	813 78%	179 73%	246 71%	276 80%	294 80%	244 80%	383 86%	478 87%	439 77%	386 86%	318 65%	140 76%	62 76%	172 76%	150 81%	152 82%	117 81%	84 82%	170 83%	169 64%	239 83%	165 89%	237 82%	692 80%
1	862 42%	420 42%	442 42%	56 23%	121 35%	140 41%	147 40%	139 46%	259 58%	208 38%	240 42%	216 48%	198 41%	86 46%	36 44%	102 45%	79 43%	65 35%	74 52%	44 43%	89 43%	91 34%	110 38%	88 48%	100 35%	333 39%
2	575 28%	289 29%	286 27%	67 27%	103 30%	119 35%	98 27%	80 26%	108 24%	202 37%	144 25%	135 30%	94 19%	45 24%	17 21%	64 28%	57 31%	65 35%	38 26%	30 29%	61 30%	63 24%	87 30%	48 26%	105 36%	267 31%
3+	185 9%	99 10%	85 8%	56 23%	21 6%	16 5%	49 13%	26 8%	16 4%	68 12%	55 10%	36 8%	26 5%	10 5%	9 11%	6 3%	15 8%	22 12%	5 4%	11 11%	20 10%	16 6%	42 14%	30 16%	32 11%	93 11%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 32
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
White	1875	927	948	192	293	310	336	301	444	480	519	413	463	178	79	213	172	161	131	97	193	202	270	179	260	770
	91%	92%	91%	79%	85%	90%	92%	99%	99%	87%	91%	92%	95%	96%	96%	94%	93%	87%	91%	95%	94%	76%	94%	97%	90%	89%
NET: Non-white	142	67	75	40	47	25	27	3	1	60	39	25	17	5	3	9	11	23	10	5	8	52	10	6	27	71
	7%	7%	7%	16%	14%	7%	7%	1%	*	11%	7%	6%	4%	3%	3%	4%	6%	13%	7%	5%	4%	19%	3%	3%	9%	8%
Mixed	31	19	12	6	5	7	12	1	-	15	6	6	5	3	3	-	1	2	5	3	2	7	3	2	7	20
	2%	2%	1%	2%	1%	2%	3%	*	-	3%	1%	1%	1%	1%	3%	-	1%	1%	3%	3%	1%	3%	1%	1%	2%	2%
Asian	74	35	39	27	33	9	5	-	-	31	21	14	8	3	-	6	7	15	4	2	3	28	3	3	13	31
	4%	3%	4%	11%	10%	3%	1%	-	-	6%	4%	3%	2%	1%	-	3%	4%	8%	3%	2%	2%	11%	1%	1%	5%	4%
Black	26	10	17	3	6	8	9	1	-	10	9	4	3	-	-	3	1	4	1	*	1	12	4	-	5	17
	1%	1%	2%	1%	2%	2%	2%	*	-	2%	2%	1%	1%	-	-	1%	1%	2%	*	*	1%	5%	1%	-	2%	2%
Chinese	5	1	3	3	1	-	1	1	-	1	2	1	-	-	-	1	-	-	1	-	1	2	*	-	-	2
	*	*	*	1%	*	-	*	*	-	*	*	*	-	-	-	*	-	-	*	-	*	1%	*	-	-	*
Other ethnic group	6	2	4	1	2	1	1	-	1	3	2	-	1	-	-	-	1	3	-	-	-	1	-	1	2	-
	*	*	*	*	1%	*	*	-	*	1%	*	-	*	-	-	-	1%	1%	-	-	-	1%	-	1%	1%	-
Prefer not to answer	35	11	24	12	6	11	4	1	2	9	11	9	7	2	1	4	1	1	3	-	4	13	7	-	1	20
	2%	1%	2%	5%	2%	3%	1%	*	*	2%	2%	2%	1%	1%	1%	2%	1%	*	2%	-	2%	5%	2%	-	*	2%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 33

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Christian	1106 54%	556 55%	550 53%	58 24%	123 36%	171 50%	195 53%	205 67%	354 79%	283 52%	286 50%	254 57%	283 58%	87 47%	38 47%	142 63%	102 55%	105 57%	78 55%	57 56%	118 58%	127 48%	163 57%	86 46%	145 50%	408 47%
NET: Other	140 7%	80 8%	61 6%	28 11%	50 14%	21 6%	20 5%	10 3%	12 3%	59 11%	35 6%	22 5%	25 5%	4 2%	1 2%	9 4%	12 6%	24 13%	9 6%	4 4%	5 2%	52 20%	12 4%	9 5%	34 12%	54 6%
Muslim	56 3%	35 4%	21 2%	17 7%	30 9%	5 2%	4 1%	- -	- -	28 5%	13 2%	9 2%	6 1%	* *	- -	2 1%	5 3%	16 9%	4 3%	2 2%	3 1%	22 8%	1 1%	- -	23 8%	22 3%
Hindu	19 1%	12 1%	7 1%	5 2%	9 3%	3 1%	1 *	- -	- -	12 2%	2 *	3 1%	2 *	1 1%	- -	1 *	1 1%	1 *	- -	* *	1 *	11 4%	2 1%	1 *	* *	10 1%
Jewish	12 1%	8 1%	5 *	- -	- -	- -	4 1%	2 *	7 2%	3 *	5 1%	1 *	4 1%	- -	1 1%	2 1%	2 1%	1 *	- -	1 1%	- -	5 2%	- -	- -	2 1%	5 1%
Sikh	5 *	2 *	3 *	2 1%	3 1%	- -	- -	- -	- -	1 *	2 *	1 *	1 *	- -	- -	- -	- -	1 *	1 1%	- -	- -	3 1%	- -	- -	1 *	2 *
Buddhist	9 *	6 1%	3 *	1 1%	- -	1 *	5 1%	2 1%	1 *	3 *	4 1%	- -	3 1%	1 *	- -	- -	1 1%	2 1%	1 1%	- -	- -	3 1%	1 *	- -	3 1%	1 *
Other	39 2%	17 2%	22 2%	3 1%	8 2%	12 4%	6 2%	6 2%	4 1%	13 2%	9 2%	8 2%	9 2%	1 1%	1 1%	3 1%	1 1%	3 2%	2 2%	- -	1 1%	9 3%	8 3%	8 4%	5 2%	15 2%
None	744 36%	350 35%	394 38%	144 59%	153 44%	142 41%	147 40%	85 28%	74 17%	191 35%	228 40%	160 36%	166 34%	89 48%	41 50%	70 31%	69 37%	49 27%	53 37%	41 40%	77 38%	66 25%	102 36%	87 47%	106 37%	364 42%
Prefer not to say	62 3%	20 2%	42 4%	14 6%	20 6%	12 3%	4 1%	5 2%	7 1%	16 3%	20 4%	12 3%	14 3%	4 2%	1 2%	5 2%	3 1%	6 4%	3 2%	1 1%	5 2%	21 8%	10 3%	3 2%	4 1%	33 4%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 34
Which of the following best describes where you live?
Base: All respondents

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Urban	1615	797	819	199	305	284	288	225	314	429	456	329	400	139	67	198	131	153	100	73	120	261	231	142	238	685
	79%	79%	78%	82%	88%	82%	79%	74%	70%	78%	80%	74%	82%	76%	81%	88%	71%	83%	70%	71%	59%	98%	80%	77%	82%	80%
Urban - Population over 10,000	838	467	371	124	188	159	125	108	134	251	260	141	185	79	33	89	59	75	45	41	54	213	100	51	142	380
	41%	46%	35%	51%	54%	46%	34%	36%	30%	46%	46%	32%	38%	43%	40%	39%	32%	41%	32%	40%	26%	80%	35%	28%	49%	44%
Town and Fringe	777	329	448	75	117	125	164	116	180	178	196	188	215	61	34	109	72	78	55	32	66	49	131	91	96	306
	38%	33%	43%	31%	34%	36%	45%	38%	40%	32%	34%	42%	44%	33%	41%	48%	39%	42%	38%	31%	32%	18%	46%	49%	33%	36%
NET: Rural	437	209	228	44	41	62	77	80	132	119	113	118	87	45	16	28	54	32	43	30	85	5	56	43	51	175
	21%	21%	22%	18%	12%	18%	21%	26%	30%	22%	20%	26%	18%	24%	19%	12%	29%	17%	30%	29%	41%	2%	20%	23%	18%	20%
Village	393	192	201	38	38	59	75	66	117	107	100	106	80	33	16	28	53	28	39	26	74	5	52	39	47	155
	19%	19%	19%	16%	11%	17%	21%	22%	26%	20%	18%	24%	16%	18%	19%	12%	29%	15%	27%	25%	36%	2%	18%	21%	16%	18%
Hamlet & Isolated Dwelling	44	17	26	6	2	3	2	14	16	12	13	12	7	12	-	-	1	4	4	4	11	-	4	4	4	20
	2%	2%	3%	3%	1%	1%	1%	5%	3%	2%	2%	3%	1%	7%	-	-	*	2%	3%	4%	5%	-	1%	2%	1%	2%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 35
Which of the following best describes your current working status?
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Working	1149	628	521	114	279	282	266	169	39	364	346	271	167	94	45	123	104	99	93	63	114	168	153	94	289	860
	56%	62%	50%	47%	81%	82%	73%	56%	9%	66%	61%	61%	34%	51%	55%	54%	56%	54%	65%	61%	56%	63%	53%	51%	100%	100%
Working full time - working 30 hours per week or more	903	564	339	87	247	232	201	123	13	300	281	209	112	78	32	98	79	81	77	50	80	139	121	69	232	671
	44%	56%	32%	35%	71%	67%	55%	41%	3%	55%	49%	47%	23%	42%	39%	43%	43%	44%	53%	49%	39%	52%	42%	37%	80%	78%
Working part time - working between 8 and 29 hours per week	246	64	182	28	32	50	65	46	25	65	65	62	55	16	13	25	25	18	16	12	35	29	32	25	57	189
	12%	6%	17%	11%	9%	15%	18%	15%	6%	12%	11%	14%	11%	9%	15%	11%	14%	10%	11%	12%	17%	11%	11%	14%	20%	22%
NET: Not working	903	377	525	130	67	63	99	135	408	184	223	176	320	91	37	103	81	85	51	40	91	99	135	91	-	-
	44%	38%	50%	53%	19%	18%	27%	44%	91%	34%	39%	39%	66%	49%	45%	46%	44%	46%	35%	39%	44%	37%	47%	49%	-	-
Not working but seeking work or temporarily unemployed or sick	125	61	64	27	28	15	30	23	1	5	16	17	88	11	9	15	9	17	5	4	6	22	19	10	-	-
	6%	6%	6%	11%	8%	4%	8%	8%	*	1%	3%	4%	18%	6%	11%	7%	5%	9%	4%	4%	3%	8%	7%	6%	-	-
Not working and not seeking work	144	62	82	96	12	9	11	15	1	19	65	18	43	17	4	15	11	20	8	5	7	26	17	14	-	-
	7%	6%	8%	39%	3%	3%	3%	5%	*	3%	11%	4%	9%	9%	5%	7%	6%	11%	6%	5%	3%	10%	6%	7%	-	-
Retired on a state pension only	159	47	112	-	-	-	1	18	139	10	15	23	111	11	4	26	12	11	11	10	15	9	26	23	-	-
	8%	5%	11%	-	-	-	*	6%	31%	2%	3%	5%	23%	6%	5%	11%	7%	6%	7%	10%	7%	3%	9%	13%	-	-
Retired with a private pension	317	195	122	-	-	-	7	50	259	117	102	72	25	42	14	38	30	21	19	16	40	27	44	26	-	-
	15%	19%	12%	-	-	-	2%	17%	58%	21%	18%	16%	5%	23%	16%	17%	16%	12%	13%	16%	19%	10%	15%	14%	-	-
House person, housewife, househusband, etc.	158	12	146	7	27	40	49	28	7	35	25	45	54	10	7	9	18	16	8	4	23	14	29	18	-	-
	8%	1%	14%	3%	8%	11%	13%	9%	2%	6%	4%	10%	11%	6%	9%	4%	10%	9%	6%	4%	11%	5%	10%	10%	-	-

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 36

Do you work in any of the following occupations?

Base: All respondents who work

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	1086	540	546	119	230	259	268	170	40	363	351	207	165	83	44	123	101	90	86	62	102	155	152	88	268	818
Weighted base	1149	628	521	114	279	282	266	169	39	364	346	271	167	94	45	123	104	99	93	63	114	168	153	94	289	860
NET: Public Sector	289	132	157	24	84	60	76	40	5	107	118	40	24	22	11	28	27	28	24	25	27	43	27	27	289	-
	25%	21%	30%	21%	30%	21%	28%	24%	13%	29%	34%	15%	14%	24%	24%	23%	26%	29%	26%	40%	23%	25%	18%	29%	100%	-
Central government including all administrative departments and central government agencies such as the Bank of England	32	12	20	-	11	9	8	4	-	9	19	4	-	1	1	1	4	3	4	7	2	4	2	4	32	-
	3%	2%	4%	-	4%	3%	3%	2%	-	3%	5%	1%	-	1%	3%	1%	4%	3%	4%	11%	1%	2%	2%	4%	11%	-
HM Forces	6	3	3	1	4	1	-	-	-	3	-	3	-	-	-	2	1	-	1	-	-	1	1	-	6	-
	1%	1%	1%	1%	2%	*	-	-	-	1%	-	1%	-	-	-	2%	1%	-	1%	-	-	1%	1%	-	2%	-
National Health Service	56	20	36	5	13	9	17	10	2	12	31	7	6	3	3	7	6	4	2	6	5	4	7	8	56	-
	5%	3%	7%	4%	5%	3%	7%	6%	6%	3%	9%	3%	3%	3%	7%	5%	6%	4%	2%	10%	4%	2%	5%	9%	19%	-
Universities and Academies funded by government	21	12	9	8	7	2	2	2	-	10	7	2	1	2	1	2	-	2	2	*	3	3	2	2	21	-
	2%	2%	2%	7%	3%	1%	1%	1%	-	3%	2%	1%	1%	2%	2%	2%	-	2%	2%	1%	3%	2%	1%	3%	7%	-
Courts service	4	1	3	*	-	1	2	-	-	*	1	2	1	-	-	-	-	1	-	-	*	2	-	-	4	-
	*	*	1%	*	-	1%	1%	-	-	*	*	1%	1%	-	-	-	-	1%	-	-	*	1%	-	-	1%	-
Local government administration	37	16	21	3	8	8	9	9	-	11	24	1	1	1	-	2	6	4	1	1	6	6	3	6	37	-
	3%	3%	4%	3%	3%	3%	3%	5%	-	3%	7%	*	1%	1%	-	1%	6%	4%	1%	2%	6%	4%	2%	7%	13%	-
Police service	10	8	2	-	5	4	-	1	-	3	7	-	-	4	-	-	-	1	2	-	1	1	1	-	10	-
	1%	1%	*	-	2%	2%	-	1%	-	1%	2%	-	-	4%	-	-	-	1%	2%	-	1%	1%	*	-	4%	-
Public sector housing	8	5	3	1	5	1	1	1	-	5	1	2	1	-	-	-	-	-	2	2	-	4	1	-	8	-
	1%	1%	1%	1%	2%	*	*	*	-	1%	*	1%	*	-	-	-	-	-	2%	4%	-	2%	*	-	3%	-
Teaching employed by local education authority including voluntary aided schools and foundation schools	57	23	34	4	17	14	17	4	1	40	11	4	2	5	3	7	3	8	2	3	7	9	6	4	57	-
	5%	4%	7%	4%	6%	5%	6%	2%	3%	11%	3%	2%	1%	5%	7%	6%	3%	8%	2%	5%	6%	6%	4%	4%	20%	-

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 36

Do you work in any of the following occupations?**Base: All respondents who work**

	Gender		Age						Social Grade				Region								Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Weighted base	1149	628	521	114	279	282	266	169	39	364	346	271	167	94	45	123	104	99	93	63	114	168	153	94	289	860
Public corporations such as the Royal Mail or British Nuclear fuels or Driving Standards agency	7 1%	6 1%	* *	* *	- -	2 1%	3 1%	1 1%	- -	- -	* *	2 1%	5 3%	2 2%	- -	1 1%	- -	- -	1 1%	* 1%	- -	1 1%	- -	1 1%	7 2%	- -
Bradford and Bingley or Northern Rock Building societies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other public sector occupation (please specify as much detail as possible)	50 4%	25 4%	25 5%	1 1%	14 5%	8 3%	17 6%	9 5%	2 4%	13 3%	17 5%	13 5%	7 4%	4 4%	3 6%	6 5%	7 6%	6 6%	7 7%	5 7%	2 2%	6 4%	4 3%	1 1%	50 17%	- -
None of the above (Private Sector)	860 75%	496 79%	364 70%	90 79%	194 70%	222 79%	191 72%	129 76%	33 87%	258 71%	228 66%	231 85%	144 86%	72 76%	34 76%	95 77%	77 74%	71 71%	69 74%	38 60%	88 77%	125 75%	126 82%	67 71%	- -	860 100%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 37
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
No children aged 18 or under	1436 70%	722 72%	715 68%	202 83%	186 54%	122 35%	212 58%	274 90%	440 99%	351 64%	426 75%	284 64%	376 77%	135 73%	59 72%	160 71%	134 73%	125 67%	98 68%	73 71%	149 72%	170 64%	206 72%	127 69%	169 58%	519 60%
NET: Yes	601 29%	277 28%	324 31%	38 16%	157 46%	219 63%	151 41%	28 9%	7 1%	195 36%	142 25%	156 35%	108 22%	48 26%	23 28%	65 29%	48 26%	57 31%	44 31%	30 29%	53 26%	96 36%	79 28%	57 31%	120 42%	333 39%
Yes - children aged under 5 years old	226 11%	112 11%	113 11%	29 12%	115 33%	72 21%	9 2%	1 *	-	73 13%	52 9%	54 12%	48 10%	20 11%	7 9%	20 9%	20 11%	28 15%	12 8%	10 10%	15 7%	41 15%	33 11%	20 11%	48 17%	112 13%
Yes - children aged 5 to 10 years old	224 11%	100 10%	125 12%	13 5%	66 19%	101 29%	38 10%	8 3%	-	94 17%	53 9%	50 11%	27 6%	12 7%	5 6%	20 9%	16 9%	28 15%	18 13%	10 10%	28 13%	47 18%	23 8%	17 9%	47 16%	127 15%
Yes - children aged 11 to 15 years old	219 11%	101 10%	118 11%	2 1%	25 7%	106 31%	75 21%	10 3%	1 *	64 12%	51 9%	64 14%	40 8%	21 11%	9 11%	31 14%	10 5%	17 9%	18 12%	9 8%	25 12%	27 10%	28 10%	24 13%	34 12%	141 16%
Yes - children aged 16 to 18 years old	149 7%	55 5%	94 9%	1 *	2 1%	46 13%	75 21%	19 6%	5 1%	34 6%	38 7%	46 10%	31 6%	11 6%	7 9%	21 9%	14 8%	10 5%	14 10%	8 8%	8 4%	21 8%	21 7%	15 8%	28 10%	74 9%
Refused	15 1%	7 1%	8 1%	4 2%	2 1%	4 1%	2 1%	2 1%	-	2 *	1 *	7 2%	4 1%	1 *	-	-	2 1%	3 1%	2 1%	-	4 2%	1 *	2 1%	-	-	8 1%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 38
Which of the following ITV regions do you live in?
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri- vate
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Anglia	216 11%	92 9%	124 12%	20 8%	23 7%	41 12%	39 11%	38 13%	55 12%	54 10%	54 9%	52 12%	56 11%	1 *	-	-	-	2 1%	16 11%	-	182 89%	-	13 5%	1 *	28 10%	86 10%
Border	20 1%	10 1%	10 1%	3 1%	4 1%	3 1%	3 1%	* *	7 1%	8 1%	5 1%	6 1%	2 *	10 6%	-	10 4%	-	-	-	-	-	-	-	-	1 *	9 1%
Central	283 14%	145 14%	139 13%	34 14%	52 15%	58 17%	55 15%	37 12%	48 11%	85 16%	76 13%	54 12%	68 14%	-	-	1 *	-	178 96%	91 63%	-	2 1%	-	4 1%	7 4%	44 15%	124 14%
Granada	218 11%	109 11%	109 10%	21 9%	31 9%	36 10%	41 11%	25 8%	63 14%	58 11%	51 9%	46 10%	63 13%	-	1 1%	211 93%	-	-	-	5 5%	-	-	1 *	-	28 10%	89 10%
London	369 18%	194 19%	174 17%	48 20%	91 26%	70 20%	53 15%	52 17%	55 12%	124 23%	122 21%	63 14%	59 12%	-	-	-	-	1 *	-	-	18 9%	267 100%	81 28%	2 1%	52 18%	176 20%
Meridian	210 10%	99 10%	111 11%	26 11%	29 9%	44 13%	28 8%	28 9%	54 12%	56 10%	54 10%	51 11%	49 10%	-	-	-	-	-	-	-	-	-	188 65%	22 12%	17 6%	89 10%
STV	173 8%	90 9%	83 8%	20 8%	27 8%	28 8%	30 8%	24 8%	44 10%	40 7%	58 10%	34 8%	41 8%	173 93%	-	-	-	-	-	-	-	-	-	-	22 8%	66 8%
Tyne Tees	82 4%	39 4%	43 4%	15 6%	12 3%	10 3%	16 4%	15 5%	14 3%	22 4%	12 2%	19 4%	29 6%	1 1%	80 97%	-	1 1%	-	-	-	-	-	-	-	10 3%	34 4%
Wales	98 5%	48 5%	50 5%	10 4%	16 5%	10 3%	26 7%	19 6%	18 4%	17 3%	32 6%	24 5%	25 5%	-	-	-	-	-	-	98 95%	-	-	-	-	25 9%	35 4%
West	54 3%	24 2%	30 3%	5 2%	10 3%	5 1%	12 3%	11 4%	11 3%	10 2%	17 3%	11 2%	15 3%	-	-	3 1%	-	4 2%	1 *	-	-	-	-	46 25%	11 4%	19 2%
Westcountry	107 5%	40 4%	67 6%	18 7%	12 3%	16 5%	18 5%	12 4%	31 7%	25 5%	32 6%	23 5%	27 6%	-	1 1%	-	-	-	-	-	-	-	-	106 57%	17 6%	36 4%
Yorkshire	224 11%	117 12%	106 10%	24 10%	39 11%	24 7%	46 12%	45 15%	46 10%	49 9%	57 10%	65 14%	53 11%	-	1 1%	1 *	184 99%	-	36 25%	-	3 1%	-	-	-	34 12%	94 11%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 39
Marital Status
Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Single	498 24%	263 26%	235 22%	169 69%	124 36%	73 21%	68 19%	45 15%	18 4%	118 21%	171 30%	84 19%	124 26%	46 25%	23 28%	60 27%	44 24%	50 27%	25 17%	15 15%	43 21%	87 32%	60 21%	44 24%	71 25%	233 27%
NET: Married/ Civil partnership/ co habiting	1289 63%	643 64%	646 62%	63 26%	216 63%	244 71%	255 70%	199 65%	311 70%	379 69%	321 57%	315 70%	273 56%	114 62%	46 56%	131 58%	122 66%	116 63%	100 70%	74 72%	133 65%	137 52%	197 68%	119 64%	186 64%	554 64%
Married	976 48%	512 51%	464 44%	11 4%	133 38%	165 48%	206 56%	175 58%	287 64%	306 56%	229 40%	243 54%	199 41%	83 45%	33 40%	91 40%	103 56%	86 47%	76 53%	57 55%	103 50%	115 43%	140 49%	90 49%	137 48%	399 46%
Civil Partnership	17 1%	13 1%	4 *	5 2%	3 1%	3 1%	4 1%	2 *	1 *	2 *	4 1%	8 2%	3 1%	- -	1 1%	1 1%	3 2%	1 1%	- -	4 2%	3 1%	2 1%	2 1%	5 2%	10 1%	
Co Habiting	295 14%	117 12%	178 17%	47 19%	81 23%	77 22%	45 12%	22 7%	23 5%	71 13%	89 16%	64 14%	72 15%	31 17%	12 15%	38 17%	17 9%	28 15%	24 17%	18 17%	26 13%	19 7%	55 19%	27 14%	45 15%	145 17%
NET: Widowed/ separated/ divorced	244 12%	93 9%	151 14%	- -	3 1%	24 7%	41 11%	60 20%	116 26%	47 9%	69 12%	44 10%	84 17%	22 12%	13 16%	34 15%	17 9%	18 10%	17 12%	13 13%	29 14%	31 12%	29 10%	21 11%	32 11%	64 7%
Widowed	59 3%	21 2%	39 4%	- -	- -	2 *	3 1%	10 3%	44 10%	11 2%	19 3%	8 2%	21 4%	8 5%	6 7%	10 5%	7 4%	3 2%	5 3%	4 4%	3 1%	5 2%	4 1%	3 2%	6 2%	6 1%
Separated	36 2%	17 2%	18 2%	- -	- -	8 2%	12 3%	5 2%	11 2%	7 1%	10 2%	9 2%	10 2%	2 1%	2 2%	3 1%	- -	2 1%	3 2%	1 1%	5 2%	8 3%	5 2%	5 3%	4 1%	17 2%
Divorced	149 7%	55 5%	94 9%	- -	3 1%	14 4%	26 7%	45 15%	61 14%	29 5%	40 7%	27 6%	54 11%	11 6%	6 7%	21 9%	10 5%	12 6%	10 7%	8 8%	21 10%	18 7%	19 7%	13 7%	22 8%	40 5%
Prefer not to answer	22 1%	7 1%	14 1%	11 5%	3 1%	5 1%	2 *	1 *	1 *	5 1%	8 1%	4 1%	5 1%	2 1%	- -	1 *	2 1%	1 *	2 1%	- -	* *	12 4%	1 *	1 1%	- -	9 1%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 40
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Glasgow	80 4%	48 5%	33 3%	6 3%	12 4%	17 5%	15 4%	12 4%	17 4%	19 3%	30 5%	12 3%	19 4%	80 43%	-	-	-	-	-	-	-	-	-	-	11 4%	32 4%
Edinburgh	71 3%	29 3%	42 4%	11 4%	15 4%	8 2%	8 2%	6 2%	23 5%	19 3%	22 4%	18 4%	12 3%	71 38%	-	-	-	-	-	-	-	-	-	-	9 3%	23 3%
Newcastle	88 4%	43 4%	45 4%	14 6%	14 4%	13 4%	17 5%	14 5%	17 4%	25 5%	14 2%	19 4%	30 6%	-	79 96%	8 4%	1 1%	-	-	-	-	-	-	-	12 4%	36 4%
Leeds	89 4%	42 4%	47 4%	9 4%	21 6%	10 3%	20 5%	14 5%	15 3%	28 5%	20 4%	23 5%	18 4%	-	2 2%	2 1%	83 45%	-	-	2 2%	-	-	-	-	14 5%	35 4%
Hull	54 3%	25 2%	29 3%	6 2%	5 2%	5 2%	8 2%	16 5%	13 3%	8 2%	15 3%	19 4%	11 2%	-	-	-	52 28%	-	2 1%	-	-	-	-	-	10 3%	21 2%
Sheffield	49 2%	26 3%	22 2%	6 2%	7 2%	8 2%	9 2%	6 2%	13 3%	10 2%	13 2%	12 3%	14 3%	-	-	-	39 21%	-	10 7%	-	-	-	-	-	5 2%	20 2%
Manchester	156 8%	71 7%	84 8%	15 6%	22 6%	25 7%	29 8%	23 7%	42 9%	43 8%	36 6%	37 8%	39 8%	-	-	143 64%	2 1%	8 4%	-	2 2%	-	-	-	-	21 7%	62 7%
Liverpool	75 4%	47 5%	28 3%	9 4%	14 4%	12 4%	14 4%	6 2%	19 4%	19 3%	18 3%	15 3%	23 5%	-	1 1%	64 28%	-	-	-	10 10%	-	-	-	-	8 3%	36 4%
Nottingham	84 4%	46 5%	38 4%	18 7%	12 3%	17 5%	10 3%	14 5%	14 3%	22 4%	24 4%	20 4%	18 4%	-	-	-	4 2%	-	76 53%	* *	4 2%	-	-	-	21 7%	40 5%
Birmingham	167 8%	75 8%	92 9%	20 8%	34 10%	33 9%	34 9%	20 7%	25 6%	50 9%	43 8%	30 7%	43 9%	-	-	-	157 85%	9 6%	1 1%	-	-	-	1 *	20 7%	69 8%	
Norwich	92 4%	31 3%	61 6%	6 3%	8 2%	14 4%	15 4%	23 8%	26 6%	17 3%	26 5%	21 5%	28 6%	-	-	-	-	1 1%	-	89 44%	-	1 1%	-	8 3%	34 4%	
Milton Keynes	48 2%	30 3%	18 2%	1 *	4 1%	10 3%	11 3%	8 3%	14 3%	16 3%	10 2%	13 3%	9 2%	-	-	-	-	-	20 14%	-	21 10%	-	8 3%	-	6 2%	25 3%
Brighton	50 2%	28 3%	22 2%	1 *	5 1%	11 3%	10 3%	9 3%	15 3%	11 2%	13 2%	15 3%	11 2%	-	-	-	-	-	-	-	-	-	49 17%	2 1%	4 2%	23 3%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 40
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Oxford	22 1%	11 1%	11 1%	3 1%	2 1%	4 1%	4 1%	4 1%	6 1%	6 1%	5 1%	9 2%	2 *	-	-	-	-	*	-	-	-	-	15 5%	7 4%	3 1%	8 1%
London	443 22%	214 21%	229 22%	58 24%	104 30%	89 26%	62 17%	56 18%	74 16%	147 27%	139 24%	79 18%	78 16%	-	-	-	-	2 1%	-	-	48 24%	265 100%	125 44%	1 *	64 22%	208 24%
Southampton	84 4%	37 4%	47 4%	13 5%	19 6%	14 4%	12 3%	4 1%	21 5%	24 4%	26 5%	19 4%	15 3%	-	1 1%	-	-	-	-	-	-	-	60 21%	23 12%	6 2%	37 4%
Bristol	79 4%	40 4%	39 4%	11 4%	16 5%	8 2%	10 3%	16 5%	19 4%	22 4%	26 5%	12 3%	18 4%	-	-	-	-	2 1%	-	-	-	1 *	1 *	75 40%	14 5%	34 4%
Plymouth	63 3%	28 3%	35 3%	7 3%	5 2%	7 2%	17 5%	7 2%	20 4%	17 3%	15 3%	15 3%	16 3%	-	-	-	-	-	-	-	-	-	-	63 34%	12 4%	18 2%
Cardiff	72 3%	38 4%	34 3%	8 3%	13 4%	10 3%	18 5%	12 4%	10 2%	12 2%	22 4%	19 4%	18 4%	-	-	-	-	1 *	-	71 69%	-	-	-	-	18 6%	27 3%
None of these	187 9%	95 9%	92 9%	23 9%	12 3%	30 9%	42 12%	36 12%	44 10%	31 6%	50 9%	40 9%	66 14%	34 18%	1 1%	8 4%	5 3%	14 8%	26 18%	15 15%	43 21%	-	28 10%	14 7%	23 8%	70 8%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 41
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

		Gender			Age						Social Grade				Region							Employment Sector					
		Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri- vate
Unweighted base		2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base		2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Up to £7,000	(3.5)	99	42	57	24	12	10	19	18	15	3	15	12	69	13	6	11	4	9	8	8	8	11	14	5	1	19
		5%	4%	5%	10%	3%	3%	5%	6%	3%	1%	3%	3%	14%	7%	8%	5%	2%	5%	5%	8%	4%	4%	5%	3%	*	2%
£7,001 to £14,000	(10.5)	284	112	172	24	29	24	54	50	102	25	73	35	151	25	13	35	22	27	17	15	41	27	37	25	16	65
		14%	11%	16%	10%	8%	7%	15%	17%	23%	5%	13%	8%	31%	14%	16%	15%	12%	15%	12%	15%	20%	10%	13%	14%	5%	8%
£14,001 to £21,000	(17.5)	316	154	162	28	37	48	54	45	104	42	100	87	88	34	13	32	29	20	27	19	40	36	43	26	32	117
		15%	15%	16%	11%	11%	14%	15%	15%	23%	8%	18%	19%	18%	18%	15%	14%	15%	11%	19%	18%	19%	13%	15%	14%	11%	14%
£21,001 to £28,000	(24.5)	316	156	160	30	50	36	51	60	89	67	101	93	54	27	13	43	33	30	27	17	20	32	38	36	36	142
		15%	15%	15%	12%	14%	10%	14%	20%	20%	12%	18%	21%	11%	15%	16%	19%	18%	16%	19%	17%	10%	12%	13%	20%	13%	16%
£28,001 to £34,000	(31)	279	139	140	15	55	61	47	43	57	75	72	81	52	17	10	40	34	32	18	9	29	34	31	26	43	134
		14%	14%	13%	6%	16%	18%	13%	14%	13%	14%	13%	18%	11%	9%	12%	18%	18%	17%	12%	9%	14%	13%	11%	14%	15%	16%
£34,001 to £41,000	(37.5)	185	107	79	20	41	30	33	26	36	74	52	44	15	25	8	18	15	22	14	8	15	19	29	13	32	98
		9%	11%	8%	8%	12%	9%	9%	9%	8%	14%	9%	10%	3%	13%	10%	8%	8%	12%	9%	8%	7%	7%	10%	7%	11%	11%
£41,001 to £48,000	(44.5)	132	74	58	6	28	37	26	18	17	54	35	31	12	12	5	12	16	9	8	6	8	18	26	13	35	65
		6%	7%	6%	3%	8%	11%	7%	6%	4%	10%	6%	7%	2%	6%	6%	5%	9%	5%	5%	6%	4%	7%	9%	7%	12%	8%
£48,001 to £55,000	(51.5)	99	54	45	14	24	32	18	7	4	39	29	19	12	9	4	6	5	8	6	4	5	17	24	10	22	54
		5%	5%	4%	6%	7%	9%	5%	2%	1%	7%	5%	4%	3%	5%	5%	3%	2%	4%	4%	4%	3%	6%	9%	6%	8%	6%
£55,001 to £62,000	(58.5)	56	32	24	11	11	16	10	7	1	35	12	8	1	1	2	7	5	4	1	3	8	10	11	4	18	30
		3%	3%	2%	5%	3%	5%	3%	2%	*	6%	2%	2%	*	1%	3%	3%	3%	2%	1%	3%	4%	4%	4%	2%	6%	3%
£62,001 to £69,000	(65.5)	27	17	10	-	9	5	10	3	-	11	12	4	-	5	-	2	2	1	1	2	2	7	3	1	12	14
		1%	2%	1%	-	3%	2%	3%	1%	-	2%	2%	1%	-	3%	-	1%	1%	1%	1%	2%	1%	3%	1%	1%	4%	2%
£69,001 to £76,000	(72.5)	36	20	16	5	14	6	8	1	2	25	7	4	-	1	-	2	5	5	4	2	3	9	4	3	11	20
		2%	2%	2%	2%	4%	2%	2%	*	1%	4%	1%	1%	-	*	-	1%	3%	3%	3%	2%	2%	3%	1%	2%	4%	2%
£76,001 to £83,000	(79.5)	23	15	8	7	7	1	4	4	-	18	3	1	-	-	2	2	-	2	-	-	-	9	4	4	4	18
		1%	1%	1%	3%	2%	*	1%	1%	-	3%	1%	*	-	-	2%	1%	-	1%	-	-	-	3%	1%	2%	1%	2%
£83,001 or more	(86)	43	27	16	11	6	15	5	3	3	35	8	-	-	2	1	1	4	6	-	1	6	11	11	1	7	26
		2%	3%	2%	5%	2%	4%	1%	1%	1%	6%	1%	-	-	1%	1%	1%	2%	3%	-	1%	3%	4%	4%	*	2%	3%

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 41

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
Prefer not to answer	157	57	100	47	24	25	27	19	16	45	50	28	34	15	4	15	11	9	16	7	21	29	14	17	20	57
	8%	6%	10%	19%	7%	7%	7%	6%	4%	8%	9%	6%	7%	8%	5%	7%	6%	5%	11%	7%	10%	11%	5%	9%	7%	7%
Average income (£000's)	29.74	31.82	27.65	32.28	34.81	35.49	30.05	26.46	22.43	42.10	29.31	28.27	17.86	27.11	27.25	27.09	30.21	30.57	26.62	27.01	27.22	35.45	32.59	29.45	38.51	34.34

Energy Bills Survey

ONLINE Fieldwork: 21st-23rd February 2014

Absolutes/col percents

Table 42

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2052	949	1103	264	296	324	381	329	458	576	600	364	512	174	90	237	185	187	148	111	189	244	307	180	268	818
Weighted base	2052	1006	1046	244	345	345	366	305	447	549	569	447	488	185	82	226	185	185	144	103	205	267	287	185	289	860
NET: Yes	398	171	227	31	45	48	81	75	119	51	107	76	164	36	17	44	35	30	22	22	48	52	54	38	39	86
	19%	17%	22%	13%	13%	14%	22%	25%	27%	9%	19%	17%	34%	19%	21%	20%	19%	17%	15%	22%	23%	20%	19%	21%	13%	10%
Yes - physical condition	227	93	134	9	15	19	41	47	96	31	66	42	89	23	9	24	23	15	12	14	31	29	30	16	16	43
	11%	9%	13%	4%	4%	5%	11%	16%	22%	6%	12%	9%	18%	13%	11%	11%	13%	8%	9%	14%	15%	11%	10%	9%	6%	5%
Yes - disability	144	66	78	8	10	20	32	30	44	8	32	26	77	16	4	18	9	10	5	8	21	15	22	15	13	17
	7%	7%	7%	3%	3%	6%	9%	10%	10%	2%	6%	6%	16%	9%	4%	8%	5%	5%	4%	8%	10%	6%	8%	8%	4%	2%
Yes - mental condition	115	41	74	21	30	16	33	13	3	15	30	19	51	16	8	14	7	10	8	6	6	16	13	12	16	33
	6%	4%	7%	8%	9%	5%	9%	4%	1%	3%	5%	4%	10%	8%	10%	6%	4%	5%	6%	6%	3%	6%	5%	7%	5%	4%
Yes - other	21	8	13	3	1	2	4	3	7	3	6	6	6	-	1	-	1	2	1	2	2	8	3	2	6	3
	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	-	*	1%	1%	2%	1%	3%	1%	1%	2%	*
No	1591	806	784	202	293	280	274	223	319	484	444	359	304	146	59	173	144	150	115	80	154	207	225	137	237	751
	78%	80%	75%	83%	85%	81%	75%	73%	71%	88%	78%	80%	62%	79%	72%	77%	78%	81%	80%	78%	75%	78%	78%	74%	82%	87%
Prefer not to say	63	28	35	11	8	17	11	7	9	13	18	12	20	3	5	9	6	4	7	1	3	8	8	10	14	24
	3%	3%	3%	4%	2%	5%	3%	2%	2%	2%	3%	3%	4%	1%	7%	4%	3%	2%	5%	1%	2%	3%	3%	5%	5%	3%